



Annual Review

2009/10



New Railway Housing Resident Deborah Spence
with her sons James and Matthew.

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:

Housing and Resident Service

RHA provides housing and resident service which is resident focused, is continuously improving and contributes to sustainable communities.

All in an inclusive way which values diversity and the aspirations of future residents.

Current Demand and Future Development

RHA stock remains viable and desirable within the wider context of supply, demand, neighbourhood planning and property condition.

Stock Condition and Maintenance

RHA properties remain fit for purpose, exceed current standards and meet the requirements and expectations of current and future residents within a value for money context.

Risk Management

RHA is a well managed organisation with management systems which ensure proper control.

Contents

Mission, Values and Goals	Page 2	Celebrating our History	Page 10
Foreword	Page 3	Performance Information	Page 11
Building Communities	Page 4	Financial Statements	Page 12
Involving Residents	Page 6	Our Board	Page 14
Our People	Page 8		



Foreword

We are delighted to introduce Railway Housing Association's Annual Review, covering the period April 2009 to March 2010.

The last 12 months have been a momentous time for the Association, the highlight being our 90th anniversary celebrations which took place in 2009. We were particularly pleased that our sheltered housing schemes across the UK took advantage of the funding we offered to plan and stage their own 90th anniversary events - it really was great to see so many people helping us to celebrate.

Despite operating in the midst of global recession, we have improved our financial position during the year and have returned a healthy operating surplus which will be reinvested into further improving our properties and the service we provide.

We continued our development programme and in March 2010 we took great pride in officially opening our flagship scheme at Plevna Mews, Shildon.

Opened by former Tyne Tees weatherman, Bob Johnson, the scheme provides 31 apartments and 13 bungalows for people aged 55 and over.

We also saw people moving into our new Collingsway development on Darlington's popular West Park estate.

This development has provided 13 affordable homes for families.

As well as new developments we continued to update our current properties ensuring they meet the requirements of the 21st century.

At Board level there have been a few changes, notably the appointment of our second resident board member, Brian Goole, who joins fellow resident Alan Gay in representing the interests of our residents.

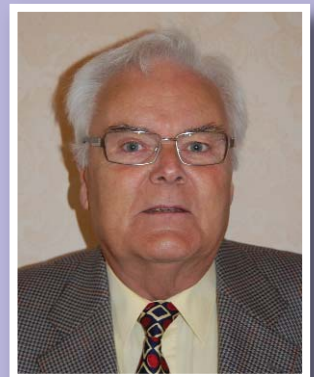
We have continued to make great strides in relation to resident involvement with more tenants than ever before joining focus groups, becoming armchair monitors or attending our annual conference.

We will, of course, not be resting on our laurels and are aiming to make 2010/11 an even better year. We could not achieve anything without the excellent hard work, enthusiasm and dedication of everyone who works for Railway Housing Association including Board Members and we would personally like to thank them for their efforts.



Anne Rowlands

Chief Executive



Barrie Ward

Chairman

Building Communities

Railway Housing Association is committed to providing high quality affordable housing in communities where people want to live. We do this by working in partnership with local authorities, developers and individuals.

Plevna Mews, Shildon

Railway Housing Association spent three years completely redeveloping Plevna Mews in Shildon, providing 31 one and two-bedroom apartments and 13 two-bedroom bungalows for people aged 55 and over.

The final properties, all of which have been built to the highest standards by developer GallifordTry, and achieve Secure by Design certification, were completed in 2010.

The bungalows, which were part-funded to the tune of £715,000 by the Homes and Communities Agency include many energy efficient features such as solar powered water heating, "A" rated central heating boilers and low flow water fittings to the kitchen and bathroom. Rainwater butts and composting bins are provided in the back gardens.



Plevna Mews resident Audrey Tillotson with Bishop Auckland MP Helen Goodman.



West Park, Darlington

Railway Housing Association worked with local developer Bussey Armstrong to build 13 family homes on Darlington's much sought-after West Park estate.

The £2.16 million development, which included funding of £819,000, from the Homes and Communities Agency, has resulted in the creation of eight three-bedroom houses and five four-bedroom, three-storey houses.

Anne Rowlands, Railway Housing Association's Chief Executive, said: "We are proud of the fact we are helping to make a significant contribution to making housing more affordable for people in Darlington.



Involving Residents

Listening to and acting upon the views of our residents is at the heart of everything we do as an Association. Examples of the ways we involve our residents are as follows:

Armchair Monitors

Armchair monitors are residents who have volunteered to take part in regular surveys that are designed to help us further improve the services we provide.

