

Customer Annual Report 2020/2021



karbon
homes

Providing a strong foundation for life.

Welcome

I'm pleased to introduce our Customer Annual Report for 2020/2021.

Each year, we publish this report to ensure our customers are kept up to date on how we are performing against the standards that are set by the Regulator of Social Housing, and how well we are delivering our services.

This report covers what has been a year like no other, one that was remarkable in so many different ways.

Back in April 2020, when we began the 2020/2021 financial year, the UK was adjusting to a life in lockdown and none of us could have predicted what was to come.

Some of us have lost family and friends or have been personally affected by Covid-19, either in the short term or the long term, but in the midst of such hardship, anxiety and change I've been incredibly proud of the team here at Karbon.

Colleagues have shown amazing resilience and have gone above and beyond to ensure our customers are provided with the support and the services they need and expect, and I am very thankful to each and every one of them for their continued hard work.

I am also grateful to you, our customers, for your support and patience over the past year. It's been a challenging time for our teams, and we've really valued your understanding and cooperation. We ask for your continued support and patience going forward, as we work through both new and ongoing challenges created by the pandemic.

So now a turbulent 2020/2021 has come to an end, we're able to look back with pride on what we have achieved through these unprecedented times. Despite the circumstances we've seen some great achievements.

We've delivered hundreds of much-needed new affordable homes across the region and continued to invest in our existing homes, with £45.7m committed in 2020/21 as part of a long term programme (see pg.9)

We're also able to look forward to the challenges ahead.

We've learnt a lot from the experiences of the past year and are keen to take the positives and incorporate them into our ways of working in the future.

We know the best way to improve our services is to listen to feedback from our customers and work with them to act on it. Our involved residents play such an important role in helping us make sure that our customers are kept at the heart of how Karbon operates.

I would like to take the opportunity to thank our involved residents, who give so much of their time to work alongside us, and to the residents who supported us with the refresh of our corporate strategy this year. We look forward to working with you in the future.

Paul Fiddaman
Group Chief Executive



Once again, as the Chair of Karbon's Strategic Residents' Group, I'm delighted to have the opportunity to say a few words and to reflect on what has been a really tough year.

I want to start off by saying a heartfelt thank you to the team at Karbon Homes. Despite everything, colleagues have continued to work really hard to deliver services and support to tenants and for that I am very grateful.

It's been a very busy year for the Resident's Strategic Group and as always, we've enjoyed every minute of it (flick to page 21 for more details on this). The pandemic has presented us with many new challenges, which we've faced head on, but as a group we remained as engaged and passionate as ever.

The shift to a digital approach was without a doubt the biggest challenge. We'd gone from having face-to-face meetings in offices to being locked down at home, but Karbon were quick to provide each resident with a laptop so that we could continue to stay involved.

This shift in working turned out to be a real lifesaver and as well as helping us to keep working on projects, it kept us connected socially too. I have missed the physical, face-to-face meetings, but in the future I can see it being a careful balancing act as to what work is done in person, and what is done digitally. There are many benefits to both and the variety will help make being an involved resident inclusive to all.

Looking back, we've thoroughly enjoyed all the projects that we've been involved with over the year. Personally, I feel very honoured that the thoughts, opinions and feedback I give are so valued by Karbon and that as a resident I have the opportunity to make a difference in the areas and on the topics that are important to me.

On behalf of all the involved residents, I would like to express my sincerest thanks to Karbon's engagement co-ordinators, whose commitment to supporting us digitally really helped us to achieve great things. Without them we wouldn't have been able to do as much as we have.

You can read more about some of the other work we've been doing throughout the year on page 17.

There's so many ways that you can get involved, and if you've considered getting in touch with the team, I would encourage you to take the plunge. You won't regret it.

I look forward to continuing my work as an involved resident into 2021/2022 and working with more of you in the future.

