

Railway Housing Association



Status Survey Yields Positive Results

An independent survey has revealed high levels of satisfaction amongst Railway Housing Association's residents across the UK.

The survey, undertaken by the Northern Housing Consortium, was commissioned by the Association to see how people living in our 1,340 properties feel about their homes and the service they receive from us.

Of the 74% of residents who returned the detailed questionnaire, the vast majority said they were happy to be a tenant of the Association.

The survey, which all housing associations are legally required to carry out every three years, revealed:

- 93.8% of residents were very satisfied or fairly satisfied with their property
- Only 3.6% said they were dissatisfied with their property
- 90.8% of residents felt the actual condition of their home was very good or fairly good

- 90.9% of those questioned said they were satisfied or fairly satisfied with the area in which they lived
- 91.1% expressed overall satisfaction with the service they received from Railway Housing - this compares favourably to the average (80%) for other northern housing providers
- 82% of residents were satisfied with the way repairs and maintenance are dealt with, with 95.3% praising the good attitude of workers
- 92.% of people thought the rent they were charged was very good or fairly good value for money and only 2.5% stated it was poor value for money
- 88.3% of residents felt they were kept well informed about the things that affect them as a tenant
- 73.1% of residents were satisfied we listened to their views.

The Northern Housing Consortium also made a number of recommendations how Railway Housing Association could improve the services they provide to residents, with the main areas highlighted for concern being:

- Of those residents who contacted the Association in the last 12 months, 18.5% were dissatisfied with the final outcome of this contact



RHA's Kirby House sheltered housing scheme

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- There was some unhappiness among residents about the time it took for maintenance work to start
- Area specific problems, such as car parking, litter or disruptive youngsters need to be addressed.

Anne Rowlands, Chief Executive of Railway Housing Association, said: "We are very pleased that the vast majority of our residents are happy with the home they live in and with the overall service they receive from us as a landlord.

"Recent information published by our regulator, the Tenant Services Authority, revealed that in the northern region the average for overall service satisfaction was 79.4%, so at 91.1% we are performing better than many other housing associations of a similar size in the area.

"However, we recognise there are further improvements to make and we have already drawn up action plans to address these areas.

"Our residents can be assured we will not be resting on our laurels and that we will continue to strive to ensure the service we deliver to them is nothing short of excellent."

Find it difficult to hear?

Railway Housing Association, in its' commitment to ensure fair access to all, have portable Hearing Loops that are compatible with most hearing aids in all our offices. Please just follow the instruction when entering our offices.

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Development Update

Plevna Mews, Shildon

The remaining two properties at our flagship Plevna Mews housing development in Shildon have now been handed over.

This final handover brings the redevelopment of Shildon Court to an end after three years.

We have spent £5.6 million, including funding from the Homes and Communities Agency, on the development and the scheme now consists of 31 one and two-bedroom apartments and 13 two-bedroom bungalows.

The apartment block has a communal lounge, kitchen, laundry room, guest

room and PC suite and there are also communal landscaped areas and car parking.

All 44 homes are now occupied and residents helped us to celebrate the completion of the scheme at an official opening event on 26th March. As this edition of RHA News went to print before the event we will have a more detailed story in the summer edition.



Collingsway, Darlington

Railway Housing Association's newest development was completed in March.

We have built 13 family homes in the sought-after West Park development in Darlington.

The homes, in Collingsway, West Park, are made up of eight three-bedroom houses (for five people) and

five four-bedroom, three-storey houses (for six people).

We have spent £1.28 million on the development and as this newsletter went to press, the first families had begun moving into their new homes.

Cowans House, Newcastle

Work is underway to refurbish the communal areas of our Cowans House sheltered housing scheme in Lemington, Newcastle.

Around £430,000 is being spent to update the building and this includes creating a new garden area that can be accessed from the communal lounge.

We are also creating a new reception area and moving the hairdressers, level access shower and guest room down to the ground floor - bringing all the communal facilities together.

We are also converting three small one-bedroom flats to provide two very spacious two-bedroom flats.

The work is due for completion in July 2010 and we will keep you updated on progress in the next edition of RHA News.