In the last 12 months they have provided valuable feedback in a number of areas, ranging from the way we answer telephones, the payment methods that we offer, our office opening hours and the amount of compensation paid to tenants after major works have been carried out to their homes.

Focus Groups

Railway Housing Association has four regional focus groups, which currently meet in Hull, York, Darlington and Newcastle.

Focus group members are encouraged to think about the 'bigger picture' and they influence changes to our services. The groups also monitor our performance.

Residents' Conference

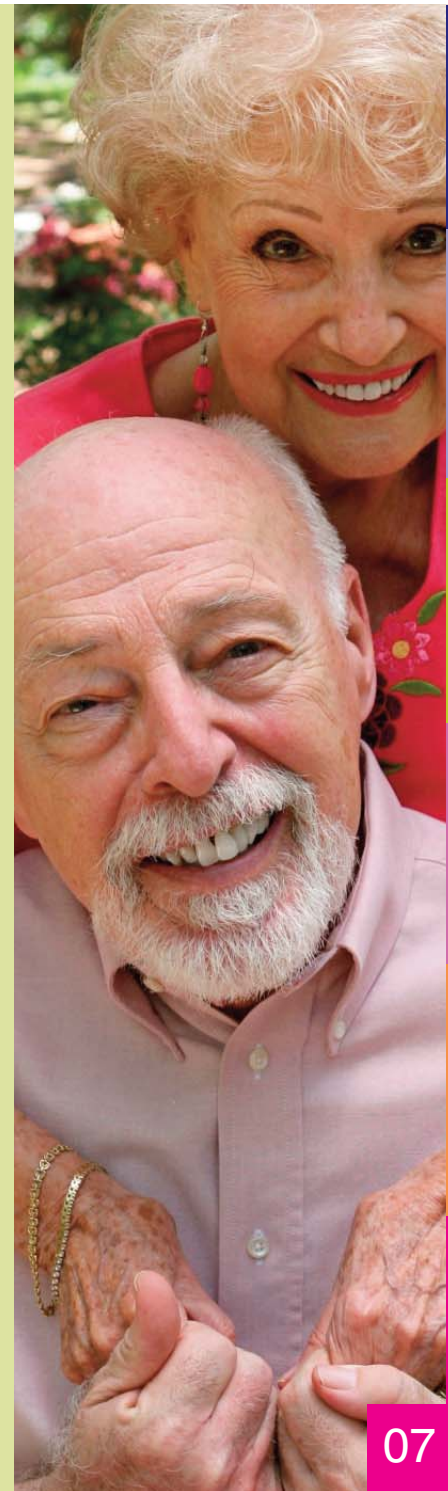
Each year we hold a residents' conference, with the purpose of giving residents feedback on the performance of the Association and providing them with the opportunity to shape the future direction of the organisation.

In 2009, we held two conferences in Newcastle and York, allowing as many people as possible the opportunity to attend and to share with us their experiences of living in one of our properties.

Board Membership

Perhaps the ultimate example of resident involvement is through membership of our Board of Trustees. Our first-ever resident board member, Alan Gay, was joined in 2010 by Brian Goole, who lives in one of our properties in Newcastle.

Having residents on our board demonstrates our commitment to involving tenants at the very highest levels and their experience and input is proving invaluable as we continue to move forward as an Association.



Our People

An organisation is only as good as the people who work for it and Railway Housing Association is lucky it has a team of highly skilled, professional and dedicated staff that are all committed to improving and maintaining service excellence.

We also receive fantastic support from people serving on our Board of Trustees who, give up their spare time to make a major contribution to the workings of the Association.

In 2009/2010, we were delighted to welcome the following people to the organisation:

Hayley Hanselaar - Receptionist (on the National Apprenticeship Scheme).

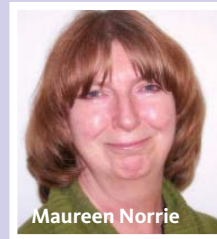
Charlotte Wallace - Maintenance Clerk (on the National Apprenticeship Scheme).

Norman Clark - Project Manager.

Maureen Norrie - Board Member.

John Moorley - Board Member.

Brian Goole - Resident Board Member.



Maureen Norrie



John Moorley



Norman Clark

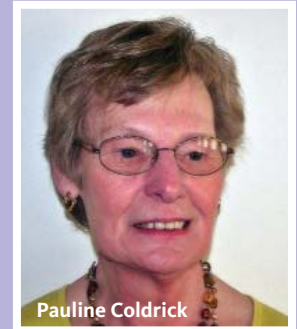


Brian Goole

We also said goodbye to Pauline Coldrick and Brian Hutchinson, two hard-working Board Members who retired after a number of years on the Board. We are very grateful for the valuable contribution that they have made to the Association.



