

Customer Annual Report 2021/2022

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Welcome

I'm pleased to introduce our Customer Annual Report for 2021/2022.

Each year, we publish this report to ensure our customers are kept up to date on how we are performing against the standards that are set by the Regulator of Social Housing, and have an overview of how well we are delivering our services.

This report covers a year where rising inflation and costs are hitting many people hard and support is needed now more than ever.

I'm very proud to say that our team have been able to provide a range of support, with colleagues from across the organisation finding ways that we can offer help to our customers and ensure that they continue to feel secure, confident and happy.

I think being able to do a lot more of this work face to face has really helped. I've loved being able to see colleagues back in the workplace and going out into our communities to meet up with customers in person again.

As we look back over 2021/2022 we can be so proud of all we've achieved.

Not only have we been able to build new, environmentally friendly homes, but we've also made improvements to our existing homes to ensure they are energy efficient, helping customers to stay warm and save money.

Our teams have played an important role in supporting customers and our communities to help with the added pressures of the cost-of-living crisis. From finding ways for our customers to improve income or identify financial support, to helping to give people career opportunities, and improving community wellbeing, supporting projects that help with food poverty and mental health.

There have been challenges throughout the year, with the impact of significant storms, including the quick succession of Storms Dudley, Eunice and Franklin in February causing damage and disruption to our properties and in our communities. The continuing impact of the pandemic was also felt with the rise of the Omicron variant in January leading to many colleague absences. These events created a repairs backlog which we have been working hard to catch up on.

I would like to thank all our colleagues for their continued hard work and to you, our customers, for your support and enthusiasm for Karbon.

Finally, I would like to thank our involved customers, who give so much of their time to work alongside us. We know the best way to improve our services is to listen to your feedback and work with you to act on it. Our involved customers play such an important role in helping us make sure that you are kept at the heart of how Karbon operates and we look forward to working with you more in the future.

Paul Fiddaman
Group Chief Executive

Once again, as the Chair of the Karbon Resident's Committee (KRC), I'm delighted to have the opportunity to say a few words and to reflect on a difficult but also successful year.

I want to start off by saying a heartfelt thank you to the team at Karbon Homes. This year has seen many of us hit hard by the rising cost of living, but it's heartening to know that colleagues at Karbon are continuing to work hard and help ensure that customers always have someone in their corner during hard times.

It's been a very successful year for the KRC and we've been able to have some fantastic opportunities to ensure your voice is heard and your needs are being met.

A big stand out to me is being invited to go to the National Resident Involvement Conference in Leeds in June 2022. There, we were able to share our findings and recommendations from our work scrutinising the needs of Karbon customers in complaints, compliments and suggestions. This is a fantastic achievement and recognition of the work of the KRC.

I've been so pleased to get the opportunity to return to face to face meetings with the KRC and Karbon colleagues after being unable to do this for so long. Not to say that we have stopped using digital meetings altogether, in fact we, like many, have been able to see how advantageous it has been to offer a flexible approach and get the best out of both.

This approach has enabled Karbon to set up more opportunities for customers to ensure your voice is heard. We've now been able to involve customers throughout the North East and Yorkshire giving them the option to meet up in person or online.

Karbon has introduced a refreshed Resident Involvement Framework which places a greater focus on ensuring your voice is evident in its business decision making process. This has led to Karbon establishing several new forums that focus on specific areas of the business, from local area forums to sheltered housing to a forum focusing on the environment. This means that you can have a greater say across more areas of the business and I can't wait to see the impact of these new forums – you can read more about them on page 9.

There are so many ways that you can get involved, and if you've considered joining our committee or one of the forums, I would encourage you to take the plunge. You won't regret it.

Finally, I would like to say a huge congratulations to our Vice Chair, Ann Potts who not only represented Karbon at two national events about levelling up, but was

shortlisted for Tenant of the Year at the Housing Heroes and Women in Housing Awards. Well done, Ann – very much deserved.

I look forward to continuing my work as an involved customer into 2022/2023 and working with more of you in the future.

