

**Resident
Checked** ✓



How has the last year



Managing Director **June Morton** and Resident Chair of Old Ford's Circle 33* Residents Group, **Mohammad Shamin**, discuss the highs and lows of the year gone

Interviewer: It's been a year since Old Ford Housing Association made their promises to residents. How do you think the year has gone - what's gone well? What hasn't gone so well?

Mohammad Shamin (MS): The year has gone very well, the promises Old Ford made have been kept and the new homes that have been developed have been a big improvement. The customer services side of things have really improved in line with the promises. You no longer have to see three or four different people for three or four different issues, you can now see one person who will work to solve all your enquiries. Residents are really happy with this improvement.

June Morton (JM): We made a number of promises last year to our customers which we have met. We are very proud of the continued work on the Orchard Village regeneration. We have recently seen the first stage handover of 120 homes. We spent a lot of time working with residents on this scheme last year. On Parkside we have continued to deliver our Decent Homes work with continued satisfaction rates of 97-98%, which we are very proud of. The improvements that Mo has just mentioned came about as a result of

feedback from residents and staff and has had a great impact on service improvements. Old Ford's Circle 33 residents have been very excited as we have finally managed to form a new Circle 33 Residents Group, allowing residents to get involved with shaping our services.

So what do you feel hasn't gone so well?

(MS): I think the youth development side needs working on. As Circle 33 has come in, Old Ford have had to manage a new stock of housing which has brought younger residents. We need to look at how we can engage with these young residents to get them involved. It is very important as they will be the next generation of residents so I think this is a key area Old Ford needs to look at.

(JM): I think that is a really good point, we are reviewing our Resident Involvement structure this year and one of the things we would like to see is more involvement from young people. We also want to see greater feedback from residents about how involved they feel. We want to know how we can improve resident involvement as this will help us with our aim of continuing to improve our resident satisfaction.

* Old Ford manages about 800 Circle 33 homes in Tower Hamlets

gone at Old Ford?

And how have residents helped to shape the services?

(MS): I think the customer service improvement is the best example I can give. A number of residents' ideas were considered and the changes we can see today are the direct result of resident involvement. It has been very successful. I feel this is the key service for residents. If you don't have the core customer service right, you cannot expect the residents to be happy.

(JM): I also think the Customer Service improvements is a really good example. The way we have worked with residents on their choices and design of new homes at Orchard Village and the way we are working with residents on Parkside, has really highlighted resident involvement. We also worked very closely with residents on the Adventure Playground and received some real input on the layout of the playground from residents and children that use it.

So what are your hopes for the year ahead?

(MS): It is important that we continue to see improvements in every department and the services are resident driven. We would like to see improvements in the repairs department to bring it in line with the improvements which have taken place in the other customer services. These improvements need to be driven from resident involvement which will increase customer satisfaction.

(JM): Our focus for the year ahead is to continue to deliver on our promises to all of our residents, particularly those who have transferred to us. We will continue to drive through improvements to service delivery, particularly the repairs service. We want to see an improvement to the number of repairs appointments which are made and kept on time, and ensure that we can provide a first time fix meaning that we can complete the repair on the first call. We would also like to see higher levels of resident satisfaction and involvement within the organisation. Through activities such as our door knocking events we will be asking residents what they think we can do to increase their overall satisfaction. We have been working in a challenging economic environment and are pleased we have continued to deliver the service and regeneration schemes which we promised. It has meant we have had to become more efficient, which we will continue to do, to make sure we can continue to deliver our services to the standard residents expect.



Getting you involved

Performance 2010 - 2011

Our performance has been compared with four other local housing providers so you can see how we are doing.

	OFHA	Poplar Harca	Phoenix	Tower Hamlets Community Housing	Swan Housing Association
Satisfaction with views taken into account	65.2%	57.7%	67%	63%	61.1%
Satisfaction with landlord services	75.1%	67%	71%	83%	77.8%
Complaints resolved at first stage	88.7%	Data unavailable	Data unavailable	Data unavailable	Data unavailable

My say

Jackie Harris MBE is the Chair of Tredegar Lefevre and Monteith (TML)/Circle 33 Neighbourhood Board and TML Resident's Group.

