

RHA

Annual
Report
2010/11



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Cover picture: Railway Housing Association Chief Executive, Anne Rowlands, with Darlington MP Jennie Chapman and children from the town's Alderman Leach Primary School.

Introduction

The purpose of this annual report is to tell you about our performance during 2010/11 and how we compare to other landlords. Our regulator, the Tenant Services Authority, expects us to achieve certain standards that were written after listening to tenants' views. In this report we will explain each standard, tell you how well we are doing and our plans for improvement. We've also included information about our local offers – services that go beyond the Tenant Services Authority's standards.

The local offers of service were developed by residents who attended the 2010 Annual Residents' Conference, Focus Group meetings, scheme meetings and replied to a postal survey of all residents.

Residents from our Scrutiny Panel and Editorial Panel have helped with the production of this report by deciding on the style and content. Please tell us what you think of it by filling in and returning the feedback form shown on page 19.

Our Mission is:

'To be an excellent landlord that puts people at its heart and provides services that are value for money and meet the aspirations of current and future residents.'

Our Values are:

- To have integrity
- To be approachable
- To embrace change
- To be transparent
- To be ethical
- To value diversity

Our Strategic Goals are:

Customer Service, Resident Involvement & Empowerment – We will work with customers to develop and deliver excellent services that meet their aspirations. Our services will be provided in an inclusive way that values diversity

Quality of Accommodation, Repairs & Maintenance – We will provide warm and safe homes that are maintained to a

standard that meets the requirements and expectations of current and future residents, whilst delivering value for money and reducing any negative impact on the environment

Tenancy – We will let our homes in a fair and transparent way to meet housing needs and keep rents affordable

Neighbourhood – Our schemes and estates will be safe and attractive, contributing to the well being of local communities. We will work in partnership with other organisations to help promote social, environmental and economic well being

Value for Money – We will strive to achieve value for money throughout the organisation

Governance and Financial Viability – Our governance structure will be appropriate to the needs of the organisation in ensuring that we are a well managed organisation delivering our aims and objectives. We will have robust and prudent financial controls to ensure our future financial viability.

Foreword

We are delighted to introduce our Annual Report for April 2010 to March 2011.

The year has been one of great challenge and change for all those involved in the social housing sector so it is pleasing to note that we can report a successful year on a number of counts.

We have been working hard to ensure that our services meet the aspirations of our residents and the new standards introduced by our Regulator.

Residents have been central to the development of the future strategy of the Association. Our residents' conference in June last year offered residents the opportunity to put forward their ideas and suggestions for the improvements that are most important to them. These were refined and prioritised through further involvement of other residents and are now central to our 5 year Business Strategy.

The coalition government has introduced a number of changes within the social housing sector since taking up office in May 2010. There are changes to future tenancies, welfare benefits and the funding of new developments, all of which will have some effect on the Association and our residents. The Board



Anne Rowlands
Chief Executive



Barrie Ward
Chairman

has spent time debating these changes and, whilst we have agreed to participate in the new funding programme for new developments, we will not offer short term tenancies but will ensure that all current and future residents benefit from lifetime tenancies.

In terms of performance, both financial and service provision, we have had a good year with sound financial results. We would like to thank all who work for, or support, the Association in our efforts to continue to improve the service we offer our residents.

Resident Involvement & Customer Service Standard

What does the standard say?

We must: -

- Provide choices, information and communication that is appropriate to the diverse needs of our residents
- Deal with complaints promptly, politely and fairly
- Offer all residents a wide range of opportunities to be involved in the management of their housing
- Agree local offers of service delivery
- Provide support to help residents to be more effectively involved
- Treat all residents with fairness and respect
- Show that we understand the different needs of our residents.

How well are we doing?

