

Annual

Report  
2022/23



DURHAM  
AGED MINEWORKERS'  
HOMES  
ASSOCIATION

## WELCOME

The Association exists to make sure disadvantaged older people in our region have access to comfortable, affordable and safe housing that is appropriate for their needs. This has always been the case, and always will be the case. It was the case in 1898 when Joseph Hopper first had the notion to begin the Association and it is still the case as we celebrate our 125th year. And it is a celebration!

While we may lament the fact that the housing market does not provide for our residents' needs without charitable intervention, it is hard to imagine circumstances when it ever would, so the fact that we exist, and over the years have become the largest almshouse charity in the UK (probably the world!) is a testament to the dedication and perseverance of residents, trustees and staff over all this period.

I am exceptionally proud therefore to recognise that while we are not perfect – the world changes too fast for that – in all really important matters we have once again performed very well this year in trying to meet the needs, and indeed expectations, of our residents. You, our residents and those who are waiting to become our residents, are why we exist. We never forget that.

**Paul Mullis** - Chief Executive

## CUSTOMER SERVICE

During 2022/23 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  
**86%**  
of telephone calls  
within **15 seconds**

We responded to  
**82%**  
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

## REPAIRS

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

**99.9%**

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

**96.9%**

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

**98.5%**

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.

**93%**

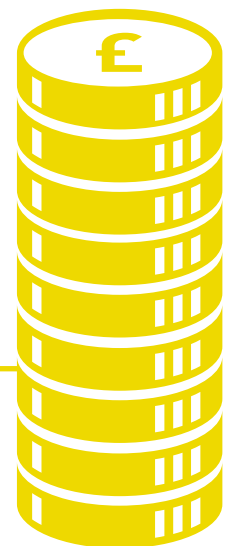
of applicants **were satisfied** with our **re-let service**

We carried out **150 lettings** with an average time to **re-let empty homes** of **70 days**

We collected **99.7%**

of **Weekly Charges** due

Our **current arrears** were **0.65%**

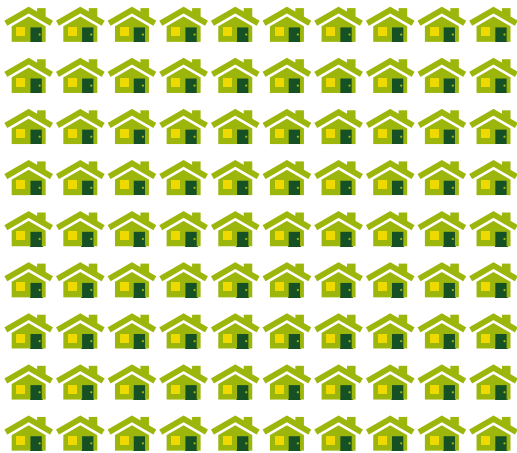


## NEIGHBOURHOOD & COMMUNITY

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

**Our housing stock** - No new builds during the year

**1,700**  
bungalows



**62**   
sheltered housing flats

**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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