

# Moments that made the year

Circle 33 Housing Trust Residents' Review 2007/8



**2007 was clearly a year when we needed to make changes for the better in several areas. But before we could get started, we had to make it possible for you, the residents, to become more involved in planning and decision making.**



It's the only way we can be sure that our investments and services will really work for you.

I want to take this opportunity now to thank all those residents who have provided feedback throughout the year, worked with us in a variety of resident involvement forums and joined in with the Tenants' Conference last November. Your contributions have made such a big difference to how services will be shaped and delivered in the four key areas, which are your priorities:

- Repairs and maintenance
- Improving your homes
- Improving estates
- Tackling anti-social behaviour

As you look through this review, I hope you'll agree that a lot has been done:

A new repairs service is in place through our partnership with Osborne, who have very clear targets to ensure their service is up to scratch. We're serious about making this work, so please let us know immediately if there is a problem, for example by using the text back service we recently introduced, so we can sort it out whilst it's 'live'.

We are continuing to invest in improving your homes, achieving 90% satisfaction from customers who benefited from the 2007/8 programme. We have now teamed up with two new partner contractors – Apollo and Breyer to further improve this service.

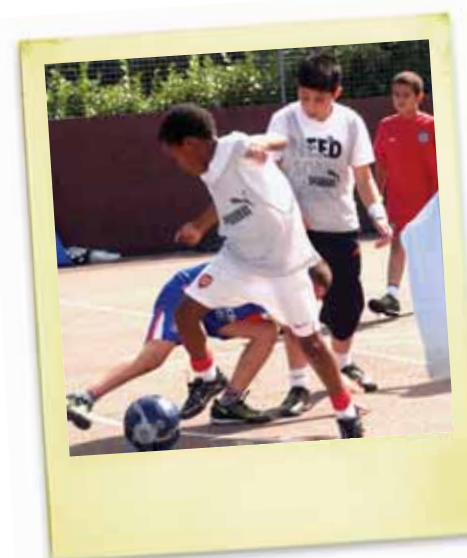
We prepared for the three year programme of estate improvements which starts in 2008 and will be focusing on ensuring that resident views determine the priorities.

A new team is in place for tackling anti-social behaviour too and I'm determined that we use all the available methods and communicate more effectively with residents that are victims of such behaviour.

There is still much to do, however with these foundations in place, I'm confident you'll start to see real and positive changes. Please keep telling us how we're doing – we need to know when there's a problem – but we also love to know when we're getting it right.

I hope you enjoy having a quick look through this review. It's useful too as you'll find contact information in the back pages.

**Best wishes, Carol Carter**  
Managing Director



Free football sessions

## Improvements are improving... and we're fixing how we fix things

We needed to improve this service on all fronts and in November 2007 the new arrangements for managing repairs and improvements were put in place. Osborne has been appointed as our new contractor and, for the first time, payment arrangements will be linked to performance in four areas:

- Response times
- Customer satisfaction
- Call taking
- Appointments

The savings that we're making from being more efficient are now being channelled into Neighbourhood Management to tackle your concerns in that area.

### The heat is up

It's no joke when there's no hot water or heating, so we've changed the set-up to make sure it gets fixed quickly.

- Reduced target times for repairs to three days
- Appointment times now from 8am to 8pm weekdays and 9am to 5pm on Saturdays.



### Residents fixing it for themselves

We involved you, the residents, in setting up the contract and we are continuing to work with residents in monitoring contractor performance too.

### Text away

We will text your mobile (or call your landline) to confirm your repairs appointment and you can give us feedback on the repair by texting back. If you're not satisfied we'll call back straightaway, because it makes sense to sort it out on the spot.

### Spotlight on ASB

We got the message that we had to get better at tackling anti-social behaviour. New measures are now in place and we hope you agree that the action being taken shows that we're in better shape to respond effectively.

- Staff are better trained and supported to tackle difficult cases
- We are applying best practice
- We are using new methods including professional witnesses and civil injunctions where appropriate, and working more effectively with the police and the judicial system
- Providing an out of hours support service for victims.

