

Annual Report to Customers 2021/22



Welcome from Mark Pearson Chief Executive



Welcome to this year's Annual Report: our chance to share with you, our customers, how we've performed over the 2021/22 financial year, the improvements we've made to your homes and communities, and our priorities as we look ahead.

The last year began with the country still in lockdown but thankfully twelve months on we appear, after a few false summits, to be finally on the road to recovery, yet with COVID still an ever-present part of our lives. Following the lifting of restrictions, I am delighted that we can once again spend time meeting customers face to face, reinstating community drop-in clinics and resuming our planned improvements programme, such as installing new kitchens, bathrooms and boilers, whilst being mindful of our customers, colleagues and contractors' safety.

We understand that the uncertainty of the last two years has had a huge

impact on people's wellbeing and quality of life, and we are committed to providing additional support to those who need it. Over the last few months our team has tried to call all our customers to find out how you are feeling and whether there is more that LYHA can do to help you, be it outstanding repairs or signposting to support. These reconnecting calls have proven really valuable and in many cases we have been able to take immediate action, such as funding referrals, counselling sessions or helping you access free training and grants (more on that later in the report).

On the subject of support, we are committed to helping customers through the cost-of-living crisis, which unfortunately may get tougher over the coming months. If you are struggling to pay your bills, your first point of call should be your Income Officer who will be able to provide budgeting and benefits support and there are some great financial advice services out there, such as Money Buddies, Citizens Advice and Stepchange (see page 12).

I am pleased to see that customer satisfaction with LYHA's service has steadily risen over the last 12 months and that we retained our G1 V1 rating - the Regulator of Social Housing's highest governance and financial viability rating.

2022/23 is set to be another busy year, with lots of opportunities and challenges ahead. However, I look forward to spending more time out in our communities and continuing to make improvements to our service so that ultimately, we can achieve our vision: ***"To ensure all of our customers live in a home they love and in a community in which they can thrive."***

You will have seen from the enclosed leaflet that, following a period of customer consultation, the decision has now been taken for LYHA to join with York Housing Association to create a new larger Yorkshire-based housing association (of approximately 3,000 homes) called 54North Homes. Thank you to everyone who took part in the consultation: your feedback is really important to us. We are excited about this and believe it will offer many benefits to you. The main driver for this partnership is so that we can do more for customers and do it better. We aim to bring the two organisations together by December and we look forward to keeping you updated over the coming months.

Mark Pearson
Chief Executive



اگر مایلید این جزوه را به زبان یا قالب دیگری دریافت کنید، لطفاً به ما اطلاع دهید.

Jeśli chcesz otrzymać tę ulotkę w innym języku lub formie, poinformuj nas o tym.

Welcome from Adele Rae Board member & LYHA customer



Sadly this will be my last contribution to the Leeds & Yorkshire Annual Report as a customer board member, as my term of office has come to an end. I'm delighted that Junita Crawford will be replacing me and I know she will do an excellent job as a voice for Leeds & Yorkshire customers.

I have been proud to have been part of LYHA governance and, with fellow tenants of the Customer Experience Committee, help shape how the organisation runs. It hasn't always been easy – for several years we had the impression that 'customer involvement' was no more than a 'tick box exercise' - yet sheer stubbornness made us continue the fight and progress has definitely been positive in recent years. LYHA will soon be joining together with York Housing Association which will be another step forward in improving the lives and homes of our customers. I have no doubt that Mark Pearson CEO and the current board will steer the LYHA ship in the direction that benefits us all.

There have been many changes, since I was first elected in 2014 that have impacted harshly on social housing

customers. Austerity and the Bedroom Tax, Universal Credit and cuts to social housing budgets have all had an adverse effect on the people who call social housing their home. Perhaps most frightening is the way that customers have, in some of the media, been stigmatised for living in council and housing association properties, for claiming benefits or for simply being poor – for my part some of my very best friends are social housing tenants and there are truly no finer people. We need to challenge this stereotype at every opportunity! If you have the chance to make your voice heard, as an involved customer, do give it a go!

Sadly whilst there have been tough times over the last few years the autumn and winter of 2022 look likely to be particularly challenging. The number of people using food banks is steadily rising and for many there is the stark choice of being able to eat or to stay warm. If you are facing hardship and are struggling please get in touch with your neighbourhood team who will be able to signpost you to places that can offer additional support. Also look beyond LYHA to local community groups and food banks who might also be able to support you. One of the worst impacts of poverty is the resulting isolation which has a terrible effect on mental health and wellbeing.

One step at a time we can change the world... I wish you all the very best!

Adele Rae
Board Member and LYHA Customer

About this report

This Annual Report to Customers follows the structure of our Corporate Plan and its six key themes.

