

Annual Report to Residents 2016

Welcome to our seventh Annual Report.

We aim to meet standards set out by the Housing and Communities Agency, our Regulator. This report looks at how we are meeting these standards, how we involve you and how we compare with other providers.

The 5 standards cover:

1. Resident engagement
2. Homes
3. Tenancies
4. Neighbourhood and Communities
5. Value for money - something we should achieve in all our activities

How do we compare ourselves against other housing associations?

- We measure how well we carry out repairs and our response times.
- We compare how successful we are in collecting rents and service charges.
- We measure resident satisfaction with our services
- Other areas we compare include the quality and energy efficiency of your homes, and how quickly we relet homes.

We publish this information on our web site, and in our annual reports and newsletters.

Satisfaction with our overall service

	Greenoak	Small providers	All providers
General housing	98%	91%	86%
Sheltered	98%	95%	91%

Small- up to 1,000 homes: Greenoak survey 2015

1. Resident involvement and engagement

How we involve you:

- Walkabouts: Quarterly inspections and yearly walkabouts to your housing schemes to talk to you and discuss issues about your homes or neighbourhood.
- Residents' meetings and events

How we get feedback from you:

- Face to face and through visits. Many older residents have day to day contact with staff
- Meetings to discuss services and costs
- Feedback forms on repairs to your homes
- Surveys of residents in new housing schemes
- Feedback forms on improvement works such as new kitchens
- Satisfaction surveys of all our tenants and leaseholders every two years



Tenants at Fleetwood Court.

2. Homes standard Repairs and Maintenance

We know that our repairs and emergency service is very important to you. We collect your feedback on contractors to ensure good performance and value for money.

Our maintenance staff, the Green Team, carry out most of our day to day repairs.

Harry Waites, our Green Team apprentice, joined us in the Autumn and is studying for Level 2 Carpentry NVQ.



Harry Waites, our new Green Team apprentice.



Bev Baker, Maintenance Administrator, with Karen Novell, Technical Services Manager

Bev Baker, our Maintenance Administrator, organises the work schedules and makes appointments for the Green Team. This is to ensure the best use of our resources and to get repairs done quickly and with the least amount of disruption for residents.

The Green Team also carries out works when properties are vacated including improvements and replacement kitchens when needed.

Using our own staff not only saves money, but many residents have said they are very happy with a more personal service, as well as the high standard of workmanship achieved.



Our Housing Managers are James Devonshire and Stephanie Harris. Stephanie also manages a support service to some of our older residents.

How you can contact us

We have a direct contact number to report repairs during office hours. For emergencies outside these times you can contact our emergency call number. Details are provided at the end of this report and on our recorded telephone message.

Last year we completed 1,265 repairs (1,205 in 2015). Our own maintenance staff carried out 807 (765 in 2015) of our reactive repairs. The Green team has commenced a programme of bathroom improvements and continues with kitchen refurbishments. The Team has also carried out works to 43 empty properties prior to re-letting.

The following chart tells you how quickly we carried out repairs and how we compare with other housing associations across the country.

	2016	2015	Other small providers	All providers
Emergency out of hours	98.2% <i>1 failure</i>	98.3% <i>1 failure</i>	100%	n/a
Urgent 5 days	98.8%	98.7%	n/a	n/a
Routine 28 days	98.5%	98.2%	n/a	n/a
All reactive	98.6%	97.8%	97.0%	98.1%

Year to 31 March 2016

Satisfaction with our repairs service

Greenoak	Small providers	All providers
99.6%	97%	94.6%

% satisfied with most recent repair year to 31 March 2016

Our Green Team also completed all works on vacated properties before re-letting. They installed 9 new kitchens in homes of tenants at The Goldings, on target for the year. These received a 100% satisfaction score.



Our Green Team (from left) Roy Andipatin, Ian Bailey, Harry Waites, Carl Faircloth and Toby Evans.

Some adaptations to homes have been carried out and local authorities have contributed to the cost through providing disabled facilities grants.

We regularly invest in our housing to ensure we maintain a good standard and improve energy efficiency. All our homes meet the Decent Homes Standard which is a government target.

Energy saving

Energy efficiency of your homes: This is very important and the better your homes are built and insulated, the cheaper they are to heat. We are very concerned about the rising cost of fuel, and it is more important than ever for us to continue to improve energy efficiency in our properties.

We have been working at our older schemes to improve the energy efficiency of homes by increasing insulation, excluding draughts and by improving boilers and heating controls.

