

## UNIVERSAL CREDIT

2017/18 has seen a large increase in the number of residents claiming Universal Credit. We now have over 50 residents on the new benefit. Tamar has been working to help residents affected by Universal Credit.

Our Money Management Advisors have been in contact with most people affected to offer help in benefits and budgeting.

Our Money Management Advisors have helped residents claim over £300,000 in additional benefits and grants last year. If you would like to speak to them please call us on 01752 250902.

## VALUE FOR MONEY 2017/18

### What did we achieve?

- We replaced the caretaking service with a cleaner, after consultation with the Residents' Group
- We replaced the external painting contractor after poor performance
- We employed a new local contractor to carry out electrical testing of homes
- We have employed 4 new members of staff to help with the extra properties we are building
- We reviewed our website to improve the way residents can use it

### What do we still need to do?

- Review the type of electrical heating provided, including storage heaters and electric boilers. We are involving a member of the Residents' Group in this review
- Review how we deal with defects at new properties
- Provide ways for you to get information about your home from our website

## TAMAR'S PERFORMANCE

Period Covered	2016/17	2017/18
Repairs—End to End Time	4.1 days	5.9 days
Number of Repairs Carried	1595	1745
Homes with a Gas Safe Certificate	100%	100%
Number of Properties Relet	26	37
Number of New Homes Built	47	43
Total Number of Homes	582	621
Number of Mutual Exchanges	8	4
Empty Property Turn Round Time	17.3 days	15.4 days
Rent Arrears (Percentage of all Rent Due)	3.8%	3.6%
Notices Served for Rent Arrears	34	38
Residents Evicted for Rent Arrears	2	0
Anti-Social Behaviour Cases	14	27
Number of Complaints	17	5
Average Time to Resolve a Complaint	2.0 days	10 days
Kitchens Replaced	3	3
Bathrooms Replaced	3	9
Boilers Replaced	21	8

## RENTPLUS

The Rentplus scheme is showing success as an innovative affordable housing product which is designed to offer people an alternative route into home ownership.

Here is a testimony from a happy resident

'Rentplus is a fantastic opportunity to pay rent at a level that allows me to save towards a deposit to purchase my own property with the support of Tamar Housing. However, it is more than that. It has boosted my self-esteem and confidence and given me a real sense of optimism for the future. I feel extremely grateful and excited to become a Rentplus tenant. Thank you.'

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](mailto:Rentplus@tamarhs.org) or visit the Rentplus section of our website <https://tamarhs.org/rentplusapp/>.

Over the last year Tamar has let 27 new Rentplus homes in Plymouth, Wembury and North Tawton. We have a further 100 new homes under development in Puriton, Plymouth, Axminster, Yeovil Sparkwell and Shaftesbury. With more to come over the next few years.

Tamar has also built 8 homes for social rent and 8 homes for affordable rent, all in the Plymouth area.

