

## Welcome from Keith



Our aim at First Choice Homes Oldham (FCHO) is to be an excellent landlord who listens and puts our customers at the heart of everything we do. We also want to build new, quality homes that not only help meet the huge increase in demand for housing, but provide a place that our customers can call home, creating thriving communities that people feel proud to live in.

The team at FCHO has been doing some fantastic work over the last 12 months to achieve this.

One of the most important things for us is that our customers are happy with our services. We regularly ask for feedback on how we can do things better and work with customers to design new services and processes.

We're pleased to say that following this approach we have improved our overall landlord satisfaction rate. We've also seen more of our customers happy with our tenancy services and support from our call centre, which is great news. I would like to extend my thanks to the Neighbourhood Services and Contact Centre teams for their fantastic work.

We have been faced with a number of challenges this year. Unprecedented bad weather, flooding and changes to our strategic approach have had a knock on effect causing delays in the maintenance of our properties. Despite spending over £15m on our homes this year, these delays led to an increase in complaints which has resulted in a complete review of the service we deliver and a new way of working.

We've seen a noticeable rise in our customers claiming Universal Credit. Our teams are providing support and advice on a daily basis to help make life easier for our customers who are struggling. Our Community Impact Team continues to

develop and deliver new projects and services to help customers have more disposable income. The team's offer includes financial support and help into work or training. Our affordable food partnership has helped our customers save over £100k since December 2019 and on average each week 117 of our customers save £33 from their weekly food bill.

This year we are investing £35m in the borough, and we will be building approximately 194 new much needed modern and quality homes for our customers and their families.

We will also be starting work on our flagship development in the heart of Oldham, West Vale. This will see two of our tower blocks, which have been unpopular with customers, demolished to create a range of high quality, affordable new homes in a vibrant neighbourhood where people, families and businesses can thrive.

We are using the information in this report and detailed feedback from our customers to develop a plan for our work for the next two years. This plan will help us improve our performance further across the whole range of services we provide, deliver more targeted investment in our homes and build additional homes, so watch this space!

**Thank you,  
Keith Wrate, Interim Chief Executive**

## Our vision

improve lives in Oldham

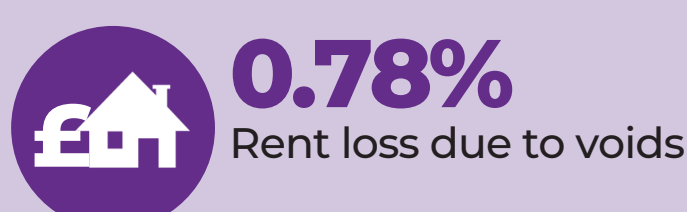
### What do we want to achieve?

- Deliver improved and efficient services for our customers
- Increase the number of new homes in Oldham
- Increase the disposable income of our customers

### What will we do?

- Improve and enhance our services to customers
- Listen to our customers and use their feedback to improve the customer experience
- Deliver our ambitious development programme and secure new sites for building quality homes
- Support our customers with "make a difference" services to maximise their income
- Provide training and employment opportunities for customers
- Upskill our customers to improve their employment prospects

## FCHO in numbers



## Delivering excellent landlord services



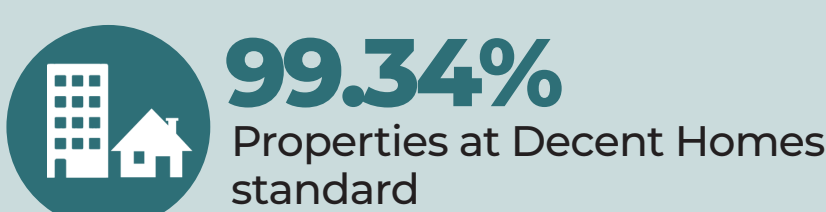
### Results from satisfaction survey 2019/20

Landlord satisfaction	<b>84%</b>	Responsive repairs	<b>84%</b>
Satisfied with new tenancy process	<b>92%</b>	Estates: Block cleaning	<b>73%</b>
Contact centre performance	<b>86%</b>	Estates: Grounds	<b>68%</b>

## Complaints



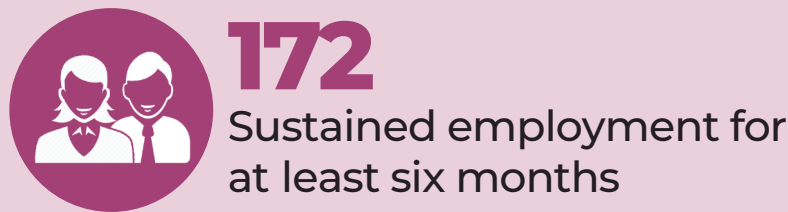
## Repairs and improvements



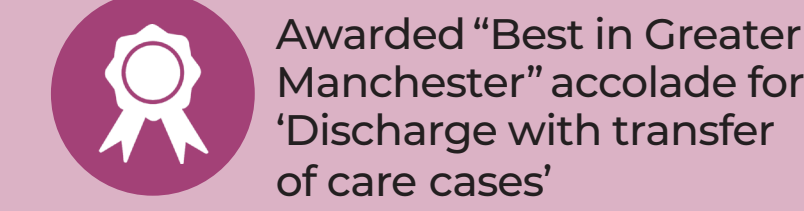
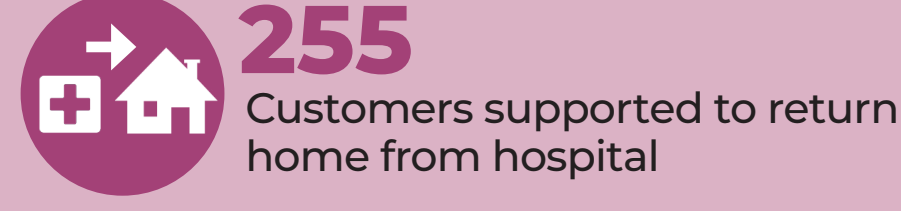
## Creating thriving communities

## Employment, skills and learning

### DIRECTIONS



## Health and wellbeing



## Community engagement



## Building new homes



## Awards

Shortlisted for



Affordable Housing Scheme of the Year Award



Best Shared Ownership Development (urban)  
Best Affordable Housing Development (in construction)



Best Small Development (under 30 homes)