Studying the plans for Cowans House

Setting the standard

Our regulator, the Tenant Services Authority, has introduced six new standards that we, and every other housing association in England, have to adhere to.

The standards, which come into place from 1st April, place greater emphasis on the relationship between landlords and their tenants at the local level - one where tenants are at the heart of shaping, influencing and monitoring the services they receive. The six standards are:

- **Tenant involvement and empowerment** - includes giving tenants easy access to services, opportunities to get involved and having clear policies on dealing with complaints
- **Home** - this is about ensuring quality accommodation and having a cost effective repairs and maintenance service
- **Tenancy** - this is concerned with the allocation of homes, rents and offering the most secure form of tenure
- **Neighbourhood and community** - includes ensuring neighbourhoods are kept clean and tidy and that anti-social behaviour is prevented and tackled robustly
- **Value for money** - ensures landlords remain cost effective and manage their resources effectively
- **Governance and financial viability** - this ensure landlords have the right structures, systems and processes to deliver their aims and objectives.

For more detailed information about the new standards please visit www.tenantservicesauthority.org.uk

Calling all Budding Journalists

If you would like to get involved in producing RHA News, either by joining a resident editorial panel or by submitting your own stories and photographs, we would love to hear from you. Please contact Karen West on 01325 482215 or email kwest@railwayha.co.uk



New gas engineer Robert Hardy

Dedicated Gas Engineer

We are delighted to inform you that Railway Housing Association has now employed a full-time gas service engineer.

Previously, a contractor carried out this work on our behalf but we now feel it is important that this work is carried out by someone that is employed full-time by the Association.

As well as ensuring consistency by having the same person carrying out the gas servicing in your home, it will

also prove more cost effective and lead to improved performance and customer satisfaction in the long-term.

Our new engineer is called Robert Hardy and he will be providing the gas servicing for 835 of our properties in the North, Yorkshire and Humberside.

Did You Know?

That Railway Housing Association re-lets 50% of our vacant properties to applicants from local authority waiting lists. So, if you want a better chance of being re-housed, it would be in your best interest to also apply for housing to the local authority in the area you want to live. If you want further information on this please ring 01325 48215, and speak to either Julie Clark or Margaret Grimston.



Garden Maintenance Performance

From the beginning of this year's garden maintenance season the Association has agreed with the two partnering contractors, Swinburne Horticultural Services and F. Tinkler & Son, to monitor the contractors whilst on site throughout the season.

Previously we sent out a questionnaire to residents at the end of the season but to further improve performance we now intend to ask you for your views immediately after any work is carried out.

The operatives will leave a copy of the questionnaire at selected households

and return to pick up the completed questionnaires when the work has been completed.

Residents will be chosen at random to take part in the questionnaire and the results will be sent to the Association to be evaluated.

We would be very grateful if you could answer the seven simple questions on the questionnaire, e.g. was the grass cut satisfactorily, as the results will enable us to monitor and evaluate the work done by the contractors.

Planned maintenance programme

The table below shows what work we are planning to our various sheltered housing schemes and general needs properties over the next 12 months. The work is subject to change and budgetary constraints.

Address	Number of homes	Estimated Cost	Work	When	Year
Great Western Court	31	"£7,300"	Digital TV Aerials	October - December	2010
Springfield Court	17	"£51,000"	Bathrooms	January - March	2011
Mallard Court	18	"£6,000"	Digital TV Aerials	April - June	2010
Hackworth Court	41	"£9,700"	Digital TV Aerials	April - June	2010
North Eastern Court	32	"£7,600"	Digital TV Aerials	July - September	2010
North Eastern Court	32	"£70,000"	Windows	April - June	2010
Kingston Road	8	"£28,000"	Heating	July - September	2010
Kingston Road	8	£300	Lighting	October - December	2010
Station Road	2	"£7,000"	Heating	July - September	2010
Elmwood Road	4	"£3,000"	Fabrics	July - September	2010
Lawson Road	5	£600	Paving	July - September	2010
Topping Close	4	"£1,500"	Fences and gates	April - June	2010
Snuff Mill Lane	18	"£5,500"	Rear footpaths	April - June	2010
Auckland Avenue (houses)	88	"£37,000"	Doors	January - March	2011
Davidson Cottages (West Jesmond)	18	"£10,000"	Eave guards	January - March	2011
Wedgewood Cottages	12	"£36,000"	Heating	July - September	2010
Wedgewood Cottages	12	"£42,000"	Kitchens	July - September	2010
Tang Hall Lane	8	"£24,000"	Bathrooms	January - March	2011
Valley Road	4	"£14,000"	Heating	July - September	2010
Orchard Road	2	"£3,500"	Heating	July - September	2010
Robinson Drive	9	"£30,000"	Heating	October - December	2010
Rowntree Avenue	4	"£14,000"	Heating	October - December	2010
Woodlea Avenue	12	"£12,000"	Guttering	April - June	2010
Maintenance Programme	Various	"£50,000"			
Total		"£510,000.00"			

