



# TENANTS' ANNUAL REPORT

**April 2015 - March 2016**



## Introduction from the Chief Executive

St Peter's is a small, community-based housing association located in Saltley, Birmingham.

We have 99 flats within 3 college buildings on our main site and also have 6 houses within walking distance.

The Saltley neighbourhood is a significantly economically disadvantaged part of Birmingham where poverty, vulnerability and limited opportunity are key issues. Many of our tenants face an increasing challenge to maintain their tenancies as a result of the government's welfare reform agenda. We recognise and aim to respond to this, going beyond legislative requirements in order to improve the lives of our customers.

We are committed to helping our tenants have sustainable tenancies and be active members of the community. Where a tenant is having problems maintaining their tenancy we will help and signpost them to the right help, and liaise with other agencies; including benefits, social services and police where relevant.

### Our **Mission**:

St Peter's provides good quality housing and responsive services at St Peter's and in the surrounding area. We will, where possible, assist and work with the local community in providing services that will enhance and improve the quality of life of residents.

This mission is underpinned by our **Values**:

**Commitment** – we are committed to our neighbourhood and this commitment means we do what we say we will, we deliver quality, our services are effective and they are delivered with integrity

**Openness** – we value opinion and engage with staff and tenants to hear their views and we are transparent in our decision making.

**Working together** – our work is community focussed and we share a sense of ownership and power with our tenants to ensure that community focus and empowerment are at the heart of what we do.

**Local flexibility** – our service is personalised and sensitive to individual and community need. Our size and location means we can respond and change direction very quickly to meet needs.

This report provides information relevant to St Peter's (Saltley) Housing Association for the period April 2015 to March 2016.

**Helen Harvey**  
Chief Executive

## Chair's Statement

2015/2016 was another year of change at St Peter's. A governance review was completed which resulted in reducing the size of the Board and setting up an Audit & Governance Committee, and we also said goodbye to long-serving board members as we addressed the nine-year rule. This included saying goodbye to our previous Chair, Maureen Bradley, who retired from the Board in March of this year. Since joining the Board in August 2000 Maureen played a key role in the governance of St Peter's and saw the organisation through some difficult times. On behalf of the Board I wish Maureen well for the future and thank her for her significant contribution to St Peter's.

Since my appointment as Chair our new board members have undergone a comprehensive induction programme. We also appointed a new financial service and carried out a 10 year financial review to help inform our future planning.

We carried out a strategic review that looked at the future direction of St Peter's taking into account the external pressures we face and the challenges of managing a listed building. We re-confirmed our mission and identified the values that underpin this mission. As a result of this we have put in place a 3 year Corporate Plan with the following priorities:

1. achieving further value for money in our service delivery and costs
2. investing in our existing assets to ensure good standards are maintained.
3. continuing the community support that has taken place over the last year
4. exploring options for increasing income

These priorities will be challenging to meet in the current operating environment and myself and the Board will be monitoring our progress very closely.

As Chair I would like to thank, the Board, staff and tenants for their contributions throughout the year. Our success is a tribute to everyone's commitment, hard work and enthusiasm.

**Phil Knight**  
Chair



## Board Members 2015/16

The members, who are non-executive directors, set out below have held office during the whole of the period from 1 April 2015 to 31st March 2016 unless otherwise stated

**Chair:** Phil Knight

**Vice Chair:** Cheryl Garvey

Rob Semple (From 21.9.15)

Karen Edwards (From 21.9.15)

Ken Hazeldene (From 21.9.15)

Mark Pinnell (From 21.9.15)

Lisa Barnes (From 21.9.15)

James Bennett (Until 22.6.15)

Jack Butcher (until 21.9.15)

Ken Jackson (until 21.9.15)

Angela Maynard (until 22.10.15)

Maureen Bradley (until 10.3.16)



## Staff Members

Helen Harvey	Chief Executive/Company Secretary
Carol Murray	Housing Administrator/Book-keeper
Lisa Baker	Housing Services Manager
Dev Basi	Property Maintenance Supervisor
Luke Reed	Estate Maintenance Assistant
Bea Lunn	Housing Services Officer
Samantha Compton	Administration Assistant