- A wide range of opportunities are offered for residents to be involved in the management of their homes – surveys and questionnaires, meetings, Armchair Monitors, Annual Residents' Conference, Focus Groups, Scrutiny Panel, Leaseholders' Forum, Editorial Panel and Board membership. In 2010/11, over 160 residents were regularly involved in these activities

- Support is offered to residents to help them to be more effectively involved. This includes training, expenses for travelling and child care, translation and interpretation services
- 91.3% of residents think that we keep them well informed
- 75.9% are satisfied that we listen to their views (only 6.5% think we don't listen to their views)
- Our Value for Money strategy, annual budget and planned maintenance programme were all discussed and agreed with residents prior to being approved by the Board
- Residents were involved in deciding to participate in the Government's 'Affordable Rent' scheme that allows us to apply for grants towards the cost of building new homes
- Residents also influenced changes to our policies on Disabled Adaptations, Asbestos Management, Lettable Standard, Energy Efficiency, Debt Recovery, Pets, Customer Services, Domestic Violence, Financial Inclusion, Pest Control, Decoration Allowances, Decent Homes Plus Standard and Asset Management



Residents and visitors at Great Western Court, Hereford

- During 2010/11 two residents were members of the Board of Trustees, directly involved in decision making and ensuring the Association is properly managed and performing well
- In 2010/11 we received 30 complaints and 97% were resolved at the first stage. 82% of complainants were satisfied with the way we dealt with their complaint
- Information can be provided to residents in a format that best suits their needs, e.g. languages other than English, large print, audio tape and Braille



The Annual Residents' Conference



- 93.8% of residents are satisfied with the overall service we provide (only 3.3% are dissatisfied)
- Each resident has been asked how they would prefer to be contacted and we use the method that suits them best – letter, telephone, email or visit.
- We replied to 97% of letters and emails within the target of 10 working days (up from 86% in previous year)
- 61.5% of telephone calls were answered within the target of 7 seconds (not previously measured)
- Our website has been improved – the design is more user-friendly; rent can be paid online and information about our performance, the planned maintenance programme and leasehold has been added
- Information has been collected from 80% of residents about their age, gender, religion, disability and any support needs meaning that we can treat all residents with fairness and respect as well as tailoring services to meet their individual needs.



At the Annual Residents' Conference in July 2010, residents agreed their priorities for the Association's Five Year Business Strategy and local offers of service. George and Anne Mitchell of Gateshead said: "The conference was well organised and not as formal as we expected, in fact it was fun. The serious point is we've been able to make suggestions that would make a positive impact on us and our neighbours."

Resident Involvement & Customer Service Standard

The following priorities identified by residents at their annual conference in 2010, during meetings and by surveys have been included in our Business Strategy for 2011-2016:-

You said	What we will do	When
We want more feedback after we have been to meetings & completed surveys	Improve how we communicate with 'involved' residents by working to standards set by residents	2011
We receive too many surveys	Review customer surveys to minimise paperwork sent to residents	2011
Residents of sheltered schemes should get more help with repairs than other residents	Provide an enhanced repairs service for residents of sheltered schemes	2011
More should be done to improve energy efficiency of our homes	Replace old central heating boilers and provide loft & cavity wall insulation	2011
We don't know what improvements the Association plans to carry out to our homes	Find more effective ways of telling residents about improvement works that are planned for the future	2011
There are problems with the garden maintenance service	Agree with residents changes to the garden maintenance service	2011
We want small improvements made to our estates that are not repairs	Introduce a new scheme for small estate improvements requested by residents	2011
We don't have any/enough car parking	Assess the car parking provision for each scheme	2011-2015
We don't know what the Association is doing to improve energy efficiency	Re-consider how we publicise to residents our work on improving energy efficiency	2012
Why doesn't the Association work with other organisations like the local council to deal with things that affect us?	Develop local partnerships with other agencies to tackle issues that affect residents	2012
Residents should be more involved in the planning and procurement of improvement works	Improve resident involvement in planned maintenance	2013

Plans for improvement

Last year we told you that in response to feedback from residents we would introduce two new opportunities for involvement: -

- A Scrutiny Panel that will monitor our performance has been established. Eight residents have joined the Panel and there are vacancies for two more. One of their first tasks was scrutinising last year's Annual Review and Annual Report. Their findings have determined the content and appearance of this report
- A Focus Group just for residents of sheltered schemes so that they can discuss and influence issues that are specific to their accommodation and needs - to date four residents have volunteered to join this group, which will be established in 2011.

