

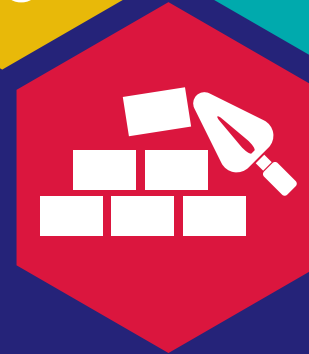
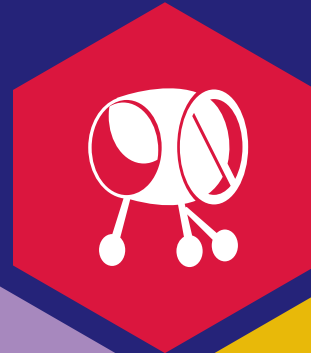
DECEMBER 2015

MAINTENANCE

Railway Housing Association

MAIL

Last year we spent more than
£1.5 million
improving homes...



...find out what we're doing next year!





Improving Homes

Last year we spent more than £1.5 million improving homes. This included:

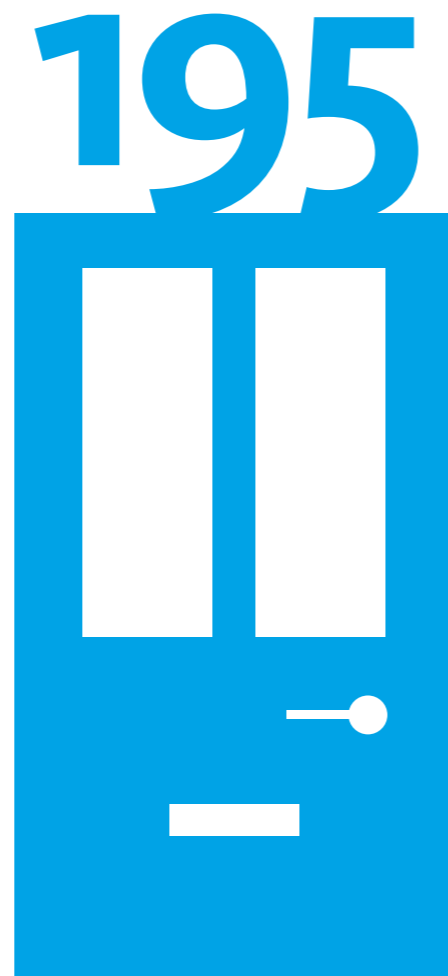


59 homes
had electric storage heaters replaced

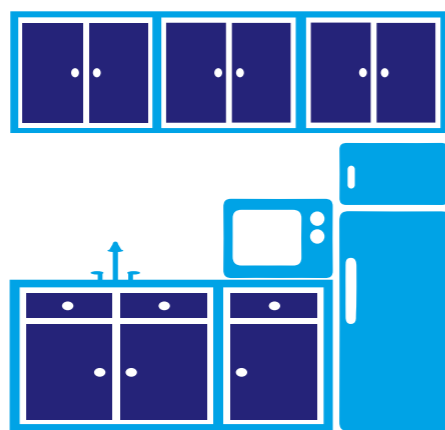
New bathrooms fitted



External doors replaced



109
New kitchens fitted



22
New gas central heating boilers installed

PLUS +

fencing, roof, footpaths, central warden call equipment, fire detection systems and emergency lighting replaced.

Improving Homes

What you said

Customer satisfaction with major planned works

| 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------|---------|---------|---------|------------|
| 94% | 95% | 88% | 93% | 87% |

Carole Todd had a new fire and surround fitted in her home at Auckland Oval, Darlington.

She said: "We had a gas fire but the new electric fire is much better and warmer, and we still have the flame effect which is great.

"The workmen who fitted the fire did a fabulous job. They cleaned and tidied up after themselves and were nice to chat to."