Our Performance

Railway Housing Association constantly measures and monitors its performance to gauge how good the service we provide is and to make sure we are keeping our promise to offer tenants 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 are we doing?

How we performed April 2009 - December 2009

Income Management

Amount of current arrears outstanding = 2.04% (target is 1.94%)



Allocation and Property Management

Average time taken to repair and let an empty property = 30.32 days (target is 26.50 days)



Disabled Adaptations

Percentage of work complete within 4 weeks = 93% (target is 90%)



Lettings to BME Applicants

Number of lettings to Black and Minority Ethnic (BME) applicants = 3 applicants (6 is the target)



Response to Letters

Percentage of letters responded to within 10 working days = 91.1% (target is 90%)



New Tenancy Visits

Percentage of new tenants visited within 6 weeks = 80% (target is 90%)



Repairs and Maintenance

Average cost of a responsive repair - £117.68 (target is £112)



Average cost of repairing an empty property - £1,002.45 (target is £655)



Percentage of residents satisfied with the repairs service - 99% (target is 95%)



Percentage of Priority 1 repairs completed within 1 day - 92% (target is 99%)



Percentage of Priority 3 repairs completed within 3 days - 86% (target is 99%)



Percentage of Priority 7 repairs completed within 7 days - 83% (target is 97%)



Percentage of Priority 31 repairs completed within 31 days - 91% (target is 97%)



Complaints

Percentage of complaints resolved at first stage = 89% (target is 95%)



New Applications

Percentage of new applications assessed within 14 days - 100% (target 90%)



Policies, Policies, Policies



At Railway Housing Association we always looking to improve our services and therefore have a set timetable to review all of our policies.

So far this year we have reviewed and re-written the following policies:

- Resident Involvement
- Development
- Lettings
- Complaints
- Violence against staff
- Bad Debts
- Service Improvement Strategy
- Harassment.

If you wish to know about any of these policies please ask your Housing Officer for a copy, or you can find most of our policies on our website - www.railwayha.co.uk

Alternatively, you can ring Bank Top House on 01325 482125

Whenever we look to review any policy we always consult with our residents, through our Armchair Monitors and Focus Group members.

If you would like to become involved please ring Julie Clark on 01325 373055.

Lettings Policy

We are delighted that in a recent survey 91% of people questioned agreed with the changes we have made to our lettings policy.

A survey form was sent to 120 applicants and we received responses from 35 people. A total of 31 agreed with the proposed changes and didn't make any comments.

Four people expressed concern about 50% of lettings being made to applicants nominated by their local council. However, this is common to agreements between all housing associations and local authorities in order to meet the housing needs of local residents, and it is a condition of receiving public funding for building new homes.

Leaving Your Home

If you decide to end your tenancy with us, please remember that you need to give 4 weeks' notice.

Please make sure you do the following if you decide to end your tenancy with us.

- Give us four weeks notice in writing. The Association reserves the right to charge the rent for the full 4 week period if you fail to give us the correct notice.
- Return keys on or before the last day of your tenancy. If you return keys after the 4 week period, you may be charged rent up to the time keys are received.
- Leave the property in good repair and decorative order.

