



Decent Homes Programme C33
Page 2



Orchard Village Update
Page 3



Window and Balcony Safety
Page 4

Resident Conference

Information, advice and fun was on offer as part of Old Ford Housing Association's second annual residents' conference. Residents were given the chance to quiz the Old Ford board and managing director before taking part in workshops for a taster of practical new skills.



Orchard Village resident Nancy Smith at the tiling workshop

The feedback from residents on the day will prove invaluable in helping us to improve services to you. Interactive sessions were held in the morning which gave you, our residents, the chance to vote on what you would like us to offer.

Lunchtime entertainment was provided by a magician

and then in the afternoon a choice of workshops were on offer, with everything from line dancing to gardening to learning new DIY skills. Apollo and Mears, who work for Old Ford carrying out repairs and maintenance, led the DIY workshops which proved to be very popular. Residents were also offered free head and neck massages and art classes were run by

Old Ford art group.

Chairman of Parkside Residents' Group Zach Vanderfelt did a fantastic job in keeping the day running smoothly. We thank everyone who took the time to attend and hope that you found the conference interesting and enjoyable.

The conference was held at City Edge in Hackney.



Residents' Conference prize draw winners Phyllis Goodman and Julie Parsons with Old Ford Managing Director June Morton and Customer Services Team Leader Delyth Lynch.

This magazine is printed on paper which is obtained from sustainable sources. Please recycle after use.



Need help with your finances this New Year?



There is plenty of free money advice available and organisations that can help you. These include:

The Citizens Advice Bureaux: www.citizensadvice.org.uk or www.adviceguide.org.uk

The Financial Services Authority: Visit www.moneyadeclear.fsa.gov.uk/publications or call 0300 500 5000 for a range of free guides on topics including budgeting and borrowing money.

Your local credit union.

Old Ford Housing Association on 0207 204 1515.

Don't be tempted by loan sharks, they will only add to any financial problems. If you are approached by a loan shark call 0300 555 2222.



Delivering improved outcomes for residents

You may recall from previous editions of Home Matters that Old Ford was inspected by the Audit Commission in January on behalf of the Tenant Services Authority. The inspector made 10 recommendations over three key themes.

With residents at the heart of the process, we created an improvement

plan of 52 actions which we think will deliver the improvements you want.

By the end of September we had delivered 47 of the actions which is 100% of those due. The last remaining five actions are due to be completed by the end of March 2011.

So how have we done?

Satisfaction with last repair is up by 3.9% since last year at 89.9%; since then it has improved further to 90.6%



98.3% of emergency repairs are completed on time, up by 1.1%



98.1% of routine repairs are completed on time up by 2.7%. This is among the best 25% of organisations



93% of calls are answered, up by 5%. There are on average 647 fewer follow-up calls each month



There are an average of six fewer complaints each month, down to 14 from 22 since the inspection; and there are two compliments for every complaint



Tested opening on Saturdays



Developed new service measures through resident consultation, focus groups and at the residents' conference



Improved to 88.5% the amount of information we know about the diversity of residents, up by 15% since April



Reduced the number of expensive emergency repairs to under 10%



Increased overall satisfaction by 3.3% up to 77.9%



The inspectors think we have promising prospects for improvement. We know we have more to do but we think you will agree that we have made excellent progress. We continue to look at ways to deliver even better services with our partners and welcome your views.

Note from editor

Happy New Year and welcome to the Winter edition of Home Matters.

Did you know you can get involved with the production of this newsletter? We welcome residents to join our editorial panel where you can help to decide what articles go in to the newsletter. If you would like to get involved contact Shirley Neighbour on 0207 204 1526.

If you wish to opt out of receiving this newsletter in paper format and receive it via email instead simply log on to www.circleanglia.org/optout and fill in the short form.



Noise Nuisance

We are committed to ensuring that all residents can live in peace and work hard to try and resolve and problems with noise nuisance.

Anything from loud music to barking dogs and slamming doors can be a problem. It is not just about how loud a noise is, but also what time, for how long and how often it occurs. We work with Tower Hamlets Environmental Noise Team so if you have complained to a neighbour about a noise issue but it is still a problem you can get in touch with us.

We have produced a leaflet detailing how to complain about noise nuisance. If you would like



a copy, or wish to discuss things further, you can contact us on 020 7204 1500 or visit our website.

You can also contact the Environmental Health Team on 020 7364 5007. There is also an emergency out of hours number: 020 7364 7070.

Decent Homes Programme C33

Old Ford Housing Association is working hard to ensure all homes are brought up to the Government's Decent Homes standard. Recently, we have been carrying out works at homes that are owned by another Circle Anglia group partner but managed by Old Ford. There are 942 Circle 33 Housing Trust homes managed by Old Ford, and all were due to have met the minimum standards of decency by the end of 2010.

Work has included new kitchens and bathrooms, replacement boilers and electrical works as well as improved fire safety equipment in one block of flats.

We are keen to go above and beyond the minimum required standards and have set our own higher targets and carried out surveys to ensure all homes meet these. Residents living in Circle 33 homes which will have further work carried out will be contacted by the end of March to explain what is planned and ask for your comments. If further work is planned by Old Ford for your Circle 33 home we will be in touch to discuss this with you very soon.

Our Decent Homes team can be contacted on 0207 447 3175 to discuss planned projects and 0207 447 3012 to enquire about our general works programme.



Orchard Village update



The community activities at Orchard Village are gathering pace with many new classes.

Money was secured by Old Ford's Community Development Partnership Manager, Monica Majumder, to convert the board room at the housing office into a dance studio. The cash came from Willmott Dixon, Ark Build and Youth Capital Funds. **Street dance** classes led by Queens Theatre started in September and nearly 40 local youngsters have been coming along. Why not join in? Classes are free and open to everyone. If Line Dancing is more your style, come along to our free classes every Thursday from 1-2pm at the Community Centre.