"New system is very good"
Mrs M Darlington

"Water not hot enough; tepid at best"
Mrs H, Hull

"Very much improved"
Mrs D, Doncaster

"Workmen very polite and sorted all problems quickly"
Mrs M, York

"Lack of communication, information on height of fences"
Mrs F, Darlington

"Heating system is a tremendous improvement on the old storage heaters, thank you very much"
Mrs C, Newcastle

"Samples that were left were not big enough to get overall what the finished kitchen would look like"
Mrs L, Doncaster

"New doors look very smart, safe and secure and appear to be draught free"
Mr C, Hartlepool

"Nice to have heat when and where needed, downside is carpets need repair or replacing as removal of storage heaters has left holes in the carpet"
Mrs E, Doncaster



Carole Todd of Auckland Oval, Darlington



Planned Maintenance 2015 - 2016

| | Number of homes | Work |
|------------------------------------|-----------------|--|
| Darlington | | |
| Auckland Oval | *52 | Renew fencing |
| Brinkburn Road nos 202 and 204 | 2 | Renew windows |
| Neasham Road | 5 | Renew kitchens |
| Tempest Anderson House | 32 | Renew windows |
| Tempest Anderson House | 32 | Adoption of surface water and foul water storm pumps by Northumbrian Water |
| Tempest Anderson House | 33 | Renew entrance doors |
| Tempest Anderson House | 33 | Replace communal boiler |
| West Auckland Road nos 176 - 182 | 4 | Renew fencing |
| Doncaster | | |
| Patrick Stirling Court Phase 1 | 36 | Renew electric heating |
| Patrick Stirling Court Phase 2 | 24 | Renew electric heating |
| Durham | | |
| Hillingdon House | 10 | External cladding to apartment windows |
| Hull / East Riding | | |
| Forster House | 21 | Replace flooring in communal corridors |
| Paterson House | 38 | Replace flooring in communal corridors |
| Paterson House | 38 | Renew communal kitchen |
| Snuff Mill Lane | 18 | Replace flat extension roofs |
| Southwood Avenue | 22 | Shed doors and frames |
| Station Road | 2 | External wall insulation** |
| Stephenson Court | 32 | Replace entrance doors |
| Northumberland | | |
| Newlands Road nos 16 and 18 | 2 | External wall insulation** |
| Teesside | | |
| Crook Street | 4 | Renew entrance doors |
| Lilac Grove | 4 | Renew kitchens |
| Mallard Court | 18 | Replace heating |
| Pine Road | 2 | Renew kitchens |
| Queen Street | 6 | External wall insulation** |
| Tyneside | | |
| Cowans House | 33 | Replace heating |
| Davidson Cottages bungalows 7 - 16 | 10 | External wall insulation ** |

Tyneside continued opposite...

Almost £7million will be spent over the next six years improving homes. The age, condition and energy efficiency of properties are used to decide the work needed and the timescale.

The proposed dates may change if any unforeseen work needs to be done first but we will let you know if there are any changes.

| Tyneside continued | Number of homes | Work |
|--|-------------------|--|
| Ernest Mackley House | 6 | Boundary wall |
| Haddricks Mill Road nos 35 - 40 | 6 | External wall insulation** |
| Lyndhurst Road nos 26 - 28 | 2 | Concrete driveway repairs |
| Mead Crescent | 4 | Renew fencing |
| Mead Crescent | 4 | External wall insulation** |
| North Eastern Court | 32 | Upgrade the fire detection system |
| Wedgewood Cottages | 12 | Renew kitchens |
| Wenlock Road | 2 | Renew fencing |
| York | | |
| Ashton House | 4 | Replace entrance doors - subject to confirmation from fire officer |
| Ashton House | 4 | Replace flooring in communal area |
| Martin Cheeseman Court | 41 | Replace central heating boilers |
| Murrough Wilson Place | 14 | Renew fencing |
| Priory Court | 7 | Replace entrance doors - subject to confirmation from fire officer |
| Robinson Drive | 9 | Felt roof |
| Rowntree Avenue | 4 | External wall insulation** |
| Saturn House | 12 | Replace flooring in communal area |
| Severn Green | 20 | Renew fencing |
| Snowden Close | 2 | Boundary wall |
| Springfield Court | 17 | Repairs to communal boiler |
| Tang Hall Lane | 8 | External wall insulation** |
| Vulcan House | 12 | Replace flooring in communal area |
| Woodlea Avenue | 12 | External wall insulation** |
| Yorkshire | | |
| Clayden House nos 33 and 35 only | 2 | Renew bathrooms |
| Clayden House nos 31, 33 and 35 only | 3 | Renew bathrooms |
| Farm Road | 4 | External wall insulation** |
| Kirkstall Lane | 2 | Renew central heating boilers |
| NER Cottages Common Lane | 2 | Renew kitchens |
| Park Parade | 4 | External wall insulation** |
| Sayers Close flat numbers 16 - 22 and 24 - 30 (evens only) | 8 | Replace entrance doors - subject to confirmation from fire officer |
| Sayers Close | 23 | Renew bathrooms |
| Sayers Close | 13 | Renew central heating boilers |
| Sayers Close | 31 | Footpaths and parking |
| Westbourne Road | 6 | Renew kitchens |
| Westbourne Road | 6 | Renew roof |
| Investment | £1,605,078 | |