We also aim to achieve best value for energy supplies for all our schemes where there is communal heating. To obtain the best deal for residents on the cost of gas and electricity, we are now retendering these fixed term contracts which are due for renewal in early 2017.



Mirjam Lytton-Lange, Greenoak's Sustainability Officer, taking meter readings

3. Tenancies

We aim to let our homes as fairly and quickly as possible. Between April 2015 and March 2016 we let a total of 43 homes:

- 29 older persons flats
- 14 other flats and houses

We have agreements with the local authorities where we operate to nominate for some of our lettings.

We also have a transfer register for residents who wish to move home. We subscribe to Homeswapper so it is free to our tenants. For more details or to register visit www.homeswapper.co.uk.

Rents: Our rents follow government guidelines, and were reduced by 1% in April 2016 except for our supported housing which increased by 0.9%.

We will contact you in February with further details of new rents and service charges which will be due from 1 April 2017.

We try to minimise rent arrears, and we work with tenants who have difficulties, to agree payment plans. If there are other debt problems, we may assist with referral to other agencies.

You can pay your rent by direct debit, payment cards, cheques, payments through the internet and mobiles, as well as cash in certain circumstances. Check our web site at www.greenoakha.org

Online Payments:

- Go to www.allpayments.net
- Click on 'make a payment online'
- Insert your allpay card number (if you do not have an allpay card please contact the office to order one free of charge)
- Follow on-screen instructions and pay any amount using your debit card, 24 hours a day, 7 days a week.

4. Neighbourhood and Communities

Our estate visits and walkabouts enable staff and residents to get together, and ensure that communal areas and gardens are well kept throughout the year. Antisocial behaviour is not tolerated. We have a procedure for dealing with reported problems and staff work with tenants, the police and other agencies where necessary. Our use of starter tenancies also encourages good behaviour from new residents.



Residents at Apollo Place, Woking with Stephanie Harris, Housing Manager

5. Value for money

Our money comes from:

- Rent and service charges
- Loans from banks

In the year to 31 March 2016, from each pound we received from you we spent:

Maintenance and repairs	23p
Interest on loans	14p
Management costs	14p
Services	15p
Other	0p
Property depreciation	11p
Contribution to reserves	23p
Our management costs were £21.08 per wk per unit	
<i>Smaller providers up to 1,000 homes average £19.73 wk</i>	

Satisfaction with value for money - service charges *(Greenoak survey 2015)*

	Greenoak	Small providers	All providers
General housing	88%	77%	71%
Sheltered	95%	90%	81%

Satisfaction value for money – rents *(Greenoak survey 2015)*

	Greenoak	Small providers	All providers
General housing	96%	83%	81%
Sheltered	96%	90%	81%

We aim to achieve value for money through all our activities. In particular, use of our own maintenance staff with apprentices, and local contractors, achieve good value for money.

We regularly tender contracts with suppliers and contractors, and offer appointments for all work. Using our own staff helps us to handle jobs efficiently and saves some VAT costs.

All our publications are designed and produced by our staff.

Working with residents we can aim for further savings and to continue to improve the quality of our services.

Satisfied that we listen to your views and act upon them:

	Greenoak	Small providers	All providers
General housing	89%	78%	69%
Sheltered	93%	75%	84%

Greenoak survey 2015

Our Customer Service Standard sets out what you can expect from us and we also have enhanced standards for older people.

We have adopted the Code of Practice of the Centre for Housing and Support.

Local Communities

Through our partner, Greenoak Community Focus Ltd, we help sponsor local community groups and charities. GCF also funds a book club for our residents' children on estates which provides reading books during each school holiday with help from Resident Book Club Co-ordinators.



Our Greenoak Volunteer Awards 2016 winners

Our Greenoak Volunteer Awards were held in July at the WWF Living Planet Centre to celebrate over 12 years of Greenoak Community Focus's charitable work in the community. The awards contributed to more than 20 local charities who attended to recognise and help support their valuable services.

Future priorities

We will:

- use feedback from residents to plan what we can do better
- find new ways for you to be involved in what we do

We welcome your views on this report and offers to be involved in future newsletters and reports. Please contact one of our staff by telephone, letter or e mail or discuss this with one of our staff team.

Contact Details

Head Office	01483 747900 info@greenoakha.org
Housing Services Office	01483 768856 housing@greenoakha.org maintenance@greenoakha.org
Out of hours Emergency number	01295 660011 (not sheltered) Sheltered: contact Call Centre
Website	www.greenoakha.org
Twitter	@GreenoakHA

