



Railway Housing Association

ANNUAL REPORT

2016/17



WELCOME

Hello I would like to introduce myself, I am Berni Whitaker and I was honoured to be appointed as the Chair of Railway Housing Association in July 2016.

I would like to thank Geoff Proudlock who stepped down as the Chair last year after completing the maximum term for a board trustee. Geoff was passionate about the work of the Association and committed to the provision of good quality homes and services that are affordable to our residents, especially in these times of government austerity measures. My own commitment and passion towards social housing will carry on where Geoff's left off.

This report provides details on our performance and costs, and how we have worked with residents to improve services. It has been another successful year and I am confident that we have the strong foundations needed for future development.

Our first priority is to continue to provide high quality maintenance and management services to residents, in order that your homes are well maintained and safe. In 2016/17 we invested over £1.1 million improving homes and spent more than £1.5 million on maintenance.

Our next priority, subject to funds being available, will continue to be building new homes. In 2016/17 we started work to build 73 new homes in Darlington. Building these new homes means that we are investing in the north east economy and supporting jobs as well as providing better places for people to live.

We have also invested in the installation of new computer systems for the management and use of information to improve services; we have reduced the time taken to re-let homes, reduced the amount of rent owed, introduced a schedule of rates for routine repairs and reduced the number of contractors used to carry out repairs, which have all increased value for money.

Despite the significant performance improvements made in the last year, we know that there are still areas which need to improve and we will be working hard to do this.

There are challenges ahead including the reduction in welfare benefits which will make it more difficult for many residents to pay their rent; also the government's policy on rent reductions will continue to reduce the amount of money available for maintaining homes and building new ones. However, we are financially

strong, well governed and are confident that we are able to deal successfully with these and any other challenges that may arise.

I would like to express my sincere thanks to all those residents who get involved, in one way or another, to improve our services. My great thanks must also go to my fellow board members for their endless commitment and dedication, and to our staff for their professionalism in helping to achieve our aims contributing to another successful year. We look forward to the year and challenges ahead but in the meantime hope you enjoy viewing our Annual Report for 2016/17.



Berni Whitaker

Chair of the Board of Trustees

ABOUT US

Providing homes for today and tomorrow

Our values – honest, approachable, flexible, forward thinking, transparent, accountable and diverse

We are governed by a Board of Trustees who give their time and expertise without receiving any payment

We comply with the National Housing Federation 2015 Code of Excellence for Governance and Code of Conduct

Our Board of Trustees



Berni Whitaker
(Chair)
*Enterprise Manager,
Sunderland Council*



Jon Mitford
(Vice Chair)
*Managing Director,
Leazes Homes*



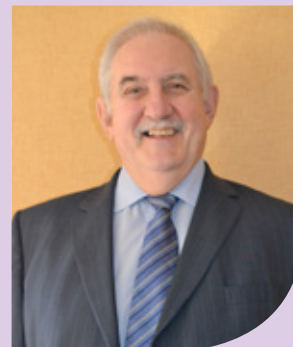
Alistair Brown
(Chair of Audit)
Chartered Accountant



Stuart Blackett
*Director of Finance
and Strategy, RPM*



Fiona Coleman
Development Manager



David Goodman
*retired Chartered
Accountant*



June Grimes
*retired Director of Crisis
Skylight, Newcastle*



John Moorley
*retired Personnel
Director, NHS*



Pat Wanless
*retired Director of
Neighbourhoods,
Dale @ Valley Homes*

SAFETY FIRST

Over £60,000
spent on health
and safety works

Fire detectors,
fire alarms,
emergency lighting,
fire extinguishers
and other fire equipment
regularly checked and serviced



- **Fire risk assessments** of communal areas
- **Annual gas safety checks**
- **Annual testing** of portable electrical appliances
- **Gas and electric checks** before homes are re-let
- **Checks for asbestos** before repair or improvement works

Prevention of legionella and scalding from communal water services by risk assessments, temperature checks, cleaning showerheads, and checking for contamination

Railway Housing Association

**ANNUAL
REPORT**
2016/17



Robin

JANUARY 2018

MON

01

New Year's Day

TUE

02

WED

03

THU

04

FRI

05

SAT

06

SUN

07

MON

08

TUE

09

WED

10

THU

11

FRI

12

SAT

13

SUN

14

MON

15

TUE

16

WED

17

THU

18

FRI

19

SAT

20

SUN

21

MON

22

TUE

23

WED

24

THU

25

FRI

26

SAT

27

SUN

28

MON

29

TUE

30

WED

31



VALUE FOR MONEY

Providing the best possible service for the lowest possible cost.

