



Old Ford
Housing Association

Residents' review 2007



Providing local services



Left Stewart Holton
Right Terry Stacy JP

Providing local services for local people is the cornerstone of Old Ford's success and this review shows how we have continued to do that over the last year.

Performance highlights include reducing rent arrears – so that we have more to spend on services – handling complaints and re-letting empty properties faster than our target times.

Community highlights include opening two community centres and the launch of Lefevre Park.

We are also delighted to welcome new residents to Old Ford. In July 2007, 2,293 homes on the Parkside Estate transferred to Old Ford from Tower Hamlets Council. In addition, with an 80% turnout, 87% of residents on the 550-home Mardyke Estate in Rainham voted 'yes' to Old Ford becoming their landlord. It is anticipated that the homes will transfer in the spring of 2008.

Residents helped us to decide what to put in this review by filling in the survey forms in last year's review. You told us that the items you most wanted to see in this year's review were: what we've done to improve your homes (88%), how to contact staff (86%), how we are performing on repairs (86%), what we've done to improve communities (78%) and overall achievements during the year (78%).

Sixty-seven per cent of you said the review was the right number of pages, 88% felt the type was the right size and you gave us an average of 4.2 out of five for readability, design, interesting content and useful information.

Thanks to everyone who took part in the survey and has supported our work over the last year! And please keep telling us your views.

Stewart Holton Interim Managing Director

Terry Stacy JP Chair

Key achievements

Spending £1.36 million on improving your homes and carrying out regular work – such as external decorations and repairs – and completing a major programme to refurbish Clare House on the Monteith Estate. We also carried out 2,394 requested repairs and after feedback from residents have extended our repairs and maintenance appointment times.

Involving residents in all our key decisions. For example, five residents sit on our main Board, residents now chair a number of our committees and the residents' group TML 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.

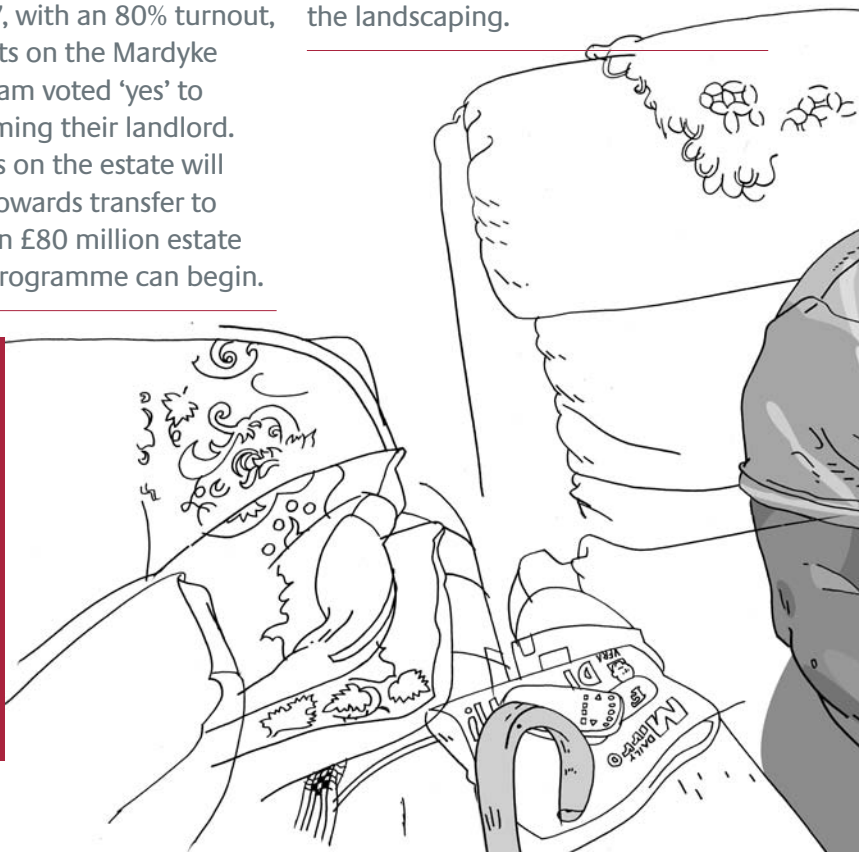
In August 2007, with an 80% turnout, 87% of residents on the Mardyke Estate in Rainham voted 'yes' to Old Ford becoming their landlord. The 550 homes on the estate will now proceed towards transfer to Old Ford and an £80 million estate regeneration programme can begin.