It has been developed in line with the reporting guidance set out in the National Housing Federation (NHF) Code of Governance 2020, The Regulator of Social Housing's 2020 Housing White Paper, The Housing Ombudsman's Complaint Handling Code and the NHF 'Together with Tenants' charter.

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Improving the customer experience

We are passionate about improving customer experience by listening to your feedback and acting on what you tell us. Over the last year we have conducted customer focus groups, consultation events see pages 5 & 7 and regular surveys and

that insight has all influenced positive changes to our service.

Yet we know there is much further work to do. We have ambitious plans for continued improvements over the coming months and you are a vital part of this.

Through working closely together we can achieve our mission of *"enabling our customers to live well by providing warm, safe and secure homes by investing in relationships and delivering great services"*.

Reconnecting with our customers

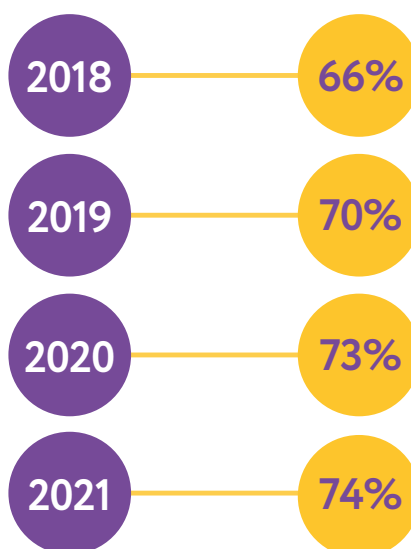
We recognise that the pandemic has had a significant impact on everyone so earlier this year we set out to get in touch with all our customers to check on wellbeing, ensure your contact details are up to date and find out if you need any additional support from us. We managed to speak to over 1,000 customers and would like to say a big thank you for taking the time to speak to our colleagues: we really appreciate it.

From our conversations with you we were able to offer individual help and support, such as referrals to counselling service, Talk Listen Change and contributions from the LYHA Support Fund (see page 12).

Some customers also won £100 in our prize draw for taking part.

As part of our continued drive to 'reconnect with our customers' we will be making further changes to how we deliver services over the coming months. This will include restructuring our Neighbourhoods team to provide a more hands-on service within our communities.

We are pleased to see that overall customer satisfaction has been rising over the last four years and is now at 74%.



You've told us what matters most to you:

73% are happy with the overall quality of their home (up from 72% last year)

72% of you believe that LYHA is easy to deal with (up from 69% last year)

64% believe we provide ample opportunities to make your views known (down slightly from last year)

62% are happy with our repairs and maintenance (up 8% from 54% last year)

59% believe LYHA listens to your views and acts on what you tell us (same as last year).

We want to provide a consistently high quality service and we are encouraged that our satisfaction figures are rising. However, there is lots of work to do as they are still not as high as we would like them to be.

Boosting our customer engagement

Over the last year we have been working with tenant engagement specialists, TPAS, and a group of customers to co-produce our new Customer Engagement Policy (<https://bit.ly/3ey5fHk>). This sets out the opportunities for you to influence and challenge our services, and strategies, and to make a real difference within your Aown community.

We want to talk to as many customers as we can and provide opportunities to engage with us as much or as little as you wish. If you would like to 'get involved', please let us know by registering here: <https://bit.ly/3Bp1IDZ>

Areas in which our customers have worked with us this year include:

- Improving our repairs service (see page 10)
- Better building safety information (see page 11)
- One to one interviews with ethnic minority customers about how they view LYHA services to feed into our EDI action plan (see page 8)

We also engaged with customers in Leeds this year, holding community drop-in clinics at St Ann's estate in Kirkstall, St Mary's and surrounding areas in Chapeltown, and the Bayswaters in Harehills.



Making it easier to find your LYHA key contacts

You said:

You wanted to speak to the right person first time

We did:

It's now easier than ever to find your LYHA contacts where you live. This includes your Neighbourhood Officer, your Income Officer and your Property Surveyor and how they can each help you.

Simply scan the QR code or insert your postcode on our website www.lyha.co.uk/find-your-local-lyha-team and it will bring up your key contacts.





Responding to complaints

LYHA aims to continuously improve the customer experience by listening to and acting on customer feedback.

We want to get things right first time but occasionally we fall short. If this is the case, we will do our best to resolve your issue quickly, fairly and effectively. By telling us what has gone wrong, we can learn from mistakes and make things right.

