



100 years of providing homes

2018/19 Annual Report





Woodland, East Yorkshire



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New Years Day

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2020

JANUARY



Eardisland, Herefordshire



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FEBRUARY



Homestead Park, York



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Clocks go forward
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2020
MARCH



Durham



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Easter Monday

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Good Friday

Easter Sunday

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APRIL



Newton Woods, Roseberry Topping, Cleveland



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May Day
Bank Holiday
& VE Day

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Spring Bank
Holiday

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York



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2020

JUNE



Wire gardener, Burton Agnes Hall, East Yorkshire



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JULY



Brodsworth Hall, South Yorkshire



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Summer Bank
Holiday

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AUGUST



Gertrude Jekyll's garden, Lindisfarne Castle, Holy Island



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SEPTEMBER



Fountains Abbey, Ripon



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Clocks go back

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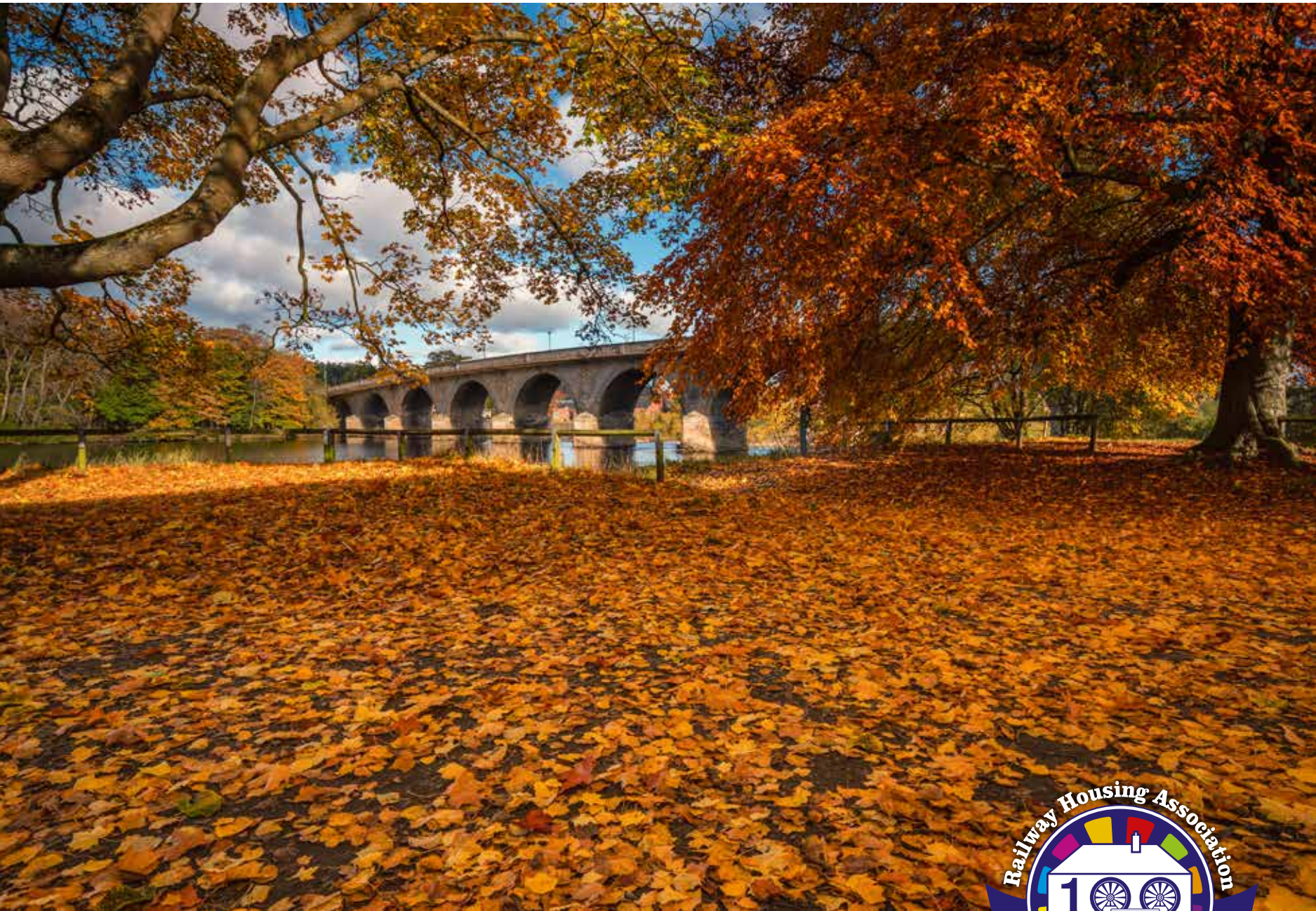
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OCTOBER



