

Railway Housing Association
**CELEBRATING
100 YEARS**





RELIQS OF 20 CENTURIES
ENCIRCLED BY CITY WALLS

YORK

ILLUSTRATED GUIDE FREE
FROM TOWN CLERK, OR ANY L.N.E.R. AGENCY.

FRED
TAYLOR

JANUARY 2019

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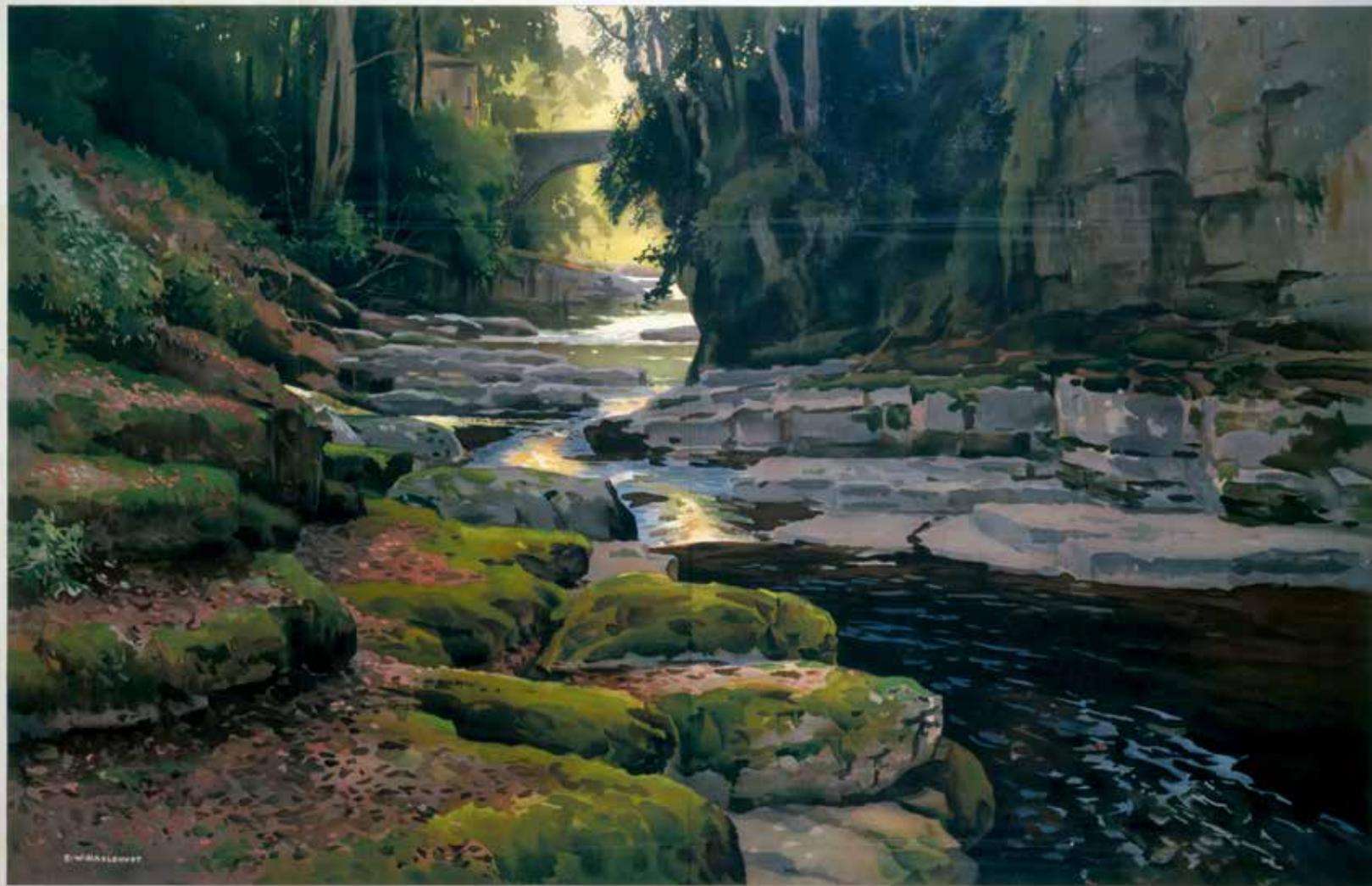
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E. WALLACE

