

**ST PETER'S (SALTLEY) HOUSING ASSOCIATION  
LIMITED  
ANNUAL REPORT**

**April 2012 - March 2013**



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## Introduction

St. Peter's (Saltley) Housing Association is a small community focused registered provider. We aim to provide good quality affordable housing with a responsive management and repair service. In addition, our sheltered housing scheme provides support to tenants enabling them to live independently in a supportive environment.

We have a diverse community and currently house single people/couples from 18 years of age, families with children and elderly people.

We also have a growing community role and host a number of services provided by others. We are active members of Birmingham Social Housing Partnership and the National Housing Federation.

The St. Peter's site is unique with its residential accommodation, offices, workshops, social facilities and village green. It provides for our tenants a quiet, safe haven, with a village atmosphere, within a busy inner city suburb. There are Ninety five flats in three colleges, all of which are listed buildings and the oldest dating from 1850.

We also own six houses, which are situated locally. These properties provide an opportunity for tenants with children living on site to move to a home with a garden.

We are proud of being an independent organisation. Our governing Board of Management ensures that we comply with the Homes and Communities Agency regulatory code. Thus ensuring that we remain a viable, well managed and properly governed organisation. The Board also complies with the National Housing Federation Code of Governance. Tenants are encouraged to become members and up to four tenants can be elected to the Board of Management.

This report provides general and statistical information relevant to St Peter's (Saltley) Housing Association for the period April 2012 to March 2013.

Martyn Hale  
Chief Executive



## Chairman's statement

We are entering into a new period at St Peter's. During 2013 we appointment a new Chief Executive and we are developing a new Business Plan and introducing a comprehensive Asset Management Strategy that will see investment in our properties over the next 30 years. We have ambitions to grow and work in partnership with others to deliver local services. We are passionate though that we want to retain our local community links.

Our priority continues to be to work in partnership with our tenants to provide efficient and effective services. We will continue to offer support to our sheltered tenants while seeking continuous improvement and ensuring that we meet our regulatory and financial obligations.

This report demonstrates yet again the improvement in service delivery, and the high level of tenant participation that make St Peter's such a great community in which to live. Our financial position remains strong despite the current economic climate and is a tribute to the staff and Board's effective governance of the association.

As Chair I would like to thank, the Board, staff and tenants for their hard work throughout the year. Our success is a tribute to everyone's commitment, hard work and enthusiasm. Finally, I would like to pass on our very best wishes to Peter Archer who stood down as Chair in September 2012. Peter did a fantastic job at St. Peter's Housing Association and we all wish him well for the future.

### **Maureen Bradley**

Chairman



## Board Members 2012/2013

### Chairman:

Maureen Bradley      Chief Executive, New Outlook

### Vice Chairman:

Jack Butcher      Retired, formerly Deputy Director of Professional Support Services, City of Birmingham Education Department.

Peter Archer      Consultant, Regeneration and Housing Services.

Philip Cotterill      Solicitor

Dave Livesey      Asset Management Manager, Accord Housing Group

Raji Shergill      Head of Care and Support, Trident Reach

James Bennett      Tenant- Middle College House

Patrick Dowling      Tenant- Middle College House

Ken Jackson      Tenant – Middle College House

Angela Maynard      Tenant – South College House



## Staff Members

Martyn Hale	Chief Executive/Company Secretary
Carol Murray	Housing Administrator/Bookeeper
Lisa Baker	Housing Manager
Dev Basi	Repairs Supervisor
Janine Smelt	Support Manager
Len Duckhouse	Handyman
Sue Barnfield	Cleaner

### Other service providers:

Chad Patel	Financial Consultant
Mazars	Auditors
Barclays	Bankers
Xxxxxxx	Solicitors



## St Peter's (Saltley) Housing Association Performance

All registered providers have to record how well they perform across a range of services. The Homes and Communities Agency, the national agency that regulates and funds providers in England publishes the results for all associations. Although St Peter's (Saltley) HA Ltd is small we aim to deliver our services to the highest standards and check our performance against the national average which includes much larger associations.

We manage 105 properties.

Location	Number of properties
Middle College House	40
Old College House	33
South College House	26
Disbursed Houses	6
Total	105

During the last 12 months St Peter's (Saltley) HA Ltd had xx properties become empty. This is xx of the homes that we manage. The general needs properties that we manage when empty were re-let on average within xx days and the average cost of the property being empty was £xxx. The main reason given for leaving our properties was the need for a xxxxxx.

