

Good neighbour of the year

Page 3



Development
update

Page 4

What a Grand
Day Out

Page 6

Meet The
Railway Family

Page 9

Would you like
to get involved?

Page 11

Residents' portal

We are pleased to announce that our new improved online residents' portal is now live.

The portal, which we have branded 'MyRHA', will enable you to:

- View your rent statement
- Make a payment
- Log a non-urgent repair
- Check the progress of a repair and your repairs history
- Update your contact details
- And much more

To register you firstly need to call us on 0800 0287428 (during office hours) to receive your activation code and unique reference number. This is to protect your security and make sure no one else can access your account. You will need to have an email address to do this.



Better late than never!

It may have taken us 100 years, but we're pleased to announce that we now have our own Facebook page.

You can follow Railway Housing Association at www.facebook.com/railwayhousingassociation or just search for us when you are on Facebook.

Our Facebook page will help us to share updates and useful information for residents, but it could grow to do more in the future, so please like our page to ensure you see these updates. You can also contact us on Facebook or Twitter and we will try to reply to you within 2 working days.

Paying by Direct Debit

Direct Debit is an easy and convenient way to pay your rent and other charges. Payments can be made weekly, fortnightly, four-weekly or on a calendar month basis, on a day of your choice.

If you pay by Direct Debit you know that your rent is always paid on time and that any changes are managed for you without the hassle of going to the bank.

The Direct Debit Guarantee means your payments are secure and protects you in the rare event that there is an error.

To set up a direct debit to pay your rent or other charges, please call us on 0800 028 7428 during our office hours (Monday to Friday 8.30am – 4.30pm) and we will set up the direct debit for you.



Good neighbour of the year

A man described as an "earth angel" was the overwhelming winner of our 2019 Good Neighbour of the Year Award.

Michael Fisher, who lives in Bank Top Mews, Darlington, was nominated by his neighbour Joyce Orr.

Joyce said: "Following a stroke I had, Michael now calls in every day to make sure I haven't fallen."

"He always has time to chat with me and offers to get my shopping and will help anyone. His wife Betty also makes food for me."

"He organised a Christmas dinner at a local pub and has also organised other meals for everyone at Bank Top Mews."

"He is an extremely kind, thoughtful and upbeat neighbour and thoroughly deserves his award."

"I call him my earth angel."

The good neighbour award winner was once again chosen by Railway Housing Association's residents, through our Residents' Forum and Focus Groups.

Michael received a trophy and £50 worth of vouchers at our Grand Day Out. The competition was sponsored by Brabners, who are solicitors for the Association.

Michael said: "I don't do anything for personal gain, but as a retired auxiliary nurse, caring just comes naturally to me."

"We have a great little community at Bank Top Mews and being able to help others just further strengthens the bond we have."

"I am honoured to have received an award like this; I really am."

Anne Rowlands, Chief Executive, said: "Our Residents' Forum and Focus Groups had another difficult choice, but they were ultimately touched by Joyce's passionate nomination for Mr Fisher."

"It's clear he is a selfless, kind person, who is a very deserving winner."

If you have a neighbour that you feel deserves recognition for what they do, then please consider entering them for our 2020 good neighbour of the year award. The entry form is included in this edition of RHA News.

Left to right: Anne Rowlands, Michael Fisher, Joyce Orr and Michael's wife Betty.



Internet payments



If you make payments to us online via Allpay – www.allpayments.net – you will have noticed there is now a new checkout process which makes it even easier and faster to make your payments, as well as generally providing you with an improved user experience.

This follows on from the other changes to make Internet Payments mobile optimised and a better fit for the increasing number of you that use the website from your mobile devices.

This is part of Allpay's ongoing commitment to provide easy to use, safe and convenient payment products.

New homes...

2019 was a busy year of house building, as we officially opened a 73-home scheme in Darlington and subsequently received an award for it, as well as starting work on two further schemes.

