

Message from Chair of the Ocean Housing Group

I took over as Chair of the Group on 1st April 2021, with my predecessor Debbie Wilshire stepping down at the same time. She has done an amazing job for the Group leading it through an extraordinary time. We are all grateful to her, and we are very pleased she has remained a Group Board Member.

Ocean has performed excellently in the pandemic. This is entirely due to its people and we couldn't have asked for a better team. Most staff worked from home and continued to provide advice, services and support, and our trades teams carried on providing essential services to tenants in their homes, with our estates team delivering their services in and around communal areas. The Board is so grateful for their commitment and excellent standard of work.

Services have been maintained throughout the pandemic, with the focus upon health and safety

compliance, but all services are now being delivered at normal levels with the teams working hard to clear any backlogs that occurred.

The future will be challenging. Cornwall needs more affordable homes, and the homes we already manage need continued investment to meet the climate change challenge that we find ourselves in. The 'green agenda' will require significant investment but the Board is committed to delivering it, as we wrestle with the need to house more people and keep tenants' homes warm and in good condition.

During the pandemic, Together with Ocean (TWO) the new name for our engaged tenants group, was formed. TWO

have done an outstanding job in the most difficult circumstances, and the Board and I look forward to continuing our excellent partnership in the years ahead.



Jonathan Adlington
Chair of Ocean Housing Group

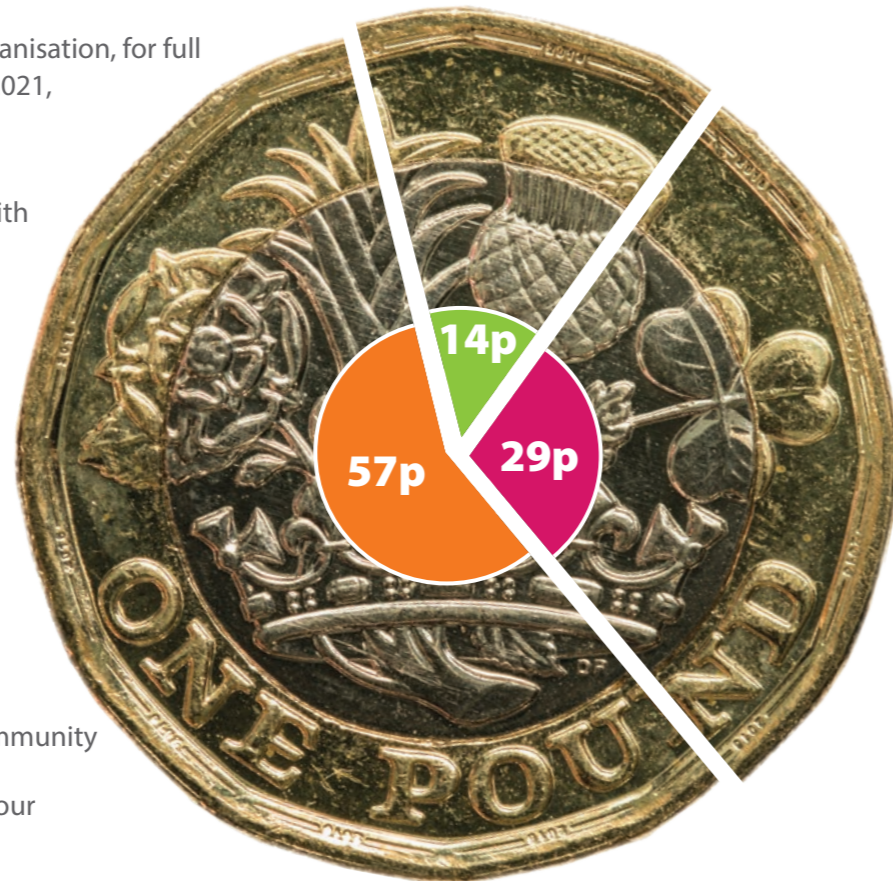
How was each £1 of your rent spent?

On an operational level, Ocean Housing Group has had another successful year and maintained solid financial performance in a challenging environment where Covid-19 continues to impact service delivery. For a full set of our Group Accounts 2020/21, please visit our website www.oceanhousing.com/financial-statements

Our Boards and Committee govern our organisation, for full details of our membership as at 31 March 2021, please visit our website www.ocean-group.co.uk/our-board

We always aim to provide our customers with the best possible service and performance, however we realise we do not get it right all of the time. If you do have a reason to comment on our services, please get in touch by visiting our website at www.oceanhousing.com/complaints or by calling our Customer Service team on 01726 874450.