In July 2007, 2,293 properties on the Parkside Estate transferred to Old Ford from Tower Hamlets Council. As part of the transfer £42.8 million will be spent over the next five years to improve homes and communities on the Estate.

Completing two community centres – at Clare House and Tredegar – and winning the contract to provide youth services for 13–19 year-olds from Tower Hamlets Council.

Officially launching Lefevre Park with the help of celebrity gardener Charlie Dimmock. The project has been developed with considerable input from residents and the launch also highlighted the work of Old Ford community initiatives, including Furniture on the Street, which produced the benches, and Growing Concerns, which carried out the landscaping.

Rita Jervier's flat at Gawthorne Court, a sheltered scheme in Bow has benefited from the extensive adaptations programme. Her new level access shower allows her to be more independent as she is no longer reliant on a carer to help her wash. Rita says; "The shower is much better, I'm very happy here."



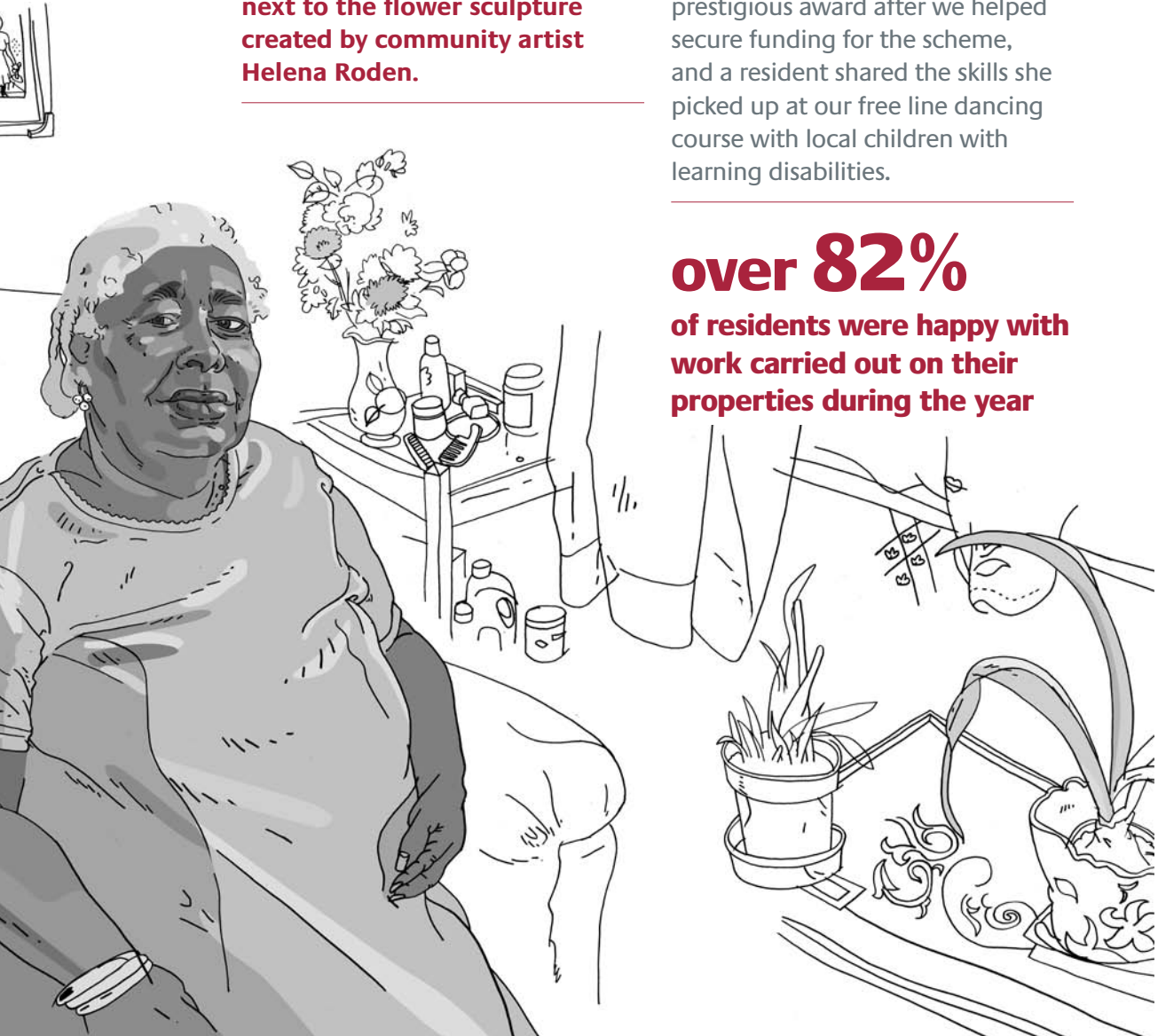


Charlie Dimmock helps celebrate the completion of the regeneration programme in Bow by officially opening Lefevre Park. She is pictured next to the flower sculpture created by community artist Helena Roden.

Teaming up with other Circle Anglia group partners to sign up to the Government's Respect agenda, which encourages local organisations to work together to tackle anti-social behaviour. And launching a special website for residents at www.circleangliarespect.org

Celebrating other community successes. Old Ford received funding from Action for Bow to continue providing basic computer courses at Vernon Hall; a project at Old Ford Primary won a prestigious award after we helped secure funding for the scheme, and a resident shared the skills she picked up at our free line dancing course with local children with learning disabilities.

over 82%
of residents were happy with work carried out on their properties during the year



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	22
