



# TENANTS' ANNUAL REPORT

April 2018 – March 2019



## 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 former college buildings on our main site and also have 6 houses within the locality. The Association also leases two hostels providing 43 units of homeless accommodation managed on St Peter's behalf by Spring Housing.

The Saltley neighbourhood is an economically disadvantaged part of Birmingham. 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 2018 to March 2019.

Andrea Ward  
Chief Executive

## Chair's Statement

This year St Peter's focus has been in investing in the stock with a wide-ranging improvement and replacement programme, with a particular emphasis on improving the appearance of the communal areas of St Peter's Housing.

In detail, investment has been seen in:

- The redecoration of the communal areas of South College House
- The replacement of the communal kitchen in Middle College House
- The replacement of the common room carpet in Middle College House
- The replacement of 10 new bathrooms and 2 kitchens across the scheme
- The replacement of the car park barrier on College Road
- The replacement of all the Notice Boards with lockable closing doors to meet modern fire regulations.

We have completed the third 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 significant improvement and replacement programme this year has achieved our priority of investing in our homes whilst also improving the aesthetical appearance of the scheme. We have also secured further additional income during the year through a partnership with Spring Housing Association. This has been very welcome in these times of austerity with the funds going some way to fund the stock improvement programme helping us to achieve further value for money for St Peters.

We have continued with our established community partnerships with local groups and a number of activities continue to be held in St Peter's Hall at no cost or for a nominal fee to the participants.

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.

**Ken Hazeldene**

Chair



## Board Members 2018/19

The members, who are non-executive directors, set out below have held office during the whole of the period from 1 April 2018 to 31st March 2019 unless otherwise stated

**Chair:** Ken Hazeldene from 24.09.18 (Phil Knight until 24.09.18)

**Vice Chair:** Lisa Barnes

Mark Pinnell

Alan Hamer

Faisal Nasim

Kerrie Porter from 24.09.18

Jon Dickin from 24.09.18



## 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)
Samantha Compton	Administration Assistant

Other key service providers during 2018/19 were:

- Financial Services - Black Country Housing Group
- IT Support - Synium
- Auditors - Mazars
- Banking - Barclays Bank



## **Income & Expenditure**

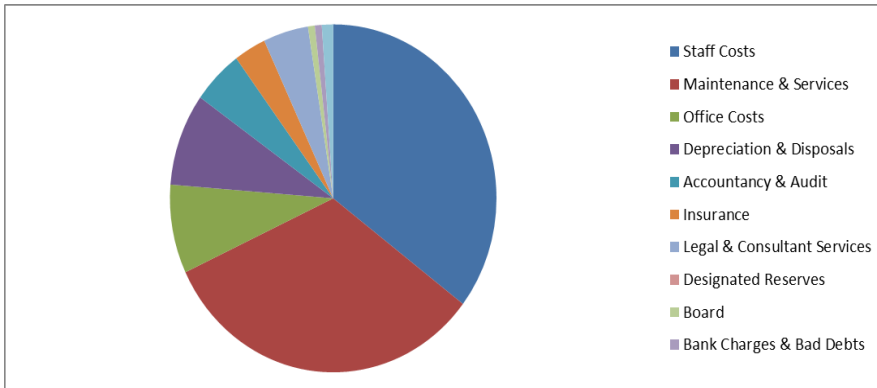
The Income & Expenditure account for the year ended 31st March 2019 from the financial statements is as follows:

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
<b>TURNOVER</b>	<b>870,106</b>	<b>787,149</b>
Operating costs	<b>(707,794)</b>	<b>(669,293)</b>
	<hr/>	<hr/>
<b>OPERATING SURPLUS</b>	<b>162,312</b>	<b>117,856</b>
Finance income	<b>749</b>	<b>596</b>
Interest and financing costs	<b>(6,090)</b>	<b>(6,150)</b>
	<hr/>	<hr/>
<b>SURPLUS FOR THE YEAR</b>	<b>156,971</b>	<b>112,302</b>
<b>BEFORE TRANSFERS</b>	<hr/> <hr/>	<hr/> <hr/>

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	35.4%
Maintenance & Services	32.6%
Office Costs	8.2%
Depreciation & Disposals	8.6%
Accountancy & Audit	5.0%
Insurance	3.2%
Legal & Consultant Services	4.5%
Designated Reserves	0.0%
Board	0.7%
Bank Charges & Bad Debts	0.7%
Hall & Tnt Involvement	1.1%
<b>Total</b>	<b>100%</b>

### Assets:

- Redecoration of the communal areas of South College House
- Replacement of the communal kitchen in Middle College House
- Replacement of the common room carpet in Middle College House
- Replacement of 10 new bathrooms and 2 kitchens across the scheme
- Replacement of the car park barrier on College Road
- Replacement of all the Notice Boards with lockable closing doors to meet modern fire regulations.