*The fencing programme in Faverdale states the number of properties in that street and not the number of properties where fences will be replaced.

**Please note that external wall insulation is subject to grant funding being secured.



Planned Maintenance 2016 - 2021

| | Number of homes | Work | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|--------------------------------|-----------------|-----------------------------------|---------|---------|---------|---------|---------|
| Darlington | | | | | | | |
| Auckland Avenue | 83 | Renew central heating boilers | | | | ◆ | |
| Auckland Avenue (bungalows) | 5 | Renew kitchens | | | | | ◆ |
| Auckland Oval | 47 | Renew central heating boilers | | | | ◆ | |
| Bank Top Mews | 50 | Renew kitchens | | ◆ | | | |
| Bank Top Mews | 54 | Renew heating | | | | ◆ | |
| Bob Harrison Court | 8 | Renew kitchens | | | | | ◆ |
| Brinkburn Road | 10 | Renew central heating boilers | | | | ◆ | |
| Geneva Drive | 8 | Renew kitchens | | | | | ◆ |
| Harris Street | 8 | Renew kitchens | | | | | ◆ |
| Meadowfield Road | 14 | Renew kitchens | | | | | ◆ |
| Middleham Road | 4 | Renew kitchens | | | | | ◆ |
| Tempest Anderson House | 33 | Renew carpets in communal areas | ◆ | | | | |
| Tempest Anderson House | 33 | Renew communal kitchen | | | | | ◆ |
| West Auckland Road | 53 | Renew kitchens | | | ◆ | | |
| West Auckland Road | 52 | Renew central heating boilers | | | | ◆ | |
| Yellowley Court | 25 | Renew central heating boilers | ◆ | | | | |
| Doncaster | | | | | | | |
| Patrick Stirling Court Phase 1 | 36 | Renew communal lighting | ◆ | | | | |
| Patrick Stirling Court Phase 1 | 36 | Replace carpets in communal areas | | ◆ | | | |
| Patrick Stirling Court Phase 1 | 36 | Renew windows | | | | | ◆ |
| Patrick Stirling Court Phase 2 | 24 | Renew communal lighting | ◆ | | | | |
| Patrick Stirling Court Phase 2 | 24 | Renew windows | | | | | ◆ |
| The Woodlands | 55 | Renew windows | | | ◆ | | |
| The Woodlands | 55 | Renew external doors | | | ◆ | | |
| Durham | | | | | | | |
| Escomb Road | 2 | Renew kitchens | | | | | ◆ |
| Central Parade | 4 | Renew kitchens | | | | | ◆ |
| Harmire Road | 2 | Renew kitchens | | | | | ◆ |
| Mainsforth Road no 4 only | 1 | Renew kitchen | | | | | ◆ |
| Redworth Road | 4 | Renew kitchens | | | | | ◆ |
| Hereford | | | | | | | |
| Great Western Court | 31 | Renew central warden call system | | ◆ | | | |
| Great Western Court | 31 | Renew bathrooms | | ◆ | | | |
| Great Western Court | 32 | Renew communal kitchen | | | | ◆ | |

