



**PEAK District**  
Rural Housing Association

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# Annual Report

2019 to 2020



# CHAIR'S MESSAGE

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## Welcome to the Peak District Rural Housing Association's annual report

This report explains how we performed between April 2019 and March 2020.

PDRHA have provided much needed affordable homes, specifically for local people in Peak District villages, for over 30 years. We now provide homes for over 275 families, couples and individuals in 48 communities across the Peak District and have several new developments in progress.

Throughout the year we continued to focus on our primary objectives of providing affordable and well-managed homes for local people; securing improved services for our residents; and contributing to the sustainability of our rural communities.

A highlight of the year was the purchase of twelve homes in Bradwell, helping more families, young and old, to stay in the village they know and love.

As we publish this report, we are still adapting our service to a world living with COVID-19. Although the pandemic only hit at the end of the financial period we're reporting on, it's had a huge impact on our organisation. At the height of the lockdown, we temporarily moved to a reduced level of service, which was necessary to protect our residents and staff. We hope you understand that this was unavoidable and thank you for your support and patience during this time.

I hope you find this report useful. If you would like any further information, please get in touch via [enquiries@midlandsrural.org.uk](mailto:enquiries@midlandsrural.org.uk)



**DAVID FREDERICKSON**

Chair - Peak District Rural Housing Association



# How are we performing?

WE  
PROVIDED

12

NEW HOMES IN PEAK  
DISTRICT VILLAGES

WE ARE WORKING  
WITH

12

PARISHES IN SUPPORT OF  
RURAL HOUSING

£1,177,496  
COLLECTED IN RENT

£136,334  
WAS SPENT  
COMPLETING REPAIRS

£1,260,000  
GRANT FUNDING  
SECURED

£825  
WAS THE AVERAGE  
SPEND ON PREPARING A VACANT  
PROPERTY FOR RELETTING

£22,799  
WAS SPENT KEEPING  
SCHEMES TIDY AND  
MAINTAINED

## MAINTENANCE

This is what we spend on planned and day to day maintenance.

**Planned** includes: replacing and upgrading key areas of our homes, such as heating systems, kitchens, bathrooms, doors, windows and roofs.

**Day to Day** is the repair service to fix problems in our homes on a daily basis.

## TOP AREAS OF EXPENDITURE:

- £ Maintenance
- £ Management costs
- £ Service costs
- £ Interest on loans

## MANAGEMENT COSTS

These are the costs to provide the staff and services required to run the association.

## SERVICE COSTS

This is how we spend what is collected in service charges, on the upkeep of shared areas, such as communal areas, lighting and grounds maintenance.

## INTEREST ON LOANS

This is the amount spent on paying the interest due on loans taken out to fund the building of our homes.



# How are we performing?

## Housing Services

**95%**

OF HOMES WERE ALLOCATED TO PEOPLE WITH A STRONG LOCAL CONNECTION TO THE VILLAGE

AVERAGE

**53**

DAYS TO RE-ALLOCATE A HOME

**4**

SHARED OWNERSHIP RESALES

### TOP ANTI-SOCIAL BEHAVIOUR ISSUES:

- Drug use or dealing
- Parking disputes
- Rubbish/litter and gardens not maintained

**57%**

OF RESIDENTS AGREE WE LISTEN TO THEIR VIEWS AND WHERE POSSIBLE ACT UPON THEM

ARREARS ARE

**0.99%**

BY COMMUNICATING WITH AND SUPPORTING RESIDENTS

**87%**

AGREE WE KEEP RESIDENTS INFORMED ABOUT THINGS THAT MIGHT AFFECT THEM



# How are we performing?

## Maintenance Services

WE REPLACED

**8**

KITCHENS

**84%**

OF RESIDENTS WERE  
HAPPY WITH THE  
REPAIRS SERVICE

**983**

REPAIRS WERE REPORTED

**196**

**EMERGENCY REPAIRS**

Repairs needed to avoid immediate danger to your health and safety or serious damage and destruction to your home.

**369**

**URGENT REPAIRS**

Repairs that are not dangerous but could become worse or cause other problems if they are not dealt with.

**418**

**ROUTINE REPAIRS**

All other repairs that are necessary and the Association's responsibility, but that do not affect the immediate use of the property.

WE CARRIED OUT

**18**

PERIODIC ELECTRICAL  
SAFETY INSPECTIONS

**100%**

OF OUR PROPERTIES HAD AN  
ESSENTIAL GAS SAFETY  
CHECK CARRIED OUT





# How are we performing?

## Customer Services

**100%**

OF RESIDENTS FOUND THE ADVISOR TO BE FRIENDLY, HELPFUL AND TREATED THEM WITH RESPECT

AVERAGE

**12**

SECOND  
WAIT TIME TO ANSWER  
INCOMING CALLS

WE HAD

**4884**

NEW VISITORS TO OUR WEBSITE

WE RECEIVED

**5**

COMPLIMENTS

WE HAVE

**455**

FOLLOWERS ON  
FACEBOOK

**57%**

OF RESIDENTS ARE  
REGISTERED WITH  
MYHOMEONLINE

WE HAD

**3**

FORMAL COMPLAINTS

We learn from complaints and we are:

- documenting inspection processes more thoroughly
- monitoring all touchpoints for planned and cyclical maintenance programmes
- actively monitoring work in progress jobs
- confirming actions and resolutions to residents when issues have arisen
- reviewing our website to ensure it provides up-to-date information

# Statement of financial position

As at 31 March 2020

	2019 £	2020 £
<b>Tangible fixed assets</b>	16,873,027	18,732,912
<b>Current assets</b>		
Trade and other debtors	67,915	189,365
Cash and cash equivalents	749,910	609,158
<b>Total current assets</b>	817,825	798,523
<b>Creditors: amounts falling due within one year</b>	(649,167)	(647,538)
<b>Net current assets</b>	168,658	150,985
<b>Creditors: amounts falling due after one year</b>	(14,873,247)	(16,334,850)
<b>Net assets</b>	2,168,438	2,549,047
<b>Capital and reserves</b>		
Called up share capital	41	41
Revenue reserves	2,168,397	2,549,006
<b>Total funds</b>	2,168,438	2,549,047

# Statement of comprehensive income

FOR THE YEAR ENDED 31 March 2020

	2019	2020
	£	£
<b>Turnover</b>	1,095,451	1,116,496
Operating costs	(712,895)	(592,077)
Loss on disposal of tangible fixed assets	-	(2,062)
<b>Operating surplus</b>	382,556	522,357
Interest receivable and other income	806	645
Interest payable and similar charges	(256,423)	(153,278)
Movement in fair value of financial instrument	(49,560)	10,885
<b>Surplus for the year</b>	77,379	380,609
<b>Total comprehensive income for the year</b>	77,379	380,609



“Understanding, helpful and supportive when I have a query or problem which is dealt with effectively and efficiently.”

“You sorted out several maintenance issues straight away and called to check things were done.”

“I will be forever eternally grateful for PDRHA for helping me to feel safe and secure now.”

## **C O N T A C T   D E T A I L S**

Peak District Rural Housing Association

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