Michael Lisle
Chair of the Strategic Residents Group



We're always on the look out for more customers to get involved with Karbon. Your help makes sure our customers are kept at the heart of everything we do, and that our services and products are shaped with them in mind. Turn to page 18 for more information

About us

At Karbon Homes, we build, manage and look after affordable homes for people across the North. And then we go further, we give them the strong foundations they need to get on with life.

Since our formation in 2017, we've focused on delivering our three strategic aims - to provide as many good quality homes as we can, to deliver excellent service to our customers, and to shape strong, sustainable places for our communities.

Our footprint covers the North East of England and Yorkshire, with almost 30,000 homes across diverse communities, all facing different opportunities and challenges. We always make the effort to understand our customers. We believe that everyone deserves respect and everyone's voices should be heard.

Some customers just need an affordable home, or a way onto the property ladder. Others might need more –

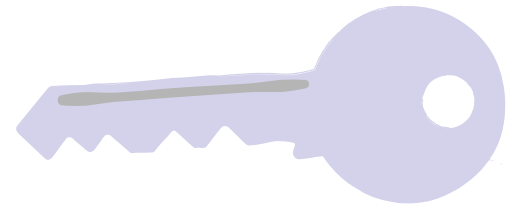
financial advice, community services, sheltered accommodation or even training that can lead to a new job. Whatever people need to feel more secure, confident and happy with where they're at, we work our heart out to provide it.

As a profit-for-a-purpose organisation, we invest any surplus we generate into improving our properties and communities, building new homes and delivering services which provide sustainable outcomes for our customers and communities.

We believe that by combining a sound business head with a strong social heart and staying true to our values, we can build strong foundations for even more people.



Karbon key facts



Karbon owns and manages over

30,000

homes across the North East and Yorkshire

There are approximately

60,000

people living in our homes



Karbon has

904

employees and

18

apprentices

In line with our vision to help customers lead successful, independent lives, all our apprenticeship positions are kept exclusively available to people who live in a Karbon household. We took on six new apprentices last year, one of which was Mona who is working in our Support Services team whilst studying at Gateshead College.

“This is my dream job. I am really enjoying it and my colleagues have been great. It’s allowed me to see first-hand the challenges that colleagues face and how much Karbon really cares and puts its customers first.”

Mona Jammeh

Support Services apprentice and Karbon Homes resident



Each year we publish this report to make sure our customers are kept up to date on how we are performing against the standards that are set by the Regulator of Social Housing.

These standards help show how well we're doing as an organisation and, more importantly, allow you to understand how well we're delivering our services to you. The Regulator for Social Housing has two main objectives set by the Government.

One is an economic objective, to ensure that we are financially strong and run efficiently, and the other is a consumer objective which is broken down into the four standards that this report covers.

- **Tenancy Standard - pg 8**
- **Home Standard - pg 10**
- **Neighbourhood and Community Standard - pg 16**
- **Tenant Involvement and Empowerment Standard - pg 21**

Economic Standard

The Economic Standard focuses on effective governance; the achievement of value for money, and how rent levels are set in line with the Government's Rent Standard guidance.



Karbon is in a position of financial strength. As a profit for purpose business, we continue to invest any money we make into maintaining and improving our existing homes, developing the services we provide to customers.

We have a **G1/V1** rating from The Regulator of Social Housing, the highest possible score for governance and financial viability (this means we are well run and financially strong, which will help us achieve our future plans).

