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## It's official Roddons has 100% Decent Homes



Since transfer from Fenland District Council on 5 November 2007, Roddons has completed the following works in order to achieve 100% compliance.

Works Component	Completed	Promises to be delivered in first 5 yrs (by 2012)
Kitchen Renewals	1141	1500
Bathroom Renewals	696	200
Electrical Up-grades	201	n/a
Electrical Re-wires	235	n/a
Boiler Replacements	693	700
Roof Coverings	67	n/a
Central Heating Systems	177	n/a
Windows	0	n/a
Doors	247	n/a
Fencing	395	As required
Driveways	293	As required
Off road parking	5	As required

This has been achieved by both our main external contractor Apollo and the Roddons Direct Labour Organisation (DLO) working together in partnership. This partnership working has reduced the number of homes failing the Decent Homes standard to zero! So at the end of July 2010, Roddons achieved 100% Decent Homes, well ahead of the Government target of December 2010.

**W**e are just over half way through the five year Promises period since the Stock Transfer from Fenland, and as the table shows, we are well on track to meet, if not surpass all these Promises. During this period, Roddons has spent in excess of £24 million bringing your homes up to the enhanced Fenland Standard (this is over and above the Government's Decent Homes standard) whereby our residents have a greater choice of kitchen design and finishes.

As far as Roddons is concerned, the Decent Homes Standard doesn't go far enough and we are committed to bringing more properties up to the Fenland Standard, as promised to you prior to transfer. This means that our contractors will still



be busy installing kitchens, bathrooms, boilers, heating systems and upgrading electrical supplies over the next few years.

Christopher Smith, Managing Director, said "We are delighted to have delivered such an effective programme of works. This is the result of the combined efforts and hard work of staff both across Roddons and at our partners Apollo. However, Roddons cannot rest on its

laurels and must ensure that we continue to maintain this standard."

### Stop Press!

**Office closure on 5 November due to staff conference**

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## DO YOU HAVE A WORKING SMOKE ALARM AT HOME?

IF NOT YOU ARE MORE THAN TWICE AS LIKELY TO DIE IN A FIRE



200 people die each year in accidental fires in their homes, caused by smoking materials, candles, and other factors such as cooking appliances.

You can reduce the risk of fire in your home by following some simple fire safety steps.

Social Housing landlords have a responsibility to you and your home and must ensure that gas and electrical appliances they supply are safe and in good working order. Your landlord may also fit smoke alarms in shared accommodation and communal areas. Speak to your landlord if you have any questions or concerns.

**1** **Top tip** Fit smoke alarms on each level of your home.

**2** **Top tip** Test your smoke alarms weekly. Never remove the batteries.

**3** **Top tip** Put it out. Right out! Make sure you put cigarettes out properly and never smoke in bed.

**4** **Top tip** Plan an escape route and make sure everyone knows it and where door and window keys are kept.

Your local fire and rescue service offers free Home Fire Risk Checks and may be able to fit free smoke alarms in your home. For more information visit our website below:

[www.direct.gov.uk/firekills](http://www.direct.gov.uk/firekills)



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# Message from the MD



in achieving the Decent Homes Standard.

As much of the content of this edition shows – from the Roddons Easymove scheme to our present consultation on the future of some of our sheltered housing schemes – it is vital that we never lose sight of the fact that the properties we provide are not just bricks and mortar but yours and your families homes. This means we must work in close partnership with you as our tenant customers if we are to make the best decisions on how to provide our services in future – which is why the work of our Resident Scrutiny Panel, also featured in this edition, is so important.

With best wishes

**Christopher Smith**

Managing Director  
Roddons Housing  
Association

It is a real pleasure to introduce this edition of Home Matters in view of its main headline regarding Roddons having achieved 100% of our properties having met the Government's Decent Homes Standard at the end of July 2010. This is a real milestone and achievement for us in terms of the promises made to tenants as part of the transfer in November 2007.

