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Regulator for Social Housing
Registered No: L4422

ANNUAL REVIEW 2021/22

Message from the Chair and Vice Chair of the Together with Ocean Tenant Group

The last year has flown by. It was not until I read my notes from the last year I realised how busy we have been as a group. We have reviewed a number of policies and strategies, and held our first scrutiny boot camp on repairs communication, the findings of which are now being implemented. We welcomed Councillor Olly Monk (portfolio holder of housing and planning for Cornwall Council) to our meetings. We reviewed issues of domestic abuse and energy efficiency among many others.

With your help in completing surveys for different services you receive, the staff at Ocean can look at areas where improvements are needed. As an organisation, collecting your equality and diversity information is key to shaping services, so do let us know and keep us up to date with any changes.

As a group, we have changed how we meet - one month we have a hybrid meeting so in person or online and then the other just online at 6pm, allowing those that work to attend. We hope that this will encourage more members to join us and make our (tenants') voice stronger.

We have to thank our members old and new as well as the Tenant Partnership team for their hard work and dedication without whom your voice would not be heard.

Paul & Maria



Paul Symon, Chair



Maria Johnson, Vice Chair



Message from the Tenant Board Member

Last year saw life return to a more normal level, post covid. It has been great to see services return and people feel more confident to go out, travel and spend time with friends and family.

As Board Members, we went out to look at some of the projects that are getting back on track, including the next phase of homes ready to handover at Polgrean Place and understanding the work involved to complete the next stages of the development. We visited houses at St Dennis that have been completed as part of the energy efficiency work and saw the investment being put into Park House flats. It was great as Board Members to see the places we hear about so often and meet some of the tenants and the staff teams involved.

It has also been fantastic to see the return of Community Action Days this year. They bring Ocean staff, community groups and services to neighbourhoods. I really enjoyed

attending the Chapel Fields event; it was a great way to see the strong sense of community. I know the Tenant Partnership team are busy planning the next events.

The more time I spend with tenants, staff teams and at events, the clearer it becomes that good communication and building relationships with tenants, staff and other services is key. As we look towards autumn with rising energy bills and the cost of living crisis, there are so many ways the staff team can support you in conjunction with a whole range of supporting partners. If you are concerned and finding things difficult, please reach out for help. Everyone I have met over the last year has been really approachable and understanding and I'm really grateful for all their time and effort.

Karen Littler

OCEAN'S PERFORMANCE FOR 2021/22



Our Customer Services Team received **45,980** calls during 2021/22

87% of calls answered within the target timeframe
Our average time taken to answer a call was 1 minute 24 seconds

We received **102 complaints**, a decrease from last year
55% of complaints were either upheld or partially upheld

We received a fantastic **151 compliments** on our staff and service, an increase from last year

We now have **3,270** customers registered for My Ocean our self service portal, another increase since last year

Resident Involvement & Empowerment



3,541 customers contacted us on LiveChat

The average time taken to respond to complaints was **8.8 days** well within our target of 10 days



Neighbourhood and Community

We dealt with **67 new cases** of Anti-Social Behaviour during the year

92% of monitors expressed satisfaction with the Communal Cleaning Service

54% of Anti-Social Behaviour service users were satisfied with the outcome achieved

90% of tenant monitors were satisfied with the Grounds Maintenance Service

Our Neighbourhood Services team ensured that **277** vulnerable households were signposted and referred to ensure individuals and families received help and support

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 2021.

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 for our size, and perform above average, compared with others. This is through efficient operations and maximising use of our debt capacity.

Tenancy



We own and manage a total of **4,202 rental homes, 487 shared ownership and 142 leasehold properties**

Our rent arrears figure remains very low at **0.90%**, of the total rental income

In 2021/22, we let **233 homes**, 220 for Rent and 13 Shared Ownership

96% of new customers were satisfied with the allocation and lettings process

It took us an average of **27.34** days to let each property, a huge decrease from last year

We built 72 new affordable homes,

51 for Rent and 21 Shared Ownership

Our hardship fund awarded just over £16,000, to help local charities and 50 households

with energy and fuel costs, furniture, white goods and day-to-day essentials

We have **191** 24-hour Lifeline customers

Home



We completed **12,973** day-to-day repairs, a large increase on last year

We carried out 651

external decorating and wash down works to properties, internal communal areas and garages

85% of repairs were completed on time and **88%** were completed at the first visit

99.12% of our homes meet the Government Decent Home Standard

67 Kitchens and 67 Bathrooms

were successfully completed during the year with **100% tenant satisfaction!**

Of all of those who took part in the survey we received

100% satisfaction with our responsive repairs service which is fantastic

We installed significant energy efficiency works to **94 properties** to improve their energy ratings



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

Management cost per home



New affordable homes



Message from Chair of the Ocean Housing Group

It has been another challenging year, but I am pleased to say Ocean has performed extremely well.

As the Group Chair, I am grateful to the leadership team and our staff for their drive and dedication, which enables the Boards to plan for the future with ambition and confidence.

We have a very positive working relationship with Together with Ocean (TWO) our engaged tenants group, and we have jointly been preparing for increases in regulation, but most importantly, ensuring services to all tenants are the best they can be. There will always be challenges, and we won't always get everything right, but working openly and honestly together, we will always find a way.

Whilst the Government has dropped all Covid restrictions, we will continue to do our best to keep our people and our tenants safe.

There is a housing crisis in Cornwall, and whilst we have provided new affordable homes, and will continue to do so, the Ocean Housing Board has also ensured increased investment in our existing homes especially in respect of energy efficiency. Gilbert and Goode Limited is also part of the Ocean Group, and they work very closely with Ocean to ensure new build standards are high, and I am delighted to see this partnership making good progress at Polgreen Place where new homes have already been handed over, with completion scheduled for the summer of 2024.

My biggest worry is the cost of energy inflation and generally the increasing cost of living, which will hit our tenants. Please know that our staff team can help and support you, and if any tenants are in difficulty, please contact us – we will only ever try to help either directly or through our large network of partnerships.

Working together, I am sure that we can look forward to another year of progress.



Jonathan Adlington
Chair of Ocean Housing Group

How was each £1 of your rent spent?

Ocean Housing Group has built on the success of last year to accomplish a strong financial position at year end. This was achieved by solid operational performance and reduced financing costs compared to the previous year. For a full set of our Group Accounts 2021/22, please visit our website www.ocean-group.co.uk/financial-statement/

Our Boards and Committee govern our organisation, for full details of our membership as at 31 March 2022, please visit our website www.ocean-group.co.uk/our-boards/

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/feedback/ or by calling our Customer Experience team on 01726 874450.

-  **45p** - Paying the finance costs of debt used to build your home
-  **15p** - Collecting rent and managing your home and community
-  **40p** - Repairing, improving and maintaining your home and community

