

# We have launched a new Corporate Plan – our first as 54North Homes – which sets out how we will build and manage homes for people across Yorkshire, whilst delivering excellent customer experience and shaping strong, sustainable communities.

## We want to do more for our customers and do it better.

Our two-year plan has been informed by feedback from customers, colleagues and board members whose voices are critical to its successful delivery.

### The plan focusses on three key strands:





### We will outline what each of these strands means for our customers, but first, a bit of context:


**54North Homes** (54N) manages around 3,500 homes across much of Yorkshire.

We were formed in December 2022, following a merger between York Housing Association and Leeds & Yorkshire Housing Association, and are a subsidiary of the **Karbon Homes Group**.


The background environment for social housing providers is constantly changing and we, along with housing providers throughout the country, currently face many challenges.

 The UK is in the midst of a housing crisis and there is an acute shortage of affordable housing within the Yorkshire region. We need to build more high-quality homes, in the areas where people want to live, that are warm, safe and affordable to run.

 Responding to the climate crisis and reducing our carbon emissions is one of the biggest challenges facing us today. We must ensure that our homes are sustainable and energy efficient which means adapting some of our older homes.

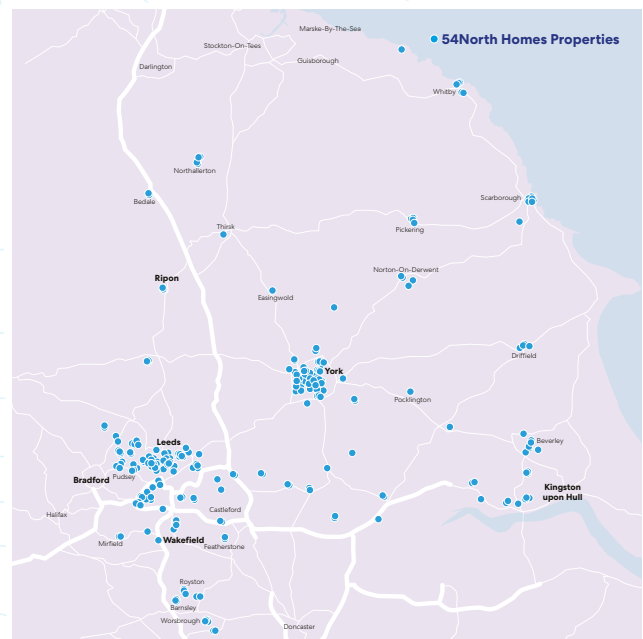
 There will most likely be a General Election this year and with it, possibly, a change in government. Whilst we don't know how this will affect long-term housing strategy, we fully support the recent changes to consumer regulation, including the introduction of tenant satisfaction measures, which prioritise listening to and acting on what our customers tell us.

 Keeping families safe is our top priority and we welcome the emphasis on ensuring that landlords respond promptly to hazards in homes within specified timescales which will be set out in 'Awaab's Law' later this year.

 We understand that customers are still feeling the impacts of the rising cost of living, after a period of high inflation and increases in household expenditure and this has been felt by landlords too, with the rising costs of labour and building materials creating a tough operating environment.

There is a lot more we could say about the background to this plan, but this is just a summary.

If you would like to read more, please take a look at our **Corporate Plan in full**.



# Homes: Improve the quality of existing and new homes

## We will:

- Build 300 new high-quality, affordable homes throughout Yorkshire over the next three years. On top of this, Karbon Homes will build over 900 new homes in Yorkshire during the same period, which will also be managed by 54North Homes.
- Ensure all our new homes are sustainable and energy efficient
- Adapt (retrofit) our older homes to make them warmer, greener and more affordable to run
- Work with partners to explore opportunities for growth and improvement (including local authorities, developers and Homes England)
- Continue to focus on keeping our customers safe in their homes by investing in additional building safety measures, including new fire doors and upgrading alarms

## Examples of our commitments in practice

### Leonora House

We are building 58 affordable and energy efficient homes in Leeds City Centre near to the excellent transport links and amenities the city has to offer. The development will be ready in November 2024 and named 'Leonora House' after the prominent Leeds born suffragette, Leonora Cohen.

