

**Resident
Checked** ✓



How has the last year



Managing Director **Tracy White** and resident and member of the Scrutiny Panel, **Mike Bateman** discuss the highs and lows of the year gone by.

Interviewer: It's been a year since South Anglia Housing Association made their promises to residents. How do you think the year has gone - what's gone well? What hasn't gone so well?

Tracy White (TW): The work we have done around Scrutiny and Local Offers has been very important in shaping our services over the year. I have been amazed since working at South Anglia at the amount of residents we have who like to get involved. We had around 1400 residents give feedback to our Local Offers and another 80 people who were interested in taking part in Scrutiny work. This feedback has helped to shape our services and form the Scrutiny Panel, which will review services and make recommendations for future improvements.

Mike Bateman (MB): I think the recruitment process for the Scrutiny Panel went very well. I was really surprised with the training we were given. It was really fun everyone thoroughly enjoyed themselves and it gave me confidence. It's great how South Anglia has put so much emphasis on getting people involved.

So what do you feel hasn't gone so well?

(TW): We need to get better at showing what we are doing in response to what our residents have told us. Our communication in this area needs to improve so our residents know what is happening. We also need to tell them about the challenges we face, if there are reasons why we can't complete a project.

(MB): I think this communication would help, as it is important to show residents that you have been listening. I live on the Berecroft estate but it would be nice to find out what is happening in other areas such as Chelmsford and Bishops Stortford.

(TW): That is a good point and hopefully the work of the Scrutiny Panel will help us share more information and show what we do well but also what we do not do quite so well.

So what are your hopes for the year ahead?

(TW): It is an exciting and challenging year ahead, not only have we got to see through the Berecroft project, which is one of our most

gone at South Anglia?

significant projects, we have also taken on AMS into South Anglia. This means we are responsible for providing the maintenance services, we can directly control it and can generate a lot better value for money from it, which is very exciting. I realise there will be challenges but I want to get more residents involved in how the service is run and monitoring the quality of the work.

We also have an exciting corner to turn with Community Development. A new structure has been put in place with Emma Jackson being appointed as the new head of this department. The team will be organising many exciting resident events including an Away Day and the Community Spirit Awards.

(MB): I am looking forward to the development of the Scrutiny Panel which will give residents a chance to improve services. Also now the repairs service has been brought in house I am looking forward to seeing how this develops.



Getting you involved

Performance 2010 - 2011

Our performance has been compared with four other local housing providers so you can see how we are doing.

	SAHA	Moat	Estuary	Swan (Essex)	Riversmead
Satisfaction with views taken into account	73.2%	49.5%	52.8%	61.1%	70%
Satisfaction with landlord services	81.4%	74%	75.4%	77.8%	89.3%
Complaints resolved at first stage	93.1%	Data unavailable	Data unavailable	Data unavailable	Data unavailable



My say

Estate Champion **Bobbie Gollop** is a member of South Anglia's Resident Forum, Scrutiny Panel and of the Property Quality Action Group.

Bobbie commented 'It is interesting to be involved as you are able to meet members of other teams at South Anglia and get to see how the company runs. I also get to assist with projects like the moving home guide, to make sure it is simple and easy to read for residents.'

Highlights from 10/11

We have:

- o carried out our local offers consultation, involving over 1025 residents, helping us to get to know your priorities and how you would like us to respond to them
- o increased the size of our Tenant Conference and Community Spirit Awards with over 500 residents attending these events
- o recruited two new members of staff to the Resident Involvement Team to help us ensure that customer engagement is at the heart of the business
- o secured funding worth £325,000 to support financial advice and worklessness initiatives
- o developed stronger links with Credit Unions operating across the region to help customers access savings and affordable loans

Plans for 11/12

We will:

- o finalise the establishment of our Resident Scrutiny Panel and ensure that they are scrutinising our performance

Going the extra mile....

You chose: opportunities to have your say about how services should be improved

We will: actively promote all opportunities available to customers to have their say about how our services should be improved



Looking after your homes

Performance 2010 - 2011

Our performance has been compared with four other local housing providers so you can see how we are doing.

