

ANNUAL REPORT 2010

petersfield housing association limited



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www.petersfieldhsg.co.uk

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Petersfield Housing Association is committed to upholding the National Housing Federations' code of conduct, and to adhere to high standards of business conduct.

Introduction:

All housing associations must now work to 6 set standards. During 2010 we asked you what those standards should be. Having agreed the standards with you Petersfield Housing Association (PHA) is now striving to ensure that we provide the services that you want.

This annual report is intending to give you an honest and helpful view about how well PHA is doing against the agreed standards.

Standard one:

How well are we doing on involving tenants?

During 2010 numerous methods have been used to communicate with and consult our residents and to encourage them to be involved with PHA. This includes:-

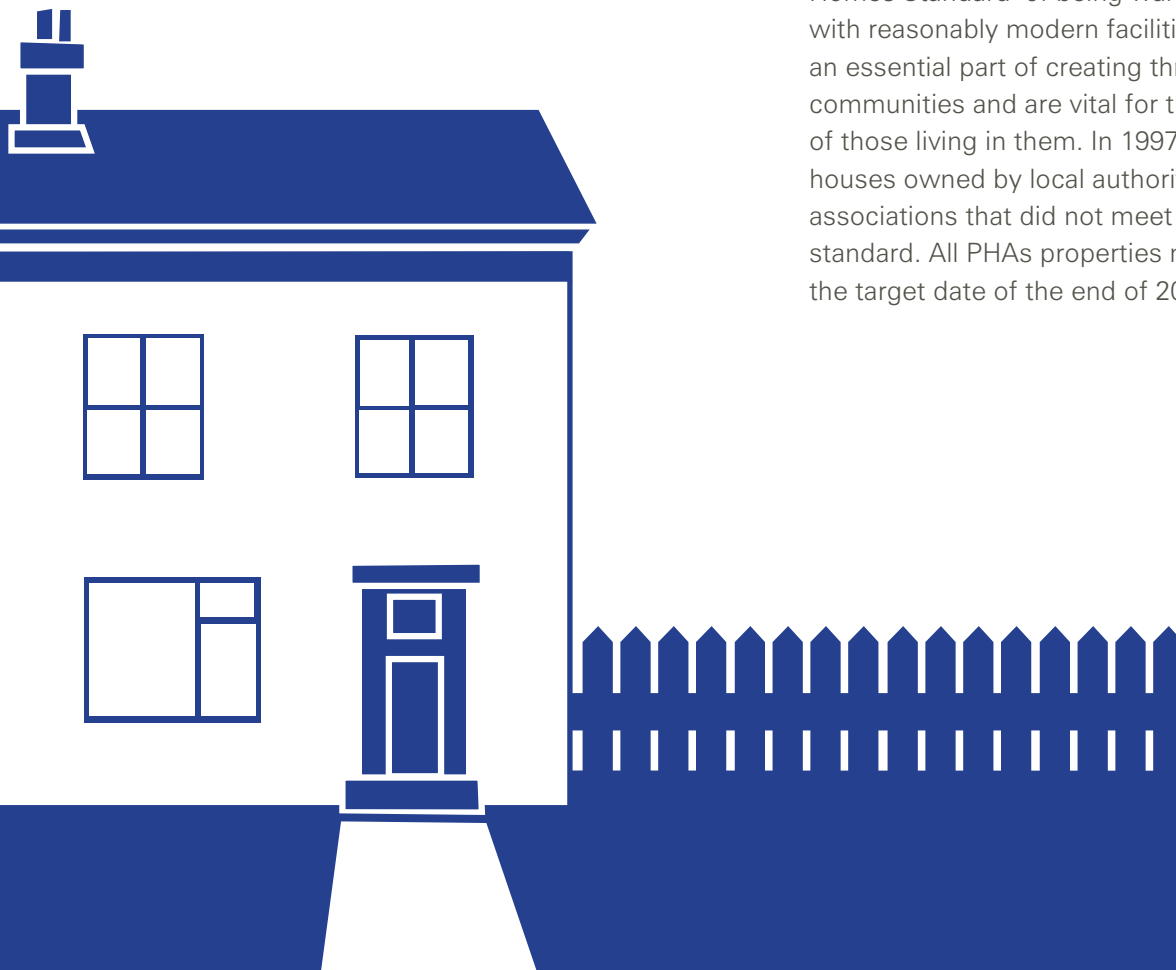
- Home visits
- Enhanced residents newsletter
- A resident representative on the Board
- A new resident representative on our Resident Services Committee
- A resident garden competition judge
- Estate walkabouts
- Resident involvement in reviewing and shaping the repairs service
- A new suite of information leaflets
- A resident's profile developed to enable us to target resources & services in accordance with resident needs.
- We started to develop and test 'texting' as a method of communication

Standard two: How well are we doing on maintaining your home?