### Improving the energy efficiency & affordability of our homes

We are currently undertaking major works to improve the energy efficiency of 98 homes in Leeds. Once complete customers should see a reduction in their energy bills and feel more comfortable in their homes.

### Working with customers to avoid damp and mould

We have reviewed our policies and issued new guidance to customers about how to avoid and report instances of damp and condensation. If you have any concerns about your home, please contact us.

**T: 0345 5211 993 or**

**E: [dampmould@54northhomes.co.uk](mailto:dampmould@54northhomes.co.uk)**

## ENERGY EFFICIENCY IN BUILDINGS

EE Measures for Buildings



# Customer: Deliver an excellent customer experience

## We will:

- Strengthen our customer service culture
- Develop services and partnerships to provide additional support for customers that need help to live well
- Increase our customer engagement and provide more opportunities for customers to feedback to us
- Use customer feedback to inform and co-create service improvements
- Achieve the Institute of Customer Service Accreditation

## Examples of our commitments in practice:

### Our Money Matters service

We now have a dedicated Money Matters Caseworker who can provide free and confidential financial guidance to customers experiencing hardship. They can look for ways to increase your income, reduce your outgoings and signpost you to sources of support.

### Involve our customers in decision making

We want to involve more of our customers in decisions that affect them. At the moment we are working with a group of customers to help us select a gardening contractor that best meets our needs.

We value your views and are always on the lookout for more engaged customers. If this could be you, please email us at:

[connectwith54north@54northhomes.co.uk](mailto:connectwith54north@54northhomes.co.uk)

### Free counselling sessions for customers

We are working with an organisation called Talk Listen Change to offer free counselling sessions for customers with fully qualified counsellors.

If you feel you could benefit from this service, please speak to your Housing Officer or Support Officer.



Talk  
Listen  
Change

# Place: **Shape strong, sustainable places for our communities**

## **We will:**

- Explore new services we can offer to customers, such as employability and training initiatives
- Work with local authorities and partner organisations to provide joined-up support for customers and communities
- Maintain high quality and sustainable estates and neighbourhoods
- Develop partnerships with local anchor institutions, such as universities, colleges and NHS trusts
- Work with local and voluntary sector groups on community initiatives that deliver social value



## **Examples of our commitments in practice**

### **Creating green spaces for the community**

We want to use our outdoor spaces creatively to benefit communities. We have turned the woodland area next to one of our developments into an outdoor classroom for a local school and have installed planters at other sites for community gardening.

### **Investing in young people's futures**

We donate money to a charity called Positive Footprints which helps primary school children in the communities we serve (in both York and Leeds) to explore the world of work and discover the skills they need for the future

### **Sponsoring grassroots sport**

We are sponsoring Eastfield AFC junior football club's annual trophy. This is close to one of our new developments at Osgodby near Scarborough, where we are building around 100 new homes.



# How we will measure our impact

## Our key performance indicators



### Homes



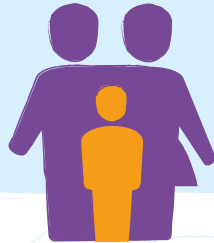
#### Development:

Number of new homes built



#### Decarbonisation:

Percentage of homes rated at EPC-C or above



### Customer



#### Overall Satisfaction with service provided:

Net Promoter Score



#### Safety:

Percentage of health and safety compliance



#### Void loss:

Income lost through homes being empty



### Place



#### Neighbourhood satisfaction:

Percentage of customer satisfaction with their neighbourhood as a place to live

It's easy to get in touch with us:

Email: [hello@54northhomes.co.uk](mailto:hello@54northhomes.co.uk)

Tel: 0345 521 1993

Our phone lines are open 8.30am - 5pm weekdays

Website: [www.54northhomes.co.uk](http://www.54northhomes.co.uk)

Or visit our social media pages



54North Homes is part of the Karbon Homes Group and is a charitable registered society under the Co-operative and Community Benefit Societies Act 2014.

[You can read a copy of Karbon Homes corporate plan here](#)