Michael Lisle
Chair of the Karbon Resident's Committee

We're always on the lookout for more customers to get involved with Karbon. Your help makes sure our customers are kept at the heart of everything we do, and that our services and products are shaped with you in mind. Read page 9 for more information.

About us

At Karbon Homes, we build, manage and look after affordable homes for people across the North. And then we go further, we give them the strong foundations they need to get on with life.

Since our formation in 2017, we've focused on delivering our three strategic aims - to provide as many good quality homes as we can, to deliver excellent service to our customers, and to shape strong, sustainable places for our communities.

Our footprint covers the North East of England and Yorkshire, with almost 30,000 homes across diverse communities, all facing different opportunities and challenges.

We always make the effort to understand our customers. We believe that everyone deserves respect and everyone's voices should be heard.

Some customers just need an affordable home, or a way onto the property ladder. Others might need more – financial advice, community services, sheltered accommodation or even training that can lead to a new job. Whatever people need to feel more secure, confident and happy with where they're at, we'll work our heart out to provide it.

As a profit-for-a-purpose organisation, we invest any surplus we generate into improving our homes and communities, building new homes and delivering services which provide sustainable outcomes for our customers and communities.

We believe that by combining a sound business head with a strong social heart and staying true to our values, we can build strong foundations for even more people.

Karbon key facts

- **Karbon owns and manages over 30,000 homes across the North East and Yorkshire**
- **There are approximately 60,000 people living in our homes**
- **Karbon has 957 employees and 7 apprentices**

In line with our vision to help customers lead successful, independent lives, all our apprenticeship positions are kept exclusively available to people who live in a Karbon household.

Abbey is a Karbon customer who was able to secure her current position as a Retirement Living Housing Assistant at Karbon Homes after completing a Business Administration Apprenticeship with the organisation.

“What I’ve loved the most about taking the apprenticeship route is that it has opened so many doors for me, and by working for a large organisation like Karbon, that offers so much encouragement and support whilst you’re training, you’re really setting yourself up for a great career.”

Abbey Brown **Retirement Living Housing Assistant**

Each year we publish this report to make sure our customers are kept up to date on how we are performing against the standards that are set by the Regulator of Social Housing and against the things that you, our customers, have told us are important to you.

These standards help show how we’re doing as an organisation and, more importantly, allow you to understand how well we’re delivering our services to you. The Regulator for Social Housing has two main objectives set by the Government.

One is an economic objective, to ensure that we are financially strong and run efficiently, and the other is a consumer objective which is broken down into the four standards that this report covers.

- **Economic Standard - pg 6**
- **Tenancy Standard - pg 9**
- **Tenant Involvement and Empowerment Standard - pg 9**
- **Home Standard - pg 11**
- **Neighbourhood and Community Standard - pg 14**

We’re determined to provide you with the best service possible which is why this report also includes our Customer Service Standards. With the help of our involved customers, we developed these standards to guide and improve our operations and have highlighted them throughout the report.

Economic Standard

The Economic Standard focuses on effective governance; the achievement of value for money and how rent levels are set in line with the Government's Rent Standard guidance.

Karbon is in a position of financial strength. As a profit for purpose business, we continue to invest any money we make into maintaining and improving our existing homes and developing the services we provide to customers.

We have a G1/V1 rating from The Regulator of Social Housing, the highest possible score for governance and financial viability (this means we are well run and financially strong, which will help us achieve our future plans).

Karbon had a total turnover of £150.7m

We set our rents according to the Government's regulations, which last year saw an increase of 4.1%

The rents and service charges paid by customers is used to pay for all day-to-day services provided by Karbon Homes.

