



TENANTS' ANNUAL REPORT

April 2017- March 2018



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 because of the government's welfare reform agenda. We recognise and aim to respond to this, going beyond legislative requirements 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 both on site 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, by providing effective good quality services 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 mean 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 2017 to March 2018.

Andrea Ward
Chief Executive

Chair's Statement

This year has seen the appointment of our new Chief Executive, Andrea Ward, who brings to St Peter's 27 years' experience of working in the housing sector. After initially appointing Andrea in July 2017 on a fixed term interim contract the Board were delighted to be able to appoint Andrea to the permanent role from 1st April 2018.

In terms of the properties, the highlight of the year has been the major window and door installation programme that has seen the replacement of 224 wooden framed single glazed windows and 7 communal entry doors with white wooden double-glazed windows and doors plus a new door entry system in South and Old College at a cost of £388,000. In addition, all the listed grey metal windows have been painted and the wooden surrounds re-stained in Middle and part of Old College.

We have completed the second 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

The major window, communal door and door entry system replacement programme has delivered not only aesthetic improvements to the appearance of the flats but has also reduced heating costs for St Peters tenants whilst achieving our priority of investing in our homes. 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 which has seen the hall occupied to near capacity this year. We also secured additional income during the year through a partnership with Spring Housing Association and we have developed plans to extend this partnership further during 2018/19.

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

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

Phil Knight

Chair



Board Members 2017/18

The members, who are non-executive directors, set out below have held office during the whole of the period from 1 April 2017 to 31st March 2018 unless otherwise stated

Chair: Phil Knight

Vice Chair: Lisa Barnes

Rob Semple until 18.09.17

Karen Edwards until 18.09.17

Ken Hazeldene

Mark Pinnell

Alan Hamer

Faisal Nasim from 15.01.18



Staff Members

Andrea Ward	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
Fiona Moran	Housing Services Officer (temporary cover for Bea Lunn)
Samantha Compton	Administration Assistant

Other key service providers during 2017/18 were:

Black Country Housing Group	Financial Services
Synium	IT Support
Mazars	Auditors
Barclays	Bankers



Income & Expenditure

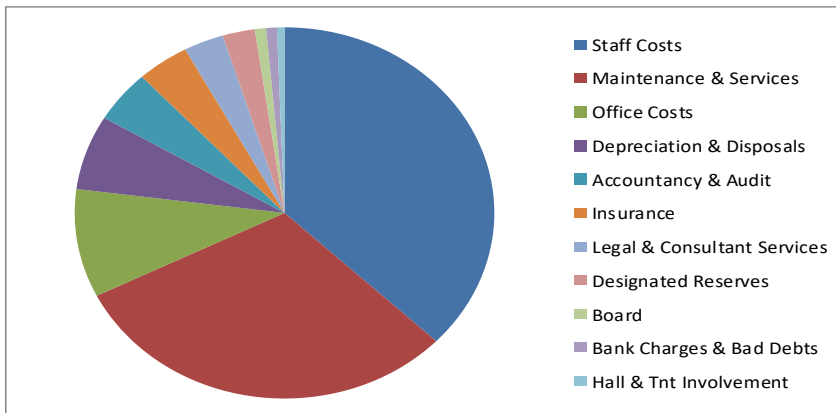
The Income & Expenditure account for the year ended 31st March 2018 from the financial statements is as follows:

	2018	2017
	£	£
TURNOVER	787,149	797,601
Operating costs	(669,293)	(671,453)
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OPERATING SURPLUS	117,856	126,148
Finance income	596	1,147
Interest and financing costs	(6,150)	(10,101)
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SURPLUS FOR THE YEAR BEFORE TRANSFERS	112,302	117,194
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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:



Staff Costs	37%
Maintenance & Services	31%
Office Costs	9%
Depreciation & Disposals	6.50%
Accountancy & Audit	4.50%
Insurance	4%
Legal & Consultant Services	3%
Designated Reserves	2.50%
Board	1.00%
Bank Charges & Bad Debts	1.00%
Hall & Tnt Involvement	0.50%
Total	100%

Assets:

- 224 windows and 7 communal doors replaced in South College and part of Old College.
- 2 bathrooms replaced within budget and with 100% customer satisfaction.
- Painting all of the listed metal grey windows and stained the wooden surrounds in Middle and Old College.

