



WEALD *Living*

by Saxon Weald

ANNUAL REPORT

2018



THE WAY FORWARD

Hello



It gives me great pleasure to be introducing this report to you as Saxon Weald's new Chief Executive. I've been with Saxon Weald since 2001, so you can be confident in my commitment to the company and its aims, as well as my enthusiasm for making future improvements.

I'm certainly proud of what we've achieved in the past year, particularly given the on-going financial impact of the government's rent reductions. Customer satisfaction remains strong, our repairs service continues to go from strength to strength and we've invested £10 million in our properties to keep homes in good condition. We've also managed to build 60 new affordable homes, something we consider essential in a region where average house prices are 12 times the average wage.

I hope you find the report of interest and would welcome your feedback via email to hello@saxonweald.com or by post to our usual address.

Steven Dennis
Chief Executive

ABOUT WEALD LIVING

Weald Living is a part of Saxon Weald, providing homes for outright sale, shared ownership and private market rent across Sussex and Hampshire. We are non-profit making, with all the money we make from rents and sales re-invested in the management, maintenance and building of homes.

This report aims to give you a summary of how Saxon Weald and Weald Living are performing, our priorities, and how we get value for money in our spending. Unless otherwise stated, figures refer to the financial year April 2017 – March 2018. If you would like to know more, please see a copy of our annual report and financial statements, which are available at www.saxonweald.com.



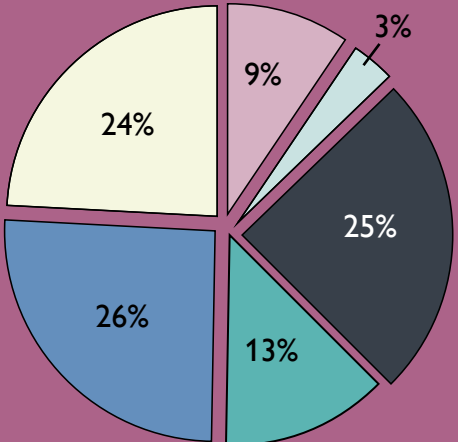
- **OVERALL CUSTOMER SATISFACTION** (same as last year)
- **15 SHARED OWNERSHIP HOMES SOLD** (from new)
- **10 SHARED OWNERSHIP RESALES** (existing homes changing ownership)
- **7 HOMES SOLD UNDER THE RIGHT TO ACQUIRE / RIGHT TO BUY SCHEMES**

VALUE FOR MONEY

Value for money is about getting the best possible combination of cost, quality and time. We continually review the performance of our contractors, the effectiveness of our buying options and the efficiency of our systems. By putting value at the heart of everything we do, we saved £900,000 this year.

For every £100 we spend:

Management and service costs	£9
Overheads	£3
Repairs and maintenance costs	£25
Staff costs	£13
Interest payments on our loans.....	£26
Investment in homes	£24



THINK DIGITAL

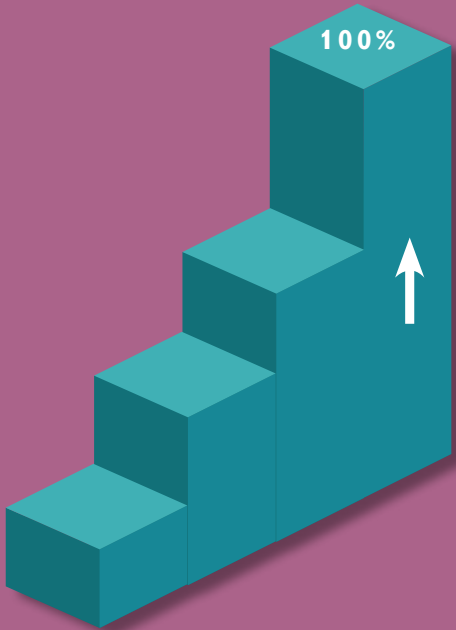
This year we've had over 16,300 visits to our Weald Living website – a 188% increase from the previous year.

We're determined to offer the same kind of convenience that our customers get from supermarkets and banks, and have been working hard on improving our online services.

Over 3000 people are now benefitting from our online services, where they can access a range of account services anytime, 24/7.