However, we still have much to do in order to further improve your homes and the environment around them, and we will continue to work as hard to do so in the months and years to come as we have had to

and shared owners receive, it was agreed that Home Matters should go to all our residents. We hope you enjoy this, and future editions. If you wish to opt out of

receiving this newsletter in paper format and receive it via email instead simply send your name, address and email address to us at [resident.communications@circleanglia.org](mailto:resident.communications@circleanglia.org) or write to

us at the address below.

**The Editor, Home Matters**  
6 Central Avenue  
St Andrews Business Park  
Thorpe St Andrew  
Norwich, NR7 0HR

## Note from editor

### Welcome to the autumn edition of Home Matters.

A special welcome goes to our leaseholders and shared owners. After consultation on the information leaseholders

## Roddons Rewards Scheme winners

Our latest lucky winners of £250 are Mrs C from March, Mr R from Whittlesey, Mr and Mrs S from Doddington, and Mr and Mrs B from Wisbech.

Mr Flaherty from March won the £2000 makeover in August 2009. "Mr Flaherty is seen admiring his new paved patio, pergola, planters and bench.

During the make-over, the opportunity was

taken to landscape the former flower beds and enclose his garden with a six foot close border fence to ensure security and privacy. All this work has ensured that Mr Flaherty's garden is both pleasing to the eye but also low maintenance, allowing him to enjoy his garden with minimal effort. Mr Flaherty said he is taking every opportunity to use the garden now that summer has arrived."



Mr Flaherty

Mr and Mrs S from  
Doddington

Mrs C from March

## PRIZEDRAW

Roddons Rewards Scheme has now been running for almost 2 years. Around 2600 out of 3660 tenants are eligible for the Roddons Rewards scheme draw.

Each year we spend approximately £8000 on the incentive scheme. We are interested in hearing your views about it.

All completed entries will be entered into a draw, where one lucky winner will win £50.

Please answer the questions below, and send your answers

back to: **The Income Team**  
**Roddons Housing Association**  
Beacon House  
23 Hostmoor Avenue  
March, PE15 0AX

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

1. Do you think that offering an incentive does encourage residents to pay their rent on time?

Yes  No  Maybe

2. Do you think there are other parts of the tenancy we should reward – for example keeping the property in a good condition?

Yes  No  Maybe

(If yes, please state what other parts of the tenancy we should reward).

3. If yes – how often do you think we should offer an incentive?  
monthly/quarterly/half yearly/yearly/ other – please state

4. If yes – what incentive should we offer ?

(please state the number of winners, and what the reward/prize should be)

Your feedback will be collected together and we will report back the findings



## EPIC and Roddons celebration lunch



**E**PIC, the Circle Anglia Group's in-house Care and Support provider, and Roddons sheltered housing department organised an event for residents to celebrate the two teams working together in partnership. The event was organised to further embed the partnership. We also used the day to gather residents' feedback on services.

During early summer, nearly 200 tenants, staff and stakeholders attended a 2 course lunch at a new community centre in the heart of Fenland.

The day started at 11am with coffee on arrival followed by welcoming speeches by Christopher Smith MD at Roddons and Ann Anketel MD at EPIC.

Lunch was then served followed by all 18 tables taking part in workshops which consisted of five different topics, one topic per table.

- Grounds maintenance
- Support service
- Adult abuse
- Complaints
- Volunteer service

There were three questions on each subject and everyone was asked to feedback their answers. All the information gathered was collated and further groups were organised to discuss the findings. This information will be used to improve the services we provide for you.

The tenants commented that they really liked meeting residents from other schemes and getting together to discuss ideas and events.

Mr John Nobbs and Mrs Kaye Platt commented *"The day was well planned, informative and great to put faces to names. The food was really good and the new hall was very nice, had a great day, thank you."*

A great day was had by all and many residents have asked if this can be an annual event.



## Create new memories with Roddons Easy Move scheme

**R**oddons is re-launching its Easy Move Scheme and is asking tenants to 'create new memories'

### What is Easy Move?

The Easy Move scheme was launched in December 2008. The aim of the scheme is to offer Roddons residents, who are under-occupying their current home, the opportunity to move to a smaller property which could better suit their needs.

