

Part of Circle Anglia



Delivering our promises to you

Enhancing Life Chances



The facts

Established: **2007**

All homes managed: **3,898**

Location: **Dorking, Surrey**

Residents satisfied
with services:

83.7%

Welcome from Managing Director and Chair of the Board



Alan Catterick
Chair of the Board



David Searle
Managing Director

Welcome to our Residents' Review of 2009/2010. This updates you on Mole Valley Housing Association's (MVHA) achievements. It also updates you on our progress towards meeting the new TSA standards.

Our purpose is to enhance the Life Chances of our residents through our four primary goals: homes, services, care and support, and sustainable communities.

In July 2010 we completed 18 new homes in Capel Village. The conversion of Dorking Fire Station into 15 new flats is underway and a further 18 homes have been given planning permission in North Leatherhead. This year we have completed more than 3,500 major home improvements, including new kitchens, bathrooms, central heating and rewiring. External works are also being carried out such as doors, windows, roofs and insulation.

Our in-house repairs team has gone from strength to strength with more appointments offered and extended operating hours.

Care and support remains a top priority as we work to ensure that our accommodation - especially sheltered homes and services - meet the needs of future generations.

Lastly, our work is as much about people as it is about bricks and mortar. We have worked with many community organisations and have supported many projects through our Community Development Grants.

None of this would be successful without the constant hard work of all the residents who volunteer their time, so many thanks to all. Please contact us if you would like to get involved with MVHA.

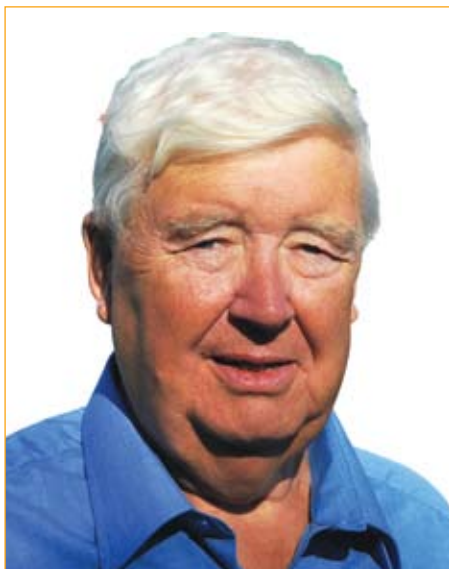
With Best Wishes

Alan Catterick
Chair of the Board

David Searle
Managing Director



Message from RIG Chair



Roy Hobson

Chair, Resident Involvement Group

I am very proud to have been elected Chair of the Resident Involvement Group (RIG) in 2009. Since taking up this role I have seen first hand that MVHA is genuine about involving residents in shaping services.

Last year RIG was asked to help run a Planning Day to give residents the chance to agree their priorities for the coming year. Following that day, RIG worked with staff to agree our Action Plan for the year. We asked for the resident involvement budget to be linked to the plan so that RIG can see what is being delivered and how much it costs.

The RIG Committee has grown and is working successfully to represent residents' views to MVHA. We know that many people don't want to come to meetings but there are many other ways for people to get involved and we've made sure these opportunities are in the Action Plan.

Looking forward, RIG will be doing some exciting and important work during the year including:

- hosting a workshop on Anti Social Behaviour (ASB)
- supporting the review of the 'Mole Valley Standard' for decent homes
- monitoring the action plan to make sure residents' priorities are addressed.

RIG has also helped to shape this document to ensure it contains the information that we believe residents care about. We gave feedback on whether or not we, as residents, found the information helpful and put forward ideas to help ensure this is something that residents will want to read. So I hope that you enjoy it.

I am looking forward to working with staff and residents to see further improvements delivered during the coming year.

Roy Hobson

Chair, Resident Involvement Group



Working to meet the TSA Standards

Enhancing Life Chances

Introducing the Tenant Services Authority

The Tenant Services Authority (TSA) is responsible for regulating all social housing providers.

For more details on the TSA and the standards visit www.tenantservicesauthority.org

The TSA works with MVHA, to ensure residents are involved in improving the overall standard of service being delivered. Together residents, board members and staff agree what services should be delivered, to what quality, cost and time scale. This is called co-regulation.

On 1 April 2010, the TSA launched its new standards which all social housing providers must comply with.

The new TSA standards are as follows:

- Tenant involvement and empowerment (page 8)
- Home (page 11)
- Tenancy (page 14)
- Neighbourhood and community (page 17)
- Value for money (page 20)
- Governance and viability (not included in this document)

This publication gives an overview of the new standards and details how MVHA is meeting each standard. This will include examples of ongoing work that we are undertaking to enhance the life chances of our residents. Where MVHA already meet the minimum standards required, we will strive to make further improvements for our residents.

