

petersfield housing association limited



t. 01730 263589

f. 01730 262111

www.petersfieldhsg.co.uk

There's no place like



Annual Report

For the period ending 31st December 2009

2. Chairs welcome

3. How we performed in 2009

8. Chief executive summary

9. Summary annual financial accounts for 2009

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

Chairs welcome

I have been Chairman of Petersfield Housing Association for just over a year and during that time the organisation has continued to experience a period of change and growth. In accepting the Chairmanship of the Association I set out my priorities as improving services to residents and building on the 89.3% resident satisfaction we currently have in tandem with stock investment and growth.

Our strong financial position has enabled us to secure private finance in order to embark upon an affordable homes development programme. Those of you who know our organisation will recognise how far we have come; our unwavering determination to focus solely on Petersfield and the surrounding towns and villages means that we are well on the way to owning and managing 300 affordable homes for local people. Our continued success relies heavily on our ability to maintain local sensitivity in the way we operate and deliver services. Consequently, we are now providing housing management services to another local housing organisation, Rogate and Terwick Housing Association.

All of this is made possible by the skills and knowledge of our Board and staff and our commitment to provide homes and communities where people want to live. Finally, I would like to express my thanks and appreciation to East Hampshire District Council, our principle partner, for the support and encouragement it has given us during the year. We very much look forward to working with all our stakeholders to ensure that many more local people benefit from homes provided by Petersfield Housing Association in the future.

David Walsh
Chairman

How we performed in 2009 (as at 31.12.09)

Status survey 2009

In January 2009 Petersfield Housing Association carried out a 100% Status Survey of residents. The results showed that Petersfield Housing Association is in the **top quartile in all major areas:-**

	PHA	Top quartile
% Respondents very or fairly satisfied with the services/overall services provided	89.3%	<83.4%
% Respondents very or fairly satisfied with the overall quality of their home	91.9%	<84.7%
% Respondents very or fairly satisfied with the general condition of their property	89.3%	<81%
% Respondents very or fairly satisfied with the value for money for their rent	89.2%	<82%
% Respondents very or fairly satisfied with the way their landlord deals with repairs and maintenance	86.5%	<80%

Resident support officer

During 2009 the newly appointed resident support officer has assisted 40 of our residents. Most of the cases were about debts, welfare benefits or housing benefit.

Total debt negotiated on behalf of our residents was **£48,600** plus a further **£9,551** in benefits.

How many properties have been empty and how quickly were they let or re-let?

11 There were 11 empty properties in 2009.

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



What is the average rent charged for different sizes of homes?

Average Rents: (per week)

Property Type	Rent
Bedsit	£ 58.05
One bed flat	£ 70.55
Two bed flat	£ 81.70
Two bed house	£ 92.36
Two bed bungalow	£ 95.88
Three bed house	£ 102.86
Four bed house	£ 115.21



