



Dolphin Living

RESIDENT NEWSLETTER

2020

WELCOME

TO OUR 2020 NEWSLETTER

Dolphin Living is excited to present our first resident newsletter; this is our chance to share information with you about our performance so you can see how we are doing and how we listened to you. It is also an opportunity to offer resident testimonies and highlight our plans for 2020.

Your opinions and thoughts matter to us so please look out for the 2020 customer satisfaction survey coming to you shortly.

3 Introduction

4 Who are Dolphin Living and who are Touchstone?

5 You said, we did

7 What you told us about your work

8 Our performance

9 Changing the way to report a repair

10 Residents moving into home ownership



Dolphin Living

Introduction

from Olivia Harris, CEO



Welcome to Dolphin Living's new annual e-newsletter, keeping you up to date with our latest activities.

First a short reminder of who we are. Dolphin Living is the collective name for the Dolphin Square Charitable Foundation. We support Londoners on modest incomes by providing homes for workers at below market rents. We own 660 homes across nine London Boroughs all within a 30-minute commute to Westminster; over 80% of which are let at below market rent. We buy and develop new homes, as well as managing our portfolio.

We recently celebrated the completion of Porchester Road in Westminster. This includes a church, community hall, a children's library and 33 flats. Twenty-two of those homes are let through the Westminster Home Ownership Accelerator, an innovative scheme created in partnership with Westminster City Council to help those saving towards home ownership by providing them with an enhanced deposit at the end of their three-year tenancy. If you live or work in Westminster and are interested in this scheme details are on [our website](#).

We review the health and safety in our homes every year. We will begin a front door replacement programme in some of our older homes in 2020 following recent government advice. We are also reviewing the condition of all our homes and this will result in significant works at some older homes and additional planned maintenance at some new build homes. We will let you know well in advance of any works affecting your home

Thank you so much for your input and positive responses to the meetings and events we held with you last year. We will be holding more this year, giving you the opportunity to tell us your views and help us to manage our homes more efficiently and effectively for your benefit.

Dolphin is committed to providing good quality homes in desirable locations at rents that working Londoners on modest incomes can afford.

Londoners need homes they can afford - and that keeps London working for all of us.

Olivia Harris
CEO Dolphin Living

Who are Dolphin Living and who are Touchstone?

Dolphin Living is your landlord and owns the buildings you live in.

The team at Dolphin Living are always happy to speak to residents, but Touchstone are there for your first point of contact for all questions and requests related to your home.

Touchstone act on Dolphin Living's behalf as property managers. They collect your rent, they handle all repairs, tenancy renewals and queries related to your home.



If you need to get in touch with Touchstone,
please call **01225 838 490**
or email **info@touchstonecps.com**

“Touchstone surpass themselves as a managing agent, they are approachable and efficient in resolving issues.”
One Church Square resident

“Dolphin Living has literally changed my life. It makes a huge difference to general wellbeing living somewhere that you love coming home to, and where everything works as it should!”
Hopkins Street resident



Dolphin Living

You said, we did

In early 2018 we asked all our residents for their feedback to help us improve our offer and understand our residents and their needs.

We listened and in the last two years we took what you said and introduced a variety of projects. We looked specifically at helping with future home-ownership, community building and improving service delivery.



★ **89%**
of you are satisfied with the
QUALITY OF YOUR HOME

90% 
of you are satisfied with
DOLPHIN LIVING

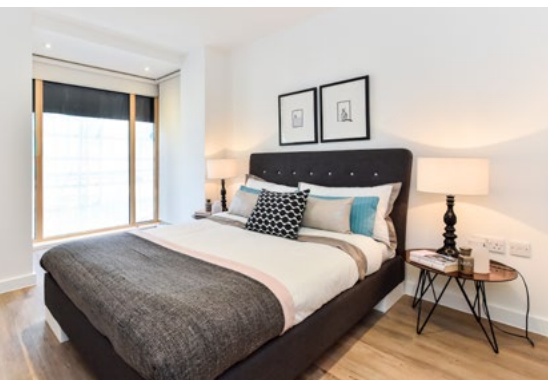
 **85%**
of you are satisfied with
TOUCHSTONE

2020 Customer Satisfaction Survey

In the next few months we launch our latest customer satisfaction survey - a great opportunity to let us know what you love about your home and what you think we can improve to make your home better.