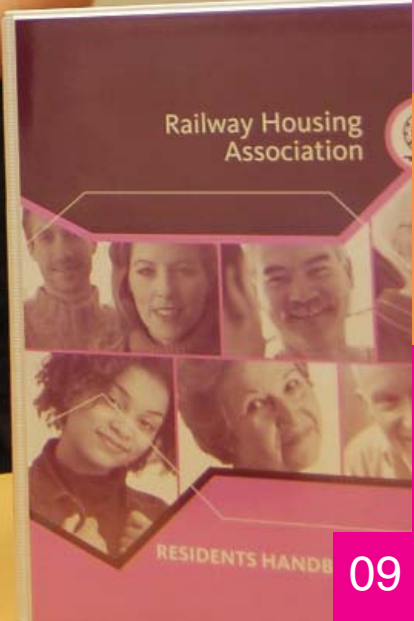
Brian Hutchinson



Pauline Coldrick



Hayley Hanselaar and Charlotte Wallace





Celebrating Our History

Residents of Forster House, Hull

90th Anniversary Year

2009 was a momentous year for Railway Housing Association as we celebrated our 90th anniversary.

To mark the occasion we invited our sheltered housing schemes to take advantage of the funding we offered to stage their own 90th anniversary party, and the response was fantastic.

Celebrations were held across the UK and we were delighted that so many residents joined in the celebrations. More than anything the anniversary year was about recognising our residents past, present and future.

There is much to be excited about in the future, especially as we head towards our centenary year, but sometimes it is good to take a step back and remind ourselves of our rich history.

Performance Information

Railway Housing Association constantly measures and monitors performance to gauge how good the service we provide is and to make sure we are keeping our promise to offer the highest possible level of service.

Our performance from April 2009 - March 2010 was as follows:

green
Performance on target



amber
Performance below but close to target



red
Action is needed to meet target



Income Management

Amount of current rent arrears owed = 1.97% (target is 1.94%)



New Applications

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



Allocation and Property Management

Average time taken to repair and let an empty property = 28.25 days (target 26.50 days)



Complaints

Percentage of complaints resolved at first stage = 84% (target 95%)



Disabled Adaptations

Percentage of work complete within 4 weeks = 95% (target 90%)



Repairs and Maintenance

Average cost of a responsive repair = £117.45 (target £112)



Lettings to BME Applicants

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



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



Response to Letters

Percentage of letters responded to within 10 working days = 86% (target 90%)



Percentage of Priority 1 repairs completed within 1 day = 91% (target 99%)



Percentage of Priority 3 repairs completed within 3 days = 82% (target 99%)



New Tenancy Visit

Percentage of new tenants visited within 6 weeks = 81% (target 90%)



Percentage of Priority 7 repairs completed with 7 days = 83% (target 97%)



Percentage of Priority 31 repairs completed within 31 days = 93% (target 97%)



Financial statements

Summary income and expenditure account

	2010 £000	2009 £000
Turnover	4,691	4,451
Operating costs	<u>-3,629</u>	<u>-4,087</u>
Operating surplus	<u>1,062</u>	<u>364</u>
Surplus on the sale of fixed asset investments	473	8
Amounts written off investments		-248
Legacies receivable		23
Interest receivable	63	121
Interest payable	<u>-301</u>	<u>-231</u>
Surplus for the year	<u>1,297</u>	<u>37</u>

* The information above has been summarised for the purposes of this review and the full audited accounts are available on request.

Summary balance sheet

Fixed assets:

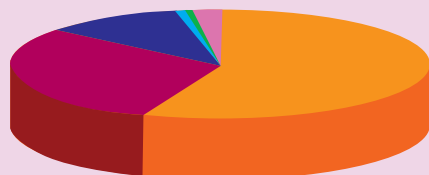
Housing properties	15,642	13,677
Other fixed assets	368	2,105
Total fixed assets	<u>16,010</u>	<u>15,782</u>

Current assets:

Debtors	639	634
Cash and investments	2,622	300
Total current assets	<u>3,261</u>	<u>934</u>
Less creditors falling due within one year	-759	-1,549
Net current (liabilities) /assets	2,502	-615
Total assets less current liabilities	18,512	15,167
Creditors falling due after more than one year	4,191	2,143
Accumulated surplus	664	36
Designated reserves	13,657	12,988
Association's funds	<u>18,512</u>	<u>15,167</u>

