

Message from Chair of the Ocean Housing Group

In late 2023 and early 2024, the Ocean Group underwent an In-Depth Assessment (IDA) by the Regulator of Social Housing (RSH). The IDA focused on Governance and Financial Viability Standards and began assessing Ocean's compliance with new Consumer Standards. Ocean received a G1 rating (highest governance rating) and V2 rating (second highest for financial viability). This was a very good outcome and indicates that we manage our business well and that our finances are in good order in the face of a range of challenges facing the housing sector.

The next IDA is in four years and Ocean is working closely with tenants through Together with Ocean (TWO) and the Have Your Say network of tenants which provides feedback to ensure compliance with Consumer Standards. Ocean's 'Fit for the Future' (FFF) programme aims to enhance services for current and future tenants. With support from TWO and Have Your Say, service improvements are underway, and new service standards will be published to inform tenants of expected services and how to hold us to account for their delivery. Thanks to TWO for their efforts on behalf of all tenants to make Ocean the best landlord it can be.

The Boards are committed to investing in existing and new homes, allocating more resources for damp, mould, condensation works and energy efficiency. Nearly 100 new homes were provided last year, with over 150 planned for this year. Ocean is dedicated to addressing the high demand for affordable homes while increasing investment in current properties.

In 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 Ocean staff team, TWO, and all tenants for your ongoing support in making Ocean a better landlord.


Jonathan Adlington






Ocean
GROUP

ANNUAL REVIEW
2023/24

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

Good news. By the time you read this, Polgrean will have new tenants and shared owners, settling into their new homes. Together with Ocean (TWO) have been involved every step of the way from conception to handover and everyone is impressed with the development.

Ocean's goal of achieving EPC C for its housing stock by 2030 is progressing well, with over 60% complete, promising more energy efficient homes for many tenants.

This year has been the first that all social landlords have completed the new regulatory Tenant Satisfaction Measures (TSMs). TWO reviews the results quarterly and challenges underperforming areas. The results for all social landlords will be released in the autumn, so keep your eyes peeled for when they are published.

New developments in Bodmin and Hayle have been completed. However, we hope you can see that it is not all about new homes but improving and maintaining existing homes. TWO are always involved in these projects in addition to our normal business of holding

Ocean to account, on your behalf. We've been involved in all of the new Consumer Standards legislation and the ongoing Fit for the Future project (FFF), which aims to improve services and focus on key scrutiny projects like communication, repairs and anti-social behaviour.

It's been hard work for a residents' group, however a great reward to see the amazing results as things come to fruition and our voice is heard. If you want to get involved and make a difference, contact the Tenant Partnership team.


Paul Symon, Chair


Maria Johnson, Vice Chair



Overview

Ocean Housing Group continued its recent record of strong financial performance with another positive year in 2023/24. Ocean Housing met its targeted financial outcomes with a solid operational performance. The Groups residential developer subsidiary, Gilbert and Goode, had a strong year generating over £2 million profit to support future affordable housing investment in Ocean Housing. For a full set of our Group Accounts 2023/24, please visit our website

www.oceanhousing.com/policy-and-procedures

Our Boards and Committee govern our organisation, for full details of our members as at March 2024, 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/contact-us or by calling our Customer Experience team on 01726 874450.

You can find out more information about our performance on the Ocean Housing website at www.oceanhousing.com and how we are doing against our Service Standards at www.oceanhousing.com/service-standards



Message from the Tenant Board Member

This year has seen a continued Board focus and commitment to safe, secure, quality homes and communities. The ongoing completion of stock condition surveys has improved our understanding of your homes, allowing for detailed planning of necessary improvements. The damp, mould and condensation team have completed over 1300 inspections during the year to identify the necessary works needed. The Energy Efficiency team are continuing to work hard to bring homes up to an energy performance certificate

(EPC) C with the aim of all properties reaching EPC C by 2030.

This year is the first of the new Tenant Satisfaction Measures (TSMs). The TSMs are designed to see how well landlords are doing at keeping homes in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management. Our partner IFF Research have been surveying tenants and may call you to discuss how you feel about Ocean on 0330 027 0103. All of this information is fed back to our Board teams to inform and support the decisions made alongside compliments, complaints, feedback from our monitors, Together with Ocean (TWO) and colleagues. Your voice as tenants living in Ocean homes is vital to us as Board members to plan and ensure we are Fit for the Future.

Don't hesitate to get in touch and contact any of the staff team should you have any issues or wish to give us feedback on where you believe our services can improve.


Karen Littler

OCEAN'S PERFORMANCE FOR 2023/24

Resident Involvement and Empowerment

Customer Experience team received **44,866** calls during the year

80% of calls were answered within the target timeframe. Our average time taken to answer a call was 2 minutes

2,321 customers contacted us on LiveChat

The team dealt with **29,679** emails

We received **156 complaints** and **71%** of complaints were either upheld or partially upheld.

We received a fantastic **162 compliments on our staff and service**
91% of complaints were dealt within our service standard target of 10 days

8 Housing Ombudsman Case Determinations were received in 2023/24

Within each determination, there were a number of findings and of these we received:

1 ruling of Severe Maladministration

9 rulings of Maladministration

2 rulings of Service Failure

6 rulings of No Maladministration



91% of monitors expressed satisfaction with the Communal Cleaning Service

Neighbourhood and Community

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

We opened **129 cases of Anti-Social Behaviour** and completed 70 of those cases during the year



65% of Anti-Social Behaviour service users were satisfied with the outcome achieved

Our Neighbourhood Services team dealt with **285** cause for concern cases, signposting and making referrals to ensure individuals and families received the right help and support



Tenancy

In 2023/24 we allocated **256 homes**, 224 for Rent and sold 32 Shared Ownership

We built **85 new affordable homes**, 47 for Rent and 38 Shared Ownership

99% of new customers were satisfied with the allocation and lettings process

We own and manage a total of **4,241 rental homes**, 73 shared ownership homes and have 153 leasehold properties

It took us an average of **19 days** to let each property

Our rent arrears figure remains low at **1.30%** of the total rental income

Our Simon Griffiths Grant Fund awarded just over **£70,000** to tenants and charities to help households with everyday essential items alongside vouchers for retail, supermarket and energy.



Home

We completed **14,100** day-to-day repairs

98% satisfaction with our repairs service

90% of repairs were completed on time and **91%** were completed at the first visit

147 Kitchens and 83 Bathrooms were successfully completed during the year with **100% tenant satisfaction!**

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

We installed new fire doors to each flat entrance and upgraded the communal entrance foyer and fire safety systems at

Park House, St Austell

Energy efficiency works were carried out to **135 properties** improving their energy performance ratings. Upgrades included windows, doors, loft insulation and heating and hot water works

We carried out **668** external decorating and wash down works to properties, internal communal areas and garages

972 Electrical Installation Condition Reports (EICR) were carried out

63% of our homes have an Energy Performance Certificate (EPC) of C or above