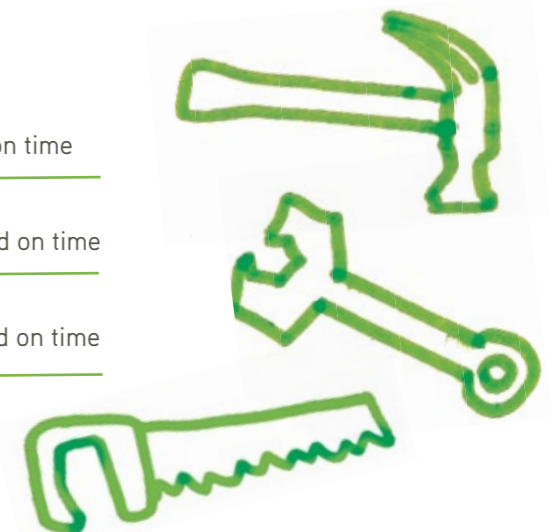
Repairs targets

69 emergency repairs **100%** completed on time

248 urgent repairs **96.3%** completed on time

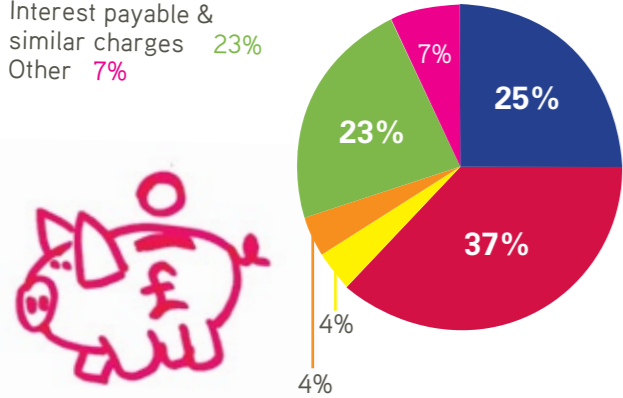
415 routine repairs **96.3%** completed on time

Total Repairs **732**

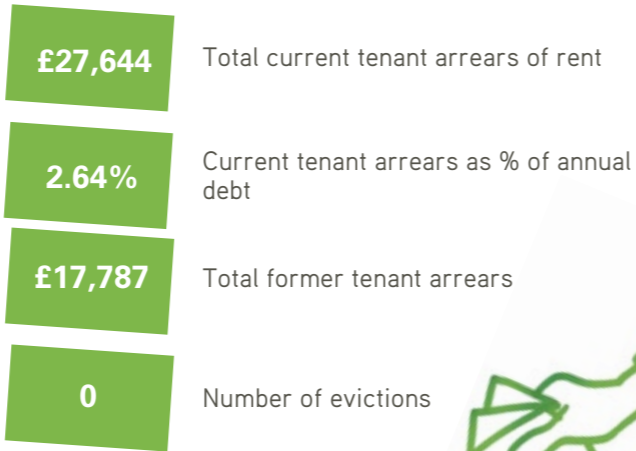


How we spend the money

Housing management 25%
 Property maintenance 37%
 Services charges 4%
 Development services 4%
 Interest payable & similar charges 23%
 Other 7%



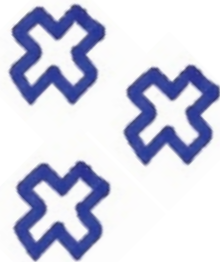
Rent collection and arrears



Complaints

There were **19** complaints received during the year.

16 about nuisance
2 about repairs & maintenance
1 about customer services



There were no complaints submitted to the housing ombudsman.

Repairs & maintenance

In 2009 Petersfield Housing Association spent **£178,047** on repairs & maintenance.

£57,212 on routine repairs
£99,196 on planned maintenance
£9,511 on cyclical repairs
£9,595 on empty properties
£2,533 on aids & adaptations



Investing in our residents and local communities —

In our ongoing commitment to work more with residents and support local communities during 2009 Petersfield Housing Association organised several community events.

Neighbour day

During May, we organized a very successful 'Neighbour Day' at Paddock Way in which over 15 households were represented. There were many attractions for our residents, including a pigeon race, face-painting, hook-a-duck, power kites, a presentation by Canine Partners and also a 'jubilee-style street picnic lunch'.



Make a difference day

In October, Petersfield Housing Association joined together with Drum Housing Association to facilitate 'Make a Difference Day' with an emphasis on improving the overall look of the estate at Deans Dell. Whilst several skips were hired to give residents an opportunity to have a clear-out of any old rubbish, there was also a big 'bulb-plant', in which many of the residents' children enjoyed planting flowers in time for the spring.

Chief executive summary



I joined Petersfield Housing Association in 2008 having come from a very large national association. The differences have been striking. Because of its small size Petersfield Housing Association is able to offer a much more personal service to our residents and our feedback shows how much that is appreciated.

We also have some wonderful properties in great locations. We aim to hold on to these qualities and also build on them; learning from the very best associations to deliver a high quality service to our residents, not only meeting their expectations but exceeding them!

We set ourselves some challenging targets for 2009 and I'm delighted to be able to report that we have achieved everything we set out to achieve in our Business Plan and more. Some of the things we have put in place during the past year will not be obvious to residents but I believe that we work more effectively and as a consequence are able to continue to improve service delivery both now and in the future.

Following a full governance review we have strengthened our Board with 4 new members bringing in expertise in law, asset management, development and housing management.