NEAR BARNARD CASTLE

TEESDALE BY L·N·E·R

IT'S QUICKER BY RAIL

FULL INFORMATION FROM L·N·E·R OFFICES AND AGENCIES

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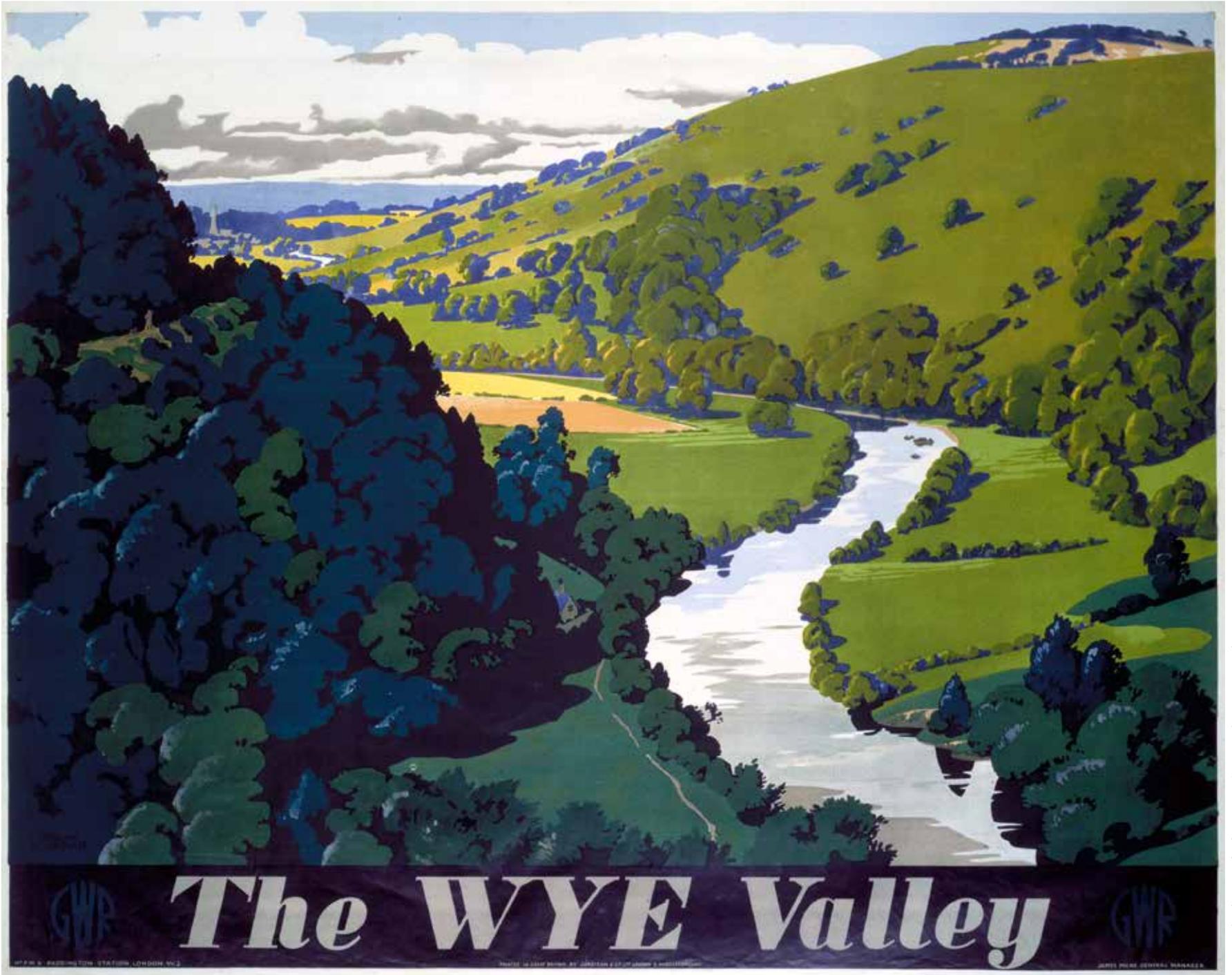
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The WYE Valley



