

# Annual Report to Residents



# 2013

# Annual Report to Residents for 2013



*Dartmouth Avenue, Woking*

Welcome to our fourth 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
92.60%	92.00%	87.00%

*Small- up to 1,000 homes: Greenoak survey July 2012*

## 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 housing or neighbourhood

- Residents' meetings and events

How we get feedback from you:

- Face to face: During visits. Some residents have daily 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 following works such as new kitchens
- Satisfaction surveys of all our tenants and leaseholders every two years

Our next bi-annual residents' satisfaction survey will be in the summer of 2014.

## 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 team, the Green Team, carries out most of our day to day repairs.



*Green team staff, Roy and Matt*

They also carry out works when properties become empty 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.

### 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 in our recorded telephone message.



*Ben Williams Housing Manager Visits the Goldings, Woking*

Last year we completed 1,162 repairs (15% increase due to a larger number of homes). The chart below tells you how quickly we carried out repairs and how we compare with other housing associations across the country.

	Target	Greenoak	Small providers	All providers
Emergency	24 hrs	100%	100%	99.20%
Urgent	5 days	98.30%	97.04%	98.00%
Routine	28 days	98.60%	97.00%	97.59%

*Year to 31 March 2013*

### Satisfaction with our repairs service

Greenoak	Small providers	All providers
98.72%	90.00%	82.00%

*Data from residents' feedback 2012-13*

### The condition and quality of our homes

We regularly invest in our housing to ensure we maintain a good standard.

All our homes meet the Decent Homes Standard which is a target set by government.

Some adaptations to homes have been made and local authorities have contributed through disabled facilities grants.

### Energy saving

Energy efficiency of your homes: This is 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 housing.

**Average energy efficiency SAP 92.70 (excellent)**  
**Average of Small 71.00: All providers 69.64**

The main challenge is in tackling our older schemes to improve their energy efficiency, increasing insulation, excluding draughts and improving boilers and heating controls.

We also aim to achieve the best deals for energy supply for all our schemes where there is a communal heating system and have recently tendered contracts for gas and electricity to get the best fixed deals. Gas supplies are now on a three year contract with Southern Electric, and the electricity contract is fixed for one year with British Gas.

### 3 Tenancies

We aim to let our homes as fairly and quickly as possible. Between April 2012 and March 2013 we let a total of 37 homes:

Sheltered flats	19
Other flats and houses	18

We have agreements with the local authorities where we operate which nominate 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.

**Rents:** Our rents follow government guidelines, and will increase by RPI plus 0.5% in April 2014. We will contact you by February with further details.

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

- Go to [www.allpayments.net](http://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

You can pay your rent by direct debits, payment cards, cheques, payments through the internet and mobiles, as well as cash in certain circumstances. Check our web site at [www.greenoakha.org](http://www.greenoakha.org)

#### 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 by new residents.

#### 5 Value for money

Our money comes from:

- Rent and service charges
- Loans from banks

During 2012-13 from each pound we received from you we spent

Maintenance and repairs	24p
Interest on loans	8p
Management costs	9p
Services	19p
Other	0p
Property depreciation	5p
Contribution to reserves	34p

Our management costs were £9.92 per wk per unit  
*Smaller providers up to 1,000 homes average £18.74 wk*

#### Satisfaction with value for money - service charges *(Greenoak survey July 2012)*

Greenoak	Small providers	All providers
88.10%	85.00%	76.49%

#### Satisfaction value for money – rents *(Greenoak survey July 2012)*

Greenoak	Small providers	All providers
93.20%	88.00%	84.88%

We aim to achieve value for money through all our activities. In particular, use of our own maintenance staff and local contractors achieves good value for money and we regularly tender contracts with suppliers and contractors.

We have a direct labour team with apprentices who operate on an appointment basis to fit in with residents' needs. Using our own staff helps us to handle jobs

efficiently and we save the vat costs incurred when using contractors.

All our publications are designed and produced by our own staff.

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

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

Greenoak	Small providers	All providers
83.30%	80.50%	73.62%

*Greenoak survey July 2012*

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

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

#### Local Communities



*Community sponsorship*

We sponsor local community groups and charities and have a free book club for our residents' children for school holidays.

#### 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
- develop ways for residents to scrutinise our performance and be involved in producing residents' publications

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