During 2011/12 we will also: -

- Identify ways that the information that we have collected from residents can be used to prioritise resources and adapt services
- Identify hard to reach service users and

canvass their opinions

- Identify ways to involve under represented groups to ensure that those who are involved are representative of our customers
- Enable customers to submit complaints via our website
- Provide training for involved residents
- Find out the most cost effective ways to help customers with hearing difficulties
- Develop the role of the editorial panel to increase their influence over publications.

Local offer for Resident Involvement & Customer Service Standard in 2011/12

Residents told us that we needed to improve on the way that we communicate with members of our Focus Groups, Armchair Monitors and Editorial Panel. In response to this, some service standards have been agreed with residents for how we communicate with and provide feedback to them.

From April 2011, we have been measuring our performance against these standards and will report the results to residents and our Board quarterly.

Who lives in our homes?

Female tenants -	56%
Male tenants -	44%
16-54 -	11%
55-64 -	18%
65+ -	71%
Disabled -	64%
Gay or bisexual -	0.5%
Black or minority ethnic -	0.3%
Religion other than Christianity -	2%

(Figures are taken from a survey (STATUS) that 75% of our residents completed in January 2011)

Repairs & Maintenance Standard

What does the standard say?

We must: -

- Maintain all homes to a standard set by the Government or the standard that applied when the property was built, whichever is the highest
- Provide a cost effective repairs service that offers choices to residents; aims to complete repairs 'right first time'; balances the amount spent between planned and responsive repairs; achieves value for money and meets all legal requirements for health and safety
- Work with other organisations such as local councils to provide an adaptations service that meets residents' needs.

How well are we doing?

- All of our properties meet the Government's Decent Homes standard, which requires that homes have reasonably modern facilities, are warm and weatherproof
- With the help of residents (Armchair Monitors) we set ourselves a higher standard - 'Decent Homes Plus' - to which our properties are maintained. Further details are available on our website or by request
- We survey your home, or one of your neighbour's homes, every three years and use this information to plan the work that is needed to keep all homes maintained to

the Decent Homes Plus standard

- 3,315 repairs were carried out – of which 3,002 were completed within the target timescale
- On average it took us 10.5 days to complete each repair
- 81% of repairs were completed 'right first time' (in 2011 we're aiming for 86%)
- Repairs handbook issued to all residents
- More money spent on planned maintenance than on responsive repairs, to help achieve greater value for money
- Average cost of a repair reduced from £117.45 in 2009/10 to £102.16 in 2010/11
- Our repairs and maintenance service is provided via approximately 100 contractors and our own directly employed gas service engineer. We review the performance of our contractors annually, taking into account the proportion of repairs that they complete within the target timescale and resident satisfaction. We only use contractors that provide a satisfactory service
- We funded and/or helped to arrange adaptations on behalf of 87 residents, including 29 sets of grab rails, 35 level access showers, 7 over bath showers, 3 stair lifts and 3 ramps

- 92% of all minor adaptations were installed within the target timescale of 28 days
- £529,000 spent on planned maintenance improvement works in more than 380 homes, including replacement of central heating boilers, kitchens, windows, fencing, footpaths and guttering
- Extensive health and safety work completed, including fire safety assessments, asbestos surveys, gas safety checks, electrical and water (Legionella) checks, as well as servicing of lifts, laundry and warden call equipment
- 100% of those properties that required one had a valid landlord gas safety record.