“Residents need a voice. If they want to improve where they live, and how they live, the best way to do that is by getting involved. By getting involved residents can get their voice heard, and have an impact and influence outcomes. For example, how services are delivered.

The properties on TML look the way they do today because of resident involvement. The dedication of residents who pushed for what they wanted meant that we influenced so much of it, even down to the colour of the bricks, how many flats there were compared to houses, and the layout of the properties.

I have been involved for over 35 years, initially I got involved in community issues and then became more interested in other areas of Old Ford. I have also been part of the Old Ford Board and I am currently the chair of the TML/Circle 33 Neighbourhood Board. I have been involved in everything from community development, to building development, to resident involvement”.



Highlights from 10/11

We have:

- given residents a central role in the development and scrutiny of the inspection action plan
- had over 800 residents participating in the annual door knocking event
- had 97 residents participated in the survey to set out new service measures for 2011/12
- supported Circle 33 residents to create a new Residents Group
- continued to support the existing three Residents Groups and the Resident's Federation with 31 members actively involved
- received 43% fewer complaints than in 2009/10
- asked for your views on the future of the concierge service with 125 residents completing surveys and getting involved in shaping the future

Plans for 11/12

We will:

- complete an independent review of resident involvement opportunities
- introduce improvements to the way we communicate with residents including improving our web-site, getting residents more involved in the content of Home Matters and make information accessible through new mobile technologies and digital TV
- get more residents involved by promoting resident involvement to residents on the new St Andrews, Caspian Wharf and Orchard Village developments
- provide training opportunities to support residents to get involved with Old Ford
- develop and deliver plans to improve customer satisfaction and loyalty

Going the extra mile....

We will support the 4 residents groups and the Residents Federation

We will host another door knocking consultation

We will review with residents our approach to resident involvement and scrutiny



Looking after your homes

Performance 2010- 2011

Our performance has been compared with four other local housing providers so you can see how we are doing.

	OFHA	Poplar Harca	Phoenix	Tower Hamlets Community Housing	Swan Housing Association
Repairs completed on time	97.8%	Data unavailable	Data unavailable	Data unavailable	Data unavailable
Satisfaction with repairs	91.1%	72.4%	59%	87%	73.1%
Homes meeting Decent standard	96.3%	96.3%	68.2%	100%	100%
Homes with valid gas safety certificate	100%	Data unavailable	Data unavailable	Data unavailable	Data unavailable

My say



Mrs Begum of Elton House had work carried out on her kitchen, bathroom, toilet, and front door as well as rewiring works, as part of the Decent Homes work last year. Her block also benefitted from communal decoration, a new secure door entry system and an upgrade to the communal heating system.

Mrs Begum said ' The new kitchen lay out has given me more space, I feel that my home can breathe. The work has completed my flat'.

Highlights from 10/11

We have:

- o completed all our 52 actions on the action plan agreed with residents following the short notice inspection
- o completed internal Decent Homes work on a further 258 properties on Parkside while achieving 97% resident satisfaction with the works
- o reduced the number of homes failing the Decent Homes standard from 35% at the beginning of the year to 5.9%, against a target of 15%
- o completed external works on eight Parkside blocks. Resident 'Block Champions' have been identified for all blocks undergoing works
- o refurbished windows in 763 homes. 667 homes have benefited from the cavity infill programme, making them more energy efficient and warm
- o completed external refurbishment to the blocks at Lower Mardyke Avenue and Queens Gardens in Orchard Village
- o completed consultation on St Stephen's Green
- o secured £800,000 grant and developed the new adventure playground on Ranwell

Going the extra mile....