You may be charged for any repairs resulting from misuse or neglect whilst you were a resident.

- Make sure the property is clear of any goods or belongings when you leave, anything that is left will be disposed of and recharged to you for the costs incurred.

If you return your keys before the end of the notice period and we are able to re-let the property within the 4 weeks then you will only be charged rent up until it is re-let.

Informing other agencies

Do not forget to inform the following of your moving date and new address:

- Council Tax and Housing Benefit
- Water, Electrical and Gas Companies
- Telephone Company
- Post office for re-direction of mail

It is important that you arrange gas and electric meter readings before leaving.

Romanian aid in Hereford

Residents living in our Great Western Court sheltered housing scheme in Hereford brought some Christmas cheer to orphans and families in Romania.

People donated items such as clothes, blankets, toys, toiletries and Christmas gift bags to the Hope Carriers Trust.

And following the refurbishment of the Great Western Court, Railway Housing Association was also delighted to be able to donate old furniture, cookers and fridges.

All the items have now been taken to Romania by the Hope Carriers Trust, a charitable organisation set up to help children in need and poor families in Romania.

Railway Housing's Great Western Court Scheme Manager, Hilary Lewis, said: "Every year the Hope Carriers Trust takes container trucks full of items donated by people in the UK across to Romania.

"When we refurbished Great Western Court we were only too happy to donate items that would otherwise have gone to waste, and our residents also played a big part by knitting blankets and encouraging their friends and families to donate some of their possessions as well."



Fundraisers at Great Western Court



Community News

Fundraising in Stockton

Tireless fundraisers living in our Hackworth Court sheltered housing scheme in Stockton have had a busy couple of months.

The fundraisers, led by Ann Leck and Kath Northam, began with a coffee morning for the national cancer charity, Macmillan Cancer Support. They organised a raffle, tombola and cake stall, and people who attended the coffee morning were invited to make a small donation towards their refreshments.

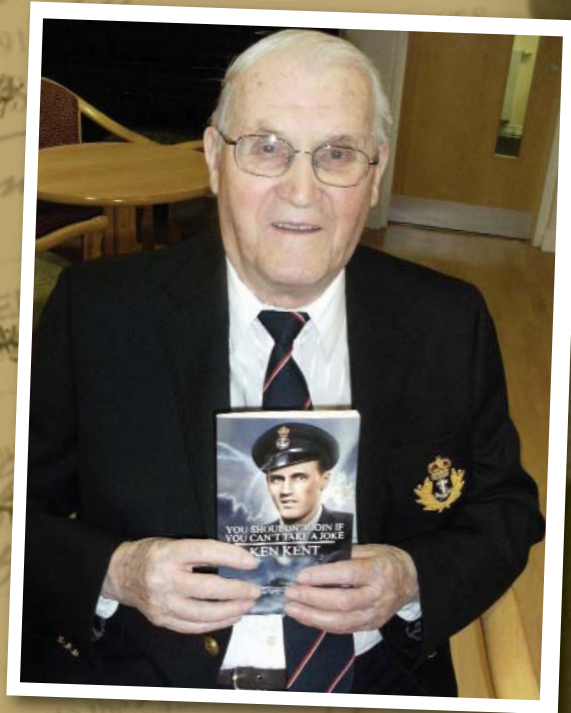
The event raised a recession-busting total of £807 for Macmillan Cancer Support, which is one of the UK's premier cancer charities.

Next on the fundraising agenda came a coffee morning for the Haiti

earthquake appeal, when a further £348 was raised.

Mrs Leck, said: "We take fundraising events like this very seriously and were delighted that so many kind-hearted people dug deep to raise so much money for two such worthwhile causes."

Kim Jackson, Railway Housing Association's Housing Officer for the area, said: "Raising such a large amount at a time when money is tight for everyone is testament to the hard work and dedication of all the residents at Hackworth Court."



Ken's Wartime Memories

Not many people can lay claim to be a published author, but Ken Kent certainly can!

The 89-year-old, who lives in the Association's Forster House sheltered housing scheme in Hull, wrote a book about his ten years serving in the Royal Navy, half of them spent in action in the Second World War.

