



TENANTS' ANNUAL REPORT

April 2016 - March 2017



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 2016 to March 2017.

Helen Harvey
Chief Executive

Chair's Statement

2016/17 was a year of consolidating change at St Peter's following the governance and strategic reviews carried out in the previous year.

We have completed the first year of our 3 year Corporate Plan which has 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

Over the year we have improved efficiencies in our services to achieve greater value for money; in particular we've significantly reduced the average time it takes us to re-let empty properties. We have continued our programme of kitchen and bathroom renewals and, after extensive negotiation we have successfully secured consent from Birmingham City Council to replace our wooden framed single-glazed windows with double glazed windows. We have increased our community support significantly through the use of St Peter's Hall and the Board is delighted with the range of activities provided in the hall and the partnerships we have developed with local groups. We also secured additional income during the year through a partnership with another housing association and have begun conversations to extend this partnership in 2017/18.

We will continue to focus on all of these priorities over the next year which be challenging in the current operating environment, particularly as we are having to apply rent reductions which reduces the amount of income available to us while costs we have to pay still rise.

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 2016/17

The members, who are non-executive directors, set out below have held office during the whole of the period from 1 April 2016 to 31st March 2017 unless otherwise stated

Chair: Phil Knight

Vice Chair: Lisa Barnes

Cheryl Garvey (until 22.09.16)

Rob Semple

Karen Edwards

Ken Hazeldene

Mark Pinnell

Alan Hamer (since 20.2.17)



Staff Members

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

Other key service providers during 2016/17 were:

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



Income & Expenditure

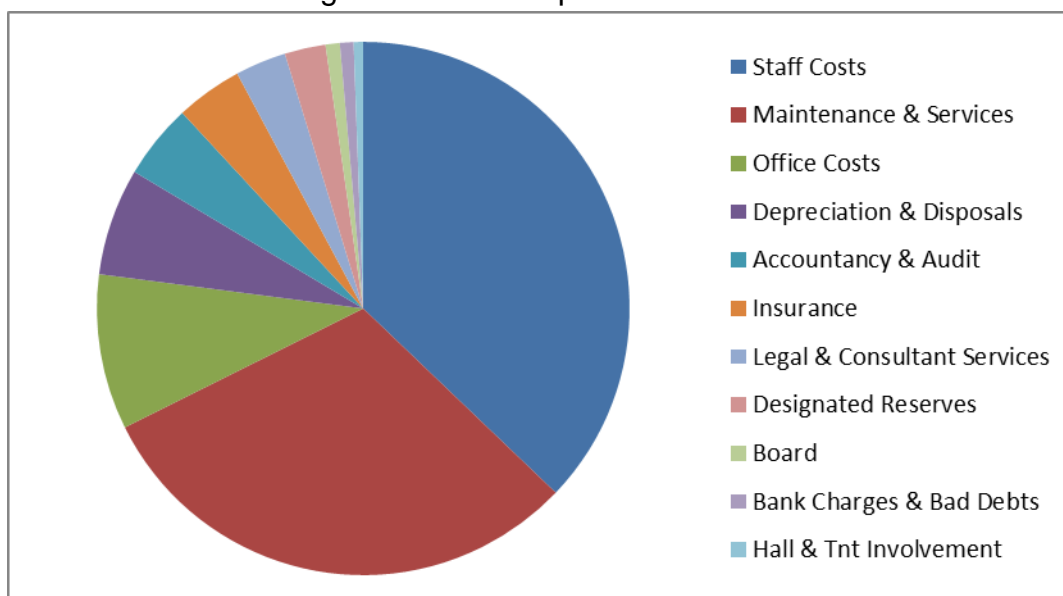
The Income & Expenditure account for the year ended 31st March 2017 from the financial statements is as follows:

	2017	2016
	£	£
TURNOVER	797,601	795,334
Operating costs	671,453	708,284
		<hr/>
OPERATING SURPLUS	126,148	87,050
Interest receivable and similar income	1,147	1,427
Interest payable and similar charges	(10,101)	(10,863)
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SURPLUS FOR THE YEAR BEFORE TRANSFERS	117,194	77,614
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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

How your rent and service charge income was spent:



Value For Money Log 2016.17

	Activity	Outcome	Effectiveness	Economy	Efficiency	Gain
Assets	Major renewals	5 bathrooms and 5 kitchens replaced within budget and with 100% customer satisfaction				More for the same
	Stock Condition Survey	Survey reviewed and key investment priorities identified to utilise available income, surplus and reserves				More for the same
Operations	Rent Arrears	Reduced rent arrears from 1.26% to 0.98% within existing resources				More for the same
	Void Management	Reduced turnaround from 20 days to 6.1 days within existing resources				More for the same
Social Value	Community Asset	Increased use of St Peter's Hall by 59% resulting in the wider community becoming more aware of St Peter's which has led to an increase in joint working.				More for the same
Procurement	Door Entry & Warden Call Maintenance	Costs reduced by 53%				More for less













When we asked tenants this year how satisfied they are that their rent provides value for money **96%** said they were satisfied compared to **93%** last year.

