



Old Ford
Housing Association

Moments that made the year

Old Ford Housing Association Residents' Review 2007/8





From my perspective this has been an exciting year watching Old Ford Housing Association go through a major change with the successful Parkside Estate stock transfer, which took place in July 2007. This had been in planning for a couple of years and then suddenly it went through in a matter of days and has added 2,293 homes to Old Ford.

Following Parkside was a management transfer of a number of homes from Circle 33 in August 2008. Then soon after in March 2008 the residents of the Mardyke Estate, living in 550 homes, also joined us. This is exciting but of course also presents us with many organisational challenges. My goal for the future is to make sure that we deliver all our commitments to our new residents but also ensure that our original residents continue to benefit too.

We definitely had problems with the phone system and I'm pleased that we've introduced the freephone number and have got over the original teething problems with the new system. We had a high proportion of temporary staff too which wasn't ideal and again it's permanent staff now, with 29 vacancies filled since September 2007. It wasn't good, it's getting better and will continue to improve.

In the middle of all this change we won a Gold Award for Community Sustainability, which was great news.

Finally I'd like to take this opportunity to thank you for your support. I've been with Old Ford for a long time, so it was an honour to be able to take up the post of MD in December 2007. I'm looking forward to getting all the work underway that needs to be done on your behalf.

Best wishes, June Morton
Managing Director

Resident's view



I'm really pleased that we were finally able to get moving on the work that needed to be done, once the transfer had happened. For me one of the highlights of last year has been the way residents can now influence decisions made by the team at Old Ford. It's much better than it used to be. Service delivery also used to be poor and it's good that we're starting to see improvements. There's a lot of work involved and it will take time, but work is underway, as you'll see by the workmen on your estates.

Looking ahead I'm interested in community development, ensuring that our estates look good, with green spaces, and tackling anti-social behaviour. I'd like residents to have the opportunity to enjoy life outdoors. I'm also really looking forward to seeing continued improvement to the standard of our estates and our homes.

Please keep talking to your residents' groups about any concerns and also about things that have got better. If you'd like to be more involved or need help, please feel free to come into the Residents' Federation office in the Old Ford office reception area. It's good to get the whole picture when we're talking with the Old Ford team and the good news is that they are listening.

Paul Pearce
Chair of the Residents' Federation
and Parkside resident

Moments that made 2007

£55 million for Parkside residents

£55 million was confirmed for refurbishing the Parkside estate. The first pilot project involved major work to the flats in Ranwell Close and a show flat was set up where residents could go and pick from a choice of fittings. All properties will benefit from communal and external work and 58 tenanted properties will be improved to meet the Decent Homes standard. The goal has been to minimise disruption and ensure everybody is happy with the results. A second pilot programme is now under way at Tait Court.

£80 million for Mardyke residents

As soon as the transfer had taken place in March 2008, Mardyke residents could look forward to the regeneration programme which will mean new homes with balconies or gardens, improved parking, a local housing office and new estate services.

Welcome to Circle 33 residents

The management of Circle 33 homes also transferred and they will benefit from improved service delivery from a more local office.

Delivering on promises

Once the stock transfers had taken place we had to jump and deliver on 100 day promises for Parkside as listed below:

- Carried out all Health and Safety works
- Introduced named caretakers responsible for each apartment block
- Removed all abandoned vehicles
- Replaced windows on commercial areas
- Introduced a cleaning programme for communal windows
- Removed graffiti
- Daily removal of bulk rubbish
- Started a Tenancy Audit, which will tell us the needs of individual households so we can tailor our services to them.

£135 million confirmed for investment over five years

2 successful stock transfers, Parkside, Mardyke and transfer of management of Circle 33 homes in Tower Hamlets

80% of residents came to vote and 87% said YES to the Mardyke transfer

4,416 homes (we started with 1,000 homes in June 2007)

We have started working on renewing 18 lifts on Parkside within the next year

Winning the Gold Award



Gold Award

Many people think that awards don't mean much but this was a big one. We won it for the work we've done to help strengthen the communities on our estates. Our residents have many different backgrounds, beliefs, interest and cultures and so over the last seven to eight years we've explored ways for residents to socialise and get to know each other. It's good to know that this stands out against other work done in the UK. We hope you agree.



Trainees getting to grips with construction skills at the Construction Training Centre in Armagh Road, Bow



Gold Award in action

Listed below are a just a few examples of the 30 or so projects taking place in eight community centres which led to Old Ford winning the Gold Award.

Jobs in the bag for 12 trainees

The Construction Training Centre has been welcoming young people who want to get to grips with construction skills for seven years. There is also the Street Furniture Project, which has been running since 2005. Of the 15 trainees who took part last year 12 went on to get a job.

