

## UNIVERSAL CREDIT

Somerset based South Western and Devon based Tamar Housing Societies have entered into formal merger talks.

Both organisations have identified strong synergies across their businesses; evidenced by a desire to grow, to continue fulfilling demand for affordable homes, an ambition to deliver service standards that result in high levels of resident satisfaction and a set of shared values and culture that commits them to their social purpose.

## VALUE FOR MONEY 2018/19

### What did we achieve?

- Improved our digital offer to residents
- Selected new repairs contractors
- Reviewed fire safety arrangements with the resident's group.
- Appointed a domestic abuse champion
- Disposed of 2 poor quality homes, reinvesting the proceeds in new social housing
- Carried out a review of electric heating replacements

### What do we still need to do?

- Review our resident involvement strategy
- Review bathroom replacements
- Working to achieve a living wage accreditation
- Carry out a customer survey
- Reduce our management costs by 15% (currently reduced by 12%)
- Continue with plans for a merger

## TAMAR'S PERFORMANCE

Period Covered	2017/18	2018/19
Repairs—End to End Time	5.9 days	7.2 Days
Number of Repairs Carried	1269	1374
Homes with a Gas Safe Certificate	100%	100%
Number of Properties Relet	37	30
Number of New Homes Built	43	53
Total Number of Homes	621	671
Number of Mutual Exchanges	4	12
Empty Property Turn Round Time	15.4 days	17.4 Days
Rent Arrears (Percentage of all Rent Due)	3.6%	3.5%
Notices Served for Rent Arrears	38	30
Residents Evicted for Rent Arrears	0	0
Anti-Social Behaviour Cases	27	29
Number of Complaints	5	11
Average Time to Resolve a Complaint	10 days	8 Days
Kitchens Replaced	3	2
Bathrooms Replaced	9	6
Boilers Replaced	8	9

## 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 53 new Rentplus homes in Plymouth, Sparkwell, Puriton, Okehampton and Yeovil. We have a further 90 new homes under development in Yeovil, Langport, Tiverton, Plymouth and Tavistock. With more to come over the next few years.

Tamar has also built 6 homes for social rent and all in the Plymouth area.