Social value:

Increased use of St Peter's Hall resulting in the wider community becoming more aware of St Peter's which has led to an increase in joint working.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Space available	11.am – 5pm Blind Ambition	10am – 2pm Ladies only Women Empowering Women (WEW) Discussion group 12.30 – 1.30pm Arts and crafts	9.30am – 10.30am Ladies only WEW Glowercise. 10.30 – 12.30 Hot cooked meal 11.00 – 1.00pm Arts and crafts Place of Welcome	9.30am – 12.30 WEW Community Food project	9.00am -4.00pm Karate Club	11am – 12.30pm Boxing Club
3pm – 5pm Tenants Bowling		3pm – 5pm Tenants Bowling	Space available	Space available		Space available
6pm – 8:30pm Boxing Club	6pm -8.30pm Boxing Club	6pm – 8:30pm Boxing Club	6pm – 8:30pm Boxing Club	6pm – 8:30pm Boxing Club	Space available	Space available

Boxing Club – is a combat sport teaching respect and self-control as well as punching technique, power & speed, defensive maneuvers, footwork, and counter-punching reflexes against all styles of opponents. This sport is good for strength and agility, mental and physical fitness as well confidence boosting. This is open to anyone of all ages.

Blind Ambition - provide information for the visually impaired community, their family and carers. They are a support service as well as signposting people to access opportunities i.e. work, university etc. They discuss issues and help each other with their experiences and difficulties that sight impairment brings. This is open to anyone experiencing sight loss or family or carers that are affected and need support.

Women Empowering Women discussion group (WOMEN ONLY)- this session is about women getting together from different backgrounds and talking about life experiences or to raise awareness on topics such as; Isolation, social anxiety or if you have had an illness, beaten an illness or are dealing with an illness.

Arts and Craft Group (WOMEN ONLY) – Arts and crafts group whilst meeting likeminded people, open to women of all ages

Glowercise (WOMEN ONLY) High and low impact options Glowercise dance fitness classes are for beginners and fitness fans alike.

Hot Cooked Meal – a hot meal is made on site one day per week. A small donation is required, and everyone is welcome.

Community Food Project – food is donated through the Fareshare project for people in the community who are on low incomes or in crisis.

Taku Kon Karate Club – is a martial arts class that teaches self-defense, fighting techniques, throws and holds benefitting self-confidence, discipline, physical and mental fitness. This is open to anyone of all ages.















How we compare to others

	St Peter's 2017/18	Peer Group Median 2017/18 Q4	SPBM * 2017/18 Q4	Housemark 2017-2018	
Rent collected as a % of rent owed – General Needs	106.8%	100%	100%	99.8%	
Rent collected as a % of rent owed – Housing for older people	117.4%	98.3%	99.4%	100.6%	
Current tenant arrears – General Needs	2.4%	2.4%	2.5%	3.39%	
Current tenant arrears – Housing for older people	0.3%	2.3%	0.7%	0.9%	
Average Re-let time – general needs	15 days	14 days	17.5 days	21 days	
Void Rent Loss – general needs	0.1%	0.14%	0.35%	0.73%	
Average Re-let time – Housing for older people	12 days	13.9 days	20.2 days	28.0 days	
Void Rent Loss – Housing for older people	0.55%	0.8%	0.82%	1.29%	
No. of Responsive Repairs completed per property	3.5 jobs	2.9 jobs	3.1 jobs	3.3 jobs	
% of reactive repairs completed on time - emergency	100%	99.8%	100%	-	
% of reactive repairs completed on time - urgent	100%	99.4%	97.1%	-	
% of reactive repairs completed on time - routine	100%	95.5%	97%	-	
% of tenants satisfied with most recent repair	99%	97%	97%	96%	
% of dwellings with a valid gas safety certificate	100%	100%	100%	100%	

* Small Providers benchmarking members

Overall our performance is strong in all areas when measured across all 3 of these comparators. The only issue highlighted is that the average number of repairs we carry out is marginally higher than others at 3.5 jobs per property, compared to a mean of 3.3 jobs. 94% of St Peters' stock is flats with communal areas and a proportion of our repairs relate to these communal areas. In addition, our office is on site and it is very convenient for residents to report repairs which may also explain the higher figure.