95% of all repairs appointments will be made and kept

Plans for 11/12

We will:

- o complete the improvements to Parkside neighbourhoods as part of the Decent Homes Plus programmes, reducing non decency to 0%
- o carry out the improvement work at St Stephens Green resulting from the consultation with residents
- o launch our new customer service team who will now deal with all enquiries whether relating to repairs, parking or tenancy matters
- o retender and go live with the new concierge service

Continue to deliver our transfer promises at Parkside

Minimum satisfaction rating for all repairs to meet 90%



Providing homes

Performance 2010- 2011

Our performance has been compared with four other local housing providers so you can see how we are doing.

	OFHA	Poplar Harca	Phoenix	Tower Hamlets Community Housing	Swan Housing Association
Average re-let turnaround times (days)	21	24.2	55.9	12.3	15.1
Dwelling vacant	4.4%*	2.9%	1.3%	0.4%	5.2%

* This figure includes 4.1% of homes awaiting demolition on the £80million Orchard Village regeneration.

My say



Wendy Wright moved into a three bedroom ground floor new build in Orchard Village after living in a two bed flat on the fifth floor of a tower block on the Mardyke Estate.

Wendy said 'It's been excellent really. For me personally it's the freedom that it has given me. We were in a tower block five floors up before the move and now we are on the ground floor which is great for the kids. They can also play in the park out the back, I don't have to worry because it's very secure.'

It's really brought the community together, I've spoken to people that I hadn't spoken to before. We were kept up to date throughout the process, we literally saw our new house being built. We got to choose the colour, carpets and kitchen units too.'

Highlights from 10/11

We have:

- o reduced the re-let time to 21 days
- o provided a Family Intervention Programme officer to give support to 12 households (including intensive support to five household).
- o reduced the percentage of vacant dwellings (excluding demolition) to 0.4%
- o let 140 homes in total, including 22 homes to the homeless
- o built 120 homes at Orchard village and 57 at St Andrews to residents
- o reduced the overcrowding list by 43%

Plans for 11/12

We will:

- o hand over more new family homes at St Andrews and Caspian Wharf
- o complete and hand over phase one of Orchard Village
- o build an additional four bed unit to be built using spare land as part of Parkside regeneration works

Going the extra mile....

Continue to deliver our transfer promises on Orchard Village

Complete the internal Decent Homes programme at Parkside

Continue to promote better housing options by tackling overcrowding and underoccupancy through transfers and mutual exchanges

Reshape our customer service centre to provide a single-point-of-contact service for all home enquiries



Building communities

Old Ford has a duty to maintain and safeguard neighbourhoods and communities, working with partner organisations and agencies where necessary



My say

Tom Rose is a member of the Orchard Village Residents Committee and Chair of the Orchard Village Neighbourhood Board.

Tom said 'The Mardyke Estate had a terrible reputation for ASB, the Housing Team made it their business to weed out all the problems. Old Ford has "moved mountains" since the transfer to make Orchard Village a better and safer place to live for the residents. Building the large new block has made it safer for children to play away from the traffic and the doors are now secure'.

Highlights from 10/11

We have:

- introduced a mobile caretaking team giving a cost saving of £30,000 and an improvement in service standards
- improved street lighting including numbering of lights to make reporting repairs easier
- closed the bin chute at Sandall House to prevent Anti-social behaviour (ASB), resulting in only 19 fires in 2010/11 compared with 268 in 2008/09
- improved security to nine blocks on Lefevre and Tredegar estate
- repaired safety floors at Jasmine Square play area
- issued a work programme at Four Seasons Close on trip hazards due to paving being raised by tree roots
- improved estate service standards resulting in an improved average score of 7.7 out of 10 and 80% satisfaction with estate services. That's 10% better than target

Going the extra mile....

