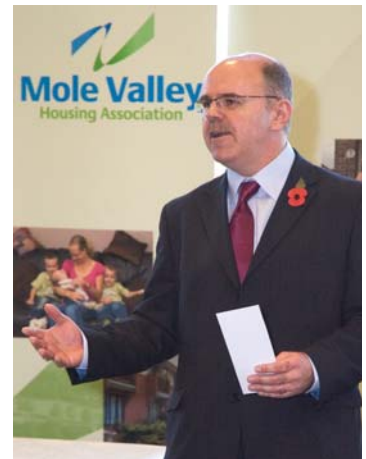


Introducing
**Mole Valley
Housing Association**

Homes to
be proud of



Introducing Mole Valley Housing Association



David Searle, Managing Director at the launch of Mole Valley Housing Association





MVDC Launch reception

- In a ballot of residents in March 2007, over 86 per cent of former council tenants voted in favour of transferring 3,500 homes to Mole Valley Housing Association.
- The launch of Mole Valley Housing Association (MVHA) in October 2007 marked a new era in social housing for the district.
- Our aim is to provide a housing service that is responsive, caring, friendly and approachable as well as professional and efficient.
- We are proud that the majority of staff from the Council's housing team transferred with us. And since October, we have welcomed some 20 new faces, with a variety of skills and experience, to strengthen our team.
- We joined Circle Anglia, one the UK's largest affordable housing providers to help us deliver local solutions, while benefitting from the economies of scale, efficiencies, security and support that a larger organisation can bring.
- As a new, independent housing association, MVHA has bought new premises in Dorking, called Regent House (by Dorking Station), launched our own website www.mvha.org.uk, set up a new customer services team and launched our own resident magazine – Mole Valley Grapevine, distributed to over 3,500 homes.



Staff and residents at Mole Valley Housing Association launch party

Telephone: 01306 505555

Email: info@mvha.org.uk

www.mvha.org.uk

The support of Circle Anglia



Mark Rogers - Group Chief Executive

In March 2007, 86 per cent of Council tenants who voted supported the transfer of their homes to Mole Valley Housing Association, part of Circle Anglia.





- From over 20 interested housing associations and groups, Circle Anglia was selected as the preferred group partner for Mole Valley Housing Association.
- Joining Circle Anglia gives us the ability to retain a local identity and deliver a localised service, but with the strength, support and financial security of a larger group behind it. MVHA is also able to tap into the support of Circle Anglia's central services, such as IT support, finance and Human Resources so that housing association staff can concentrate on delivering front-line services for residents.
- Financial strength is a key benefit that Circle Anglia brings to MVHA. In 2007, Circle Anglia secured the social housing sector's largest ever loan deal. The £1.7billion funding package secured by the group clearly demonstrates the financial strength of the organisation, as well as highlighting the group's strong commitment to reinvesting in existing housing stock as well as delivering more affordable housing.
- Circle Anglia is one of the UK's top 10 providers of affordable housing. Collectively, the group's partners own and manage over 45,000 homes in London, East Anglia, Bedfordshire, Hertfordshire, Buckinghamshire, Surrey, Kent and Essex.
- The group provides a range of affordable housing choices, including general needs, sheltered and supported housing, together with a range of responsive care, support and maintenance services.
- Development of new affordable housing is a large part of Circle Anglia's business. And the group builds over 2,000 new homes per year, including affordable homes for rent and shared ownership, together with market rent, private sale and commercial properties in order to cross-subsidize and maximise its affordable housing development programme.
- For further information about Circle Anglia please visit:

www.circleanglia.org



Delivering our promises



Some of our new team members

Our offer document, given to all former council tenants prior to the transfer, outlined all the promises that would be delivered by Mole Valley Housing Association. This clearly explained the benefits local people would receive from a new and improved housing service.

Since our launch in October 2007, we have been making sound progress to deliver these promises, many within the first six months, and are working hard to deliver on all our commitments, long into the future.

Our key promises include:

- Delivering a £52m home improvement programme over the next five years to enhance the quality of bathrooms, kitchens, heating systems, windows and doors in our properties. Giving our residents choice wherever possible.
- Improving security in our neighbourhoods, including £1m towards new street lighting and the purchase of mobile CCTV cameras.
- Investing £1m in providing an aids and adaptations service for disabled residents.
- A £3m electrical re-wiring programme in our homes.
- Replacing communal analogue TV aerials with digital aerials to help our residents benefit from the digital switchover due to happen in the district in 2012.
- Introducing a free decorating service for older residents and tenants with disabilities.
- Launching a new mobile office service to take Mole Valley Housing Association out to the community – getting out and meeting those residents who can't come to us.