If we cannot resolve your issue simply, we have a formal complaints policy in place, which we regularly update in line with guidance from the Housing Ombudsman Service. This sets out how we deal with customer complaints and the process we follow; you can find a copy of this on our website: www.lyha.co.uk/news/our-new-complaints-policy

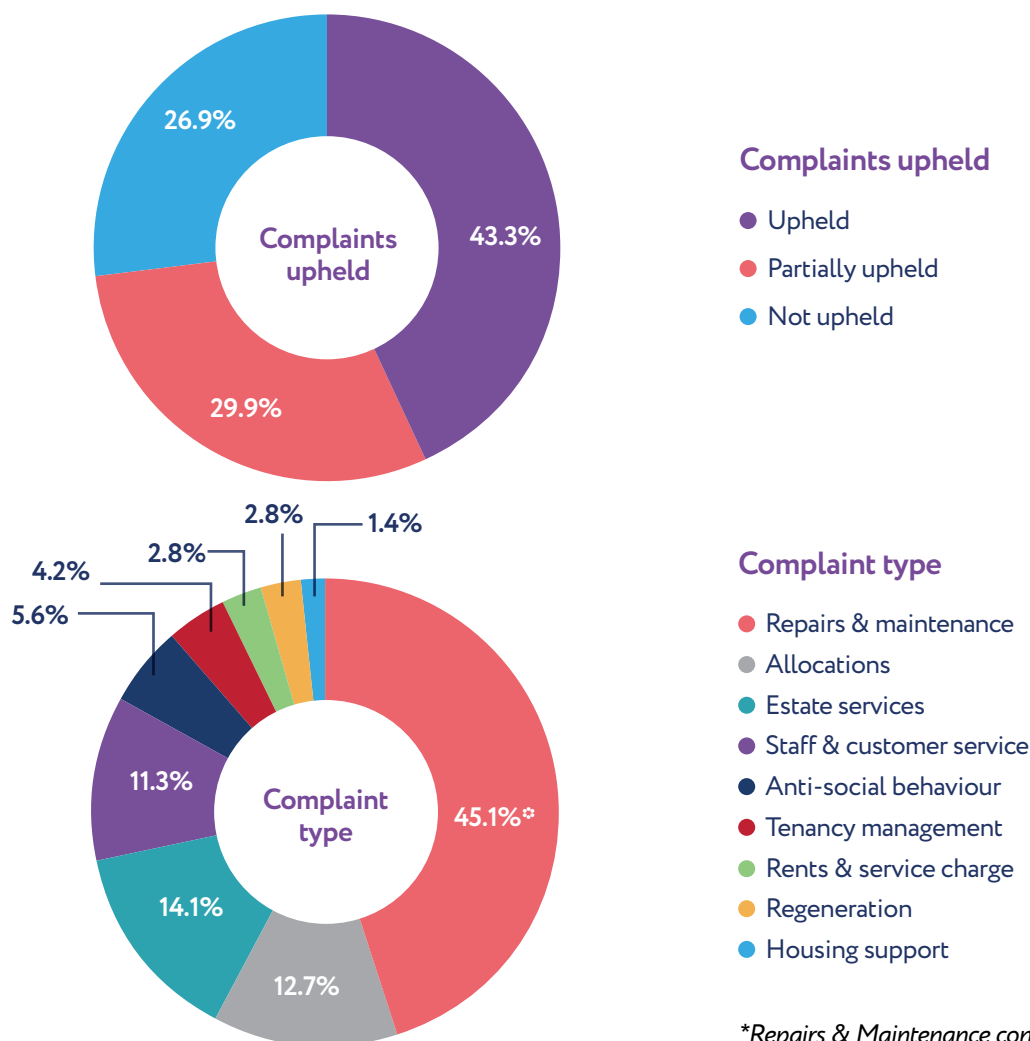
We self-assess against the Housing Ombudsman's Complaints Handling Code www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code on an annual basis. The latest self-assessment can be found here: <https://bit.ly/3NuhGQ7> and the Housing Ombudsman can be contacted at: www.housing-ombudsman.org.uk/contact-us/

Customer satisfaction with complaint handling was 75% for the year 2021/22

We responded to 93.8% of complaints within the agreed target timescale



The pie charts below highlight the type of complaints we received and the number upheld.



**Repairs & Maintenance continues to be the service area with highest level of complaints which is consistent with other housing providers' figures throughout the sector.*

Learning from complaints

We hold 'lessons learned' sessions with key colleagues monthly. These sessions are an opportunity to review complaints individually, share best practice and offer

challenge, where appropriate, so we can get things right in the future.

The most significant theme from 'lessons learnt' this year was about communication, which is a key

area for improvement throughout the business. This is particularly true with regards to our repairs service, where we have taken action by implementing a number of improvements to how we communicate (see page 10).





