

Railway Housing Association



Book sponsorship targets good citizens

Railway Housing Association went back to school as part of an initiative to encourage children to be good citizens.

The Association has donated £1,600 towards the purchase of a citizenship activity book for Year 7 children at Branksome Science College in Eggleston View, Darlington.

The book, entitled 'Respect: Your Life, Your Choice' and published by the Children's Safety Education Foundation, provides useful information and advice on a range of different issues that the youngsters may encounter in both their childhood and adults lives, including road safety, health education, bullying, anti-social behaviour and racism.

Karen Dunn, Railway Housing Association's Director of Housing Services, said: "We are delighted to be sponsoring the distribution of this book to children at Branksome, which is in the area where most of our family homes in Darlington are situated.

"We hope that a book like this will help them understand their responsibilities as good citizens."

Karen Phillips, Branksome's Personal Social Health & Economic Education (PSHE) Co-ordinator, said:

"The book contains many of the key concepts of the PSHE curriculum so we are delighted to receive it from Railway Housing Association, and we are now looking forward to incorporating it into our classroom sessions."

The books were presented to Liam Pape, 12, and James Allison, 13, who are both involved in the school newsletter, the Branksome Bugle. After the presentation Liam and James interviewed Karen about Railway Housing Association for an article they are going to write in the Bugle.

Application Questionnaire

As part of our commitment to improving services we carry out a customer satisfaction survey with everyone that applies to us for housing. We enclose the survey form in the information pack that is sent to each applicant.

Between 1 April 2010 and 31 March 2011, satisfaction survey forms were sent to 1,115 new applicants. 237 survey forms were returned and the results were as follows:

Satisfaction with the application service	Percentage of applicants
Very satisfied	58%
Quite satisfied	20.8%
Neither satisfied or dissatisfied	20.8%
Dissatisfied	0.4%

Some of the comments received as part of the survey were:

- 'Not enough space for more information'
- 'Prompt service – very informative'
- 'More space should be included for illness/disability'
- 'The member of staff whom I spoke to on the telephone was very helpful in explaining everything'

As a result of feedback we will be reviewing our application form to ensure that there is sufficient space for applicants to include information to help support their application for re-housing.



Estate Inspections

We carry out twice yearly estate inspections in areas where we have 6 or more properties.

Residents will receive a letter advising them of the time of the inspection and an invitation to join RHA staff on a walk round the immediate area to highlight any issues of concern. These walkabouts usually take place on the same day as the twice yearly visits offered to all residents.

Inspections scheduled over the next few months are listed below. Further details will be given by your Housing Officer nearer to the time.

Estate Inspections 2011

- 16 May Southwood Avenue
- 23 May Tempest Anderson House
- 25 May Seaton Carew
- 13 June Ella Street
- 20 June Snuff Mill Lane
- 4 July Newton Thorpe Cottages
- 11 July Kirby House, Wansford Road
- 1 August Hartlepool Headland
- 8 August Rainhill Road, Hull
- 15 August Kingston Road

Homes will turn Sunlight into Electricity



Innovative technology that converts sunlight into electricity is being used on a new affordable rented housing development for older people in Spennymoor.

Photovoltaic solar panels will be used on the roofs of 14 new homes currently being developed by Railway Housing Association in Spennymoor.

This method of renewable energy, which will provide electricity to the communal areas and facilities, is the fastest growing power generation technology in the world.

Yuill Construction has started building the properties on behalf of the Association and when the development is complete (September 2011), it will create ten, two bedroom apartments and four, two bedroom bungalows (including a bungalow designed for a disabled person) for people over 55 years of age.

Andrea Abbott, Director of Asset Management with Railway Housing

Association, said: "We strive in all our new developments to design affordable homes that are energy efficient and sustainable and we expect demand for them to be high."

All properties will be built to the Code for Sustainable Homes Level 3 standard, which means a reduction of 25% carbon emissions is compulsory. As well as the solar panels, the properties will have water butts that are fed from the guttering; means of reducing water consumption in kitchens and bathrooms; and recycling bins in the kitchens.

Did you know...

That if a resident leaves the Association owing us money for rechargeable repairs or court costs then we will still pursue them to pay the debt?

If we are unable to contact the former tenant then we will pass this information over to a debt collection agency to recover the money on our behalf. At 31 March 2011 we were owed £12,014 by former residents for rechargeable repairs and court costs. We will take appropriate action to recover this money.