Income (£m)

Rent charged to tenants	112.8
Income from property sales	13.7
Service charges collected from tenants (e.g. cleaning, lift servicing, door entry systems)	10.7
Merger accounting adjustments to reflect the value of Byker Community Trust joining Karbon Homes	8.6
Other incomes (e.g. support services, furniture packs, non-social housing rent)	8.2
Services provided to other group companies and third parties (e.g. gas servicing, repairs)	7.1
Grant income-amortisation – the recognition of grant funding over the life of housing properties	4.9
Increase in valuation of non-social housing properties	1.4
Interest receivable	1.3

Total is £168.7m

Expenditure (£m)

Routine Maintenance	26.2
Depreciation, impairment and write off of housing properties	23.7
Loan interest	18.0
Management of properties	17.4
Services	15.8
Planned Maintenance (e.g. replacements of kitchens, bathrooms or roofs)	8.9
Cost of property sales	7.8
Services provided to other group companies and third parties (e.g. gas servicing, repairs)	7.2
Other expenditure (e.g. support services, furniture packs, non-social housing management)	6.3
Community investment	3.0
Bad debts – debt that cannot be recovered	1.1
Surplus	33.3

Total is £168.7m

These figures confirm that Karbon is on track against its financial targets

Tenancy Standard

This standard focuses on the way homes are allocated and how customers are supported to maintain their tenancy.

2,765 customers moved into one of our homes

91.7% of customers were satisfied with the lettings service, against a target of 91%

Had an average re-let time of 49.73 days against a target of 55 days

87.9% of customers were satisfied with the quality of their home, against a target of 93%

Customer Service Standard - Repairs and Maintenance

You told us that the following things were important to you:

We'll provide all customers with clear and appropriate info for their new home, including legal obligations relating to their tenancy.

Result: 100% Target: 100%

We'll keep you informed of the progress of your getting into your home, from offer stage to the beginning of your tenancy.

Result: 87.4%* Target: 91%

*of customers were very/fairly satisfied with how they were kept informed

Due to operational issues we haven't always been able to provide accurate progress updates. We are in the process of addressing these issues to create a more seamless service.

Collecting your rent

Average weekly general needs rent was £78.26

We collected 99.46% of rent against a target of 99.5%

Our rent arrears were 3.59% of our rental income

Did you know?

You can make rent payments anytime at the touch of a button via your MyKarbon online account. It's quick, safe and simple – with over 50,500 payments made this year.

Money Matters is a confidential service offering advice on everything to do with your finances, benefits and money.

This year the team:

Secured over £4.5m of income gains for customers, against a target of £5.5m

Secured £95,694 customer gains from the Northumbrian Water Support Plus scheme

Supported 4,724 customers with specialist benefits, money and debt advice

Helped 202 households, through its Crisis fund, totalling £7,500

Foundations for Life is our employment and digital support service, available to all Karbon Homes' customers.

100 people supported towards employment

71 people supported into training to get qualifications

14 customers helped to increase their digital skills

Broke down barriers to employment for 178 customers through the Foundations Support Fund, totalling £7,636

New Start is just the job

This year we were successful in being awarded £716,612 by the UK Government's Community Renewal Fund to deliver a project designed to boost employment and job opportunities in the region.

This eight-month project included New Start, a paid placement programme for people aged 25 and over who were previously struggling to find work.

Alex, a 27-year-old Karbon Homes customer, faced a lot of challenges in work due to having Attention Deficit Hyperactivity Disorder (ADHD). New Start enabled him to get a role working as a Retail Worker at video game lounge Ctrl: Pad, where his active personality has been embraced.

“I’ve been really encouraged by the management team. The energy I give off really helps the customers feel more welcome. It’s overwhelming. I’ve finally got somewhere I’m happy to work in.”

Alex, Karbon Homes customer

Involvement and Empowerment Standard

This standard focuses on providing opportunities for customer involvement and empowerment; supporting customers to scrutinise and improve services; having a clear focus on good customer service, choice and complaints; and having a clear understanding and response to the diverse needs of customers.

Karbon Resident’s Committee

Our Karbon Resident’s Committee (KRC) have had a successful 12 months. The KRC are a critical friend. They are customers who work alongside Karbon colleagues to make sure the customer voice is heard. They look at different areas of the business and decide which areas they want to scrutinise and give a customer perspective.

This year the KRC reviewed the needs of Karbon customers in complaints, compliments, and suggestions performance information and made their recommendations back to Karbon.

This excellent work has been acknowledged by the National Resident Involvement Conference who invited the KRC to share its findings and recommendations at the conference in Leeds in June 2022.

