



Moments that made the year

Roddons Housing Association Residents' Review 2007/8



Welcome to your first Residents' Review from Roddons Housing Association. It's a first for me too, among many firsts this last year, and it's an opportunity for us all to have a look at what's been achieved and what's on the horizon.



The starting point of course was when you voted to join Circle Anglia, which led to the creation of Roddons Housing Association. It was then down to us to deliver on the promises made and start the real work.

As part of the transfer from Fenland District Council we made a series of 100 Days Promises and I'm delighted to say that we've achieved all of them. As part of these promises we've been busy launching new services, adding extra staff to the team, building relationships with partners and kicking off work on improvements and maintenance. Most importantly we've been taking steps to ensure that you, as residents, have an active and influential role in all planning and decision making.

We may only have come into existence in 2007 but it looks like we've made our mark in the area and people generally know who we are. That's quite something when you've only just started. No doubt our vans with the Roddons logo have had a big role in this.

From my perspective it's been a really positive start. But I'm very conscious of how much there is still to do. As we go ahead please just make sure you keep talking to us and let us know how we're doing. That way we'll make sure you're getting the housing and services which suit you best.

I hope you enjoy having a quick look through this review. It's useful too as you'll find contact information in the back pages.

Best wishes, Pauline Ford
Managing Director

Resident's view

It's been a fresh start for us all and, from a residents' perspective, I can say that it's really good to know that the things that are important to us are starting to happen. I've had people telling me that they're thrilled with the new handyman, decorator and gardener service. Residents have also been involved in setting the quality standards for new kitchens and bathrooms. The key thing is that the whole process has been resident led and now it feels like a different life. For example it was the residents who decided what the logo should look like which was great fun - we feel it belongs to us and I love it every time a Roddons van goes by. I'm really proud to have been a part of all this and it's lovely to be involved. It's not all been easy, but we're getting there and that's what matters.

Brenda Reynolds
Chair of Roddons and a resident

Some of the first residents to benefit from the new aids and adaptations service were Forkert and Pearl Abee from Southwell Road in Wisbech. They now have a new walk-in shower and a stairlift in their home.

"It is fantastic to have this and it has made a real difference to our lives, I am now able to get around much easier." Mr Abee, aged 59 with Bridget Peake the Occupational Therapist



The 100 Days Promises

We've delivered on every single one

1. Start spending the million Community Fund
2. Launch of new handyman, gardening and decorating services
3. Improve anti-social behaviour service
4. Appoint a financial inclusion officer
5. Provide an in-house aids and adaptation service
6. Appoint a partner contractor and start work
7. Increase the budget for resident involvement
8. Create a sheltered housing social fund
9. Start building the first new affordable homes

£1 At the point of the transfer we gave ourselves 100 days to deliver on our key promises and we did it. The starting date was on 5 November 2007 and the end date was 13 February 2008, so Christmas was right in the middle, but we didn't let that put us off. Here's the list (opposite):



Fiona Bebbington presented a welcome hamper to Edith Howsam when she moved into her new home

Promise 1

The plan for spending the £1 million Community Funding over five years was announced. £165,000 was allocated before Christmas to 26 groups to support a range of community activities.

Promise 2

You've now got a handyman, gardening and decorating service to help you, if it's a struggle to do these jobs. If you qualify, it costs £1.08 a week (over 48 weeks) for the gardener and the other services are free.

Promise 3

An improved focus on anti-social behaviour has started. An out of hours service has been set up. The number is 01354 660789.

Promise 4

Yvonne Wilson was appointed as your Financial Inclusion Officer in November 2007. Yvonne's job is to help you get the entitlements you can claim for. She will also help you with budgeting.

Promise 5

Bridget Peake is your Occupational Therapist and she will identify an adaptation to suit your specific needs.

Promise 6

We developed a partnership arrangement with Apollo and agreed a five year plan for work to be done. Thank you to all the residents who got involved in the appointment process and helped us in pinning down the details.

Promise 7

It was clear that you should have far more involvement in the decisions that affect your everyday life and action is underway to make this happen. The Residents' Forum and local associations have all had increases to their budgets. That's just for starters - we're also looking at changing the processes by which you can get involved to make it really work.

Promise 8

Every Sheltered Housing Scheme will be awarded a sum of money to be spent on social activity every year. The first awards have already been provided - a total of £12,050.

Promise 9

The building work started exactly as planned and the first house was ready for moving into by July. Our overall plan is to build 500 new homes over a five year period.



82% of you said
you're happy overall

You help shape the decisions now

Without a doubt it makes sense to involve you, the residents, in decisions that affect you. What does it mean in practice?

The Roddons team is looking for more than just comments on plans.