Kirby House, Driffield

You said

There aren't enough electrical sockets in our home

We like having our own gas service engineer



Lillian Wakenshaw inside her new apartment in Cowans House

At Cowans House in Newcastle, several one bedroom apartments were converted into more spacious two bedroom apartments and the communal facilities were refurbished. The work cost £420,000 and also included a new garden with summerhouse and new reception area. Lillian Wakenshaw moved into one of the new apartments and said: "My new flat is truly magical...I have so much more space now and think that Railway Housing Association has done a tremendous job."



New garden at Cowan's House

What we did

We have agreed with residents a minimum number of electrical sockets for each room. Extra sockets will be installed, where necessary, during planned maintenance works in future years

We have continued to directly employ a gas service engineer rather than sub contract the servicing work to contractors

What difference has it made?

A minimum number of electrical sockets that is more adequate for modern use will be provided

In 2010/11 we completed 98% of gas services within the 12 months anniversary date compared to 89% in 2008/9 when we subcontracted the work

Plans for improvement

During 2011/12 we will: -

- Review our strategy for energy efficiency
- Explore more effective ways of informing residents about our plans to improve properties
- Start a value for money review of the repairs service
- Investigate the availability of funding for insulation measures, sustainable heating and hot water systems.

Local offer for Repairs & Maintenance in 2011/12

Residents told us that we should do more for elderly residents so we met with residents of our sheltered schemes and agreed an enhanced repairs service for them. From April 2011 we will: -

- Carry out minor repairs for residents of sheltered schemes that we would not usually do such as changing light bulbs and easing doors when new carpets are fitted. These repairs will be done free of charge
- Help residents to get other household jobs done such as carpet cleaning, taking down curtains, decorating and window cleaning. Residents will pay for this work but we will agree prices with trustworthy contractors who are known to the Association.

We will report on the cost, take up and resident satisfaction with this new service to residents and our Board.

Tenancy Standard

What does the standard say?

We must: -

- Let our properties in a fair way, make the best use of them whilst helping local councils to meet the housing needs in their area and build sustainable communities
- Offer services to deal with overcrowding and under occupation of homes
- Provide information to help residents who wish to move
- Minimise the length of time properties are empty before being re-let
- Charge rents in accordance with the Government's instructions and clearly explain to residents any changes in the rent charged
- Offer the most secure type of tenancy and meet all legal requirements relating to tenancies
- Have clear policies on managing tenancies and help residents to keep their tenancy, including making sure that each home is occupied by the person we let it to.

How well are we doing?

- Homes are let to the applicants with the most need for housing
- Reasons for excluding some applicants from our waiting list are clearly explained
- We give applicants feedback on previous lettings in their areas of choice to give them an idea of how long they may wait for a home
- Half of our empty homes are offered to applicants nominated by the local council so we can help local councils to meet housing needs in their area

- We are members of HomeSwapper, a national scheme that helps residents to move home by exchanging with another resident
- 126 properties were re-let
- Time taken to re-let empty homes reduced from an average of 28 days in 2009/10 down to 25 days
- The amount spent on each empty home to get it ready for the new resident reduced, without affecting the standard of our properties, from an average of £914 in 2009/10 down to £691
- Rents are charged in accordance with the guidelines issued by the Government
- 94% of residents think that their rent is value for money, an increase of 2% since 2009
- We have an excellent record for collecting rent and the amount of rent owed to us is very low compared to other landlords
- Assured tenancies are offered to all new residents and discussed in detail before their tenancy starts. The Board has decided to continue to offer lifetime tenancies to residents
- All new residents are visited within 6 weeks of their tenancy starting
- Twice yearly home visits are offered to all residents to offer advice and assistance and listen to the views of residents on our service. We also check that the property is occupied by the person(s) we let it to



Patricia Hardie of Mead Crescent, Newcastle with Housing Officer, Lyndsey Aiston

- We work with support and advice agencies to ensure that residents receive any support they need to keep their tenancy. We only use eviction as a very last resort and did not carry out any evictions last year

In 2010/11 we had planned to introduce incentives to encourage residents who live in large under occupied homes to move to smaller homes; and investigate the availability of furniture schemes to help residents who cannot afford to buy new furniture. Unfortunately we did not achieve these but will do so in 2011.

