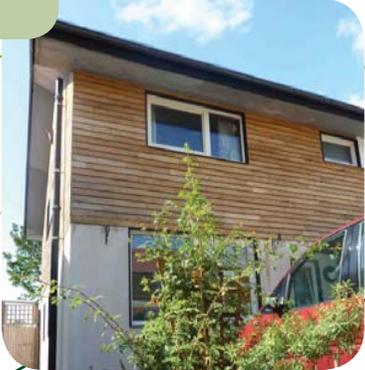


greenoak

housing association



2016 annual report

Greenoak Housing Association - General Information

Registered Office: 155, Goldsworth Road
Woking GU21 6LS

HCA No. L1393

Co-operative and Community Benefit Society Reg no. 20859R

Board members qualifications, experience and terms of office

Ruth Trown FCIH Acting Chair Experience in the social housing sector for over 24 years
Fellow of Chartered Institute of Housing
Experience includes estate and housing management and development.

Philip Green MBA Appt: 1 Oct 2015 Former Managing Director: Marches Housing Association a circa 3,000 property LSVT

Vicki March MSc Architect experienced in delivery of sustainable housing.
Sustainable Homes Assessor.
MSc Architecture: Advanced Environmental and Energy Studies
Experienced in working with community groups

David Watts Retired CEO of Guildford Borough Council
Extensive non-exec involvement with the provision of affordable housing

Alison Young FCCA Appt: 1 Oct 2015 Member of the Association of Chartered Certified Accountants.
She has held senior finance positions for over 14 years with 7 years in the social housing sector including Peabody and Genesis. She now has her own consultancy advising a number of small housing associations on housing finance.

Retired during the year Phillip Beddoes to 17 Sep 2015
Tania Correia to 12 Apr 2016
Dee O'Neill Chair to 28 Mar 2016
Michelle Rooks-Dawson to 22 Jan 2016
Chris Trevor-Wilson to Nov 2015
Jane Vessey to 2 Oct 2015
Robert Wassall to 3 Sep 2015

Executive

Diana Kingdon FCIS MBA
Chief Executive and Company Secretary

Over 30 years' experience in senior management roles including property services and support, strategic planning, finance and as a company secretary.

Adrian Buffery MSc
Director of Development and new Business

MSc in Public Service Management, with post graduate diploma in Town Planning. Also extensive experience in Housing Associations and Local Authorities in strategy, development and planning.

Solicitors

Devonshires, London
Mackrell Turner Garrett, Woking
Trowers & Hamblins, London

Independent Auditors

Knox Cropper, Chartered Accountants
8/9 Well Court London EC4M 9DN

Bankers

Barclays Bank plc

Partners

Chichester District Council
Guildford Borough Council
Horsham District Council
Hyde Housing Association
KeyRing
Puttenham and Wanborough Housing Society
Stonewater Housing Association
Raglan Housing Association
Trustees of The Retreat, Loxwood
Woking Borough Council

Funders

Barclays Bank plc
The Co-operative Bank
The Housing Finance Corporation Ltd
Nationwide Building Society
Orchardbrook Ltd

Consultants

Appleyard DWB
Ellis & Moore
Hargreaves Risk and Strategy
Infante Consultanats
Jon Broome Architects
Studio Partington

Valuers

Savills

Development Consortium

Wayfarer



Annual Report 2016

Chairs Report

Review of the Year

Greenoak has had a very successful year, providing high quality services and housing, and staff have made every effort to ensure value for money in all we do.

This has and continues to be a challenging time for our sector, but our Board has confirmed its commitment to our priorities, providing new homes at truly affordable rents, energy efficiency and to improving our existing homes. We continue to work with four Local Authorities in Surrey and West Sussex.



Greenoak's Housing Services Team

Like other housing associations, we have prepared our annual statements according to the new best practice, FRS102. Full details are provided in the Report of the Board and notes in our formal annual statements. Changes principally relate to the way housing grant and pensions are treated. To provide true comparisons we restated our operating surplus for the year to 31 March 2015.

Our surplus for the year after interest has increased to £539K compared with £508K (re-instated) in 2015. We had no sales of properties during the year. Our net current assets are just over £3m which represents an increase of 14% after re-instatement, on top of a 23% increase in 2015. This together with loan finance, will help fund new much needed affordable housing.