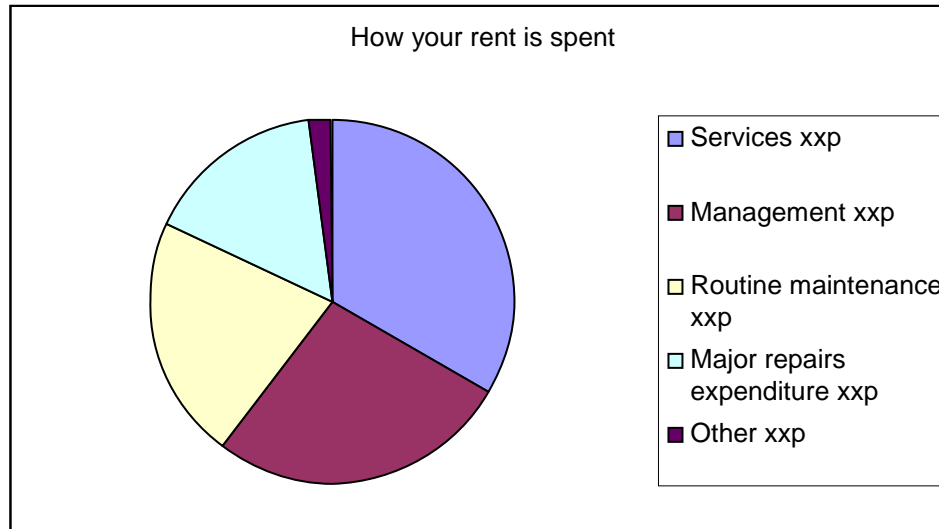
Rent arrears were at xx at the end of the financial year. In the last financial year we collected xx of the rent due.

During the year we received xx complaints around anti-social behavior all of these complaints were resolved at stage one. The complaints can be categorized as follows

Nature of Complaint	Number of Complaints

## How we spend your rent.

St Peter's (Saltley) HA Ltd received £xxxx in rent during the last year and spent £xxxx. The Association made a surplus of £xxx. In the last year St Peter's (Saltley) HA Ltd spent an average of £xxxx on maintaining each property. The table below shows how we spend every pound we receive.



## Repairs

We are delighted to report that we attended xx of our emergency repairs within the target time in the last financial year and met our target of completing xx% of our repairs within the target times of 24 hours for emergencies, 7 days for urgent, and 28 days for routine repairs. During the last year we carried out xxx repairs

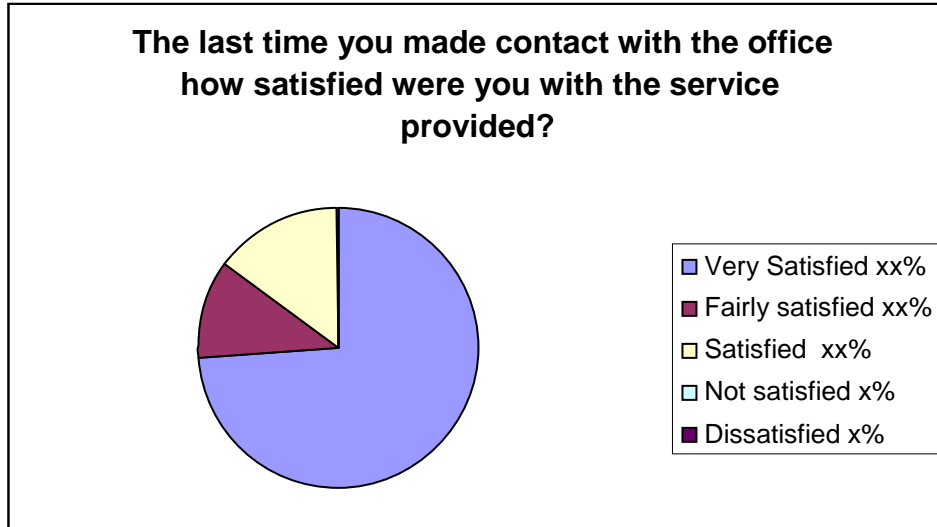
In addition the St Peter's (Saltley) HA Ltd carried out a major improvement programme replacing xxx kitchens and xx bathrooms.