Number of units vacant and available to let	1
Dwellings vacant and available for let	0.1%
Number of units vacant but unavailable to let	0
Dwellings vacant and not available for let	0.0%

Rent collection

Rent collected	99.6%
Current tenant arrears at year end	2.5%

Resident satisfaction with repairs

Satisfaction with the last repair	82.6%
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Reactive repairs

Number of emergency repairs notified	465
Number of urgent repairs notified	1,011
Number of routine repairs notified	1,706
Emergency repairs completed within target	96.7%
Urgent repairs completed within target	92.7%
Routine repairs completed within target	93.7%
Number of homes with a valid gas safety certificate	827
Homes with a valid gas safety certificate	98.7%

Decent Homes Standard and SAP (energy efficiency) rating

Average SAP rating	90
Homes failing Decent Homes Standard	0.0%

Lettings to residents with a disability

Percentage of lettings	27.8%
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Who we house – lettings in the last year

White British	66.2%
White Irish	1.6%
White other	5.4%
Mixed	0.5%
Asian	9.2%
Black	12.2%
Chinese or other	4.9%
Chose not to say	0%
Total	100%

Average rent levels

Average rent	£73.47
One bedroom	£53.93
Two bedroom	£69.23
Three bedroom	£88.65
Four bedroom	£98.05
Five bedroom	£111.76
Six bedroom	£104.44

* The figures above are correct as at 31 March 2007.

How we performed



We received 48 complaints during the year, mostly about issues such as parking and repairs. On average we responded to complaints in eight working days, well below our ten-day target. Nine out of ten complaints were resolved straight away.

We handled 2,394 repairs between April 2006 and March 2007 and just over 94% were completed to our agreed times for emergency, urgent and routine repairs. This fell just short of our target of 96%.

Only 11 households were without valid gas safety certificates at the end of March 2007. Legal steps were taken to ensure that our contractors were able to gain access and carry out these legally-required checks as soon as possible.