Equality, diversity & inclusion

You Said:

Analysis of our customer survey results revealed that we had lower customer satisfaction in areas with higher ethnic diversity.

We Did:

We embarked upon customer consultation with minority communities in those areas (including drop-in events and focus groups) to try and understand how we could improve our services.

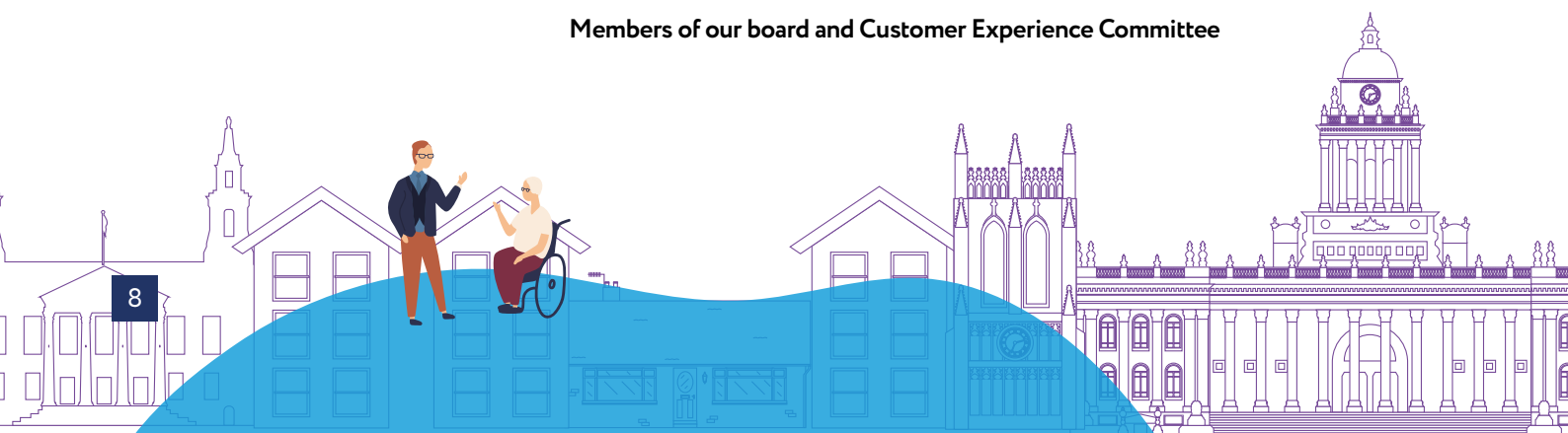
We recognise the value that diversity brings to both our communities and workforce. We want to make sure that our services are accessible to all and that customers and colleagues from all backgrounds are treated equally, fairly and with respect for their individual needs.

We have an Equality, Diversity and Inclusion (EDI) strategy and action plan in place to ensure we continually deliver on our commitments. Over the last year we are pleased to report progress in many areas, which we regularly feedback to our Customer Experience Committee, made up of LYHA customers and board members.

- 1/3 of our board members are now from ethnic minority backgrounds ensuring that diverse voices are heard at the highest level
- We have an established working group who act as 'EDI champions' within LYHA
- We offer translations of customer information in different languages/formats
- We have refreshed our recruitment processes to try and encourage more applications from all sectors of our local communities
- We are expanding our team's learning by inviting regular guest speakers to talk to our colleagues about their lived experience: recent topics have included Neurodiversity, LGBTQ+ and Dismantling Bias



Members of our board and Customer Experience Committee



Asset Management



Now that Covid restrictions have been lifted, we have once again been able to continue at pace with our planned improvements to your homes.

Over the last year we have spent over £1.25million on home improvements.

Over the last year we have installed:

72

new kitchens



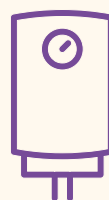
64

fire doors



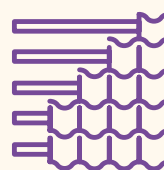
33

new boilers



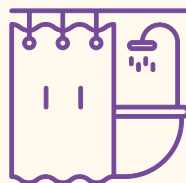
5

roof replacements



24

new bathrooms



6

door entry systems



During 2022/23 we will spend another £1.03 million on planned improvements.

Improvements to our estates

Over the course of the year we have carried out a number of improvements to the surroundings where you live.

These include:

- Jet washing at Marsden Memorial Homes
- A new external bin store roof at Crescent Avenue, Whitby
- New door entry system, external security doors and new external paths at Kelso Court, Leeds.
- Installing free community WiFi at the St Cyprians scheme in Leeds.





