

Rosebery annual highlights

Year ended 31 March 2023



Building a strong business for the future

Looking back at the past year, we've seen some significant change at Rosebery but we have not lost sight of our vision, our purpose and our core responsibilities to our residents and our colleagues.

Rosebery was formed in February 1994 as a result of a stock transfer from Epsom & Ewell Borough Council. In 2022/23, we owned and managed a total of 2,997 properties and 508 garages, predominantly in and around Epsom and Ewell with 525 of the properties located across six other Boroughs in Surrey and West Sussex.

During the year, we continued to direct all our efforts into making a positive difference to people's lives, as we have consistently strived for in the past. We steadfastly maintained our focus on our residents' safety and well-being, delivering outstanding customer service and providing meaningful resident engagement.

To provide some context to our current position, back in April 2021 Rosebery joined forces with Catalyst Housing as a standalone subsidiary within the Peabody Group. On 3 April 2023, Catalyst Housing merged into the Peabody Group. The next day, 4 April 2023, Rosebery merged with Town and Country Housing, a wholly owned subsidiary of Peabody. Rosebery and Town and Country have a lot in common and there is a great deal of synergy between our two businesses. Most importantly, we both strive for excellence in customer care and we both regard our residents as our number one priority.

We are confident that entering into our Transfer of Engagements with Town and Country and also being supported by the Peabody Group will offer further opportunities for our business going forward. The aim is to gain the best of both parts of our merged organisation and, as a single combined Town and Country entity, to build a strong business that will enable us to provide even better and more cost efficient services for our residents in the future.

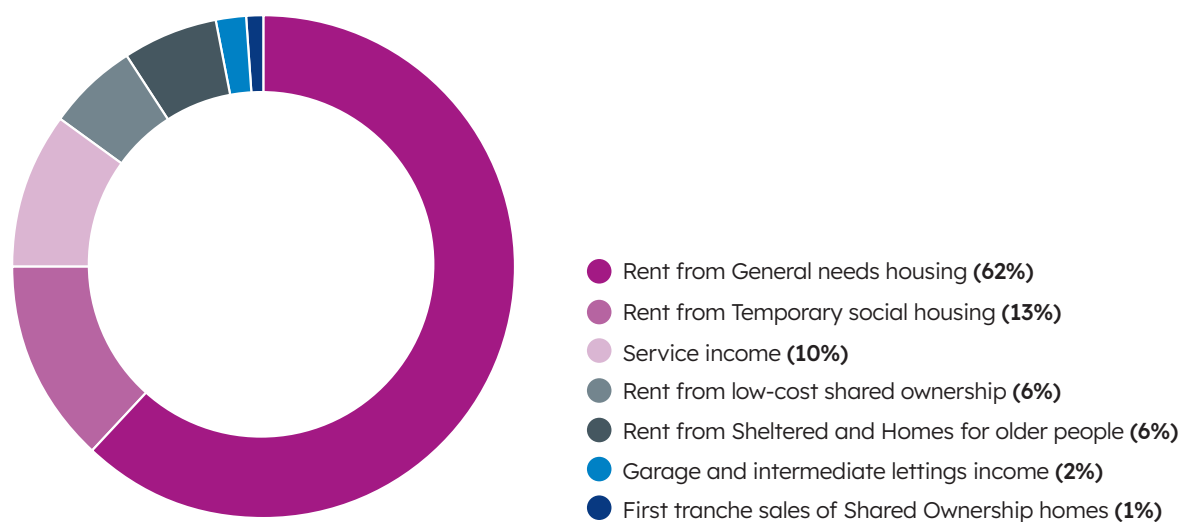
Since our merger in 2023, we've been integrating our operational teams and bringing together the best of both areas of the business, pulling together our combined skills, experience and processes to build a new organisation that will continue to put our residents first.

In the meantime, these are some very brief highlights from Rosebery's year to 31 March 2023. This year is the last time that Rosebery will issue any standalone annual highlights or reports as we are now part of Town and Country Housing and Rosebery is no longer a separate entity. Going forward, it follows that we will no longer publish separate Rosebery figures for performance and financials as these will be fully incorporated within the Town and Country Housing end of year reports.