How did we perform?

Measure			Performance
	Last year	This year	trend
Customer satisfaction			
Customer satisfaction with St Peter's as a landlord	100%	100%	
Customer satisfaction with contacting us	100%	100%	
Customer satisfaction that views are taken into account	96%	96%	
Customer satisfaction with opportunities to participate	100%	100%	
Customer satisfaction with repairs service	97%	100%	
Repairs service			
Emergency repairs completed on time	100%	100%	
Urgent repairs completed on time	100%	100%	
Routine repairs completed on time	100%	100%	
Valid Gas Safety Certificates	100%	100%	
Housing Management Service			
Average re-let time	6 days	13 days	
Rent loss on empty properties	0.3%	0.7%	
Current tenant arrears	0.98%	1.42%	

Facts & Figures

Empty Properties

During the reporting period 1st April 2017 – 31st March 2018 we had 13 properties become empty with an average re let time of 13 days. The increase in average days to let each property was due to the unusually high number of properties in the +55 scheme. 11 of the 13 properties were +55 which represents a 25% tenant turnover in the scheme. Problems occurred as our existing waiting list was quickly exhausted and refusal rates were high, therefore additional work had to be invested in building relationships with agencies in the City to identify potential new tenants. We have also invested time in producing new marketing material to attract applicants to St Peter's.

Rent Arrears

Rent arrears increased to 1.42% at the end of the financial year compared to 0.98% in the previous year, but this is still within our performance target of 2.25%. This has been due to the full roll out of Universal Credit this year and the long lead in time and wait for residents to receive their monies. This increase in arrears is a trend that is being seen by all housing providers in the sector.

Service Failure Complaints

We received 3 complaints about service failure compared to 1 in the previous year. The complaints were regarding the standard of cleaning; contractor damage to fixture and fittings and a procedural complaint regarding access to properties. All three complaints were resolved to the satisfaction of the complainants.

Although we only received one formal complaint regarding the standard of communal cleaning we received a number of informal complaints regarding the cleaning during the year. In response to the issue we have worked closely with the contractor resulting in a change of staffing structure. We will continue to monitor this situation closely.

Asset Improvements

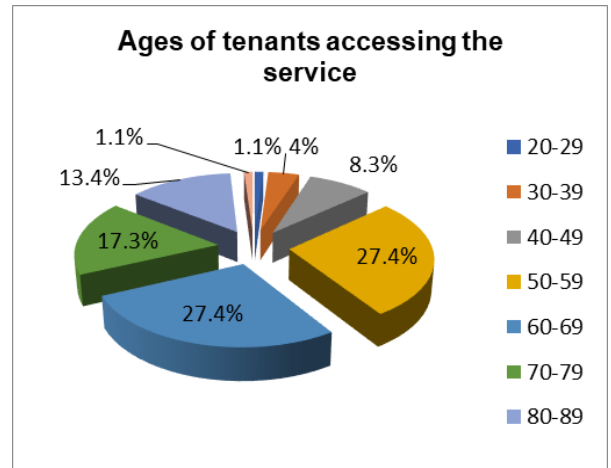
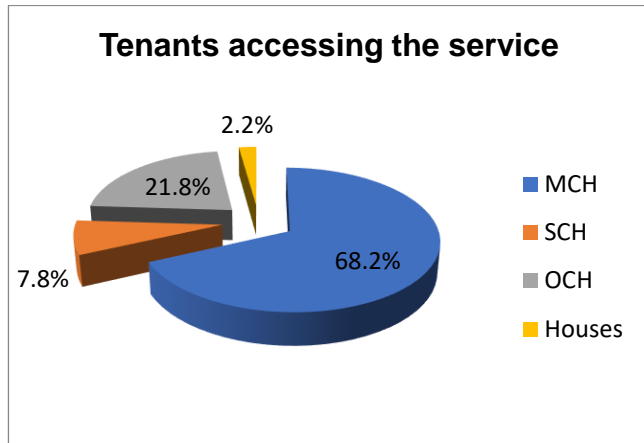
We replaced 224 windows, 7 communal entry doors in South and part of Middle College and all of the door entry systems in all of the colleges. In addition, we also replaced 2 bathrooms during the year and we have painted all of the listed grey metal windows and stained the wooden surrounds in Middle and Old College. We also painted the plaques, motifs, sundials and the coat of arms.