Mrs Gladys Main, a Warner resident, during a health and well-being day





The Chill Out Zone in the Priory Court Community Centre is popular with young members of our community

## People in focus

### November 2007 Tenants' Conference

This was an excellent opportunity for residents and the Circle 33 Team to work together so that we are clear about your priorities and we can make sure our investment is focused in the right way. It's not just what we do, but how we do it.

### Keeping in touch

- We've introduced Neighbourhood newsletters with details of your local team in response to your request to know who's who
- Set up a Freephone number and a local 020 number so calling us costs less
- Services such as paying rent and checking your rent account and reporting repairs are available online.



### Investing in communities

It's people that live in houses so we put resources into supporting communities too. Just a few examples include:

- Leading on youth partnership work in Hackney and a range of young peoples' projects in Waltham Forest
- Addressing health and well-being issues with a focus on older people in Waltham Forest
- Getting 379 people into accredited training with 39 having secured jobs through funding secured from Europe, the lottery and local councils
- Offering volunteer placements to 70 people with 12 moving into a job as a result, including Alison Jones who successfully applied for a job with Circle 33 and has recently won an achievement award.

### Who are you?

That might sound like a silly question but the more we know about you the easier it will be to make sure services are tailored to the specific needs of Circle 33 residents. For example how many people need large print documents? What is your main language at home? And so on. You may already have had a call, and that's what this is all about.

### Thank you for your feedback

Circle 33 runs a survey every three years and we did it in 2004/5 and then again in 2007/8. We're looking at the data in detail and it's changing the way we deliver our services. Many thanks to all the residents who took the time to fill in the questionnaire.

## Bricks and mortar, tiles and taps 900 new homes over three years

### Investing in bricks and mortar

A £20 million pot has been confirmed for investing in homes in 2008/9 to ensure we are on track to meet the Decent Homes standard.

### Making your home more suitable

£450,000 was spent on making life simpler, for those with a disability or a lack of mobility. Examples include: ramps and grab rails and help provided to obtain grant funding from local councils for larger adaptations such as level-access showers.

### Faster, faster

We've got two new partners; Breyer and Apollo, and our aim is to become more efficient, do more, faster, for a lower cost.

### Excellent Estates

#### Programme on a roll

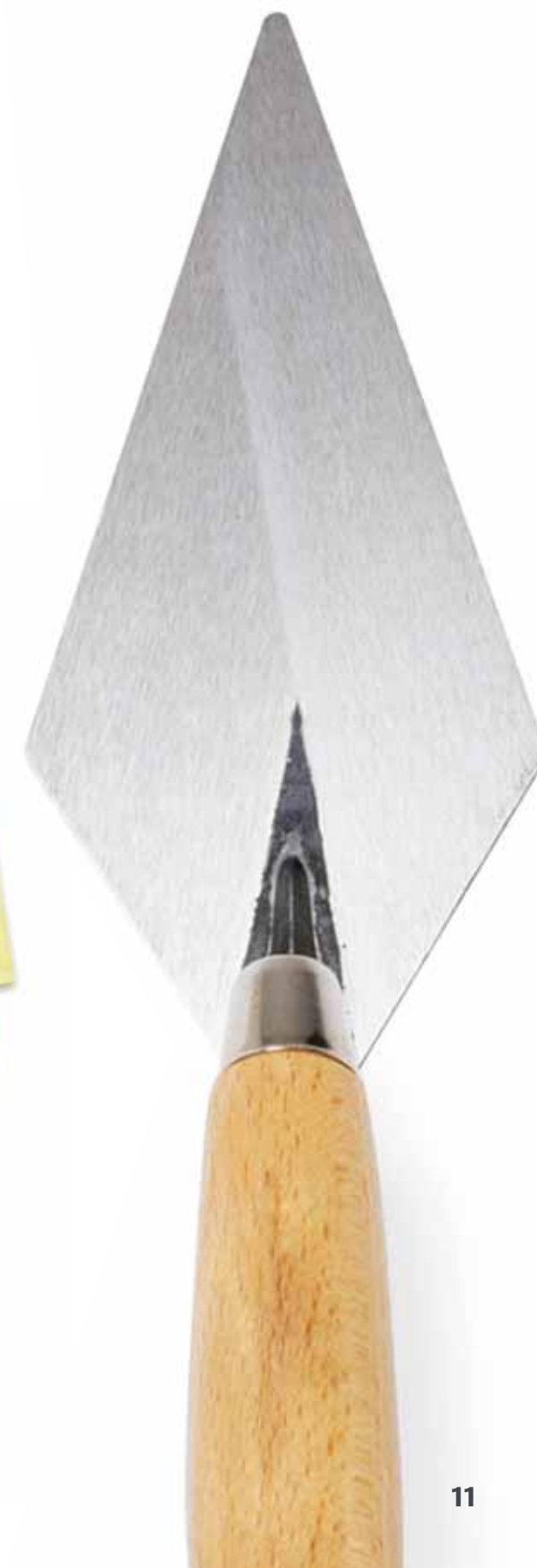
We've done the pilot and now we're ready to rollout the programme in full. The aim is for visible and lasting improvements in your neighbourhood, working with residents and reflecting your priorities. We're clear about the importance of involving residents in planning and decision making. We've got the money lined up and now we need to get you involved to ensure it's allocated to the projects which matter the most to you.

