



ANNUAL REPORT

2015/16



WELCOME

It is with great pleasure that I introduce and recommend the annual report of Railway Housing Association for the year 2015- 2016.

We live in an age of uncertainty both politically and socially but there is one constant in our lives; we all need somewhere we can call home. I am extremely proud of the work Railway Housing Association carries out to fulfil this need for the communities we serve.

Despite both the political and social uncertainty, Railway Housing Association continues to go from strength to strength and works hard to meet the needs of its customers.

This report sets out our key achievements for the year.

The Board has reviewed and developed its five year business strategy with residents and staff, and has ambitious and realistic plans for the future. It clearly sets out the commitment to provide high quality homes for both now and the future.

Improved customer services is high on the agenda at Railway Housing Association and we were delighted to receive the results of our Resident Satisfaction Survey during the year. This survey tells us that 91% of residents are satisfied with our overall service but it also shows us areas we need to work on. Plans are already in place to drive improvements in these areas. One of the areas is our new website that has gone live during the year. This will allow customers to access information and use our services more efficiently.

Despite the doom and gloom of the media in terms of the economic conditions we face, Railway Housing Association has plans to deliver 73 new homes in Darlington by 2018, close to the site of the original Stockton to Darlington Railway. This is very timely given the forthcoming centenary of the founding of Railway Housing Association.

We have plans in place to invest in our current housing stock and ensure that our homes meet the needs of our residents not just today but well into the future.

This is my final year as Chair of the Board and I am delighted to say that the Board has recruited a new Chair, Berni Whitaker, and I wish her and the board every success in the future. I have been a board member for ten years and I really want to end this introduction by thanking board members, staff and residents for all the hard work they put in to ensuring the continued success of Railway Housing Association. On a personal note, thank you all for the friendship and support you have offered me in my time as a board member.

I have been extremely proud to be involved in the organisation and I will continue to watch the dedication and commitment to the vision and values of Railway Housing Association that sets it apart from the crowd.



Geoff Proudlock
Chair of the Board of Trustees
from 2013 to 2016

ABOUT US

We are governed by a Board of Trustees

Geoff Proudlock (Chair)
Lecturer

Carol Bustard (Vice Chair)
Retired Development Manager

Alistair Brown (Chair of Audit)
Chartered Accountant

Fiona Coleman
Development Manager

David Goodman
Retired Chartered Accountant

Sarah McManus (resigned February 2016)
Housing Consultant

Jon Mitford
Head of Procurement

John Moorley
Retired Personnel Director

Pat Wanless
Retired Director of Neighbourhoods

Barrie Ward (retired July 2015)
Retired Network Rail Manager

Berni Whitaker
Regeneration Manager



Geoff Proudlock



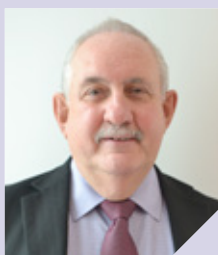
Carol Bustard



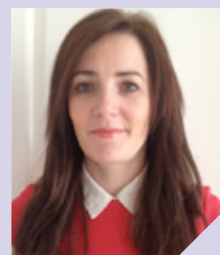
Alistair Brown



Fiona Coleman



David Goodman



Sarah McManus



Jon Mitford



John Moorley



Pat Wanless



Barrie Ward



Berni Whitaker

Awarded the highest rating
by our regulator, the Homes
and Communities Agency



WHAT WE DO

Residents, staff and Board members agreed a new mission, values and our **business plans for the next 5 years.**

We will focus on providing housing management and maintenance services; and building new homes.

Our mission – providing homes for today and tomorrow

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



Beverley Minster



JANUARY²⁰¹⁷

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New Year's Day (substitute day)

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MORE ABOUT US

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.

1,504 homes

73 leasehold
for older
people

1,429
rented

2
shared
ownership

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

Old House, Hereford





FEBRUARY²⁰¹⁷

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Brian Coates, of North Eastern Court, Gateshead

GOOD NEIGHBOUR OF THE YEAR

Show your appreciation for a special neighbour -
nominate them for our 2017 good neighbour competition



Sue & Norman Paylor, of Woodlea Avenue, York

BEST GARDEN OF THE YEAR



It's particularly nice
that our garden
was judged to be
the best by other
residents