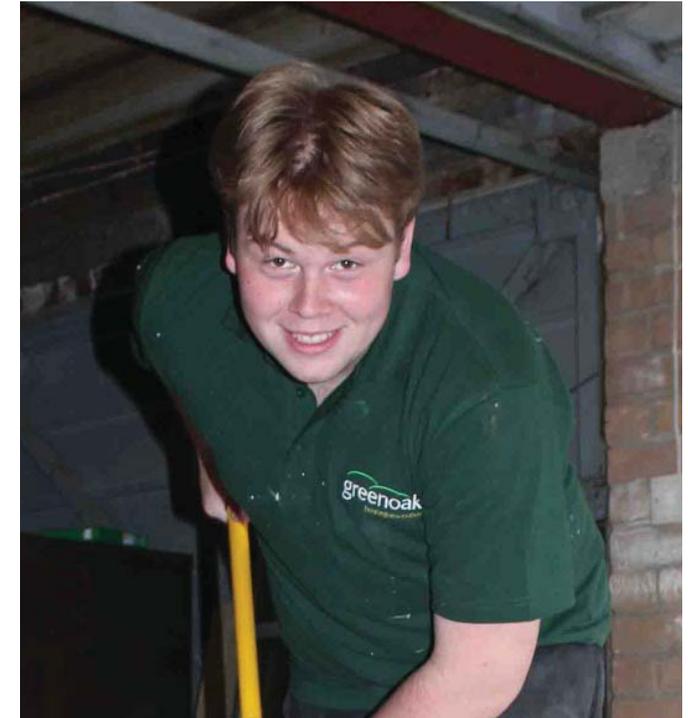
We are in the planning stages of a new scheme in Woking aimed at downsizers, to replace a sheltered scheme that no longer meets the needs of our older tenants. We hope it will also free up much needed, under occupied family housing.

We are keen to develop affordable housing in other areas, and are partners with several parish councils in West Sussex where we hope to build more rural affordable homes to meet local needs.

Customer services

Providing repairs and maintenance services through our multi-skilled in-house team delivers excellent value for money and is very popular with our residents. In addition to day to day repairs, the team has also almost completed our kitchen refurbishment programme, and we are now in the process of bathroom renewals. Residents are given a choice of colours and finishes. We have

maintained 100% customer satisfaction for works to our kitchens and staff have been congratulated on the high standard achieved.



New Apprentice, Harry Waites.

Apprenticeship Scheme

Our fifth apprentice completed his training with our direct labour team, and has joined our permanent staff. This enables the team to increase the work they undertake. We have taken on another apprentice straight from college to join the maintenance team, and we have recruited a finance apprentice who will be supported to work towards accountancy qualifications.

Care and support

Around half of our properties are designed for older people. Our leasehold retirement schemes have scheme managers on site, and we have a team that provides support to residents at our sheltered schemes which have been partly funded by a local authority grant. We also offer support visits to vulnerable residents in our general needs schemes in Woking. There are many examples of staff going the extra mile to ensure the safety and well-being of residents and this is reflected in the high satisfaction levels.



Stephanie Harris, Housing and Support Manager with sheltered residents

Value for Money

We compare value for money on an annual basis, benchmarking ourselves against other housing providers including SHAPE and Housemark, and seeking year on year improvement.

With a large proportion of older residents, we experience higher turnover levels. We keep rent losses to a minimum with our maintenance team being able to turnaround properties quickly, and with our housing staff offering evening and weekend viewings.



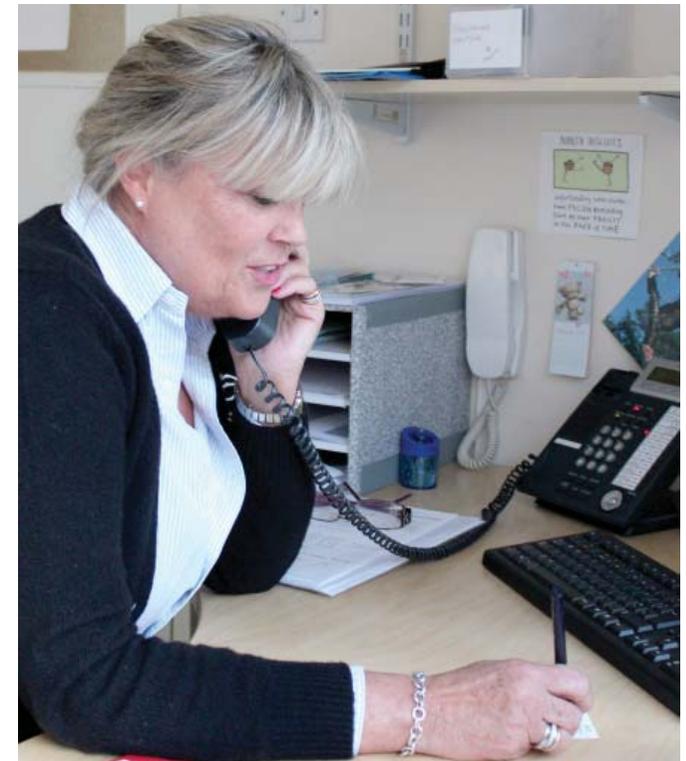
Ex apprentice Toby Evans fitting a kitchen with Carl Faircloth, DLO team

Our maintenance team carries out improvements as well as dealing with empty properties and day to day repairs. Being able to deliver maintenance in house has resulted in cost savings including around a third of the cost of fitting new kitchens and bathrooms.