“ Target of saving 5% of operating costs was exceeded and **saved £304,931 (9.15%)** ”

Every £1 spent results in £2.26 of social value for residents

Carrying out **non urgent repairs** as one contract **saved £2,832**

Energy efficiency improvements to 132 homes will save residents money

£179,000 saved on other contracts, changes to the management structure and loan costs

£125,994 saved on planned maintenance contracts

Re-letting homes more quickly **saved £27,900**

Value for money scheme for residents and staff offers £25 for each suggestion that is implemented and £100 for best suggestion of the year

A full copy of our value for money assessment is available on our website www.railwayha.co.uk or request a printed copy



Railway Housing Association

ANNUAL REPORT
2016/17



Badger

FEBRUARY²⁰¹⁸

THU

01

FRI

02

SAT

03

SUN

04

MON

05

TUE

06

WED

07

THU

08

FRI

09

SAT

10

SUN

11

MON

12

TUE

13

WED

14

THU

15

FRI

16

SAT

17

SUN

18

MON

19

TUE

20

WED

21

THU

22

FRI

23

SAT

24

SUN

25

MON

26

TUE

27

WED

28



NEIGHBOURLY PLACES

99% satisfied with garden maintenance service

93%

satisfied with their neighbourhood



Residents of Great Western Court raised **£780** for the local hospice

20 reports of problems with neighbours

Show your appreciation for a special neighbour – nominate them for our **2018 good neighbour award**

Enter our 2018 best garden competition and you could **win £50**



93% satisfied with how their complaint about their neighbour was handled



Railway Housing Association

ANNUAL REPORT
2016/17



Hare

MARCH 2018

THU

01

FRI

02

SAT

03

SUN

04

MON

05

TUE

06

WED

07

THU

08

FRI

09

SAT

10

SUN

11

MON

12

TUE

13

WED

14

THU

15

FRI

16

SAT

17

SUN

18

MON

19

TUE

20

WED

21

THU

22

FRI

23

SAT

24

SUN

25

MON

26

TUE

27

WED

28

THU

29

FRI

30

Good Friday

SAT

31





Railway Housing Association

ANNUAL REPORT

2016/17

BUILDING HOMES & SETTING RENTS

“ **£7 million** to build 73 more homes in Darlington by 2018 ”

101%
of rent due collected

Most rents reduced by
1%

A listed engine shed built in 1844 will be preserved and converted into homes

Direct debit now available as a payment method



Wren

93% satisfied satisfied that rent is good value for money

APRIL 2018

SUN

01

MON

02

Easter Monday

TUE

03

WED

04

THU

05

FRI

06

SAT

07

SUN

08

MON

09

TUE

10

WED

11

THU

12

FRI

13

SAT

14

SUN

15

MON

16

TUE

17

WED

18

THU

19

FRI

20

SAT

21

SUN

22

MON

23

TUE

24

WED

25

THU

26

FRI

27

SAT

28

SUN

29

MON

30





Railway Housing Association

ANNUAL REPORT 2016/17

LETTING HOMES

96%

satisfied with the lettings service

89% satisfied of new residents visited within 6 weeks of moving in

79% satisfied with condition of their new home



126

homes re-let

Average re-let time **reduced** by 7 days

3.97% of lettings to black & ethnic minority applicants



Red squirrel

MAY 2018

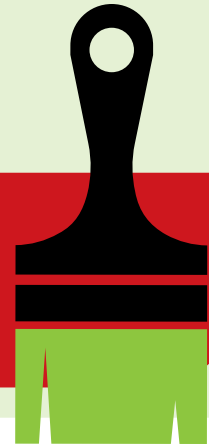
TUE 01	SAT 12	WED 23
WED 02	SUN 13	THU 24
THU 03	MON 14	FRI 25
FRI 04	TUE 15	SAT 26
SAT 05	WED 16	SUN 27
SUN 06	THU 17	MON 28 Spring bank holiday
MON 07 May bank holiday	FRI 18	TUE 29
TUE 08	SAT 19	WED 30
WED 09	SUN 20	THU 31
THU 10	MON 21	
FRI 11	TUE 22	