G.W.R. & BATHWATER STATION LONDON W.2

PRINTED IN GREAT BRITAIN BY JAMES POLAK LTD. OF BATH & BRISTOL

JAMES POLAK GENERAL MANAGER

MARCH 2019

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CARLISLE



LMS

**THE HOLIDAY CENTRE FOR ROMANTIC
BORDERLAND AND LAKELAND**
HOLIDAY TICKETS BY LMS & L.N.E. RAILWAYS

L.N.E.R

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Good Friday

Easter Monday





LMS

ILKLEY
AMIDST BEAUTIFUL MOORLAND SCENERY
BY REGINALD G. BRUNDRIT, R.O.I.

ILLUSTRATED GUIDE
FREE from TOWN CLERK
ILKLEY OR AT ANY
L.M.S. STATION OR
TOWN OFFICE

MAY 2019

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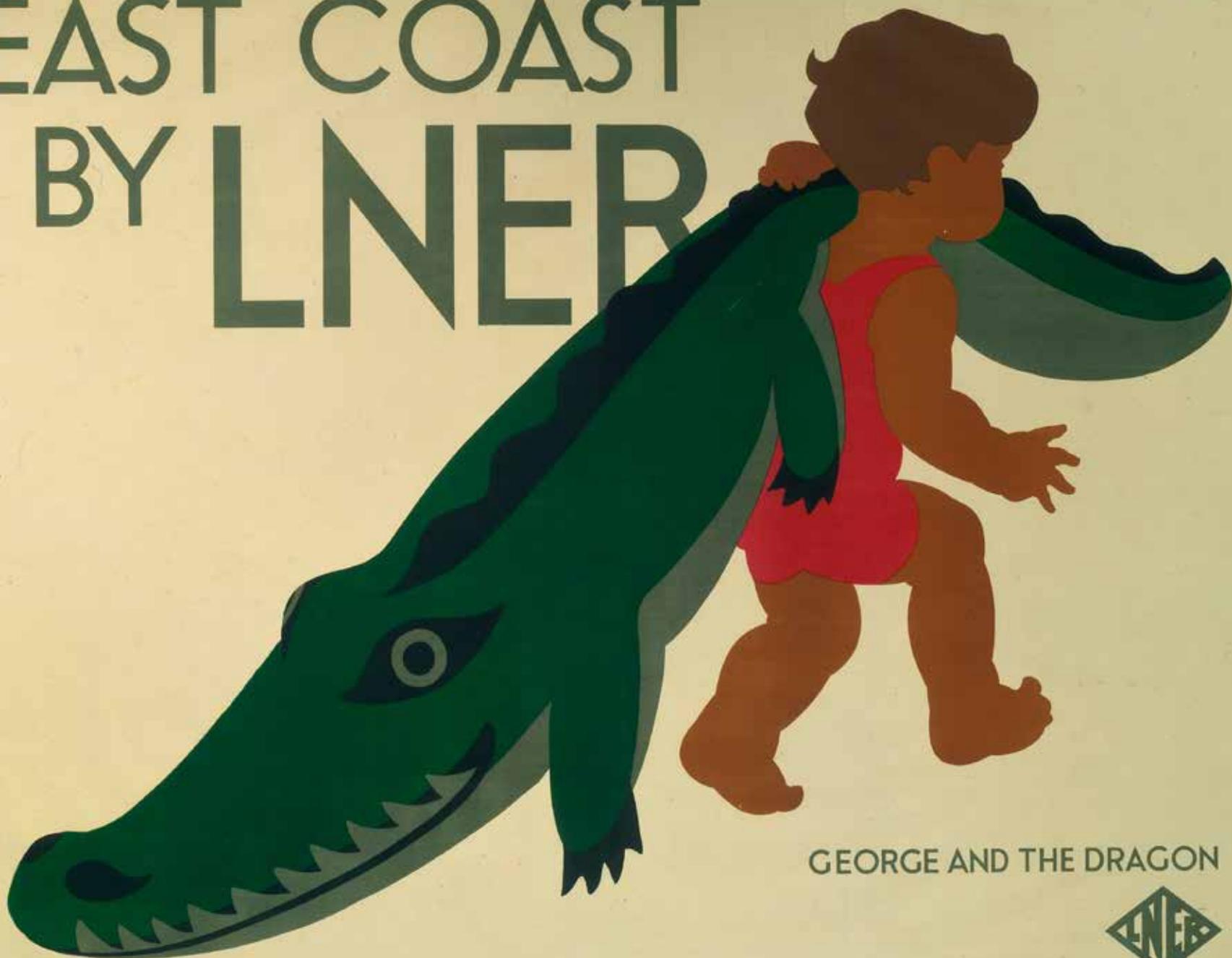
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EAST COAST BY LNER