All respondents will be entered into a prize draw, with four lucky winners receiving a £100 Amazon voucher.

“ The flat is very well designed, the fittings and fixtures are good quality, and overall, we feel that our flat makes a very comfortable and beautiful home. ”
Hopkins Street resident



Dolphin Living



YOU SAID

You expressed an interest in creating more opportunities for residents to meet each other, to bring the community closer.

You expressed interest in setting up Resident Associations and asked for our support in creating them.

You called for better ways of reporting day-to-day repairs.

Living in a Dolphin Living property enabled you to save to buy a home. You asked for more information on how to start looking to buy a home.

You were concerned about possible sub-lettings and Airbnb guests staying in flats.



WE DID

We organised residents' events across a number of properties during the summer. Each of the events were tailored around what you told us you would like. Some were focused on bringing children together, with organised sessions such as face-painting, whilst others included a barbecue. We will be hosting events in Summer 2020 and invite you to join us in organising them; if you are interested please [email us](#).

We contacted all residents at properties where an interest was expressed and invited them to nominate themselves to form a Resident Association for their development. Please [contact us](#) if you would like to be involved.

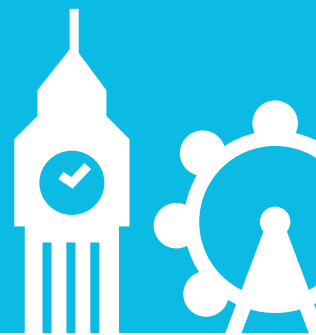
We have introduced an online reporting tool, Fixflo, so day-to-day repairs can be reported and monitored from your mobile or tablet. Fixflo is a self-diagnostic tool and you can report repairs instantly. Residents can check on when repairs will be carried out at any time. This new system will also enable you to monitor the repair in real time.

We hosted two home ownership shows and invited several housing associations who offer shared ownership or homes for sale in London. A financial advisor and solicitors were also on hand to chat to residents. More information on the next show can be found on page 10.