| | Number of homes | Work | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|---------------------------|-----------------|-------------------------------|---------|---------|---------|---------|---------|
| Hull / East Riding | | | | | | | |
| Alliance Avenue | 6 | Renew kitchens | | | ◆ | | |
| Ella Street | 16 | Renew kitchens | | | ◆ | | |
| Forster House | 21 | Renew bathrooms | | ◆ | | | |
| Forster House | 21 | Renew boiler | ◆ | | | | |
| Forster House | 21 | Renew communal lighting | | | | | ◆ |
| Kingston Road | 8 | Renew kitchens | | | ◆ | | |
| Kirby House | 10 | Renew door entry system | | | | ◆ | |
| Kirby House | 10 | Renew kitchens | | | | | ◆ |
| Orchard Road | 2 | Renew kitchens | | | ◆ | | |
| Paterson House | 38 | Renew bathrooms | | ◆ | | | |
| Paterson House | 38 | Renew boiler | | | ◆ | | |
| Paterson House | 39 | Renew door entry system | | | ◆ | | |
| Snuff Mill Lane | 17 | Renew kitchens | | ◆ | | | |
| Southwood Avenue | 19 | Renew kitchens | | ◆ | | | |
| Stephenson Court | 36 | Renew bathrooms | | ◆ | | | |
| Stephenson Court | 36 | Renew boiler | ◆ | | | | |
| The Roundway | 8 | Renew kitchens | | | ◆ | | |
| Warneford Gardens | 2 | Renew kitchens | | | ◆ | | |
| Northumberland | | | | | | | |
| NER Cottages Great Corby | 2 | Renew kitchens | | | | | ◆ |
| Newlands Road | 8 | Renew central heating boilers | | | ◆ | | |
| Prince Edward Road | 4 | Renew kitchens | | | ◆ | | |
| Teesside | | | | | | | |
| Cambridge Road | 4 | Renew kitchens | | | | | ◆ |
| Connaught Court | 12 | Renew central heating boilers | | ◆ | | | |
| Crook Street | 4 | Renew kitchens | | | | | ◆ |
| Earl Street | 2 | Renew kitchens | | | | | ◆ |
| Eastgate Road | 4 | Renew kitchens | | | | | ◆ |
| Elmwood Road | 4 | Renew kitchens | | | | | ◆ |
| Hackworth Court | 40 | Renew kitchens | ◆ | | | | |
| Hackworth Court | 41 | Renew communal kitchen | | | ◆ | | |
| Hackworth Court | 41 | Refurbish communal lounge | | | | ◆ | |
| Hackworth Court | 41 | Renew heating | | | | ◆ | |
| Hackworth Court | 41 | Renew windows | | | | | ◆ |
| Lanehouse Road | 2 | Renew kitchens | | | | | ◆ |
| Lawson Road | 5 | Renew kitchens | ◆ | | | | |
| Lilac Grove | 4 | Renew bathrooms | | | | | ◆ |

Teesside continued on page 8...