- The appointment of new members of staff to enhance our service to residents and communities, including new customer services staff, two new community wardens, a community development officer, resident involvement officer and handyman. An increased number of front-line staff and investment in training helps Mole Valley Housing Association deliver better services.
- A focus on involving our residents in everything we do. We have six residents on our board to put tenants at the heart of our decision-making process. We also work closely with the Mole Valley Tenants Action Group.
- £500,000 has been committed to community development work over the next five years - and social funds for our sheltered schemes is further evidence of our commitment to enhancing the lives of our residents, and the aim to provide so much more than homes.
- Building new affordable housing in one of the most expensive areas of the UK. Our target over the next five years is to provide 300 new affordable homes for the district, to give local people the opportunity to remain living in the area they have grown up in.

Developing new affordable housing for the district



Mole Valley Housing Association is committed to building more affordable housing for the district, while remaining sensitive to the surrounding environment.

- Mole Valley remains one of the most expensive areas in the country to buy a home. For example the average house price in Dorking was estimated to be £445,850 in 2007 by Halifax, which is 113 per cent higher than the national average of £191,556.
- Our aim is to help local people remain living in their local communities where they have grown up and have family connections by providing new affordable housing solutions to meet local needs.
- Our first development started in January 2008, part of the Clifton Heights development (by Dorking Hospital). In partnership with Premier Properties, Mole Valley Housing Association is building seven new homes for shared ownership. This government initiative helps people on low incomes achieve the dream of home ownership, by purchasing a share in a brand new property and paying affordable rent on the remainder. The homes are a mixture of one and two bedroom flats, providing the ideal solution for first-time buyers and young couples struggling to get a foot on the property ladder.



- Over the next five years, we aim to build 300 new affordable homes, and will be working closely with local residents and the Council to ensure our development plans satisfy the needs of local people, whilst respecting the surrounding landscape and environment.
- We recognise the urgent need for more rented affordable homes and will focus on achieving this wherever possible.
- Circle Anglia, the housing group to which Mole Valley Housing Association has joined, will be developing the new homes. Once completed, they will be owned and managed locally by us. As one of the largest developers of affordable housing in the UK, Circle Anglia passes on its expertise and knowledge to us. Last year, the group built over 2,000 new affordable homes across the country.
- Our development programme will be sensitively managed by our development director and team, in close partnership with the Council and in close consultation with local residents and neighbours.

Improving and investing in our homes



Not only are we committed to providing our target of 300 new affordable homes over the next five years, but we are also investing £52m in a major home improvement programme. This means all 3,500 of our homes will meet the Government's Decent Home Standard – and in many cases, exceed it.



Key benefits that the £52m home improvement programme will bring over the next five years are:

- £2.5m spent on the installation of new quality, modern bathrooms in over 1300 homes. We strive to provide choice to tenants wherever possible and this includes a choice of five colours of tiles, five quality floor coverings, a range of paint colours and a choice of taps.
- £7.6m will be spent on fitting new kitchens to over 1900 homes, again giving residents the opportunity to select their preferred tiles, units, worktops, floor coverings, paint finishes and taps. Our residents will be involved from the very early planning stages so they can shape how their new kitchens will look, to fit their needs.
- £3.2m to install, replace or upgrade heating systems in over 1300 homes.
- Fitting new, more secure doors to over 900 homes at a cost of £515,000.
- New double glazed windows where required, with better quality locks, costing £1m.
- Erecting or replacing fencing in over 1100 homes, costing £1.1m.
- Enhancing the environment on our estates, with improvements such as additional street lighting - another £1m investment.



Who will deliver the home improvements?

Together with our residents, we have selected and appointed three contractors to help us carry out the five year home improvement programme, investing around £10m each year. They are:

Mears – will work with our own direct labour organisation to manage day to day repairs and work on vacant properties to achieve quicker re-let times. Mears will also undertake some of our major repairs programme.

Apollo and United House – Have both been awarded major contracts to focus solely on our home improvement programme over the next five years.

These contracts are modern partnering arrangements where MVHA and the contractors work in close partnership. The contractors will share office space with MVHA. Residents are involved in monitoring the performance of MVHA and our contractors, with payments and rewards dependent on a high quality of service delivery.

Investing in communities as well as homes



Mole Valley Housing Association is committed to investing in and enhancing our local communities and neighbourhoods.