- We need you to sit at the table and join us in planning and decisions
- We're actually listening
- You were at the centre of the process in appointing Apollo and designing the services
- You've been part of working out how you want the DLO to do repairs
- You've set the quality standards and will be testing them
- The Residents' Forum has widened its membership
- Brenda Reynolds is the Chair of the Board at Roddons and she is also a resident
- Budget has been increased for resident involvement
- Keep talking to us, to Brenda, to the members of the Residents' Forum and fill in the surveys

- We do welcome complaints as it helps us to make things better. Please don't forget we love to hear when we're getting it right too
- We are working on more ways to involve residents in 2008/9

In the 2007 Status survey we got an 82% overall satisfaction rating which is second highest in the Circle Anglia group. Before the transfer it was 81% so considering the changes, this is excellent. However the closer it gets to 100% the happier our team at Roddons will be.

If you're happy, we're happy

Bricks and mortar, tiles and taps 500 new homes over five years

What does the DLO do?

The DLO is the Direct Labour Organisation and they do more than 90% of repairs. They're an inhouse team but we still looked closely at how they're organised and how they perform, so that they can give their best performance and increase their capacity to deliver.



Who are Apollo?

They are our partner contractor responsible for delivering a significant part of our investment programme including kitchens, bathrooms and heating systems.

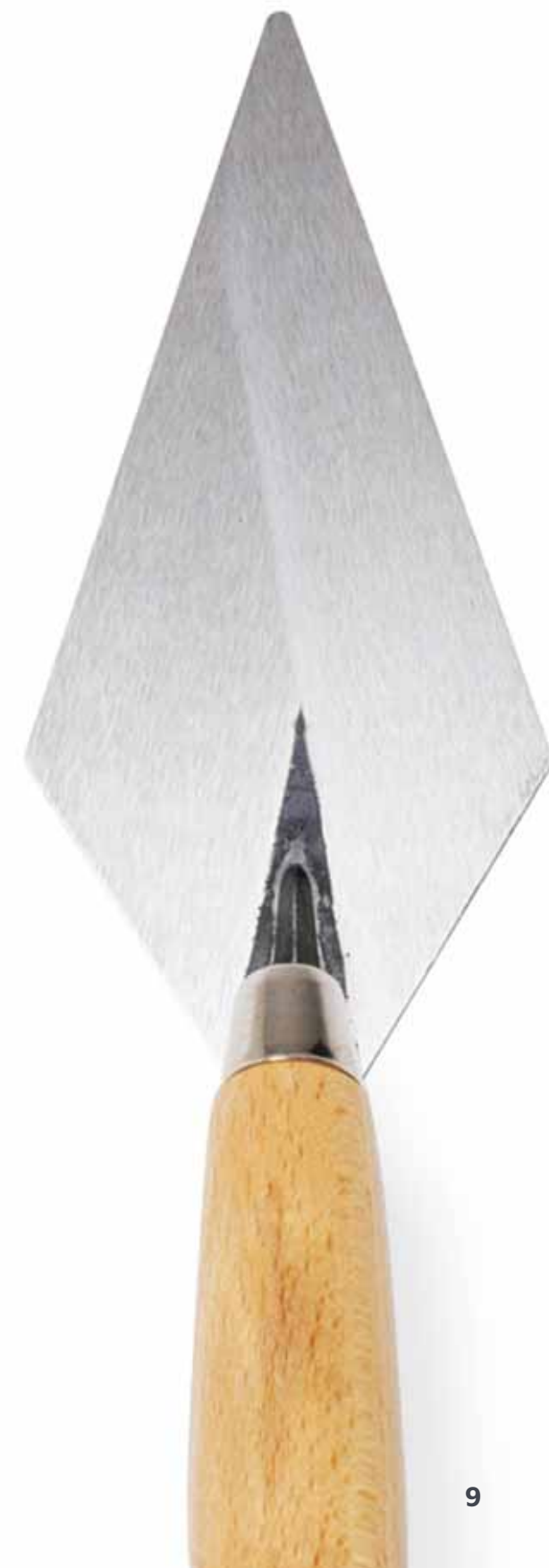
We delivered in just three months:

- 74 kitchens
- 2 bathrooms
- 3 fences
- 87 disabled adaptations
- 155 asbestos surveys
- 90 fire risk surveys

And we started building the first of 500 new affordable homes

Our target for each year (five years in a row)

- 330 kitchens
- 242 electrical rewires
- 299 bathrooms
- 42 chimneys
- 100 doors
- 76 roofs
- 263 boilers
- 62 parking
- 140 heating systems
- 10 windows
- 160 fences
- 80 off road parking
- 188 electrical upgrades and tests



Our focus

Transfer

This was an exciting time for residents and for the team. We see it as an opportunity to make the right changes with investment in place to implement new plans.

Early wins (the 100 Days Promises)

We were determined to meet all the 100 Days Promises we had made. Amongst all the practical promises, the big one was about resident involvement.

