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ANNUAL REPORT

April 2013 - March 2014



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

The St. Peter's site is unique with its residential accommodation, offices, workshops, social facilities and village green. It provides our tenants a quiet, safe haven, with a village atmosphere, within a busy inner city suburb. There are Ninety nine 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 information relevant to St Peter's (Saltley) Housing Association for the period April 2013 to March 2014.

Helen Harvey
Chief Executive



Chairman's statement

This year has seen a number of developments for St Peter's, with the appointment of our new Chief Executive, Helen Harvey, who brings to St Peter's her extensive experience of working in the housing sector and in addition her knowledge of working with a community based association.

This year has seen a governance review begin and, in particular, recruitment of new board members who have all been recruited for their specific experience in their respective sectors. This next year will see the final part of the review which will look at our other governance functions.

This year has also seen the growth of our partnerships with the boxing club held in St Peter's Hall going from strength to strength and providing a key resource for youngsters in the area. We have also developed a partnership with another housing provider, assisting them to grow and meet the needs of homeless people.

Amanda Nally has also worked for St Peter's during the year and, in particular, has worked with staff and tenants to review our sheltered housing service identifying how the service will be provided in the future.

Looking ahead, this next year sees the final development of our Asset Management strategy, a challenging piece of work when some of the buildings are listed.

We will also be revising our business plan to take us forward for the next five years.

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.

Maureen Bradley

Chair



Board Members 2013/2014

The members, who are non-executive directors, set out below have held office during the whole of the period from 1 April 2013 to 31st March 2014 unless otherwise stated

Chair:

Maureen Bradley Chief Executive, New Outlook

Peter Archer (stood down on 26 September 2013)

Vice Chair:

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

Philip Cotterill Solicitor

Dave Livesey Asset Management Manager, Accord Housing Group

Rajbir Shergill Head of Care and Support, Trident Reach

James Bennett Tenant- Middle College House

Patrick Dowling Tenant- Middle College House (resigned 26 September 2013)

Ken Jackson Tenant – Middle College House

Angela Maynard Tenant – South College House



Staff Members

Martyn Hale Chief Executive/Company Secretary
(Martyn left St Peter's in May 2014 and is replaced by Helen Harvey who is currently job sharing with Amanda Nally)

Carol Murray Housing Administrator/Book-keeper

Lisa Baker Housing Services Manager

Dev Basi Property Maintenance Supervisor

Janine Smelt Support Manager
(Janine left St Peter's in Quarter 4. Kim Roberts has covered the post on a temporary basis. The post will be deleted from 1st November 2014 and a Housing Services Officer will be recruited)

Samantha Compton Receptionist/Administrator

Len Duckhouse Handyman
(Len retired from St Peter's in Quarter 4. A Caretaker post will be recruited)

Sue Barnfield Cleaner
(Sue retired from St Peter's in May 2014. The post was reviewed and deleted with the service now delivered by our cleaning contractors)

Other service providers:

Chad Patel	Financial Consultant
Synium	IT Support
Mazars	Auditors
Barclays	Bankers
Anthony Collins	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
Dispersed Houses	6
Total	105

Housing Management

During the reporting period 1st April 2013 – 31st March 2014 St Peter's (Saltley) HA Ltd had 18 properties become empty. This is 17% of the homes that we manage. The general needs properties that we manage when empty were re-let on average within 11.3 days and the average cost of the property being empty was £495.70. The main reasons for leaving our properties were the need for residential care and moving to a private landlord. 4 tenants transferred to other St Peter's properties.

Rent arrears were at £6702 at the end of the financial year. In the last financial year we collected 98.8% of the rent due.

During the year we received 12 complaints about anti-social behaviour and 5 about other issues. All of these complaints were resolved at stage one.

Asset Management

We are delighted to report that we attended 100% of our emergency repairs within the target time in the last financial year and met our target of completing 95% 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 486 repairs

In addition, St Peter's (Saltley) HA Ltd has focused on carrying out essential fire safety work, upgrading emergency lighting and carrying out a number of bathroom replacement works. Cyclical maintenance has included cutting and pruning back trees and bushes onsite

Community

Mencap moved out of their accommodation here during the year.

The boxing club has developed into a regular community activity in the Hall.