Roll out of the Resident Involvement Framework

We are very pleased to be rolling out our Resident Involvement Framework which has created more opportunities for customers to have their say on areas across Karbon.

Local Area Forums have been established in Stanley and Chester-le-Street giving a local perspective on customer needs in those areas, with further area forums in the Tyne Valley and Consett area to be established later in 2022.

Sheltered Housing Forums have been established in the North and South of the region to help us understand and explore issues which affect customers living in our older person’s accommodation.

A Customer Environment Group has been established to support our response to climate change. The group aims to build on the excellent work of the Social Housing Tenants Climate Jury, which met throughout the summer of 2021, and included participation of six Karbon customers. The jury gave customers the opportunity to get together and talk about environmental issues, make recommendations to housing associations and discuss how they can move forward.

Involved customers have continued to support our Community Investment Team to assess grant applications received via our Community Fund, scoring and providing feedback on each application received with an opportunity to recommend approval for funding.

We also provide a number of engagement opportunities throughout the year, including an opportunity for customers to meet and find out about our plans to develop and improve services at the Customer Conference, and consultation events to get your feedback on future projects.

In the next year we will also be establishing a group of customers to support our scrutiny review function along with a young persons and service charge/leasehold group.

The KRC's vice chair, Ann Potts was recently shortlisted for Tenant of the Year at the Housing Heroes and Women in Housing Awards. Ann spoke to us about the importance of more customers getting involved with groups and forums.

“Karbon is here to serve you and the groups and forums make sure customers are getting value for money.

“We would be over the moon to have more people get involved – the more we can get in and more perspectives we have the more it helps us and improves Karbon Homes for everyone.”

Would you like to be involved?

If you would like to take part in Karbon's Resident Committee or any of our customer groups or forums, please contact our Customer and Community Engagement team by emailing **connectwithkarbon@karbonhomes.co.uk**

Home Standard

This standard focuses on the provision of quality accommodation, a cost-effective repairs and maintenance service, the health and safety of customers, and the provision of an adaptations service that meets customer needs.

Customer Service Standard - Repairs and Maintenance

You told us that the following things were important to you:

100% of our properties meet the Decent Homes Standard.

All of our homes meet the Decent Homes Standard (set by the Government that council and housing association homes must meet).

Result: 100% Target: 100%

When you report an emergency repair, we'll complete it in 24 hours.

Result: 99.76% Target: 99.75%

When you report your repair we'll complete it in the following times: 20 days for a non-emergency.

Result: 95.88% repairs completed Target: 96%

It took on average 17.5 days to complete a responsive repair, which is higher than previous years but is due to disruption caused by COVID-19 absence and a rapid increase in jobs associated with the severe storms

We'll answer calls to our emergency out of hours telephone service within 100 seconds

Result: 59 seconds Target: 100

91.2% of customers were satisfied with the repairs service against a target of 92%

Did you know?

The MyKarbon portal is the quickest way to view and request repairs, we're also developing the portal so that you can view live updates about your repair.

Keeping you safe in your home

We make it a top priority to carry out regular safety checks in your homes to ensure all appliances and safety equipment are in a safe working condition.

Customer Service Standard

We'll ensure our homes are kept safe by successfully checking gas appliances in your home once a year prior to certificate expiry.

Result: 99.65%* Target: 100%

* We are very grateful for your support in allowing us access to your home to carry out these important safety checks. Unfortunately, we have been unable to gain access to a small amount of properties this year which is why we were unable to meet our target. If we are unable to complete this vital safety work, we may be required to take legal action in order to gain access to a property. This is very much a last step and we will always work with our customers to get these issues resolved.

We'll ensure all our blocks of flats have current and up to date Fire Risk Assessments.

100% Target: 100%

We invested over £5.1 million on fire safety related works and continue to invest in this area.

5,281 electrical tests were undertaken to ensure the condition of electrical installations in our homes are safe

Did you know?

The doors within your home and those within the communal parts of our blocks play an important role in preventing the spread of smoke and fire?

