

# Residents' review 2006



South Anglia  
Housing

# Tackling your local priorities



**It's been a busy and exciting year for South Anglia Housing, which has been formed to bring together four housing associations – Stort Valley, Blackwater, Vange and Ryeland.**

Running housing associations is a time-consuming task and one of the benefits of the new structure is that we will be able to spend more time out and about seeing residents and less time on legally required administration.

Our new Neighbourhood Teams will play an even bigger role in the future as Circle Anglia is keen for partners like South Anglia Housing to maintain a strong local focus while benefiting from group membership.

Eventually we hope to have one Neighbourhood Officer for 400 people – it used to be 700. This will enable us to tackle the local issues that you say are most important to you.

We have spent a great deal of time during the year finding out what these are – through our Have Your Say consultation and Customer Satisfaction Day.

These kind of initiatives will continue and will enable us to develop local plans centred around your needs and your priorities.

**Jules Bickers**

Managing Director

# What South Anglia Housing achieved

**Creating new Neighbourhood Teams who will work closely with local residents and communities to tackle key local issues. We are also increasing the number of Neighbourhood Officers and aim to have one officer per 400 residents.**

Setting up Neighbourhood Boards which are made up of residents and local members of the community. They will provide valuable feedback to the main South Anglia Housing Board, ensuring that the interests of local residents are well represented.



**Building community links**  
Brentwood Foyer's Open Day allowed the local community to see how the service helps vulnerable young people.

**Holding our first Community Spirit Awards, which attracted 127 nominations for local heroes, ranging from seven year-old children to residents in their nineties. It was a real inspiration to everyone involved and we hope to have some of the winners on next year's judging panel.**

Making good progress on our Delivery of Promises programme. 1484 homes

had already been renovated by the end of July 2006 and we also held a road show to tour the villages where we'll be working this year.

**Keeping young people engaged with a series of community initiatives. These included urban art workshops, a Community Centre logo competition at Berecroft and a road safety sign competition for young people.**

Transforming people's lives by providing them with much-needed homes. 82 year-old Albert Fallows moved to a bungalow in Dagenham after nearly 30 years in a third-floor flat without a lift. And Constance Mulimira escaped the prospect of being homeless with a new baby thanks to The Vineries parent and baby unit.

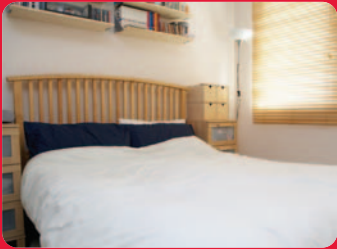


**The Vineries**  
Residents past and present celebrate The Vineries first year anniversary in Dagenham.

# Listening to your views



**You gave  
us an average  
mark of  
8 out of 10**



**South Anglia Housing staff spent the first anniversary of the merger out and about meeting people. 300 residents were surveyed and you gave us an average mark of 8 out of 10. One of your top priorities is how we look after the outside of your properties and communal areas. You also told us that you want more opportunities to get to know your neighbours.**

Nearly 170 South Anglia Housing residents responded to our Have Your Say questionnaire and many of you took part in further surveys and road shows. You told us that the top three issues you want us to focus on are repairs, property standards and anti-social behaviour. We're studying the results to see how we can convert your ideas into action and are planning further consultation and detailed feedback.

**Transfers can be very difficult as property shortages mean we can only focus on the most urgent cases. We've responded to your needs by launching our House Exchange website, which features properties from across Circle Anglia, together with homes from other social landlords.**

South Anglia Housing residents are also benefiting from even more competitive home contents insurance after Circle Anglia negotiated significantly lower rates with its insurers following the merger.

# How we performed

**Eight out of ten homes now meet the Government's Decent Homes Standard, which says that all affordable housing should be wind and weather tight, warm and provide modern facilities. The remainder are on course to meet the 2010 deadline.**

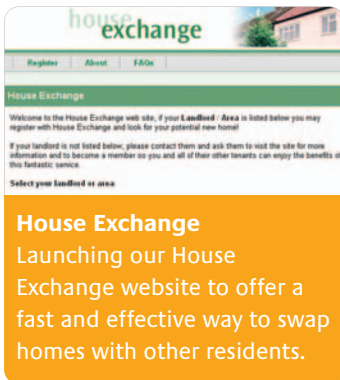


## **Decent homes**

**Eight out of ten homes have already been brought up to the government's Decent Homes Standard.**

**76% of residents are satisfied with the overall service that South Anglia Housing provides.**

**We're now turning properties around much more quickly when they become empty, so that new residents can move in faster. In the last year we've done this in an average of 25 days – 11 days faster than the previous year.**



**97% of emergency repairs are now completed on target, together with 88% of urgent repairs and 94% of routine repairs. We're constantly working to improve these figures.**

**Just over 98% of our properties have current gas servicing certificates. And we're continuing to take a tough line on residents who don't provide us with access for these vital and legally required annual checks.**

**Making sure that we keep residents' fuel bills as low as possible and make our contribution to the environment is also very important. The average energy efficiency rating for our homes is steadily improving and has now reached 60 – just short of the 66 national average.**

**We now resolve 93% of complaints at the first stage of our procedure.**

# About South Anglia Housing

South Anglia Housing is one of six partners in the Circle Anglia group, which was formed by the merger of Circle 33 Housing Group and Anglia Housing Group on 1 July 2005.

It brings together four organisations – Stort Valley, Blackwater, Vange and Ryeland.

The other members of the Circle Anglia group are:

**Circle 33 Housing Trust**  
**Wherry Housing Association**  
**Old Ford Housing Association**  
**EPIC Trust**  
**Commercial Services Circle Anglia**

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## Managing Director

**Jules Bickers**

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## The Board

South Anglia Housing's Board is made up of residents, people drawn from the local communities where it works and local authority nominees. Together they possess a wide range of skills and expertise responsible for the organisation's direction and strategy.

### Independent members

**Alan Hall** Chair  
**Lis Glen**  
**Lynne Milligan**  
**Les Warder**

### Resident members

**Ian Laidlaw**  
**Mark Pritchard**

### Local Authority nominees

**Cllr Su Lawton** (Harlow)  
**Cllr Simon Walsh** (Braintree)  
**Cllr Stanley Bull** (East Herts)  
**Cllr Tony Ball** (Harlow)

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### Customer Contact Centre

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