Other key service providers during 2015/16 were:

Black Country Housing	Financial Services
Synium	IT Support
Mazars	Auditors
Barclays	Bankers
Anthony Collins	Solicitors



## Income & Expenditure

The Income & Expenditure account for the year ended 31st March 2016 from the financial statements is as follows:

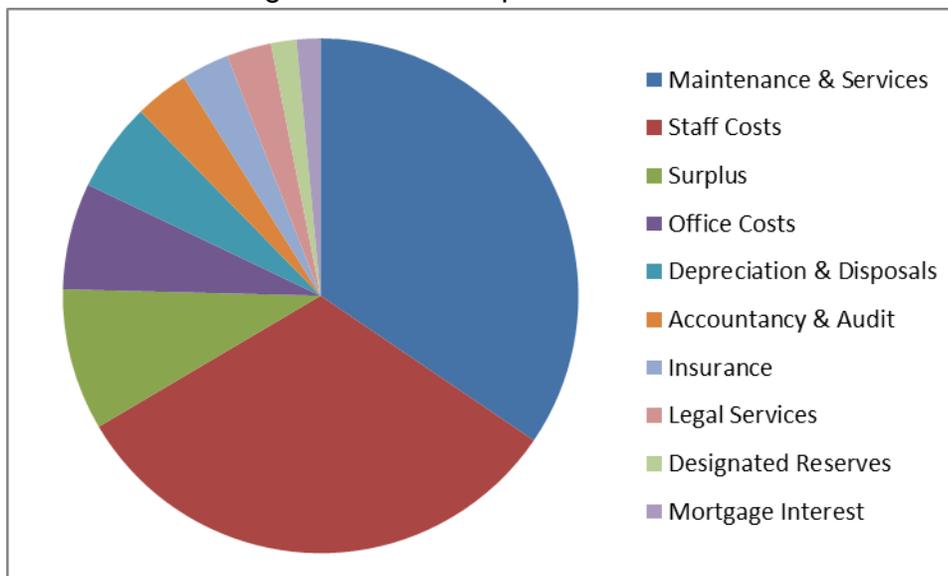
	2016	2015
	£	£
<b>TURNOVER</b>	<b>795,334</b>	<b>812,829</b>
Operating costs	<b>708,284</b>	<b>636,118</b>
	<hr/>	<hr/>
<b>OPERATING SURPLUS</b>	<b>87,050</b>	<b>176,711</b>
Interest receivable and similar income	<b>1,427</b>	<b>977</b>
Interest payable and similar charges	<b>(10,863)</b>	<b>(13,453)</b>
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<b>SURPLUS FOR THE YEAR BEFORE TRANSFERS</b>	<b>77,614</b>	<b>164,235</b>
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The Association's turnover and expenses all relate to continuing operations. The Association has no recognised surpluses or deficits other than the surplus for the year.

## Value for Money

When we asked tenants this year how satisfied they are that their rent provides value for money **93%** said they were either very or fairly satisfied compared to 86% last year.

How your rent and service charge income was spent



How we compared to others	St Peter's	Peer Group	Local Group	All housing associations
Rent collected as a % of rent owed – General Needs	100.10	99.66	100.03	99.60
Rent collected as a % of rent owed – older persons housing	100.80	99.18	99.74	99.80
Current tenant arrears	1.26	4.92	2.56	3.58
Average Re-let time – general needs	10.80	15.60	22.80	24.70
Void Rent Loss – general needs	0.20	0.31	0.42	0.77
Average Re-let time –older persons housing	33.50*	23.36	26.00	32.80
Void Rent Loss – older persons housing	0.17	0.95	0.93	1.69
Void Losses	0.2	0.31	0.42	0.77
Responsive Repairs completed per property	5.50	3.86	2.90	3.23
% of emergency repairs completed on time -	100	100	100	-
% of urgent repairs completed on time -	100	100	97.64	-
% of routine repairs completed on time -	99.43	98	96.74	-
% of tenants satisfied with most recent repair	100.00	97.05	97.00	94.6
% of dwellings with a valid gas safety certificate	100	100	100	100

Overall we compare very well to others but we have identified there is work to do around understanding why we appear to carry out more repairs than others. We will also be looking at our costs more closely and comparing these to others.