GEORGE AND THE DRAGON



TOM PURVIS

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BRIDLINGTON

GUIDE from INFORMATION BUREAU
BRIDLINGTON or any L.N.E.R. AGENCY



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ANDREW
JOHNSON



SCARBOROUGH

IT'S QUICKER BY RAIL

FULL INFORMATION FROM ANY L·N·E·R OFFICE OR AGENCY

PUBLISHED BY THE LONDON & NORTH EASTERN RAILWAY

PRINTED IN ENGLAND

CHARLES & PEARSON, LTD. LONDON

Picture Credit: The National Railway Museum/Science and Society Picture Library

AUGUST 2019

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Summer Bank Holiday

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ROYAL
BORDER BRIDGE

TOTT PUGH

“THE CORONATION”

CROSSING THE ROYAL BORDER BRIDGE BERWICK-UPON-TWEED
IT'S QUICKER BY RAIL

FULL INFORMATION FROM ANY L·N·E·R OFFICE OR AGENCY

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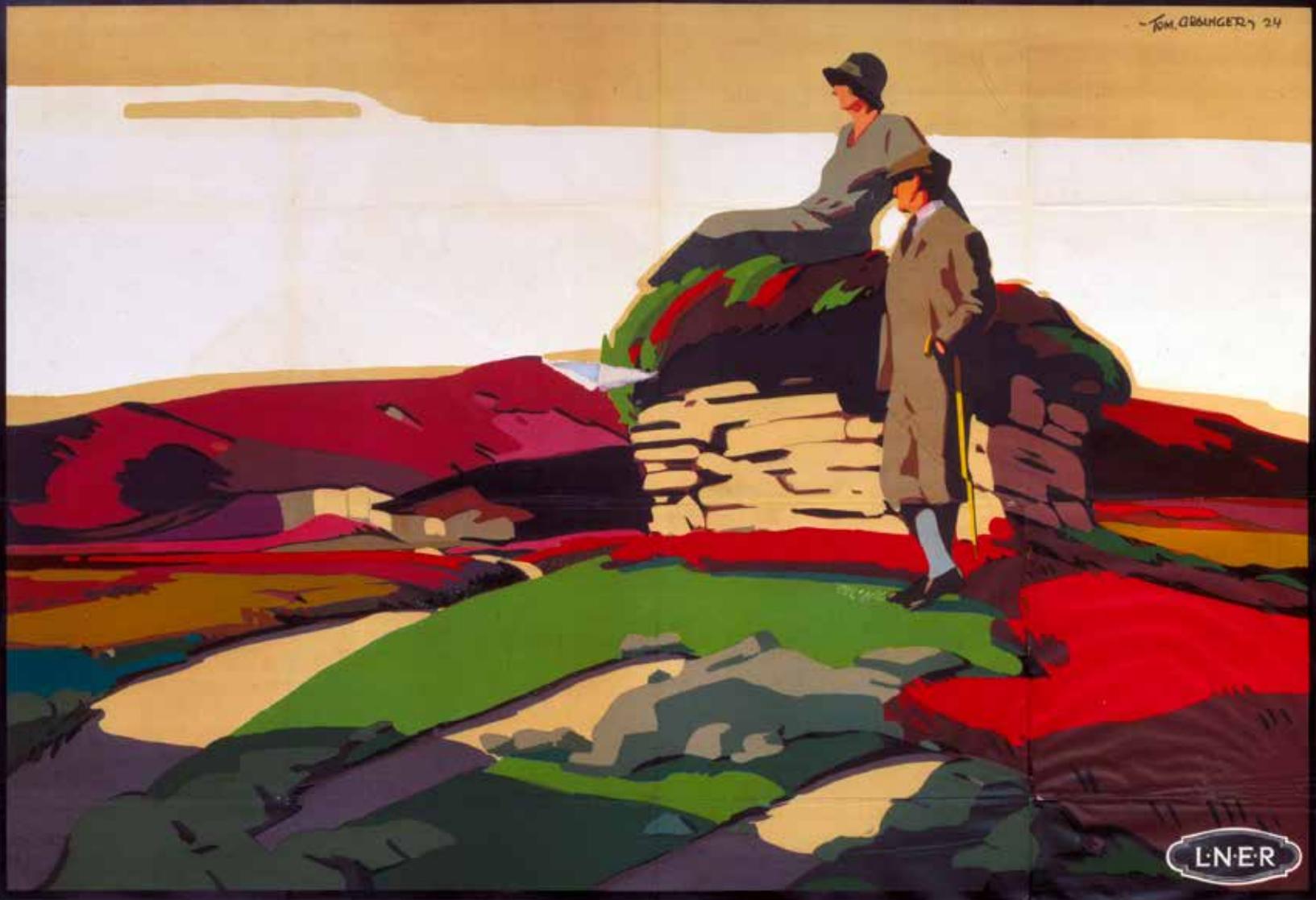
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- TOM GIBBING 24



By L·N·E·R to the MOORS

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THE DANFORTH PRINTING CO. LTD. LONDON

PRINTED IN ENGLAND

PLANNED BY THE LONDON & NORTH EASTERN RAILWAY

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WHITLEY BAY

IT'S QUICKER BY RAIL

NEW GUIDE FREE FROM COUNCIL OFFICES WHITLEY BAY OR ANY L·N·E·R AGENCY

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THE ROYAL HALL

Harrogate L.N.E.R.

Come for Health - Stay for Pleasure

FREE BROCHURE FROM F.J.C. BROOME HARROGATE OR ANY L.N.E.R. AGENCY

Published by the London & North Eastern Railway

Printed in England