An historic partnership

We are now well underway on our newest affordable housing scheme, which we are building in partnership with another organisation with a long, proud history.

Sixteen two-bedroom bungalows for rent are being built in Barton Street in Darlington.

The homes are being built on our behalf by a construction company called T Manners & Sons Ltd, a family-run company based in Bishop Auckland which was formed in 1860.

That means between T Manners and Railway Housing Association, we have an incredible 260 years of housing-based experience.

The new homes, which will be rented to local people aged 60 and over, are set for completion by July 2020 and will be accessed via our award-winning development, The Sidings, off Haughton Road.

The development will cost £2.24 million, which includes £651,000 grant funding from Homes England, the national housing and regeneration agency.

Andrea Abbott, Railway Housing Association's Director of Customer Services, said: "We are delighted to have started work on our newest scheme in Darlington."

"When it is complete, it will bring the total number of homes we have built in the town over the last 18 months to 89, which is significant for an association of our size."

"There is a real need for affordable homes for rent in Darlington; homes which meet the needs of a range of people, from young people and families through to older people seeking to downsize, so we are pleased to be making a contribution to meeting this need."



Left to right: Site Manager John Middleton, Andrea Abbott and Wayne Harris.(Construction Director, T Manners)

Well, here's another fine scheme you got me into!

We recently unveiled plans to redevelop a rundown old school which was once attended by comedy legend Stan Laurel.

We have received permission to build 28 affordable homes for rent on the site of the old King James School at Bishop Auckland in County Durham.

This will include the sympathetic restoration of the front of the Grade II listed building - known as the Laurel Building after the school's most famous former pupil - which was badly damaged in a fire in 2017.

“

The development of the former King James School will also help to regenerate a rundown site which has become an eyesore to those in the immediate area.

”

The building will be converted into 12 two-bedroom apartments with a further 16 two-bedroom bungalows being built at the rear, in a cul-de-sac layout. All the homes will be rented to older people.

Anne Rowlands, Chief Executive, said: "Our plans are aimed at addressing the need for high quality, energy efficient two-bedroom older person's accommodation in Bishop Auckland."



"The development of the former King James School will also help to regenerate a rundown site which has become an eyesore to those in the immediate area."

We have made a commitment to retain the western façade of the building which fronts onto South Church Road. This part of the building dates back to 1875.

Although the rest of the building will need to be demolished, due to its poor and unstable condition, we will use materials in keeping with its history, including a Victorian-style tiled roof.

Anne added: "We are mindful of the history and significance of the King James School site and our scheme will ensure we preserve a key element of the historic part of the building."

Work on the site is set to start in May with completion expected around September 2021.

Stan Laurel attended King James School as a boarder between 1902 and 1903.



And the award goes to...

We couldn't have capped our centenary year off in a better manner than winning an award for our 73-home development in Darlington, known as The Sidings.

It was named Best Housing Development in the Chartered Institute of Housing (CIH) Northern Housing Awards.

Judges praised the way we had incorporated a listed engine shed from 1844 into the overall design and for how the development met the needs of a wide cross section of the community.

Anne Rowlands, Chief Executive, said: "The CIH Northern Housing Awards are a pinnacle in the sector, so we're delighted that our scheme was named the best in the north of England."

The conversion of the engine shed alongside the east coast mainline also resulted in the Association being shortlisted for the National Railway Heritage Awards. Although we didn't win an award at the ceremony, at which The Princess Royal was the guest of honour, it was fantastic just to have made the short-list as we were the only housing organisation to do so.

One of the judges who visited the development described it as "an excellent example of conserving a truly historic building through imaginative re-use".

Another said: "This is an impressive scheme, bringing a structure of significance in a true railway town back to a new life that is sustainable and maintainable. There is much to commend."

It was a Grand Day Out

The surroundings may have been different, but the theme of our 2019 'grand day out' was very much the same as always – listening to residents' opinions.