## Value For Money Log 2015.16

	Activity	Outcome	Effectiveness	Economy	Efficiency	Gain
<b>Assets</b>	Major renewals	10 bathrooms and 10 kitchens replaced (10% of stock) within budget and with 100% customer satisfaction				More for the same
	Customer Satisfaction	Increased satisfaction with quality of home from 95% to 100%				More for the same
	Stock Condition Survey	Previous survey reviewed and key investment priorities identified to utilise available income, surplus and reserves as appropriate				More for the same
	Asset Management Strategy	10 year financial forecast carried out to confirm viability. This confirmed that all current assets should be retained				Same for the same
<b>Operations</b>	Rent Arrears	Reduced rent arrears from 2.1% to 1.26% within existing resources				More for the same
	Void Management	Reduced void turnaround time from 25 days to 20 days within existing resources				More for the same
	Customer Satisfaction	Overall tenant satisfaction increased from 90% to 95%				More for the same
<b>Social Value</b>	Community Asset	Increased the use of St Peter's Hall by the local community by 30% which is resulting in the wider Saltley community becoming more aware of St Peter's which has led to an increase in joint working.				More for the same
<b>Procurement</b>	Financial Services	Review of service resulted in a new service provider at lower rates providing a better service				More for less
<b>Governance</b>	Governance Review	Resulted in 100% compliance with NHF Code of Governance, increased attendance and stronger governance				More for slightly more

## How did we perform?

Measure	Performance		
	Last year	This year	Trend
<b>Customer satisfaction</b>			
Customer satisfaction with St Peter's as a landlord	95%	99%	
Customer satisfaction with contacting us	100%	100%	
Customer satisfaction that views are taken into account	90%	90%	
Customer satisfaction with opportunities to participate	95%	83%	
Customer satisfaction with repairs service	100%	100%	
<b>Repairs Service</b>			
Emergency repairs completed on time	100%	100%	
Urgent repairs completed on time	98.8%	100%	
Routine repairs completed on time	99.21%	99.7%	
Valid Gas Safety Certificates	100%	100%	
<b>Housing Management Service</b>			
Average re-let time	25 days	20 days	
Rent loss on empty properties	0.5%	0.3%	
Current tenant arrears	2.1%	1.26%	

## Facts & Figures

### Empty Properties

During the reporting period 1<sup>st</sup> April 2015 – 31<sup>st</sup> March 2016 we had 10 properties become empty which was the same as the previous year. The average cost of the property being empty was £228.48 compared to £519.12 in the previous year.

### Rent Arrears

Rent arrears increased slightly to £7604.96 at the end of the financial year compared to £6,176.97 in the previous year. This increase is due to the timing of the Housing Benefit payment cycle at year end.

### Service Failure Complaints

We received 6 complaints about service failure. Five were resolved at stage one and one at stage two. The complaints were as follows:

Summary of Complaint	What we did
Maintenance issues including boiler, pump to shower, bathroom door, and fence and replacement kitchen.	We visited the property to discuss each of the issues. Repairs needed were assigned to those applicable. Waiting for health assessment from GP. Case closed after repairs completed and medical assessment not received within timescale.
Guest room not cleaned adequately	Complaint upheld – no charge was made for the guest room stay
St Peter's hall not cleaned adequately	Complaint upheld – reduction in hall booking fee
CCTV remote monitoring service did not provide the service required when called upon	Complaint upheld – CCTV was contacted & there was confusion regarding the operator not looking at the correct site cameras. A site map with camera locations was sent to them.
Allocation of property – miscommunication on offering a property.	Complaint upheld and letter of apology sent. Complainant moved onto stage 2 of the complaints policy. Learning points identified for allocation procedure and put into place.
Complaint regarding the site maintenance	Service changes to the site maintenance including the development of performance standards

### Asset Improvements

We replaced 10 kitchens and 10 bathrooms, installed a scooter store and installed a new door entry system.