- **57p** - Paying the finance costs of debt used to build your home
- **29p** - Repairing, improving and maintaining your home and community
- **14p** - Collecting rent and managing your home and community



Ocean Housing Group Limited
Stennack House Stennack Road
St Austell Cornwall PL25 3SW

How to contact us:
email: help@oceanhousing.com
livechat: www.oceanhousing.com
telephone: 01726 874450

Ocean
GROUP

ANNUAL REVIEW
2020/21

oceanhousingassociation
@Ocean_Housing
www.oceanhousing.com

Regulator for Social Housing
Registered No: L4422

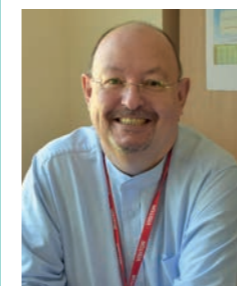
Message from the Chair and Vice Chair of 'Together with Ocean'

When we wrote our report last year, I did not envisage we would still be in the grip of Covid. As a group, we are still working via Zoom meetings and email. This method of communication can be hard; however, the day we can meet face to face again, cannot come soon enough. It is testament to the tenacity of all involved that we continue to remain together. It's a big thank you to the hard work of the Tenant Partnership team who support us.

As a group there are differences of opinion, however in the main, we have discussed and solved them and are stronger as a result. A major highlight was our first scrutiny review on Anti-Social Behaviour, for not only a new process, but also the constructive feedback we received. A low point was losing one of our founding members Kat, who is greatly missed.

After each meeting, we send an email to our guests, thanking them for sharing their time and knowledge with us. The replies have always confirmed that we are going in the right direction with comments such as "openness, transparency, valuable questions and comments." We continue to be a voice for all tenants and are truly 'Together with Ocean.'

Stay safe, Paul & Maria



Paul Symon
Paul Symon, Chair



Maria Johnson
Maria Johnson, Vice Chair

Message from the Tenant Board Member

As we settle into the new normal and come to terms with the changes and differences in life, it's hard to remember the things we took for granted.

We've all had to adapt, communicate differently with family, friends, businesses and services we use. More than ever, our home should be our sanctuary, our safe place, however for some, it doesn't always feel like that. Our physical and mental health is so important. If you're finding it hard in anyway, please talk to someone. There are so many websites and support groups available to help.

With the re-opening of shops and services, returning to work, everything will start to pick up pace. I'm excited to see the progression at Polgreen Place where the first tenants have moved in, the hairdresser and fish and chip shop have relocated to their new premises. Stock condition surveys are updating the information we hold about our properties and the improvements needed. In addition, our energy efficiency programme continues to improve some of our Cornish unit homes.

What do you love about your home? What works well? What could be better? For me: I love the layout and the size of the rooms; the location of our house and the thing I'd change... without doubt, the heating. How about you? How would you answer those questions? Email tenantpartnership@oceanhousing.com or post a reply. I'd love to know what your priorities would be?

Karen



Karen Littler
Karen Littler


OCEAN'S PERFORMANCE FOR 2020/21

Our Customer Services team received **44,285** calls during 2020/21

71% of calls answered within the target timeframe

Our average time taken to answer a call was **1 minute 33 seconds**

Resident Involvement & Empowerment



We now have **3029** customers registered for My Ocean, another increase since last year

3,961 customers contacted us on LiveChat, an increase since last year

Let's chat!

We received **124** complaints, an increase from last year. **47%** of complaints were either upheld or partially upheld. **We received a fantastic 149 compliments on our staff and service**

The average time taken to respond to complaints was **7 days**

Neighbourhood and Community



We dealt with **215** new cases of Anti-Social Behaviour during the year

75% of Anti-Social Behaviour service users were satisfied with the outcome achieved

Our Neighbourhood Services team helped and advised **240** vulnerable households and signposted and made referrals to ensure individuals and families received help and support


96% of tenant monitors were satisfied with the Grounds Maintenance Service



87% of monitors expressed satisfaction with the Communal Cleaning Service



Tenancy



Our hardship fund awarded **£9368** to help **46** households who were directly affected by Covid-19

We built **46** new affordable homes, 32 for Rent and 14 for Shared Ownership


We received just over **£5.6 million** in grant funding in order to start building much needed homes in Cornwall

The most ever received in one year from Cornwall Council and Homes England that funds new affordable housing in England

100% of new customers were satisfied with the allocation and lettings process

In 2020/21, we let 240 homes to local people, **219 for Rent and 21 Shared Ownership**

We have **275** 24-hour Lifeline customers




We own and manage a total of **4,169** rental homes, 471 shared ownership homes and have 140 leasehold properties

It took us an average of **61.92** days to let each property

Our rent arrears figures remains very low at **0.93%** for the year

We completed Energy Efficiency works to **32** of our hard to heat properties to improve their energy ratings




We carried out external decorating and wash down works to **636** properties

100% of our homes meet the Government Decent Home Standard

We are **100%** compliant on our gas safety certificates

94.16% of repairs were completed on time and **91.99%** were completed at the first visit

Home



We completed **10,918** day-to-day repairs

Satisfaction with our repairs service is excellent at **99.82%**

68 Kitchens and **32** Bathrooms were successfully completed during the year with **100%** tenant satisfaction

How do we compare against other housing associations?

The following information from our sector scorecard shows how we are performing in key areas of the business compared with other landlords nationally in 2020.

Management cost per home

This is the average cost spent on managing and maintaining each of our homes. We perform very well which allows us to spend more on building new homes and delivering services to our customers.

New affordable homes

We continue to increase the number of new homes which for our size shows we perform above average. This is through efficient operations and maximising use of our debt capacity.