PHA takes very seriously its commitment to our tenants and our repairing obligations. A full stock condition survey was commissioned earlier this year by independent surveyors who complimented PHA on the standards to which we maintain our properties and our commitment to ensure an ongoing maintenance programme. Some £8.5 million + VAT is required over

the next 30 years to maintain our current properties. Clearly this is a huge financial obligation, but one to which PHA is fully committed to, for the benefit of all our tenants both now and in the future.

Decent Homes Standard: By the end of 2010 all social housing was expected to meet the governments 'Decent Homes Standard' of being warm and weatherproof with reasonably modern facilities. Decent homes are an essential part of creating thriving and sustainable communities and are vital for the health and wellbeing of those living in them. In 1997 there were 2.1 million houses owned by local authorities and housing associations that did not meet the decent homes standard. All PHAs properties met these standards by the target date of the end of 2010.





CO2 detectors: During 2010 PHA also installed CO2 detectors in all of our properties to protect the health & safety of our residents.

Review of the repairs service: In 2010, together with a group of residents, we completed a comprehensive review of our repairs service. This review was to ensure that the service we offer is fair & equitable for all our tenants and also to the standard to which our residents can expect from their landlord.

As in all areas of daily life, some of the decisions that have to be made when determining the level of service

are made with 'affordability' and 'value for money' in mind. The repairs service standards were scrutinised and approved by the residents.

In 2011 we will be introducing and monitoring those agreed standards. Residents will be able to let us know what they think about the service by responding to short questionnaires. We will use your feedback to continue to improve the service.

Standard three:

How well are we doing on managing our tenancies?

The main purpose of this standard is to make sure that we make the best use of the available housing. This includes:

- Ensuring that homes are let in a fair, transparent & efficient way
- That rents charged are in accordance with the governments rules on setting rents
- That the most suitable form of tenancy is given

Homes are allocated through a local agreement with the local authorities of East Hants, Winchester & Havant. This is called 'Choice Based Lettings'. Staff have been trained to assist our residents in accessing the scheme and to enable them to 'bid' for properties that have become vacant across the region.

Every new tenant is provided with a 'Sign up Pack' & a Residents Handbook which gives information to help them with their new tenancy.

Our website is kept up to date & relevant for our tenants.

'Settle In' visits are arranged with the housing officer within 1 month of the tenancy start date to address any problems or concerns that the tenant may have.

PHA provides clear information on changes to rents and service charges. PHA offers a range of methods of payment to make it easier for residents to pay their rent e.g standing orders, direct debit and payment in the association's offices.

To ensure that empty properties are let as soon as possible we monitor all vacancies very closely.

In 2010:-

There were **14** properties vacated plus **2** properties were abandoned

The average time a property was empty was **16** days

2 households were transferred on management grounds

Complaints:

There were **20** complaints received during the year.

13 about nuisance

4 about repairs & maintenance

3 about customer service

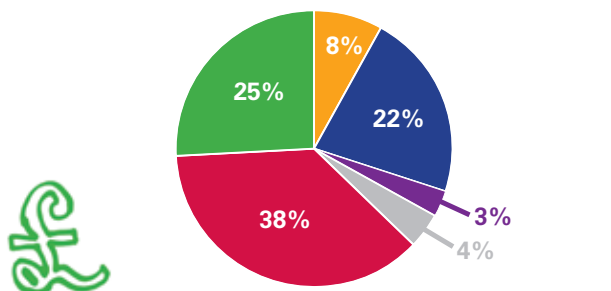
There were no complaints submitted to the housing ombudsman



Standard Four: Value for money

How we spend the money

During 2010 from each pound we received from you we spent:



Housing management	25%
Property maintenance	38%
Services charges	4%
Development services	3%
Interest payable & similar charges	22%
Other incl depreciation	8%

Rent collection & arrears

(as at 31.12.10)



Total current tenant rent arrears - **£29,504**
 Current tenant rent arrears as % of annual debit - **2.66%**
 Total former tenant arrears - **£20,238**
 Total former tenant arrears as % of annual debit - **1.82%**
 Number of evictions because of arrears of rent - **1**

Repairs targets



Emergency repairs - 33 **100%** completed on time
 Urgent repairs - 211 **98.6%** completed on time
 Routine repairs - 439 **98%** completed on time
 Total repairs - 633 **98.86%** completed on time

Repairs & maintenance

In 2010 PHA spent:

£244,666 repairing and maintaining your homes
£57,340 on routine repairs
£141,668 on planned maintenance
£36,198 on cyclical repairs
£9,460 on properties that have been empty



Average rents



Property Type	Rent per week
Bedsit	£61.53
One bed flat	£75.28
Two bed flat	£86.95
Two bed house	£96.97
Two bed bungalow	£103.14
Three bed house	£108.34
Four bed house	£122.11

Standard five: How well are we doing looking after the neighbourhood and communal areas?