Hexham Bridge, Northumberland



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NOVEMBER



Castle Howard, Yorkshire



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Office Closed

Office Closed

Office Closed

Christmas Eve
Office Closed

Christmas Day
Office Closed

Boxing Day

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New Years Day
Office Closed

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2020

DECEMBER

ANNUAL REPORT

2018/19

100 years of providing homes

Railway Housing Association was founded in 1919 at a time of turmoil - strikes, riots and a flu pandemic – but also some very positive changes such as the first woman in the House of Commons, the Sex Disqualification Act and the Addison Housing Act that introduced government funding for house building.

100 years later, in another year of political and social change, I am proud to report that we have continued to maintain and improve residents' homes to a high standard, build new homes and involve residents in the management of the association.

The association is financially strong, there are high levels of satisfaction with our homes and services, and our staff and board trustees are working hard with residents to combine our charitable ethos with a commercial approach to maximise our resources to achieve the best we can for all of our residents and those who look to us for a home.

I hope you enjoy reading our annual report and using the calendar.

Berni Whitaker

Chair of the Board of Trustees



REPAIRS AND MAINTENANCE



- Over £3.5m spent on repairing and improving residents' homes
- New heating installed in 175 homes
- 142 new kitchens fitted
- New bathrooms installed in 41 homes
- All homes are maintained to a standard higher than required by the government
- 92% satisfied with the quality of their home with 5% dissatisfied
- 86% satisfied with repairs service with 8% dissatisfied
- 85% repairs completed right first time
- 99.9% of gas services completed on time
- Enhanced repairs service for residents of sheltered housing schemes

YOUR SAFETY MATTERS



- 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
- Regular 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

EVERY PENNY COUNTS



- Providing the best possible service for the lowest possible cost
- £400,000 saved last year without affecting the quality of homes or services
- Residents told us to spend these savings on external maintenance like paths and fencing
- Insulating external solid walls, fitting new windows and external doors and new energy efficient central heating boilers will save residents money
- An independent review of how quickly we re-let homes is already saving money
- A value for money review of the repairs service is planned for 2019/20
- Every £1 spent results in £2.26 of social value for residents
- Value for money suggestions - £25 is paid for each suggestion that is used and £100 for best suggestion of the year
- 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%
- 99.42% of rent due collected
- 1 eviction for rent arrears

£400,000 saved

last year without affecting the quality of homes or services



YOUR OPINIONS

- 80% satisfied their views are listened to and acted on with 11% dissatisfied
- 97 residents joined in with the Scrutiny Panel, Focus Groups, Resident's Forum and Grand Day Out and decided -
 - The design and content of this report
 - How value for money savings should be spent
 - How residents' satisfaction with the garden maintenance and cleaning of communal areas should be checked
 - New residents will be given details of the garden maintenance, cleaning and window cleaning services so that they know what services to expect
 - The on line complaints form should enable attachment of photos
 - The condition of external walls and render should be checked before a home is re-let
 - A summary of new data protection law should be sent to all residents rather than the full privacy notice
 - The recipes, quizzes and performance information published in RHA News
 - The winner of the 2018 garden competition
 - The winner of the 2018 good neighbour award

They also gave their views on how the association's annual income is spent, our performance, and how we deal with mobility scooters, improving energy efficiency, water safety, building new homes, service charges, and making sure that everyone is treated fairly, equally and with respect.

Thank you to all residents involved with the Residents' Scrutiny Panel, Focus Groups, Residents' Forum and Grand Day Out who make sure that we concentrate on what matters most to residents

Get involved – 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
- 25 reports of problems with neighbours

GOOD NEIGHBOUR OF THE YEAR

Rick Yardley said "I was brought up to help people but it is lovely to win the award especially when the people who nominated me are my friends and neighbours"

Nominate a special neighbour for our 2020 good neighbour competition and they could win £50



GARDEN OF THE YEAR

"I was amazed when I visited Denise Atkinson's garden in winter 2018 that there was still so much colour in her garden"
Enter our 2020 best garden competition and you could win £50





BUILDING NEW HOMES

73 new homes were built in Darlington – 46 houses, 12 bungalows and 15 apartments – all for rent below the local market rate and transforming a derelict former railway works site into a great place to live. The centre piece is an engine shed from the 1800s that we've converted into modern comfortable homes whilst honouring the history of the building.