Put in place systems to allow easier reporting of ASB, for example 24/7 reporting availability through Old Ford's website

Acknowledge reports of ASB within 1 working day availability through Old Ford's website

Benchmark the cost and quality of our caretaking services to ensure residents receive best value for their rent

Continue to invest in innovative community development programmes in Tower Hamlets and Havering

Plans for 11/12

We will:

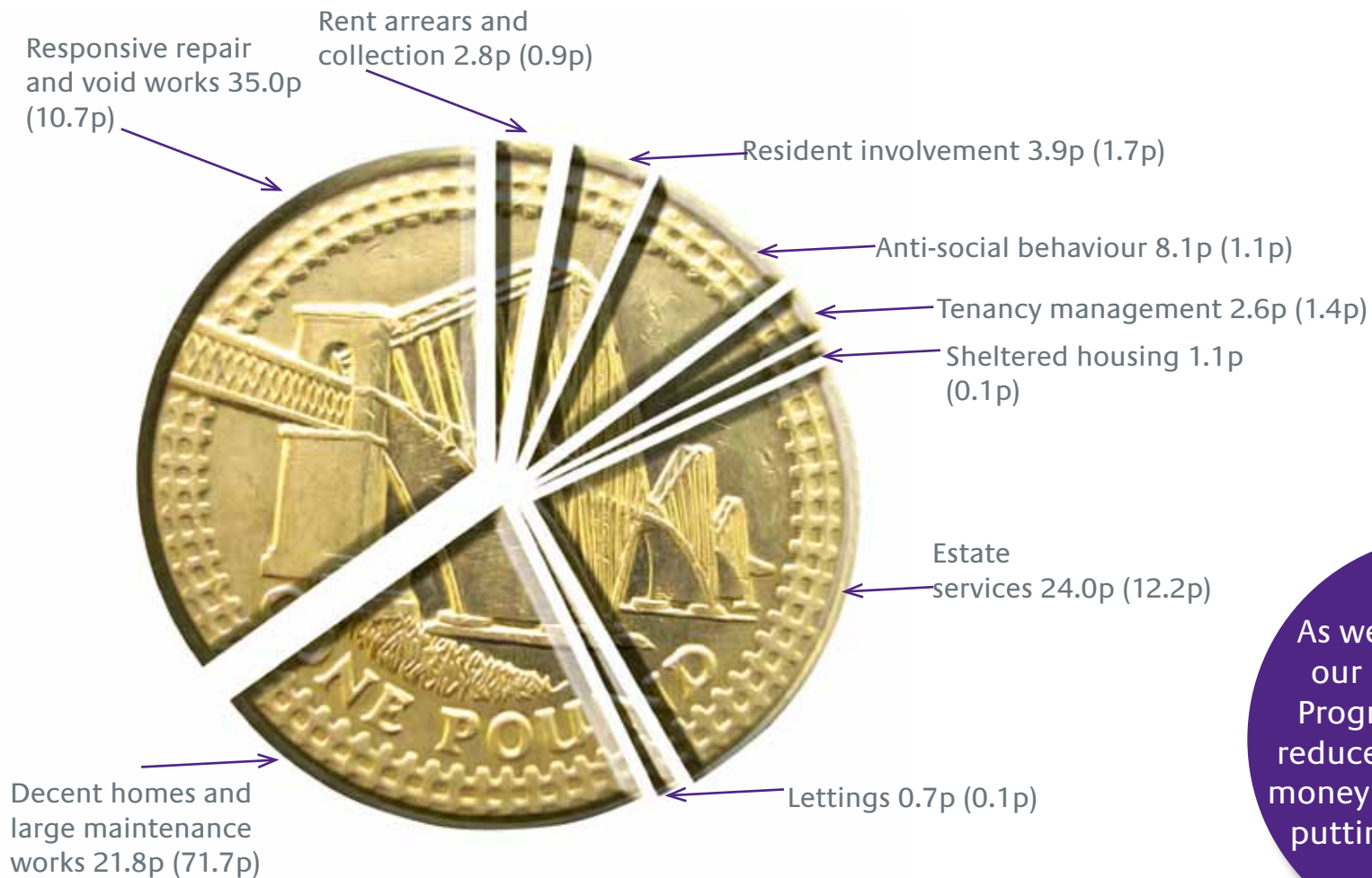
- improve security to blocks as part of the External Works Programme on Ranwell West, Locton, Lanfranc and Lakeview to help reduce ASB
- involve more residents in estate and block inspections as part of scrutiny
- make better use of the caretakers and the mobile team to improve service quality and to further reduce costs.
- continue to improve the safety of blocks and communal areas through even better management of shared spaces



Offering value for money

Every pound of your rent money goes into the services we provide. Here is how we spend it. The figures in brackets are from 2009/10.