MAINTENANCE MATTERS

More than **4,000 repairs** completed



Over **£1.5 million** spent on maintaining homes

100% satisfied with gas servicing
100% of gas services completed on time

97% of repairs completed on time

98% of residents satisfied with repair service

90% of repairs completed right first time

89%

satisfied with external re-painting

Number of contractors reduced from **64 to 10**

Enhanced repairs service for residents of sheltered housing schemes



JUNE²⁰¹⁸

FRI

01

SAT

02

SUN

03

MON

04

TUE

05

WED

06

THU

07

FRI

08

SAT

09

SUN

10

MON

11

TUE

12

WED

13

THU

14

FRI

15

SAT

16

SUN

17

MON

18

TUE

19

WED

20

THU

21

FRI

22

SAT

23

SUN

24

MON

25

TUE

26

WED

27

THU

28

FRI

29

SAT

30



IMPROVING HOMES

“ **£1.1 million** spent on improving homes ”

- 103 new bathrooms
- 50 new kitchens
- New heating to 121 homes
- External insulation of 11 homes
- Roof repairs to 26 homes
- Repairs to car parking & footpaths to 46 homes
- Replacement fire doors to 65 homes

90%

of residents satisfied with the overall quality of their home

Energy efficiency of all of our homes is above the national average

Railway Housing Association

ANNUAL REPORT
2016/17



Deer

JULY²⁰¹⁸

SUN

01

MON

02

TUE

03

WED

04

THU

05

FRI

06

SAT

07

SUN

08

MON

09

TUE

10

WED

11

THU

12

FRI

13

SAT

14

SUN

15

MON

16

TUE

17

WED

18

THU

19

FRI

20

SAT

21

SUN

22

MON

23

TUE

24

WED

25

THU

26

FRI

27

SAT

28

SUN

29

MON

30

TUE

31



ADAPTING HOMES

3

stair lifts

100%

satisfied that adaptations have made life easier

4

key safes

Grab/bannister rails and/or steps to 33 homes

3 over bath showers

3 specialist smoke alarms

1

ramp

24 level access showers



Railway Housing Association

ANNUAL REPORT

2016/17

If an adaptation would make living in your home easier for you, please contact us

Bumblebee

AUGUST²⁰¹⁸

WED

01

THU

02

FRI

03

SAT

04

SUN

05

MON

06

TUE

07

WED

08

THU

09

FRI

10

SAT

11

SUN

12

MON

13

TUE

14

WED

15

THU

16

FRI

17

SAT

18

SUN

19

MON

20

TUE

21

WED

22

THU

23

FRI

24

SAT

25

SUN

26

MON

27

Summer bank holiday

TUE

28

WED

29

THU

30

FRI

31



WORKING WITH RESIDENTS

Residents decided -

- The design and content of this report
- The winner of the 2016 garden competition
- The winner of the 2016 good neighbour award
- Grants for funding from the estate improvements budget
- The opportunities offered for residents to get involved in the management of their homes are effective
- The frequency of the satisfaction survey of all residents will be reduced to every 3 years, saving about £7,000
- Younger residents will be surveyed to find out how they can be encouraged to get involved
- Residents will no longer be invited to join staff on estate inspections due to lack of take up, saving £7,500 a year
- Number of newsletters will be reduced to two a year
- Number of rent statements will be reduced to one per year, saving £3,705
- No changes to the rules on keeping pets

If you would like to get involved, please contact us.