Designed by the London & North Eastern Railway

Picture Credit: The National Railway Museum/Science and Society Picture Library

DECEMBER 2019

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



ANNUAL REPORT

2017/18



Railway Housing Association – providing homes for today and tomorrow

In another year of political and economic uncertainty, I am proud to report that we have continued to maintain and improve residents' homes to a high standard, built new homes and involved residents in the management of the association.

2019 will mark 100 years since the Association was founded. Due to our historical connection to the railways we have chosen posters used to promote train travel in the 1920s and 30s to illustrate this year's report. I hope you enjoy the posters, reading the report and using the calendar.

Berni Whitaker,
Chair of the Board of Trustees



91% SATISFIED WITH OVERALL SERVICE

5% dissatisfied



92% SATISFIED WITH THE QUALITY OF THEIR HOME

5% dissatisfied

REPAIRS AND MAINTENANCE



- £1.3m spent on routine maintenance - repairs, repairing homes ready for re-letting, re-painting, and health and safety works
- All homes are maintained to a standard higher than required by the government
- 86% satisfied with repairs service
8% dissatisfied
- More than 4,300 repairs completed and £888,700 spent on major improvements
- 95% repairs completed on time
- 87% repairs completed right first time
- 99% of gas services completed on time
- 100% satisfied with gas servicing
- 81% satisfied with major improvements
- Enhanced repairs service for residents of sheltered housing schemes.