Paying Your Rent – How Much Does It Cost?

You may be aware that we offer a range of ways you can pay your rent. We have listed these options below along with how much it costs us each time a transaction is made using one of these methods: -

- At the post office = 53p per transaction
- At a 'PAYZONE' site = 53p per transaction
- By telephone = 30p per transaction
- Via the internet = 30p per transaction
- By standing order = 11p per transaction

As you can see from the costs above, by far the cheapest way for us to receive your rent is via standing order through your bank; followed by paying by telephone or via the internet. If you would like to start paying by one of these methods please contact your local housing officer or ring staff at Darlington on 01325 482125.

The more we can save the more we can spend on improving homes and services.

Harassment and Hate Crime

The Association recognises that it has a duty to maintain a workplace and provide services where everyone is treated with dignity and respect. We will not tolerate any form of harassment or hate crime, and will take prompt and effective action.

Harassment is a deliberate or intentional behaviour that is targeted at individuals or distinct groups because of their particular race, ethnic origin, gender or gender identity, sexual orientation, disability, age or religion. It is interference with a person's comfort or safety. It is persistent and recurs.

Hate crime is a crime in which the perpetrator's conduct is motivated in whole or in part by hatred, bias or prejudice on the

actual or perceived race, ethnic origin, gender or gender identity, age, religion, disability or sexual orientation of an individual or group.

Harassment and hate crime can include name calling, physical or verbal abuse, intimidation, attacks on, or damage to, property including graffiti. It may not constitute a criminal offence but is perceived by the victim or any other person as being motivated by prejudice or hate.

The Association has policies and procedures for dealing with complaints of harassment and hate crime. If you require any further information you can contact us on 01325 482125 or log on to www.railwayha.co.uk



Rent Arrears

Did you know that if a resident owes us rent when they end their tenancy with us, we will still pursue the debt? This is done either by ourselves or a debt collection agency.

At 31 March 2011 former residents owed the Association £52,647. The amount owed to us has reduced by £8,528 since 31 March 2010.

The Association's income from charging and collecting rent is vital for us to continue to provide a first class housing service. Therefore, we take very seriously anyone who leaves our property owing rent. If you are having difficulties paying your rent, please contact your local housing officer who may be able to help you.



Listening to you

YOU ASKED, SO WE DID

On a housing estate in Gateshead residents complained that visitors and delivery services had difficulty finding the right addresses.

We contacted the local authority on behalf of the residents, and now a clear sign with street names and numbers has been erected.

YOU ASKED, SO WE DID

Residents at a sheltered scheme in County Durham complained that they had to walk right around the scheme to get to the local amenities

We installed a gate to the side of the scheme so that residents had easier access to local shops and other amenities.

YOU ASKED, SO WE DID

Residents in Cumbria said that they were unhappy with the garden maintenance service.

We re-tendered the garden maintenance contract and now use a different contractor to carry out the work.

WHAT YOU SAID

"Thank you for your prompt service and prompt action you took when dealing with my electric, the workman was so kind and polite"

"Thank you when you completed my annual gas servicing, the engineer was very polite, efficient, courteous and well mannered"

"My husband and I would like to thank staff for their helpful, pleasant, patient and understanding manner when we found ourselves in such a stressful position"

"Thanks for everything, for your patience, you were a good help"

Business Plan for 2011-16

Since we sent you a copy of our Business Plan for 2011-16, our Board of Trustees have made two important decisions that affect the Business Plan. In order to keep building new homes for people who need them, we will be joining in the Coalition Government's 'Affordable Housing Programme'. This means that the rent charged when many of our properties are re-let to new residents will be increased to just below the amount of rent charged for privately rented homes. The increased income from these

higher rents will be used to build new homes. This will not affect the rents of current residents.

The Coalition Government is also introducing fixed term tenancies, which may be as short as two years. However, our Board has decided not to do this and will continue to offer lifetime tenancies to new residents.

The Board's decisions were supported by a small focus group of residents who met with our Chief Executive to discuss the proposals.

Our Business Plan for 2011-16 will now be amended to include these two decisions.



Board News

Five of our Board members have successfully completed a course designed to provide them with the knowledge, skills and confidence to carry out their role effectively.

Barrie Ward, Geoff Proudlock, Carol Bustard, Maureen Norrie and Anne Mumford have all achieved the Institute of Leadership and Management (ILM) Boardcraft Award.