Repairs

Total repairs completed



During 2021/22 we carried out **5,521** repairs:

- Emergency repairs: **1,095**
- Urgent repairs: **1,120**
- Routine repairs: **3,306**

You Said:

One of the most important areas where LYHA needs to improve is our repairs service.

We Did:

We have made significant changes to repairs over the last 12 months. We are focusing on creating a more efficient service – improving both the quality of repairs and the quality of communication between you (our customers), us (your landlord) and the contractors who carry out the work.

These include:

- Working closely with customers to 'journey map' the repairs experience to understand where things go wrong and how we can put them right.
- Introducing text acknowledgements when you contact LYHA to log a repair.
- Creating a new Repairs Handbook, which sets out how to report a repair and the timescales and service commitments you can expect from the LYHA team (and contractors working on our behalf). You can view a copy here: www.lyha.co.uk/news/new-repairs-handbook

We have also published a Customer Commitments guide which sets out the services and commitments you can expect from LYHA in all our operations, from lettings to repairs to cleaning and gardening: www.lyha.co.uk/our-commitments-customers



- Employing Craig (above) as Repairs Technician (a new role for LYHA) to carry out a range of day-to-day repairs and maintenance jobs throughout your homes and estates.
- Working with contractors to increase the number of jobs they complete 'right first time'.
- Launching a new repairs diagnostic tool* which you can access via the repairs section of the customer portal. This allows you to navigate a virtual house, select the relevant options that apply to your current issue and raise your own repair online.
- Improved mobile technology enabling quicker communication with contractors and the ability to raise repairs jobs while onsite

**Please note this tool is designed to raise requests directly for routine repairs; any emergency repairs still need to be called through to our customer services team on 0113 278 3335 to ensure they are dealt with promptly.*










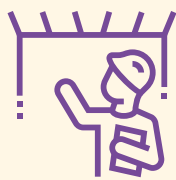
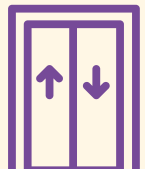
Health & safety

Keeping customers safe is our top priority.

If you have any concerns about health and safety, please call us on Tel: 0113 278 3335. We also provide an emergency out-of-hours service on the same number. If your call is not urgent, please contact us during our normal opening hours: Monday-Friday 8.30am – 5.00pm.



Over the last year we have carried out:

1,269 gas services		6,316 fire safety inspections of communal areas	
251 electrical inspections		610 water hygiene inspections	
50 asbestos surveys of communal areas		22 lift inspections	

Improving our building safety information

We sought customer opinions about our building safety information, such as fire safety, electrical safety, and gas safety, which you can view on our website: www.lyha.co.uk/health-safety

You said: You told us you wanted us to improve how we communicate health and safety information with customers.

We did: We ran focus groups and customer surveys to listen to your ideas about how we could communicate this important information better and we will implement various improvements over the coming months.





Thriving communities

We believe in more than just providing homes; we want to help you thrive in your communities by offering targeted support and investment where you need it most.

Cost of Living Support

Unfortunately, times are tough right now. Despite some government intervention, such as the recent council tax rebate and energy support payments, the rising cost of living is hitting people hard. We are committed to doing all we can to support you if you are struggling financially.

Budgeting advice

If you are finding it hard to pay your bills, please contact your Income Officer in the first instance. They can put you in touch with local organisations that specialise in budgeting and advice.

We regularly speak to customers who are unaware of additional benefits that they could be claiming which often amount to significant sums of money. We would encourage you to use an online **Benefits Calculator** such as www.entitledto.co.uk to check if you are receiving the right amount of money in your benefit claims or whether you are eligible for other types of income or support.

LYHA Customer Support Fund

We set up our LYHA Support Fund a couple of years ago to provide top-up help to customers who are struggling. Over the last year we have provided over £23,000 of support to customers, ranging from supermarket shopping vouchers to purchasing white goods. If you think you might benefit from support, please speak to your Neighbourhood Officer or email: info@lyha.co.uk to find out more.

Government Support

The government has confirmed that every UK household will be given £400 off their energy bills from October, with the discount made in 6 instalments to help families throughout the winter period. Many households will also receive a one-off payment of £650 paid directly into their bank accounts, and there will be separate one-off payments of £300 for pensioner households and £150 for individuals receiving disability benefits.