Thank you to all residents involved with the Residents' Scrutiny Panel, Focus Groups and Residents' Forum who work with us to review performance and ensure that we focus on what matters most to residents

92% of involved residents are satisfied that we listen to their views

Railway Housing Association

ANNUAL REPORT
2016/17



Highland cow

SEPTEMBER²⁰¹⁸

SAT

01

SUN

02

MON

03

TUE

04

WED

05

THU

06

FRI

07

SAT

08

SUN

09

MON

10

TUE

11

WED

12

THU

13

FRI

14

SAT

15

SUN

16

MON

17

TUE

18

WED

19

THU

20

FRI

21

SAT

22

SUN

23

MON

24

TUE

25

WED

26

THU

27

FRI

28

SAT

29

SUN

30



MORE ABOUT US

36
members of staff, including one apprentice

“

The North Eastern Railway Cottage Homes and Benefit Fund, now Railway Housing Association, started with a donation of £10,000 in 1919 to provide homes for railway workers returning from the First World War and their families

”

931

homes for older people

500

homes for working age residents

1504
homes

2 shared ownership

1,429
rented

73 leasehold for older people

In 24 local authority areas mainly in the North East of England, and Hereford



Railway Housing Association

ANNUAL REPORT
2016/17



Great Spotted Woodpecker

OCTOBER 2018

MON

01

TUE

02

WED

03

THU

04

FRI

05

SAT

06

SUN

07

MON

08

TUE

09

WED

10

THU

11

FRI

12

SAT

13

SUN

14

MON

15

TUE

16

WED

17

THU

18

FRI

19

SAT

20

SUN

21

MON

22

TUE

23

WED

24

THU

25

FRI

26

SAT

27

SUN

28

MON

29

TUE

30

WED

31





Railway Housing Association

ANNUAL REPORT 2016/17

CUSTOMER SERVICE

95% of letters
replied to within
10 working days



88% of complainants
satisfied with the handling
of their complaint

95%

of complaints
resolved at
first attempt

22 complaints
made about
our services

91%

of residents are
satisfied with
our service



Freephone
telephone number
0800 0287428

Self service - residents can access a range of services on our website, including checking rent account and reporting repairs
www.railwayha.co.uk



Grey seal

NOVEMBER²⁰¹⁸

THU

01

FRI

02

SAT

03

SUN

04

MON

05

TUE

06

WED

07

THU

08

FRI

09

SAT

10

SUN

11

MON

12

TUE

13

WED

14

THU

15

FRI

16

SAT

17

SUN

18

MON

19

TUE

20

WED

21

THU

22

FRI

23

SAT

24

SUN

25

MON

26

TUE

27

WED

28

THU

29

FRI

30





Railway Housing Association

ANNUAL REPORT

2016/17



Great tit

DECEMBER²⁰¹⁸

SAT 01	WED 12	SUN 23
SUN 02	THU 13	MON 24 Office closed
MON 03	FRI 14	TUE 25 Christmas Day
TUE 04	SAT 15	WED 26 Boxing Day
WED 05	SUN 16	THU 27 Office closed
THU 06	MON 17	FRI 28 Office closed
FRI 07	TUE 18	SAT 29
SAT 08	WED 19	SUN 30
SUN 09	THU 20	MON 31 Office closed
MON 10	FRI 21	
TUE 11	SAT 22	



HOW WE COMPARE TO OTHER LANDLORDS

	2014/15	2015/16
Overheads as a percentage of turnover	Amber	Amber
Cost of housing management	Amber	Amber
Cost of repairs	Amber	Amber
Average time taken to re-let empty homes	Red	Amber
Average number of days to complete repairs	Green	Green
Repairs completed at first visit	Red	Red
Residents' satisfaction with overall service	Amber	Green
Residents' satisfaction that views are listened to	Green	Green
Residents' satisfaction with repairs service	Green	Green
Residents' satisfaction that rent is value for money	Green	Green
Residents' satisfaction with quality of their home	Green	Green
Residents' satisfaction with their neighbourhood	Green	Green