Karbon had a total income of

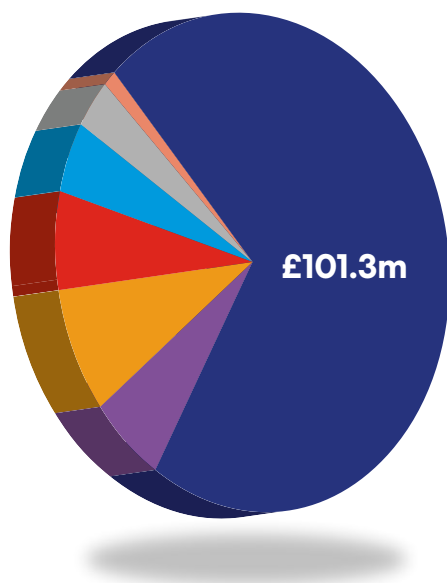
£143.5m

We set our rents according to the Government's regulations, which last year saw an increase of

1.5%

The rents and service charges paid by customers is used to pay for all of the day to day services provided by Karbon Homes.

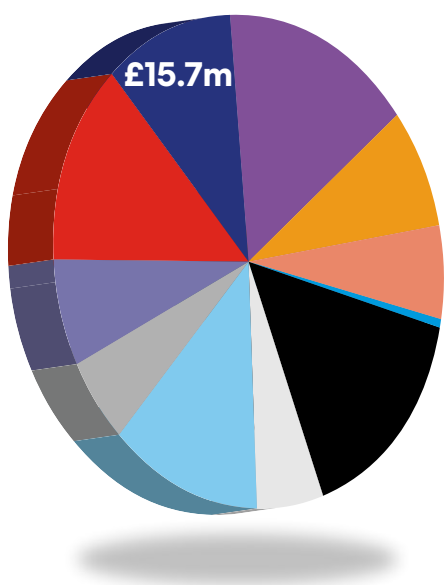
Income (£m)



Rent charged to tenants	101.3
Service charges collected from tenants	8.7
Income from property sales	11.2
Services provided to other group companies and third parties	9.4
Other incomes	6.9
Grant income-amortisation	4.7
Interest receivable	1.3

Total is £143.5m

Expenditure (£m)



Management of properties	15.7
Routine maintenance	22.1
Services	11
Planned maintenance	8.8
Bad debts	0.7
Depreciation of housing properties	22.57
Cost of property sales	7.7
Loan interest	17.8
Other expenditure	7.9
Services provided to other group companies and third parties	9.7
Surplus	19.5

Total is £143.5m

A surplus often occurs in a budget when expenditure is less than the income collected. Karbon keeps the surplus in reserve and uses it to finance further investment and to help repay loans that have been taken out to fund the investment programme.

These figures confirm that Karbon is on track against its financial targets.

Tenancy Standard

This standard focuses on the way homes are allocated and how customers are supported to maintain their tenancy.

Letting homes

2,752

customers moved into one of our homes. **325** of these homes were **new build** of all tenures

Had an average re-let time of

71.23

days against a target of 67 days



91%

of customers were satisfied with the lettings service, against a target of 92.7%



92%

of customers were satisfied with the quality of their home, against a target of 93%

Collecting your rent

Average weekly general needs rent was

£77.13

We introduced a new telephone payment system at the start of the pandemic, to help make paying rent quicker and simpler for our customers.

We collected

99.41%

of rent against a target of 99.15%

More customers than ever are also using the My Karbon portal to pay their rent.

Our rent arrears were

3.78%

of our rental income



Did you know?

Our Customer Accounts team supported 2,000 new Karbon Universal Credit customers, many of whom were claiming this benefit for the first time.

Money Matters is a confidential advice service on everything to do with your finances, benefits and money.

This year the team;

Secured over

£5.4m

of income gains for customers, against a target of £5 million



Secured

£60,252

customer gains from the Northumbrian Water Support Plus scheme

Supported

5,618

customers with specialist benefits, money and debt advice

Helped

107

households, through its Crisis fund, totalling **£4,312**

Foundations for Life is our employment and digital support service, available to all Karbon Homes' customers.

100 customers supported towards employment

85

people supported into employment

60

people supported into training

Broke down barriers to employment for **38 customers** through the Foundations Support Fund, totalling

£2,950

43

customers helped to increase their digital, literacy and numeracy skills.