### Social value:

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

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
9am					WEW Community Food Project (9.30 – 12.30)			
10am	Remploy (11am -2pm)	Blind Ambition (11am-5pm)	Ladies only Women Empowering Women Discussion group (10am-2pm)	Women empowering Women Community Food Project 10.30am - 12.30pm				
11am								
12pm					Arts & Crafts (12.30 – 1.30)	Arts and crafts 11.00am -1.00pm		
1pm							Remploy (1.00pm - 3.30pm)	Taku Kon Karate Club (1.00pm – 4.00pm)
2pm								
3pm	Tenants Bowling (2.30pm-4.30pm)		Tenants Bowling (2.30pm-4.30pm)					
4pm								
5pm								
6pm	Boxing Club (6pm-8.30pm)	Boxing Club (6pm-8.30pm)	Boxing Club (6pm-8.30pm)	Boxing Club (6pm-8.30pm)	Boxing Club (6pm-8.30pm)	Saltley Caribbean Social Club (4.30pm - 8.00pm)		
7pm								
8pm								
9pm								

The clubs that use the Hall are for the benefit of the wider Saltley community and use the facilities free of charge or for a small nominal fee. The clubs are listed below.

**Remploy** – are specialists in providing help and advice to get people back into work, for people on low incomes, they can help to source further training to enhance skills and they also help with online support. Employment coaches will support to co-develop a personalised action plan whilst addressing any barriers to work

**Boxing Club** – is a combat sport teaching respect and self-control as well as punching technique, power & speed, defensive manoeuvres, 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

**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-defence, fighting techniques, throws and holds benefitting self-confidence, discipline, physical and mental fitness. This is open to anyone of all ages.

**Saltley Caribbean Social Club** – is a social club that brings together people of the Caribbean community and welcomes people from other communities to join them in group activities i.e. dominos, cards, food and socialising















## How we compare to others

	St Peter's 2018/19	Peer Group Median 2018/19 Q4	SPBM * 2018/19 Q4	Housemark 2018-2019	
Rent collected as a % of rent owed – General Needs	112.0%	101.0%	100.1%	99.8%	
Rent collected as a % of rent owed – Housing for older people	113.0%	99.9%	99.5%	100.1%	
Current tenant arrears – General Needs	2.7%	2.1%	2.5%	3.2%	
Current tenant arrears – Housing for older people	0.7%	1.1%	1.1%	1.1%	
Average Re-let time – general needs	9.4 days	12.6 days	18.4 days	19.6 days	
Void Rent Loss – general needs	0.28%	0.28%	0.34%	0.75%	
Average Re-let time – Housing for older people	7.4 days	14.5 days	21.0 days	29.9 days	
Void Rent Loss – Housing for older people	0.15%	0.99%	0.83%	1.29%	
No. of Responsive Repairs completed per property	2.9 jobs	2.9 jobs	3.0 jobs	-	
% of reactive repairs completed on time - emergency	100%	100%	100%	-	
% of reactive repairs completed on time - urgent	100%	98.8%	97.2%	-	
% of reactive repairs completed on time - routine	99.7%	97.5%	97%	-	
% of tenants satisfied with most recent repair	97%	93%	97%	92%	
% of dwellings with a valid gas safety certificate	100%	100%	100%	100%	

\* Small Providers benchmarking members

It is really pleasing to report that our performance is very strong in all areas when measured across all 3 of these comparators.

## How did we perform?

Measure			Performance
	Last year	This year	trend
<b>Customer satisfaction</b>			
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%	100%	
Customer satisfaction with opportunities to participate	100%	100%	
Customer satisfaction with repairs service	100%	97%	
<b>Repairs service</b>			
Emergency repairs completed on time	100%	100%	
Urgent repairs completed on time	100%	100%	
Routine repairs completed on time	100%	99.7%	
Valid Gas Safety Certificates	100%	100%	
<b>Housing Management Service</b>			
Average re-let time	13 days	8.4 days	
Rent loss on empty properties	0.7%	0.2%	
Current tenant arrears	1.42%	1.7%	

## Facts & Figures

### Empty Properties

During the reporting period 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019 we had 14 properties become empty with an average re let time of 8.4 days. This is extremely pleasing performance and reflects not only the hard work of the staff team in the process but also the healthy waiting lists that we have built up.