Enter our 2017 best garden
competition and **you could**
win £50



MARCH ²⁰¹⁷

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BUILDING HOMES

£1.3 million
spent building

10

new homes for older
people in Darlington

It's a fantastic home
and we feel so lucky
to be here

£7 million

will be spent building 73 more homes
in Darlington **by 2018**

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



Arras Close, Darlington



APRIL ²⁰¹⁷

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Good Friday

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Easter Monday

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LETTING HOMES

93%

satisfied with the
lettings service



2.4% of lettings
to black &
ethnic minority
applicants

Average
re-let time
reduced by
6 days

167
homes re-let

95% of new residents
visited within 6 weeks
of moving in

Scarborough



MAY 2017

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01 May bank holiday

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29 Spring bank holiday

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MAINTAINING HOMES

Enhanced repairs service for residents of sheltered housing schemes

96%

of residents
satisfied with
repairs service

85%
of repairs
completed
right first
time

84%

satisfied
with external
re-painting

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

100% satisfied with garden
maintenance service



Over £400,000 spent
on repairing homes

More than 14,000
repairs completed

Humber Bridge, Hull



JUNE ²⁰¹⁷

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IMPROVING HOMES

£1.3 million spent on

- new windows at 35 homes
- external doors to 76 homes
- 25 new bathrooms
- 25 new kitchens
- replacing the heating to 234 homes

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



90%

of residents
satisfied with the
overall quality of
their home



JULY²⁰¹⁷

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ADAPTING HOMES

18

level access
showers



2

key safes

1

ramp

100%

satisfied that
adaptations have
made life easier

Grab and bannister
rails **fitted in 39
homes**

2 specialist
smoke alarms

1

downstairs
toilet

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



AUGUST²⁰¹⁷

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Summer bank holiday



WORKING WITH RESIDENTS

Residents -

- Decided the design and content of this report
- Chose the winner of the 2015 garden competition
- Made changes to the survey of residents on social value
- Agreed to the Association funding £380 of new signage at a scheme
- Decided on the information provided by the Association to residents on service charges
- Chose the internal colour of window frames and style of window handles; appliances for a communal kitchen; colour and type of carpets; style of kitchen units and handles, worktops, bathroom tiles, and floor coverings
- Asked for thumb locks to be fitted to fire safety doors to individual flats

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

£220 contributed to a gardening project to help older residents improve their physical fitness and well being

Recommendations made by the Residents' Scrutiny Panel to improve the re-letting of homes and the handling of customer complaints were put into practice.



SEPTEMBER ²⁰¹⁷

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RENTS

Our rents are set according to government guidelines

93% satisfied that
rent is good
value for
money



99%
of rent due collected

3 evictions due to
non-payment of rent

Direct debit now available
as a payment method



Infinity Bridge, Stockton on Tees



OCTOBER ²⁰¹⁷

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CUSTOMER SERVICE

Over 29,000
telephone calls
received 82%
answered in less
than 7 seconds

96% of letters
replied to within
10 working days



100% of complainants satisfied
with the handling of their complaint



Freephone
telephone number
0800 0287428

93% satisfied with the
outcome of their complaint
about anti-social behaviour

24
complaints
made about
our services

91% of residents are
satisfied with
our service

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

93%
satisfied with their
neighbourhood

The Mallard, built in Doncaster



NOVEMBER ²⁰¹⁷

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VALUE FOR MONEY

Target of saving 5% resulted in savings of £192,700

Energy efficiency improvements to 219 homes will save residents money

£42,627 saved
on gas and electricity contracts

£15,300 saved
on energy consultancy

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

£20,450 saved on loan for building new homes

£7,723 saved on window cleaning contract

Carrying out **non urgent repairs** as one contract **saved £5,789**

Re-letting homes more quickly **saved £32,900**

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



DECEMBER 2017

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25 Christmas Day

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27 Office closed

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28 Office closed

FRI
29 Office closed

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HOW WE COMPARE TO OTHER LANDLORDS