It also sets out the ways we will consult with residents on the local offers, which are linked to each standard. A 'local offer' is a service provided by MVHA based on what residents have asked for.

Tenant Involvement and Empowerment Standard

MVHA must offer all tenants the opportunity to be involved in the management of their housing and services.



2009/2010 performance

Performance Indicator	Result	Rank*
Satisfaction with views taken into account	70.2%	Top 50%
Satisfaction with landlord services	84.5%	Top 50%
Complaints resolved at first stage	97.0%	**No data
Residents participating in involvement groups	1,854	**No data

*This score is based on TSA banding data and is a comparison of Mole Valley's performance against other UK housing associations
**No benchmark available for comparison at this time

Highlights from 2009/2010

We have:

- taken positive action to engage with hard to reach groups including setting up a disability forum and connecting with young parents
- monitored and improved our access and communications through the mystery shopper programme
- jointly agreed a resident involvement action plan between RIG and MVHA for the coming year, setting out key opportunities for the coming year.

Plans for 2010/2011

We will:

- review how we support resident involvement
- publish a resident training programme offering guidance and advice to residents who want to be involved
- do more to engage with hard-to-reach groups, running specific projects with young residents and residents from the black and minority ethnic (BME) community
- set up a resident inspection project.

Please look out for regular updates in Home Matters or contact the resident involvement team on 01306 505529/30 for more information.



Magician entertains children during Neighbours Day

Resident Involvement Group Planning Day

Last year we held a planning day which was co-run with RIG, our key group for resident involvement. This event was attended by over 40 residents who took the opportunity to talk about what was important to them and how these priorities could link in to MVHA's business plan. Ideas put forward included setting up a resident communications group and new service improvement groups to look at voids, allocations and customer services. Support and training needs for residents over the coming year were also discussed. From this, RIG and the Resident Involvement team developed a costed Action Plan for the coming year. The plan was jointly agreed by RIG and MVHA's board and a summary was sent to all residents in April 2010. RIG will use the plan to monitor MVHA's performance and ensure our services are delivering value for money.

Working
for you
Come and join us



Home Standard

MVHA must ensure that all homes are warm, weatherproof and have modern facilities. An efficient and cost-effective repairs and maintenance service must also be in place.



2009/2010 performance

Performance Indicator	Result	Rank*
Repairs completed on time	96.70%	**No data
Satisfaction with repairs	92.60%	Top 10%
Homes meeting decent standard	63.88%	Bottom 10%
Homes with valid gas safety certificate	99.96%	**No data

*This score is based on TSA banding data and is a comparison of Mole Valley's performance against other UK housing associations
 **No benchmark available for comparison at this time

Highlights from 2009/2010

We have:

- completed year two of total Decent Homes programme – 65% of internal works promises have been completed
- established a new Repairs Team
- set up a repairs service improvement project to encourage residents in shaping the repairs service and development of local offers.

Plans for 2010/2011

We will:

- complete year two of our priority fire safety works
- continue with cavity wall and other insulation programmes to increase affordable warmth for residents and reduce carbon emissions

continued overleaf...

Plans for 2010/2011 continued...

- introduce a programme of proactive home checks (Property MOTs)
- demonstrate that our Decent Homes programme will ensure full compliance by 2012 which is the local deadline set by the Government.

Local Offers

We will review and agree the 'Mole Valley Standard' for decent homes work with our residents, including:

- elements that make up the Mole Valley Standard and the choices available
- adopting the standards residents expect our contractors to achieve
- satisfaction levels residents expect our contractors to achieve
- the way performance information is communicated to residents and how residents can challenge the service to improve.

We will agree this local offer with residents through a number of events which will begin in the Autumn and will be publicised in Home Matters and on our website. We will ask RIG to formally agree the offer on behalf of residents.





Emma's home improvements

Emma and her young son moved into their home in January this year. They had been on the Council's waiting list and Emma was thrilled to finally have a home of her own. Things got even better for Emma when she got a visit from a resident liaison officer who told her that MVHA would be providing a new kitchen and bathroom for her under the Decent Homes programme.

Emma is delighted with her home improvements and with the way United House, MVHA's contractor carried out the works. Emma says "I am so pleased with my new kitchen and bathroom, they are fantastic and my home is great for me and my family. I was also really impressed with the contractors from United House. They were polite and helpful and did a great job."