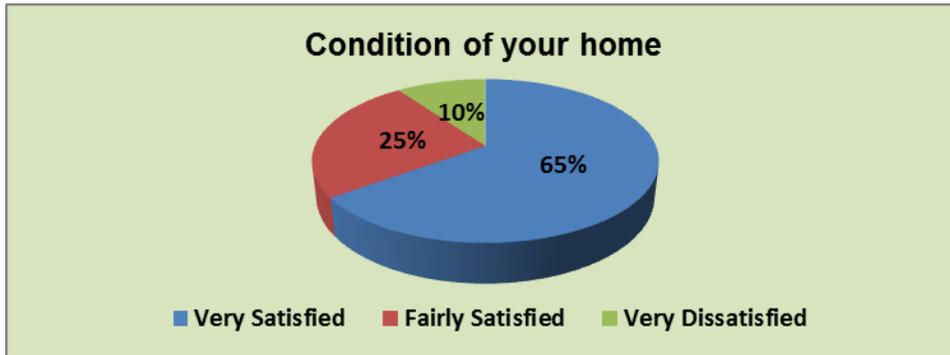
The local school undertook a short project visiting tenants in Middle college on a weekly basis for a six week period. This aimed to develop inter-generational relationships and understanding. As it proved to be such a success both The Rosary School and St Peter's are planning for this to continue into the new school year.

Tenant satisfaction

We carried out a tenant satisfaction survey and achieved a response rate of 23%.

Condition of Home

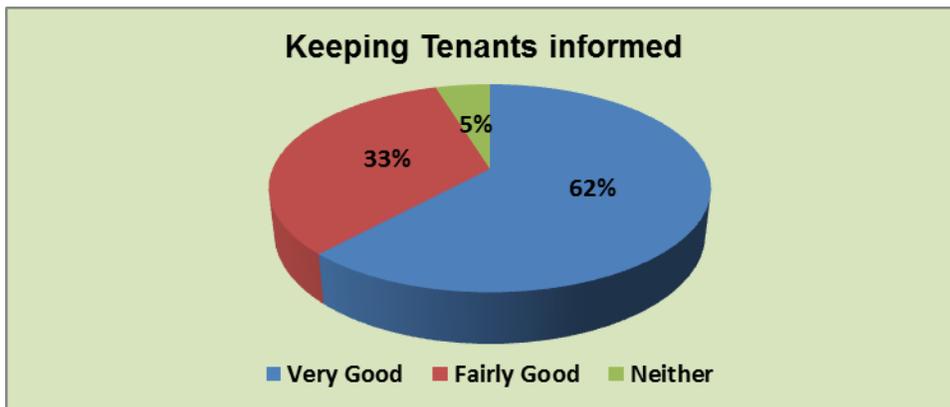
We asked tenants how satisfied or dissatisfied they are with the overall condition of their home.



The majority of tenants appear to be very satisfied with the condition of their home.

Keeping Tenants Informed

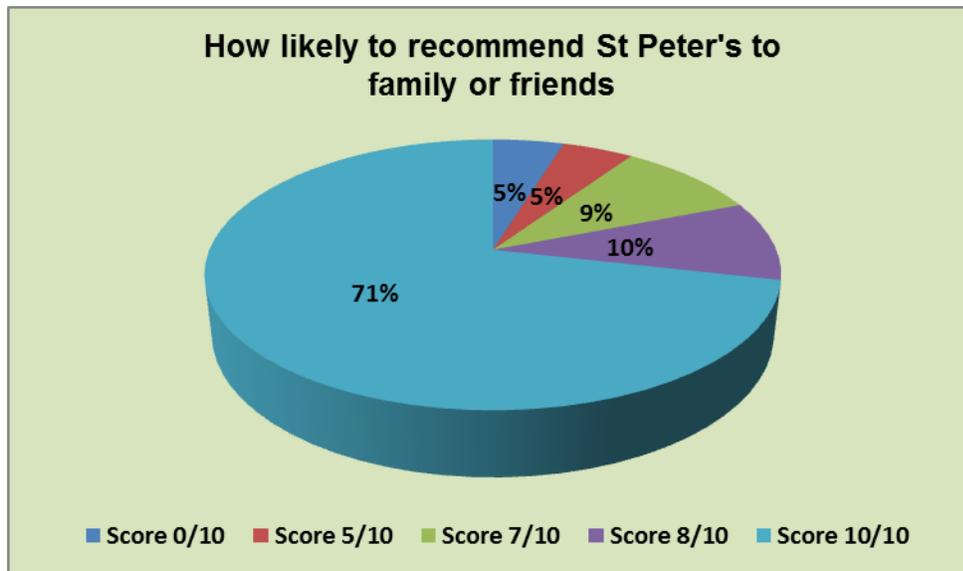
We asked tenants how good or poor they felt we were at keeping them informed about things that might affect them as a tenant.