	SAHA	Moat	Estuary	Swan (Essex)	Riversmead
Repairs completed on time	97.3%	Data unavailable	Data unavailable	Data unavailable	Data unavailable
Satisfaction with repairs	92.9%	66%	69.6%	73.1%	87%
Homes meeting Decent standard	100%	100%	99.8%	100%	100%
Homes with valid gas safety certificate	99.9%	Data unavailable	Data unavailable	Data unavailable	Data unavailable



My say

Kathy Lenoir from Vange is a member of the Essex Action Group and Property Quality Action Group. Kathy said: 'There has been an improvement in our homes and in the Vange estate as a whole since South Anglia has been managing it. There is still much we can do and we would like more people involved for the benefit of the community.'

Highlights from 10/11

We have:

- o completed the Decent Homes programme ahead of the Government's target of December 2010;
 - fitted 73 new kitchens
 - 13 new bathrooms,
 - 151 new boilers & central heating,
 - 136 electrical upgrades,
 - 293 new external doors
 - 89 insulation upgrades
- o achieved 90% customer satisfaction overall with the planned and cyclical works carried out in homes
- o achieved 100% customer satisfaction with minor aids and adaptations carried out in homes
- o increased the level of customer representation and consultation with regard to our repairs and maintenance services

Going the extra mile....

You chose: the way the operative/contractor behaves in my home

Plans for 11/12

We will:

- o continue to make sure our homes remain decent. We are going beyond the standard set by the Government by carrying out improvements to homes, which do not fail Decent Homes
- o develop our enhanced appointment service so customers can have a two hour appointment slot
- o continue to increase the number of renewable heating systems we install over the next year, meaning reduced utility bills for our customers

We will: measure how satisfied you are with the behaviour of our contractors and will use this information to shape and improve our services



Providing homes

Performance 2010 - 2011

Our performance has been compared with four other local housing providers so you can see how we are doing.

	SAHA	Moat	Estuary	Swan (Essex)	Riversmead
Average re-let turnaround times (days)	24.4%	Data unavailable	44%	18.6%	34.9%
Dwelling vacant	0.6%	1.0%	2.7%	5.2%	0.7%

My say



Mr and Mrs Robinson from Braintree have been supported by South Anglia. Mr Robinson said 'Members of staff have been very dedicated and helpful to us in many situations, we would never leave South Anglia, it's the best Housing Association.'

Highlights from 10/11

We have:

- o completed our Allocations and Lettings Policy
- o undertaken quarterly monitoring of our lettings against our Equality and Diversity data to ensure the allocation of our properties are fair and consistent
- o increased staff numbers to allow us to provide more of our vulnerable residents with support in helping them manage their tenancies and finances
- o provided support for Family Intervention Projects which help families who are alleged perpetrators of anti-social behaviour, to help them change their behaviour and retain their tenancies
- o introduced our 'Australia Days' where Income Officers visit residents who are behind with rent payments, to offer advice and support
- o introduced our new Neighbourhood and Income Quality Action Group meetings where residents can influence and provide us with feedback on our services

Going the extra mile....

You chose: having my needs taken into consideration when moving into a new home

Plans for 11/12

We will:

- o work with residents to develop our Income Strategy
- o monitor the satisfaction levels and feedback from our customer satisfaction surveys and use this feedback to influence and tailor our services
- o introduce our 'Moving In Guide' to support residents when moving or providing advice for those wishing to move
- o review our Urgent Transfers policy (management moves)
- o advertise our Transfer Incentive Scheme which provides financial and personal support for residents wishing to move to smaller accommodation
- o use Tenancy Checks to look at tenancy fraud and to also identify other tenancy issues or support that our residents may need, for example aids and adaptations

We will: Survey all new customers to identify if we have met their needs when moving into a new property and will use this information to review our service delivery to improve the process



Building communities

South Anglia has a duty to maintain and safeguard neighbourhoods and communities, working with partner organisations and agencies where necessary



My say

Chris Titterall is an actively involved resident.

Chris said 'As a reasonably new tenant of South Anglia, I joined the Residents Forum and became involved in the recruiting of the Scrutiny Panel. I have also been on various training courses and I am looking forward to becoming involved with Quality Action Groups in the near future. I believe my commitment can be useful for my neighbours and for the larger community of South Anglia residents'.