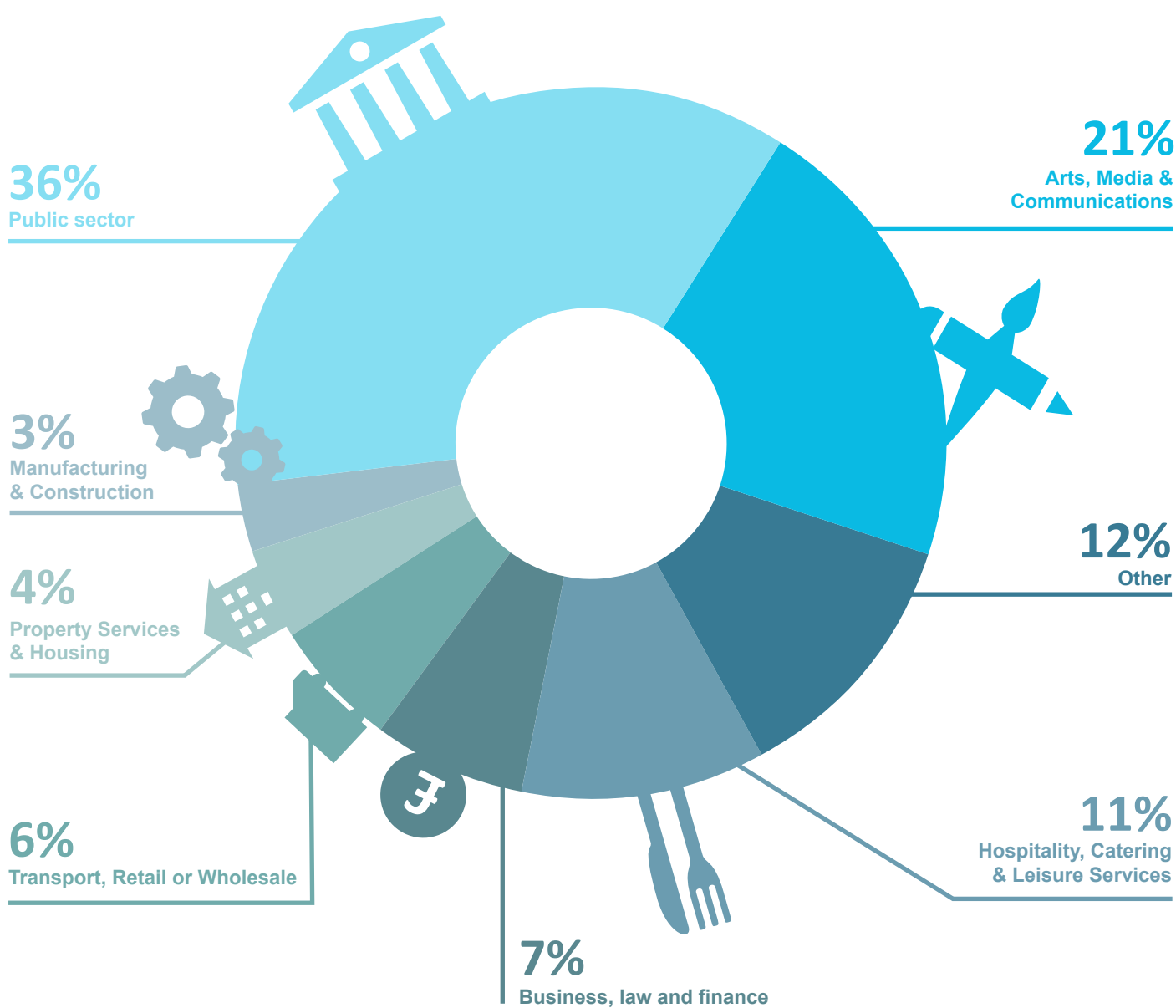
We have followed up on all reports of suspected Air BnB activity or subletting. This is something that impacts the safety and enjoyment of other residents and with your help we do what we can to prevent it. Please [contact us](#) if you suspect neighbours are renting their properties out to short-term guests.

What you told us about your work

We are a charity whose objective is to provide high quality, truly affordable homes for working Londoners on modest incomes. London needs workers like you, and you need homes you can afford.



We asked what you do for work, here is how you are keeping London working:

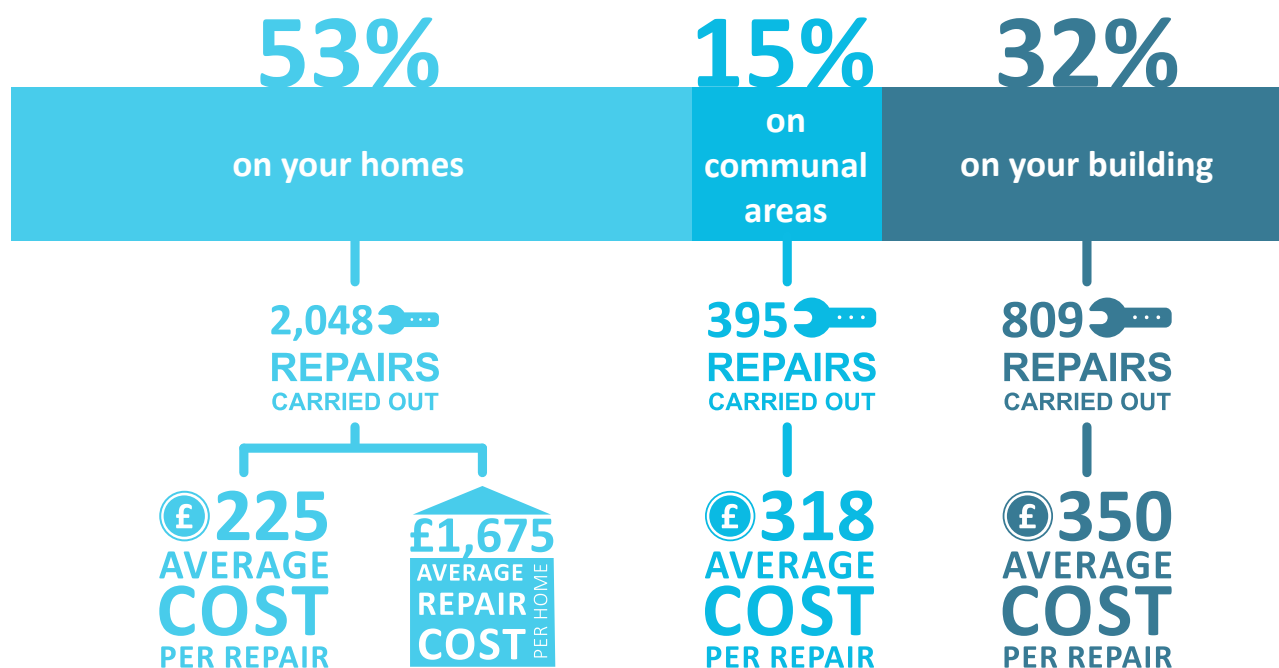


Our performance

We strive continuously to improve and upgrade your homes. We spent £900,000 on day-to-day repairs and maintenance in 2019 to ensure your home is safe and well-maintained.



Breakdown of spend across the whole portfolio



Five highest spends across the whole portfolio



We cannot always get it right and we welcome feedback from you. What you tell us enables us to improve all elements of our service to you, from our communication with you, to repair times and communal area improvements - and whatever else you want to tell us about. So please [let us know](#).

59
complaints received

35
complaints upheld

53
complaints closed at stage 1

6
complaints closed at stage 2



Dolphin Living

Changing the way to report a repair



We want to make reporting repairs easy and stress free.
We have introduced a new online repair system called Fixflo.

About Fixflo

Fixflo is a self-service repairs portal that you can access at any time for all your repair concerns. It is user-friendly and available in 40 different languages. Fixflo helps you diagnose your fault enabling it to be resolved sooner and more efficiently. It will use the information you provide to give you advice on how you might fix the issue yourself or enable you to provide more detailed information so that the right contractor can be allocated to your repair. The system allows you to communicate directly with the contractor and provides you with updates on your repair, from confirmation that it has been logged, when it has been passed to a contractor (and who that contractor is) and when it is completed.



NEED TO REPORT A REPAIR NOW?

[Click here](#)



Customer satisfaction

Once a repair is complete, you will receive a notification and a short customer satisfaction survey to complete, so you can give both the contractor and Touchstone a rating on how they dealt with your repair. This will tell us how well the contractor completed the job, and how the repair was managed by Touchstone. We encourage you to take the time to complete this survey so we can keep improving our repair service.

Since Fixflo was introduced in October 2019, a total of 85% of our residents have registered to use the system. We encourage all of you to register on Fixflo to report repair issues.



Dolphin Living

Residents moving into home ownership

Since 2018 we are proud to have helped 22 households move into home ownership!

Over the last couple of years, we have held two home shows to help our residents gather information on finding a home to purchase. Residents met with housing providers who specialise in shared ownership and discounted market sale homes, to hear about their latest developments. An independent financial advisor and solicitors were also on hand to advise on buying a home.



Come to our next home show

Our next show will be on Monday 10 February from 4pm – 6.30pm at Dolphin Living's offices in Victoria. All residents thinking about home ownership are welcome. If you want to come along, please email our Customer Services Manager, Valentine Ohagwa at valentineohagwa@dolphinliving.com or call 020 7113 3352.





Dolphin Living

If you have any queries please
contact us at info@touchstonecps.com
or call 01225 838 490.