

# Annual Report *Innisfree*

## 2021



## Welcome to Innisfree's Annual Report to Tenants 2021

*This report provides tenants with a snapshot of Innisfree's performance between 1 April 2020 and 31 March 2021.*

During this time, we operated within the challenging backdrop of the Covid-19 pandemic, which affected households and businesses worldwide. It had a major impact on the way we delivered services to tenants and the way our staff worked.

If you'd like more detailed information about our performance, visit: [www.innisfree.org.uk](http://www.innisfree.org.uk) to download our Annual Report and Financial Statements 2021.

In the future, we plan to publish the report in the Autumn following the end of the financial year, so the next version should be with you in October 2022.



## Who runs Innisfree Housing Association?

Like most housing associations, Innisfree has a Board of Directors who have overall responsibility for the way the organisation is run.

The Board has nine members and currently the Chair of the Board is Kevin Hartnett. You can find more details about the board members at:

[www.innisfree.org.uk/about-us/our-board](http://www.innisfree.org.uk/about-us/our-board)

The day to day running of Innisfree is undertaken by the Executive Team of:



**John Delahunty**  
Chief Executive



**Eddie O'Riordan**  
Finance Director



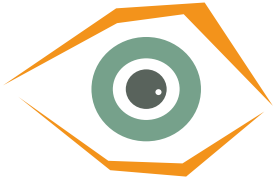
**Samantha Connell**  
Operations Director

## Our Mission

---

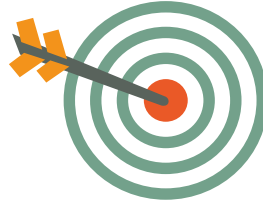
# What do we set out to achieve?

We've described what we want to achieve and how we will go about it in our Vision and Mission statements.



### Vision

As a leading Irish charity, we see the residents and communities for whom we provide homes and services enjoying healthy and fulfilling lives, involved in the wider community, whilst keeping a positive sense of their particular identity.



### Mission

Our mission is to provide housing for people and support them so that they can play an active part in their community. We speak up for the people we serve, including those who are new to their neighbourhood, drawing on the experiences of, and celebrating, our Irish roots.

---

## Repairs to your home

Despite the impact of Covid-19, we still managed to keep the repairs service operating well. We understand that repairs are important to tenants and we want to get it right first time.



Repairs completed within the target time **99.5%** (against a **target of 99%**).



Satisfaction with repairs **92%** (against a **target of 94%**)



---

## Keeping your homes safe

One of the most important parts of the service we offer you is keeping you safe in your home.



We had **100%** record for having gas safety inspections done during the year



For electrical safety checks, we didn't reach our **target of 100%** – achieving **91%** during the year. We have appointed an extra contractor to help us do more of this work.



## Our Services

### Improving your homes

Although some works took slightly longer because of Covid-19 restrictions, we were still able to complete the improvement works we'd planned and some additions.

In total, we spent our budget of £500k.

Planned and Reinvestment 2020-21	Target	Progress
Heating System and Windows Upgrades	10 properties	100%
Kitchen Upgrades	24 properties	100%
Window Replacement works	9 properties	100%
Bathroom Upgrades	3 properties	100%
<b>TOTAL</b>	<b>46 properties</b>	

Additional Works Undertaken		
Kitchen Upgrades	1 properties	
Bathroom Upgrades	5 properties	
Boiler/Heating System Upgrades	7 properties	
<b>TOTAL</b>	<b>13 properties</b>	

### Paying your rent

We were very aware that Covid-19 brought financial challenges to many households. We signposted tenants to support services that could help them maximise their income and stay out of debt.

The level of rent arrears for the year was **3.46%** which was above the **target of 2.9%**, but we know that some of that was because of delays in new benefit claims being processed.



## Our Services

### Your feedback

We continued to make our calls each month during the year to hear how you felt about the service we are giving.



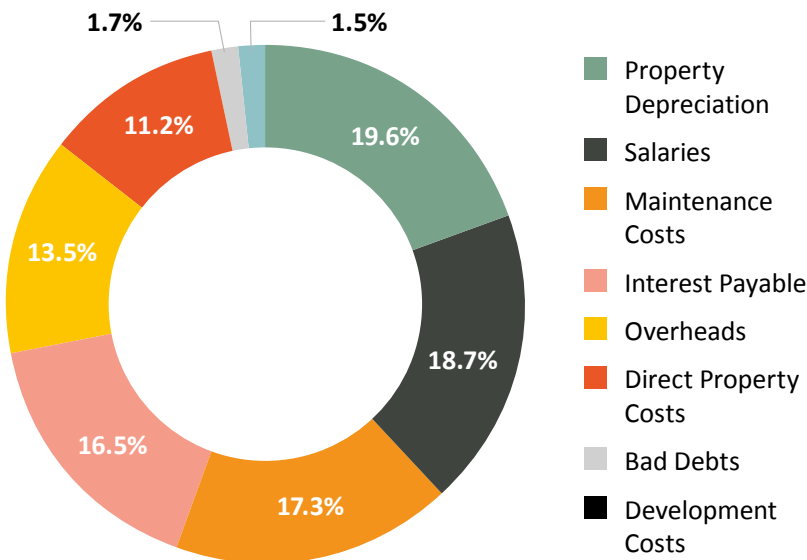
For the year, **93%** of tenants were satisfied overall with the service we offer, above our **target of 92%** – so we were very pleased with your feedback.



We received **14 complaints** during the year and all but one of them was responded to within our **target of 10 working days**.

The complaints were about a range of issues including repairs, anti-social behaviour and customer service. One of the changes we made as a result was to have more staff aware of any complaints as they come in, so that we can process them by our target time. We also identified a need for all staff to have some refresher training.

### 2021/22 Budget by cost type



We want to get your ideas about how we could make our service be the best that it can be



Tell us what you think we could:

**CHANGE** in the way we do something or improve how we do it

**START** doing something that we don't do at the moment

**KEEP** doing something that you think is really important

Please call us on **020 7625 1818** or email us at [residentengagement@innisfree.org.uk](mailto:residentengagement@innisfree.org.uk)

### Involving you

During the year, we recruited a new Resident Engagement Officer so we could check with you how you wanted to be involved and how we could help you do that in a way that worked best for you.



We were pleased with the feedback you gave us and have been continuing to offer opportunities for involvement since. If you would like to be involved in any way please do contact us on [residentengagement@innisfree.org.uk](mailto:residentengagement@innisfree.org.uk).