

Annual Report 2023-24



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.

As an almshouse charity, we exist purely to provide benefit to our residents, and expand that provision as widely as possible amongst older people who may need our homes across the region.

The Regulator of Social Housing has recently expanded what we are expected to report on in terms of how satisfied our residents are across all aspects of our service. The new “Tenant Satisfaction Measures” are included within this document, and tell an interesting story. We do well across the board – with our 2023/24 scores benchmarking at the top of the top quartile in a recent survey*. A couple of areas do a little less well than our best performance – coming in at the bottom of the top quartile: satisfaction with communal areas, which includes grass-cutting which we know was a problem last year and which we have made strenuous

efforts to improve this, and also the handling of anti-social behaviour, where we have very few instances, but which can be difficult for us to resolve quickly, and again we have internally reviewed to see with hindsight where we could have done anything differently.

This good picture should have been no surprise however, as while we are not perfect and recent issues affecting the economy such as high inflation have caused all of us problems, we are focused clearly and exclusively on the wellbeing of our residents and doing the best we can for you. And we have been doing it for a long time – 126 years this year.

So thank you for your vote of confidence that the survey responses represent. I assure you that the board and staff at DAMHA continue to do our best to provide you with the homes that you need at a reasonable cost, as it is in the DNA of DAMHA, the largest almshouse charity in the UK.

Paul Mullis - Chief Executive

*Survey of 84 Registered Providers across England and Wales by TLF Research published June 2024.

CUSTOMER SERVICE

During 2023/24 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.

100%

of complaints **were resolved** at Phase 1

No complaints were dealt with at Phase 2 or by the Ombudsman service.

Details of our position against the Ombudsman Complaints Handling Code can be found on our website: www.damha.org.uk



We answered

93.4%

of **telephone calls** within **15 seconds**

91.6%

of **residents are happy** with our **call handling**

REPAIRS

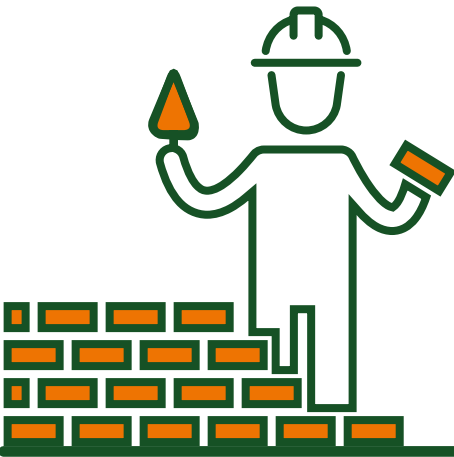
One of our most important key performance indicators is ensuring we carry out repairs on our residents' homes quickly and efficiently.

88.2%

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

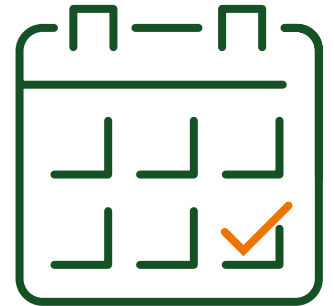
90.3%

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



89.1%

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



Average number of **calendar days** to **complete** standard void repairs

56.65

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.

92%

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

We collected

99%

of **Weekly Charges** due



Our **current arrears** were

1.22%

We carried out **168 lettings** with an average time to **re-let empty homes** of **86 days** for standard re-lets

NEIGHBOURHOOD & COMMUNITY

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

Our housing stock

1,695
bungalows



19

shared ownership
accommodation

62 
sheltered housing flats

We manage
64 properties
on behalf
of other
Almshouses

Building Management

100% of properties
met the **6 key**
compliance areas



RESIDENTS SAY...

“My bungalow is well suited for my needs.

“Very satisfied with all the services available.

“Very pleased with maintenance. Very good services.

“Very satisfied with all of your staff.

“DAMHA seems to listen and act upon my needs.

“Always very helpful and caring to any complaint.

“I can't thank you enough as I am disabled you have met my every need.

Tenant Satisfaction Measures

	Very & fairly satisfied %
Overall satisfaction with the service	94.0%
Satisfaction that home is safe	96.9%
Satisfaction that home is well maintained	95.4%
Satisfaction DAMHA makes a positive contribution to neighbourhood	82.4%
Satisfaction that communal areas are clean and well maintained	74.9%

	Very & fairly satisfied %
Satisfaction with keeping residents informed about things that matter to them	90.6%
Agreement DAMHA treats residents fairly and with respect	95.8%
Satisfaction with repairs	89.7%
Satisfaction with most recent repair	93.7%
Satisfaction with handling complaints	84.2%
Satisfaction with handling antisocial behaviour	76.6%
Satisfaction with listening & acting upon resident views	81.5%



Annual Accounts are now available on our website.



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