In 2010 PHA introduced estate walkabouts with relevant agencies & residents were invited to take part. Due to their success these will now be an annual event. In early 2011 PHA introduced quarterly inspections of all communal areas.

To assist/tackle wider social & environmental issues PHA delivers local community initiatives such as bulb planting events, neighbour days and 'clean up' days.

PHA also supported the set up of a new Credit Union (United Savings and Loans). A Credit Union is a facility giving the opportunity for people to get affordable loans, bank accounts and saving accounts.

Anti social behaviour – PHA will investigate any complaint regarding anti social behaviour and will take positive action in proven cases which includes one or more of the following actions:

- Legal action to enforce the terms of the tenancy agreement
- Liaison with relevant agencies such as the Police
- Legal action to prevent action e.g an injunction
- Use of mediation services
- Preventative action using diversionary activities

Standard six: How do we run things?

PHA is governed by a Board of management which meets 4 times a year. The Board comprises 9 volunteer members whose skills cover a wide range of functions including legal, financial, surveying and housing & property management. PHA has 1 tenant Board member & another tenant is co-opted to the Resident Services Committee.

PHA undertakes regular reviews of how we are governed and undertakes 'skills audits' of Board members. PHA has committed to adhere to the National Housing Federation's Code of Governance.

Our Annual Accounts are audited by external auditors. The accounts are available from the association's offices.



How we compare:

PHA benchmarks our performance with other housing associations and is externally validated via our association with SHAPE (Small Housing Associations Pursuing Excellence) and also Skills & Project Bench Marking group. SHAPE is recognised by the National Housing Federation.

	PHA's results	SHAPE average results	Skills & Project average results	Housing Associations nationally average results
% of tenants satisfied with the overall service	89.3%	93.04%	87.4%	81.7%
% tenants satisfied with the repairs & maintenance service	86.5%	91.93%	85.53%	85%
Average weekly cost per dwelling on management	£14.95	£21.64	£21.41	Not available
% of all repairs completed within target	98.86%	91.18%	96.45%	97%
% emergency repairs completed within target	100%	98.81%	98.55%	99.24%
% urgent repairs completed within target	98.6%	97.09%	95.23%	98.16%
% routine repairs completed within target	98%	96.48%	95.86%	97.73%
Average total number of days a property is empty before re-let	16 days	28.02 days	29.02 days	Not available



Feedback:

We would welcome your views on this report and offers to be involved in future newsletters and reports. Please contact a member of staff by phone, e-mail or directly by visiting the offices at 32 Lavant Street.

t. 01730 263589 e. info@petersfieldhsg.co.uk

Summary of the annual financial accounts for 2010

To obtain a copy of Petersfield Housing Association's Financial Statement please contact Paul Heselton on **01730 263589** or email paul.heselton@petersfieldhsg.co.uk

Where our money comes from


Rents	1,062,066
Service charges	28,062
Interest receivable & similar income	12,703
Other income	27,653
Total Income	1,130,484

Where our money goes

Service charges	36,240
Repairs & maintenance	373,712
Depreciation of properties	57,970
Housing management	252,740
Development services	27,492
Interest payable & similar charges	224,499
Other	22,859
Total Expenditure	995,512
Surplus for the year	134,972

Balance sheet (year ended 31 December 2010)	2010	2009
Housing properties net of grant	6,275,363	5,331,809
Other fixed assets	91,045	92,424
Cash & investments	1,566,615	1,442,967
Net current assets	(411,808)	(231,633)
Total assets less current liabilities	7,521,215	6,635,567
Called up share capital	107	104
Long term creditors	4,428,639	3,677,966
Other reserves	67,997	67,997
Revenue reserves	3,024,472	2,889,500
Total Capital & Reserves	7,521,215	6,635,567

Income & expenditure	2010	2009
Turnover	1,117,781	1,060,780
Operating costs	(771,013)	(639,176)
Interest receivable & similar income	12,703	9,888
Interest payable & similar charges	(224,499)	(185,763)
Surplus for the year	134,972	245,729

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