### Have you got a Decent Home?

92% of your homes meet or exceed the Decent Homes Standard. We've got our eye on the remaining 8% and we're confident that we'll reach the 100% target by 2010.

Opposite: Phil Gunter in his new kitchen and Carol McDermott in her new bathroom

In 2007 we replaced:  
456 kitchens  
465 bathrooms  
995 boilers  
984 electrical systems (tests and upgrades)  
5 lifts  
and 2,684 properties were painted



## The Ice Block warmed judges' hearts and it won the Best Small Development Award at the Affordable Home Ownership awards



## You might like to know...

### In a nutshell

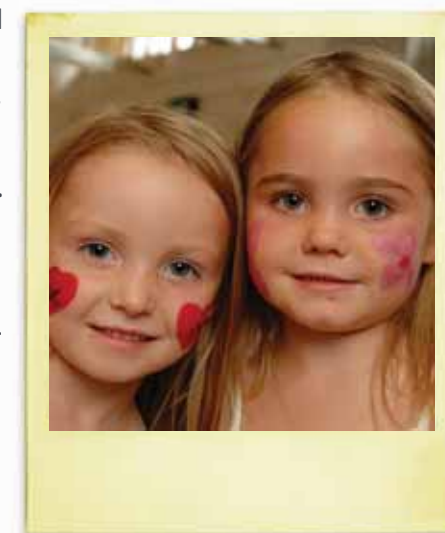
Circle 33 Housing Trust was set up in 1968 and is the most established and largest partner in the group, with homes in and around London. In total Circle 33 Housing Trust owns 15,603 homes, which includes homes outside London and in Tower Hamlets, with supported housing and commercial and leasehold properties managed on our behalf by other members of the Circle Anglia group.

### Who are Circle Anglia?

We're one of 10 partners within Circle Anglia. By being part of a much larger organisation we benefit from greater clout, efficiency and costs savings which means that more money can be spent on delivering services for all our residents. Even though we are part of a large group, we still retain our individuality and independence, running our services to suit your needs.

### What about the credit crunch and will it affect our work?

You'll no doubt have heard about the credit crunch by now and in case you're wondering if it will affect what we're doing for you, the answer is no. Circle Anglia has a sound financial base which allows us to continue to have the flow of investment we need to deliver our improvement programmes. So it's full steam ahead on all our plans.



Face painting at Priory Court

## Facts and figures

The figures below have been included in line with guidelines from the Housing Corporation and the National Housing Federation\*.