You may also qualify for government support with your fuel bills via the Warm Home Discount Scheme or Cold Weather Payment (if you receive certain benefits), or the Winter Fuel Payment (if you are of pension age). For details of all these benefits, please visit: www.gov.uk/browse/benefits/low-income

Independent energy advice

The **Groundworks Green Doctor** project: www.groundwork.org.uk/greendocor/ offers free, independent advice and support to help you save money on your energy bills. The service is open to anyone throughout Yorkshire, by calling **0113 238 0601** or emailing: greendocorleeds@groundwork.org.uk

Other useful contacts for financial support

Citizens Advice Bureau:
www.citizensadvice.org.uk

Universal Credit:
www.gov.uk/universal-credit

National Debtline:
www.nationaldebtline.org

Step Change Debt Advice:
www.stepchange.org

Money Saving Expert:
www.moneysavingexpert.com

Money Buddies:
www.moneybuddies.org.uk





Free counselling sessions

We have partnered with an organisation called **Talk, Listen, Change** to offer free counselling sessions for customers from fully qualified counsellors. We know many people are experiencing tough times, be it emotionally, physically or financially, and talking to someone can make all the difference. If you think you could benefit from this service, please speak to your Neighbourhood Officer or visit the Talk, Listen, Change website to find out more: www.talklistenchange.org.uk

Last year we referred 30 customers to this service and feedback was very positive. More than 60% felt their psychological wellbeing improved following the counselling.

"I have had the opportunity to be heard and had a space each week to talk about my situation and have felt understood. I am going through a difficult time, but I thank the counsellor for helping me through it, listening, supporting and giving me information on other services which can help."



Skills Training

For the last few years we have worked with Realise Training (formerly Interserve Learning & Employment) to offer free skills training to LYHA customers and their families. It has been wonderful hearing the feedback and opportunities this has enabled.

"In 2020 when I was on maternity leave and in lockdown, I decided to sign up for one of the funded computer skills courses which I had seen advertised in the LYHA newsletter provided by Realise Training. During the training, I discovered that Interserve also provided courses, so I decided to enrol for Maths & English Level 2. I have always wanted to study a degree in Social Work, and now that I have my Functional skills qualifications, I can pursue that dream. I am currently studying an Access course in Health & Social Care Level 3, and then will go on to do a degree in Social Work."

I just want to thank LYHA for including these kind of training programmes/providers in their newsletters. It has turned things around for me."

We have also helped customers access the Northern Housing Consortium 'Unlocking Success Bursary Scheme' which provides grants of £500 to help support learning and employment training, such as books, equipment, travel and childcare costs.

St Mary's Rooftop Garden

The rooftop garden on top of our St Mary's scheme in Chapeltown, Leeds, is one of our longest running and most successful community projects. The weekly gardening sessions, run by Hyde Park Source, as part of the Live Well Leeds programme, attract a regular group of customers and wider community members who grow all kinds of fruit, vegetables and flowers.

It's a great group. The sessions are really friendly and enjoyable, and many participants have found that tending to the rooftop garden has helped relieve symptoms of anxiety or depression.

"The rooftop garden is a fantastic place; it really boosts my self-esteem. It's a lifeline for me as I do get anxious and nervous but once I'm here I feel so much better mentally and physically. The people are amazing, the staff superb, an absolute credit to all involved."

To find out more, contact the garden facilitator, Claire Doble, at claire@hydeparksource.org or call 0113 2458863.



More new homes

We are committed to helping tackle the housing crisis in Yorkshire by building more affordable and desirable homes that people feel proud to live in.

Over the course of the last year, we built 33 new homes in Leeds and Barnsley in partnership with private developers.



Oak Park House (Leeds)

We built a scheme of twelve two-bed apartments for rent with Chartford Homes, known as Oak Park House, which forms part of the redevelopment of the former Cookridge Hospital site in a popular area of north Leeds. Funding for these attractive new homes was provided by Homes England.



Low Moor Meadows (Morley)

In partnership with Persimmon Homes, we built eleven new homes for rent (a mix of houses and apartments) at Low Moor Meadows in Morley.



Pearson Crescent (Barnsley)

This small scheme in Barnsley of four homes was part of a site being developed by Hooper Homes. Three homes were provided for rent, whilst one was available to buy through the shared ownership scheme.



Asket Hill (Leeds)

We acquired six homes on this Avant Homes development: four for rent and two were sold through the shared ownership scheme.



Shared ownership

As well as homes for rent, we continue to offer a small number of homes for shared ownership, primarily on our new developments.

Shared Ownership is a government scheme designed to help buyers get on the property ladder. Put simply, it allows you to buy part of a property (anywhere between 35% and 75%) then rent the remaining share with the option to increase your share or buy outright at a later date.

The scheme is mainly aimed at first time buyers and families whose circumstances change: perhaps after experiencing a relationship breakdown. If you can't afford to buy outright, and you only have a small deposit, this could be a great option for you.

To find out more, please visit:
www.lyha.co.uk/shared-ownership
or email helptobuy@lyha.co.uk

"I would like to say how smoothly and professionally the whole experience was in buying the part share. I was kept informed throughout the process; it was a real pleasure from start to finish."

