

2019/20



Breaking down the information!

# Annual Report



DURHAM  
AGED MINEWORKERS'  
HOMES  
ASSOCIATION

## CUSTOMER SERVICE

During 2019/20 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%**



of telephone calls **within 15 seconds**



We responded to

**93%**



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



We responded to

**94%**

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



## WHAT RESIDENTS SAY...

“

Help and advice is always available

”

“

Our new bungalow has made such a difference

”

“

The service has always been excellent

”

“

The workmen are lovely, they go that extra mile

”

“

Nothing is ever any trouble when I ring

”

“

The bungalow is exactly what we need, we love it

”

# REPAIRS

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

**99.8%**

of **Emergency Repairs** were completed within target

**98.3%**

of **Urgent Repairs** were completed within target

**99.2%**

of **Routine Repairs** were completed within target

**92.6%**

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.

**94%**

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



Our **current arrears** were **0.54%**

We carried out **114 lettings**

with an average time to re-let empty homes of **49 days**



We collected **100.68%** of **Weekly Charges** due



# NEIGHBOURHOOD & COMMUNITY

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

## Our housing stock

**1,675**  
bungalows

**62**  
sheltered  
housing flats



**43**  
new homes  
**built** in the  
last 12 months



**19**



shared ownership accommodation

We manage **64** properties **on behalf** of other Almhouses

**Annual Accounts** are now available on our website.



### Durham Aged Mineworkers' Homes Association

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