Tenancy Standard

MVHA must provide tenants with information regarding allocations of housing, rents and tenure.



2009/2010 performance

Performance Indicator	Result	Rank*
Average re-let turnaround times (general needs homes)	27.9 days	Top 50%
Average re-let turnaround times (sheltered housing homes)	73.5 days	**No data
Dwellings Vacant (general needs homes)	0.54%	Top 10%
Dwellings Vacant (sheltered housing homes)	3.5%	**No data

*This score is based on TSA banding data and is a comparison of Mole Valleys's performance against other UK housing associations

**No benchmark available for comparison at this time

Highlights from 2009/2010

We have:

- established tenancy information sessions to introduce new tenants to MVHA
- let 96% of properties through the council's 'Choice Based Lettings' scheme
- reduced the time a property is empty between tenancies from 48.1 to 27.9 days
- carried out settling in visits to residents shortly after moving in
- exceeded our rent collection target for the year (100.35%)

- employed a Citizens Advice Bureau (CAB) money advisor to help MVHA residents with financial advice
- introduced a downsizing scheme encouraging people to move into a smaller property if they want to.

Plans for 2010/2011

We will:

- run a number of events to promote financial awareness to our residents
- employ a welfare benefits advisor to provide financial and benefits advice to our residents
- support a local credit union and provide affordable loan funding to support MVHA residents
- begin a tenancy audit project, to address tenancy fraud, eg illegal subletting.

Local Offers

We will review and agree our lettable standard for empty properties with residents and will:

- agree the work that should be achieved
- encourage residents to independently check and monitor performance
- monitor customer satisfaction and use this to review and improve the service
- work with residents to agree a resident reward scheme which rewards those who meet their obligations as tenants.

We will agree this local offer with residents by holding a number of events that will be publicised in Home Matters and on our website. We will also survey new tenants from the past 12 months to gauge their experience and satisfaction. We will ask RIG to formally agree this offer on behalf of residents.



Life long friends

Phyllis Smith and Doris Cooper moved to the same block in Rough Rew in the mid 1960's where they became good friends.

Last Christmas, they attended a Christmas party which was organised by MVHA and the local council. The fun-filled event was aimed at providing older people with information about the services and support available to them. At the party, Phyllis and Doris learnt about MVHA's sheltered housing. They were very interested and both moved to Norfolk Court (a sheltered housing scheme) in February 2010.

Doris said "we love being here, it's a nice place to live. If you want peace and quiet you can stay in your flat, but if you want to socialise there's lots to do and we've enjoyed the art sessions. Phyllis said "the meals service is very good and we're very pleased we moved here."



Neighbourhood and Communities Standard

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



Highlights from 2009/2010

We have:

- introduced regular health and safety inspections across all estates and sheltered housing schemes which residents can take part in
- worked to reduce ASB and promote sustainable communities by becoming a proactive member of the Local Strategic Partnership (LSP) and Crime Incident Action Group (CIAG)
- held a successful 'neighbours day' public event in partnership with other community organisations. This allowed residents to find out more about our services and how we work with other partners.

Plans for 2010/2011

We will:

- encourage the use of Good Neighbour Agreements on our estates. These agreements involve the community in setting standards and expectations for behaviour in their area and are a positive way of addressing local concerns, standards and expectations
- work with residents to appoint a contractor for a new five year grounds maintenance contract
- consult on the introduction of a cleaning service for communal areas
- produce joint communications with Surrey Fire & Rescue Service to give advice on keeping communal areas clear and safe.

Local Offers

We will work with residents to agree our approach to anti-social behaviour (ASB), including:

- agreeing priorities for the service
- setting the standards residents expect us to deliver
- agreeing how residents will monitor and check the standards
- agreeing how we will tell residents about our performance, including how we compare with other landlords.

We will agree this local offer with residents by holding a number of events beginning in the Summer 2010. We will publicise these in Home Matters and on our website. We aim to set up a resident led Service Improvement Group for ASB but this will be for residents to decide as part of the offer. We will ask RIG to formally agree the offer on behalf of residents.





Getting our young residents involved

Our Junior Warden Scheme is open to young people aged 8-12. The project encourages young people to become more aware of their environment and find out how they can make a difference in their community.

Under the supervision of a MVHA Community Warden and local Police Community Support Officer (PSCO), the Junior Wardens have learnt about ASB, graffiti removal, the dangers around abandoned vehicles and fly-tipping. They go on a health and safety check tour, where they look at the communal area of a local block of flats to check for issues such as obstructions in the hallways, to general cleanliness and repairs. The team also organises visits to Leatherhead Police Station and Fire Station and an afternoon of litter picking in a local area.