The course, which is provided by The Board Development Agency, involved the Board members undertaking various modules and assignments. Anne Rowlands, Chief Executive of Railway Housing Association, said: "We are delighted that our Board members have successfully completed their course and it demonstrates their commitment

to being the best they possibly can in their roles within the Association"

*The Association has reluctantly accepted the resignation of Brian Goole from the Board of Trustees. Brian is a resident of the Association and became a member of the Board in 2010. He brought a resident's perspective to Board discussions and influenced decision making. Unfortunately, health problems have meant that Brian doesn't feel able to continue as a member of the Board and this has created a vacancy for another resident. Details of how you can apply to become a member of our Board are included on this page.

Would you like to come on Board?

You may remember that in the last edition of RHA News, we asked if you had any objection to a previous applicant taking up a vacancy on our Board of Trustees.

We didn't receive any objections to this proposal but unfortunately due to a change in her personal circumstances the applicant is no longer able to become a member of the Board. This means that we still have a vacancy.

Therefore, would you like to decide how the Association is run? Would you like to use your knowledge and experience as a resident to help the Association to continue to provide high quality homes and services during these challenging economic times?

If the answer to these questions is yes, we would love to hear from you. Railway Housing Association's Board meets six times a year and we will pay reasonable travel and other costs to enable you to attend. Becoming a member of our Board will give you the opportunity to help lead a multi-million pound business and provide training and experience of working at Board level.

If you think that you have the energy and enthusiasm to make a difference and would like to find out more please fill in and return the form enclosed with this newsletter or contact Karen West (PA to the Chief Executive) on 01325 373035.

Focus on Your Rights and Responsibilities

As a resident of the Association you have rights set out by law. The tenancy agreement you signed when you became a resident details your rights and what the Association has a right to expect from you in return.

The Association undertakes:

- 'To let you enjoy the use of your home without interference, for as long as you want to stay, provided you comply with the terms of your agreement
- To give you information about, and to consult you on, things that affect the service we provide to you
- To keep your home in good condition, carrying out repairs to the building, plumbing, heating system and electrical wiring, within prescribed time limits
- That the rent you pay for your home will be kept as low as possible while ensuring that the Association maintains its properties and provides a good standard of service
- That if you have any reason for dissatisfaction with our service we will treat your complaint seriously and deal with it according to our complaints policy.

The Association requires you to:

- Occupy your home as soon as your tenancy starts and not sublet the whole of your home to someone else
- Occupy the Association's property as your only or main home and not to run a business from it, unless you have written permission
- Pay the full rent and other charges promptly according to the

arrangements written in your tenancy agreement

- Look after your home, and treat it with respect. You will be expected to make good any damage caused by yourself, members of your household or visitors.
- Report to the Association any repairs that are needed to your home as soon as possible
- Not harass or cause nuisance to your neighbours, their visitors, other residents or anyone in your locality and not allow anyone else who lives in or visits your home to do so
- In properties where pets are allowed, they should be kept under control.
- Not allow your home to become overcrowded

- Give at least 4 weeks' notice in writing if you want to end your tenancy.

It is important to remember that your tenancy agreement puts legal obligations on you as well as on the Association, and in serious cases we may take action to evict residents who fail to keep their side of the agreement.

Getting Fenced In

As promised we are fencing in the open plan gardens of two schemes. This work is being carried out because many residents told us that they wanted the open plan gardens that they share with their neighbours to be fenced in so that each home had its own garden.

We will now see how well this works over the next 12 months. If it is successful then we will consult with residents about how we can budget over a number of years to create private individual gardens at all of those houses and bungalows where that is the wishes of those residents.



Local offers

During residents' conferences, focus group meetings and a survey of all residents that took place last year, you told us what you think our priorities should be. We have responded to three of these priorities by changing the services we provide or creating new standards that will be implemented from 1st April 2011. They are:-

Garden maintenance

The garden maintenance service at our schemes on Chanterlands Avenue in Hull will be changed to suit the residents' requirements. Two meetings were held with residents to discuss their views on the garden maintenance service that we provide and any changes that they would like to be made. The changes that were agreed with residents will be made during 2011. If this is successful then we will hold similar discussions with the residents of other schemes in future years, in order to improve residents' satisfaction with the garden maintenance service.