Plans for improvement

During 2011/12 we will also-

- Produce information leaflets about each scheme and local area
- Investigate the inclusion of a welfare benefits calculator/checker on the Association's website
- Explore the possibility of using welfare benefits advisors from other organisations
- Consult with residents about our tenancy management service, including costs
- Review activities at sheltered schemes so residents of all schemes can enjoy the same opportunities.



Children North East charity Sandcastle competition, sponsored by Railway Housing Association



Residents at Great Western Court, Hereford with Scheme Manager Hilary Lewis (standing)

Neighbourhood & Community Standard

What does the standard say?

We must work in partnership with our residents, other landlords, local councils and other agencies, like the Police, to keep the neighbourhood and communal areas clean and safe and promote social, environmental and economic well being.

How well are we doing?

- Our estates are tidy and well maintained
- 93.9% of residents are satisfied with their neighbourhoods, an increase from 90.9% in 2009
- We employ contractors to clean the communal areas and windows at our

schemes. A survey in 2010 showed that residents were less satisfied with the window cleaning service so we have sourced alternative contractors and will be re-tendering this work in 2011

- 49 estate inspections were carried out, with 84 residents, and issues such as minor repairs, litter, landscaping and graffiti were dealt with
- Fortunately our residents experience few problems with anti-social behaviour and disputes between neighbours. However, in 2010/11 we dealt with 30 reports and we worked with social services, the Police and other agencies when necessary to deal with any nuisance. The most common problem reported was 'noise nuisance'

- We introduced a satisfaction survey for residents who report problems with anti-social behaviour or disputes with neighbours. 100% were satisfied with our response and the outcome of their complaint
- We had intended to review our tenancy agreement to ensure that it includes clear conditions relating to anti social behaviour. Unfortunately this was not possible but we intend to do this work in 2011/12.

Neighbourhood & Community Standard

You said	What we did	What difference has it made?
We want our own garden	We have fenced in the communal gardens at one scheme	Residents have their own private garden that they can look after themselves.
Visitors and delivery services have difficulty finding the right addresses on a housing estate in Gateshead	We contacted the local council who provided a clear sign with street names and house numbers	Visitors and delivery services can easily find their way to the address they want to visit
Residents of 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	Residents have easier access to the local shops and other amenities
Residents in Cumbria were unhappy with the garden maintenance service	We re-tendered the garden maintenance contract	A different contractor now maintains the gardens and residents are happier with the service they receive

Plans for improvement

During 2011/12 we will: -

- Update the tenancy agreement so that it is in plain language and includes clear conditions relating to anti social behaviour, harassment and hate crime, domestic violence and criminal activities
- Introduce an awards scheme for Good Neighbour and Best Kept Garden
- In consultation with residents, develop the criteria and introduce community development and estate improvement budget schemes.

Local offer for Neighbourhood & Community in 2011/12

Residents told us that they would like to make changes to the way that communal gardens are maintained so we arranged to meet with residents of two schemes so



Fenced in gardens

that the work could be tailored to meet their expectations. The two schemes were chosen because we had received the most negative feedback from the residents of those schemes in recent years.

There wasn't any interest from the residents of one scheme, in Darlington, in changing the garden maintenance. The residents of the other scheme, in Hull, decided not to make any changes to the routine maintenance but some one-off works will be completed during 2011/12 at their request.

We will monitor this local offer and if it proves to be successful, then over the coming years, we will agree a garden maintenance standard with the residents of each of our schemes that have communal gardens.