Our focus on providing so much more than homes is illustrated by:

- The appointment of a dedicated community development officer to work closely with local resident groups and partners, engaging local people in their community and helping them gain access to new opportunities and improve their quality of life.
 - A £500,000 budget has been set aside for community development alone over the next five years - to be invested in projects and activities for the benefit of all our residents.
 - Our plan for community development projects aims to engage and appeal to a diverse range of communities and people who live in the district
 - Our community development officer will work with young people to establish youth projects and other activities – and with older people to help maintain an active lifestyle.
- Social funds have been made available to our sheltered housing schemes. Activities such as arts and crafts and IT lessons have already helped sheltered scheme residents learn new skills.
 - Two community wardens have joined the team. They work in partnership with the Police and other agencies to deal with more difficult community issues, such as anti-social behaviour. Our residents have highlighted this as an important problem.
 - Through community development, we aim to identify the needs of our residents, invest in new projects and opportunities for people to enhance their quality of life and improve the communities in which they live.



Resident involvement- at the heart of Mole Valley

Residents are at the heart of everything we do at Mole Valley. Serving our residents and communities is our purpose – and we encourage our tenants to get involved with us at every possible opportunity.

- We value our residents, and their satisfaction with our service, above all else. And that's why we encourage residents to get involved with the management of our organisation. We have five tenants and one leaseholder on our Board, to act as the voice of all tenants across the district and help manage the MVHA business.
- Sheila Whitty one of our resident Board Members says: "I received some fantastic training that helps me undertake my role as a Board member. Being on the Board is great. I get involved with all sorts, including appointing contractors and developing new policies and procedures - I've been helping find new office space for MVHA too."
- We work closely with the Mole Valley Tenants Action Group (MVTAG), a district-wide tenants' group recognised as the main consultation group for MVHA. Chair, Michelle Mundy says "MVTAG works closely with both the staff and the board of MVHA to ensure residents have a variety of opportunities to influence the decisions that affect the management of our homes. A positive partnership with meaningful resident involvement will continue to provide services which are of a high standard and appropriate to the residents receiving them."



- A resident involvement agreement has been drawn up to explain to residents the value we place on their input and to promote the ways they can get involved with us. The guide outlines what we are doing to get residents' voices heard and represented at Mole Valley Housing Association.
- Our resident involvement team doubled in strength with the appointment of a new resident involvement officer shortly after transfer. The two-strong team work closely with resident groups so they can influence and be part of our decision making.
- Chair of our resident group at George Horley Place in Newdigate, Jenny Jones, comments: "Residents want to be part of the exciting changes that are happening as a result of the transfer to Mole Valley Housing Association. We decided there was no better way than to get involved and represent our views through a residents' group. It has given us a better sense of community and a stronger voice to approach issues affecting where we live."



- Goodwyns community group is another fantastic example of how residents have come together to improve their local community and get involved. The group was set up last August and has been working hard with our resident involvement team to organise meetings and get other local residents on board. Together they arrange fun days, meetings and raise funds to improve their neighbourhood. Vice-chairman and Goodwyns resident, Bob Whiting, says: "Everyone living here in Goodwyns, whether they are a Mole Valley resident, a home owner, or resident of another housing association can get involved. It's a great chance to work together, improve the quality of life on the estate and get your voice heard!"



For more information, email:
residentinvolvement@mvha.org.uk

The faces of Mole Valley Housing Association



Alan Catterick

Chair of the Board

Chair of the Mole Valley Housing Association Board, Alan Catterick (who is also a tenant) is a key figure at Mole Valley Housing Association. His role includes leading the Board to ensure the organisation has a sound business plan, manages its budgets and makes sure that the range of promises made to residents, during the transfer to Mole Valley Housing Association, are delivered.

David Searle

Managing Director

Tel: 01306 505501

Email: david.searle@mvha.org.uk

David Searle was appointed as the managing director of Mole Valley Housing Association to lead the organisation from launch. David was previously director of services with Mole Valley District Council and has a broad management background in local government and in business.



Telephone: 01306 505555

Email: info@mvha.org.uk

www.mvha.org.uk





Glynis Gatenby

Head of Housing Services

Tel: 01306 505503

Email: glynis.gatenby@mvha.org.uk

Manages Mole Valley Housing Association's housing services department, including customer services, housing management, sheltered housing, resident involvement and corporate services.



Simon Farmer

Head of Property Services

Tel: 01306 505532

Email: simon.farmer@mvha.org.uk

Oversees the property services team and direct labour organisation, Simon also leads on the delivery of the five year home improvement programme for MVHA.



Jane Arditti

Head of Continuous Improvement

Tel: 01306 505554

Email: jane.arditti@mvha.org.uk

Responsible for monitoring MVHAs performance and working with staff to ensure that any problems are resolved and that MVHA continues to improve.



John Adams

Finance Director

Tel: 01306 505553

Email: john.adams@mvha.org.uk

Manages MVHAs financial planning and monitoring - to ensure that all improvements and projects are fully funded and represent good value for money.