The term 'under-occupying' refers to tenants who are living in a property with more bedrooms than the current household requires.

There is a high demand for large family homes in Fenland. The Easy Move scheme aims to 'free up' larger properties and allocate those properties to those who are in the highest need such as large families.

The scheme operates on a voluntary basis and there is no pressure to move; however on some occasions moving may be the most practical solution for you.

### Did you know?

*Roddons cannot allow a tenant's family members to succeed a home which is larger than their needs*

Roddons Succession Policy states that family members (who are not joint tenants) cannot take on the tenancy of a property which is larger than their needs. Few tenants are aware of this rule. Often the family member who is not entitled to take over the property has to deal with the added pressure of having to move home at an already stressful time.

To find out more about your future succession rights contact your Neighbourhood Officer on **(01354) 660789**.

*Roddons are unlikely to authorise adaptations to a 'family' home*

If you require adaptations to your property, often it will be more appropriate for us to help move you to a new home that is suitable to your needs than adapt your existing home.

For more information about the Adaptations service request a leaflet by calling **(01354) 660789**.

### How will moving benefit me?

Essentially Roddons recognises how stressful moving can be and we will aim to support you through the move and make the process as stress free as possible.

Some of the additional benefits for tenants to move to a smaller property are;

- The cost to run a smaller property would be less (i.e. electric and gas bills)
- Cleaning and everyday maintenance of a small property is less demanding
- Ultimately you will be in a property which is better suited to your needs

### What incentives will I be offered?

Roddons will offer the following incentives;

- We will pay you £500 per bedroom released
- We will decorate the main bedroom and lounge in your new home
- We will pay your removal costs



Judy Emery moving into her new home

- We will reimburse for reconnection costs incurred (i.e. telephone; Sky/ broadband; electric etc)

### Am I eligible to apply for an Easy Move?

Any existing Roddons tenant who is under-occupying their current property is eligible for an Easy Move. However the following criteria will apply:

- Clear rent account
- No history of anti social behaviour
- Your property is in good repair
- Your garden is clear and tidy

If you are interested in an Easy Move but are not sure that you meet all of the above criteria please contact Roddons on **(01354) 660789** and ask to speak to your Neighbourhood Officer.

### How do I apply?

If you would like to apply for an Easy Move please contact Roddons **01354 660789** and request an Easy Move pack; which includes details of the scheme and an application form to register for the scheme.



## Resident Review

Included with this edition of Home Matters is your Roddons 2009/2010 Annual Review. (This is for tenants only. If you are a shared owner or leaseholder, Circle Living's review of the year can be found online at [www.circleanglia-yourhome.org](http://www.circleanglia-yourhome.org) on the 'Circle Living' tab.) The publication details some of the things we are doing

to meet the new standards set by the Tenant Services Authority (TSA.) The TSA has asked all housing associations to tell their residents how they are meeting these standards.

Roddons has been able to say that it complies with all the standards, and in some cases exceeds them. We hope you enjoy reading the Roddons Annual Review.



## Resident Scrutiny Panel

### What is a Scrutiny Panel?

Back row: Irene Henson, Carol Hart and Annette Bernsmeier – Front row: Patricia Tickner, John Feary and Kirsty Gathercole.



The Scrutiny Panel is a new involvement method in which residents look at specific service areas provided by their landlord. Residents on the Panel can identify where things could be improved or changed. They also highlight areas of good practice and ensure that these are shared. Roddons has recently introduced its own scrutiny group – The Roddons Scrutiny Panel. This group of Roddons residents will help to shape the services provided by Roddons.

The purpose of the group is to assess the services that Roddons provide with the aim of making improvements for residents.

#### What will the Scrutiny Panel do?

The Panel will look into specific issues such as how different services are

performing and may also revisit existing policies that may have been in place for some time. The group will produce reports of their findings and where necessary, recommend improvements to services.