Increased repairs service for residents of sheltered schemes

We will carry out minor repairs for residents of sheltered schemes that we don't usually do for residents such as changing of light bulbs, easing of doors when residents have new carpets fitted and a 24 hour response to loss of heating. These extra repairs will be done free of charge. We will also help residents to get other household jobs done such as carpet cleaning, taking down curtains, decorating and window cleaning. Although residents will have to pay for these jobs we will arrange for the work to be done at an agreed price by a trustworthy contractor who is known to us. We will be writing to all residents of our sheltered schemes with further details of this new service.

Feedback to residents

We have agreed service standards that state how we will provide feedback to residents who are involved in our Focus Groups, Armchair Monitors, Editorial Panel, Leaseholders' Forum and Scrutiny Panel. These standards include the use of plain English, providing the results of surveys within 28 days of the return date and sending minutes of meetings to residents within 28 days of a meeting.

Over the next 12 months we will let you know how we are performing with each of these new or changed services.



Street Parking

We would like to remind residents about the hazards of parking vehicles across dropped footpaths.

Apart from being a hazard for disabled people, parking on dropped footpaths (which is a location where the path has been lowered to assist people crossing the road/street) is actually illegal and can result in the issue of a fine.

Parking alongside a dropped footpath can cause considerable inconvenience and can put vulnerable road users at greater risk of being involved in a road traffic accident.

Whilst we understand many of our properties do not have their own driveways or garages, we would ask you to ensure you do not park across dropped footpaths.



Health and Safety Award

The Association was recently delighted to discover it had won a health and safety award.

Peninsula, the company that provides health and safety and HR services for the Association, nominated us as part of the annual health and safety awards it runs for its clients.

We went on to win an award and have received a certificate for our commitment to workplace health and safety.



Tracey Nixon is pictured with the award.

Residents' Scrutiny Panel

Congratulations to the eight residents who successfully applied to become members of our new Scrutiny Panel. The Panel offers a new opportunity for residents to look in detail at how the Association works, how well we are doing and to make sure that we are doing our best for residents.

The first meeting of the Panel took place in April 2011 but there are still two vacancies so if you are interested in joining please contact Karen West on 01325 373035 for more details. The Panel would particularly like to hear from you if you are aged under 55 years or live in one of the Association's leasehold properties.

Rent update

Like all other housing associations, we set our rents for the forthcoming year based on the Retail Price Index figure as of September in the previous year, plus 0.5%. This means that the vast majority of our tenants will see their rents reached by 5.1%.

However, a small number of residents may see their rent go up by 5.1% plus £2. This is because some people have been paying less than the 'target' rent calculated for their property.

In accordance with the guidance issued by our regulator, the Tenant Services Authority, we calculate target rent for each individual property based on the following factors:

- The value of the property as at January 1999
- The size of the property in terms of the number of bedrooms
- Local and national wage averages
- The location of the property.

For anyone paying less than the target rent for their home we will increase the rent by £2 per week each year, in addition to the inflationary rent, until the target rent is reached.

The rent increases will come into effect from 1st August 2011. All residents will be given a rent increase letter in July, so that they have time to adjust their payments ready for the increase. If you have any queries about our rent setting policy or you need help with paying your rent, please speak to your local housing officer.

We consulted with our Focus Group members about our budget for 2011/12 and also provided those residents with an explanation of the Association's policy and approach to setting rents. The income from rent payments enables the Association to provide and maintain good quality home and services for residents.

RHA 2011 Awards Scheme

Railway Housing Association is delighted to announce the launch of an awards scheme for its residents.

The Good Neighbour Awards 2011 are designed to recognise the excellent work many of our residents do in the communities in which they live.

As the song of a famous Australian soap opera says 'Everyone needs good neighbours' and we'd like you to tell us about yours, so:

- Have they helped you out at a time of crisis or are they a good neighbour all the time?
- Do they help you with your garden or do the shopping for you when you can't?
- Perhaps they have looked after your children so you can have a break or even go to work?
- Maybe they've just been there when you needed someone to talk to?

These awards are your chance to pay tribute to someone special, whose kindness has made a real difference to your life or that of another neighbour.

The overall winner of the Good Neighbour Award, which is sponsored by Yuill Homes and will be judged by RHA Board Members, will receive a trophy (which can be kept for 12 months), plaque and cheque for £50. Prizes will also be given to the runners-up.

The closing date for entries is Friday 10th June 2011, so please fill out the entry form on these pages and return it in the pre-paid envelope provided

Terms and conditions:

- The nominated person must live in a RHA home, rented or leasehold
- Only one nomination is allowed per household
- The decision of the judging panel will be final.