Exercise for all

Classes were developed at the Tredegar Community Centre, for Bangladeshi and other women in the community who need opportunities to exercise in an environment that suits them.



Eid and Christmas Party

There were two special parties organised as a joint effort by Bengali, Somali and European people. 150 people joined in the party celebrations and there's talk of organising more parties just like this one.

Happy birthday to the Eastside Youth Centre

Eastside Youth Centre has celebrated its first birthday. The purpose built centre has seen hundreds of young people aged 13-19 through its doors since opening at the end of February 2007. A successful after school club runs on Wednesdays for children aged eight to 13.

Your view counts

It makes sense to involve residents in all key decisions and we will continue to build on this. Now that we are much bigger, this will be more important than ever. Long-time residents are familiar with being involved but it's new for Mardyke and Parkside residents. There is a new Residents' Federation Board and a new Neighbourhood Management Board, both with resident majorities. At present four residents sit on our main Board. The Residents' Federation holds monthly meetings with Old Ford managers. More residents work with staff and contractors to tackle key estates issues and take part in surveys and meetings on a wide range of subjects. This has meant that residents have been involved in selecting the new Decent Homes contractor and a new responsive repairs contractor. We also carry out regular estate inspections and if you want to join these please contact John Fagan at our office.

The new Freephone

Not only is it easier for you to get through than it used to be but it also allows us to check what the waiting times are now, so we can keep an eye on service levels too. If you need it here it is: 0800 073 0427.

Neighbours' Day

European Neighbours' Day was celebrated across 27 countries and Old Ford organised two events in Mardyke and Bow. About 250 people attended the event in Bow.

Quicker and greener

The police can now jump on their bikes and reach the Mardyke estate in minutes whenever they're needed, thanks to Old Ford funding the cycle safety equipment for three police officers at Havering Police. Before they could only get here if a car was available.

Bricks and mortar, tiles and taps

The plan for Mardyke

The regeneration programme has begun. The contractor has been appointed and a Residents' Day has been held to consult with everyone on the plans. Two blocks will be refurbished and the remainder of residential units will be demolished and rebuilt as a new estate.

Why did Circle 33 homes transfer?

By joining Old Ford the Circle 33 residents are going to be able to receive a much more locally focused service.

The plan for Parkside

£55 million will be invested over five years to regenerate Parkside. Assessments of homes has taken place to evaluate the conditions and work required and this is due to start in October 2008. We have now got our new contractor Apollo to deliver these works over the next four years. You will also have an opportunity to meet with them at an open day we are planning.

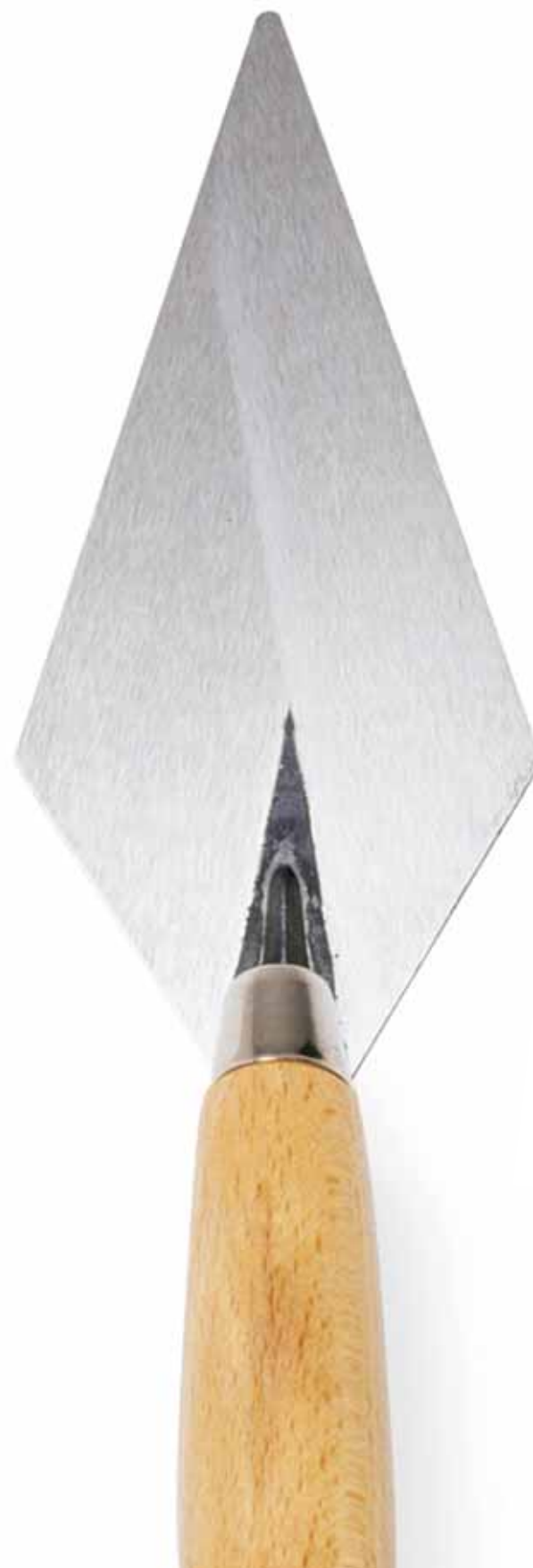
Work will include new kitchens, bathrooms, door entry systems and improvements to the external areas, including new playgrounds.