The group will work closely with Tenant Advisory Groups (TAGs) and Mystery Shoppers and may ask for their assistance when looking at specific services before they make any recommendations to the Board.

#### How were the residents chosen?

During Spring 2010, a leaflet went out in the Home Matters newsletter informing residents that Roddons was going to start up a new Scrutiny Panel.

Anyone interested was asked to contact the Resident Involvement Team or have a chat with them at the Tenant

Conference which was held on 6 March.

There were many enquiries but those interested would need to be able to dedicate some of their time to learn the necessary skills and knowledge to be able to scrutinise services provided by Roddons. Unfortunately, not all interested residents could do this.

From the initial enquiries, 11 application forms were completed. These 11 applicants went through a rigorous interview process and six candidates were chosen to be on the Panel.

Thank you to everyone that applied and well done to those that were selected.

Are you interested in becoming a Scrutiny Panel member in the future? If so, please contact the Resident Involvement Team.

## STATUS survey



Many of you will have been contacted by researchers from CELLO mruk research Ltd during July and August to complete a survey about what you think of your home, the neighbourhood you live in and the services we provide.

We would like to say thank you to everyone who took part, your views are very important to us and help us to understand what is important to you.

This is a large scale survey, bringing together all of your comments and views.

The findings will be presented to our senior managers at the end of November/ early December, we will then look at what you have told us and draw up a plan to improve services where you have told us we could do better or look at what we have done well and see if we can learn from this for other areas.

We will share the results and our plans with you early next year.

## Christmas opening hours and rent free weeks

The two non collection weeks over the Christmas period are:

20 December 2010 and 27 December 2010.

If you have arrears on your account, you are not entitled to these non-collection weeks and you should continue to make payments.

If you have a Court Order you MUST continue to pay in these two weeks.

Did you know you can now pay your rent by Direct Debit? You can pay weekly, fortnightly, four weekly or monthly.

If you have any queries regarding your rent account, or would like to pay by Direct Debit, please contact Roddons Income Team on 01354 660789.

#### Office opening times over the Christmas period

24 December (Friday) 09.00am – 12.00 midday

25 December closed

26 December closed

27 December closed

28 December closed

29 December (Wednesday) 08.30am – 17.00pm

30 December (Thursday) 08.30am – 17.00pm

31 December (Friday) 09.00am – 12.00 midday

1 January closed

2 January closed

3 January closed

4 January 09.00am – 17.00pm

5 January onwards – normal working hours

# Spotlight On... March



### About March

March is one of the main market towns in the Fenland region. Roddons have over 620 properties in the area, many of which are classed as 'General Needs' properties, which means they are available to anyone on our waiting lists.

### The Neighbourhood Officers

We have recently had our regular Patch Review and as a result all of the Neighbourhood Officers have, or will be moving

patches. Jayne Evans is the current Neighbourhood Officer who manages properties in March, working with residents to make sure that the tenancy runs as smoothly as possible. Graham Wilson will be taking over the March patch later in the year and each tenant will receive an individual letter informing them of this.

### Sheltered accommodation in March

We have 136 properties in March within sheltered

schemes. With these properties we offer additional support, and residents have the option of a daily visit from a Scheme Manager. This facility allows people to continue to live an independent life whilst having the security of a close community around them. Many of the schemes run active social diaries including coffee mornings and bingo. Graham Wilson is currently the Neighbourhood Officer covering these homes at Fleming Court, Springfield Avenue and Morton Avenue.

### What do the Neighbourhood Officers do?

An important part of the Neighbourhood Officer role is to monitor empty properties. We try to renovate and repair these properties as quickly as we can so that we can re-let them to new tenants as soon as possible. With long waiting lists we're keen to move people in as soon as we can. The

Neighbourhood Officers go through the sign up process with tenants, explaining the whole process, supporting people whilst they settle in. They also regularly visit the estates to ensure that there are no problems. These visits provide residents with an opportunity to meet with the Neighbourhood Officers and accompany them on the inspections, providing a chance to identify problems early and help decide how Roddons and residents can work together to resolve any issues. If you'd like to join David and Graham on an estate inspection please get in touch to find out when the next inspection in your area is due.