Green

Compares well to other landlords



Amber

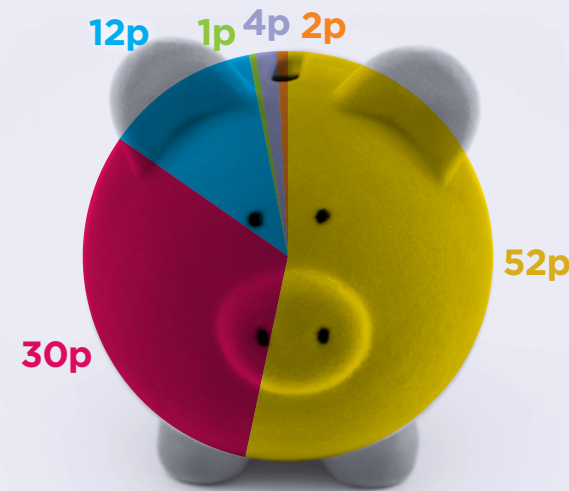
Average compared to other landlords



Red

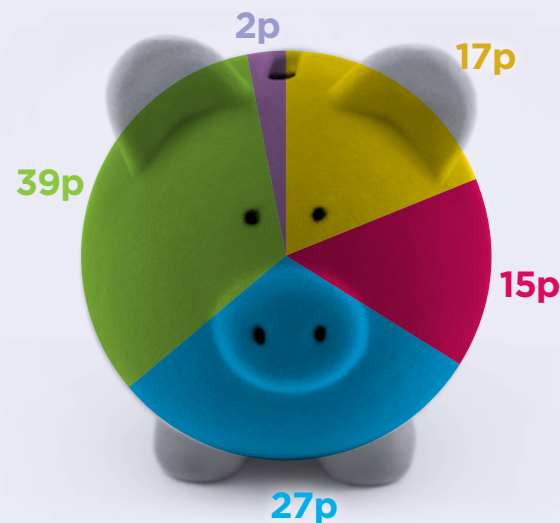
Poor compared to other landlords

WHERE EACH £1 CAME FROM IN 2016/17



- Rents from housing for older people
- Rents from general needs housing
- Service charges from housing for older people
- Service charges from general needs housing
- Amortised government grant
- Leasehold schemes for the elderly service charges and other income

HOW EACH £1 WAS SPENT IN 2016/17



- Housing management
- Services and support
- Property maintenance
- Property depreciation and impairment
- Leasehold schemes for the elderly service costs and marketing and other costs

STATEMENT OF FINANCIAL POSITION

	2017 £	2016 £
Fixed assets		
Intangible assets	116,722	101,819
Housing properties	46,666,803	45,922,447
Other tangible fixed assets	259,161	271,502
Total fixed assets	47,042,686	46,295,768
Current assets		
Debtors	521,619	5,571,168
Cash at bank and in hand	8,237,819	1,287,754
	8,759,438	6,858,922
Creditors		
Amounts falling due within one year	-3,055,670	-1,693,286
Net current assets	5,703,768	5,165,636
Total assets less current liabilities	52,746,454	51,461,404
Creditors		
Amounts falling due after more than one year	-30,989,437	-30,379,943
Net assets	21,757,017	21,081,461
Capital and reserves		
Accumulated surplus	5,294,768	4,903,533
Designated reserves	16,462,249	16,177,928
Total reserves	21,757,017	21,081,461

STATEMENT OF COMPREHENSIVE INCOME

	2017 £	2016 £
Turnover	7,010,298	6,977,378
Operating costs	-5,657,918	-5,746,537
Operating surplus	1,352,380	1,230,841
Legacies receivable	-	-
Interest receivable	38,865	32,588
Interest payable	-715,689	-743,528
Surplus for the year	675,556	519,901

The full audited accounts are available on request





Puffin - © Maurice Mundy of Central Parade, Shildon

This report cost £1.80 per copy to design and print

Further information, including our Business Strategy and key policies, is available on our website

More ways than ever to contact us -

Freephone: 0800 0287428

Email: info@railwayha.co.uk

Online: www.railwayha.co.uk

Text (non urgent repairs): 07508 526708

Write or visit: Bank Top House, Garbutt Square, Neasham Road, Darlington, DL1 4DR (open 8.30am to 4.30pm Monday to Friday)

To report emergency repairs when the office is closed:
use pull cord or telephone 0300 3034917

www.railwayha.co.uk