However, the environment in which we operate continues to change rapidly and Petersfield Housing Association must continue to change with it if we are to continue as a successful housing association. There is still much we want to achieve and in 2010 we will be focusing on:-

- Undertaking a full resident's profile. Understanding our tenants better will enable us to target services more effectively, improve services and raise resident satisfaction.
- We have been working hard to develop our work in the areas of resident involvement, resident and community support. However, we still have much work to do together with our residents to improve service standards and develop community cohesion.
- During 2010 we will be carrying out a 100% Stock Condition Survey. Full and current information on stock condition will better inform investment priorities, business plan viability and guide discussions with residents.
- Development of new homes for local people remains a high priority for Petersfield Housing Association and we are confident that all our efforts in 2009 will come to fruition in 2010.

Denise Rajchel
Chief Executive

Summary annual financial accounts for 2009

To obtain a copy of Petersfield Housing Association's Financial Statements please contact Paul Heselton on **01733 263589** or email **paul.heselton@petersfieldhsg.co.uk**

Where our money comes from

Rents £1,007,412
 Service charges £26,663
 Interest receivable & similar income £9,888
 Other income £15,294

Total Income £1,059,257

Where our money goes

Service charges £32,323
 Repairs & maintenance £304,181
 Depreciation of properties £57,795
 Housing management £203,424
 Development services £33,584
 Interest payable & similar charges £185,763
 Other £7,869

Total Expenditure £824,939
 Surplus for the year £234,318

Balance Sheet (year ended 31st December 2009)

	2009	2008
Housing properties net of grant	5,331,809	5,286,245
Other fixed assets	92,424	97,439
Cash & investments	1,442,967	1,297,622
Net current assets	(243,044)	(152,932)
Total assets less current liabilities	6,624,156	6,528,374
Called up share capital	104	105
Creditors	3,677,966	3,873,302
Other reserves	67,997	67,997
Revenue reserves	2,878,089	2,586,970
Total Capital & Reserves	6,624,156	6,528,374

Income & Expenditure

	2009	2008
Turnover	1,049,369	1,005,563
Operating costs	(639,176)	(763,911)
Interest receivable & similar income	9,888	65,680
Interest payable & similar charges	(185,763)	(263,175)
Surplus for the year	234,318	44,157

Board members

Mr David Walsh BSc Hons, MCIOSH

David is Chairman of the Association and has wide experience in the field of social housing. David is a highly experienced senior manager who has extensive Director level experience in both Housing Association and Local Government sectors.

Mr Rodney Bond FCCA

Rodney is the Vice Chair of the Board and the Finance portfolio holder. Rodney spent 31 years with ICI & Astra Zeneca in a range of managerial positions in finance and marketing. Latterly, Rodney spent 5 years in the social housing sector.

Mr Steve Rice BA Hons MCIOSH

Steve is a Housing Consultant with extensive experience at Director level within both Housing Association and Local Government sectors. He has worked with many housing associations as a consultant, successfully addressing / advising on a wide range of issues.

Capt George Tullis CBE RN

George is a retired naval officer and company managing director.

Mr Graham Smith BSc

Graham is a retired Chartered Surveyor.

Mr Charles Gibson

Charles is a retired Chartered Surveyor.

Mrs Mary Owen

Mary is the tenant representative on the Board.

Mrs Helen Deveraux BA Hons

Helen is a solicitor, specialising in charity law. She is currently studying for a masters degree in Corporate Governance and Law.

Mr David Chapman MCIOSH

David is currently Head of Property Asset Management at Kingfisher HVHS Housing Association. David has in excess of 30 years' experience of the social housing maintenance sector. He has a successful track record of delivering a high quality, cost effective repair and maintenance service to residents.

Thank you

During 2009 Petersfield Housing Association received a bequest from the estate of the late Sylvia Piper of 1 Oaklands Road who sadly passed away in October 2008.

We would like to express our sincere gratitude to the late Mrs Piper.

petersfield housing association limited 

t. 01730 263589

f. 01730 262111

e. info@petersfieldhsg.co.uk

www.petersfieldhsg.co.uk

petersfield housing association limited
32 Lavant Street, Petersfield, Hampshire GU32 3EF