Best Kept Garden

We are also running a competition to find the best kept garden in our properties.

The winner of this competition, which is sponsored by Arcus Consulting, will receive £50 and a plaque.

To enter your garden for the competition all you need to do is send us a couple of photographs, along with your name, address and contact details, to RHA Garden Competition, Bank Top House, Garbutt Square, Neasham Road, Darlington, DL1 4DR.

All entries must be received by Wednesday 17th August and following this, judges may visit those gardens that are short-listed.



Good Neighbour Award 2011

Nominator

Your Name:

Your Address:

Your Postcode:

Your Telephone Number:

Your email address (if applicable):

Details of the person you are nominating for the award

Name:

Address:

Postcode:

Telephone Number:

Please use the space below to tell us why you are nominating this person for the Good Neighbour Award

Your signature:

Date:

Please continue on a separate piece of paper if necessary

Community News

If music be the food of love...

Thanks to an unexpected cash windfall into the social club funds, Betty Anderson and June Thompson organised an evening of music and humour on Monday 14th March at Paterson House, Hull.

They said: "It was a real pleasure to have a get-together of so many residents from Rainhill Road, enjoying a splendid local vocalist and comedian Ray Wardell, and to sing along to so many favourite songs."

Ray, who is well known in showbiz circles in Hull, treated the audience to a dazzling array of songs from singers of yesteryear right up to current times. The communal lounge played host for one night to Al Jolson, Dean Martin, Max Bygraves, Jimmy Young, Ketty Lester and Neil Diamond, to name but a few.

The residents were also treated to an impromptu "Stars in Your Eyes" performance from Scheme Co-ordinator Carol Shillito belting out Crazy by Patsy Cline. Stella, a resident of Paterson House, also demonstrated some nifty footwork to accompany Elvis.

The evening's entertainment was topped off by a lavish, mouth-watering buffet provided by Mavis, who also supplies the hairdressing service on Thursdays, and leads line-dancing on Sundays.

Jim Buckley, Chair of the Residents' Association, praised Betty and June for organising a "thoroughly enjoyable evening".

The best joke of the night was as follows: "My wife and I are not getting on very well at the moment. We bought a water bed, but now we're drifting apart."



Youths come to the rescue

Hereford volunteers from the Community Service Volunteers (CSV) Construction Department were keen to help local residents from Great Western Court Sheltered Accommodation for over 55s.

Residents of Great Western Court contacted their local policing team after vandals recently broke one of the residents' bird tables. The residents were left upset as they enjoy watching the birds and were dismayed that others would want to destroy the table for no apparent reason.

After hearing the news, Community Support Officers Elena Ekanite and John Mackie approached Marc Hales, who runs the CSV Construction Department, to help. His group of 16-18-year-old volunteers were happy to donate a bird table and bird feeders they made in class to the residents of Great Western Court. It was very gratefully received.

Easter tea

Residents at Patrick Stirling Court in Doncaster had a very enjoyable Easter tea.

The residents were joined by their families and friends for a nice afternoon and there were even some Easter bonnets on show.



Congratulations Brian & Patricia

Brian Fitzpatrick, of The Woodlands, Doncaster, and Patricia Hardie, of Mead Crescent, Forest Hall, Newcastle, were winners of £25 worth of M&S vouchers after completing and returning one of our recent surveys.

Mr Fitzpatrick was delighted when Housing Officer Juliet Kerins called him to convey the good news that he had won the vouchers.

At 77, Mr Fitzpatrick is one of the oldest working barmen in town, still serving at the Doncaster Town Moor Golf Club. For 26 years he ran his own public house, the Horse and Groom,

and says he may spend the vouchers on two bottles of whisky.

He has four children, several grandchildren and has been an Association resident for just five months. Mr Fitzpatrick is keen to express his joy at living at The Woodlands, saying for a single person the property is ideal and that he is very comfortable and extremely happy there.

Mrs Hardie received her voucher from Housing Officer Lyndsey Aiston, and was also delighted.

"I was gobsmacked when I won because I don't normally win anything. I spent my voucher on a lovely new top whilst I was on a mini-break to Stirling in Scotland," she said.

"I am very circumspect when it comes to filling surveys like this in as I think it is important to be involved and provide your views and opinions!"

Thanks to everyone who completed and returned surveys. You never know next time you may be a winner too!