### Rent Arrears

Rent arrears increased to 1.7% at the end of the financial year compared to 1.42% 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 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.



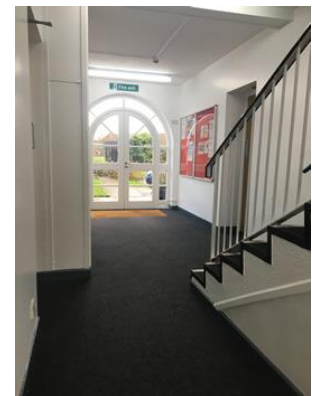
### Service Failure Complaints

We received 3 complaints about service failure which was the same number as the previous year. The complaints were regarding a hot water thermostat; the unauthorised removal of goods from a property and a procedural complaint regarding the way two separate complaints had been handled. All were upheld and resolved satisfactorily.

St Peter's has also received a complaint during the year regarding the levels of noise from the community activities in the Hall. The complaint has been escalated to Birmingham Environmental Health Department. This is still an ongoing complaint and St Peter's is working with Environmental Health to determine if we have breached any statutory noise limits.

### Asset Improvements

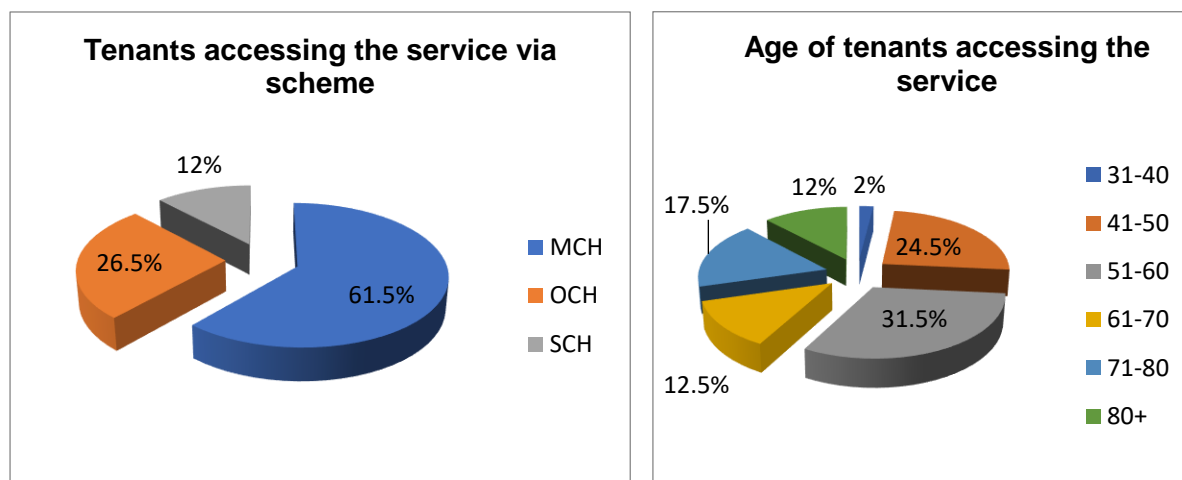
We are pleased to report the scale of the asset improvements this year that have included the redecoration of all of the communal areas of South College House; the replacement of the communal kitchen in Middle College House; the replacement of the common room carpet in Middle College House; replacement of 10 new bathrooms and 2 kitchens across the scheme; replacement of the car park barrier on College Road and the replacement of all the Notice Boards with lockable closing doors to meet modern fire regulations across the scheme.



## 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 2018/19 tenants have been helped with a total of 143 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 **2018** survey and our responses on what we have done or are planning to do.