- Close internal doors before going to bed and make sure the main exit door keys are accessible and in a safe place.
- Keep fire doors in blocks closed at all times and do not prop them open. Some doors will have signs on them advising that they are kept locked. Please let us know if you've noticed any damage to a fire door.

Planned maintenance and investment in your home

Last year we invested £54.4m in maintaining our existing homes

494 bathrooms and kitchens fitted

431 roofs fitted

58 rewires

1,569 adaptations made, helping customers remain independent in their homes

99.65% of gas appliances serviced prior to certificate expiry

375 structural improvements

166 fencing improvements

61 windows, doors or fire doors replaced

We completed a £1.35m regeneration programme on over 100 homes in Hadston, Northumberland.

Working with regeneration specialist contractor RE:GEN Group we were able to modernise and improve 115 houses and bungalows in the Northumberland village. Karbon customers Paul Dove and Zoe Elliott had work done to the home they've lived in for 13 years.

Paul said: "I am so impressed with what's been done and pleased with the difference it's made to our home.

"Just one element was adding the extra insulation around the dormer window. It's now noticeably warmer in both bedrooms and I've seen a drop in our gas bill, which is brilliant with the cost of energy going up."

Building new homes

We provide a range of ways for customers to access homes: from homes to buy and shared ownership, to affordable housing, social housing, and supported and specialised housing.

Through 2021/2022 we invested £63m in building 440 new homes, 230 homes for affordable rent and 44 shared ownership and rent to buy.

After nine years together, Kris and Alex were able to take their first steps onto the property ladder, through the Rent to Buy scheme. They are enjoying life in their new, three-bed house on a new Karbon development in Sunderland.

"The price difference between what we were paying for a two-bed on the private rental market and what we're paying for this new home has been minimal, so the move has been more than manageable for us."

"We've settled in well and really like the house and hope to be in a position to buy it after five years. However, if we aren't, Karbon has confirmed that we'll still be able to rent it from them, which really takes the pressure off."

Neighbourhood and Community Standard

This standard focuses on the cleanliness and safety of neighbourhoods and communal areas; the promotion of social, environmental and economic wellbeing; and the prevention and tackling of anti-social behaviour (ASB).

Customer Service Standard

You told us that the following things were important to you:

We'll contact a customer within one working day of receipt of a report for high level ASB. We'll ensure the needs of victims and witnesses are assessed and reviewed on a regular basis to enable support to be tailored to individual needs.

Result: 100% Target: 100%

Your community

Our Community Investment Team work within your communities to build strong sustainable places for you to live.

Over the past 12 months we've supported 70 projects in your communities through Karbon grant funding, totalling £268,489.

Ready to bloom

Our £80,000 Haltwhistle Community Fund, administered by the Haltwhistle Partnership, was launched in 2021. The fund offers support to community projects in Haltwhistle and its surrounding parishes, that have a significant impact on the community.

One beneficiary was an allotment project in the Hillside centre that received £17,140 from Karbon and £5,000 from the Haltwhistle Partnership to cover its set up, running costs and workshops for the next two years.

It matters to natter

222 of our customers have signed up to Silver Talk, our free telephone befriending service. Our friendly, fully trained volunteers contact customers over the age of 50 for an up to thirty-minute chat, at the same time each week. It's ideal for people who may feel lonely, who would benefit from a friendly voice and a listening ear.

The service has continued to support customers across the North East and has achieved funding from the National Lottery to support delivery.

Holiday Squad Goals

We were thrilled to be able to put on our free summer Holiday Squad thanks to funding from Durham County Council through the Department for Education's Holiday Activities and Food programme.

The funding has given us the opportunity to deliver free activities for children of school age in County Durham, including sports, games and challenges to healthy eating and cooking.

Lydia Heighton, from Stanley said: “With Holiday Squad there are so many different things to do, experiences to be had and memories to be made. Plus, the kids get a free packed lunch so we have been able to save some money too.”

Feeding Families

As the cost-of-living crisis deepens, we’ve partnered with food poverty charity Feeding Families to provide support to those who need it.

In the past two years, we have donated £40,000 in funding to support with running costs and overheads, provide food boxes for Karbon customers in need, and most recently, to help fund a food poverty awareness project the charity is launching.