We are involved in groups that aim to improve the local area for residents such as the Foxwood Action Group in York, the Bank Top Community Partnership in Darlington and the Darlington Financial Inclusion Forum. In 2010/11 we contributed financially to the employment of a welfare benefits advisor in the Foxwood area of York; and the purchase of books for school children in Darlington that offer advice and information to help them to be good citizens.

Our residents in Hereford benefited from the help of Community Cadets who work with the local Policing team. The Cadets cleared snow and collected food shopping when residents had difficulty getting out during the winter. The Scheme Manager, Hilary Lewis said: "The residents were very grateful and it was great to see community minded young people in action like this."

Working with Darlington Youth Service we arranged for local teenagers to meet residents of Tempest Anderson House to help bridge the age gap, talk about their life experiences and enjoy quiz nights together.



Darlington school children with Karen Dunn, Director of Housing, and the books bought by Railway Housing Association



Youngsters with residents of Tempest Anderson House enjoying a quiz



Residents of Cowans House, Newcastle



Housing Officer Juliet Kerins with Sir Jimmy Savile at a fund raising event at Sayers Close, Leeds



Residents at Great Western Court with Community Cadets

Value for Money Standard

What does the standard say?

We must: -

- Provide cost effective, efficient, quality services and homes
- Tell you how we've prioritised spending on each standard and local offers
- Tell you how we've made sure that we have achieved value for money
- Tell you what our plans are for improving on this
- Enable residents to influence the services we provide and the cost of those that are then charged to residents in service charges.

How well are we doing?

Value for money is about getting the right balance between cost, resident satisfaction, performance and sustainability (long lasting and environmentally friendly).

We have a strategy and action plan to improve value for money and we compare our services and costs against similar organisations in order to identify areas for improvement.

- Any contract or purchase over £50,000 is put out for tender so that different companies have to bid for the work and we can compare them and get the best value

For contracts and purchases under £50,000 we get a number of quotes and choose the company that offers us the best value. We also use recognised purchasing consortia to achieve efficiency savings

- We evaluate the 'life cycle costs' of all the products we use in repairing, improving and building homes to ensure that we get the best value for money over the life span of each product
- Residents who are members of our focus groups influenced our budget; agreed the priorities for spending; and agreed how any savings should be used.
- £11,973 was saved by holding non urgent repairs and then carrying them out as one project
- We successfully bid for grant funding for loft insulation at properties where new central heating systems had been installed; insulation of communal boilers at 8 sheltered schemes; and cavity wall insulation. These bids saved us approximately £7,265 and will save residents on their heating bills
- £6,000 was saved by appointing new 'Utility Advisors'
- Negotiations with Yorkshire Water for collecting water rates on their behalf saw an increase in commission of £2,726



- A new IT agreement saved an estimated £7,000 per annum
- Contracts for garden maintenance, lift servicing and the maintenance of the warden call systems in our sheltered schemes were renegotiated with the agreement that cost of living increases of 4.6% would not be added
- A change to the specification for the installation of showers saved £4,662 (£222 per shower).

Plans for improvement

During 2011/12 we will: -

- Establish a value for money steering group that includes residents, staff and Board members
- Carry out a Value for Money review of our repairs and maintenance service.

Governance & Financial Viability Standard

What does the standard say?

We must ensure that we have effective governance arrangements that deliver our aims, objectives and intended outcomes for tenants and potential tenants in an effective, transparent and accountable manner. We must also manage our resources effectively to ensure our viability is maintained.

Our governance arrangements must ensure that we :-

- Adhere to all relevant legislation
- Comply with our governing documents and all regulatory requirements
- Are accountable to tenants, the Tenant Services Authority and relevant stakeholders
- Safeguard taxpayers' interests and the reputation of the sector
- Have an effective risk management framework.

How well are we doing?

'Governance' refers to how we are managed by our Board of Trustees. 'Financially viable' means how financially sound the Association is.