	Last Year	This Year
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

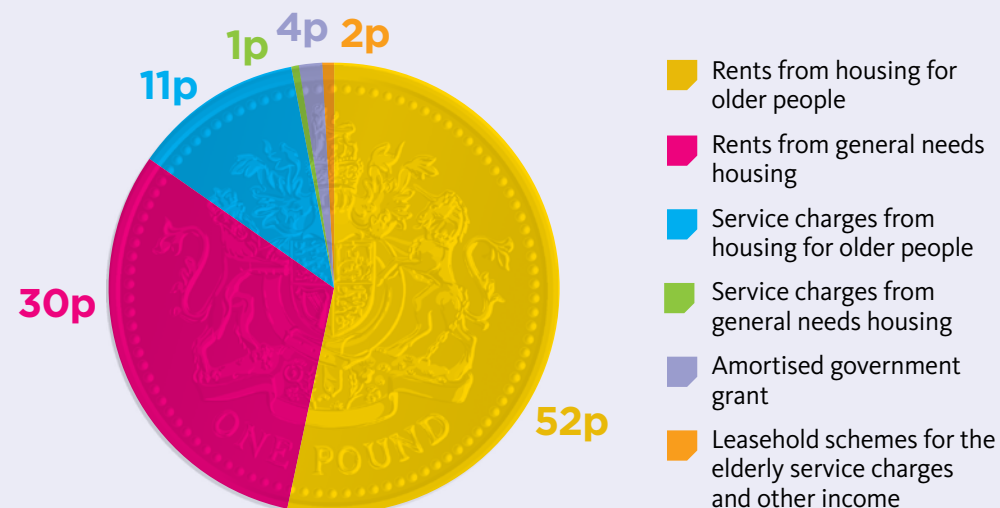
Average compared to other landlords



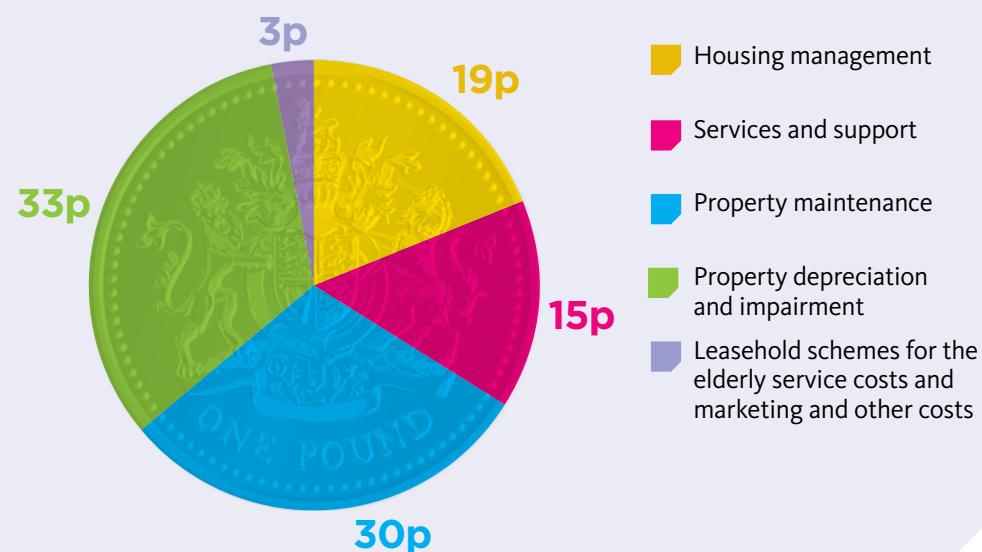
Red

Poor compared to other landlords

WHERE EACH £1 CAME FROM IN 2015/16



HOW EACH £1 WAS SPENT IN 2015/16



STATEMENT OF COMPREHENSIVE INCOME

	2016 £	2015 £
Turnover	6,977,378	6,699,723
Operating costs	-5,746,537	-5,373,754
Operating surplus	1,230,841	1,325,969
Legacies receivable	-	695
Interest receivable	32,588	9,569
Interest payable	-743,528	-562,252
Surplus for the year	519,901	773,981

The full audited accounts are available on request

STATEMENT OF FINANCIAL POSITION

	2016 £	2015 £
Fixed assets		
Intangible assets	101,819	86,761
Housing properties	45,922,447	44,979,221
Other tangible fixed assets	271,502	284,124
Total fixed assets	46,295,768	45,350,106
Current assets		
Debtors	5,571,168	5,347,291
Cash at bank and in hand	1,287,754	2,172,611
	6,858,922	7,519,902
Creditors		
Amounts falling due within one year	-1,693,286	-1,853,126
Net current assets	5,165,636	5,666,776
Total assets less current liabilities	51,461,404	51,016,882
Creditors		
Amounts falling due after more than one year	-30,379,943	-30,455,322
Net assets	21,081,461	20,561,560
Capital and reserves		
Accumulated surplus	4,903,533	4,710,835
Designated reserves	16,177,928	15,850,725
Total reserves	21,081,461	20,561,560



This report cost £1.69 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