Housing people in need

We continue to see high numbers of people in need of affordable housing and an increase in homelessness, particularly amongst people aged 50 plus. We have had 43 lettings during the year. 29 in our sheltered schemes but also 14, a higher number than usual in our family housing.

We use a variety of communication methods with residents including text messaging and prompts, home visits, letters and emails. All of these are used to remind residents of maintenance



Stephanie Harris, Housing and Support Manager

appointments and when rent arrears instalments are due.

Residents can also use our website to report repairs and pay their rent. Rent payments can be made using Allpay cards and mobile phones. Our Annual Reports and other publications are designed in house to keep costs to a minimum.

Community Activities

Our work in the community is largely carried out by Greenoak Community Focus which supports local agencies and projects in communities where we work, primarily in and around Woking.

It has provided over £110K to local projects and charities over the years. It has also funded two Greenoak research projects, our sustainability staff and it sponsors our apprenticeship programme.



We encourage various activities for our Sheltered residents. Here they are enjoying a summer boat trip along the River Wey.

This year Greenoak Community Focus held its second major Volunteer Awards event in Woking to celebrate over 10 years of community funding. It had a huge response, was a great success and it received excellent local press coverage. We continue to be surprised at the vast range of charities that are the backbone of our community.



Greenoak Community Focus Volunteer Awards 2016 Winners and Runners Up with the Mayor of Woking, Cllr Anne Murray.

Meeting Future Challenges

Sustainability

We continue to focus on low energy homes. Greenoak is a founder member of One Planet Products and of the Good Homes Alliance and is a member of the Passivhaus Trust.

Fuel Poverty

Our maintenance team is trained to work with residents to help tackle fuel poverty. Staff

members carry out minor works such as draught proofing when dealing with routine repairs.

As members of the Wayfarer Development Consortium, sustainability is a high priority so this provides excellent opportunities for Greenoak to work in partnership with other associations.

Whilst we continue to develop, we are also keen to grow our business by acquiring existing properties through stock rationalisation opportunities and by increasing provision of housing management services to other providers.



Mirjam Lytton-Lange, Sustainability Officer

Ageing population

We are the specialist provider of sheltered housing in Woking and provide a personalised service to our older residents. Visits are made

to suit individual needs and residents can choose from a range of activities. An increasing number of these residents receive training from our staff on IT, CV writing and job interview techniques to assist those who have been made redundant, or who are on short term contracts to help them look for employment.

Staff development



David Orr, CEO of NHF is regular key speaker at SHAPE staff conferences

We hold an annual staff conference with the twelve associations in our benchmarking group SHAPE. These give staff an opportunity to learn and network. This year it focused on customer service.

Governance and succession

The last year has been one of considerable change on our Board. Ruth Trown was elected as Acting Chair in the summer pending external recruitment. The Board selected Paul Calland to be our new Chair, and for appointment to the Board at our annual general meeting. Paul brings with him considerable senior level housing experience which will strengthen our Board team. We are also delighted to welcome Rowan Carstairs, our new Board recruit. We regularly review our Board membership to ensure we continue to have the range of key skills needed in delivering our charitable objectives and meeting regulatory requirements and are planning to recruit a further two new members.



Chris Trevor-Wilson and Vicki March, Greenoak Community Focus Board members at a meeting. Vicki is also a Board member of Greenoak HA



Our 'Green Team' Direct Labour Operatives. (top row from left to right) Roy Andipatin, Harry Waites, Carl Faircloth, Ian Baily and Toby Evans

Don't forget to visit our website at www.greenoakha.org or find us on twitter [@GreenoakHA](https://twitter.com/GreenoakHA) where you'll find the latest updates on all of our projects and ventures, including our latest photos and also updates on Greenoak Community Focus sponsorship.

Inhouse design:
Annual report designed by Ericka Gastaldon
Staff and Board photography by Ericka Gastaldon
Volunteer Event photography by David Holmes



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