It took Mr Kent only six months to write his book, which is entitled 'You Shouldn't Join If You Can't Take a Joke'.

He said: "I saw an advert in a magazine from a publisher inviting

people to contact them if they had manuscripts so I sent mine in and they told me they would like to publish it.

"The book has since been re-published by another publisher and it is on sale in Waterstones, WH Smith and on Amazon.

"I get royalty cheques sent every now and then so I know people are buying my book but I didn't write it for the money, I just wanted to capture what was a very important

and interesting part of my life."

Mr Kent has lived in Forster House with his wife Sylvia for 18 months and says: "We think it is marvellous and wouldn't move anywhere else, even if we won the lottery."

Mr Kent's book is published by Athena Press and can be bought in shops and on www.amazon.co.uk for £8.

Our armchair monitors

We try to involve our tenants in everything we do and are constantly looking to improve our services as a result of the feedback we receive from you.

One of the ways we involve residents is through 'armchair monitors'. These are residents who have volunteered to take part in regular surveys. The following responses were submitted to these surveys carried out recently:



Survey of telephone system

(1) When was the last time you contacted the Association by phone?

A month	20
Approx 2 months	7
Approx 3 months	4
Over 6 months	7
Longer	3

(2) What type of phone do you use to contact the Association?

Landline	39
Mobile	2
Both of the above	5

(3) How clear were the 4 options given to help you select the service you required?

Very clear	3
Quite clear	14
No opinion	1

(4) Do you think other options should be included?

Fast track to staff if you do not require an option	
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(5) After selecting an option were you connected to the department you required?

Yes	20
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(6) Was the call answered promptly?

Very promptly	21
Average (4 to 6 rings)	22
A message saying all operators were busy	3

(7) Was the member of staff who took your call able to answer your query?

Yes	26
Call transferred to another member of staff	5
A member of staff called back later	1

(8) Do you ever contact other members of staff on other telephone numbers i.e. Housing Officers or Tenancy Services Officers in your area.

Sometimes	10
Never	14

(9) Have you any suggestions for improving the telephone system?

Don't put background music on	
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Survey of Quids In Magazine

(1) How useful did you find the magazine?

Very useful	8
Quite useful	18
Neither useful or not	10
Not useful	2

(2) How often would you like to receive this magazine?

Once a year	8
Twice a year	11
Three times a year	4
Four times a year	9
Would not like to receive	6

(3) Do you think any of the articles in the magazine would help you to save money?

Yes	4
No	7
Maybe	27

(4) What articles do you find useful?

Money matters (fuel costs and benefit entitlements)	
Food and how not to waste	

(5) Do you have any other comments about the magazine

Ok and informative	
Interesting	
Not relevant to our situations	
Needs more tips in	

Payment Method Survey

The following was sent to all of our residents:

(1) Overall how satisfied are you with the range of options available for paying your rent?

Very satisfied	375
Quite satisfied	134
Neither satisfied or dissatisfied	11
Dissatisfied	6
Very dissatisfied	5

(2) If you are dissatisfied with the options please give a brief explanation?

Never been offered a payment card
Dislike standing in queue at post office

(3) If you had the option of making payments using a debit card over the telephone, how likely is it that you would use this service?

Very likely	31
Quite likely	27
Not sure	49
Not very likely	93
Very unlikely	317

(4) If you had the option of making payments online using a debit card how likely is it that you would use this service?

Very likely	17
Quite likely	22
Not sure	25
Not very likely	76
Very unlikely	371

(5) Do you have any comments you would like to make about the range of payment methods available?

- Like the rent payment cards - This had most comments
- Love Standing Order
- Would be willing to pay by Direct Debit
- Standing orders take too long to alter
- Could we make them payable at a Paypoint?
- Would like the new rents to state what my standing order would be

The results of these surveys will help us to further improve services to residents. More details will be made available in the summer edition of RHA News.

Estate Inspections

The Association has introduced estate inspections for all schemes with more than 6 properties.

