



Customer Satisfaction Survey.....The Results

In late 2018, many of our customers completed our Satisfaction Survey to help us understand how you feel about the service we provide. Having reviewed the results and spoken to a number of our customers about their individual feedback, we are now working on various initiatives that will help us to provide the best housing service we can.

This is what you said and what we are doing in response....

Our Customers: "Shropshire Rural is easy to contact and your staff are helpful"

Our Response: "First of all. Thanks!! We are really pleased about that, but we still want to do better, so we aren't resting on our laurels"

Our Customers: "We aren't sure if the service charges we pay are value for money."

Our Response: "This is something we have to look into, so we will be commencing a review of our service charges later in the year, to help us better understand about the quality of services we provide and what information you need from us."

Our Customers: "Car parking where I live is a problem."

Our Response: "As households have more cars nowadays, parking can be the cause of a lot of frustration between neighbours. There are limits to what we can do, as we can't simply create more car parking where there is no space. However, we are visiting the estates where we know there are issues, to see what we might be able to do – including better signage, designated parking bays for households if necessary, but most importantly, listening to all the neighbours to see what solutions everybody might be able to come up with."

Our Customers: "My home is expensive to heat."

Our Response: "We recognise that some of our older housing stock doesn't benefit from the modern, energy efficient heating systems we now use in our new housing developments, and improving those older systems will be one of our key priorities in our planned maintenance programmes over the coming years, starting with the replacement of older heating to 21 homes in Shawbury in the current year. "

Our Customers: “The contractors you use are good, but sometimes I have to contact you to find out when the job will be finished”

Our Response: “We only use contractors that we are happy with so it is good to hear that is generally your experience as well. Co-ordinating a responsive repairs service using various trades and across a number of properties, can sometimes be difficult when there are lots of different priorities. Having looked into some specific instances in response to the survey, we have largely concluded that communication and information from our main contractor needs to be improved, so we have put in place some standard reporting formats that enable us to have a better idea of where repairs are up to. This is still a work in progress, but alongside more frequent communication with our contractors and our customers, we expect to be able to resolve this problem relatively swiftly.”

Our Customers: “Can Shropshire Rural provide more advice on things like affordable warmth, benefits, and managing household expenses.”

Our Response: “The survey highlighted some other things that we, as your landlord, might be able to do to help. We can’t do it all on our own however, so we are talking to various other agencies we can work with to provide additional advice and help to our customers, including Citizens Advice Shropshire, Shropshire Housing Alliance, Marches Energy Agency and Shropshire Libraries. Over the coming months, we will be publicising information on these services in our newsletters, website and social media channels. However, if you do need any specific advice please get in touch with us and we can put you in touch with them directly.”

These are just some of the things you told us in the survey, but rest assured we are constantly looking to see how we can provide a better service across everything we do. So that we know how we are performing, we will be doing a follow up survey in 2020/21. We will also be trialling a texting survey to gauge your satisfaction when you contact us in the coming weeks and updating our repairs satisfaction feedback forms.

In the meantime, let us know if you have any comments on our performance.

We’ve entered the world of social media.

You can now contact us and keep up to date via Facebook, Twitter and Linked In.



@srhassoc



@srhassoc



Shropshire Rural
Housing Association



2018-19 – A Review of the Year.

2018/19 was a busy year for Shropshire Rural Housing.