## You Said/We Did

In response to last year's tenant survey:

### **“We said we would....**

- *Introduce a new contractor monitoring system. We will check on a percentage of contractors work which will include asking tenants how satisfied they are with the service they received by telephone on a weekly basis.*

*The feedback we receive will help us and the Scrutiny Panel monitor contractors performance, get the job done right the first time and increase tenant satisfaction.*

### **“We have.....**

- Introduced a new contractor monitoring service where Sam, our administrative assistant calls tenants who have recently had repairs and asks them questions including how tenants rated the service they received from contractors.

### **“We said we would.....**

- *Hold meetings for all tenants to look at the new Anti-Social Behaviour (ASB), Hate Crime and Harassment Policy to give an opportunity to discuss these issues further and look at how we deal with them*

### **“We have.....**

- Held meetings and invited all tenants to attend. At the meetings all aspects of ASB were discussed and some useful ideas were put forward for further action. This included holding a clear out day to try to remedy the issue of fly tipping.
- We also now have a set article in every newsletter which provides feedback to tenants on the ASB issues in that quarter and what action we have taken.

### **“We said we would.....**

- *Speak to those tenants who raised a concern to find out what the specific problems are and take further action where needed.*

### **“We have.....**

- Spoken with the tenants who raised concerns and found that the issues included the internal cleaning services and estate maintenance.

The Scrutiny Panel has reviewed the cleaning service contract and a new service provider has been appointed and is being monitored by the Scrutiny Panel.

Grounds maintenance is now being carried by our Estate Maintenance Assistant rather than external providers so that issues can be dealt with more quickly.

## Mobility Scooter Store

In response to fire safety concerns a mobility scooter shelter was installed at the rear of South College House.

The shelter provides a fully secure weather resistant storage facility for 12 mobility scooters.

Features include:

- A personal allocated parking space
- Individual electrical charging points, and
- Internal lighting

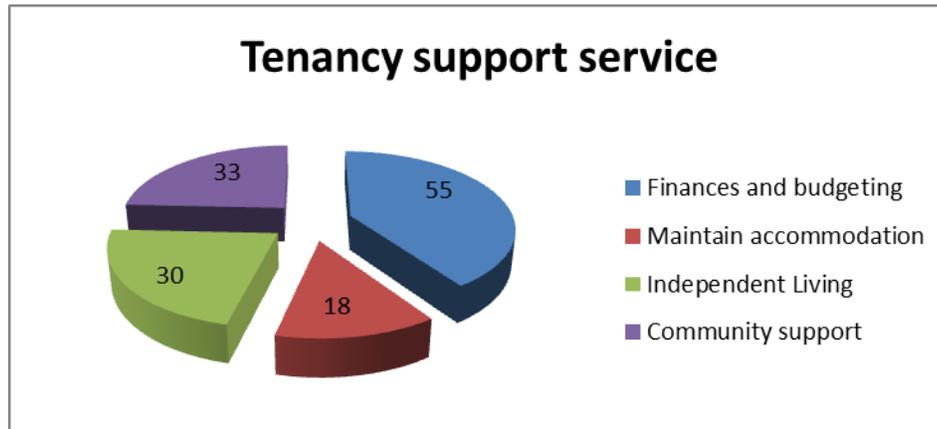


Currently we have 8 users. If you are considering purchasing a mobility scooter you must refer to our Mobility Scooter Policy which can be found on our website or by contacting the office for further details.

## Tenancy Support

The Housing Services Officer has been in post since July 2015 and part of the role is to help tenants maintain their tenancies and more widely access community services. Support is targeted and short term using other support providers when needed.

During 2015/2016 tenants have been helped with a total of 136 issues.