Tenancy Support

As part of the services we provide 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 2017/18 tenants have been helped with a total of 179 issues.



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

Finance and budgeting

- Debt management
- Benefit issues - help with housing benefit, Universal Credit, council tax and claims that have been stopped or suspended.
- Checking entitlement for new benefit and help making applications
- Assistance with benefit appeals

Maintain accommodation

- Help with utility bill issues
- Help accessing furniture including accessing the Local Welfare Provision fund
- Help accessing care and cleaning services
- Contacting health services
- Help completing forms
- Referrals and assistance for occupational health assessments
- Alternative accommodation suitable for changing needs
- 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.

Your Feedback

In our annual survey we give an opportunity for all tenants to tell us any individual comments, concerns or compliments. Below are the individual comments good and bad made in the **2017** survey and our responses on what we have done or are planning to do.

Maintenance	
You Said	Our Response
<p><i>More detail to be given to contractor so they will be able to pinpoint the problem at an earlier stage.</i></p> <p><i>I wonder what can be done about the smell that emanates from the drains and/or stagnant water around MCH and St Peters Hall.</i></p> <p><i>Some contractors seem to be a bit messy on certain jobs and need to be checked up on after they have completed work</i></p> <p><i>By registering the call to the relevant individual that deals with the particular repair</i></p> <p><i>By informing us what time roughly on when someone will come out to repair as we have to work around you as well as us because of work</i></p> <p><i>By giving more notice on when a repair will be done as I have to give my works over a week notice if I have to stay in for repair to be carried out or find other alternatives for somebody to be in</i></p> <p><i>By giving us information like a time slot of when they will roughly be just in case I have to pop out.</i></p> <p><i>Overall, I am satisfied that when I have called about repairs they have been solved</i></p> <p><i>By walking round the grounds more to see what repairs may be needed to be done and by that way you would see the tenants and they may get involved more by reporting things or get involved and by keeping an eye on anti-social behaviour.</i></p> <p><i>Speed up the replacement of the windows</i></p> <p><i>Update bathroom into shower.</i></p>	<p>When receiving a call about a repair staff will take as much information from the tenant as possible and this information will be passed onto the contractor.</p> <p>This issue has now been remedied as Dynorod have been on site and cleared all the blocked drains.</p> <p>Contractors have been reminded to tidy up after themselves. We check 10% of contractors work on a regular basis and follow up with tenants via telephone to gauge satisfaction where we will then follow up on issues.</p> <p>All calls are taken by the housing office staff and passed onto the relevant contractor</p> <p>Appointments are offered for the following time slots: 9.00am -1pm or 1.30pm – 5pm.</p> <p>We will closely with our contractors to ensure they contact the tenant direct to make arrangements for access.</p> <p>Estate inspections are carried out monthly by staff to check grounds maintenance as well as any health & safety issues. We also hold quarterly inspections with tenants; these are held at different times of the day so as many tenants can attend as possible.</p> <p>The window replacement programme has now started.</p> <p>The planned maintenance programme is continuing but will replace 'like for like' unless we have a referral from an OT assessment. If tenants feel they need an assessment please contact us and we can make a referral.</p>