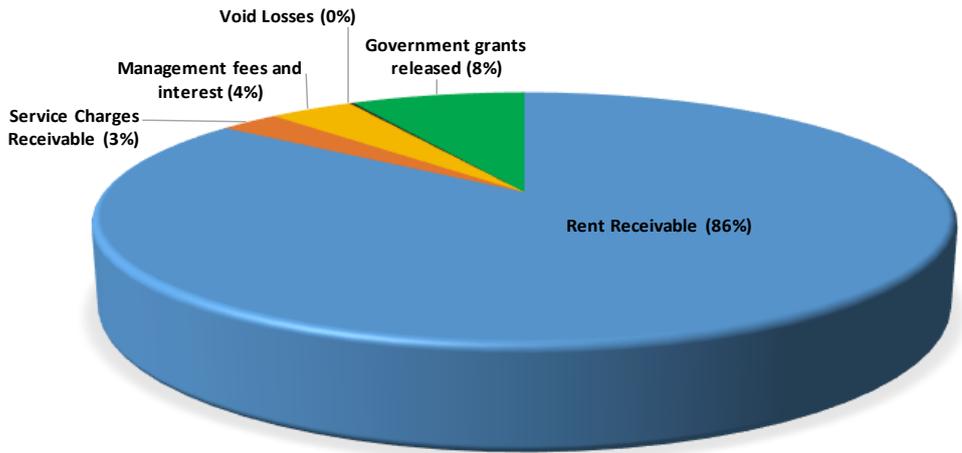
- We improved the heating systems at Mary Webb Close, Pontesbury and Birch Close, Ruyton XI towns through the installation of ECO Efficient storage heaters
- We completed exterior painting at:
 - ◆ Princess Court, Shawbury
 - ◆ Burwarton
 - ◆ Kinlet
 - ◆ Stottesdon
 - ◆ Bowmere Heath
 - ◆ Brockton

We improved or matched response time performance in all repair categories compared with the previous year.

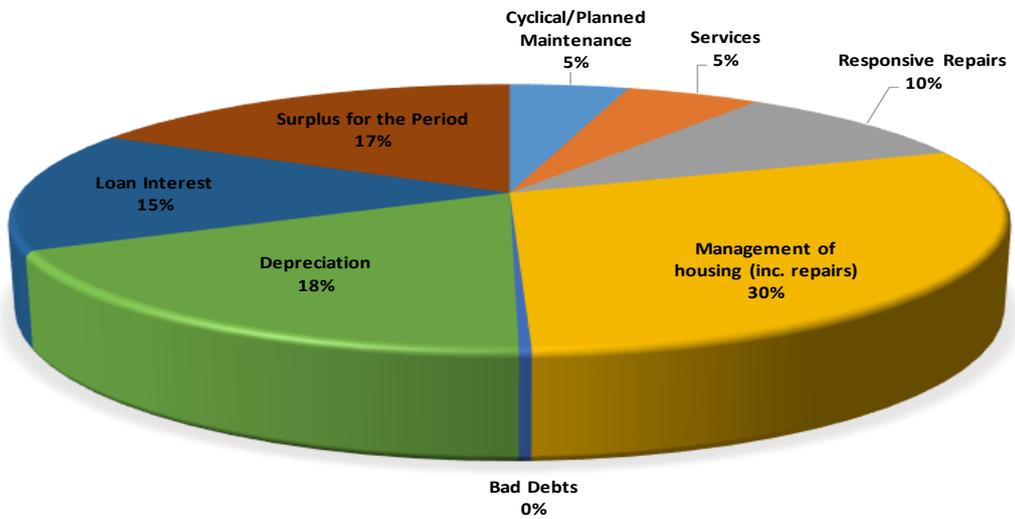
	Emergency	2 Day Urgent	7 Day Urgent	28 Day Routine
2018/19	<i>98%</i>	<i>93%</i>	<i>88%</i>	<i>93%</i>
2017/18	<i>96%</i>	<i>90%</i>	<i>86%</i>	<i>93%</i>

- We were also successful again in securing Eco 3 Grant Funding for top up cavity wall insulation for 114 properties across the county.
- We continued to develop new homes with a strong emphasis on affordable warmth, providing an additional 2 additional homes at White Lodge and continued to pursue development sites with a pipeline of schemes;
- We successfully completed the process of raising additional finance to secure the development of 35-40 homes over the next 5 years;
- We continued to generate Renewable Heat Incentive income from our investment in heat pumps and continued to improve our average energy efficiency rating in support of our commitment to affordable warmth;
- We deployed our Tenancy Management Officer (TMO) to work closely with tenants: maximising income, assisting with effective budgeting and mitigating the potential impact of the roll-out of Universal Credit;
- We collected 98.6% (102.49% 2017/18) of the rent due; reduced due to Housing Benefit being owed at the year-end by Shropshire Council, this was better than target of 96%;
- We reduced the average number of days a property remains empty before it is reoccupied; from 16.2 days in 2017/18 to 13 days in 2018/19;
- We promoted more rent payment options; increasing telephone payments and launching on-line payment facilities via our website.
- We undertook a full Customer Satisfaction Survey to find out what our tenants think about the services we offer, to help us provide the best service we possibly can. (See page 2-3 for more information).