Kevin Fisher



Decarbonisation

Decarbonisation is one of the biggest challenges facing our generation and LYHA is firmly committed to delivering both energy efficient new homes which don't rely on fossil fuels, and to retrofitting our existing homes so that they are as energy efficient and affordable to run as possible.

Over the last year we have commissioned a carbon baseline study to understand our current carbon emissions, both in terms of the homes we manage and our business operations, and developed a road map for how we can meet the government's net zero targets by 2050.

We are no longer installing gas boilers in our own new build homes, focussing instead on low carbon technology to ensure our homes are as energy efficient and sustainable to run as possible.

This year we will begin looking at options for our first retrofitting scheme in Leeds, with a view to submitting a bid for funding through Wave 2 of the Social Housing Decarbonisation Fund in Autumn 2022.

We have also engaged Groundwork to help us draw up plans for future investment in homes in Leeds to improve energy efficiency.

Right to buy

As you may be aware, the government has recently announced an extension to the 'Right to buy' scheme to cover housing association customers. We don't know the detail of how this will work yet and are awaiting more information.

We will keep you updated via our website and social media channels when we know more, but there is no application process in existence as yet.





A modern business

We've moved!

In October 2021 we opened our new Headingley Hub, just round the corner from our previous office on Shire Oak Road which we have now sold. The money from this sale will be reinvested into improvements to our homes and estates.

The new space provides us with a much more modern working environment but maintains the convenience of a central Headingley location, near to many of our homes and with excellent public transport links.

Customers are welcome to visit members of our team at the new Headingley Hub either by appointment or drop-in between the hours of 10am-4pm. The address is:

**Leeds & Yorkshire
Housing Association
Third Floor
White Rose House
8 Otley Road
Leeds
LS6 2AD**

CIH award winners

We were delighted to win the 'Excellence in cultural change and transitioning award' at the Chartered Institute of Housing (CIH) northern awards this year. This reflects the hard work and commitment of colleagues, board members and customers to transform the business over the last three years into a far more modern, customer-centric organisation.





Investing in IT

We have continued our investment in our IT systems to help improve our customer service, making it easier for you to contact us.

You said:

You wanted to be able to speak to our team quickly and easily.

We did: We have upgraded our telephone system and have recently added webchat via the contact us page of our website: www.lyha.co.uk/contact-us

The webchat service is in addition to our existing communication channels (telephone, email and website/social media) and allows you to chat on screen to our customer services team without having to make a call.*

**Please note the webchat service is being gradually rolled out and may not always be available.*

We have also invested in IT to bring about improvements to our repairs service (see page 10 for details).

Investing in the next generation

Over the last two years we have taken on three apprentices in our IT, Neighbourhoods and Property Services teams, giving local young people the chance to gain hands on experience, a salary and qualifications while learning the skills needed for a career in housing.

Matthew, one of our apprentices, has recently been named 'Technology & Digital Apprentice of the Year' at the West Yorkshire Apprenticeship Awards:

"I'm really enjoying my role at LYHA. In fact, I couldn't have asked for a better start. I'm working with a friendly team of people who've made me feel very welcome and I'm learning a lot."



LYHA's Matthew Fletcher receiving his 'Technology & Digital Apprentice of the Year' award from the late Harry Gratton





Good governance & strong finances

We have once again retained our G1 V1 rating from the Regulator of Social Housing.



This means that both our governance and financial viability have been given the highest possible ratings.

Our Customer Experience Committee

Our Customer Experience Committee - a sub-committee of our board, made up of both customers and board members - continues to play an important role in monitoring and holding LYHA to account on customer related matters.

They have played a particularly important role sense-checking our COVID response from a customer perspective and sharing ideas of how we can best support you during what has been a very difficult time. They have also played a big role in improving many LYHA processes, including repairs journey mapping and EDI monitoring.

We would also like to thank our Customer Experience Committee members for kindly helping us to develop the content of this Annual Report.

New board appointments

Over the last year we have welcomed three new board members, Juanita Crawford, Jeremy Earnshaw and Haroon Rashid, who each bring a broad range of skills and individual experience that will help drive our success.

They will play an important role in the transition to a new organisation over the coming months, ensuring that the same high standards of good governance and continuous improvement are maintained

"I have seen over the last couple of years during my time on the Customer Experience Committee that LYHA is truly a customer-focused organisation. I am proud to have joined the board at the start of a new era for LYHA and look forward to seeing it grow and build upon its ambitious plans for the future."