### Events in March

Roddons is committed to putting residents at the heart of everything we do and we get involved in and host many events. We host Residents Association meetings, Community Fairs and Chatting Cafes, all of which offer the chance for people to come and give

their views on anything they would like to share.

During the summer we really enjoyed joining in the fun at the March Festival. If you visited the festival we hope that you took as much delight as we did from the busy stalls and brightly decorated floats. Our staff certainly enjoyed dressing up and taking part with the Roddons and Apollo float. We had a Wendy House aboard the float, which was later donated to Westwood Junior School, to help replace equipment lost in a fire.

If you are holding an event or have an idea about hosting one, speak to your Neighbourhood Officer. We are always keen to involve you in planning fun days; after all, it's your estate!



# A day in the life of a Sheltered Housing Consultation Manager – Liz Bishop



*We recently caught up with Liz to find out what she does...*

## So what exactly is a Sheltered Housing Consultation Manager?

A Sheltered Housing Consultation Manager makes sure that residents are consulted and kept in the loop about any changes to sheltered housing and the services that Roddons provide. This means that I keep up to date with any changes and share this information with residents.

I'm keen to listen to residents to make sure their views and opinions are heard and that they are involved in future decisions about their home.

## How do you pass on the information?

I try to produce clear and useful information for residents. This is usually provided in a printed booklet which will explain clearly what is happening and how it will affect the people in that scheme.

Sometimes it may seem that these booklets are overloaded with information but this is because we want to make sure we provide enough information to let people make an informed choice. Before we send out the booklets, they are checked by a solicitor to make sure that they contain enough

information and that the information is presented in a clear way so that residents can understand and are able to make comments and give feedback.

Normally, the first people to see this information are residents who attend group meetings. We sit and discuss the information, to give residents an early chance to ask any questions.

Sometimes people find it difficult to communicate in a group situation, if this is the case I arrange to visit residents individually.

We're very keen to hear residents' views and coffee mornings are held to provide a more informal setting to share and gather information.

As well as talking to residents, I also work closely with key stakeholders such as GPs, local councillors, social services and carers. They receive the same information as residents and are invited to attend meetings.

## What do you do with resident and stakeholder feedback?

I record all comments and feedback from these meetings in a report which I share with the Roddons Board. This means that resident and

stakeholder views really do get taken seriously and are at the heart of any decision making at Roddons. Once the Board has received the report, they will discuss a solution that meets customer aspirations.

## How do you help residents who want to move as part of the Consultation Process?

As part of our consultation, we are sometimes able to offer affected residents the chance to move home if they wish. Sometimes residents may want to move to be closer to friends or family, or they may require a home which better suits their needs.

I help to support the home moving process by working closely with the resident, family members and Roddons staff in order to match preferences and specific needs, including adaptations.

As soon as we feel we have a home that suits the residents' needs we contact them (and family where necessary) so that we can arrange a smooth move with as little stress and disruption as is possible.

## Gas Matters – Let us in, it's free and keeps you safe!

**S**afety is our aim but we need your help! In the last edition of Home Matters we thanked you for the help in achieving 100% success rate for gas servicing. We have continued to maintain this performance for nine of the last ten months and with your

cooperation intend to ensure the 100% rate continues especially as Autumn is upon us and winter is just around the corner.

### Remember your gas service!

Servicing costs you nothing and we offer flexible

appointments. From the 7th October, working tenants can also access our later Thursday evening appointments!

For further information or to book a gas servicing appointment please contact us on **01354 660789**.

**Call Roddons on 01354 660 789**

## Affordable warmth

Are you getting the best deal from your energy supplier?

The cheapest gas and electricity supplier for you depends on several different factors. The most important ones are where you live and how much energy you use. By switching your energy supplier you could save money. To see if you could make any savings visit [www.uswitch.com](http://www.uswitch.com) or telephone free phone 0800 404 7908.