We were pleased to welcome around 40 residents, including many new faces, to our annual gathering which was held in Darlington, at Mowden Park Rugby Football Stadium.

HIGHEST PRIORITY

YOU SAID	WE DID
Appointments need to be made and kept for repairs	Our repairs contractors should agree with you a day and approximate time. Over the next year we will also look into the possibility of an appointments system for repairs.
When a home is re-let, the association should install the new resident's gas cooker and recharge them for the cost, to make sure it is done safely	New residents will be given the choice of paying the association to connect their gas cooker or finding a qualified gas fitter to connect it.
Residents should be involved in the design of new homes to make sure that there is enough storage space, easy clean flooring in kitchens and bathrooms, changes are made to the kitchen design, and more water butts are provided	Over the next year, residents from newly built homes will be invited to meet and discuss their likes and dislikes of the design and make suggestions for improving the design of new homes
Give residents a decoration allowance after major improvement works rather than compensation for any inconvenience	The residents' Scrutiny Panel are currently looking in detail at planned improvement works and will consider the payment of decoration/disturbance allowances
Involve residents in the design of replacement kitchens and bathrooms	We will involve each resident in the design when a new kitchen or bathroom is fitted in their home
Check residents' satisfaction with completed repairs sooner	Within the next few months we will aim to contact residents more quickly to check that repairs have been completed to their satisfaction
Carry out satisfaction surveys for planned maintenance by telephone not post	Unfortunately this isn't practical because of the high number of residents involved. For example, this year more than 400 residents are having planned improvement works carried out in their home.

LOWEST PRIORITY

After years of staging the event in York, we thought that given our head office and roots are in Darlington, it would be fitting to hold it in the town during our centenary year.

The theme of the day was to find out residents' priorities for the future, especially looking at repairs, planned maintenance, lettings and building new homes.

After a lovely lunch, there was chance for residents to ask questions of our team in the quick query clinic. Following a presentation by resident Brenda Flynn on the morning, members of our residents' Scrutiny Panel also had their own dedicated area and it was fantastic to see people asking to find out more. Two more residents have since joined the Scrutiny Panel and are already making their views known and helping to improve our services (see page 14).

Our annual quiz was this year themed around 1919 and this was followed by a raffle with a first prize of afternoon tea on the Wensleydale Railway won by Lorraine Symington from South Shields.

- We are proposing to hold a Grand Day Out every two years rather than every year. This is because:

 - It costs about £10,000 for the hire of the venue, refreshments, residents' travel costs and staff time, which is paid by your rent.
 - It takes more than 96 hours of staff time to organise and attend the event. This is time that could be spent on providing other services to residents.
 - Many excellent suggestions for improving our services are made by residents but sometimes we aren't able to make these happen before we need to start organising the next Grand Day Out.

Let us know how often you think we should hold the Grand Days Out by calling freephone 0800 0287428 or email info@railwayha.co.uk or write to the address shown on the back page.



The Railway Family

In 1956, Walter Woods and his wife Rose moved into a home at 3 Prospect Terrace, Leeds, which was owned by North Eastern Cottage Homes and Benefit Fund (now known as Railway Housing Association).

It was the start of a long association with Railway Housing, which still continues today.

Walter qualified for the home due to his employment with the North Eastern Railway as a Carriage and Wagon Examiner.

Walter and Rose had five children, Mick, Maureen, Paul, Tricia and Jimmy, all of whom were brought up in this three-bedroom home which they say held lots of happy memories.

Tricia recalls: "It was a very big home with a scullery kitchen, a dumb waiter and a coal fire which was the only thing that heated the house."

"In winter ice would form on the windows and we would use my dad's big British Rail coat as a duvet to keep us warm."



"But we all loved living there – they were happy times."

In 1966, with most of the children having moved out to start their own lives/families, Walter and Rose decided they needed to downsize, so they left Prospect Terrace and moved into a council house.