Maintenance	
You Said	Our Response
<p><i>Maintenance persons can be quite messy at times. A little more care would be appreciated (by all tenants). Sometimes paying that bit extra for a tradesman can result in a much better overall job.</i></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 and any negative comments are conveyed back to the contractor</p>
<p><i>I was a little disappointed with the new bathroom as my wash basin is much lower than the one that was taken out, not sure if this could be looked into for future reference.</i></p>	<p>The new sink pedestals we are installing are manufactured to a certain height specification.</p>
<p><i>Maybe having up to date electric boilers rather than these old boilers some of us have.</i></p>	<p>New heating and hot water systems are going to be upgraded within the planned maintenance programme.</p>
<p><i>By informing us up to date wise on what's happening. Me and my wife work 5 days a week on week days, but for in order for us to be in we would need a week or 2 weeks' notice, so one of us is available to be in the property for work to be carried out as we would have to supply notice to our work.</i></p>	<p>We will work closely with our contractors to try to arrange mutually convenient appointments. Time responses for repairs mean that an urgent repair will need to be carried out within 7 days and we wouldn't be able to give 2 weeks' notice.</p>
<p><i>To do more walk around and inside the communal areas to check on the general maintenance as I have been reporting the lights in the communal areas, but unfortunately other people don't.</i></p>	<p>Communal lighting is checked weekly and estate inspections are carried out monthly by staff to check grounds maintenance as well as any health &amp; 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><i>To make the outside more brighter lit as it looks dark in areas which look like blind spots when out at night.</i></p>	<p>Additional security lighting has recently been installed around the site. And all lights are in the process of being changed in SCH</p>

<p><i>The customer service is good. St Peter's try their best to make the surrounding areas and their flats maintained to the best of their ability. They do the right safety checks, inspections, fire drills and gas safety all in order. We have privately rented before and the landlord was not good at timekeeping or reporting repairs which never got done, but I'm confident when reporting issues to St Peter's, it gets done. Also, which is nice, when repair is done that they keep us informed by sending repairs surveys and valuing our say about the servicemen.</i></p> <p><i>Better pre-planning of jobs involving external contractors, using advance specifications as a guide to enabling a successful outcome.</i></p> <p><i>Increase speed at which LED lights are installed externally so that cameras can pick up better quality pictures.</i></p>	<p>to LED ones as and when they fail.</p> <p>Thank you for your compliment, this has been passed to all staff</p> <p>We adopt industry framework specifications and these specifications help us to plan and monitor work.</p> <p>The work to replace all the lights to LED lighting in SCH has now been completed internally. External lights will be fitted as and when the fittings fail.</p>
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### **Grounds Maintenance**

#### **You Said**

*The estate could do with a second maintenance / grounds main to keep on top of buildings/grounds*

*Beautiful place to live. Clean & friendly environment. Very good landlord.*

#### **Our Response**

The Neighbourhood Management Schedule ensures all areas are covered on a regular basis. We are reluctant to employ more staff as this will increase the service charge for tenants

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

### **CCTV**

#### **You Said**

*Static cameras used to give better CCTV coverage than the ones with automatic movement which tends to miss activities - nominated residents allowed to check CCTV if management do not have the time to check events.*

*Remind residents of issues caused by unauthorised people hanging about so that they are encouraged to call CCTV e.g. encourage residents to make full use of facilities that are being paid for.*

#### **Our Response**

The previous camera in SCH only focussed on one area which is why we changed to a camera that covers all the car park and added an extra one to the other corner of the building. There are tight Data Protection guidelines and laws in place which govern CCTV so tenants won't be able to access the system.

We will continue to encourage tenants to contact the monitoring service through newsletters and discussion with individual tenants.