The majority of respondents felt that we were very good at keeping them informed.

Recommend a friend

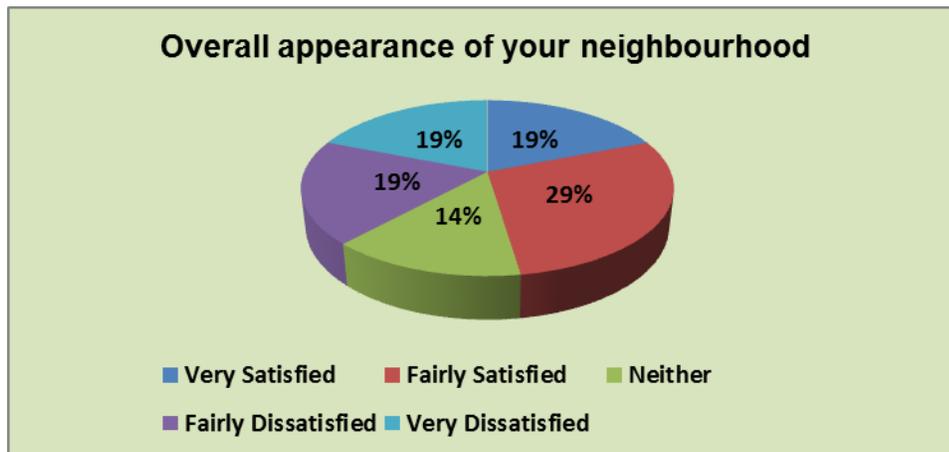
We asked tenants how likely they would be to recommend us to family or friends on a scale of 0 to 10.



The majority of respondents would recommend us to family or friends.

Appearance of Neighbourhood

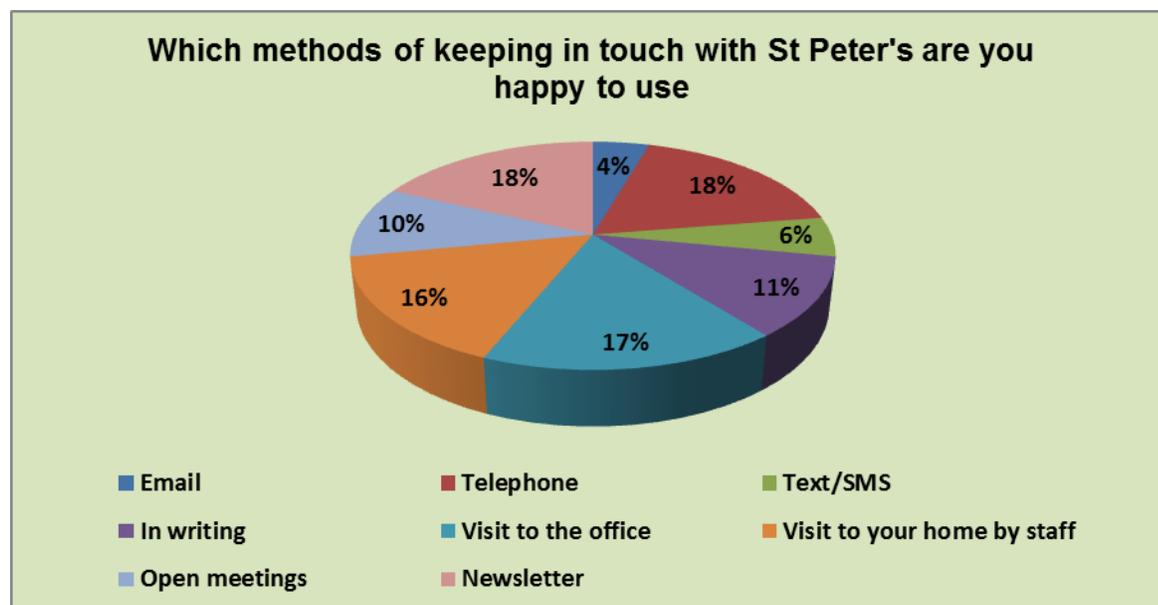
We asked tenants how satisfied or dissatisfied they are with the overall appearance of their neighbourhood.