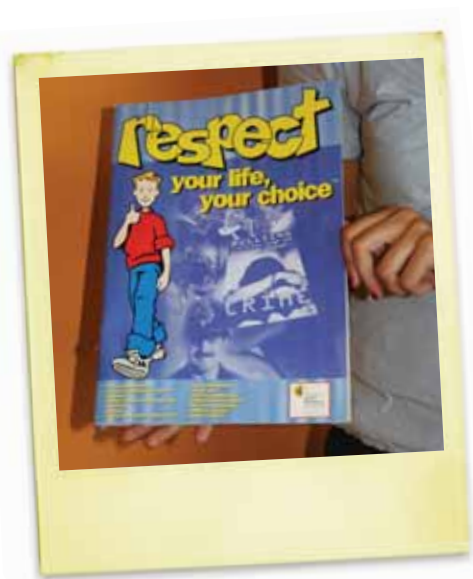
Partnership

It's been a time for building solid, new partnerships with a whole range of different people and organisations, such as:

- Our partner contractor, Apollo
- The Direct Labour Organisation (DLO)

Laying foundations

No-one can operate in isolation and we need to develop local partnerships with local authorities and other agencies. It's one of the keys to improving your quality of life. Fenland District Council is very important on so many levels and we're building new relationships with organisations such as the police. Schools are important too, as we all know how quickly children grow up and become young adults.



We sponsored ASB packs used in citizenship classes at the Thomas Clarkson Community College in Wisbech, as it's close by, with many children living in Roddons houses. We're working actively with staff to identify any other initiatives.

Our future

Our ambition is to improve your experience with us

It's not just the services but also the way we deliver them. So when 82% of you said we were doing a good job overall, it told us we are on the right track and gives us clear direction on what to do.

Getting to know you

The next big step is getting to know all about you and your needs on an individual basis. We've got the broad picture but we need the detail in order to really get our services right. So this coming year we'll be in touch.

Improving performance

Please keep giving us feedback. That way we know how we're doing and also what needs fixing.

Resident involvement

Residents will continue to be at the heart of making decisions, and we'll be looking at ways of increasing opportunities for involvement. 63% of you said you were satisfied so far on this point and our target is to go up by another 5%. Watch this space...

DLO improvement plan

The plan has been agreed and implementation is taking place July – December 2008. New investment includes improving the software to improve the organisation of work.

100% stock condition survey

This will be finished in 2008 and then we'll have a clear picture on what needs doing. In Autumn 2008 we will publish a plan of work required and what will be done when.

Community fund

We'll keep rolling out the funds to improve the quality of life across Fenland.

Making links

As we become more established we aim to increase influence on decisions made by other agencies which affect us, for example with the police.



As part of a group
we benefit from
greater efficiency
and lower costs
which means
more money to
deliver better services

You might like to know...

In a nutshell

Roddons Housing Association was formed in 2007 following the stock transfer of 3,754 homes from Fenland District Council. It has a current stock of 3,748 homes in Wisbech, March, Chatteris and Whittlesey and the villages. The original staff of 101 has now gone up to 112. Roddons Housing Association is the newest addition to Circle Anglia.

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 still 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 allows 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	32
Number of units vacant and available to let (general needs)	30
Number of units vacant and available to let (sheltered)	31
Dwellings vacant and available for let	1.63%
Number of units vacant but unavailable to let (general needs)	15
Number of units vacant but unavailable to let (sheltered)	1
Dwellings vacant and not available for let	0.43%

Rent collection

Rent collected	96.4%
Current resident arrears at year end	3.6%

Resident satisfaction with repairs

Satisfaction with the last repair	94.3%
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Reactive repairs

Number of emergency repairs notified	3616
Number of urgent repairs notified	1139
Number of routine repairs notified	8355
Emergency repairs completed within target	98%
Urgent repairs completed within target	97%
Routine repairs completed within target	93%
Number of homes with a valid gas safety certificate	2914
Homes with a valid gas safety certificate	99.4%

Decent Homes Standard and SAP (energy efficiency) rating

Average SAP rating	83
Homes failing Decent Homes Standard	13%

Who we house – lettings in the last year

White British	94.8%
White Irish	0%
White other	1.6%
Mixed	0.3%
Asian	0%
Black	0.3%
Chinese or other	0%
Chose not to say	2.9%
Total	100%

Lettings to residents with a disability

Percentage of lettings	32.2%
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*The figures above are correct as at 31 March 2008.

How to contact us

Board members

Brenda Reynolds (Chair)
Gloria Culyer
Martin Curtis
Ray Griffin
Carol Holbrook
Bernard Keane
Jean Key
Terry Moralee
Peter Murphy
Chris Palmer
Gillian Smith
Gail Sykes
Patricia Tickner
David Wheeler

Roddons customer service

Call Roddons customer services for the following:

- General enquiries
- Reporting a repair
- Making a complaint

Tel 01354 660789

Rent payment

You can pay your rent at the Fenland @ your service shops or online at www.circleanglia.org/customers/roddons



On the front cover:

Mrs Patsy Long

She was delighted with her new kitchen, which was one of the 74 kitchens installed in the first three months of operation.

Thank you for your feedback

The Housing Corporation requires us to run a survey every three years. We did our first survey as Roddons in 2007. 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.

Roddons Housing Association

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