"I was feeling really down when I lost my job at the beginning of the year. I was so glad I contacted the Foundations for Life team at Karbon and Helen was brilliant. Without her support, I would still be looking for work and unsure what steps to take. I am settled in my new job with the NHS and really enjoying it."

Jean, Karbon Homes resident



Did you know?

The Covid-19 pandemic had a huge impact on the finances of many of our customers

The Money Matters team

- helped self-employed customers to identify entitlements and access support grants for their businesses
- ensured that those who were not entitled to benefit from those schemes claimed the correct benefits, in order to safeguard their incomes

Home Standard

This standard focuses on the provision of quality accommodation, a cost-effective repairs and maintenance service, the health and safety of customers, and the provision of an adaptations service that meets customer needs.

Repairs and maintenance

All of our homes meet the Decent Homes Standard (set by Government that council and housing association homes must meet)

repairs completed in
response to customer needs

73,487



It took on average

12.3

days to complete a responsive
repair against a target of 20 days

99.9%

of emergency repairs were
completed within the target of 24
hours against a target of 99.5%



91%

of customers were satisfied
with the repairs service against
a target of 92%

Did you know?

When visiting homes to carry out repairs and servicing activities, to make sure our customers and colleagues were kept safe our Health and Safety Team produced robust risk assessments and safe systems of working.

Whilst in customers' homes our colleagues were required to wear a face covering and sanitise their hands and the work area. Customers were asked to open windows prior to us arriving at their home to ensure the property was well ventilated.



Did you know?

Scooters pose a serious fire risk if incorrectly stored, or not charged in compliance with fire safety guidelines, so we've installed a number of scooter stores in our sheltered schemes in line with our fire safety strategy.



Keeping you safe in your home

We make it a top priority to carry out regular safety checks in your homes to ensure all appliances and safety equipment are in a safe working condition.

Gas services due that were completed prior to certificate expiry

99.85% 

Approximately

3,690

electrical tests were undertaken to ensure the condition of electrical installations in our homes is safe

We invested over

£4.6 million

on fire safety related works and continue to invest in this area.



Home Standard continued

Planned maintenance and investment in your home

Last year we invested

£44.2m

in maintaining our existing homes

47

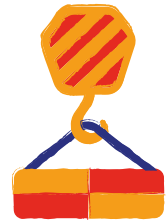
bathrooms fitted

294

kitchens fitted

591

roofs fitted

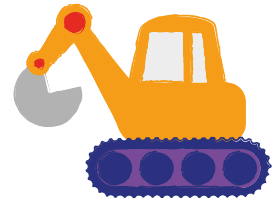


1,354

adaptations made, helping customers remain independent in their homes

942

boilers fitted or heat improvements made, including the installation of 50 air source heat pumps



Bob and Gerry Welton from Prudhoe assumed lockdown would put an end to their hopes of getting a new kitchen and bathroom fitted in their bungalow that year.

“Due to Covid-19 we thought the plans would get put back, but as soon as they got the word they could go again, Karbon were straight back at it! Our new kitchen is absolutely amazing and the new wet room is much better suited to our needs.”



Building new homes

We provide a range of ways for customers to access homes: from homes to buy and shared ownership, to affordable housing, social housing, and supported and specialised housing.

Through 2020/2021
we invested

£559.3m

377

homes for affordable rent

in building

447

new homes

56

shared ownership and rent to buy



Rowan Barnett and Connor Redden never thought they would be able to afford a four-bedroom semi-detached house, but thanks to Rent to Buy they have found their dream home on our Springfield Meadows development in Darlington.

“We have to pinch ourselves and often wander around the house saying, do you know what, we live here! Rent to Buy is a brilliant scheme, we can now save for a deposit and will have the option to buy our home. We would definitely recommend it.”



Our response to Covid-19

At Karbon, our mission is to provide customers and communities with strong foundations for life, giving them the tools they need to thrive. The support we offered to customers and communities during the coronavirus pandemic has shown this mission in action. Our teams have risen to the challenge, providing whatever was needed for customers to feel secure, supported and not alone.