- Our regulator, the Tenant Services Authority, considers that our Board maintains satisfactory control; and that we meet their requirements in relation to financial viability

- Our Board has 11 members, 2 of which are residents. The Board has a code of governance (the National Housing Federation's Code of Governance) to ensure that they have clear roles and responsibilities and are managing the organisation well
- Board members are recruited from a range of backgrounds and with the skills to provide an effective steer and challenge to the Senior Management team
- Regular reviews of Board members' key competencies and skills are completed so that new members can be recruited to fill any skill gaps that are identified
- Training and support is provided for Board members so that they are equipped for their role
- Annual appraisals of individual Board members and the overall effectiveness of the Board are carried out
- Our Board is compliant with the National Housing Federation's 'Excellence in Standards of Conduct'
- In 2010 a review of the governance structure was completed and the structure has been slimmed down to allow better use of Board members' time and achieve better value for money
- The Board regularly checks on our performance, financial viability and management of risks. Internal auditors, RSM Tenon, concluded that we have

effective arrangements for governance, risk management and control

- We undertake long term financial planning to aid decision making and ensure our financial viability
- The Board is committed to ensuring that resident involvement is at the heart of our decision making process. A minimum of two positions on the Board are reserved for residents and every report to the Board includes the views of service users and an assessment of the impact on service users
- A Residents' Scrutiny Panel was established in 2010 to work with the Board for the benefit of residents and the Association.

Two Board members retired during the year, Brian Goole and Mal Malik, both as a result of ill health. The resulting vacancies will be filled by two residents elected by a ballot of all residents.

We welcomed a new member, John Moorley, who joined the Board in April 2010.

Plans for improvement

In 2011/12 we will:-

- Review our lettings and recruitment policies to include guidelines for the offer of accommodation or employment to persons with a close connection to staff or Board members
- Develop a 3 year training programme for Board members .

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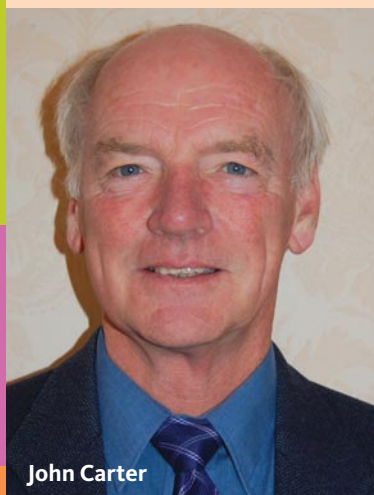
2010/11 Board Members



Alan Gay



John Mayfield



John Carter



Maureen Norrie



Barrie Ward



Carol Bustard



Brian Goole



Geoff Proudlock



Anne Mumford



John Moorley

How we compare to other landlords

	Ranked:
Satisfaction with overall service	2nd
Satisfaction with the way complaints are handled	2nd
Percentage of homes that meet Decent Homes Standard	1st
Cost per property for repairs (including empty properties)	3rd
Satisfaction with repairs service	4th
Satisfaction with overall quality of home	3rd
Repairs completed 'right first time'	11th
Average number of days taken to re-let empty homes	3rd
Rent lost due to empty properties	3rd
Satisfaction with neighbourhood as a place to live	1st

Figures taken from comparison of 22 other landlords by including St. Ledger Homes of Doncaster, Kingston upon Hull Council, Sheffield Homes, Yorkshire Housing, Wakefield & District Housing, Gateshead Housing Company & Wansbeck Homes.
(HouseMark Phase 2 cross sector benchmarking report 2010/11 North East and Yorkshire & Humberside regions)

Financial Statements

Summary income and expenditure account

	2011 £	2010 £
Turnover	4,972,171	4,691,092
Operating costs	-3,795,388	-3,628,629
Operating surplus	<u>1,176,783</u>	<u>1,062,463</u>
Surplus on sale of fixed investments		473,001
Legacies receivable	116,000	
Interest receivable	39,956	62,482
Interest payable	-431,615	-301,379
Surplus for the year	<u>901,124</u>	<u>1,296,567</u>