| Teesside continued | Number of homes | Work | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|-------------------------------|-----------------|------------------------------------|---------|---------|---------|---------|---------|
| Mallard Court | 18 | Renew bathrooms | | ◆ | | | |
| Queen Street | 6 | Renew kitchens | | | | | ◆ |
| Ryehill Gardens | 4 | Renew kitchens | ◆ | | | | |
| Thorntree Road | 2 | Renew kitchens | | | | | ◆ |
| Topping Close | 4 | Renew kitchens | | | | | ◆ |
| Tyneside | | | | | | | |
| Breckenbeds Road | 6 | Renew kitchens | | | ◆ | | |
| Cowans House | 33 | Renew bathrooms | ◆ | | | | |
| Cowans House | 33 | Renew fire detection system | ◆ | | | | |
| Cowans House | 33 | Renew windows | | | ◆ | | |
| Cowans House | 33 | Replace flooring in communal areas | | | ◆ | | |
| Davidson Cottages | 18 | Renew kitchens | | | ◆ | | |
| Davidson Cottages nos 19 - 22 | 4 | Renew bathrooms | | | | | ◆ |
| Derwent Way | 12 | Renew kitchens | | | ◆ | | |
| Ernest Mackley House | 6 | Renew external doors | ◆ | | | | |
| Haddricks Mill Road | 11 | Renew kitchens | | | | | ◆ |
| Lyndhurst Road | 8 | Renew kitchens | | | | | ◆ |
| Mead Crescent | 4 | Renew kitchens | | | ◆ | | |
| Mead Crescent | 4 | Renew central heating boilers | | | ◆ | | |
| Newton Grove | 2 | Renew kitchens | | | ◆ | | |
| North Eastern Court | 32 | Renew boiler | ◆ | | | | |
| North Eastern Court | 32 | Renew communal lounge furniture | ◆ | | | | |
| North Eastern Court | 32 | Replace flooring in communal areas | | | ◆ | | |
| North Eastern Court | 32 | Renew bathrooms | | | ◆ | | |
| North Eastern Court | 32 | Renew communal kitchen | | | | | ◆ |
| Toward Road | 6 | Renew kitchens | | | ◆ | | |
| Victory Street | 8 | Renew kitchens | | | ◆ | | |
| Wenlock Road | 8 | Renew kitchens | | | ◆ | | |
| York | | | | | | | |
| Ashton House | 4 | Renew communal lighting | | | | ◆ | |
| Ashton House | 4 | Renew door entry system | | | | | ◆ |
| Connaught Court | 12 | Renew bathrooms | ◆ | | | | |
| Granger Avenue | 9 | Renew kitchens | | | | | ◆ |
| Groves Court | 12 | Renew bathrooms | ◆ | | | | |
| Groves Court | 12 | Renew central heating boilers | | | | | ◆ |
| Martin Cheeseman Court | 42 | Renew bathrooms | ◆ | | | | |
| Martin Cheeseman Court | 42 | Renew kitchens | | | | | ◆ |
| Murrough Wilson Place | 14 | Renew kitchens | | | | | ◆ |
| Robinson Drive | 9 | Renew entrance doors | ◆ | | | | |
| Saturn House | 12 | Renew communal lighting | ◆ | | | | |

York continued opposite...

| York continued | Number of homes | Work | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 | |
|--------------------------------------|-----------------|--------------------------------|-------------------|------------|------------|------------|------------|--|
| Saturn House | 12 | Renew fire detection equipment | | | | | ◆ | |
| Saturn House | 12 | Renew central heating boilers | | | | | ◆ | |
| Severn Green | 20 | Renew kitchens | | | | | ◆ | |
| Snowden Close | 2 | Renew central heating boilers | ◆ | | | | | |
| Springfield Court | 17 | Renew communal kitchen | | | | ◆ | | |
| Springfield Court | 17 | Renew door entry system | | | | ◆ | | |
| Springfield Court | 17 | Renew kitchens | | | | | ◆ | |
| Tang Hall Lane | 8 | Renew kitchens | | ◆ | | | | |
| Viking Road | 7 | Renew central heating boilers | ◆ | | | | | |
| Vulcan House | 12 | Renew communal lighting | ◆ | | | | | |
| Vulcan House | 12 | Renew fire detection equipment | | | | | ◆ | |
| Vulcan House | 12 | Renew central heating boilers | | | | | ◆ | |
| Woodlea Avenue excl nos 11, 15 & 21 | 9 | Renew kitchens | | | | | ◆ | |
| Yorkshire | | | | | | | | |
| Clayden House | 2 | Renew kitchens | | | | | | |
| Clayden House | 3 | Renew bathrooms | | | | | | |
| Common Lane | 2 | Renew kitchens | | | | | | |
| Farm Road | 4 | Renew central heating boilers | | | | | ◆ | |
| Kirkstall Lane | 4 | Renew kitchens | | ◆ | | | | |
| Kirkstall Lane | 5 | Renew central heating boilers | | | | | | |
| Park Parade | 4 | Renew kitchens | | | | | ◆ | |
| Park Parade | 4 | Renew central heating boilers | | | | | ◆ | |
| Parliament Street | 2 | Renew kitchens | | | | | ◆ | |
| Sayers Close | 24 | Renew kitchens | | | | | ◆ | |
| Station Road | 2 | Renew kitchens | | | ◆ | | | |
| Stephenson Place | 5 | Renew kitchens | | | | | ◆ | |
| Stephenson Place | 5 | Renew bathrooms | | | | | ◆ | |
| Sussex Avenue | 4 | Renew kitchens | | | | | ◆ | |
| The Green | 6 | Renew bathrooms | | | | | ◆ | |
| The Green | 6 | Renew kitchens | | ◆ | | | | |
| Valley Road | 4 | Renew kitchens | | ◆ | | | | |
| Valley Road | 4 | Renew entrance doors | | | | | ◆ | |
| All areas | | | | | | | | |
| Car parking provision | | | ◆ | ◆ | ◆ | ◆ | | |
| Laundry equipment | | | ◆ | ◆ | ◆ | ◆ | | |
| Lift works | | | ◆ | ◆ | ◆ | ◆ | | |
| Landscaping | | | ◆ | ◆ | ◆ | ◆ | | |
| Mini planned maintenance programme | | | ◆ | ◆ | ◆ | ◆ | | |
| Investment by year | | | £1,217,750 | £1,153,600 | £1,262,444 | £1,553,250 | £1,597,448 | |
| Total investment over 5 years | | | £5,187,044 | | | | | |