The majority of responses indicated most are fairly satisfied with the appearance of the neighbourhood.

Keeping in touch

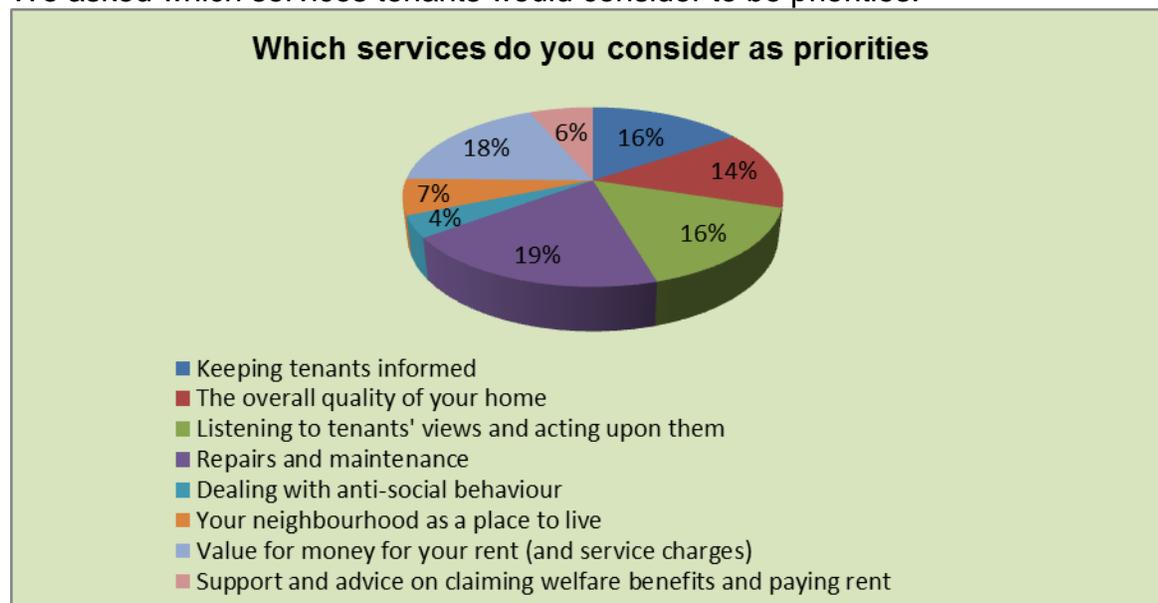
We asked which methods of being kept informed and getting in touch with us are tenants happy to use.



The majority (18%) was shared with telephone and newsletter closely followed by visit to the office (17%), visit to home by staff (16%), in writing (11%) and open meetings (10%).

Service Priorities

We asked which services tenants would consider to be priorities.



The majority was repairs and maintenance (19%) followed closely by value for money for your rent (and service charges) (18%), and both listening to tenants' views and acting upon them and keeping tenants informed with (16%).

Executive Sub Committee

The Committee, chaired by Jack Butcher, has continued to meet quarterly with the key purpose of monitoring overall service delivery and tenant satisfaction. The Committee 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. The Committee has also continued to review operational policies and procedures, ensuring tenant views were taken into account.

Tenants' Panel

The Tenants' Panel continued to meet throughout the year with a regular attendance of 4 - 5 members. The Panel aims to represent all three colleges. Members have worked very hard on behalf of the tenants and have been a real asset to staff, working in partnership to share information and seek feedback to enhance and improve the services provided.

GET INVOLVED!

The Tenants' Panel is always looking for more members; if you would like to get involved please contact any member of staff. We need your ideas and input.