Covid Response Fund

During the pandemic, our Community Investment Team continued to be proactive in helping and supporting communities. When the pandemic first hit, the team launched the Covid-19 Response Fund.

The fund was welcomed by community groups and we gave around 100 grants, totalling £152,117. The grants supported a range of projects that deliver food parcels, medicines, hygiene products, health and wellbeing, digital and virtual services, and financial support.

“We’re thankful to Karbon for supporting Love, Amelia. The donation will make a huge difference to local families.”

Silver Talk



Our ‘friends on the phone’ service, Silver Talk, leapt into action when lockdown began, to help older, more isolated customers feel connected.

By the end of April the service had tripled in size and has continued to grow throughout the pandemic, offering a friendly voice and a listening ear to over 300 users each week.

Unlocking Social Value

The team also worked with our contractors and suppliers through our Unlocking Social Value programme, helping local community projects and organisations get back on their feet.

This included the donation of over £2,300 of PPE and cleaning equipment, delivered to 19 organisations across our communities.

“We’d like to say a big thank you to Karbon Homes for donating PPE, such as masks, visors and hand gel to us.”



“It’s company and it’s been lovely to just hear another voice and have someone to talk to. I can’t praise Karbon enough for what they’ve done, they’ve been brilliant and I feel really looked after.”

Edith, 90
Karbon resident
in Northumberland

Connecting customers with the community

We supported customers in our retirement living schemes who, due to the need to stay at home or self-isolate, were spending more time in their flats and were missing out on the usual social contact.

Partnerships with local schools

We set up pen pal schemes between customers and pupils and invited local schools to visit our schemes to take part in the 'Wednesday Wave', an initiative designed to connect the public with older residents who may be isolating and feeling the effects of spending more time alone.



Supporting those customers most in need

During the first lockdown, we contacted more than 8,000 older and more vulnerable customers. We checked they had access to food and medicine, and provided help where we could, referring them to our own services as well as those of local authorities and charities.

Our customers who face more complex issues, including mental and physical health problems, addictions, and learning disabilities, continued to receive support from our dedicated Supported Housing Team, either by phone or in person when needed.

“When I look back at how my life was, I was in a really bad way. I was rock bottom and I couldn't see the light at the end of the tunnel. Now, I've built myself back up. I would be lost without the support I get from my support workers and for that I am forever grateful.”

Ritchie,
Karbon resident in South Shields

Outdoor entertainment

A calendar of socially distanced outdoor entertainment was put on at schemes across the region, with performers, local choirs, and even brass bands coming to schemes to entertain customers, who watched on from their open windows.



Socially distanced activities

Our community connectors worked closely with our Retirement Living team to organise virtual events for customers, including coffee mornings, quizzes, and rounds of bingo, all done over video calls.



Neighbourhood and Community Standard

This standard focuses on the cleanliness and safety of neighbourhoods and communal areas; the promotion of social, environmental and economic wellbeing; and the prevention and tackling of anti-social behaviour (ASB).

Your community

Our Community Investment Team works within your communities to build strong sustainable places for our customers to live.

Over the past 12 months we've supported

173

projects in your communities through Karbon grant funding, totalling **£287,843**

This includes over

£150,000

to community groups and projects working to alleviate the effects of Covid-19. See page 10



Funding boost for Silver Talk

More customers have been able to benefit from our 'friends on the phone' service thanks to a funding boost from Mid Durham, Stanley and Derwent Valley AAPs, as well as corporate partners, Travis Perkins and City Electrical Factors.



Haltwhistle Community Fund

We partnered with Haltwhistle Community Partnership to launch a £80,000 grants fund, to support community projects in the town and its surrounding parishes, that have a significant impact on the community.



Did you know?

