

CUSTOMER SATISFACTION

In March Tamar carried out a Customer Satisfaction Survey by sending out a questionnaire to all of our residents. Here are some of the results.

91%

Are happy with Tamar as a landlord

91%

Are happy that Tamar keeps them informed

91%

Think Tamar treats them fairly

84%

Are happy with our repairs service

97%

Think our staff are friendly

93%

Are happy with the quality of their home

VALUE FOR MONEY 2016/17

What did we achieve?

- We have changed our repairs contract to Spectrum Property Care to reduce costs and improve quality.
- We changed gardeners to Plymscape to improve quality.
- We have employed a local fire alarm engineer to reduce costs
- We launched project 100, our growth strategy for increasing the number of properties to over 1000.

What do we still need to do?

- We need to evaluate the caretaker service.
- We need to review our asset management strategy

TAMAR'S PERFORMANCE

Period Covered	2015/16	2016/17
Repairs—End to End Time	8.7 days	4.1 days
Number of Repairs Carried Out	1127	1595
Percentage of Homes with a Gas Safe Certificate	100%	100%
Number of Properties Relet	34	26
Number of New Homes Built	14	47
Number of Mutual Exchanges	16	8
Empty Property Turn Round Time	15.6 days	17.3 days
Rent Arrears (Percentage of all Rent Due)	4.9%	3.8%
Number of Notices Served for Rent Arrears	55	34
Number of Residents Evicted for Rent Arrears	4	2
Number of Anti-Social Behaviour Cases	16	14
Number of Complaints	7	17
Average Time to Resolve a Complaint	27.2 days	2.0 days
Number of Kitchens Replaced	12	3
Number of Bathrooms Replaced	32	3
Number of Boilers Replaced	24	21

RENTPLUS

The Rentplus scheme is an innovative affordable housing product and has been designed to offer people an alternative route into home ownership. If you are currently living in one of our homes but would like more information on the Rentplus scheme and how it could benefit you, please email Rentplus@tamarhs.org or visit the Rentplus section of our website.

Over the last year Tamar has let 43 Rentplus homes in Plymouth, Wembury and Sherborne. We have further plans for 17 homes in North Tawton and Axminster. With more to come over the next few years.



FIRE SAFETY

The tragic events at Grenfell Tower have highlighted the importance of our long standing commitment to fire safety. We take our responsibilities as a landlord very seriously which has resulted in considerable investment in fire safety over recent years.

We have recently reviewed our fire safety arrangements with our Residents' Group and a qualified fire risk assessor. We are carrying out the annual fire safety risk assessments in September and October.