How we compare to others

	St Peter's 2016/17	Peer Group Median 2016/17 Q4	SPBM 2016/17 Q4	Housemark 2016-2017
Rent collected as a % of rent owed – General Needs	96	100.15	100	100.09
Rent collected as a % of rent owed – Housing for older people	96.3	99.91	99.37	100.20
Current tenant arrears – General Needs	1.86	2.21	2.41	3.12
Current tenant arrears – Housing for older people	0.12	1.75	0.80	1.34
Average Re-let time – general needs	8	17	17.25	19.73
Void Rent Loss – general needs	0.14	0.46	0.48	0.61
Average Re-let time – Housing for older people	5	12.95	23.44	29.00
Void Rent Loss – Housing for older people	0.17	0.35	0.82	1.98
No. of Responsive Repairs completed per property	5.09	3.13	3.29	3.52
% of reactive repairs completed on time - emergency	100	100	100	-
% of reactive repairs completed on time - urgent	100	97.93	97.10	-
% of reactive repairs completed on time - routine	100	97.21	96	-
% of tenants satisfied with most recent repair	99	99	96.50	94.16
% of dwellings with a valid gas safety certificate	100	100	100	100

Overall our performance is strong in most areas when measured across all 3 of these comparators. Where performance is below target we understand why this is. The main issue highlighted is that the average number of repairs we carry out is higher than others. We have identified that 94% of our stock is flats within communal areas and approximately one fifth of our repairs are for these communal areas. When these communal repairs are excluded from our figures our average repairs per property reduces to 3.8

How did we perform?

Measure	Performance		
	Last year	This year	Trend
Customer satisfaction			
Customer satisfaction with St Peter's as a landlord	99%	100%	
Customer satisfaction with contacting us	100%	100%	
Customer satisfaction that views are taken into account	90%	96%	
Customer satisfaction with opportunities to participate	83%	100%	
Customer satisfaction with repairs service	100%	97%	
Repairs Service			
Emergency repairs completed on time	100%	100%	
Urgent repairs completed on time	100%	100%	
Routine repairs completed on time	99.7%	100%	
Valid Gas Safety Certificates	100%	100%	
Housing Management Service			
Average re-let time	20 days	6 days	
Rent loss on empty properties	0.3%	0.3%	
Current tenant arrears	1.26%	0.98%	

Facts & Figures

Empty Properties

During the reporting period 1st April 2016 – 31st March 2017 we had 13 properties become empty which was 3 more than the previous year. The average cost of the property being empty was £151.29 compared to £228.48 in the previous year.

Rent Arrears

Rent arrears decreased to £6026.43 at the end of the financial year compared to £7604.96 in the previous year.

Service Failure Complaints

We received 1 complaint about service failure compared to 6 in the previous year. The complaint was resolved at stage one and details are as follows:

Summary of Complaint	What we did
Persistent boiler breakdown issues	Fitted a new part

Asset Improvements

We replaced 5 kitchens and 5 bathrooms during the year.

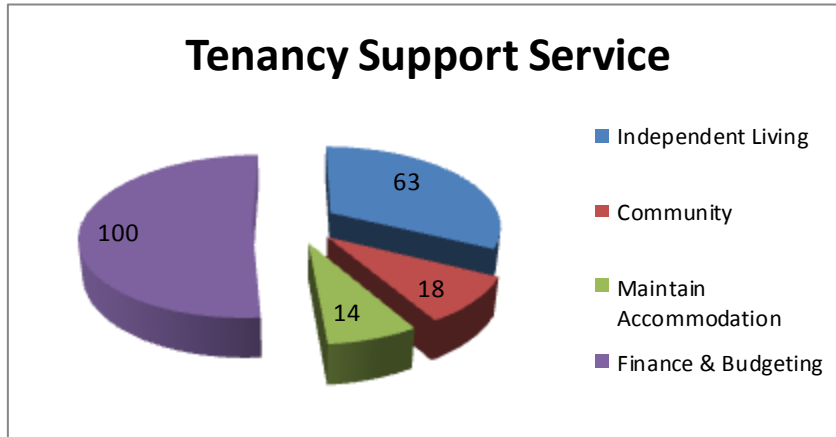
We also planned to replace the windows at South College House and part of Middle College House but unfortunately planning consent from Birmingham City Council took far longer than we had anticipated. These window replacements are now taking place in 2017.



