



Circle 33  
Housing Trust

# Residents' review 2007



# Providing local services



When Circle Anglia was established two years ago, we promised you that you would continue to receive local services delivered by local staff.

We have been working hard to achieve that and to tackle the key local priorities you identified during our 2006 Have Your Say consultation and last summer's Customer Satisfaction Day.

We have been busy strengthening our Neighbourhood Teams and are working with other local agencies to tackle all sorts of issues, including anti-social behaviour.

As this report shows, we are also taking steps over the coming months to improve satisfaction with our repairs service.

We don't always get it right and that is why your feedback is so vital. Providing you with information on what we are doing as a result of your comments is also important.

For example, residents who took part in last year's annual review survey told us the items they most wanted to see in this year's review.

The top areas they wanted us to cover included: what we have done to improve your homes (85%), how to contact staff (85%), how we're performing on issues like repairs and rents (82%), overall achievements during the year (74%) and what we've done to improve communities (69%).

We feel confident that this review addresses those issues and we hope that you'll find it useful and informative.

**Carol Carter** Managing Director

# Key achievements



**We now call residents just after repairs have been carried out to check that everything is fine.**

Appointing Osborne to provide maintenance for all of our properties, after we tested out the company's service in Camden and Hackney. Residents reported higher satisfaction rates and we plan to roll out the service across the whole of Circle 33 by the end of 2007.

**£20m**  
spent on improving  
residents' homes during  
the year

Providing stronger local services by developing Neighbourhood Action Plans, with the help of residents, and giving Customer Service Managers fewer properties to deal with, so that they can spend more time working with communities, individual residents and local service providers. We have also published the direct contact details for local Customer Service Managers and sent them out to all residents.

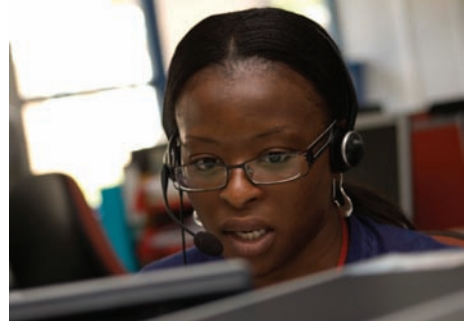


Julie Western-Dew's home was recently refurbished as part of the extensive Warner refurbishment programme. Julie says the workers were absolutely brilliant and were really friendly towards her sons Tyler, Bradley and Charlie; "The plasterers were great and there was no mess. To have a decent sized bath and decent shower is really nice."

Drawing up new policies based on the Have Your Say feedback we received from residents in 2006 and working with the Joint Commission – the residents’ body – to finalise them. Policies completed so far include: customer service standards, anti-social behaviour, resident involvement and rent arrears.

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**Figures for the quarter ending March 2007 show that we answered 91% of calls, with just under two-thirds answered in 30 seconds.**