16 more homes will be built in 2019/20. Then 25 homes a year to 2025.

73 new homes built



NO PLACE LIKE HOME

- 142 homes re-let
 - Average re-let time 35.8 days
 - £67,689 (£70,705 the previous year) rent lost whilst homes being re-let
 - A more flexible service means tenancies can now start on any day of the week
 - 13 homes let to black, Asian and minority ethnic applicants
 - 61% of re-lets made available for applicants nominated by their local council
- “Very pleased with the house, love it”**
“Couldn't wish for better”
- 85% of new residents visited within 6 weeks of moving in



COMPLAINTS



40 complaints including 22 about repairs and maintenance, 5 about our response to problems with neighbours, 5 about other housing management issues, 3 about applications for housing, 2 about trees and 3 about other matters.

- All complaints were resolved
- 91% satisfied with overall service
5% dissatisfied
- 93% say staff are friendly and approachable
3% disagree
- 91% trust the association
2% disagree

STAYING INDEPENDENT



£14,000 spent on adapting homes, including –

- 13 level access showers
- 2 ramps
- 5 stair lifts
- 3 specialist smoke alarms for hard of hearing
- 29 sets of grab/handrails

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



Founded in 1919

GOOD GOVERNANCE

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



Berni Whitaker

(Chair)

Enterprise Manager,
Sunderland Council



Stuart Blackett

(Vice Chair)

Managing Director
Group Services RPM



Alistair Brown

(Chair of Audit)

Chartered Accountant



Fiona Coleman

(Chair of R&G)

Development Manager,
Broadacres Housing Association



Chris Fawcett

Business Transformation
Director, Broadacres
Housing Association



David Goodman

retired Chartered
Accountant



June Grimes

retired Director of Crisis
Skylight, Newcastle



Carl Makin

PhD student



Paul Stephens

FM Services Manager,
Thirteen Housing Group

Pat Wanless (resigned 31 May 2018)

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

ABOUT US

1,504
re^hated

73 leasehold
for older people

2 shared ownership

Total 1,579 homes

- 561 homes for working age people
- 943 homes for older people
- In 24 local authority areas mainly in the North East of England, and Hereford
- 34 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

HOW WE COMPARE TO OTHER LANDLORDS

| | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| 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 | ✓ | ✓ | ✓ |
| Average time taken to re-let empty homes | ✗* | ✗* | — |
| Average number of days to complete repairs | ✓ | — | N/A** |
| Repairs completed at first visit | ✗ | — | N/A** |
| 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

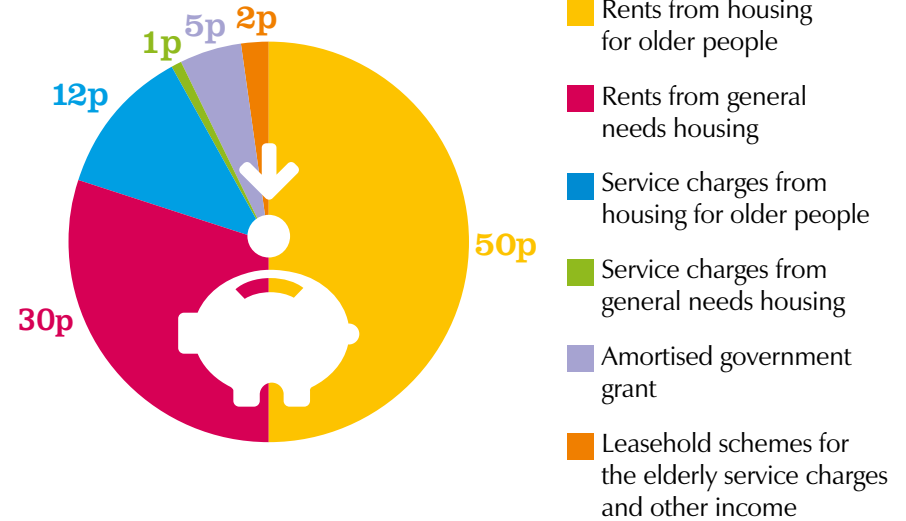
Slightly below average compared to other landlords