Highlights from 10/11

We have:

- o delivered £1.1million of improvement works through the third and final year of our Excellent Estates programme, benefitting 37 estates and over 700 residents
- o appointed new grounds maintenance and cleaning contracts to ensure the best service possible
- o consulted with residents at our Residents Conference to communicate our standards for grading our estates green, amber and red

Plans for 11/12

We will:

- o improve our web pages to ensure residents are kept informed of the services provided by our environment team
- o collect feedback on service delivery of our new grounds maintenance and cleaning contracts
- o have a new anti-social behaviour team who will work with our partner agencies to make sure we are responsive to our residents concerns
- o continue improvement works to our estates through a planned cyclical programme of works with enhancements identified by residents

Going the extra mile....

You chose: Clear action to resolve ASB

We will: draw up an ASB action plan with each customer that reports ASB



Offering value for money

	SAHA	Moat	Estuary	Swan (essex)	Riversmead
Rent collected as % of rent due	100.6%	Data unavailable	Data unavailable	Data unavailable	Data unavailable
Current resident arrears as % of rent due	3.0%	5.4%	6.2%	4.1%	2.6%



Resident **Norman Pascoe** from Bishops Stortford is the chair of South Anglia's Resident Forum, member of the Scrutiny Panel and the Property Quality Action Group.

Norman said 'Based upon my past experience, South Anglia gave me the opportunity to get involved with their Value For Money Awareness Programme. I have really enjoyed the opportunity to help South Anglia achieve the best Value For Money for its customers by looking at the quality and reliability of products and services in achieving the best price.'

Highlights from 10/11

We have:

- o worked with residents through our wide range of resident involvement activities to make further service improvements
- o asked residents what their priorities were to help us plan for improvements through 2011/12
- o benchmarked our estate services for cleaning and grounds maintenance and increased our investment to provide an improved service
- o spent £1m on our excellent estates program to improve the infrastructure to 37 estates, benefiting over 700 residents
- o improved our rent and service charge collection to help provide resources to deliver our services
- o increased investment in financial advice and guidance and tenancy sustainment support
- o provided an additional £70k this year through our excellently managed initiative to reduce former tenant arrears

You chose: knowing how my housing association has improved value for money

Plans for 11/12

We will:

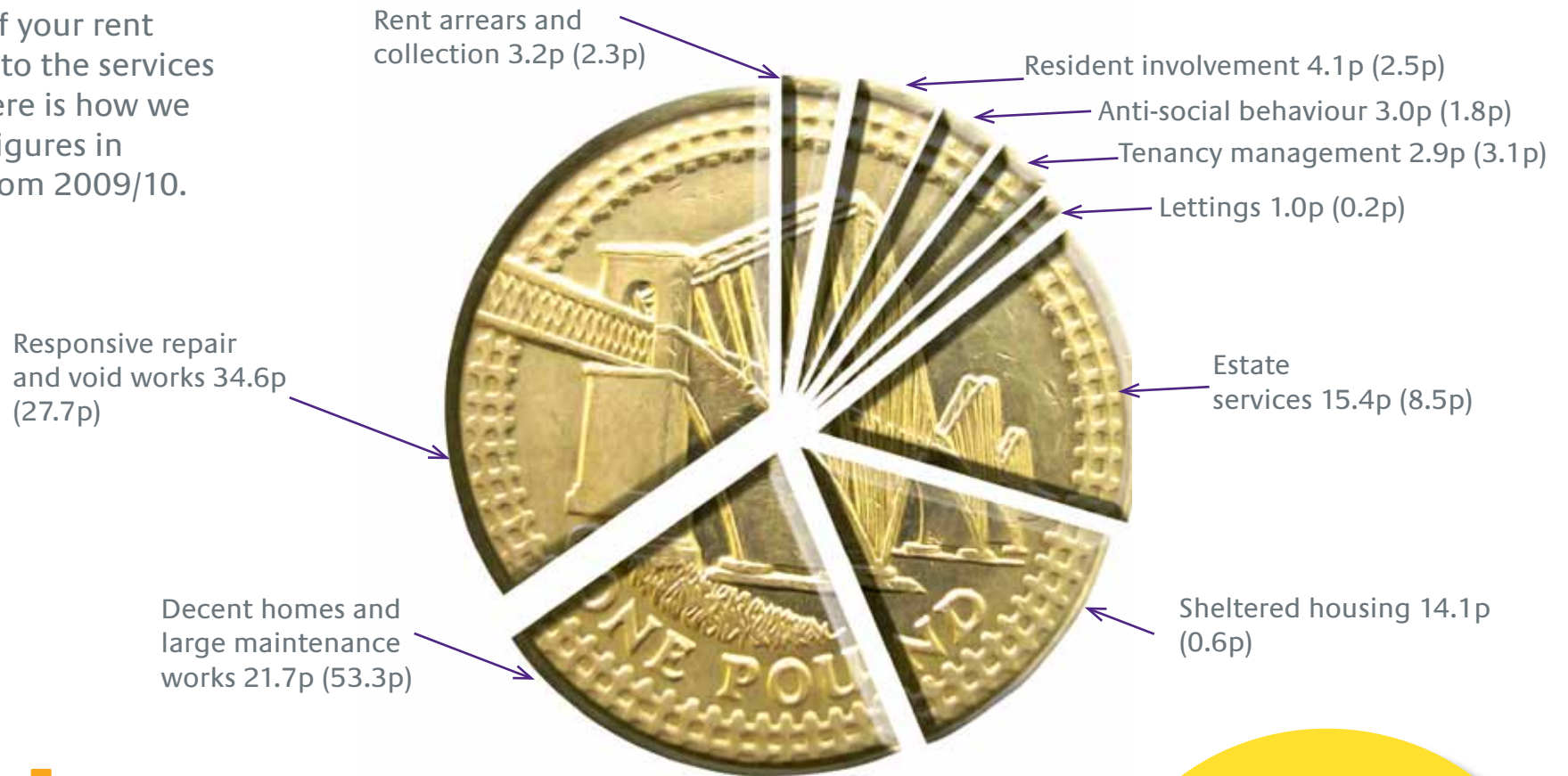
- o form a plan with residents for improving value for money. Residents will be involved with the impact and progress of the plan
- o provide residents with information about the cost of services through our newsletters
- o continue to consult with tenants about what their priorities are and use this to shape the services being delivered
- o develop the theme of 'the rent pound', which shows how each pound of rental income is spent

We will: on a yearly basis provide you with information about how we have delivered Value for Money through our services



Offering value for money

Every pound of your rent money goes into the services we provide. Here is how we spend it. The figures in brackets are from 2009/10.



About you

Age:

66.1% of South Anglia's residents are under the age of 55

Gender:

59.4% of South Anglia's residents are female

Ethnicity:

The majority of South Anglia residents are White British (81.3%)

Disability:

24.5% of South Anglia residents said they have a disability, 51.2% said they do not have a disability and the other 24.3% did not reveal that information

How have residents have been involved in this document?

A copy of last year's residents' review was sent to every resident. Within it we included a survey asking for feedback and offering the chance to join our Communications Connectors group.

Based on what you told us we have made several changes this year. This includes simplifying the text to be more resident friendly, not using technical jargon and reducing the corporate feel of the document.

Feedback from this group means that this year we will not send this document to every resident. A summary version will be included within the Autumn 2011 edition of our resident newspaper Home Matters. Copies of the full document will be sent to any resident that requests one and a PDF version of the document will also be available on the South Anglia website.

Our Communications Connectors group now has nearly 300 residents signed up and we asked them what format they would like this document to take this year and what information it should contain.

By not sending copies to every resident we will save paper wastage and money that can be spent on the services you want to see improved.

A member of the Scrutiny Panel took part in an interview for the introduction to this document. This was to give an honest and transparent view on how the last year has gone.

This document was taken to the readers panel for final approval.

Making decisions

South Anglia's Board is made up of 13 members – seven independents, one East Herts District Councillor, one Braintree District Councillor, one Harlow District Councillor and two Resident Board Members. It's their job to ensure South Anglia is well managed, financially viable and performs to a high standard.

To make sure that the Board is effective, last year each Board member was assessed on their performance and the Board as a whole was reviewed by an independent expert. The South Anglia Board was given a clean bill of health and both assessments showed it was performing well.