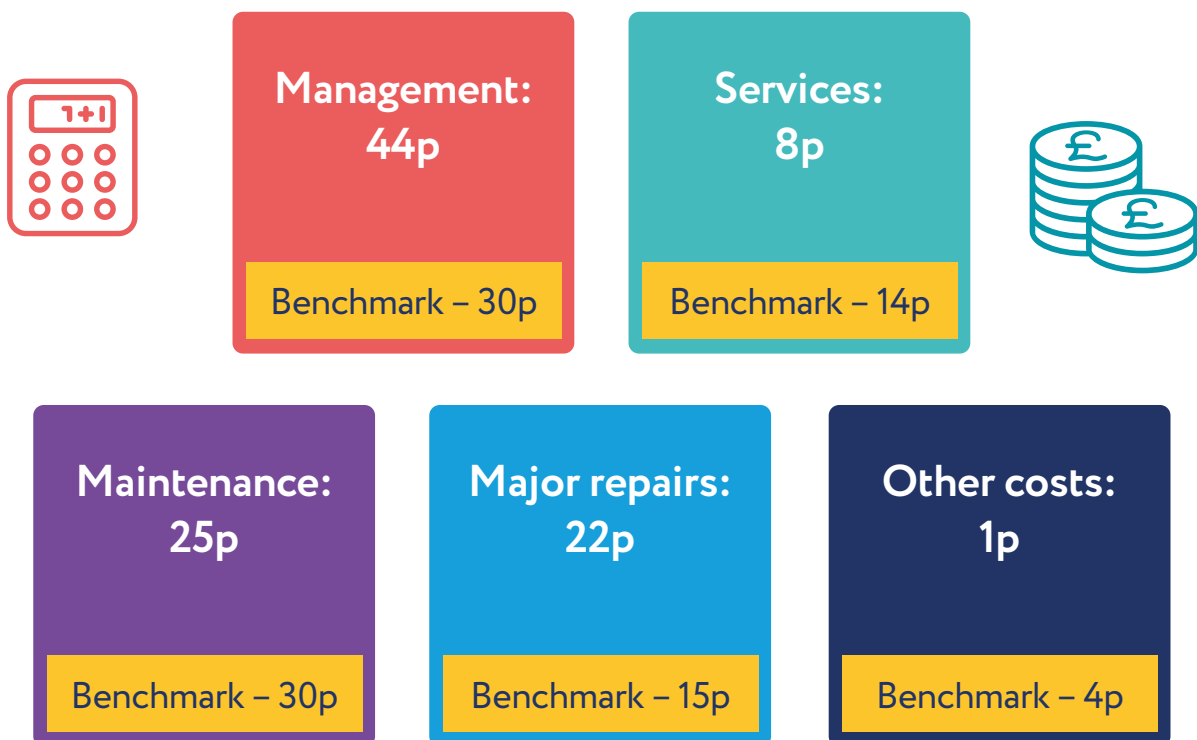
Juanita Crawford, LYHA board member & customer



Providing value for money

All the money that we collect from rent and service charge helps to fund our homes and services.

The below graphic illustrates how we spend it per £1 we receive.



*The benchmark figures refer to the average for our peer group: classed as housing associations across the UK with between 1,000 and 6,000 homes who have less than 10% supported housing and less than 10% non-social housing.



Who's Who

Executive Management Team

Mark Pearson
Chief Executive

Adam Hutchinson
Director of Resources

Joanna Chambers
Director of Assets and Growth

Gavin Fisk
Director of Communities and Customer Service

Operational Managers

Wayne Fox
Property Services Manager

Peter Davidson
Neighbourhood Services Manager

Jason Hutchinson
Estates & Facilities Manager

Craig Warren
Neighbourhood Services Team Leader

David Bracewell
Customer Services Team Leader

Russell Beavers
Contract Manager

Our Board

Mike Gaskell (Chair)

Jon Prashar

Adele Rae

Juanita Crawford

Annie McMaster

Simon Edwards

Carla Makepeace

Ulfat Hussain

Anthony Brown

Matt Edgar

Haroon Rashid

Jeremy Earnshaw

We'd like to thank Liz Sandwith, who stepped down from the board this year after completing her six-year term, for her wonderful contribution to our board.

Thank you

A big thank you to all our customers who have supported both LYHA and each other over the last year.

If you have any comments or would like to receive this report in either a different format (such as large print) or a different language, please email: georgina.thompson@lyha.co.uk

اگر مایلید این جزوه را به زبان یا قالب دیگری دریافت کنید، لطفاً به ما اطلاع دهید.

Jeśli chcesz otrzymać tę ulotkę w innym języku lub formacie, poinformuj nas o tym.

Get in touch

For all general enquiries:

☎ 0113 278 3335

✉ info@lyha.co.uk

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