KEEPING HOMES SAFE



- 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 major repair or improvement works
- Prevention of legionella and scalding from communal water services by risk assessments, temperature checks, cleaning showerheads, and checking for contamination.

VALUE FOR MONEY



- Providing the best possible service for the lowest possible cost
- £244,000 saved in 2017/18 including –
 - Carrying out non urgent repairs as one contract saved £6,950
 - Re-letting contracts for water hygiene, cleaning and lift maintenance saved £9,500
 - Staff changes saved £6,100
 - Buying major improvements (new kitchens and bathrooms) via specialist organisation saved £40,000
 - Buying other services via a specialist organisation saved £16,750
- Insulating the external solid walls of 2 homes and installing new energy efficient central heating boilers for 80 homes will save residents money
- Independent reviews of finance department and the way we manage assets resulted in recommendations for improvements
- Independent review of how we manage and re-let empty homes is planned for 2018/19
- Every £1 spent results in £2.26 of social value for residents
- £25 is paid for each value for money suggestion that is used and £100 for best suggestion of the year.

£244,000 saved
in 2017/18

INVOLVING RESIDENTS



- 80% satisfied their views are listened to and acted on with 11% dissatisfied
 - All residents were surveyed to find out their views on our services – the results are included in this report
 - 102 residents were involved in the Scrutiny Panel, Focus Groups, Resident's Forum and Grand Day Out
- "Good fun, great ideas"**
"Gave opportunity for everyone to have a say"
- Residents decided –
 - The design and content of this report
 - A customer code of conduct
 - Arrangements for choosing styles and colours when kitchens and bathrooms are renewed
 - The recipes, quizzes and performance information published in RHA News
 - The winner of the 2017 garden competition
 - The winner of the 2017 good neighbour award
 - Residents improved the way we deal with anti-social behaviour
 - Residents gave their views on the Association's annual budget, performance, and how we deal with building new homes, lettings, succession of tenancy, involving residents and equality for all.

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

Get involved – there are many different ways to influence the way that the association works. Please contact us to find out how you can have your say.

LOVE THY NEIGHBOUR



- 93% satisfied with their neighbourhood as a place to live, with 5% dissatisfied
- 8% consider car parking is a major problem – plans are in place to deal with the worst affected when money is available
- 100% satisfied with garden maintenance service
- 26 reports of problems with neighbours
- 83% satisfied with how their report about their neighbour was handled
- Residents of Great Western Court in Hereford celebrated its 30th anniversary and raised money for St Michaels' Hospice

GOOD NEIGHBOUR OF THE YEAR (BELOW)

"Thelma Robinson is the backbone of our little community". Nominate a special neighbour for our 2019 good neighbour competition and they could win £50.



BEST KEPT GARDEN (ABOVE)

"People stop on the street to compliment Lynne and Ken Rennison on their garden". Enter our 2019 best garden competition and you could win £50.



MONEY MATTERS



- 94% satisfied that their rent is good value for money, with 2% dissatisfied
- 87% satisfied that their service charges are good value for money, with 6% dissatisfied
- Most rents reduced by 1%
- 99.15% of rent due collected
- £144,700 rent owed
- 3 residents evicted for non payment of rent

Most rents
reduced by
1%

BUILDING NEW HOMES



- Work continuing to build 73 new homes in Darlington
- 38 more homes to be built by 2020/21
- Then 25 homes a year to 2024/25