Last year we surveyed community groups to see how they had been impacted by covid and what support they needed. The results not only showed us how we could best support groups to get back on their feet but have helped us set our community support priorities for this coming year.

New roof at SHAID's Hollyacre Centre



A £10,000 grant from Karbon has helped SHAID replace the old, leaky roof at its supported housing project in Sacriston, which provides homeless veterans with accommodation and support with the transition from military to civilian life.

Your neighbourhood

90.9%

of customers were satisfied with their neighbourhood as a place to live



The housing management team;

Carried out

1,310

estate and scheme inspections, to ensure our schemes and communities remained safe, and continued to deal with issues like fly tipping, graffiti and fire hazards.

Actioned

1,573

estate management cases



95%

of customers told us they were satisfied with how safe and secure they felt in their home.

Customer contact visits continued - mainly over the telephone due to the pandemic.

Our in-house grounds maintenance team and our external contractors ensured that grounds maintenance and cleaning services continued safely and to a high standard.

The team dealt with **2,129** Anti-Social Behaviour (ASB) cases – both low and high level - continuing to work with key partners, such as the police, to support victims of ASB and deal with perpetrators.

3 injunctions were secured against customer who were breaching Covid:19 restrictions and causing significant distress to their neighbours and the wider community.

With help from our contractors we were able to help keep your neighbourhoods looking neat and tidy. Ideal Cleaning donated **£146** of litter picking equipment to our Community Investment team to help with litter picking activity in our neighbourhoods and RE:GEN Group provided skips for neighbourhood cleans up we held in South Stanley and Widdrington, near Morpeth.



Customer Satisfaction and Feedback

The Karbon customer experience

91.1%

of new Karbon customers were very/fairly satisfied with the service they received as they moved in

90.72%

of Karbon customers were very/fairly satisfied with the ongoing service they received from us. This was against a target of 91%

Our customer Net Promoter Score (NPS) is +55 and our target for this was +52

The Net Promoter Score measures our customers' willingness to recommend Karbon to friends or family. Scores range from -100 to +100 and the Customer Service UK benchmark is +21

We've been making some big changes to our customer portal – MyKarbon

You can now make a payment, check your rent statements, and, most importantly, book a repair slot that works for you and your daily schedule.

We've had some great feedback on the changes so far and we're exploring more of your ideas for the future so watch this space. Log in or register today. Visit www.karbonhomes.co.uk/mykarbon

Almost **6,000** customers were active on MyKarbon at the end of March 2021, booking repairs, making payments and checking their accounts



Did you know?

At the start of the year we employed our first New Homes Customer Care Officer, which means all new build customers have a central point of contact for any issues that arise.

We created this role as a direct result of the feedback we received from customers, who were telling us they were unsure of who to contact at Karbon if they were having any difficulties in their new build home. We have also introduced a 7-day courtesy call to customers who have just moved in, proactively making sure they have access to help should they need it.



Customer feedback is really important to us as it helps us to continuously improve, learn and develop our products and services.

In the last year:

We received

485

compliments

We received

1,350

complaints with 96% resolved at first point of contact

86.1%

of customers were satisfied with how we listened and acted on feedback

At Karbon our aim is to provide a great customer experience. We're keen to constantly improve and not only will we listen and act to resolve a problem, but we'll also strive to learn from it too.

Earlier this year we made some changes to our complaints handling procedure, to not only make this process simpler for our customers but to help us get them resolved quickly.

The biggest change we've made is to the response timescales for both Stage 1 and Stage 2 complaints.

Previously a written response would have been issued within 10 working days but we'll now be responding within five working days, unless there are mitigating reasons to extend this.



Did you know?



We've refreshed our complaints leaflet where you'll find everything you need to know about our complaints process, what to expect from us along the way and what options you have should you need to seek further support.