External Insulation

What is external insulation?

If your home doesn't have cavity walls, or the cavity is too narrow to fill, it can be insulated externally. The insulation is a render to the outside of the building. It has a textured finish and is white/grey in colour. It covers the whole of the outside, including existing brickwork. The insulation increases the temperature of the internal surface of the wall, making it less likely that you will have problems with condensation on the walls. It improves weatherproofing and sound resistance. It has a life span of 25 years and is expected to be maintenance free.

What are the benefits to you?

Savings on heating bills can be about £350 per year, depending on fuel consumption. When the external insulation is provided, your home will also be fitted with new external doors, external lights and new extractor fans in the bathroom and kitchen.

How much disruption does the work cause?

There should be very little disruption as the work is on the outside of the property. However, it will mean that everything on the outside walls of your home will need to come down, for example, external lighting, extractor fans, hanging baskets and satellite dishes. If any of these are attached to the roof they are unlikely to be affected.

How is this work funded?

In the past we received grant money from energy suppliers to pay for most of this work. However, last year the government cut the funding without warning and we were unable to carry out the work as planned.

Will any homes be externally insulated in 2015/16?

Although only a small amount of grant funding is now available, we are planning on externally insulating as many as possible of the remaining homes that need this work. The list of addresses are shown in the tables on pages 4 and 5.



“ we are planning on externally insulating the remaining 134 homes that need this work ”



Meet the team

Norman Clark
Project Manager

...has day to day responsibility for the building of new homes and some of the major planned maintenance works.



Andrea Abbott
Director of Customer Services

...has overall responsibility for the repairs and maintenance service and the building of new homes; together with overall responsibility for all housing management services.



Keith Abbott
Gas Engineer

...is responsible for checking and servicing all of the domestic gas heating appliances in our properties.



Who's who?

Bob Turnbull
Maintenance Surveyor

... responsible for assessing repairs and checking the quality of repair works.



Charlotte Wallace
Maintenance Assistant

...receives reports of repairs from residents and liaises with our contractors to ensure that these are done within specified timescales.



Neville Moore
Maintenance Surveyor

...responsible for assessing repairs and checking the quality of repair works.



Lynda Brown
Senior Maintenance Assistant

...receives reports of repairs from residents and liaises with our contractors to ensure that these are done within specified timescales.



Tracey Nixon
Maintenance Contracts Co-ordinator

...is responsible for the administration of all contracts including planned maintenance works, garden maintenance, painting, and servicing of lifts and other communal facilities.



Shaun Brennan
Asset Manager

...manages the maintenance team and is responsible for the repairs and maintenance service, including major planned works.





Repairs Service

Satisfied

96% of residents were satisfied with the 3,874 repairs completed in 2014/15.

| 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------|---------|---------|---------|------------|
| 99% | 97% | 96% | 96% | 96% |

12 negative comments were made by residents about the repairs to their homes. We always try to contact residents and sort out any problems.