£3.9 million housing development

Railway Housing Association is seeking to build a new and 'green' £3.9 million affordable housing development for older people in a village on the outskirts of Hull.

We would like to build 26 new homes at Newton Thorpe Cottages in Swanland, near Hull.

At a planning meeting of East Riding of Yorkshire Council in March, councillors deferred a decision on giving planning permission until we carry out two bat surveys on the existing buildings, but we are hopeful that approval will be given once these surveys have been carried out.

The Association already owns apartments on the site but these are unsuitable by modern standards and under the new plans existing residents will be moved to the 16 new two-bedroom apartments when they are completed in summer 2012.

Once the residents have moved into their new homes, the old apartment block will be demolished and replaced with ten two-bedroom bungalows, which will be completed in 2013. All the properties will be offered for rent to older people aged 55 and over.

The new properties will be built to Level 3 of the Code for Sustainable Homes, which measures the energy, water, materials used and the ecological values of the site.

All of the homes will be installed with photovoltaic solar panels to provide electricity for residents and hopefully provide a small amount of generation back to the National Grid, saving residents money on their fuel bills. The properties will be insulated to achieve the maximum energy saving and have water saving and energy efficient features installed, all to

further minimise their carbon footprint.

The total cost of the development is £3.9 million, with £1.1 million of this amount coming from the Homes and Communities Agency, the national housing and regeneration agency for England.

Anne Rowlands, Chief Executive of Railway Housing Association, said: "We already own social rented homes in the East Riding of Yorkshire and working in partnership with the local council and other stakeholders we are hoping to be able to make a further contribution to providing high quality affordable homes in the area."



How we compare with other landlords

Railway Housing Association is a member of Housemark, a social housing benchmarking organisation. This enables us to compare our performance with other similar landlords.

Performance Indicator	How well we performed compared to 44 other landlords in 2009/10	Comments
Percentage of residents satisfied with overall service (91%)	15th out of 41	
Percentage of residents satisfied their views are taken into account (73.1%)	17th out of 38	
Percentage of complainants satisfied with complaints handling (80%)	11th out of 21	
Percentage of residents satisfied with their neighbourhood (90%)	13th out of 40	
Percentage of residents satisfied with the repairs service (79.2%)	22nd out of 40	
Percentage of rent lost due to empty properties (1.25%)	22nd out of 44	RHA has a higher than average turnover of properties because the majority are for older people
Rent arrears as a percentage of the rent due (2.43%)	5th out of 44	
Average cost of a repair, including overheads (£292)	6th out of 44	
Percentage of repairs completed on time (89.1%)	39th out of 44	RHA will investigate this further during 2011/12
Average cost of repairing an empty property (£943.56)	8th out of 44	
Average number of days taken to re-let empty properties (28.25 days)	18th out of 44	
Percentage of properties that meet Decent Homes Standard	1st out of 44	100% of RHA properties meet the Government's Decent Homes Standard
Cost of major works and cyclical maintenance per property (£540.70)	4th out of 44	
Resident satisfaction with the overall quality of their home (93.7%)	3rd out of 44	
Resident satisfaction with the general condition of their home (90.6%)	4th out of 44	
Percentage of annual gas safety checks completed within the 12 months anniversary date (96%)	43rd out of 43	RHA has now employed a gas service engineer and performance has improved significantly

Investing in Your Homes

In 2010/11, the Association spent £586,000 on improvements to its properties and in 2011/12 we will be investing £562,000 on further improvements. The tables over the next two pages show what was completed in 2010/11 and the work we have planned in 2011/12

Planned maintenance programme – 2010/11

Location	Work
Cleveland Area	
Mallard Court	Digital TV aerials
Elmwood Road	Fabric repairs/Roofing Works
Lawson Road	Fabric repairs/Hard landscaping
Topping Close/Earl Street	Fabric repairs/Security gates
Hackworth Court	Central warden call upgrade
Lilac Grove	Damp proof course works (x1 property)
Darlington Area	
Tempest Anderson House	Fencing/Gates repairs
Tempest Anderson House	Handrails
Tempest Anderson House	Communal lighting/Emergency lighting
Redworth Road	Fencing in of open plan gardens
Auckland Avenue	Door renewals
Auckland Oval	Boiler renewal (1 property)
Doncaster	
Patrick Stirling Court	Laundry equipment
East Yorkshire Area	
Valley Road	Boiler renewals
Hull area	
Kingston Road	Boiler renewals
Kingston Road	Fabric repairs/Remove neighbour alarms
Snuff Mill Lane	Fabric repairs/Rear concrete paths
Paterson House	Emergency/Communal lighting
Forster House	Laundry equipment
The Roundway	Roofing works (1 property)
Tyneside Area	
Davidson Cottages	Fabric repairs/Roofing repairs
Davidson Cottages	Kitchen renewal (4 properties)
Wedgewood Cottages	Boiler renewals plus loft insulation top up
North Eastern Court	Refurbishment of communal lounge
North Eastern Court	Digital TV aerials
North Eastern Court	Window replacement
North Eastern Court	Communal lighting / Emergency lighting

