

NEIGHBOURHOOD & COMMUNITY

DAMHA provides a range of housing options, including general needs bungalows and sheltered housing.

Our housing stock

1,635
bungalows

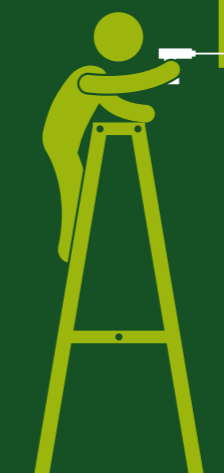
61
sheltered housing flats

We manage
64
properties
on behalf
of other
Almhouses

19 shared ownership accommodation

Annual Report

Durham Aged Mineworkers' Homes Association
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Calls welcome via Text Relay Service
Email: info@damha.org.uk Website: www.damha.org.uk
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WHAT RESIDENTS SAY...

“ The help & advice I received was excellent. ”

“ I love my new flat, plenty of room & very cosy. ”

“ The property was more than my expectation. ”

“ Couldn't be more pleased with the prompt and efficient service. ”

“ The workmen were very professional, courteous and helpful. ”

“ The workmen are lovely, they go that extra mile. ”

“ A swift and reliable service. ”

“ The service I receive is excellent. ”

CUSTOMER SERVICE

During 2018/19 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 answered **99.5%** of telephone calls within 15 seconds

We responded to

91%



of **telephone messages** by the following working day



We responded to

95%

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



Annual Accounts are now available on our website.



REPAIRS

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

99.7% of **Emergency Repairs** were completed within target



98.5% of **Urgent Repairs** were completed within target

98.4% of **Routine Repairs** were completed within target

90.8% 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.

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

We carried out **153 lettings**

with an average time to re-let empty homes of **44 days**



Our **current arrears** were **0.45%**



We collected **97.7%** of **Weekly Charges** due