Not yet signed up for our online services? Register today at www.mywealdliving.com.

STAIRCASING



If you are a shared owner, most of our leases allow you to buy additional shares in your home. This is known as staircasing, and in most cases, you can staircase to 100% of the property value, eventually owning your home outright.

Homes built in rural areas however often have a cap on the amount you can buy (usually 80%) to ensure the property is sold to someone with a local connection.

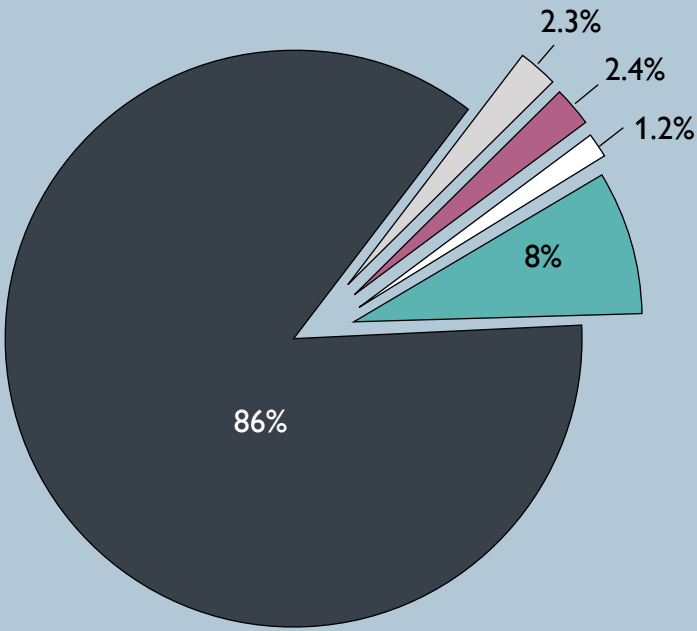
This year, three of our leaseholders with houses have staircased to 100% ownership of their property.






If you want to staircase, you need to contact us to arrange an independent valuation, so we can tell you how much increasing your share will cost. You must pay for this valuation in advance and it usually costs in the region of £185 +VAT.

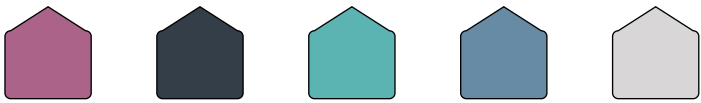
For more information about the staircasing process, please email sales@wealdliving.com.

OUR HOMES

We oversee 6,606 homes across Sussex and Hampshire, with 82% of our homes in the Horsham district of West Sussex



	SHARED OWNERSHIP	153
	SHARED OWNERSHIP FOR OLDER PEOPLE	157
	PRIVATE RENT	81
	LEASEHOLDERS	528
	AFFORDABLE / SOCIAL RENT	5687



LATEST DEVELOPMENTS

We aim to build around 95 new properties a year for each of the next five years to help meet high local demand for affordable homes.

WORK UNDERWAY IN HORSHAM TOWN CENTRE

Fantastic progress is continuing to be made at our upcoming Horsham town centre developments, Winterton Square and Alden Court, due for completion by Spring 2019. Both developments offer a range of one and two bedroom homes, available for shared ownership purchase, private and affordable rent.

BALANCING CONVENIENCE WITH VILLAGE LIFE

We are enjoying working with Cala Homes and seeing the development of our Cresswell Park site in Angmering. Due for phased release from autumn 2018, the site will offer a mix of shared ownership and affordable rent homes.

NEW HOMES COMING SOON TO BURGESS HILL

We are working with Cala Homes for a second time to provide a handful of one and three bedroom shared ownership and affordable rent homes at their Hammonds Gate development in Burgess Hill.

To find out more about shared ownership, visit www.helptobuyese.org.uk/apply-online or visit www.wealdliving.com for more information about our upcoming developments.

LEASEHOLD PROPERTY ENQUIRIES (LPE1)

If the time comes to sell your property, your solicitor will need to provide material to the buyer, including information about ground rent, insurance and service charges. It is likely that Saxon Weald will be required to provide that information.