The inspection will include all outside areas in and around the properties, and look at such things as landscaping, paths, gates and fences, litter or graffiti, bin area, and parking. Any resident is welcome to join housing staff on the inspection of the outside areas and bring to their attention any issues or concerns they may have. Any issues found during the inspection will be addressed and residents informed by letter of the action taken by the Association.

The estate inspection will take place in conjunction with the six monthly visit by the Housing Officer or Tenancy Services Officer. Details of the time of the inspection will be given in the letter sent to you informing you of the six monthly visit.



Carrying out an estate inspection

Inspections have already taken place on schemes with residents taking the opportunity to accompany staff on the inspection. It is hoped that with the milder weather over the coming months more residents will take the opportunity to walk the scheme with staff so that all areas of concern can be addressed.



FOCUS ON...

Your Rights and Responsibilities

As a tenant 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.

What you can expect from the Association:

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 (see page 13)

What the Association expects from you

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, employees or contractors of the Association, 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.

How to Make a Complaint

The Association is committed to providing a good quality service, which meets the needs of our customers. However, sometimes things go wrong and when this happens we need to know about it to help us improve our service.

We have recently made some changes to the procedure around making a complaint. These have been made in consultation with our residents.

We will try to sort out your complaint as soon as you make us aware of the problem. However, if we are unable to sort it out to your satisfaction then there are three stages to our complaints procedure.

We will aim to acknowledge complaints within 2 working days and to give a full response within 10 working days.

STAGE 1

A manager of the Association will investigate your complaint. If you are dissatisfied with the outcome then you can ask for your complaint to be taken to stage 2

STAGE 2

At stage 2 the Director of Asset Management, Director of Housing Services or the Director of Finance will review and investigate your complaint. If you are still dissatisfied with the outcome then you can ask that your complaint is taken to stage 3.

STAGE 3

This is the final stage of our complaints procedure and where your complaint will be reviewed and investigated by a Complaints Panel comprising of three Board members (including a Resident Board Member whenever possible) and the Chief Executive or a Director who has not been involved in the complaint. The Chief Executive or Director will act as advisor to the panel. You will be invited to attend this meeting and given the opportunity to state your complaint.

If you are still dissatisfied then you can contact The Housing Ombudsman Service at 81 Aldwych, London, WC2B 4HN.

The Ombudsman provides a free and independent service for customers of housing associations and will investigate your complaint. The Ombudsman will not usually consider a

complaint until you have fully completed all three stages of our complaints procedure.

Other people that may be able to help you include:

- Citizens Advice Bureau
- Housing Advice Centres
- Law Centres
- Independent Mediation Service
- Your local MP or Councillor



Have You Any Interesting News or Stories?

If so please send them to Julie Clark at jclark@railwayha.co.uk or speak to your Housing Officer or Tenancy Services Officer

Working in Partnership

Railway Housing Association is working together with Kingswood West/Foxwood Action Group in York to help address the issues in the area, such as employment, education and welfare benefits

This includes working with York City Council, Citizens Advice Bureau, Future Prospects, Connexions, Youth Services, Police, PCT, Job Centre Plus, and the local residents association.

Many events have been held including a door knocking exercise that resulted in over 700 residents receiving advice on getting back into work or training courses. So far over 50 residents have now gone back to work or are receiving further education.

Money Management sessions have also been provided for young people leaving care to help them maintain future tenancies. Other activities have included, employment workshops, young dads' events and police providing re-assurance campaigns.

The Association is proud that we are supporting such important work for the community, and will continue to do so. An independent review from York St John University is being undertaken with recommendation on how this piece of work could benefit other areas of deprivation.



Welcome Hayley and Charlotte

It may have taken 90 years but Railway Housing Association is making up for lost time by taking on not one, but two young apprentices.

Charlotte Wallace and Hayley Hanselaar are the first youngsters employed by the Association on the Government's National Apprenticeship scheme. The pair both work at the Association's head office in Darlington.

Charlotte, 17, who lives in the Eastbourne area of Darlington, is working as a Maintenance Clerk while studying for an NVQ Level 3 in Business Administration, while Hayley, 16, who lives on the Moorfields Estate, is employed as a Receptionist while studying for an NVQ Level 2 in Business Administration.