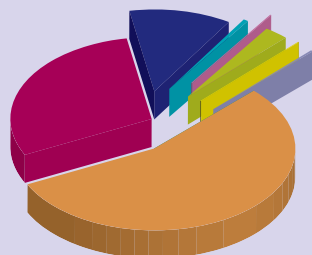
This information has been summarised and the full audited accounts are available on request

Summary balance sheet

	2011 £	2010 £
Fixed assets:		
Housing properties	16,165,444	15,641,903
Other fixed assets	377,632	367,552
Subtotals	<u>£16,543,076</u>	<u>£16,009,455</u>
Current assets:		
Debtors	355,044	639,674
Cash & investments	4,054,674	2,621,699
Total current assets	<u>4,409,718</u>	<u>3,261,373</u>
Less creditors falling due within one year	<u>-756,004</u>	<u>-759,116</u>
Net current assets	3,653,714	2,502,257
Total assets less current liabilities	<u>20,196,790</u>	<u>£18,511,712</u>
Creditors falling due after more than one year	4,974,851	4,190,897
Accumulated surplus	538,093	664,174
Designated reserves	14,683,846	13,656,641
	<u>20,196,790</u>	<u>18,511,712</u>

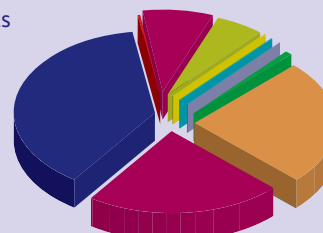
Where our money comes from

	£
Rents from housing older people	2,750,688
Rents from general needs housing	1,471,466
Service charges from housing older people	574,741
Service charges from general needs housing	26,108
Charges for support services	2,390
Leasehold schemes – charges & other income	144,450
Management services	1,030
Contributions to the benefit fund	1,298
Total	<u>4,972,171</u>



What we spent our money on

	£
Housing management	934,338
Services and support	842,380
Property maintenance	1,422,110
Bad debts	8,098
Property depreciation	305,633
Leasehold service costs and marketing	205,656
Management services	1,030
Grants from the benefit fund	40,110
Disabled adaptations	29,613
Other costs	6,420
Total	<u>3,795,388</u>



About us

Railway Housing Association has 1,400 homes in 24 local authority areas – Northumberland, Carlisle, North Tyneside, South Tyneside, Newcastle upon Tyne, Gateshead, Sunderland, Durham, Hartlepool, Stockton on Tees, Redcar & Cleveland, Middlesbrough, Darlington, Hambleton, Harrogate, Selby, Scarborough, Ryedale, Leeds, York, Doncaster, Kingston upon Hull, East Riding and Hereford.

You can contact us by -

Our office in Darlington (Bank Top House, Garbutt Square, Neasham Road, DL1 4DR) is open between 8.30 am and 4.30pm Monday to Friday.

Telephone: – Freephone 0800 0287428 or local call rate 0300 1230734

Text (to report non urgent repairs): - 07508 526708

Email: - info@railwayha.co.uk

Website: - www.railway.co.uk

Out of office hours, residents can report emergency repairs by using their emergency pull cord or alarm if they have one or by telephoning 01429 298988.



Win £25 of high street vouchers

Please let us know what you think about this report by filling in the details below and returning in the pre-paid envelope. Everyone who sends us a comment will be entered into a prize draw for £25 of vouchers.

Did you find this report interesting? Yes No

If you answered, No, please tell us what would make the report more interesting for you

Did you find the information easy to understand? Yes No

Do you have any suggestions for improving the report next year?

Name

Address

Telephone/ email

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 بريت أو شرائط سمعية ، حسب الطلب

Bengali:

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

Somali:

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

Turkish:

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

Urdu:

یہ معلومات دیگر زبانوں اور دوسری صورتوں میں (مثلاً قرا کے لیے سمعی مہارت) 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