Your Neighbourhood

94.2% of customers were satisfied with their neighbourhood as a place to live

The housing management team:

Carried out 1,732 estate and scheme inspections to ensure our schemes and communities remained safe, and continued to deal with issues like fly tipping, graffiti and fire hazards

Our in-house grounds maintenance team and our external contractors ensured that grounds maintenance and cleaning services continued safely and to a high standard

The team dealt with 2,251 Anti-Social Behaviour (ASB) cases of varying seriousness but all very important to our customers. We continued to work with key partners, such as the Police, to support victims of ASB and deal with perpetrators

Did you know?

We offer an out-of-hours iWitness service - an accredited, independent team of officers who gather evidence of anti-social behaviour discreetly and efficiently. They provide credible witness statements accepted by the courts, meaning we can build a better case without you needing to give evidence yourself.

If you spot ASB, please contact us by calling 0808 164 0111. Advisers will offer you iWitness services for incidents happening at the time of the call.

In an emergency, always call the police on 999, or 101 for less serious incidents. Report crime anonymously to Crimestoppers on 0800 555 111.

Customer Satisfaction and Feedback

Customer Service Standard

You told us that the following things were important to you:

If you make a complaint, we'll acknowledge it within one working day and we aim to resolve 75% at first point of contact.

Result: 95.3% Target: 75%

We'll answer calls into our Customer Relationship Team via the Freephone service within 100 Seconds. Monday to Friday 8am to 6pm.

Result: 162 seconds Target: 100

We recognise that this isn't the excellent level of customer service we aim for at Karbon and have been working hard to make some improvements. The delays our customers are experiencing are caused by a number of factors, including a significant increase in customer enquiries and complaints, many relating to the extreme weather earlier this year. We have addressed this thanks to a huge effort by our colleagues in repairs helping to tackle the backlog of repairs, which in turn is reducing calls. We've started more proactive communications to keep you informed and brought in more colleagues in our Customer Relationship Team to handle enquiries.

The Karbon customer experience:

87.9% of Karbon customers were happy with the quality of their home

87.2% of Karbon customers were satisfied with the service they received from us against a target of 91%

Our customer Net Promoter Score (NPS) is +49.9 and our target for this was +52.

Our NPS wasn't as strong as we hoped this year, with customer dissatisfaction predominately in relation to delays with repairs. Whilst this has steadily improved through the year thanks to a huge effort from our colleagues in our repairs team, our focus remains on recovery to our NPS target over the next year.

The Net Promoter Score measures our customers' willingness to recommend Karbon to friends or family. Scores range from -100 to +100 and the Customer Service UK benchmark is +21.

Have you got your MyKarbon customer account?

You can make a payment, check your rent statements, and, most importantly, book a repair slot that works for you and your daily schedule.

Log in or register today. Visit www.karbonhomes.co.uk/mykarbon

Customer Feedback

Customer feedback is really important to us as it helps us to continuously improve, learn and develop our products and services.

In the last year:

We received 494 compliments

We received 1,771 complaints with 95.3% resolved at first point of contact

How your views are making a difference

We partnered with the Institute of Customer Service (ICS) to measure how customers and colleagues feel about the way we deliver our service, so we can continuously develop our customer experience. A total of 428 customers took the time to respond to our survey – thanks to everyone who took part. Since then, we've worked with 19 groups of different colleagues to assess your feedback.

There are lots of positives to celebrate, including achieving accreditation from the ICS. There are also some things that you think we should take a closer look at. We've developed action plans from your feedback that we'll be working on over the next three years. There are lots of actions to talk about, so we've picked out some of the highlights here to share with you.

Things you told us you're really happy with:

- The ease of using our website
- Helpfulness of Karbon staff
- Competence of Karbon's Staff

Things you told us you'd like us to improve

The lowest scoring area of the survey was complaint handling, so we'll focus a lot of our effort here. This includes:

- Developing a new system so we can capture more accurate information about complaints made to us.
- We assessed our service against the code and updated our policy and procedure to ensure it reflected the standards in the Housing Ombudsman's Complaint Handling code.
- Giving our customer facing teams refreshed training and guidance on effective complaint handling so we can properly support you if you make a complaint.