Completed

99% of repairs were completed with the target timescale.

| 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------|---------|---------|---------|------------|
| 91% | 94% | 99% | 95% | 99% |

The reasons for repairs not being completed on time were:

| Reason for repair not being completed on time | Number of repairs |
|---|-------------------|
| Contractor's workload | 39 |
| Parts/materials on order | 31 |
| Resident delayed the work | 22 |
| Work delayed but the contractor kept RHA informed | 16 |
| RHA contributed to the delay | 13 |
| No access | 5 |
| Other | 2 |

We have worked hard to minimise any contribution that we have made to delaying the completion of repairs. In 2012/14 we contributed to 48 repairs being delayed and this reduced to 13 repairs last year.

Top 20

The performance of our repairs contractors is measured by customer satisfaction with their work, the number of jobs completed on time, the difference between their quoted price and the actual price charged, the number of repairs completed at the first visit, and the average cost of each repair. This gives an overall performance rating.

| | Contractor | Number of repairs | Cost of the repairs | Overall % rating |
|----|------------------------------|-------------------|---------------------|------------------|
| 1 | GT JOINERY | 177 | £17,151.35 | 100% |
| 2 | EASYFIX | 208 | £15,024.19 | 100% |
| 3 | C & DW ELECTRICAL | 179 | £12,952.00 | 100% |
| 4 | ALLAN FAIRFIELD ELECTRICAL | 114 | £9,341.99 | 100% |
| 5 | SANDERSON BUILDING SERVICES | 76 | £8,890.40 | 100% |
| 6 | BEE CLEAR | 38 | £4,699.50 | 100% |
| 7 | JOHN KOSTORZ | 43 | £2,906.40 | 100% |
| 8 | LANDSCAPE SOLUTIONS | 15 | £1,915.00 | 100% |
| 9 | CITY OF YORK DLO | 14 | £1,646.40 | 100% |
| 10 | HEREFORDSHIRE HOUSING | 18 | £1,565.83 | 90% |
| 11 | A SCOTT | 402 | £48,946.66 | 82% |
| 12 | YORKSHIRE MAINTENANCE | 16 | £2,661.72 | 82% |
| 13 | PEST PRO | 6 | £876.00 | 82% |
| 14 | HSS PROPERTY SERVICES | 8 | £729.84 | 82% |
| 15 | DEREK SHAW JOINERY | 536 | £61,561.20 | 80% |
| 16 | A THOMPSON | 8 | £1,078.44 | 80% |
| 17 | HIS YORKSHIRE | 130 | £11,146.28 | 72% |
| 18 | KINGSTOWN WORKS | 58 | £4,753.27 | 72% |
| 19 | HARMONY PROPERTY MAINTENANCE | 34 | £2,334.00 | 72% |
| 20 | AEP | 17 | £1,986.39 | 72% |

First Visit

84% of repairs were completed at the first visit.

| 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------|---------|---------|---------|------------|
| 81% | 83% | 85% | 84% | 84% |

Non Urgent Repairs

Non urgent repairs are sometimes held and then carried out at the same time as other similar works in the same area in order to save money. Last year this saved £5,837. 100% of residents were satisfied with the repair work.

| 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------|---------|---------|---------|-------------|
| 100% | 92% | 97% | 89% | 100% |

“The job was done quickly and with no problem or fuss.”

Shirley Devlin



Shirley Devlin, of Cowans House, Newcastle



Ongoing maintenance



Gas Safety

Don't take the risk – if your home has a gas boiler or fire it is essential for your safety that it has an annual gas service. The Association is legally obliged to carry out annual safety checks in 934 of our homes. Please help us to ensure your safety by allowing our engineer access to your home to carry out this essential work. It could save your life and those of your family and neighbours. If a resident does not allow us to their home to check the gas appliances then as a very last resort we can take legal action which could result in the resident losing their home.

Safety checks

100% of gas safety checks were completed within the 12 months anniversary date.

| 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------|---------|---------|---------|-------------|
| 98% | 99% | 100% | 100% | 100% |

Satisfied

99% of residents were satisfied with the gas safety check service.

| 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------|---------|---------|---------|------------|
| 100% | 99% | 99% | 98% | 99% |

“The engineer was very polite and paid respect to our home and was very helpful”

Mr K, Newcastle

“Always very courteous and helpful”

Mrs W, Hull

“Very nice engineer, respected flat, removed shoes”

Mrs M, York

“First class all round”