Just under 83% of residents who were contacted after a repair was completed were satisfied with the repairs service – 3% higher than our target for the year.

Rent arrears fell to just 2.5%, well within our 3.3% target. Even though this figure is very low, we are looking at how we can reduce this figure even further by prioritising cases and spending more staff time pursuing arrears.

It took us an average of 22 days to re-let 35 short-term empty properties – six days faster than our 28 day target. There was only one short-term empty property at the end of March 2007 and, thanks to the Clare House refurbishment, there weren't any long-term empty properties.

Twenty-one cases of anti-social behaviour were reported to Old Ford during the year and we have worked closely with residents to resolve these issues.

Two residents were evicted during the year for rent arrears.

2,394
repairs were handled
between April 2006 and
March 2007

At the heart of the community

April 2007 saw the official opening of the Francis Lee Community Centre, which forms part of the extensive refurbishment of Clare House on the Monteith Estate and was named as a tribute to a former caretaker.

A group of Clare House residents manage the centre in partnership with Old Ford and decide what activities will be run by volunteers.

Activities currently on offer include complementary and holistic therapies, Arabic classes, computer and internet sessions, a Bangladeshi women's group, coffee mornings and exercise classes for the over 50s.

The opening of Tredegar Community Centre, which has benefited from a £200,000 plus refurbishment and extension programme.



The Tredegar Estate Office has been extended and refurbished and was reopened in January 2007 by former Councillor Ray Gipson as the Tredegar Community Centre.

Managed by Old Ford, and run in partnership with volunteers, it is proving a real success, offering everything from karate and ballroom dancing to a Somali women's group, mother and toddlers group and bingo.

Old Ford is also offering a wide range of youth activities for up to 100 young people a week at Eastside Youth Centre in Parnell Road after it secured a five-year contract to provide youth activities for 13–19 year-olds in Bow.

Together with Poplar Housing and Regeneration Community Association, it has set up a residents' steering group to decide what recreational and educational facilities it should offer.

Facilities on offer at Eastside Youth Centre include street dance, music workshops, football, drama, film production, sexual health clinics and workshops and a job club.

Two thriving community centres and a youth project are now offering a wide range of facilities for Old Ford residents and local people.

How to contact us

Old Ford Housing Association, which is part of Circle Anglia, was set up in 1998 as the successor to Tower Hamlets Housing Action Trust. It has redeveloped more than 1,000 homes on three estates in Bow and established a thriving community development programme for residents and local people.

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

Resident members

Ray Miller
Bonnie McLaughlin
Rick Winfield
Christopher Toms
Jackie Harris MBE

Independent members

Terry Stacy JP (Chair)
Shaun Mundy (Vice Chair)
David Butcher
Beverly Dobson
Janet Ludlow
Janet Payne
Kenneth Peters

General enquiries

Old Ford Housing Association
73 Usher Road
Bow
London E3 2HS

Tel 020 7204 1515
Fax 020 7204 1517
Email
firstname.lastname@circleanglia.org

Repairs team

Tel 020 7204 1520
(Weekdays, 9am–5pm)
Fax 020 8983 4161
Minicom 020 7204 1582
Email
oldfordrepairs@circleanglia.org

Personal visitors

73 Usher Road (Weekdays, 9am–5pm).
Closed Wednesdays from 1pm)

Out-of-hours repairs emergencies

Tel 08707 516864 (For genuine
out-of-hours emergencies only)

Leasehold enquiries

Tel 020 7204 1568

Community events and free courses

Fokrul Hoque
Tel 020 7204 1567

Youth activities

Eastside Youth Centre
Tel 020 8983 9040

TML Residents' Association

Tel 020 8981 7419

Personal visitors

73 Usher Road (Weekdays, 9am–5pm)

Low-cost home ownership enquiries

Tel 0845 304 1007
Email marketingteam@circleanglia.org

Customer website

www.circleanglia.org/customers

Anti-social behaviour website

www.circleangliarespect.org