Learning from our complaints

Here at Karbon we want to ensure we are responding to complaints effectively and fairly to create a positive complaint handling culture. To do this we will learn from customer feedback – to try to improve the experience for other customers.

As part of this culture, we're sharing feedback we've had from both customers and colleagues, the actions we're taking in response to this feedback and the results of these actions.

Some examples of our complaint learning include:

On Our Way app

The feedback

You challenged the appointment windows advising that you didn't feel they were specific enough and that missed appointments could often be avoided if you had a better understanding of when the Karbon team member would attend – examples include a 24-hour non-specific window for emergency call outs and our standard 4-hour timeslot.

The action

We reviewed our current processes and data behind missed and cancelled appointments. We investigated best practices across various industries regarding appointment success rate.

The result

We invested in new technology that enabled us to provide you with the "On Our Way" alert. This allows you to have a more accurate timescale when the Karbon team members will arrive at your home.

Repeat issue tracking

The feedback

You reported repeat or similar issues in relation to our repairs service e.g. multiple repairs could be recorded in relation to the heating system, however they could be slightly different in nature so not be immediately identified as a "repeat issue".

The action

We reviewed the data behind multiple visits for similar issues, and how it could be possible to identify these issues at an earlier opportunity.

The result

We are investing in new technology that will analyse repairs reported to us. This system will actively identify possible repeat issues so that our teams are aware and can investigate to provide a resolution in full.

You can see all of our current complaint learnings by visiting www.karbonhomes.co.uk/complaints

Looking forward to the year ahead

Over the next year we'll be continuing to offer opportunities for customers to get involved with the work we do at Karbon.

Our response to climate change

This year we'll be taking the next steps in rolling out our response to climate change, which includes working on energy efficiency measures to hundreds of homes, reducing their impact on the environment and lowering costs to customers.

We've also launched our Customer Environment Group which gives customers the opportunity to give feedback on our approach to environmental policies and climate change. They can check and challenge our performance and services and ensure we are focusing on environmental issues facing our customers.

Your voice matters

We'll also refresh how you get involved in shaping the way we work. We've already introduced a new Group Customer Committee and will be rolling out more locally focused area forums, to ensure that you have an even greater voice in how we operate and in shaping our services.

Digital services

To ensure we deliver an excellent customer experience, we'll continue to improve how our customers can access services digitally, providing greater flexibility and convenience.

Strong communities

We'll also be embarking on a renewed and distinctive approach to shaping strong, sustainable places for our customers. We'll explore how we can work with customers, the wider community and partners to identify how the places where we have homes can provide greater opportunities for the people who live and work there.

This report was created for you, our customers, to keep you updated on how we're doing as an organisation and how we're delivering our services to you.

We would love to hear your constructive feedback on the report, from the content to the way it has been designed, so we can understand if it works for you and how we might improve it in the future.

You can get in touch with our Communications and Marketing Team in the following ways:

communications@karbonhomes.co.uk

0808 164 0111

@karbonhomes

To chat to us about anything else, contact our Customer Relationship Advisers.

The full service is available 8am - 6pm on weekdays.

0808 164 0111

info@karbonhomes.co.uk

www.karbonhomes.co.uk

or visit our social media pages

Don't forget, you can also use your MyKarbon account to pay your rent, check your balance, update your contact details or to book a repair at a time that suits you.

Visit **www.karbonhomes.co.uk/mykarbon** to log in or register.

This report has been approved for publication and we've made a digital version available on our website.

We've created a plain text version to support those using accessibility tools such as translation, audio, changes to the size of text, ruler and screen mask.

We also aim to make our information and services more accessible by using plain English in our communication and offering sign language and language interpreters where required.

If you would like this document in an alternative format or have any questions relating to the report, please contact **inclusion@karbonhomes.co.uk**.

Karbon Homes is a charitable registered society under the Co-operative and Community Benefit Societies Act 2014.

Registration No.7529