<b>Cleaning</b>	
<b>You Said</b>	<b>Our Response</b>
<p><i>Staircases in OCH are heavily stained, the new cleaners do a good job but the stairs really need an industrial deep clean so the cleaners work can be appreciated.</i></p> <p><i>I think just continue what you're doing and just keep up the good work – I think the only thing is to improve the cleanliness of the communal areas as it looks like sometimes that it hasn't been cleaned as the railings look dusty and floor doesn't look often cleaned.</i></p>	<p>We will be carrying out a special clean on the red flooring in Old College House shortly. (Note – new carpet has now been laid Aug 2019)</p> <p>We have new cleaning personnel on site and we have introduced signature sheets in each block to ensure we monitor the areas closely.</p> <p>The cleaning contract is being reviewed in November with the scrutiny panel and a cleaning survey sent out to all tenants for their views.</p>
<b>Bins Area</b>	
<b>You Said</b>	<b>Our Response</b>
<p><i>Focus attention on areas that have repeatedly been problematic e.g. rubbish and dumping around SCH.</i></p> <p><i>Wherever residents are responsible for storing or dumping items in external communal areas they should be asked to remove these items immediately</i></p> <p><i>When residents are responsible for making a mess, they should/could be asked to clean it up immediately instead of being allowed to leave the mess until the next cleaning session (internal &amp; external areas)</i></p> <p><i>Catch fly tippers!</i></p> <p><i>More vigilance regarding build-up of rubbish around SCH on 'fence-side'</i></p> <p><i>Residents asked to inform St Peter's if arrangements have been made to pick up items and redress sought immediately when items not picked up on site (fridge near barrier has been there for some weeks).</i></p> <p><i>The bin area can do with a little sweep out again</i></p>	<p>The Estate Maintenance Assistant carried out daily site checks and where items have been left outside, we will check the CCTV and if necessary look through the items to see if we can identify the perpetrator.</p> <p>Where we are aware of the perpetrator, they will be asked to remove the items. If we incur any costs this will be charged to the tenant under the Recharge Policy as stated in the Tenancy Agreement. We will deal with issues under the Anti-Social Behaviour Policy if needed.</p> <p>The owner of the fridge had kept us updated regularly about the situation with Birmingham City Council regarding the collection and unfortunately whilst the fridge was an eye sore, we were unable to take any action on this occasion.</p> <p>The bin areas are swept out weekly before collection.</p>
<b>Miscellaneous</b>	
<b>You Said</b>	<b>Our Response</b>
<p><i>Customer Service is fine I believe St Peter's is a fair Housing Association, nice flats and nice gardens. It's a bit crappy area but nice within the surrounding wall especially the field side. It caters for all ages &amp; there is a</i></p>	<p>Thank you for your comments, your compliment has been passed to the team.</p>

*lot of respect from everyone on site, rules and regulations from St Peter's contributes towards peoples' respect.*

*Mosque parking is still a problem.*

*Tenants who help out with gardening (outside the volunteer groups) need to be mentioned & awarded for their contribution towards the work they do.*

*Open a social club ☺*

*The customer service is good!  
Clean and healthy place to live. Well looked after, Minimum of interference. St Peter's staff very courteous and approachable.*

*A little bit more info on staff role and responsibilities, so that tenants are more aware of who to speak to, bring up issues etc.*

*Services offered like 'Advice Surgery' opened up to all tenants.*

*Do whatever it takes to make changes or improvements to the way the scrutiny panel is managed, to increase its effectiveness and representation of residents.*

*In general St Peter's provides a good service. It is likely that I would recommend St Peter's to those familiar with the area. A recent recommendation has just accepted a flat.*

*Scooter storage potentially used for bike storage as currently it is underused.*

*More focus on generating revenues from use of St Peter's Hall and effort to cover cost including on occasion moving 'free hires' so that 'paying hires' can be accommodated.*

We are sorry to hear the parking continues to be a problem. A letter has been sent to the Iman again and a meeting has been suggested to discuss the ongoing issues.

We like to highlight tenant's work in our newsletters but also have to respect tenant's wishes when they don't wish to be named or photographed.

Sorry not in the plans ☹

Thank you for your kind comments. We are really pleased to hear you are happy living here.

We have added an article in the Autumn newsletter about staff roles.

This session in MCH on Thursday mornings is open to all tenants but held in MCH to ensure those with mobility and health issues unable to access the office are seen.

The Scrutiny Panel has recently been reviewed and a recruitment drive carried out resulting in new members and a work plan is in place.

Thank you, we are glad to hear that we are being promoted by tenants.

We have bike storage on site located in SCH.

We currently have 'paying lets' as well as community days. All hall users are flexible and have willingly cancelled their activities for events in the past.

*I am very happy with all you do for me, thank you so much*

*Very happy with the service. Thank you all.*

*Until people care about one another and value the place they live in there will be difficulties. I don't believe that we should accept people saying no to help with ASB. There must be a way to resolve conflict & have intolerance of bullying must have consequences – responsibilities for actions.*

*St Peter's is excellent*

*We hear nothing of meetings from Scrutiny Panel – it's like a secret service sometimes, told we don't need to know. I would disband it and start again with clear expected outcomes e.g. tenants meetings and voting members in.*

*Keep on keeping on ☺ Actually I would really like to see more of you all through interactive days – some of the people who never venture out do on those days even if it's only for the tea and cake.*

*I would like to see a befriending service for many isolated tenants. I like to see an end to dishonest practices, bullying & oppressive acts of some tenants whose only interest is themselves and having power over others.*

*I am happy with all you do for me. If I need you, I can come to the office and speak to a member of staff. Thank you all again for your help everyone.*

*I have never had anything other than excellent customer service from each and every staff member. You said yes to me when I was really desperate and there are more like me out there. I have an adorable home/flat with support nearby. You continuously make every effort to improve your provision and you are truly a great team of people. Thank you for your hard work.*

*Very good service*

Thank you –all your comments have been passed to the team.