Tenancy Support

As part of the services we provide here at St Peter's we help tenants maintain their tenancies and more widely access community services. Support is targeted and short term, using other support providers when needed.

During 2016/17 tenants have been helped with a total of 195 issues compared to 136 issues in the previous year



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

If you would like help with any of these areas please contact Lisa Baker at the office.

We Said/We Did

In response to our 2016 tenant survey and in other consultation discussions, we have developed a Neighbourhood Management Statement and this is how we've been getting on with it so far

We said we would	What we have done
ensure the internal and external communal areas are maintained, kept clean, safe and secure, are promptly repaired, kept clear and adequately lit.	Regular inspections are carried out by staff and the cleaning company provider. Any areas which are a possible cause for concern are discussed and dealt with as they arise.
ensure our walkways, stairwells and footpaths are well lit to deter crime and anti-social behaviour	As well as estate inspections, Health & Safety checks are carried out quarterly by the Property Maintenance Supervisor & monthly lighting checks carried out by the Estate Maintenance Assistant
support our tenants to have a positive impact in the neighbourhood by developing and reviewing Neighbourhood Management Standards	All tenants were invited to a consultation meeting to develop the Standards. The Standards are monitored and reviewed by the Scrutiny Panel to ensure they are still working as they should.
support community groups such as the Women Empowering Women and Birmingham Vision in helping them to support the local community	All of the activities carried out by the community groups using the hall are open to the local community. These activities include kids holiday group; boxing club; discussion groups; exercise classes; Fareshare food project etc.
inspect the area on a quarterly basis and invite tenants to join us on walkabouts	Estate inspections have been carried out quarterly throughout the year and all tenants invited via newsletters & posters displayed on noticeboards
work in partnership with tenants and other agencies on initiatives to improve security and community safety	Security & community issues are discussed during estate inspections and scrutiny panel meetings. WMNow , the West Midlands Police community email was advertised and promoted in the tenant newsletter.
effectively communicate and provide information to tenants through various channels including newsletters, the website and noticeboards	Various communication methods are used by us including quarterly newsletters, posters on noticeboards as well as flyers on individual issues. The Noticeboard information is checked and updated on a regular basis.
create opportunities for tenants to participate fully in their wider neighbourhood / community by partnership working with local	All activities & opportunities to participate are advertised in newsletters and noticeboards. These opportunities may be held in our hall or by Birmingham City Council city wide.

community groups	
consult with tenants to ensure that they have the opportunity to have a real voice either through the Scrutiny Panel, Board of Management, local community groups, and tenant surveys	The annual tenant survey for 2016 was returned by 80+ tenants providing us with a wide range of comments which were published for all tenants to read. The Scrutiny Panel meet on a quarterly basis and reviewed our performance as a landlord. We currently have one board member who is a tenant.
ensure tenants have equal opportunities to get involved and by taking active steps to engage with under-represented groups by working within the community speaking to tenants, flexible meeting / consultation times and providing information suitable to their needs	The Scrutiny Panel meet on a quarterly basis and the group is open to all tenants. Meeting times are flexible to meet any need. Recruitment is advertised in newsletters and information leaflets given & discussed with all new tenants.
consult and involve tenants in neighbourhood improvements proposals	Newsletters, posters & flyers were sent to all tenants informing them of improvement opportunities. Over the last year we have held a community week where improvements to the site were carried out with help from our partners & tenants.
encourage tenants and tenants groups to identify improvement projects which will have an impact in enhancing the landscaping, security and general appearance of the neighbourhood. However projects are subject to availability of budget/funding provision and further tenant consultation	Through the annual tenant survey & estate inspections tenants identified some areas of the site which needed enhancing & some of these have been carried out. We have planted up hanging baskets, developed a herb & wildlife area as well as developing & monitoring the Neighbourhood Management Standards.
work with other agencies on proposals in order to explore the possibility of their contribution to funding of projects and encourage the involvement of the whole community as appropriate	Throughout the year we have been developing our links to local community groups and bidding for funding to enhance the site. We were successful in obtaining funding for the development of the allotment.
identify and publishing in our Annual Report the roles we play within the area we have properties	The report sets out our mission statement & value and progress made on the Corporate Plan
co-operate with local partnership arrangements and strategic housing functions and assist where possible to meet these objectives.	We continue to attend local partnership meetings to ensure St Peter's shares an active part in the local community and those objectives set by Birmingham City Council.