You can find a copy of this leaflet on our website at www.karbonhomes.co.uk/complaints



91.4%

of surveyed customers, told us they felt kept up to date

93.1%

found us easy to deal with



If you have any complaints or feedback for us, please contact us first. We're always listening and ready to work hard to resolve your concerns straight away.

If we can't resolve the problem there and then, we will undertake a full investigation to understand the facts and get back to you no later than 10 working days.

Involvement and Empowerment Standard

This standard focuses on providing opportunities for tenant involvement and empowerment; supporting customers to scrutinise and improve services; having a clear focus on good customer service, choice and complaints; and having a clear understanding and response to the diverse needs of customers.

Connect with Karbon

Connecting with our customers is really important to us and we actively seek feedback from them whenever and wherever we can.

Our involved customers help us make sure the customer is kept at the heart of everything we do. They work alongside our teams to ensure the customer voice is heard and that projects are well managed and deliver value for money.



Resident project groups

Lots of our involved residents took part in a series of workshops in November 2020 to support with the refresh of our Strong Foundations Strategy, our exciting blueprint for the future which helps us to deliver on our three strategic aims.

- Provide as many good homes as we can
- Deliver excellent service to our customers
- Shape strong, sustainable places for our communities

Residents shared their thoughts and aspirations regarding climate change, the communities in which they live, and digital engagement. It was clear how important it was to residents that future projects and services are personalised to them and we will work hard to make sure that what we offer going forward meets the needs of our different communities

Getting our residents virtually involved

Over the last year we've not been able to meet in person, however our teams have still been working hard to make sure our residents continue to play an important role in scrutinising work that's going on in the organisation and helping us decide where we should focus our efforts in the future.

To do this we've been talking and listening to customers in a number of different ways.

We worked with an external research agency, asking almost 500 customers what services were important to them and how they thought we were performing in those areas. We also held virtual workshops with customers, having in-depth discussions on topics that are high on our agenda at Karbon.



Residents hold us to account

Karbon's Strategic Residents' Group is made up of a small number of customers who together hold Karbon Homes to account. They monitor levels of customer service by looking at Karbon's performance and reviewing any feedback received by customers.

The group took part in a scrutiny review of our repairs service and whether the process of reporting a repair was fit for purpose.

They worked through tasks including listening to live calls, talking to our call handling colleagues, reviewing feedback from other customers on their experience of the service and looking at what information we give to customers about reporting a repair.

Based on what they had seen and heard they have given us 25 recommendations for how we can improve the service. We've carried out a number of these recommendations already, which have included refreshing the Karbon website to clearly outline the responsibilities of Karbon and the responsibilities of the customer, and updating the colleague call handling training to include a consistent customer greeting for all our call handlers to use.

Did you know?



Earlier this year we launched our Connect with Karbon Facebook page, allowing involved residents to engage with us digitally, sharing their views and opinions on a range of projects and ideas.

Interested in becoming an involved resident through  Facebook? Get in touch with the team (details below) for a chat and they will send you an invite.

We're always looking for customers of all ages and from all walks of life to get involved with the things we do to improve homes and neighbourhoods.

If you're interested in finding out more about how you can help us shape our services and products in the future, please get in touch with our customer engagement specialists.

 connectwithkarbon@karbonhomes.co.uk

 0808 164 0111



Customer Service Standards

In 2019, with the help of our involved customers, we developed our Customer Service Standards. We're determined to provide you with the best service possible so will be using these Customer Service Standards to guide and improve our operations.



100%

Target: 100%

100% of our properties will meet the Decent Homes Standard



96.60%

Target: 96%

When you report your repair we'll complete it in the following times: 20 days for non-emergency repairs



99.85%

Target: 100%

We'll ensure our homes are kept safe by successfully checking all gas appliances in your home once a year.

21,738 of our homes have been serviced in the last 12 months. This leaves 33 that haven't. Our performance in this area has been impacted by Covid but customer safety is very important and we'll continue to try to gain access to these homes.