### Voids and lettings performance

Average re-let time in days	37.6
Total general needs units	11062
Number of units vacant and available to let	83
Dwellings vacant and available for let	0.75%
Number of units vacant but unavailable to let	184
Dwellings vacant and not available for let	1.66%

### Rent collection

Rent collected	99.7%
Current resident arrears at year end	4.5%

### Resident satisfaction with repairs

Satisfaction with the last repair	81%
-----------------------------------	-----

### Reactive repairs

Number of emergency repairs notified	N/A
Number of urgent repairs notified	N/A
Number of routine repairs notified	N/A
Emergency repairs completed within target	88.3%
Urgent repairs completed within target	83.9%
Routine repairs completed within target	92.1%
Number of homes with a valid gas safety certificate	8688
Homes with a valid gas safety certificate	98.2%

### Decent Homes Standard and SAP (energy efficiency) rating

Average SAP rating	70
Homes failing Decent Homes Standard	6%

### Who we house – lettings in the last year

White British	44.1%
White Irish	1.4%
White other	8.1%
Mixed	6.4%
Asian	7.6%
Black	29.3%
Chinese or other	1.4%
Chose not to say	1.7%
Total	100%

### Lettings to residents with a disability

Percentage of lettings	27.3%
------------------------	-------

\*The figures above are correct as at 31 March 2008.

## How to contact us

### Board members

Baroness Maggie Jones (Chair)  
 Marie Doogan  
 Bryan Osborn  
 Garth Williams  
 Munim Farid  
 Pamela Mitcham  
 Toby Taper  
 Aidan McKeon  
 Judith Wren (Resident)  
 Paul Stevens (Resident)  
 Cara McMahan (Resident)

### The Joint Commission

The Joint Commission is responsible for providing a more effective and focused voice for Circle 33 residents.

It has a wide remit covering policy, planning and service reviews. The 12 resident members elected at the 2007 Residents' Conference were:

Paul Brassil  
 Gloria Sachs  
 Anthony Tutty  
 Eirwen Bannerman-Adams  
 Diane Carty  
 Elaine Elkington  
 Roy Lloyd  
 Dawn Bishop  
 Paul Stevens  
 Judith Wren (Chair)  
 Neasy Scott  
 Cara McMahan

### Customer contact centre

Tel 0800 073 0417  
 0207 447 3100  
 (Weekdays, 8.30am–5pm.  
 Interpreters available)  
 Minicom 020 7447 4007

### Personal visitors

#### Circle 33 Housing Trust

1–7 Corsica Street, London N5 1JG  
 (Weekdays, 8.30am–5pm. A few minutes' walk from Highbury and Islington tube)

#### Holly Street Partnership

355 Queensbridge Road  
 London E8 3JB  
 Weekdays 9am–5pm

#### Barking & Dagenham

130 -132 Church Elm Lane  
 Dagenham, Essex RM10 9RL  
 Weekdays 9am–5pm

### Ways to report repairs:

#### Online

[www.circleanglia.org/customers](http://www.circleanglia.org/customers)

Tel 0800 073 0417

0207 447 3100

Fax 020 7447 3002

Email [repairs@circleanglia.org](mailto:repairs@circleanglia.org)

#### Out of hours' repairs emergencies

Tel 0800 073 0417

0207 447 3100

#### Tenancy sustainment team

Tel 020 7288 4189 (For people with problems that are making it hard to maintain their tenancy)

#### Personal visitors

Visit our Tuesday Surgery at Corsica Street (See above) (9.30am–12.30pm)

#### Low-cost home

#### ownership enquiries

Tel 0845 304 1007

Email [marketingteam@circleanglia.org](mailto:marketingteam@circleanglia.org)

#### Customer website

[www.circleanglia.org/customers](http://www.circleanglia.org/customers)

#### Anti-social behaviour website

[www.circleangliarespect.org](http://www.circleangliarespect.org)



On the front cover:

**Carol McDermott**

Carol looks after her mother full-time at home in Waltham Forest. Her house was in need of an upgrade and Carol has now got a new kitchen and bathroom.

**Circle 33 Housing Trust**

1-7 Corsica Street  
London  
N5 1JG

General customer enquiries,  
weekdays, 8.30am-5pm:

**Tel** 0845 769 7695

**Tel** 0800 073 0417

**Tel** 020 7447 3100

**Minicom** 020 7288 4007

**Email** [circle33info@circleanglia.org](mailto:circle33info@circleanglia.org)

**[www.circleanglia.org](http://www.circleanglia.org)**

Part of Circle Anglia.

This Review has been produced using paper manufactured with pulp sourced from carefully managed and renewed forests and is fully recyclable.