INCOME



EXPENDITURE



Manchester Tart

SERVES: MAKES 1 X 24cm/10in tart

PREP: 30 mins to 1 hour

COOKING: 30 mins to 1 hour

The Manchester tart is an easy custard and fruit tart adorned with toasty coconut. Fresh raspberries elevates this to an exotic pudding.

INGREDIENTS

Butter, for greasing

500g/1lb 2oz ready-made shortcrust pastry

Plain flour, for dusting

200g/7oz raspberry jam

300g/11oz fresh raspberries

500ml/17 fl oz full fat milk

1 vanilla pod, split, seeds scraped out with a knife

5 free-range egg yolks

125g/4 1/2 oz caster sugar

4 heaped tbsp. cornflour

2 tbsp. icing sugar for dusting

400ml/14fl oz double cream, whipped until soft peaks form when the whisk is removed

3 tbsp. desiccated coconut, plus 3 tbsp. desiccated coconut toasted in a dry frying pan until golden brown, to serve



METHOD

1. Preheat oven to 200C/400F/Gas 6. Grease a 24cm/10in tart tin with butter
2. Roll out the shortcrust pastry onto a lightly floured work surface to a 0.5cm/1/4 in thickness. Line the prepared tart tin with the pastry. Prick the pastry several times, then chill in the fridge for 30 minutes.
3. When the pastry case has rested place a sheet of baking parchment into it and half-fill with baking beans. Transfer the pastry case to the oven and bake for 15 minutes, or until pale golden-brown.
4. Remove the baking parchment and baking beans and return the pastry case to the oven for a further 4-5 minutes, or until pale golden-brown.
5. Spread the raspberry jam onto the pastry base in an even layer. Sprinkle over the three tablespoons of non-toasted desiccated coconut and half of the fresh raspberries. Set the pastry base aside.
6. Bring the milk, vanilla pod and seeds to the boil in a pan, then reduce the heat to a simmer and simmer for 1-2 minutes. Remove the vanilla pod (it can be cleaned thoroughly and re-used in another recipe).
7. In a bowl, beat together the egg yolks and sugar until well combined.
8. Pour the hot milk and vanilla mixture over the egg and sugar mixture, whisking continuously, until the mixture is smooth and well combined. Return the mixture to the pan over a medium heat. Whisk in the cornflour, a tablespoon at a time, until well combined, then heat, stirring continuously until the mixture is thick enough to coat the back of the spoon.
9. Transfer the custard mixture to a clean bowl and dust the with icing sugar (this prevents a skin forming on the surface of the custard). Set aside to cool then chill in the fridge for 30 minutes.
10. Whisk the whipped double cream into the chilled custard mixture until well combined
11. Spoon the custard and cream mixture into the pastry case in an even layer. Sprinkle over the remaining fresh raspberries. To serve, sprinkle over the toasted coconut. Serve immediately.

REMEMBER

If you change your mobile or landline telephone number or your email address, please remember to let us know. In line with the new Data Protection regulations we can assure you that your data will be kept, and passed onto contractors in a secure way. If we cannot contact you, there may be a delay in carrying out your repairs or in contacting you about other urgent matters.



We all want you to enjoy the summer holidays and have a good time, but please don't forget to pay your rent.

STAY SAFE THIS SUMMER IN YOUR HOME

Remember to check your smoke alarm and carbon monoxide detectors on a monthly basis to ensure that they are still working correctly.





WE'RE WORKING WITH CITIZENS ADVICE SHROPSHIRE

The Citizens Advice can help you with many issues including:

Advice and help with applying for **Universal Credit**

Housing matters

Money matters

Pensions

Advice and support for children, young people (0-25) and their parents and carers about **Special Educational Needs and Disabilities (SEND)**.

If you find yourself with some spare time on your hands, you can also volunteer with them

You can also find them on Facebook and Twitter, and at their website www.cabshropshire.org.uk

Well - I think that's all folks



We hope you've enjoyed our bumper issue this time, and if there is something you'd like to see in future newsletters, phone us on 01743 874848, visit our website at www.shropshirerural.co.uk, or leave us a comment on our Facebook or Twitter page, or email us at enquiries@shropshirerural.co.uk