96%

Target: 75%

If you make a complaint, we'll acknowledge it within one working day and we aim to resolve 75% at first point of contact at Stage 0



100%*

Target: 100%

We'll provide all customers with clear and appropriate information in relation to their new home, including legal obligations relating to their tenancy

*of customers from December 2020



80 seconds

Target: 100 seconds

We'll answer calls into our Customer Relationship Team via the Freephone service within 100 seconds, Monday to Friday 8am to 6pm



99.91%

Target: 99.75%

When you report your repair, we'll complete it in the following times: 24 hours for emergency repairs



100%

Target: 100%

100% of blocks of flats with communal doors will have a current and up to date Fire Risk Assessment.



92%

Target 100%

We'll visit all of our schemes and estates on at least a quarterly basis, and where relevant, will invite customers, local authorities, police, and other parties to attend. We had a three month period where we couldn't complete any visits due to lockdown restrictions.



84.3%*

Target: 84%

We'll keep you informed of the progress of your getting into your homes, from offer stage to the beginning of your tenancy.

*of customers were Very/Fairly Satisfied with how they were kept informed



220 seconds

Target: 100 seconds

We'll answer calls to our emergency 'out of hours' telephone service within 100 seconds.

Looking forward to the year ahead

From autumn 2021, we're setting out on an exciting project to refresh the way that our customers can get involved with the work we do at Karbon.

Through this refresh we will be introducing several new ways for you to connect and become involved with us. Here are just a few:

Karbon Residents' Committee

The Karbon Residents' Committee will work closely with Karbon's Performance Committee in receiving information relating to how well Karbon is performing as an organisation.

Through a number of different sub groups, members of the committee will be involved in scrutinising our services, reviewing and supporting our complaints process, enhancing our approach to equality and diversity, and feeding back on our customer publications, such as the At Home with Karbon magazine and this report you're reading now.

Engaging with our different customer groups

Through a variety of new customer forums, we're looking to improve the way we engage with our different customer groups. These will include:

Local area forums - understand and explore the thoughts and views of customers living in different local areas

Sheltered housing forum - understand and explore the thoughts and views of customers living in our older person's accommodation

Supported housing forum - understand and explore the thoughts and views of customers that live in our supported accommodation or access our support services

Young persons forum - understand and explore the thoughts and views of our younger customers

Service charge and leasehold forum - understand and explore the thoughts and views of our leasehold customers and those who pay a service charge, to make sure they're happy with the service and are getting value for money.

Digital Services



We're keen to explore new ways for our customers to get involved digitally with the work we do. We also want to look at the different ways that customers currently engage with Karbon digitally and how these could be improved and developed.

Environmental and place shaping panels

These panels will help us to understand how we can make our communities better places to live and how we can make our homes more environmentally friendly. We're keen to understand what customers want in terms of both of these.

Through the customer engagement framework, customers will have the opportunity to have their voice heard on a regional and sometimes national level, inputting into decision making on a broader scale through involvement in projects such as the National Housing Federation's 'Together with Tenants' or the North East Tenant's Voice.



This report was created for you, our customers, to keep you updated on how well we're doing as an organisation and how well we're delivering our services to you.

We would love to hear your constructive feedback on the report, from the content to the way it has been designed, so we can understand if it works for you and how we might improve it in the future.

You can get in touch with our Communications and Marketing Team in the following ways:

communications@karbonhomes.co.uk

0808 164 0111



@karbonhomes



To chat to us about anything else, contact our Customer Relationship Advisers.

The full service is available 8am - 6pm on weekdays.

0808 164 0111

info@karbonhomes.co.uk

www.karbonhomes.co.uk

or visit our social media pages



Don't forget, you can also use your MyKarbon account to pay your rent, check your balance, update your contact details or to book a repair at a time that suits you.

Visit **www.karbonhomes.co.uk/mykarbon** to log in or register.

If you would like this document in another format, for example a translated or audio version, please let us know