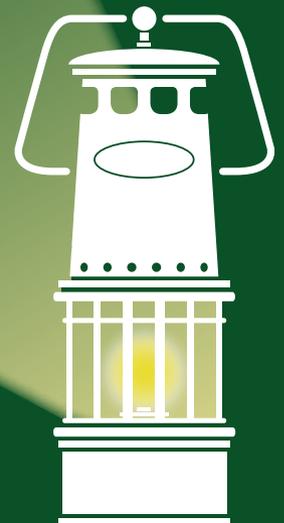


2017/18  
**Annual Report**

Celebrating  
**120**  
YEARS





# CONTENTS

- 3** NEW HOMES
- 4-5** CUSTOMER SERVICE
- 6-7** REPAIRS
- 8-9** ALLOCATIONS & WEEKLY CHARGES
- 10-11** NEIGHBOURHOOD & COMMUNITY
- 12-13** VALUE FOR MONEY STATEMENT
- 14-15** FINANCIAL INFORMATION

# WELCOME

## Welcome to the 2017/18 Durham Aged Mineworkers' Homes Association Annual Report

This year, 2018, we celebrate our 120th anniversary. This is a great achievement and we are sure that Joseph Hopper and his contemporaries who founded the Association would not have imagined where their vision would take us all those years later as the largest Almshouse Charity in the UK with an active programme of new development. Proud as we are of this achievement, it is sad to acknowledge that the housing market for older people in the UK is so dysfunctional and that charities such as ours are still required to meet society's needs. After all, we all grow old one day, if we are fortunate! So why is it that we seem to be surprised by that fact and as a society do not plan adequately for our own futures? Older people are not "someone else", they are "us"!

We suspect that is a question that will never be fully answered, but until it is, we will continue to bend every sinew towards addressing the growing need for affordable, well-designed homes which enable people to live independent and fulfilling lives in retirement in the coalfield communities with an aspiration of 121 new 2-bedroom bungalows being provided by us by 2022 with residents receiving the highest levels of service and very good value for money.

This report contains many details of how we can claim success in this endeavour this year and once again we are very proud to express our thanks to our trustees and staff who have worked tirelessly over many years

to keep us at the forefront of the provision of retirement housing in the North East, and also to the many organisations with whom we work. In particular we would like to thank our lead development partner Karbon Homes, who have been of immense assistance in helping us keep moving forward with our development programme, and again the Almshouse Association who labour hard with, and on behalf of, Almshouse Charities around the country.

**Gordon Parkin** Chairman  
**Paul Mullis** Chief Executive



# NEW HOMES

After a busy few years of building new affordable homes, and with lots of new homes completing from 2019 onwards, it was a quieter period in 2017/18.

We did however begin the process of allocating five new homes at Eshwood View, Ushaw Moor, in the reporting period, with residents moving in during April 2018

This involved an investment of £600,000 building five two-bedroom bungalows. DAMHA opened 20 homes at Eshwood View in 2006 and after further land became available, we were able to add the new homes next to our existing properties.

Among the first residents to move in was 75-year-old Terry Ramm.

Moving into the bungalow enabled him to move from the large family home he shared with his wife Veda, who sadly passed away on 31st December 2017.

He said: "Veda and I had been on the waiting list because she had Alzheimer's and I have arthritis which was making getting up and downstairs more difficult.

"Veda would have loved the new house; it's only five minutes' walk from our old home, it's in a lovely quiet area and with everything on one level, it's much easier to manage."

Paul Mullis, Chief Executive of DAMHA, said: "We are glad Mr Ramm and the other residents are settling into their homes at Eshwood View.

"We were delighted to have been able to secure more land to build the homes next to an existing scheme, bringing the total number of homes on the development to 25."

Next up for DAMHA is a 19-home scheme which is underway in Houghton-le-Spring and this will be followed by a 13-home scheme in Philadelphia. Both schemes will complete in 2019.

A further 75 new homes will then be built before 2022. This represents a total investment of £12 million, which includes a grant of £1.9 million from Homes England, the Government body that funds new homes in England.

## OUR RESIDENTS SAY...

“ I am going to be very happy in my home ”

”

“ I was delighted when I was offered a bungalow ”

”





## CUSTOMER SERVICE

During 2017/18 we continued to strive for excellence in customer service. Being responsive to the needs of our customers is one of the key ways we measure this.



We responded to **93%** of **telephone messages** by the following working day

We responded to **93.4%** of **written correspondence** within 5 working days



**100%** of complaints were resolved at Phase 1 or 2 – no complaints were dealt with by the ombudsman service



We answered **97.5%** of telephone calls **within 15 seconds**

### OUR RESIDENTS SAY...

“ A very good service all round ”

”

“ We love our home, it's the best move we have ever made ”

”





# REPAIRS

One of our most important key performance indicators is ensuring we carry out repairs on our residents' homes quickly and efficiently.