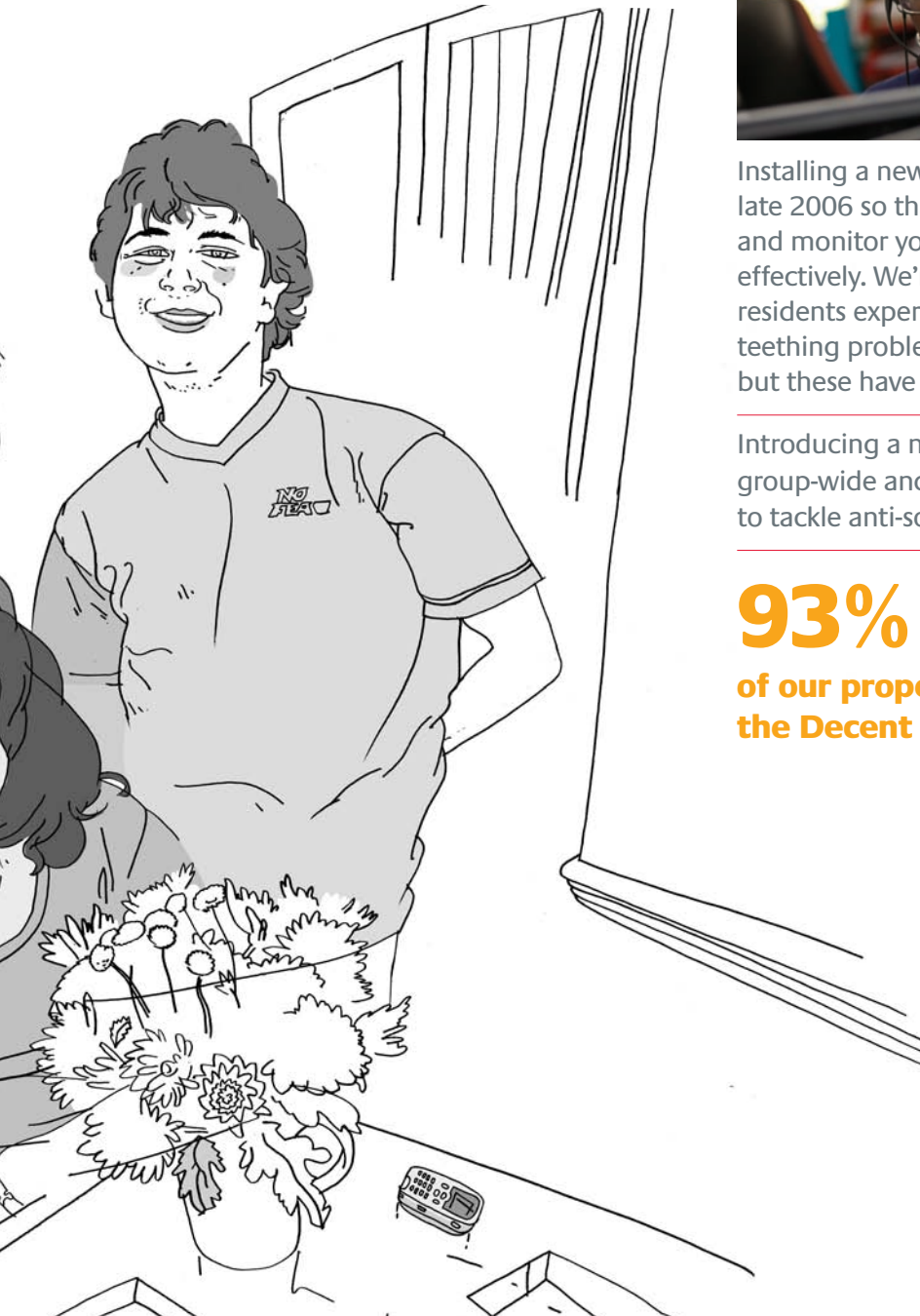
Installing a new telephone system in late 2006 so that we can handle and monitor your calls more effectively. We’re sorry that some residents experienced initial teething problems with the system, but these have now settled down.

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Introducing a number of group-wide and local initiatives to tackle anti-social behaviour.

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**93%**  
**of our properties now meet the Decent Homes Standard**



# 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**

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Average re-let time in days	43
Number of units vacant and available to let	64
Dwellings vacant and available for let	0.6%
Number of units vacant but unavailable to let	283
Dwellings vacant and not available for let	2.6%

## **Rent collection**

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Rent collected	99.5%
Current tenant arrears at year end	4.8%

## **Resident satisfaction with repairs**

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Satisfaction with the last repair	82.5%
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## **Reactive repairs**

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Number of emergency repairs notified	4,023
Number of urgent repairs notified	9,373
Number of routine repairs notified	16,114
Emergency repairs completed within target	86.8%
Urgent repairs completed within target	82.1%
Routine repairs completed within target	87.9%
Number of homes with a valid gas safety certificate	10,460
Homes with a valid gas safety certificate	97.5%

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

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Average SAP rating	73
Homes failing Decent Homes Standard	6.5%

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

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White British	49.8%
White Irish	4.2%
White other	6.2%
Mixed	4.8%
Asian	9%
Black	20.6%
Chinese or other	3.2%
Chose not to say	2.2%
<b>Total</b>	<b>100%</b>

## **Lettings to residents with a disability**

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Percentage of lettings	16.4%
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\* The figures above are correct as at 31 March 2007.