St Peter's Community Events

As well as the weekly activities carried out in the hall, there were various events carried out including a food tasting day, a Spring Clean day where along with Upcycle we raised £50 for charity. There were also three Christmas lunches and a day trip to Rhyl arranged by the Women Empowering Women group.



A trip to the garden centre with children from the local Rosary School and tenants took place where plants were brought and a bit of cake eaten! The plants were brought back to St Peter's and with the help of tenants hanging baskets were planted up.

Charity Coffee Morning

WELL DONE! £105 was raised in aid of MacMillan Cancer Support

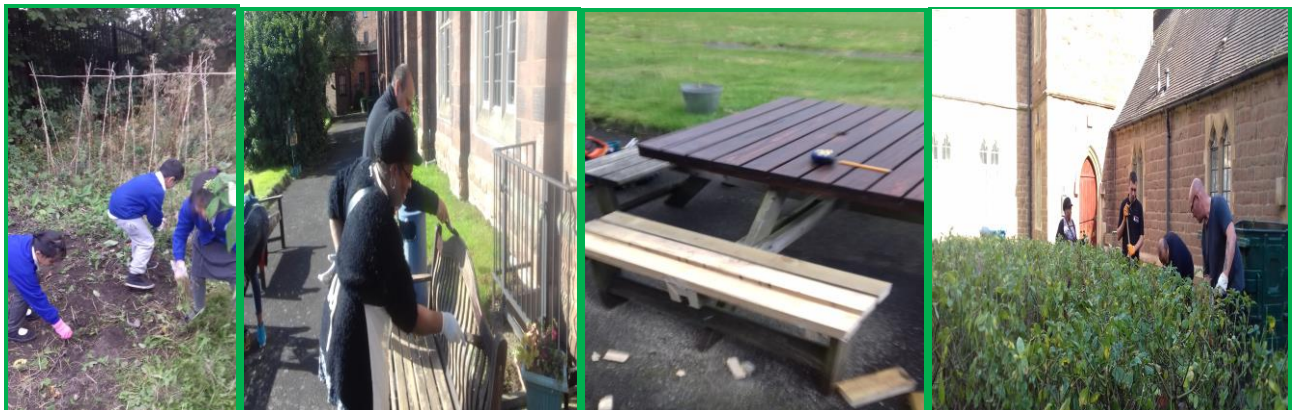
We held our annual coffee morning in the hall on 8th September. It was a great success and we want to thank you for all your hard work and donations.



Community Action Week



A community action week was held from 3rd – 7th October. During this week tenants and volunteers from our partnership groups cleared the allotment, repaired, sanded & varnished table and benches, cut back roses in quad and planted bulbs for Spring.



Scrutiny Panel

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

Neighbourhood Management Statement – the panel devised the Statement which includes how we will maintain and improve the neighbourhood and identifying our role within the local community including partnership working. The statement outlines how we will achieve these aims and also includes schedules with performance standards for the management of work which is undertaken in grounds maintenance and communal areas. The development of the statement has also led to the introduction of regular tenant estate inspections.

Policies and Procedures – the Panel also helped review the Repairs & Maintenance Policy, the Contractors Selection & Review Policy and the Compensation for Improvements Policy.

Quarterly Performance Reports – the quarterly performance reports were reviewed and discussed at the end of each quarter. The key performance indicators looked at by the panel was current & former rent arrears, repair responses, complaints, tenant involvement & support assistance targets. The panel were looking at what targets had not been achieved and the reasons why not. For example, as part of the reviews the panel asked staff what the approach was to dealing with arrears. The policy and procedure was discussed including all actions taken and what the issues are when dealing with rent collection.

Tenant Survey Results – the panel gave feedback about the format of the survey responses that were sent out to tenants and also questioned the timescale the feedback was sent out as they felt the gap was too long between the survey & tenants receiving feedback. It was agreed that the panel would have an input in reviewing the questions for the next annual survey.

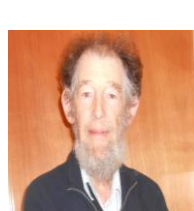
Meet the current panel members



James Bennet



Tina Tipping



Ken Jackson



Stan Bates

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.