I need to know more

If you need to know more about the plans, and how they affect you, please contact your Customer Services Manager.

Extended repairs and maintenance times

You've told us this has worked and we'll continue to offer a repairs service between 6pm and 8pm Tuesday and Thursday, and on Saturdays 9am to 1pm.



Resident Ozay Redjep chooses her new décor from the show flat, with help from Kevin Smith, resident liaison officer for contractor Durkan

New homes in Lefevre Park



You might like to know...

In a nutshell

Old Ford Housing Association was set up in 1998. It has redeveloped more than 1,000 homes in Bow. The Parkside estate, the Mardyke estate and the management of a number of Circle 33 homes transferred in the last year. Old Ford Housing Association now owns and manages 4,500 homes.

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 are still a registered social landlord and charity, we retain our individuality and independence, running our services to suit your specific and individual 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 will allow 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.



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	39.9
Number of units vacant and available to let	5
Dwellings vacant and available for let	0.2%
Number of units vacant but unavailable to let	49
Dwellings vacant and not available for let	1.9%

Rent collection

Rent collected	96.7%
Current resident arrears at year end	5.3%

Resident satisfaction with repairs

Satisfaction with the last repair	71.5%
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Reactive repairs

Number of emergency repairs notified	2357
Number of urgent repairs notified	2646
Number of routine repairs notified	2231
Emergency repairs completed within target	93.2%
Urgent repairs completed within target	94.6%
Routine repairs completed within target	86.7%
Number of homes with a valid gas safety certificate	2282
Homes with a valid gas safety certificate	99.5%

Decent Homes Standard and SAP (energy efficiency) rating

Average SAP rating	73
Homes failing Decent Homes Standard	28.9%

Lettings to residents with a disability

Percentage of lettings	21.4%
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Who we house – lettings in the last year

White British	48.2%
White Irish	3.7%
White other	11.1%
Mixed	3.7%
Asian	11.1%
Black	18.5%
Chinese or other	0%
Chose not to say	3.7%
Total	100%

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

How to contact us

Five of the Old Ford Board members are residents, with other members drawn from the local community.

Resident members

Shabbir Chowdhury
Pauline Roach
Paul Pearce
Rick Winfield
Mick Fury

Independent members

Alan Riddell - Chair
Shaun Mundy (Vice Chair)
David Butcher
Janet Ludlow
Kenneth Peters
Symon Sentain
Marc Francis

General enquiries

Old Ford Housing Association
73 Usher Road
Bow
London E3 2HS
Freephone 0800 073 0427
Tel 020 7204 1550
Fax 020 7204 1517

Email

firstname.lastname@circleanglia.org

Youth activities

Eastside Youth Centre
Tel 020 8983 9040

Repairs team

Freephone 0800 073 0427
(Weekdays, 9am–5pm)
Fax 020 8983 4161
Minicom 020 7204 1582

Email

oldfordrepairs@circleanglia.org

Personal visitors

73 Usher Road
(Weekdays, 8.30am–5pm.
Closed Wednesdays from 1pm)

Out-of-hours repairs emergencies

Tel 08708 361 641 (For genuine out-of-hours emergencies only)

Leasehold enquiries

Tel 020 7204 1568/1523
Freephone 0800 073 0427

Community events and free courses

Fokrul Hoque
Tel 020 7204 1567

Residents' Association

Tel 020 8981 7419/020 7204 1501

Personal visitors

73 Usher Road
(Weekdays, 8.30am–5pm)

Low-cost home ownership enquiries

Tel 0845 304 1007

Email

marketingteam@circleanglia.org

Customer website

www.circleanalia.org/customers

Anti-social behaviour website

www.circleanaliarepect.org



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On the front cover:

**PC Jez Tyler of Havering Police and Mick Fury,
Chair of the Mardyke Residents Association Committee**

PC Jez Tyler is now able to reach the Mardyke Estate in minutes on his mountain bike.

Thank you for your feedback

The Housing Corporation requires us to run a survey every three years. 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.

Old Ford Housing Association

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Part of Circle Anglia.

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