Location	Work
North Eastern Court	Dropped kerbs to front entrance
Lyndhurst Road	Boiler renewal (1 property)
Breckonbeds Road	Fabric repairs/Footpaths
Haddricks Mill Road	Associated heating works (x2 properties)
Northumberland	
Station Approach	Boiler renewals plus loft insulation top up
NER Cottages, Alnwick	External insulation
NER Cottages, Alnwick	Boiler renewal plus loft insulation top up
NER Cottages, Alnwick	External doors
York Area	
Springfield Court	Bathrooms
Tang Hall Lane	Bathrooms
Tang Hall Lane	Boiler renewals
Robinson Drive	Boiler renewals plus loft insulation top up
Rowntree Avenue	Boiler renewals plus loft insulation top up
Woodlea Avenue	Fabric repairs/Guttering
Martin Cheeseman Court	Refurbishment of communal lounge and kitchen
Martin Cheeseman Court	Handrail to communal lounge entrance
Martin Cheeseman Court	Damp proof course works (1 property)
Orchard Road	Boiler renewals
Priory Court	Fire detection panel
Priory Court	Kitchen renewal (1 property)
Westbourn Road	Boiler renewal (1 property)
Murrough Wilson Place	Boiler renewal (1 property)
Hereford Area	
Great Western Court	Digital TV aerials
Great Western Court	Dropped kerb to front entrance
Great Western Court	Communal heating
Total Cost	£586,000.00

Planned maintenance programme – 2011/12

Scheme	Number of units	Works	Programming
Martin Cheeseman Court, York	43	TV aerials	April - June
Derwentway (Nos 1/2/3/6/7/10/11/12), Gateshead	8	Heating	April - June
Middleham Road, Darlington	4	Heating	April - June
Warneford Gardens, Hull	2	Heating	July - September
Westbourne Road Nos 35A/35B, Selby	2	Heating	July - September
Parliament Street, Malton	2	Heating	July - September
Davidson Cottages, West Jesmond	18	Heating	April - June
NER Cottages Alnwick	2	Heating	April - June
NER Cottages Great Corby	2	Heating	April - June
Nos 1/3/5/8 and 10 Sayers Close 115/117 and 119 Kirkstall Lane, Leeds	8	Heating	July - September
Topping Close, Hartlepool	4	Heating	April - June
Earl Street, Hartlepool	2	Heating	April - June
Ella Street, Hull	16	Heating	July - September
Harris Street, Darlington	8	Heating	April - June
Haddricksmill Road, South Gosforth	9	Heating	April - June
Murrough Wilson Place, York	9	Heating	July - September
Sussex Avenue, Leeds	4	Heating	July - September
176 - 182 West Auckland Road, Darlington	4	Heating	April - June
Various (in line with heating programme)		Loft insulation	July - September
Auckland Avenue (houses), Darlington	88	Doors	January - March
Faverdale estate, Darlington		Fencing	January - March
Cost	£562,000		

Our Performance

We constantly measure and monitor our performance to gauge how good the service we provide is and to make sure we are keeping our promise to offer customers the highest possible level of service.