## Supporting People

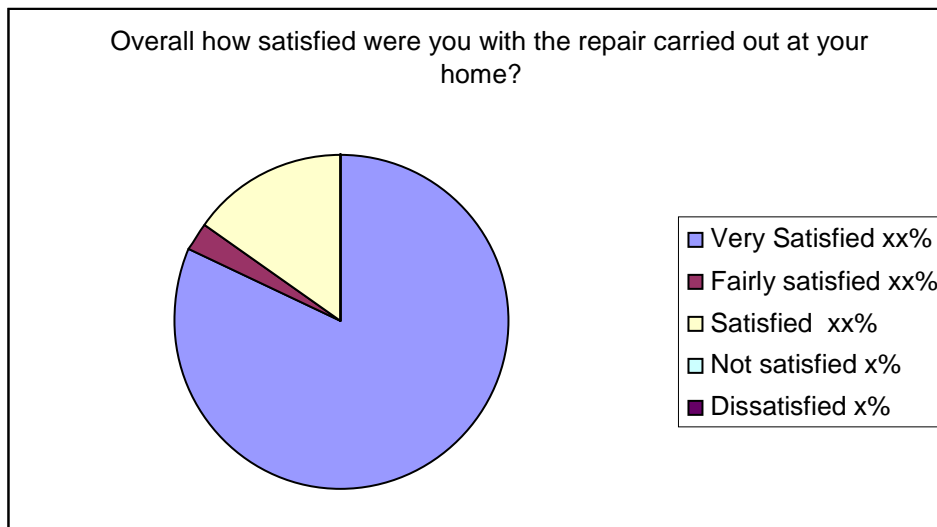
We continue to provide and offer support to our Sheltered Housing Tenants under our contract with Birmingham City Council. This will cease in 2015 and we are currently reviewing the service we provide and investing in a new alarm monitoring system with a view to delivering an enhanced service from 2015 onwards that embraces Telecare.

## Tenant satisfaction (Latest Results)

### Office



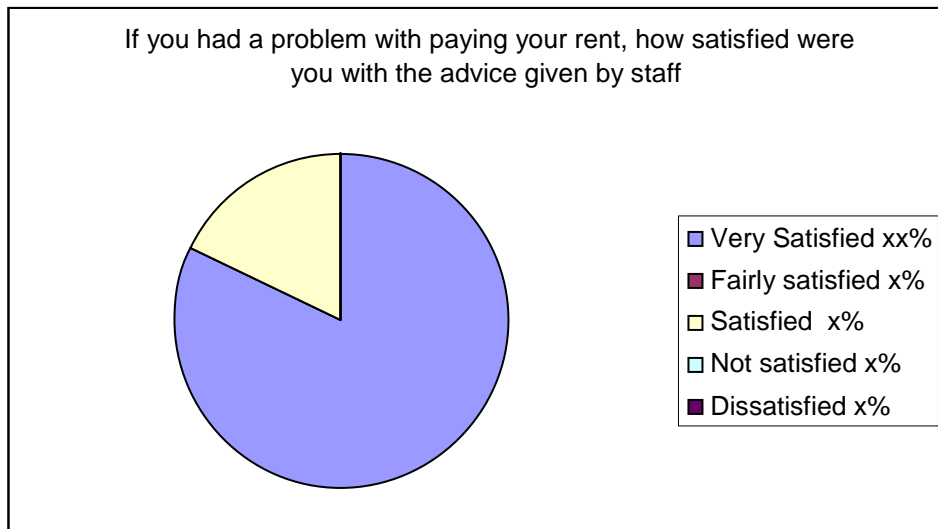
### Repairs service



## Anti Social behaviour



## Housing management queries



## Participation



## Tenants Panel

The Tenants panel continued to meet throughout the year with a regular attendance of xx members. They worked very hard on behalf of the tenants and have been a real asset to staff working in partnership to enhance and improve the services provided.

### **Review of policies and procedures/Shaping the services:**

During the year the Tenants panel considered and commented on several reviewed policies and procedures to ensure tenants views were taken into account.

### **Monitoring of overall service delivery and tenant satisfaction:**

The panel received quarterly reports on repairs completion times, tenant satisfaction and planned maintenance in order to monitor the service tenants were receiving from St Peter's (Saltley) Housing Association.

### **Networking with other agencies:**

Members of the panel have been involved in talking to other agencies and the local community within the Saltley area to promote St Peter's and to gather information on behalf of other tenants regarding local services.

### **GET INVOLVED!**

The tenants Panel is always looking for more members if you would like to get involved please contact any members of staff. We need your ideas.