The assistance provided has been varied and dependent on the individual tenant's need. Examples of support provided include the following:

<p style="text-align: center;"><b>Finance and budgeting</b></p> <ul style="list-style-type: none"> <li>• Debt management</li> <li>• Benefit issues - help with housing benefit, council tax and stopped and suspended claims</li> <li>• Checking entitlement for new benefit and help making applications</li> <li>• Assistance with benefit appeals.</li> </ul>	<p style="text-align: center;"><b>Independent Living</b></p> <ul style="list-style-type: none"> <li>• Contacting health services</li> <li>• Help completing forms</li> <li>• Referrals and assistance for occupational health assessments</li> <li>• Alternative accommodation suitable for changing needs</li> </ul>
<p style="text-align: center;"><b>Maintain accommodation</b></p> <ul style="list-style-type: none"> <li>• Help with utility bill issues</li> <li>• Help accessing furniture including accessing the Local Welfare Provision fund</li> <li>• Help accessing care and cleaning services</li> </ul>	<p style="text-align: center;"><b>Community support</b></p> <ul style="list-style-type: none"> <li>• Accessing computer training</li> <li>• Help to access activities</li> <li>• Help to access transport networks</li> </ul>

## St Peter's Community Events

During the year there were various activities carried out in the hall. In the first part of the year Birmingham Vision and their staff helped us celebrate Eid in July.



Visitors enjoyed a whole array of popular foods eaten to celebrate the end of Ramadan. Foods included samosas, masala fish, flavoured rice, chicken and kebabs. The hall was decked to mark the occasion and lots of colourful beads and streamers were arranged over the walls and tables, adding to the festive feeling. Everyone who attended said how much they enjoyed the event as they were able to learn about Ramadan and Eid and left with more of an understanding of the celebrations.

### Charity Coffee Morning

**WELL DONE! £190 was raised in aid of MacMillan Cancer Support**

Tenants and staff at St Peter's took part in the World's Biggest Coffee Morning which was held in the hall on 25<sup>th</sup> September. It was a sell-out before the end of the day and there was something for everyone. Thank you for all your hard work and donations - keep on baking!



### City Challenge



20 young people from the National Citizen Service came to St Peter's on August 19<sup>th</sup> in order to learn about the lives of our tenants and to photograph the college. They were regaled with fascinating stories from the tenants who described their younger days and how they grew up, some through the war years. There were some very enthusiastic photographers who went inside and out of the college taking photographs from every angle.

We also held a Community Day in November with local community providers including Health Exchange; Heartlands Local History Society; Pay Ahead, Stay Ahead; ROSPA, Birmingham Vision and Birmingham Settlement.

Age UK held Extend exercise classes and Tai Chi classes and invited tenants to their Christmas lunch. St Peter's and Birmingham Vision also held a joint Christmas Party. As well as this the boxing club for young people continues daily.

## Scrutiny Panel

The Scrutiny Panel, chaired by James Bennett, met regularly throughout the year. It's key achievements were:

**Cleaning contract** – the panel looked through the existing contract schedules identifying areas of concern, any changes needed, service satisfaction and to discuss comments /suggestions made by tenants. The panel looked through the tenders for the contract and discussed each in turn and made the decision on whom to award the contract to.

**CCTV contract** – the existing service was discussed and the panel reported that there have been issues with the remote monitoring service when tenants have contacted them and their response to calls. The panel asked that we obtain quotes and information from new companies to compare services and costs. A further discussion was held regarding value for money and finding out further information regarding tenant's views. A survey was sent out to all tenants to ascertain their views about the service they have received. As a result of all this a new service was put in place.

**Policies and Procedures** – the Panel also helped review the Anti-Social Behaviour, Hate Crime and Harassment Policy and the Tenant Inclusion Strategy. They also devised the Terms of Reference, Code of Conduct and Welcome Pack for the Scrutiny Panel.

**Promoting Out of Hours contact** – it was brought to the panel's attention that many tenants were not aware of the out-of-hours telephone number and that communication could be improved in this area. The tenants felt that a fridge magnet with the number on would be useful and handy for tenants. A design was agreed and magnets given out to all tenants.

### Meet the current panel members



James Bennet



Tina Tipping



Ken Jackson



Sue Dean



Stan Bates



Bill Colbourne

### GET INVOLVED!

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