We understand your concern however we can only advise and encourage tenants to make use of the services offered. All ASB incidents are investigated and we take action where we are able.

Thank you

The Scrutiny Panel has recently been reviewed and information about the work the panel are involved in, sent out to all tenants. Feedback will be reported each quarter in the newsletter.

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.

The Women Empowering Women group run a befriending service. We have published details about this service in the Autumn newsletter.

Thank you for your kind comments

Thank you for your kind words about our customer service and all our endeavours to make St Peter's a nice place to live.

Thank you

*Since moving here in 1999 I have been on the Board and realised that all is done in an orderly fashion and tenants can get involved if they wished after a certain number of years. I stood down from the Board and am no longer a member.*

*Youths smoking weed outside my door.*

*We are well looked after.*

*St Peter's is good.*

It is great to hear that that you have been and enjoyed your time on the Board. We like to encourage tenants to participate with the association's decision-making processes whether on the Board or Scrutiny Panel.

We are sorry this has been happening. As well as us investigating incidents, we need tenants to contact either the CCTV monitoring service or the police at the time the youths are on site to 'catch them in the act'. We have put the details in the Autumn newsletter

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

## St Peter's Community Events

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

### Mazars Auditors Volunteering Day

On the 20<sup>th</sup> June 2018 staff from our Audit Company Mazars, helped tenants and staff to paint the railings along College Road as well as painting the communal kitchen and toilets in Middle College.



### **Secure Trust Bank Volunteering Day**

We also teamed up with volunteers from Secure Trust Bank in Solihull on the 21<sup>st</sup> August 2018 and they spent the day painting the railings in the sunken garden outside Middle College House.



### **MacMillan Coffee Morning and Tenant Consultation Event**

We held a joint event on the 28<sup>th</sup> September and combined our annual MacMillan Coffee morning with a tenant consultation exercise which will help to shape our service delivery in 2019. The morning was extremely successful and raised an amazing £715.86 for Macmillan.



### **November's Daisy Gardening Club**

The children from the Rosary RC School over the road joined the Daisy Club on a rainy day in November. As the communal carpet was about to be replaced in the Common Room the next day, we took the decision to move indoors and plant up the hanging baskets and pots with winter pansies and spring bulbs in the dry!



## Scrutiny Panel

### Meet the current panel members

				
<b>James Bennet</b>	<b>Tina Tipping</b>	<b>Ken Jackson</b>	<b>Aliah Rasool</b>	<b>Bryan Trenchfield</b>

This year the panel has been joined by new members Bryan Trenchfield and Aliah Rasool. Stan Bates stood down from the panel during the year and we thank him for his contributions. The Scrutiny Panel, chaired by James Bennett, has been busy this year and has met regularly and its key achievements are:

#### **A Review of the Terms of Reference of the Scrutiny Panel**

The panel started the year with a major review of its terms of reference to ensure that the panel was meeting its objectives. The paperwork reviewed included the Terms of Reference, Code of Conduct, Recruitment / Information Pack, Training Pack and the Work Plan.

#### **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 re-let targets, current & former rent arrears, repair responses, complaints, tenant involvement & support assistance targets.

#### **Policy reviews**

A large number of policies have been reviewed this year by the panel including:

- Safeguarding policy
- Starter Tenancies procedure
- Mobility Scooter policy
- Appeals procedure
- Tenancy policy
- Tenant Involvement policies

All of the policy amendments suggested by the panel this year have been recommended to the Board of Management and all changes have been agreed and approved.

## **Contracts**

The panel have reviewed both the cleaning contract and the window cleaning contract this year considering both quality and value for money.

In addition, the panel has also discussed the Planned Maintenance programme; the Tenants Handbook and Fire Safety amongst other things.

## **Empty properties**

Finally, 2019 will continue to be a busy time for the Scrutiny panel as the Board has requested that the panel scrutinise St Peter's voids (empty properties) and allocations procedures in detail and report back the findings.

**GET INVOLVED!** The Scrutiny 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.