Mr & Mrs P, York



Painting

Re-painting of external woodwork and the clearing of rainwater guttering is carried out once every four years. 87% of residents were satisfied with this work.

| 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------|---------|---------|---------|------------|
| 100% | 77% | 84% | 94% | 87% |



Garden Maintenance

100% of residents surveyed were satisfied with the garden maintenance service in 2014/15.

| 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---------|---------|---------|---------|-------------|
| 100% | 100% | 100% | 100% | 100% |

“Very polite and clean working”
Mrs B, Cottingham

“Very nice tidy work”
Mrs R, Cottingham

“Very amenable as always”
Mr H, Driffield

“They worked well and were friendly. Took time to say hello and the work excellent”

Ms D, York

“They were quick and efficient”
Mr D, Doncaster

“Gaps should have been filled before painting. Some unsightly patches”
Miss T, Hull



Useful information

Energy efficiency

The Association is continuing to improve energy efficiency by prioritising improvement works to the least energy efficient homes.

The average energy efficiency rating of our homes has increased again from 71 to 74. This compares well to the average of 60 for homes in England. The higher the energy rating, the lower the fuel bills should be.

Value for Money

We always strive to achieve value for money. Some of the ways that we are trying to do this in our repairs and maintenance services are: –

1. Introducing a schedule of rates for repairs. This means that we will pay the same price for each type of repair regardless of where in the country the repair is needed or which of our contractors does the work. We will be reducing the number of contractors that we use and this will save us money on administration. The contractors that we will continue to use will be chosen from the best performing ones shown on page 12.
2. Emailing works orders to contractors. We used to order repairs by sending instructions to our contractors by post. Since April 2015 we have replaced this with emails and will save between £3,000 and £4,000 each year.
3. Telephoning residents to check satisfaction with repairs. Since April 2015 we have also replaced postal surveys with telephone surveys for all urgent category repairs. This should save around £160 each year and increase the amount of feedback we receive from residents. Residents reporting non urgent category repairs will continue to receive a satisfaction survey to complete and return by post.



Money Saving Tip

Did you know that if you turn your room thermostat down by 1 degree you could save £85 to £90 a year?

Home Contents Insurance

Please remember that the Association isn't responsible for your personal possessions or any damage done to your belongings or decoration as a result of risks such as theft, vandalism or burst pipes. It is essential that you insure the content of your home, including your carpets.

Home contents insurance specifically for residents of housing associations is available from the National Housing Federation - My Home contents insurance offers flexible payments by a variety of methods, no excess, and new for old replacements.



My Home Contents Insurance

Call 0345 4707288 for a quote.

AGE UK offer contents insurance designed for over 50s. It offers monthly payments by a variety of payment methods and new for old cover. Call 0800 7313903 for a free quote.

Betty Anderson, of Paterson House, Hull, was pleased with the work done in her home.

She said: “Everyone was very polite and professional.”



Repair Response Times

Emergency repairs that could cause damage to health, be a risk to resident's safety or cause serious damage and destruction to a property (for example, burst water pipe, loss of electrical power or light) - completed within 1 day.

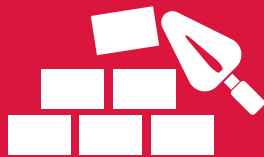
Urgent repairs that affect residents' comfort or convenience (for example, partial loss of electric light or power, loss of water or space heating, blocked drains) – completed within 7 days.

Routine repairs that are less urgent (for example, minor problems with doors, windows, plaster or brickwork) – completed within 31 days.

Planned maintenance such as external painting, gutter repairs and cleaning, replacement of central heating boilers and annual servicing of gas appliances is carried out on a group of homes in the same area at the same time to keep costs down.

Is there anything else you would like to know about the maintenance of your home?

We have tried to provide information about all of our main repairs and maintenance services but if there is anything else you would like us to include, please let us know. Please tell us by calling free phone 0800 0287428; writing to us at the address shown or emailing us at info@railwayha.co.uk



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: Free phone 0800 0287428

Text (to report non urgent repairs): 07508 526708

Email: info@railwayha.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

www.railway.co.uk

Registered Social Landlord: A1855 | Registered Charity: 216825 | Member of the Housing Ombudsman Service

