

Tamar's 50th Anniversary

This year Tamar is celebrating its 50th anniversary. We have moved to new offices, have a new branding and a new website – see www.tamarhs.org.

The “founding” meeting of Tamar Housing Society took place in late 1966. Those attending were all local professionals and businessmen, each with a strong commitment to serving the local community.

Initially Tamar built co-ownership flats and three schemes were developed by 1974. By 1977 Tamar began to develop social housing as we know it today, using Government grants.

Tamar now employs 17 staff based at our new office in Millbay Road and owns or manages approximately 600 homes. The majority of properties are in Plymouth, but there are also properties in Cornwall, West Devon, West Dorset and The South Hams.

Support is provided by a diverse Board of voluntary members who collectively have the qualities, experience and ability to provide skilled and professional leadership. Tamar works hard to create new initiatives for business development.

The Board and staff team remain committed to the continuous improvement of the services offered to residents.

Facebook

For more information on Tamar and to keep up to date with the things that affect you please like our Facebook page.. We post regular updates about Tamar's work, Shared Ownership and Rentplus homes available, competitions, consultations and items of interest . You can also message us through Facebook.

Tamar's Performance

	2014/15	2015/16
Repairs—End to End Time	6.6 days	8.7 days
Number of Repairs Carried Out	1450	1227
Repairs—Customer Satisfaction	100%	100%
Percentage of Homes with a Gas Safe Certificate	99%	99.1%
Number of Properties Relet	26	34
Number of New Homes Built	5	14
Number of Mutual Exchanges	10	16
Empty Property Turn Round Time	31.9 days	15.6 days
Rent Arrears (Percentage of all Rent Due)	6.0%	4.9%
Number of Notices Served for Rent Arrears	34	55
Number of Residents Evicted for Rent Arrears	1	4
Number of Anti-Social Behaviour Cases	16	16
Number of Complaints	15	7
Average Time to Resolve a Complaint	8.3 days	27.2 days
Number of Kitchens Replaced	12	12
Number of Bathrooms Replaced	23	32
Number of Boilers Replaced	24	24

Rentplus

Rentplus is an innovative affordable housing product, developed in Plymouth by Pillar Land Securities Limited and Tamar working with Plymouth City Council.

How does it work

Rentplus homes are aimed at people who aspire to buy their own home. Each property is on the scheme for an agreed period of between 5 and 20 years. At the end of this agreed period the resident has the opportunity to buy their home with the help of a 10% gifted deposit.

Rentplus is suitable for people who are in work or training, are able to save for a deposit and have a good credit history.

Tamar works closely with applicants to ensure that Rentplus is the right type of housing option for them and that they are suitable for Rentplus.

So far Tamar has developed 52 Rentplus properties with many more in planning and development.

Plymouth—16 properties delivered

Sherborne—33 properties delivered

Value for Money

During the year Tamar has worked to increase Value For Money throughout the organisation. The full assessment can be found on our web site www.tamarhs.org

We have completed an assessment of the effects of anti-social behaviour at one of Tamar's schemes before and after CCTV was installed,

We have also developed action plans to help with the introduction of universal credit and rent arrears. This resulted in increasing the hours of our Debt and Welfare Benefits Advisor so that they can work more effectively with residents.