

Annual Report *Innisfree*

2022



Welcome to Innisfree's Annual Report to Tenants 2022

This report provides tenants with a snapshot of Innisfree's performance between 1st April 2021 and 31 March 2022.

During this time, we started to see the cost-of-living pressures, which affected households across the country and affected the way we provide our services.

If you'd like more detailed information about our performance, visit: www.innisfree.org.uk to download our Annual Report and Financial Statements 2022.

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 2023.



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

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



John Delahunty
Chief Executive



Eddie O'Riordan
Finance Director

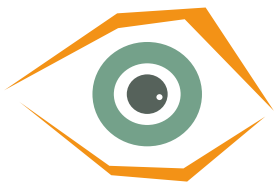


Samantha Connell
Operations Director

Our Mission

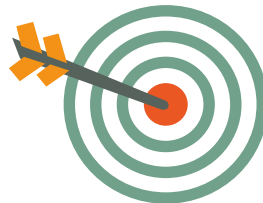
What do we set out to achieve?

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%** (against a **target of 99%**).



Satisfaction with repairs **88%** (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 **95%** during the year, but did improve upon last year's figure.



Our Services

Improving your homes

In total, we spent **£562,489** on our existing homes.



We concluded our Stock Investment programme for 2021-22 above target with investment works being carried out in 64 homes against the target of 48 for the year.



Planned and Reinvestment 2021-22	Target	Progress
Heating System and Windows Upgrades	3 properties	100%
Kitchen Upgrades	18 properties	100%
Window Replacement works	30 properties	100%
Bathroom Upgrades	7 properties	100%
Communal door replacement	2 properties	100%
Boiler/Heating System	4 properties	100%
TOTAL	64 properties	

Paying your rent

We continued to signpost 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 **2.72%**



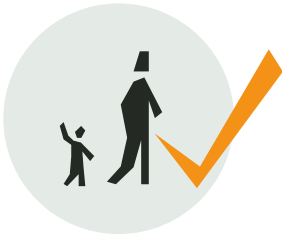
which was above the target of less than 2.5%.



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.



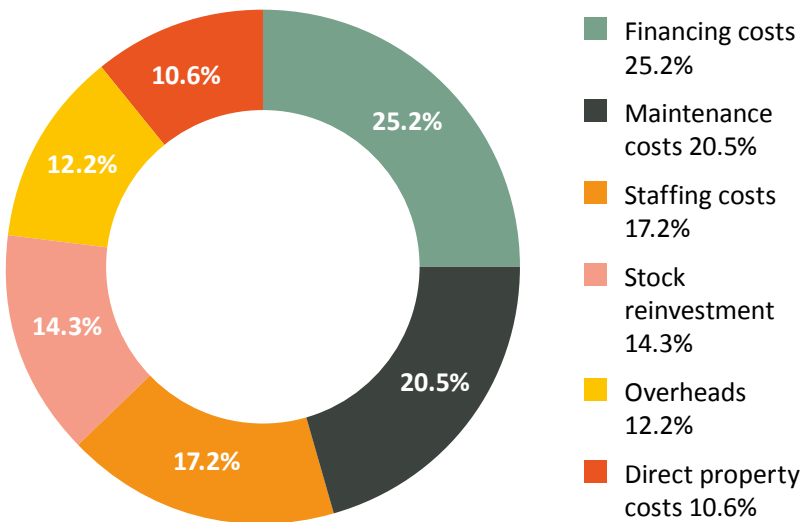
For the year, **93%** of tenants were satisfied overall with the service we offer, above our **target of 92%** – so we were very pleased with your feedback.



We received **12 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, customer service and parking. Landlords are required to carry out an annual self-assessment against the Complaint Handling Code to ensure their complaint handling remains in line with its requirement. This was undertaken and reported to Board.

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

Involving you

If you'd like to get involved, contact our Resident Engagement Officer to discuss how you want 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.