At the end of the project the young people are invited, with their parents to an award ceremony where they receive a certificate for completing the course and a day trip of their choice.

Junior Wardens on an estate inspection

Value for Money Standard

MVHA must manage its resources to provide a cost effective, efficient and quality service. Value for Money (VFM) is about doing the right things (effectiveness) in the right way (efficiency) for the best price (economy).



We must also inform residents how we are managing and prioritising the use of income from your rent. We comply with this minimum standard but we are working to make further improvements which residents want to see and will report these back to you through Home Matters.

We aim to make sure that the income we receive from rent and service charges provides services which offer value for money. We use your feedback from resident involvement activities, surveys and complaints to identify what is most important to residents and build these priorities into our plans.

Our priorities are set out in our Life Chances Plan (Business Plan) which was developed jointly with residents. The plan and the budgets for delivering these priorities are considered and approved each year by the Board which includes six resident members.

We compare our services to other housing providers and use this information to highlight where costs appear high and/or performance is low, in order to review services with residents.

2009/2010 performance

Performance Indicator	Result	Rank*
Rent collected as % of rent due	100%	Top 25%
Current resident arrears as % of rent roll	3.09%	Top 25%

*This score is based on TSA banding data and is a comparison of Mole Valley's performance against other UK housing associations

Highlights from 2009/2010

We have:

- made savings of £120,000 on the installation of bathrooms and kitchens - through strong negotiation on price, without any loss of quality
- introduced quarterly VFM reviews to identify examples of good practice to establish the improvements made and understand the impact on our residents
- improved our rent arrears collection process, resulting in lower arrears levels, whilst supporting residents in difficulty
- introduced a weekend/evening maintenance service by using flexible hours arrangements for staff, at no additional cost, improving the service to residents.

Plans for 2010/2011

We will:

- introduce a new grounds maintenance contract
- review the number of Decent Homes contractors, thereby ensuring more competitive price and reduced contract management
- deliver routine and voids repairs using our in-house repairs team, focusing on reduced costs and repairs times, whilst maintaining customer satisfaction.



Young residents having fun at our neighbours day

Equality and Diversity

The following tables show the equality and diversity make up of MVHA's residents and Management Board Members. During 2010/2011 we will be sending out more resident profiling questionnaires. These will help to build up a better understanding of our residents' needs and to make sure our Management Board, who direct MVHA's activities, is representative, by being made up of similar people to our residents. This information is being used to direct and improve our services to you.

Information about MVHA residents

Age	Profile %
16-24	3.5%
25-34	12.5%
35-44	19.2%
45-54	16.7%
55-59	8.5%
60-64	8.2%
65-74	14.5%
75+	16.7%

Disability	Profile %
Yes	22.3%
No	2.0%
Unknown	75.7%

Ethnicity	Profile %
White	75%
Asian/Asian British: Bangladeshi	0.2%
Asian/Asian British: Other	0.1%
Black/Black British: African	0.1%
Chinese	0.4%
Not Known	4.3%
Undisclosed	19.4%

Gender	Profile %
Male	47.3%
Female	52.7%

Religion	Profile %
None	9.1%
Buddhist	0.2%
Hindu	0.3%
Christian	46.8%
Muslim	0.4%
Other	0.2%
Prefer not to say	2.6%
Unknown	40.4%

Sexual Orientation	Profile %
Bisexual	0.3%
Gay Man	0.2%
Gay Woman/Lesbian	0.2%
Heterosexual	41.5%
Other	0.4%
Prefer not to say	3.7%
Unknown	53.7%

Information about MVHA Board Members

Age	Profile %
23-34	7.7%
35-44	15.4%
60-64	15.4%
65-74	53.8%
Unknown	7.7%

Disability	Profile %
Yes	30.8%
No	69.2%

Ethnicity	Profile %
White British	92.3%
Black/Black British: African	7.7%

Gender	Profile %
Male	53.8%
Female	46.2%

Religion	Profile %
None	15.4%
Christian	61.5%
Prefer not to say	23.1%

Sexual Orientation	Profile %
Heterosexual	84.6%
Prefer not to say	7.7%
Unknown	7.7%

You can view our policies, publications and your tenant handbook on our website.

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

Mole Valley residents were involved in reviewing and contributing to the content of this document via the Resident Involvement Group (RIG).

Part of Circle Anglia

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

Even though we are part of the Group, we are first and foremost a local registered provider of social housing. We retain our individual and independent approach and run our services to meet your needs.

Mole Valley Housing Limited

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www.mvha.org.uk

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