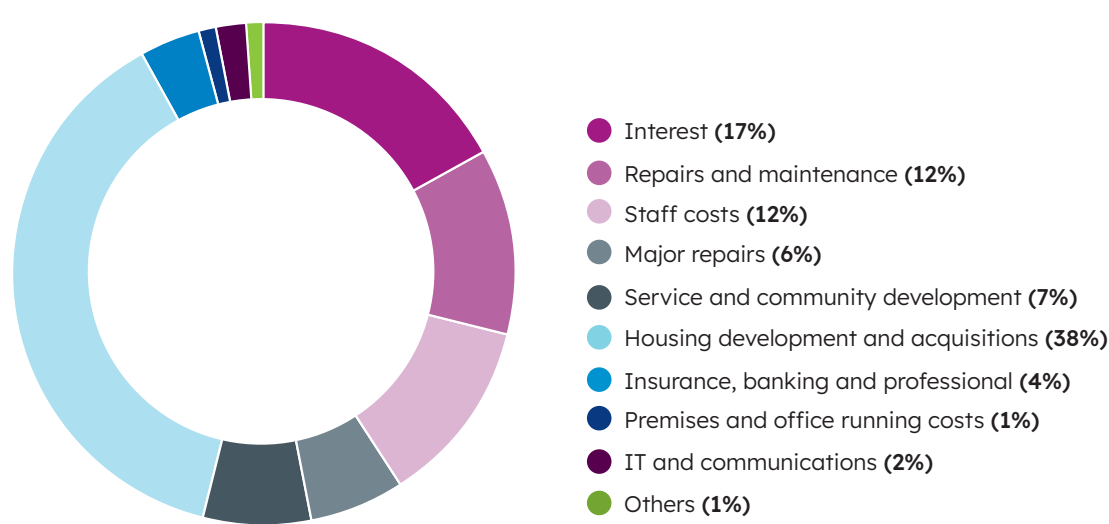
How we spent our money in 2022/23

The charts below show where our money came from during the year and how we spent our funds.

Our income



Our expenditure







Our business objectives

Five priorities drive our business activity and these were our objectives in 2022/23:

	1. Choice To provide a range of affordable, quality homes.		4. Communication To develop clear and concise communications.
	2. Cost To provide excellent service at a suitable price recognising value for money principles.		5. People To develop our people to achieve our and their potential.
	3. Creativity To add value to the communities where we work.		

Our Values

We care about our customers – defined as anyone who touches our business in any way, at any time. Ours is a performance culture which is focused on four core areas:

	Excellence in customer care We will listen and positively include our customers in the design of some features of their homes, so they have a direct say in shaping services and ensuring choice where achievable at a price that is competitive and good value.		Achievement We will set ourselves challenging targets, compare ourselves with others and continually improve our individual skills and collective performance.
	Communication We will actively listen, communicate effectively and positively – ‘can do’ creating credibility and trust.		Respect and diversity We believe that strengths are not only in the similarities but in the differences, providing equality of opportunity, ensuring that individuals, groups and communities are valued and that differences are embraced.



Delivering Value for Money

Value for Money (VfM) is at the heart of everything we do. One of our five core objectives is to provide excellent services at a suitable price, recognising value for money principles. Value for Money means managing our resources economically, efficiently and effectively to provide quality services and homes – put simply, it is business efficiency. We measure VfM in the context of meeting our corporate objectives. We aim to fulfil our objectives by implementing the strategic direction outlined in the Corporate Plan, with each goal reflecting our vision ‘To make a positive difference to people’s lives by providing good quality, affordable homes.’

We proactively seek to deliver VfM savings and invest for future savings. We maintain a VfM log which is available for all staff to update and evidence VfM achievements. Staff are encouraged to challenge established methods of working in order to deliver efficiencies. Going forward, Rosebery’s operations will contribute to the combined annual VfM plan for Town and Country Housing.

The major VfM projects during 2022/23 were part of our ongoing digital transformation strategy and they included the following key achievements.