Tips to ensure you are paying the correct amount for your energy bills

- Check your bills, they will indicate which tariff you are on. If you are unsure contact your energy supplier and find out what price plan is best for you
- Regularly check and provide meter readings to your energy provider. This will ensure greater accuracy and reduce the risks of being overcharged.
- If you are on the wrong tariff or have been overcharged go through your old bills and work out how much you are owed. Give your energy supplier these readings and figures which they can then check on their system.

Some energy suppliers now offer reduced rates for customers who pay by pre-payment card or token

meter, often matching the rate given to Direct Debit customers. Have a look at the offers at [www.uswitch.com](http://www.uswitch.com) and [www.moneysupermarket.com](http://www.moneysupermarket.com) or similar comparison websites. Some customers have reportedly saved up to £400 per year by switching.



### Want to save money on your heating bills? – Top tips to reduce costs

- Move furniture away from radiators or heaters to allow heat to get out into the room
- Turn down thermostatic radiators in rooms that you do not use regularly and where temperatures can be lower
- Set the timer for your heating so that it comes on 30 minutes before you get up or come home in the evening and goes off 30 minutes before you go out or go to bed
- If your external walls are not insulated put some reflective radiator panels behind radiators that reflect the heat back into the room
- If you are too hot in your room, turn your heating down or off rather than opening a window
- Set your hot water cylinder thermostat to 60°C to save heating your water too much

## Rodsons affordable warmth strategy

Rodsons has joined up with Renewables East to deliver a programme that will see energy saving technologies installed into a total of 110 properties across the Fenland District in the next six to nine months (in varying combinations and quantities):

- Air to water heat pumps
- Air to air heat pumps
- Solid wall insulation
- Heat recovery ventilation
- Retrofit double/triple glazing
- Monitoring (temperature, humidity, CO2 concentrations, electrical consumption)

All monitoring will be carried out remotely with the need for only one visit to install equipment. Should a piece of monitoring equipment fail, or be tampered with, maintenance visits will be required; however this is not expected to be a frequent occurrence.

#### Benefits of the programme

Rodsons has been given access to 110 properties. Once the new equipment is installed we will be able to view detailed information regarding the performance of the new technologies that tenants are using as well as how successfully

tenants engage with the installations.

Benefits to our residents will be:

- Decreased levels of fuel poverty
- Decreased CO2 emissions
- Increased disposable income
- Increased comfort levels in their homes
- Possible health and welfare benefits



There will be a requirement for some properties in the programme to be included in site visits. This will only ever be undertaken with tenants who are happy to participate and will always be carried out with minimum disruption to tenants' lives.

## Leaseholders and Shared Owners



### Get Involved

If you are a homeowner and would like to become involved in making changes and improvements to our service then we have a range of events and activities for you to take part in.

**Circle Living Leaseholder Forum:** The group reviews services and performance across Circle Living.

**Focus Groups:** These are working parties of residents who are consulted on the development and improvement of a service.

**Consultation Panel:** The Panel consults on Policies and Procedures via email and post.

**Mystery Shopping:** Residents are asked to call, email and write to staff to 'shop' how well they respond to queries and requests.

**Estate Champions:** These are individual residents who want to attend site inspections with their Portfolio Manager and be a voice for residents where they live.

**Local Groups:** If you are keen to set up a local group or Residents' Association in your area then let us know and we can help.

For further information contact the Customer Liaison Team on 01603 595125 or email [customerliaisonteam@circleanglia.org](mailto:customerliaisonteam@circleanglia.org).

## Estate Inspections

Circle Living conducts estate inspections for homeowners. These are carried out on a six weekly basis and by joining in the inspection you can help with the day to day issues on your estate. If you'd like to get involved or have any concerns that you would like looked into on your next visit please contact the Rodsons Circle Living Team on 0845 056 8071.

## Financial Advice for Homeowners

We understand homeowners may be under financial pressures caused by changes in circumstances such as redundancy.