	OFHA	Poplar Harca	Phoenix	Tower Hamlets Community Housing	Swan Housing Associations
Rent collected as % of rent due	100.5%	Data unavailable	Data unavailable	Data unavailable	Data unavailable
Current resident arrears as % of rent due	4.1%	5.6%	7.0%	5.0%	Data unavailable



We have doubled the amount of money we put into resident involvement

We have increased the amount of money we put into tackling anti social behaviour and improving estates

As we have achieved our Decent Homes Programme we have reduced the amount of money per £ that we are putting into property

Highlights from 10/11

We have:

- o asked residents what their priorities were to help us plan for improvements through 2011/12
- o delivered a caretaking service which is the 3rd cheapest in the borough and have continued to drive down costs with the introduction of the new mobile team
- o Reduced the cost per unit of our repairs service from £1,248 in 2009/10 to £1,179
- o significantly improved our rent and service charge collection
- o provided increased financial advice and support to residents and local community members
- o been shortlisted for the Housing Excellence Partnership Working Awards for our major works program at Parkside

Plans for 11/12

We will:

- o put together and discuss with residents a plan for improving value for money and involve residents in reviewing the progress and impact of the plan
- o provide residents with information about the cost of services through our newsletters
- o continue to consult with residents about what their priorities are to help shape the services being delivered
- o develop the theme of 'the rent pound', which shows how each pound of rental income is spent



Making decisions

Old Ford Housing Association's Board is made up of 12 members – six independents and six residents. Underneath the Board sits three Neighbourhood Boards made up of TML and Circle 33 residents, Parkside residents and Orchard Village residents. It is their job to ensure Old Ford is well managed, financially viable and performs to a high standard.

About you

Age:

60.4% of Old Ford's residents are under 55 years old and 17.6% are under 34 years old

Gender:

57.6% of Old Ford's residents are female

Ethnicity:

16% of Old Ford's residents are Asian or Asian British Bangladeshi. 52 different languages are spoken by Old Ford Residents

Disability:

25.7% of Old Ford's residents said they have a disability, 51.6% said they do not have a disability and the other 22.7% did not reveal that information

How have residents have been involved in this document?

A copy of last year's residents' review was sent to every resident. Within it we included a survey asking for feedback and offering the chance to join our Communications Connectors group.

Based on what you told us we have made several changes this year. This includes simplifying the text to be more resident friendly, not using technical jargon and reducing the corporate feel of the document.

Feedback from this group means that this year we will not send this document to every resident. A summary version will be included within the Autumn 2011 edition of our resident newspaper Home Matters. Copies of the full document will be sent to any resident that requests one and a PDF version of the document will also be available on the Old Ford Housing Association website.

Our Communications Connectors group now has nearly 300 residents (including 13 Old Ford residents) signed up and we asked them what format they would like this document to take this year and what information it should contain.

By not sending copies to every resident we will save paper wastage and money that can be spent on the services you want to see improved.

The Chair of Circle 33 Residents Group took part in an interview for the introduction to this document. This was to give an honest and transparent view on how the last year has gone.

This document was taken to the readers panel for final approval.



Part of the Circle Housing Group

We're one of 12 partners within Circle. Being part of a larger group means we have more financial security and more influence to achieve better deals with suppliers to deliver value for money for you.

We are first and foremost a Registered Housing Provider and charity. We retain our individual and independent approach and run our services to meet your needs.

You can view our policies, publications and your tenant handbook on our website www.olford.org.uk

If you would like this document in large print, Braille, audio, an alternative format or in a different language contact us.



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