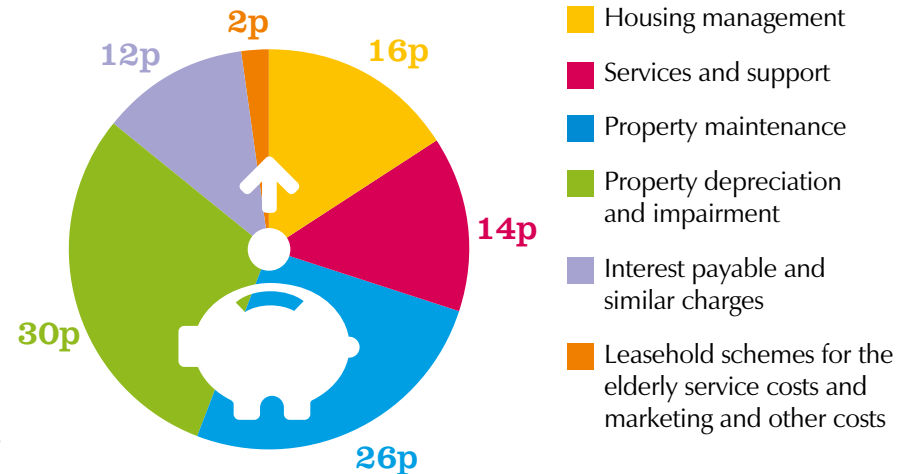
RED

Well below average compared to other landlords

WHERE EACH £1 CAME FROM IN 2018/19



HOW EACH £1 WAS SPENT IN 2018/19



* An independent review of how long we take to re-let homes was completed last year and is already starting to make a difference.

** Information not available due to problems with a new IT system. Work is underway to resolve this problem.

*** Independent value for money reviews have concluded that our overheads are reasonable for the size of the association.

Satisfaction figures throughout the report are taken from a survey (STAR) of all our residents in 2018.

STATEMENT OF COMPREHENSIVE INCOME

| | 2019 £ | 2018 £ |
|---|-----------------|----------------|
| Turnover | 7,237,322 | 6,915,017 |
| Operating costs | -5,745,705 | -5,697,686 |
| Operating surplus | 1,491,617 | 1,217,331 |
| Legacies receivable | - | - |
| Interest receivable | 16,030 | 17,896 |
| Interest payable | -760,353 | -700,599 |
| Surplus for the year | 747,294 | 534,628 |
| Initial recognition of multi-employer defined benefit scheme* | -847,257 | - |
| Actuarial loss in respect of pension scheme* | -478,624 | - |
| Total comprehensive income | -578,587 | 534,628 |

* The amounts deducted from the surplus for pensions are accounting adjustments only and do not affect our financial viability.

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



STATEMENT OF FINANCIAL POSITION

| | 2019 £ | 2018 £ |
|--|-------------------|-------------------|
| FIXED ASSETS | | |
| Intangible assets | 135,919 | 125,325 |
| Housing properties | 51,978,128 | 50,956,420 |
| Other tangible fixed assets | 234,479 | 246,820 |
| Total fixed assets | 52,348,526 | 51,328,565 |
| CURRENT ASSETS | | |
| Debtors | 669,566 | 1,398,725 |
| Cash at bank and in hand | 3,742,446 | 3,473,864 |
| | 4,412,012 | 4,872,589 |
| CREDITORS | | |
| Amounts falling due within one year | -2,307,689 | -2,294,373 |
| Net current assets | 2,104,323 | 2,578,216 |
| Total assets less current liabilities | 54,452,849 | 53,906,781 |
| CREDITORS | | |
| Amounts falling due after more than one year | -30,485,921 | -31,615,136 |
| Defined benefit pension liability | -2,253,870 | - |
| Net assets | 21,713,058 | 22,291,645 |
| Capital and reserves | | |
| Accumulated surplus | 5,115,335 | 5,798,657 |
| Designated reserves | 16,597,723 | 16,492,988 |
| Total reserves | 21,713,058 | 22,291,645 |

This report cost £1.90 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

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