green
Performance on target 

amber
Performance below but close to target 

red
Action is needed to meet target 

How we performed – 1st October to 31st December 2010

Income Management	New Applications
Amount of current rent arrears outstanding = 1.90% (target is 1.94%) 	Percentage of new applications assessed within 14 working days = 100% (target is 95%) 
Lettings	Complaints
Average time taken to repair and let an empty property = 28.66 days (target is 26.50 days)  <small>3 properties took an unusually long time to re-let because of their size and/or location. If these were excluded then the average re-let time would be 19.76 days</small>	Percentage of complaints resolved at first stage = 100% (target is 95%) 
Disabled Adaptations	Repairs and Maintenance
Percentage of work completed within 4 weeks = 97% (target is 95%) 	Average cost of a responsive repair = £97.56 (target is £114.80) 
Response to Letters	Percentage of residents satisfied with the repairs service = 98% (target is 96%) 
Percentage of letters responded to within 10 working days = 100% (target is 95%) 	Percentage of Priority 1 repairs completed within 1 day = 98% (target is 99%) 
Response to Telephone Calls	Percentage of Priority 3 repairs completed within 3 days = 84% (target is 97%) 
Percentage of telephone calls answered within 7 seconds = 65.4% (target is 65%) 	Percentage of Priority 7 repairs completed within 7 days = 78% (target is 97%) 
New Tenancy Visit	Percentage of Priority 31 repairs completed within 31 days = 89% (target is 97%) 
Percentage of new tenants visited within 6 weeks = 98% (target is 90%) 	During 2011/12 we will investigate the reasons why we are not completing more repairs on time

Recipe: Roasted Mediterranean Vegetable Lasagne

Serves 6-8
Ready in 1.5 hours

For the mixture

- 2 small aubergines cut into 2.5cm chunks
- 2 red onions cut into wedges
- 2 red peppers deseeded and cut into chunky strips
- 4 garlic cloves finely chopped
- 5 tbsp olive oil
- 450g courgettes slices
- 225g fresh lasagne sheets
- 50g vegetarian Parmesan

For the sauce

- 900ml semi-skimmed milk
- 60g sunflower margarine
- 70g plain flour
- 125g grated cheese

- Preheat the oven to 220 degrees C/gas mark 7. Mix the aubergines, onions, peppers, garlic, 3 tablespoons of the oil and a little seasoning in a bowl. Transfer to a large roasting tin and cook for 30 minutes or until soft.
- Meanwhile, heat the rest of the courgettes over a high heat for 4 minutes until browned. Tip onto a plate lined with kitchen paper and set aside.
- Remove the roasted vegetables from the oven. Stir in the courgettes. Lower the oven to 200 degrees C/gas mark 6.

- Make the sauce. Bring the milk to the boil in a pan then set aside. Melt the margarine in a pan, add the flour and cook for 1 minute. Remove from the heat. Gradually stir in the milk. Bring to the boil, stirring, then simmer gently for 10 minutes, stirring occasionally.
- Cook the lasagne sheets according to the packet instructions, separating the sheets and draining on a clean tea towel.
- Add the cheese to the sauce and season. Spoon a thin layer over the base of a buttered 2.4 litre shallow ovenproof dish. Cover with 4 lasagne sheets, overlapping them slightly. Top with half the vegetables, then one third of the remaining sauce and another 4 sheets of lasagne. Repeat once more. Spread over the remaining sauce and sprinkle with Parmesan. Bake for 40 minutes until golden and bubbling. Serve with salad and/or garlic bread.



RHHA

English

Information can be made available in other languages, or other formats such as Braille, large format or audio tape, on request.

Arabic:

يمكن توفير المعلومات بلغات أخرى و صيغ أخرى مثل طريقة بريل أو شرائط سمعية ، حسب الطلب

Bengali:

আপনি অনুরোধ করলে এই তথ্যগুলি অন্য ভাষাতে, অথবা অন্য কোনো মাধ্যমে যেমন ব্রেইল-এ বা অডিও টেপে, পাওয়া যেতে পারে।

Somali:

Faahfaahinta waxa kale oo aad ku heli kartaa luuqadaha kale, ama siyaabo kale, sida Farta waaweyn ama canjal maqal ah, waana in aad soo codsato.

Turkish:

Talep üzerine bu bilgi diğer dillerde veya görme engelliler için kabartma alfabesi ve ses bandı formatında da temin edilebilir.

Urdu:

یہ معلومات دیگر زبانوں اور دوسری صورتوں میں (نایینا افراد کے لیے خصوصی عبارت) یا آڈیو ٹیپ پر بھی فراہم کی جاسکتی ہیں۔

Railway Housing Association

Bank Top House, Garbutt Square, Neasham Road, Darlington DL1 4DR
Tel: 01325 482125 Fax: 01325 384641 www.railwayha.co.uk

Registered Social Landlord: A1855 Registered Charity: 216825

MEMBER OF THE HOUSING OMBUDSMAN SERVICE



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