Payment of your rent and/or service charges, however, is a priority. As such, we provide a number of services including budgeting advice, referral to money or debt advice agencies and benefit checks. Whatever your circumstances, even if you are not in arrears, call us to discuss what help we can provide. If you are in arrears, please do not delay in contacting us.

Contact the Income Team for all payment queries:  
Phone: 0845 234079, Fax: 01603 435703  
Email: [IncomeCL@Circleanglia.org](mailto:IncomeCL@Circleanglia.org)







## How are we doing?





An update on our performance for the period ending 30 June 2010

Performance Area	April 09 March 10	April – June 2010	How are we doing?	Target
Emergency repairs completed on target (24 hours)	97.9%	100%		98%
Urgent repairs completed on target (7 days)	95.2%	98.60%		97%
Routine repairs completed on target (28 days)	81.4%	96.30%		94%
Tenants satisfied with repairs and maintenance	92.8%	98.10%		91%



**Repairs exceed target in all performance areas! Our focus has been on delivering the services you want. Customer satisfaction is at its highest level, so you are telling us we are getting it right. Our next step is to extend the appointments we are offering to our customers.**

Average number of days taken to re-let a General Needs property	19 days	14.5 days		19 days
Average number of days taken to re-let a Supported Housing property	31 days	8.9 days		35 days
Number of vacant dwellings (General Needs)	0.6%	0.86%		0.6%
Number of vacant dwellings (Supported Housing)	5.8%	9.50%		15.0%

**Void performance continues to improve at Roddons. The time taken to re-let General Needs and Supported Housing continues to reduce. Our numbers of vacant Supported Housing units reflects our Sheltered Housing Review presently underway.**

The amount of rent & service charge collected (General Needs)	101.1%	97.99%		98%
The amount of rent & service charge collected (Supported Housing)	101.8%	97.66%		100%
Total amount of current tenant arrears (General Needs)	2.4%	2.52%		4.0%
Total amount of current tenant arrears (Supported Housing)	0.4%	0.62%		1.6%

**Rent arrears outstanding remain well within target thanks to the preventative approach being taken by the Income Team. Although rent collection is not quite on target, an improvement should be seen month on month, and it is expected that year end targets will be met.**

Tenants satisfied with the services provided by the landlord	83.7%	84.50%		82%
Tenants satisfied with their views being taken into account	76.3%	81.30%		70%

**We are pleased that residents feel increasingly satisfied that Roddons is listening and taking their views into account and are always looking for new residents who are interested in getting involved.**

### How we are doing – Key to symbols



Good



Improving



Needs to improve

## What's On – dates for your diaries...



Every Thursday from 10am to 1pm, Roddons hold Chatting Café drop In sessions at our main office in March.

In our internet café style area, residents will be able to use the computers and laminator. Staff will be on hand to offer advice and support and answer your questions and queries. Come and enjoy a cuppa and a chat with the Resident Involvement Team.

### November 2010

- 8** – Wisbech Association Meeting – 10am – Onyx Court
- 8** – March Association Meeting – 7pm Fleming Court
- 17** – Whittlesey Chatting Café – 10.30am Library
- 18** – Benwick Association Meeting – 7.30pm Five Alls
- 18** – Thorney Toll Association Meeting – 7.30pm Village Hall
- 23** – Guyhirn Chatting Cafe – 1.30pm Village Hall
- 29** – Chatteris Association Chatting Café – 10.30am Library

### December 2010

- 6** – Wisbech St Mary's Meeting – 10.30am Bridge Inn
- 13** – Wisbech Association Meeting – 10am – Onyx Court
- 13** – March Association Meeting – 7pm – Bradshaw Court
- 15** – Whittlesey Chatting Café – 10.30am – Library
- 16** – Benwick Association meeting – 7.30pm – Five Alls
- 21** – Benwick Chatting Café – 11am – Five Alls

### Your Association contacts:-

Tony Roughton, Wisbech Association  
01945 474362

Jean Key, March Association  
01354 652933

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