Both Charlotte and Hayley will spend a year working for the Association, gaining the job experience and qualifications that will hopefully lead to full-time employment either at Railway or for another organisation.

Charlotte, who started work in October and has already completed her NVQ Level 2, spends her time answering and logging telephone calls from residents who need repairs making to their homes, as well as liaising with contractors to ensure this work is carried out.

She said: "I am really enjoying working here as it is great place to work. I get to speak to many different people and I like being able to help the residents who contact us if they have a repair that needs carrying out."

Hayley, who started work in January, is the first person people see when they come into the office.

She said: "Everyone is so friendly in the office and they have made me very welcome. I like speaking to the people who come in to the office and dealing with their enquiries."

Hayley and Charlotte are also coming to terms with having money in their pockets for the first time (they receive £90 a week). In Charlotte's case this means splashing on expensive boots, whilst Hayley is a saver.

Anne Rowlands, Railway Housing Association Chief Executive, said: "We are delighted with the progress both Hayley and Charlotte are making and they are both making a very positive contribution to the work of Railway Housing Association."

Introducing our Board of Trustees

Railway Housing Association's Board of Trustees is responsible for the governance of the Association, ensuring all our legal and regulatory responsibilities are met.

The current Board members are:

Barrie Ward: Chair

Barrie is a retired Eastern Region Stores Controller, previously working for British Rail. Barrie is also a clerk to his parish council and a school governor where he is chair of the finance and personnel committees.



John Mayfield: Vice Chair

John is a retired Finance Director, previously working for the British Rail Property Board. John also has an audit background and is a member of the Institute of Public Finance and Accountancy and a fellow of the Association of Chartered Certified Accountants. John is Chair of the Finance Committee and attends Chairman's Group and Audit Committee meetings in this capacity.

Pauline Coldrick

Pauline is a retired External Liaison Manager, previously working for British Rail. Pauline is currently a member of the Housing Services Committee.



John Carter

John is a retired Bank Manager and a voluntary adviser with the Citizens Advice Bureau. John is currently a member of the Finance Committee and is Chair of the Audit Committee.



Carol Bustard

Carol is a retired Development Manager previously working for Network Rail. She has experience in project management and business skills. Carol is currently a member of the Finance Committee and the Asset Management Committee.



Mal Malik

Mal is a retired electrical engineer and has a maintenance background. Mal is a volunteer with the Citizens Advice Bureau and is chair of a sports and social club. Mal is currently a member of the Housing Services Committee, the Asset Management Committee and the Human Resources Committee.

Brian Hutchinson

Brian is a retired Special Project Manager, previously working for R.R.N.E and is treasurer of his local Railway Institute bowls club. Brian is currently chair of the Housing Services Committee and attends Chairman's Group and Audit Committee meetings in this capacity.



Alan Gay

Alan is a resident of the Association and was voted onto the Board by fellow residents. Alan is a member of the Housing Services Committee and Chair of the Human Resources Committee.



Geoff Proudlock:

Geoff is a housing professional with over ten years experience in the sector. He is a lecturer for New College Durham. Geoff is a member of the Chartered Institute of Housing. Geoff is currently a member of the Finance Committee and the Chair of the Asset Management Committee .



Anne Mumford

Anne served as a local authority councillor for 24 years and served as Chair / Vice Chair of Housing for Sedgfield Borough Council for eight years. Anne was also chair of another local housing association. Anne is currently a member of the Finance Committee and the Asset Management Committee .



Maureen Norrie

Maureen is a retired GP who has been involved with various committees, clubs and organisations in a voluntary capacity. Maureen is currently a member of the Housing Services Committee and Asset Management Committee.



*Pauline and Brian are retiring from the Board at the end of March and we would like to thank them for their hard work and dedication. We are currently in the process of recruiting two new Board members, one of whom will be one of our current residents.

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 alfabetesi ve ses bantı formatında da temin edilebilir.

Urdu:

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

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Railway Housing Association

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Registered Social Landlord: A1855 Registered Charity: 216825

MEMBER OF THE HOUSING OMBUDSMAN SERVICE