Saxon Weald has adopted use of the standard form (LPE1) which is recognised throughout the sector, and makes it quicker for us to send your solicitor the answers. It should also be easier for solicitors to advise their clients because they receive information in a standardised and consistent format.

There is a fee for preparing LPE1, our current charge is £180 (inclusive of VAT).

Last year we responded to 29 LPE1 enquiries.

OUT AND ABOUT

1439 estate and garage inspections were carried out this year by our neighbourhood improvement team. Disappointingly, they had to clear 16.6 tonnes of dumped rubbish over the year. We always charge people for this if we can find out who did it – and yes, we do check through it looking for evidence!



REPAIRS AND MAINTENANCE

If you are a leaseholder, you are responsible for the maintenance and decoration inside your home, however repairs to the building structure and communal areas remain the responsibility of Weald Living.

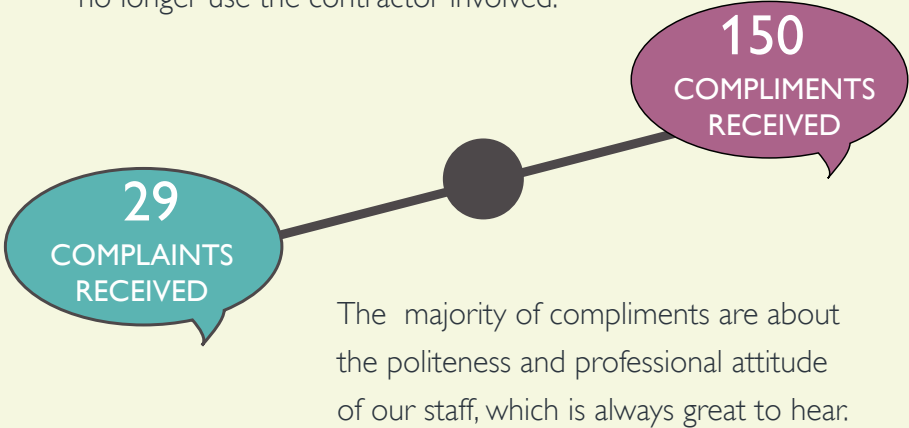
Last year we responded to non-emergency repairs within an average of 9.5 days. 100% of emergency jobs were made safe within 24 hours.

If you need to log a repair, you can do so at your own convenience by visiting www.mywealdliving.com.



FEEDBACK

The biggest cause of complaints were gas problems. We have since taken over this work and no longer use the contractor involved.



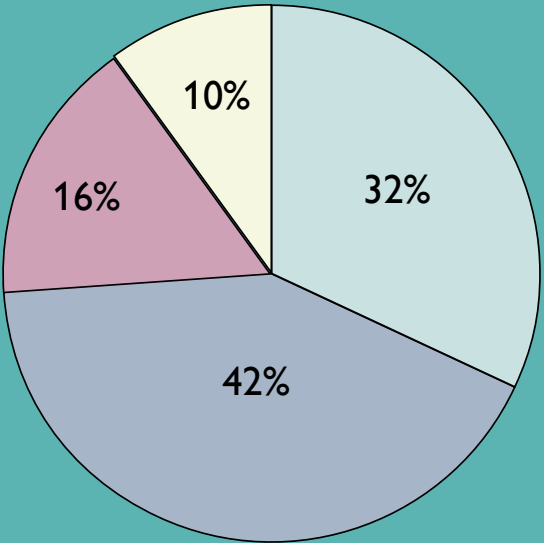
YOUR RIGHT TO BE CONSULTED

This year, we have spent a large amount of time reviewing our section 20 consultation process. If you are a leaseholder, you must pay towards the cost of any services or work to the building your home is in or the estate it is on, under the terms of your lease. You do this by paying a service charge.

Section 20 of the Landlord & Tenant 1985 (as amended) sets out when we must consult you about the work and services that you are required to pay for.

This year, we have carried out 31 pieces of work from 25 consultations.

For more information on the section 20 consultation process, please refer to the [Service Charges](#) guide.



ROOFING	10
DOORS & WINDOWS	13
EXTERNAL FABRIC WORKS	5
ASBESTOS REMOVAL & PVC GUTTERING REPLACEMENT	3



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