Grounds Maintenance	
You Said	Our Response
<p><i>OCH quad – grass cuttings left on path and looks a mess. Lots of weeds in the bricks all the way around</i></p> <p><i>Rose bushes – take out and turf to match all other areas.</i></p> <p><i>OCH doesn't get any flowers or hanging baskets – looks dull and boring</i></p> <p><i>Some hanging baskets in the grounds of Old College House.</i></p> <p><i>I have noticed the maintenance for cutting the grass has improved than what it was like.</i></p> <p><i>General litter picking could do with looking at as the car parks can be very bad at times</i></p> <p><i>More inspections of the site to clamp down on fly tipping & unauthorised parking.</i></p> <p><i>A car had a window smashed months ago and was reported. It's been washed away by the rain over time and has finally gone. This was in full view for tenants, visitors and groundsmen for over 4-5 months and not touched.</i></p> <p><i>Tenants meetings which highlights the importance of keeping outside areas clean from rubbish and foods, as sometimes there are food ie left for cats and small bag of rubbish outside flats. The food and rubbish will attract rats.</i></p>	<p>All cuttings will be removed on the same day and regular weeding in line with the Neighbourhood Management Schedule.</p> <p>We would like to see if we can save some of the rose bushes as they do look and smell nice when in bloom. We are going to hold a community day in October to prune the bushes</p> <p>We are currently working with BVSC who have obtained funding for us to improve the look of the site which includes planters for OCH</p> <p>The Neighbourhood Management Statement has included fortnightly cutting of the grass and we are glad to see it is having a positive effect on the site.</p> <p>Litter picking has been increased to three times per week.</p> <p>Monthly inspections are carried out by staff to check grounds maintenance as well as any health & safety issues.</p> <p>Staff will be more vigilant & clear glass and other debris as quick as possible.</p> <p>Whilst we don't hold tenant meetings we do carry out estate inspections with tenants on a quarterly basis where these issues are discussed and then reported in the following newsletter. These meetings are really useful as it gives staff and tenants the opportunity to explore different ideas and suggestions about the site and the association in general. We hold the inspections at different times of the day to enable as many opportunities for tenants to attend.</p>
Décor	
<p><i>By painting the communal area and stair bannister as the communal area will look nicer and clean, as at the moment it doesn't look very inviting when you come in and have visitors in SCH.</i></p>	<p>Decorating is part of the cyclical maintenance programme. When decoration is due tenants will be consulted. We are planning on painting SCH communal areas when the new door entry and new lighting has been completed.</p>

Cleaning	
<p><i>Block next to 6, 7 & 8 OCH flats is very dirty.</i></p> <p><i>Often St Peter's Hall is not cleaned before activities take place. I have arrived early on a Thursday or Friday and seen for myself that the floor has not been cleaned. Suggestion: more checks on cleaning contractor work, on a regular basis and especially before events are held, including surfaces and toilets.</i></p> <p><i>Communal staircases need a sign sheet to state when they have been cleaned so tenants can see as we never know when they have been cleaned.</i></p> <p><i>The communal area in this block needs a good scrubbing.</i></p> <p><i>The cleaning needs to be cleaned a bit more frequent as there is dust around plus the carpets need to be cleaned a bit more as rubbish is left on the stairs for a while.</i></p> <p><i>More cleaning on door handles and service lift buttons</i></p> <p><i>Review cleaning contract</i></p>	<p>The Neighbourhood Management Standards set out what cleaning should be done, and the cleaning contract is monitored monthly by the contract manager.</p> <p>We are working closely with the cleaning company to make sure these standards are met.</p> <p>In the next three months two meetings are going to be held monthly which will include walking around the site and checking the site against the service standards. The contract will be reviewed if necessary.</p> <p>If there are any complaints about the cleaning, the contractor is called, and they visit the site as soon as possible to rectify any issues.</p> <p>During the winter months we will also be carrying out a special clean on the red flooring in Old College House.</p> <p>The cleaning contract will be reviewed in conjunction with the Scrutiny panel when the contract is re tendered in 2018.</p>
Bins areas	
<p><i>Black bags on floor and on raised concrete patch, which also has lots of weed.</i></p> <p><i>Fine fly tippers who dump black bags on floor in bin sheds</i></p> <p><i>Implement the system to 'tag' all rubbish items left by contractors or staff with 'date of removal' 'work in progress' etc</i></p>	<p>The bin areas are cleared and cleaned weekly when the bins are removed. The raised concrete patch is going to be removed.</p> <p>Fly-tipping issues are dealt with under the Anti-Social Behaviour Policy and Procedure. This includes checking CCTV to identify who has left the items. Where people have been identified we have asked them to remove any dumped items. This has worked well to date. Where items are not removed we will recharge for the cost of removal.</p> <p>All rubbish items left by contractors should be removed on the same day. We will ensure we check this at the time.</p>
General Comments	
<p><i>What I do want to say is considering you are missing an integral member of staff who greatly contributed to the quality of service, the remaining staff have been doing an excellent job.</i></p>	<p>The team would like to thank you for your comment, we try our best</p>

More use of 'Corporate (Free Services) Social Responsibility' policies to increase voluntary/charitable work e.g. to waterproof & paint the fencing. Some cyclical maintenance tasks could be performed by volunteers and so get done a lot quicker, SCH defunct bin area.