NO PLACE LIKE HOME



- 137 homes re-let
- Average re-let time 36.02 days
- £70,705 rent lost whilst homes being re-let
- A more flexible service means tenancies can now start on any day of the week
- 4 homes let to black and minority ethnic applicants
- 67.69% of re-lets made available to applicants nominated by their local council
- 84% satisfied with the quality of their new home, 5% more than last year
- *"I love the place already"*
- *"The bungalow smelt of cigarette smoke, was quite dirty but was decorated right through and is fine now, thanks"*
- 96% satisfied with the lettings process
- *"Excellent service from start to moving in, very happy"*
- 91% of new residents visited within 6 weeks of moving in

ADAPTING HOMES



- £26,400 spent providing adaptations to homes, including –
 - 15 level access showers
 - 4 ramps
 - 20 sets of grab/handrails
 - 5 key safes
 - 3 adapted toilets
 - 2 specialist smoke alarms
- 100% satisfied that adaptations have made life easier

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

COMPLAINTS & COMPLIMENTS



- 24 complaints
 - 16 about repairs and maintenance
 - 4 about customer services
 - 3 about housing management
 - 1 about estate services
- 56% satisfied with the handling and outcome of their complaint
- 13 compliments received about the garden maintenance service, residents' annual meeting, customer service, repairs, and new homes
- 93% say staff are friendly and approachable, with 3% disagreeing
- 91% trust the Association, with 2% disagreeing

100%
satisfied
that adaptations have
made
life easier

GOOD GOVERNANCE



Our Board of Trustees give their time and expertise without receiving any payment



73 leasehold for older people

2 shared ownerships

Total 1,504 homes

- 500 homes for working age people
- 931 homes for older people
- In 24 local authority areas mainly in the North East of England, and Hereford
- 35 members of staff
- Awarded the highest rating by the Regulator of Social Housing
- Investors in People Silver accreditation
- Priorities for the next 5 years are to continue providing high quality services to residents and building new homes to meet housing needs

Founded in 1919



Berni Whitaker
(Chair)
Enterprise Manager,
Sunderland Council



Stuart Blackett
(Vice Chair)
Director of Finance and
Strategy, RPMI



Alistair Brown
(Chair of Audit)
Chartered Accountant



Fiona Coleman
Development Manager



David Goodman
retired Chartered
Accountant



June Grimes
retired Director of Crisis
Skylight, Newcastle



Jon Mitford
(resigned December 2017)



John Moorley
(resigned November 2017)



Pat Wanless
retired Director of
Neighbourhoods,
Dale & Valley Homes

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



HOW WE COMPARE TO OTHER LANDLORDS

	2015/16	2016/17
Residents' satisfaction with overall service	✓	—
Residents' satisfaction that views are listened to	✓	✓
Residents' satisfaction with repairs service	✓	✓
Residents' satisfaction that rent is value for money	✓	✓
Residents' satisfaction with quality of their home	✓	✓
Residents' satisfaction with their neighbourhood	✓	✓
Residents' satisfaction with complaint handling	N/A*	✓
Average time taken to re-let empty homes	—	✗**
Average number of days to complete repairs	✓	✓
Repairs completed at first visit	✗	✗
Rent arrears	✓	✓
Rent lost whilst homes are re-let	—	—
Cost of housing management	—	—
Cost of repairs	—	—
Overheads as a percentage of turnover	—	—