# How we performed

Nearly 86% of repairs were completed within our agreed times – just short of our 90% target. Our new maintenance contractors Osborne completed 99% of their repairs in Camden and Hackney on time and will carry out all our maintenance work from late 2007.

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A total of 5,206 survey forms were completed after repairs (18% of the repairs carried out) and the average satisfaction rate was just under 83%. This is better than the previous year when only 899 survey forms were completed (3% of the repairs carried out) and satisfaction rates averaged 77%.

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**We collected 99.5% of our rent, but we were still owed nearly £2.2 million by current residents and £850,000 by former residents. Fifty-one residents were evicted for rent arrears between April 2006 and March 2007.**



**During the year 91% of the complaints we received were resolved at the first attempt. Complaints are discussed regularly by front-line staff and managers to ensure constant improvements to our services.**

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At the end of March 2007, we had 64 empty properties ready to be re-let, which is only about 0.6% of our total properties. There were also 283 properties that needed more extensive work to be carried out on them before they could be re-let.

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## 5,516

**properties had work carried out during the year**

# Tackling anti-social behaviour

Anti-social behaviour and neighbour nuisance was the third biggest concern reported by the residents who took part in our Have Your Say consultation last year, after the repairs service and property standards. Key local issues included parking, graffiti and litter, noise, neighbour disputes, damage and vandalism.

During the year 278 cases of anti-social behaviour were reported and two residents were evicted; 82% of cases were resolved, but 18% couldn't be resolved due to a lack of evidence.

You told us that 78% of you would speak to your neighbour first about a noise problem, 62% would be prepared to keep a noise diary and 23% would go to court to resolve the problem.

We are doing our part by increasing local staff and making them more visible, working with residents to identify problems such as graffiti and fly tipping and introducing starter tenancies in some more areas – to make it easier to evict residents who cause problems.



**Other initiatives include signing up to the Government's Respect initiative which included launching a special website for Circle Anglia residents and encouraging residents to join a peer support network so that residents suffering anti-social behaviour can talk to people who've had similar experiences.**

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Circle 33 is also supporting vulnerable residents to reduce anti-social behaviour, organising local projects to keep children and young people off the streets and working with other local agencies, such as police, Safer Neighbourhood Teams and local councils, to tackle key local issues.

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**8 out of 10**  
**anti-social behaviour**  
**complaints were resolved**  
**during the year**

# How to contact us

Circle 33 Housing Trust was established in 1968. It is the largest of the partners in Circle Anglia, which was formed in July 2005 by the merger of Circle 33 Housing Group and Anglia Housing Group.

## Board members

Baroness Maggie Jones (Chair)  
Marie Doogan  
Bryan Osborn  
Garth Williams  
Munim Farid  
Pamela Mitcham  
Toby Taper  
Aidan McKeon  
Judith Wren (Resident)  
Neasy Scott (Resident)  
Paul Stevens (Resident)  
Simon Yule (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 2006 Residents' Conference were:

Judith Wren	Diane Carty
Simon Yule	Roy Lloyd
Elaine Elkington	Lorraine Sanie
Dawn Bishop	Paul Stevens
Neasy Scott	Mark Flynn
Cara McMahon	
Eirwen Bannerman-Adams	

## Customer contact centre

Tel 0845 769 7695  
(Weekdays, 8.30am–5pm.  
Interpreters available)  
Minicom 020 7447 3003

## Ways to report repairs

Online  
[www.circleanglia.org/customers](http://www.circleanglia.org/customers)  
Fax 020 7447 3002  
Email [repairs@circleanglia.org](mailto:repairs@circleanglia.org)

## 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)

## Out of hours' repairs emergencies

Tel 0845 769 7695

## Tenancy sustainment team

Tel 020 8826 1725 (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)