Membership of the **Stakeholders Group** is growing. People from the YMCA, Safer Neighbourhood Team, the Newtons School, community/voluntary groups, South Hornchurch Clinic, NHS, Havering College and Havering Council regularly meet to discuss working together on community projects.

The Open Space project has secured £46,000 for the enhancement scheme equipment. The money will buy toddlers' and older children's play equipment, a wild meadow area, natural play equipment, outdoor gym and a fitness trail. Further news on this project will follow soon.

Three apprentices have been recruited by Willmott



Dixon to help the Orchard Village redevelopment work, two of whom are from the estate. The apprentices are working towards gaining a level two qualification and working on site four days a week. Old Ford has built links with Havering Construction College to

enable the apprentices to attend one day a week.

Finally, the new Old Ford **construction learning project** is busy putting together a suitable learning site so young people can learn construction trades. More details will be available soon.

Leaseholders and Shared Owners



Old Ford has started our programme to improve homes across areas in and around Tower Hamlets and Havering. Homeowners who have had works carried out will either have received invoices, or should be soon, for the costs.

Circle Living is inviting homeowners wishing to speak to staff about the payment of these invoices to see us between 5-8pm on February 7th 2011. All Old Ford homeowners who are concerned about paying for the works, or have any payment queries or issues, can come along and see us but please call to reserve an appointment. Call Income Officer Tahmina Begum on 020 7204 1563 or in writing to Old Ford Housing Association, 73 Usher Road, London, E3 2HS.

Circle Living Service Improvement Panel



The Customer Liaison Team

Old Ford homeowners are invited to get involved in Circle Living's new Service Improvement Panel. The panel will involve homeowners from across Circle Anglia and aims to review Circle Living's services and improve them.

Are you interested in receiving training to help you understand how Circle Living manages its service to you? Would you be interested in reviewing Circle Living's services in depth, including reviewing policies and procedures, interviewing staff and speaking to other residents? Would you like to review Circle Living's performance and recommend which areas we should improve, and get involved in making these improvements happen?

Then the Service Improvement Panel could be for you!

What you'll need to do:

- Contact us for an application form
- Attend an interview with members of the Circle Anglia Leaseholder Forum and senior members of Circle Living staff
- If successful, you will need to commit to being a member for three years and attend four to six meetings annually

We are currently recruiting members for the Service Improvement Panel, so if you'd like further information please get in touch on the details below.

For details call 0207 704 5486 or email customerliaisonteam@circleanglia.org

How are we doing?

Performance up to October 2010

This has been a challenging year with a great deal of work taking place to improve performance, particularly for customer services and repairs. We think these results show we are making good progress on the things which you have told us matter most to you.

Overall, in October there were 20 performance measures showing better than target performance.

As performance improves we are among the top 25% of organisations in delivering urgent and routine repairs within the targets we have agreed with you. We have also delivered better than target performance for letting homes quickly, collecting rent and service charges and gas safety checks.

So far this year we have received 95 new complaints but more than 166 compliments. And 95% of complaints are responded to within 10 days.

During last year's inspection you told us that improving

the call answering is a top priority. As a result staff have tough new target. Waiting times are down with over 86% of calls answered within 30 seconds.

We've continued to reduce the number of expensive out-of-hours emergency call outs which helps make Old Ford more efficient. The savings continue to get invested back in the service.

We have also worked hard to get more residents involved in what we do. The residents' conference at the end of October was a prime example of how we listen to what you tell us. Thanks to everyone who made the day such a success, particularly resident Zach Vanderfelt who helped organise the event.

Performance at of October 2010	Performance Figure	Traffic Light against target	Period Trend since last report
% Overall satisfaction with the landlord service	73.9%	☹	↑
% Calls answered within 30 seconds	86%	☺	↑
% Complaints resolved at the first stage	88.5%	☹	↑
% Emergency repairs completed in target by Mears	98.1%	☺	↓
% Non-emergency repairs completed in target by Mears	98.2%	☺	↑
% Income collection	102.5%	☺	↓
% Units with a Gas Safety Certificate	100%	☺	↑



You said: We did!

You said:

There was a problem with youths loitering and gaining easy access to buildings on the Lefevre Estate.

We did

We installed new entrance doors at Mercury House, Flora House, Saturn House, Juno House, Valentine House, Venus House, Vesta House and Gemini House.

You said:

Chutes at Sandall House in Ranwell West were creating a risk of arson attacks.

We did

Closed the chutes but still offered help to vulnerable residents to dispose of their rubbish.

You said:

Youths were congregating and sitting on the wall outside two bungalows in Wrights Road, Ranwell East.

We did

We installed chain link fencing to the perimeter wall to prevent youths sitting on the wall.

You said:

Youths were gathering in three recessed areas in Tait Court, Ranwell East.

We did

Built out the recessed areas to remove the space where youths gather and upgraded the security doors.

You said:

The gas contractor is not performing to an acceptable standard.

We did

Residents were involved in choosing a new gas contractor which has led to 100% performance over the past five months.



You said

We did!



Window and Balcony Safety

Your safety is important to us. Please take care with balconies and windows in your home.

Never leave balcony doors unlocked or open unless a responsible adult is present. Remove keys from the balcony doors and windows once locked and keep the key in a safe place.

Keep the balcony free of obstructions to avoid trips, slips and the temptation for children to climb. Children should never be

left unattended on a balcony.

Please use available window safety restrictors to prevent windows being fully opened. Windows should never be fully opened unless for cleaning. Window keys should be removed from the window and kept in a safe.

If you have any concerns about your balcony doors or locks, window locks and safety restrictors call our repair team on **0800 073 0427**.