GREEN

Compares well to other landlords



AMBER

Average compared to other landlords



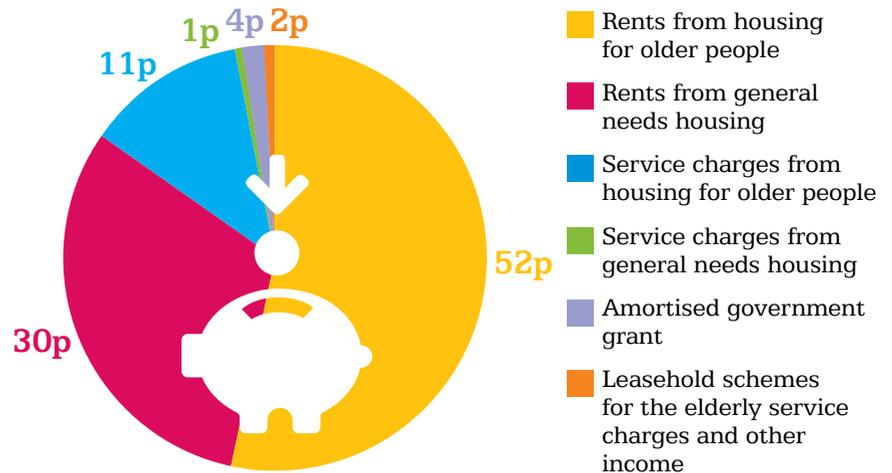
RED

Poor compared to other landlords

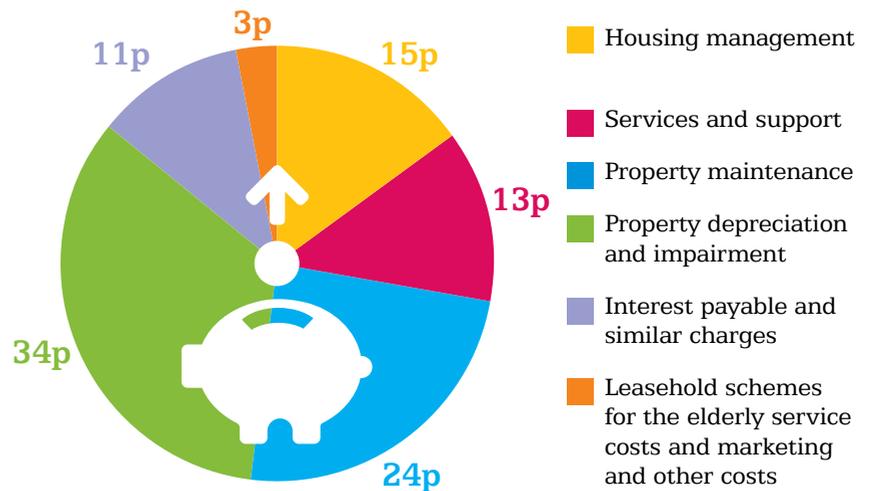
NA* - not available

** The time taken to re-let homes has increased due to lack of demand at one scheme, which is now fully occupied.

WHERE EACH £1 CAME FROM IN 2017/18



HOW EACH £1 WAS SPENT IN 2017/18



STATEMENT OF COMPREHENSIVE INCOME

	2018 £	2017 £
Turnover	6,915,017	7,010,298
Operating costs	-5,697,686	-5,657,918
Operating surplus	1,217,331	1,352,380
Legacies receivable	-	-
Interest receivable	17,896	38,865
Interest payable	-700,599	-715,689
Surplus for the year	534,628	675,556

The full audited accounts, including details of our value for money performance, are available on request.

STATEMENT OF FINANCIAL POSITION

	2018 £	2017 £
Fixed assets		
Intangible assets	125,325	116,722
Housing properties	50,956,420	46,666,803
Other tangible fixed assets	246,820	259,161
Total fixed assets	51,328,565	47,042,686
Current assets		
Debtors	1,398,725	521,619
Cash at bank and in hand	3,473,864	8,237,819
	4,872,589	8,759,438
Creditors		
Amounts falling due within one year	-2,294,373	-3,055,670
Net current assets	2,578,216	5,703,768
Total assets less current liabilities	53,906,781	52,746,454
Creditors		
Amounts falling due after more than one year	-31,615,136	-30,989,437
Net assets	22,291,645	21,757,017
Capital and reserves		
Accumulated surplus	5,798,657	5,294,768
Designated reserves	16,492,988	16,462,249
Total reserves	22,291,645	21,757,017



This report cost £3.30 per copy to design and print.

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

Contact us

Freephone: 0800 0287428

Email: info@railwayha.co.uk

Online: www.railwayha.co.uk

Text (non urgent repairs only): 07508 526708

Write or visit: Bank Top House, Garbutt Square, Neasham Road 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