Continual emphasis regarding how tenants can improve security e.g.

- *Not leaving doors that somehow held open unattended*
- *Making sure that doors shut when leaving or entering buildings*
- *Putting a special limit on cars using the parking & driving areas*
- *Banning all car music systems from being turned on around the estate*
- *Making sure all tenants know which facilities are for everyone e.g. SCH residents can use quadrant area or outside MCH*
- *Letting SCH residents know the estimated date that the window replacement will start*
- *Create even more opportunities for residents to get to know each other*
- *Improve continuity e.g. provide chicken wire so can finish off job started by Secure Trust Bank volunteers, preferably provided soon after initial job started.*
- *Ask 'organising tenants' to report how many tenants have been involved in activities, include chart in newsletter with historical info, to better assess and encourage more tenants to get involved*
- *A clear cut off point where the mental health of a resident is deemed to be unacceptable because of historical evidence of causing distress to other residents e.g. only acceptable if not causing harm to other residents, otherwise more specialist care may be required that St Peter's is not set up to give.*

We certainly want to encourage this as well and are busy collating a list in team meetings of all areas which would benefit.

The doors at South College are being replaced which will resolve the door security problem

We will also continue to promote safety and security via newsletters, notice boards and at all possible opportunities.

Tenants and visitors are able to use the car parks and the tenancy agreement stipulates vehicle management conditions. Where tenants are in breach of this we will contact them directly and take action. We are not able to ban music car systems around the site. Any anti-social behaviour resulting from music will be dealt with under the ASB policy.

External areas can be used by all tenants apart from the areas which are owned by St Peter's Trust and we are continuing to discuss this with them.

We have a tenant involvement programme in place and try to hold different events throughout the year and are always looking for new opportunities for tenant engagement.

Where possible we can certainly do that although sometimes this can be dependent on funding, we are always on the lookout for funding opportunities

The newsletters report these events, but we can certainly include more information on the number of attendees and comparisons which would help to encourage more tenants to become involved.

All tenants' individual needs are supported, and this may include signposting to the appropriate agencies where necessary.

Allotment:

- *Implement a system whereby if allotment holders do not attend their plot over a certain length of time they forfeit use and key access.*
- *All holders informed of what is deemed 'communal' and what's not e.g. fruits, veg, belongings –already in progress.*

General – make sure Adrian doesn't leave anytime soon!

Upgrade camera system. It's a waste of service charge

Looking forward to receiving replacement Raspberry Plants for my allotment as the originals were inadvertently cut down by "overzealous" Bank staff volunteers

By taking aboard on our suggestions and valuing the comments.

There have been two occasions where I have been bothered by charity workers. They made me feel very uncomfortable when I refused to donate money. I do not expect unauthorised people at my doorstep. Who let them in, in the first place? I would've thought that they'd know their own rules and regulations. I feel very strongly about this, it needs to stop.

I feel that service charge is too high for the communal services which are provided whilst replacing windows are taking a long time for work to start. Apart from that happy with St Peter's as a landlord.

Other than my other comments made, overall, I think St Peter's is doing a good job and should continue to improve further.

Fine unauthorised vehicles parked on mosque day

Just one thing- How about breakfast in bed! Been here 9 months, best move ever.

We are going to hold a meeting in March at the beginning of the main growing season to review the current rules and check what is left in the fund and discuss how this can be spent in the upcoming year.

I have passed your compliment onto Adrian

The lighting has been improved on site which has helped clear the images we see, and we are also upgrading the cameras when they need to be replaced.

Many apologies for this, they were very keen! We will replace.

We value all comments and suggestions made by tenants and wherever possible we will give feedback to tenants.

As you are aware tenants are asked to only let in their own visitors. We will continue to remind tenants about safety and security via notices board posters and newsletter articles

We are always looking for ways to improve Value for Money for the service charge. Last year the Tenant Scrutiny Panel made a saving of £2000 by switching to a new CCTV monitoring provider. We will continue to make savings wherever possible.

