

ANNUAL REVIEW 2022/23



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

Another busy year with significant changes throughout the social housing sector. Notably, the acknowledgment that damp, mould and condensation are genuine problems that are now being addressed and rectified. Energy Performance Certificate (EPC) checks complement the energy efficiency and home improvements to help us all spend less on our heating with the ongoing cost of living crisis. Tenant representatives continue to play a pivotal role in helping to improve services to ensure your voice is always heard.

As tenants we also help with Ocean's future policies along with meeting Councillor Olly Monk (Cornwall Council portfolio holder for housing) to increase

our knowledge and understanding of the challenges in Cornwall. We are also involved in working with Ocean on the "Fit for the Future" project which will bring positive changes for Ocean and us tenants alike!

We do all this in addition to everything that's been highlighted in the past. However, we do remember we are speaking for just over 4200 households, and you are at the heart of everything we do.

Paul Symon, Chair

Maria Johnson, Vice Chair

Message from the Tenant Board Member

I am nearing the end of my fifth year as a tenant board member, and it continues to be an interesting and rewarding role. This year the social housing sector has been once again under the spotlight. The tragic death of Awaab Ishak has highlighted that good quality, safe housing is a priority.

Over the last year, many of you will have received a stock condition survey visit from a partner agency to look at the property and its Energy Performance rating - this will help Ocean plan longer term improvements. Last year, Ocean introduced a designated damp, mould and condensation team and service. Despite great demand over the winter and a very damp summer they are working hard to support tenants wherever they can. If you are struggling with any of these issues, please get in touch.

It's been great to attend Community Action days at Penwithick and Bugle with the Tenant Partnership team and colleagues from Repairs, Grounds Maintenance

and Customer Accounts. There's always lots of information and support available including from the Police, Fire Service, Biffa, South West Water and many other partner organisations.

The Together With Ocean (TWO) group continue to grow and welcome new members. It's always great to catch up with them when I can. Their meetings are a great way to give your view and help shape the future of Ocean. In April, the Regulator of Social Housing introduced the new Tenant Satisfaction Measures, you may have received a call asking you to give feedback on how Ocean is doing. Alongside workshops, compliments and complaints, the Virtual Internet Panel and TWO, it is a way to ensure your voice is heard and to hold us to account which is so important.

I look forward to seeing the changes and plans to ensure Ocean Housing and our homes remain fit for the future.

Karen Littler



OCEAN'S PERFORMANCE FOR 2022/23

Resident Involvement and Empowerment

Our Customer Services team received **43,075** calls during the year

2,604 customers contacted us on LiveChat

82% of tenants were satisfied with the overall service provided by Ocean Housing

We received **115 complaints** and **63%** of complaints were either upheld or partially upheld

We received a fantastic 183 compliments

on our staff and service, an increase from last year

94% of complaints were dealt with, within our service standard target of 10 days



91% of calls were answered within the target time frame. Our average time taken to answer a call was 1 minute 8 seconds

Neighbourhood and Community

We dealt with **80** cases of Anti-Social Behaviour during the year

64% of Anti-Social Behaviour service users were satisfied with the outcome achieved



87% of tenant monitors were satisfied with the Grounds Maintenance Service

Our Neighbourhood Services team handled **275 cause for concern cases**, signposting and making referrals to ensure individuals and families received help and support

93% of monitors expressed satisfaction with the Communal Cleaning Service

Tenancy



We allocated 286 homes,

266 for Rent and sold 20 Shared Ownership

We built **76 new affordable homes,**

54 for Rented and 22 Shared Ownership

94% of new customers were satisfied with the allocation and lettings process

We have concentrated on improving the energy efficiency of our new homes **14** have an Energy Performance Certificate (EPC) A with the remaining **62** homes rated EPC B

We own and manage

4,882 homes

Our rent arrears figure remains low at 1.33% of the total rental income

It took us an average of **30.6 days** to let each property

Our Simon Griffiths Support Fund awarded just over **£23,000** to help **80 households and six charities** with energy and fuel costs, furniture, white goods and day-to-day essentials

Home

We completed
12,388
day-to-day repairs

98% of repairs were completed on time and **91%** were completed at the first visit

99% satisfaction with our repairs service

116 Kitchens and 87 Bathrooms

were successfully completed during the year with

100% tenant satisfaction!

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

Two modern passenger lifts were installed at Park House

which was a very complex project, we appreciate the support and patience of the tenants throughout the duration of the works

Energy efficiency works were carried out to 58 properties

improving their Energy Performance ratings.

Upgrades included new roofs, external wall insulation, windows, doors, heating systems and loft insulation

We are **100%** compliant with our 10 year electrical safety checks

57% of our properties have an Energy Performance Certificate (EPC) C



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 2022.

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.

Management cost per home



New affordable homes



Introduction

Ocean Housing Group has built on the success of last year to accomplish a strong financial position at year end. This was achieved by a solid operational performance and sale of some of the Shared Ownership portfolio. The sale created a substantial surplus on disposal, which was used to repay a £35 million historic fixed rate loan, creating a better financial position for Ocean Group in the future.

For a full set of our Group Accounts 2022/23, please visit our website www.ocean-group.co.uk/financial-statement

Our Boards and Committee govern our organisation, for full details of our members as at March 2023, 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**.



Message from Chair of the Ocean Housing Group

It has certainly been a challenging time for Ocean tenants due to household price inflation and energy costs. Ocean is very much aware of these challenges and has been supporting tenants through its provision of welfare benefit advice, an empathetic yet proactive approach to debt management, and the careful use of its hardship fund to ensure that tenancies can be sustained.

Together with Ocean (TWO) has continued to dedicate a huge amount of time and effort on behalf of all tenants to help Ocean to improve its services. It is pleasing to note the increased participation in the Virtual Internet Panel which helps to provide very quick feedback from several hundred tenants. This input makes a huge difference, and I would encourage as many of you to participate as your opinions and views really do influence the Board's decision making.

It is always a fine balance between building new homes (with 25,000 on the housing waiting list in Cornwall) and investing in new homes. The Board has decided to divert more funds to improving existing homes to increase energy efficiency and property health and safety. The Social Housing Decarbonisation Fund grant is helping to transform 58 homes in St Dennis with a further 270 homes due for funding this year. Despite this additional investment, the Group was able to provide over 100 new affordable homes last year.

In these ongoing difficult times, the Board and I want you to know that Ocean will do all it can to help and support you. So, if you are concerned about your ability to pay your rent or keep your tenancy going, please contact us, we will only ever try to help you and we are very much on your side.

Finally, thank you to my Board colleagues, the great Ocean staff team, the tenants who form TWO and all tenants for your ongoing support of Ocean and for helping us to be a better landlord.



Jonathan Adlington
Chair of Ocean Housing Group