# 99.3%

of **Routine Repairs** were completed within target



# 98.7%

of **Urgent Repairs** were completed within target



OUR RESIDENTS SAY...

“

Very reliable and prompt in their action to our repairs

”

“

Workmen are always pleasant and helpful

”

# 99.5%

of **Emergency Repairs** were completed within target

# 90.6%

of residents were **satisfied** with our Repairs Service





# ALLOCATIONS & WEEKLY CHARGES

Allocating homes to older people in housing need and ensuring weekly charges are collected on time are two of our key performance indicators.



We collected **100.12%**\* of **Weekly Charges** due



**91%** of applicants **were satisfied** with our re-let service



### OUR RESIDENTS SAY...

“

I am very satisfied with the services provided by DAMHA

”

“

We're over the moon with this home, thank you

”

We carried out **152 lettings** with an average time to re-let empty homes of **37 days**



Our current arrears were

**0.43%**



\* This was due to advance payments being made



# NEIGHBOURHOOD & COMMUNITY

DAMHA provides a range of housing options, including general needs bungalows, sheltered housing and even a residential care home.



shared ownership properties



26 care home spaces



Our housing stock

1,640 bungalows

OUR RESIDENTS SAY...

“

The workmen you employ could not be better

”

“

I love the mixture of age groups

”

We manage 64 properties on behalf of other Almhouses





# VALUE FOR MONEY STATEMENT

As a registered charity, DAMHA is committed to being an effective and efficient social business achieving high levels of Value for Money (VfM) in all its activities. VfM is not a new initiative and has been a fundamental ethos of the Association for a long time.

A new VfM Strategy was approved in May 2017 and our performance against it is summarised over the following pages. It is extracted from a full report included in our Trustees Annual Report and Accounts available from our website.

**The Statement identified 2 objectives for VfM for the Association over the following 3 years:**

**Objective 1:** Develop to our maximum potential

**Objective 2:** Continue to improve our procurement processes;

This report covers our progress in these areas, as well as giving a general picture of VfM within the Association.

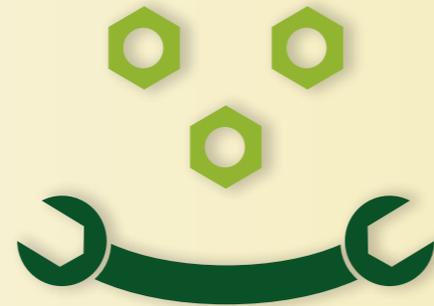
The Executive Committee have operated the following underlying priorities within the business plan for many years:

- Maintaining financial viability;
- Providing cost-effective services to residents;
- Fund investment in existing stock to maintain a standard appropriate to the aspirations of the residents;
- Providing an on-going development programme to address the undersupply of affordable and appropriately designed homes for older people in the region.

During the year, the Regulator of Social Housing introduced a new approach to Value for Money and has consulted on 7 metrics that we are required to report. These included reinvestment,

new supply delivered and operating margin. These metrics can be viewed in their entirety in the full statutory Trustees Annual Report and Accounts available from our website, but the following summarises our position:

- Operating costs have increased due to extra expenditure on bringing back vacated homes to a lettable standard
- Additional funds of £36,000 were invested in fire safety measures at our two sheltered housing schemes and care home, in the light of the Grenfell Tower tragedy.
- The Association made some significant cost savings during the year.
- Day to day maintenance excluding work on voids, increased by 5% compared to 2017, but this was still 1% lower than the equivalent spend in 2016.
- The Association took on a Procurement Manager who will help us to achieve best practice in procurement and achieve further value for money.
- Due to the cyclical nature of development programmes for smaller Associations like DAMHA, no homes were completed during the year, but a busy schedule of building is taking place in 2018/19.
- Reinvestment in our existing stock was in line with our planned maintenance capital programme and increased from 1.52% to 2.17% this year.



90.6%  
repairs satisfaction

Key areas of performance for the Association over time in relation to VfM are as follows:

	2018	2017	2016	2015	2014
Operating costs as a percentage of turnover	48.51%	44.60%	50.10%	52.90%	55.30%
Housing management costs per unit	£245.81	£225.68	£304.67	£299.78	£296.48
Maintenance costs per unit	£656.73	£552.76	£731.24	£730.75	£749.94
Routine repairs completed on time	99.36%	99.60%	99.70%	99.90%	98.80%
Repairs satisfaction	90.60%	91.60%	91.50%	90.20%	89.20%
Average re-let time (days)	37.7	25.4	36.5	35.2	29.3
Current resident maintenance charge arrears	£52k	£190k	£198k	£154k	£125k
New homes developed	0	0	30	5	17
Redundant homes sold	1	3	5	2	5





# FINANCIAL INFORMATION

The financial information published on these pages is extracted from our Annual Report and Accounts, on which the auditors give an unqualified opinion. Copies are available via our website or from head office.