Thank you for your compliment, this has been passed to all staff

We have recently written to the mosque about the problems we are experiencing with unauthorised parking both on mosque days and when there are funerals. My letter has been posted on the mosque noticeboard by the Iman and the issue seems to have been eased but this is something we will keep an eye on.

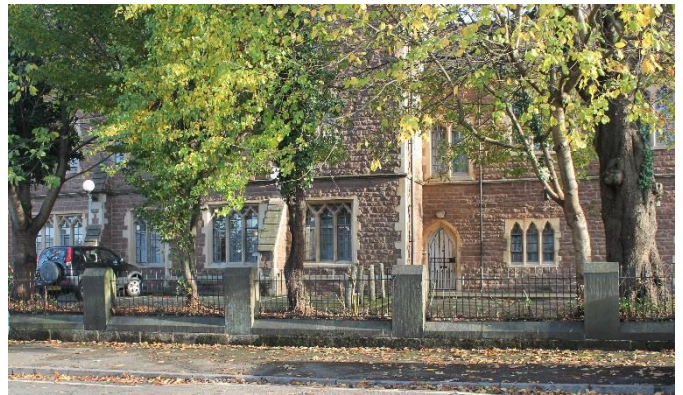
We are really pleased to hear you are happy living here.

St Peter's Community Events

As well as the weekly activities carried out in the hall, there were various events carried out including:

Birmingham Voluntary Services Council Gardening Days

On the 19th April and 18th October Birmingham Voluntary Services Council (BVSC) helped organise two Gardening Challenge Days. Using £900 that had been raised by Tesco's plastic bag levy, plants and gardening equipment were purchased to improve the site.



Barclays Digital Event

We teamed up with Barclays Bank on the 6th December and held a very successful session in the pitfalls and advantages of the internet. Local Barclays staff helped tenants set up their digital devices so that they can shop safely and discussed a range of topics ranging from personal banking queries to local scams at cashpoint and antivirus software.

MacMillan Coffee Morning and Tenant Consultation Event

We held a joint event on the 29th September and combined our annual MacMillan Coffee morning with a tenant consultation exercise which will help to shape our service delivery in 2018. The morning was extremely successful and raised £310 for Macmillan.

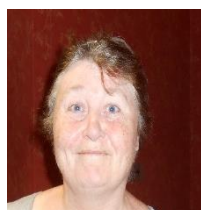


Scrutiny Panel

Meet the current panel members



James Bennet



Tina Tipping



Ken Jackson



Stan Bates

The panel was also joined throughout the year by observers Enid Dawe, Tony Shepherd and Sam Ahmed. The Scrutiny Panel, chaired by James Bennett, met regularly and its key achievements were:

Review of the Neighbourhood Management Statement – the panel devised the Statement in 2016 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 standard was reviewed during the year and the panel concluded that the statement needed no further amendment.

Regular Estate inspections

The development of the Neighbourhood Management Statement has also led to the introduction of regular tenant estate inspections. These Inspections have continued on a regular basis throughout the year and the panel have continued to monitor the workplan spreadsheet.

Annual Plan

The annual plan including each KPI and key project/activity was discussed. The tenants were interested in the welfare reform areas and how they affect and impact on St Peter's. The panel was also interested in how we compare in relation to the other small housing associations within the benchmarking group and were pleased with our high performance particularly in repairs.

Annual Tenants Survey and Results

The panel reviewed the survey and identified some questions to be removed and some suggestions to make other questions clearer this year. They also received the results and noted the dissatisfaction areas around not being able to make an appointment time for repairs; contractors not keeping dirt & mess to a minimum and the internal cleaning services but were pleased to see that there was a large increase in satisfaction with the appearance and maintenance of the grounds.

Quarterly Performance Results

The quarterly performance reports were reviewed and discussed at the end of each quarter. The key performance indicators looked at by the panel have been current & former rent arrears, repair responses, complaints, tenant involvement & support assistance targets.

Other topics discussed during the year included recruitment of new members; Barclays Bank Digital Event; Welfare Reform; Tenant Involvement Plan and the CCTV cameras policy

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.