- Further investment in mobile working to reduce paperwork and make our staff more effective in their roles. We have further enhanced our mobile working suite of applications for our front-line customer facing colleagues. This proved invaluable when all of our staff were working remotely during the COVID lockdowns and we expect to continue with hybrid working in the future.
- Continued trials of our property management software that allows us to remotely monitor the status of our properties.
- Joining forces with Town and Country Housing will deliver enhanced VfM through a combination of cost savings and enhanced services for our residents in the future.



Sustainability and concern for the environment

Our asset management strategy sets out how we deliver quality affordable homes by efficient property management, incorporating the needs of our residents and other stakeholders and reflecting both the financial and social return of our homes. Our properties are well maintained with 100% meeting decent homes standards. In relation to our Environmental, Social and Governance (ESG), we recognise our duty in working to minimise the effect of our activities on the environment and in supporting our communities to do the same. Rosebery, as part of the Peabody Group, has made progress on its ESG journey to ensure we embed sustainability across the organisation.

We have continued our investment programme to improve the energy efficiency of our homes and the average energy efficiency Standard Assessment Procedure (SAP) rating of our properties at the end of the year stood at 74.26, which is an increase from 73.91 during the previous year. We are well on track to meet the 2030 target of all our properties obtaining a SAP rating of C or higher, with a road map to achieving SAP rating B.

SAP rating bands



2021/22

73.91

2022/23

74.26

>

Focus on residents' health and safety

Launching 'Healthy Homes'

We developed this initiative in the interests of our residents' health, well-being and safety in their homes. We created the concept of Healthy Homes, we launched the programme during the year 2022/23 and we are pleased with our progress to date. It has taken a lot of effort and planning from our dedicated Healthy Homes team to ensure that all our residents are living in safe, secure, habitable and decent homes, regardless of the location and type of accommodation.

Healthy Homes is all about sitting down with residents in their homes, talking to them about their experience of living in their properties and exploring any problems they may be facing or any issues that concern them. It's a painstaking process and is challenging for the small, dedicated Healthy Homes team but it has provided valuable insights.

When conducting our pre-arranged visits, we listen to our residents, we assess their living conditions and we make a note of any problems in their homes. Our face-to-face conversations with our residents have been revealing and have allowed us to better understand the issues that they face. Once we've completed each visit, we then log and carry out repairs which result directly from these conversations and the issues that have been raised. It's not only repairs that are logged, we also work to support residents at home by making referrals to additional support services.

By launching this programme, we have been able to assess the living standards of our residents in their homes and this has helped us to make a real, positive difference to their lives.

Tackling damp and mould

As we've demonstrated with the Healthy Homes programme, Rosebery is committed to ensuring that all our residents' homes are safe, decent and warm. Our teams are acutely aware of the impact that damp and mould can have on people's health and well-being and we make every effort to identify the problem and deal with it wherever it exists and as soon as we are aware of it.

In dealing with the problems of damp, mould and condensation, we have been working proactively on this for some years; we've been collecting data on damp and mould issues to inform our approach and we have engaged specialist surveyors skilled in identifying and mitigating these problems while working with staff who have been specially trained.

Damp and mould can create problems for residents if it is left untreated and we are working to ensure that our processes are as robust as possible and that we carry out inspections at the first point of enquiry. We continue to encourage our residents to engage with us and to report any issues they may have with damp and mould so that we can take the appropriate action.





Address for Rosebery correspondence:

Third Floor, Newplan House
41 East Street, Epsom KT17 1BL
01372 814 000 Text: 07736 592 260
customerexperience@rosebery.org.uk
rosebery.org.uk



Rosebery Housing is a trading name of Town and Country Housing, which is a subsidiary within the Peabody Group and is a charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014, registered with the Financial Conduct Authority No. 30167R. Registered office: Town and Country Housing, Monson House, Monson Way, Tunbridge Wells, Kent, TN1 1LQ. Rosebery Housing provides housing and repair services to customers in Surrey and West Sussex, supporting sustainable communities by forging strong partnerships, working closely with local customers and creating local jobs. www.rosebery.org.uk