## SUMMARY INCOME & EXPENDITURE ACCOUNT

	2018	2017
	£000	£000
Turnover	8,752	8,670
Operating Costs	-7,103	-5,577
Gain on consolidation of William Russell Bequest	-	542
Operating Surplus	1,649	3,635
Loss/Surplus on sale of housing land and properties	-17	-253
Interest receivable and similar income	23	21
Interest payable and similar charges	-791	-853
Movement in value of fair assets	1	67
<b>Surplus for the year</b>	<b>865</b>	<b>2,617</b>

Housing management  
**£932,000**



## SUMMARY BALANCE SHEET

	2018	2017
	£000	£000
<b>FIXED ASSETS:</b>		
Housing Properties	72,826	73,784
Other fixed assets	673	672
Subtotals	73,499	74,456
<b>CURRENT ASSETS:</b>		
Debtors	229	358
Cash & Investments	6,796	3,407
Total current assets	7,025	3,765
Less creditors falling due within one year	-3,810	-2,501
Net Current Assets	3,215	1,264
Total assets less current liabilities	76,714	75,720
Creditors falling due after more than one year	-55,583	-55,302
Pension Provision	-1,012	-1,182
<b>Total net assets</b>	<b>20,119</b>	<b>19,236</b>
Accumulated Surplus	15,163	14,286
Designated Reserves	3,630	3,651
Restricted Reserves	1,326	1,299
<b>Total</b>	<b>20,119</b>	<b>19,236</b>

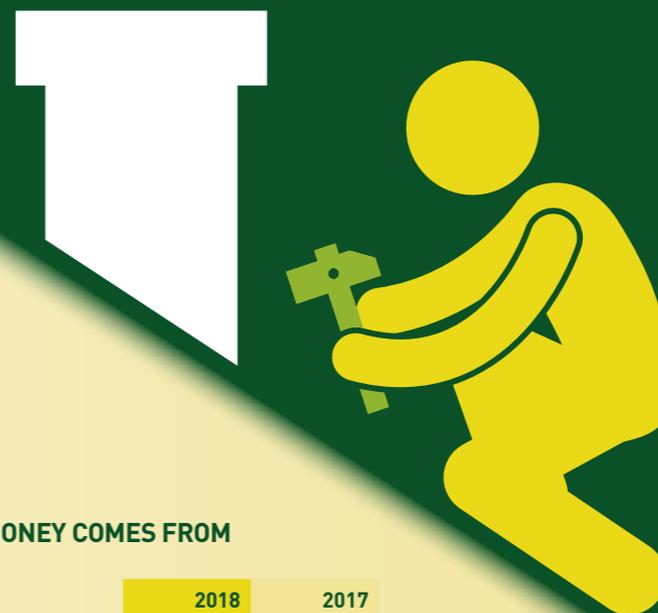


Rent losses from bad debts  
**£9,000**



Water Rates  
**£298,000**

Routine repairs and maintenance  
**£2,151,000**



## WHAT WE SPENT OUR MONEY ON

	2018	2017
	£000	£000
Services and support	223	197
Housing management	932	878
Routine repairs and maintenance	2,151	1,977
Planned maintenance	80	5
Rent losses from bad debts	9	4
Water rates	298	288
Impairment of housing properties	1,077	-
Property depreciation	1,781	1,713
Other costs	552	515
<b>Total</b>	<b>7,103</b>	<b>5,577</b>

## WHERE OUR MONEY COMES FROM

	2018	2017
	£000	£000
Weekly maintenance charge from residents	6,900	6,862
Income from our residential home Langley House	675	631
Service Charges	364	363
Water Rates	319	310
Amortised Grants	433	434
Other Income	61	70
<b>Total</b>	<b>8,752</b>	<b>8,670</b>





### **Durham Aged Mineworkers' Homes Association**

PO Box 31, The Grove, 168 Front Street,  
Chester le Street, County Durham, DH3 3YH

**Freephone:** 08000 432642

**Fax:** 0191 3882838

Calls welcome via Text Relay Service

**Email:** [info@damha.org.uk](mailto:info@damha.org.uk)

**Website:** [www.damha.org.uk](http://www.damha.org.uk)

**Twitter:** [www.twitter.com/durhamAMHA](https://www.twitter.com/durhamAMHA)