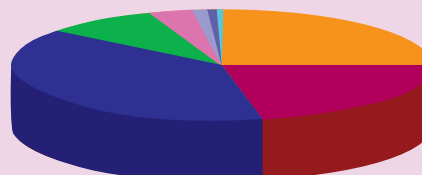
Where our money comes from

	£000	
Rents from housing for older people	2,637	■
Rents from general needs housing	1,372	■
Service charges from housing for older people	530	■
Service charges from general needs housing	24	■
Charges for support services	26	■
Leasehold schemes for the elderly service charges and other income	99	■
Management services	1	■
Contributions to the benefit fund	2	■
Total	<u>4,691</u>	



What we spend our money on

	£000	
Housing management	918	■
Services and support	785	■
Property maintenance	1,415	■
Bad debts	14	■
Property depreciation	296	■
Leasehold schemes for the elderly service costs and marketing	120	■
Management services	1	■
Grants from the benefit fund	38	■
Disabled adaptations	33	■
Other costs	9	■
Total	<u>3,629</u>	

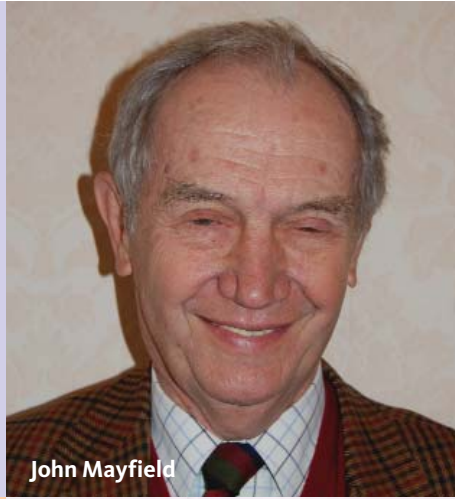




Anne Rowlands, Margaret Bolton, Bob Johnson & Albert Sambrook at the opening of Plevna Mews, Shildon



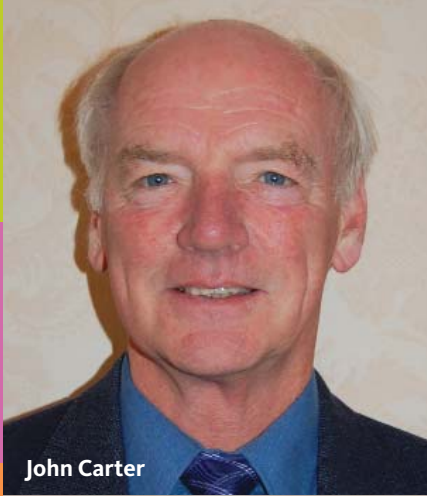
Alan Gay



John Mayfield



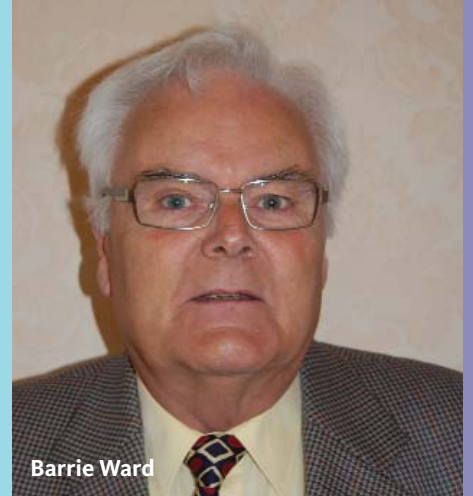
Carol Bustard



John Carter



Maureen Norrie



Barrie Ward



Brian Goole



Geoff Proudlock



Anne Mumford

Introducing Our Board

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 Carter

John is a retired Bank Manager and a voluntary adviser with the Citizens Advice Bureau.

Carol Bustard

Carol is a retired Development Manager previously working for Network Rail. She has experience in project management and business skills.

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.

Alan Gay

Alan is a resident Board member and was voted onto the Board by the Association's residents

Geoff Proudlock

Geoff is a housing professional with over ten years experience in the sector. He is currently a lecturer for New College Durham. Geoff is a member of the Chartered Institute of Housing.-

Anne Mumford

Anne served as a local authority councillor for 24 years and served as Chair / Vice Chair of Housing for Sedgefield Borough Council for eight years. Anne was also chair of another local housing association.

Maureen Norrie

Maureen is a retired GP who has been involved with various committees, clubs and organisations in a voluntary capacity.

John Moorley

John is a retired personnel director who currently runs his own HR consultancy.

Brian Goole

Brian is the Association's second resident Board member, elected by residents in March 2010. Brian was involved in the building trade throughout his working life and ran his own painting and decorating business.

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 bandı formatında da temin edilebilir.

Urdu:

یہ معلومات دیگر زبانوں اور دوسری صورتوں میں (نمائندہ 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