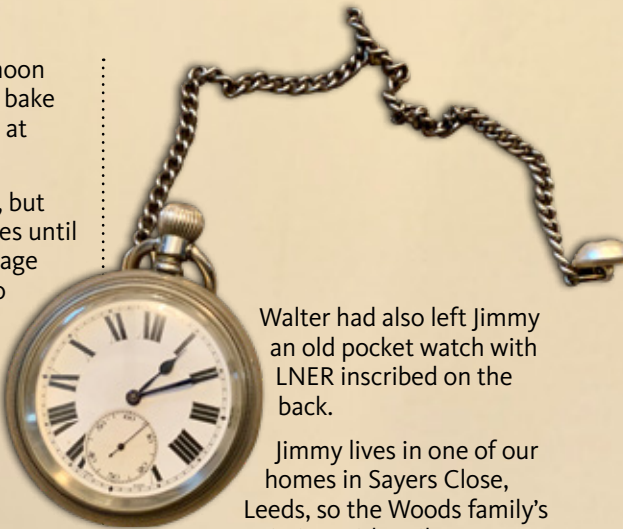
Tricia says: "My mum always says this was the worst move they ever made!"

Walter and Rose eventually returned to a Railway Housing Association property, when they moved into one of our bungalows at Crossgates in Leeds.

Tricia says: "They were over the moon with that home. My mum used to bake and look after the other residents at Crossgates."

Walter sadly passed away in 2001, but Rose continued living at Crossgates until December 2019, when due to her age (94) and ill health, she moved into residential care.

When the family were clearing the home, they found lots of interesting things, including an old railwayman's whistle and Walter's membership card for the North Eastern Railway Cottage Homes and Benefit Fund. They remember him paying 'subs' from his wages which went into the Fund, enabling more homes to be built for railwaymen and their families.

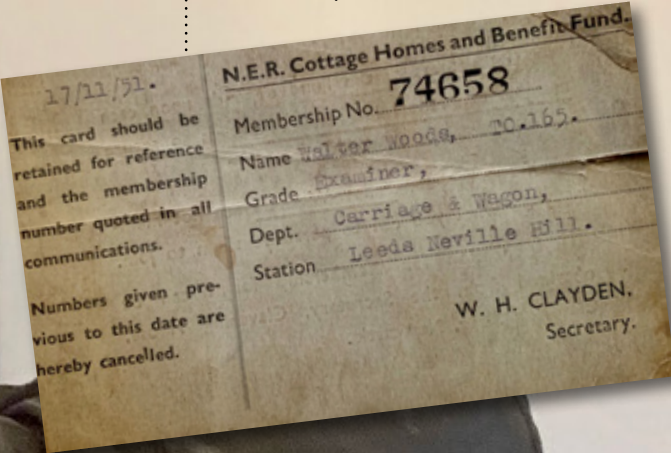


Walter had also left Jimmy an old pocket watch with LNER inscribed on the back.

Jimmy lives in one of our homes in Sayers Close, Leeds, so the Woods family's association with Railway Housing continues to this day.

Tricia adds: "Finding some of my dad's possessions coincided with Railway Housing Association's centenary, so we were keen to share our family's story."

"My son Craig works as a driver for Northern Rail, so we are a railway family through and through and couldn't be prouder!"



Tricia and Jimmy (seated) with Mick and Maureen.

You said, we did

In 2018/19, more than 450 residents told us their opinions and made a difference. Below are some examples.

YOU SAID	WE DID
New residents will be too busy when they first move in to be interested in getting involved in influencing the association	We now discuss with new residents the opportunities available for them to influence how the association is managed and services provided, a few weeks after they move into their home
Including articles in RHA News about residents who get involved in influencing how the association is managed and services provided may encourage more residents to get involved	One article was been published in RHA News in June 2019 and another article is on page 11 of this edition
It's very dark along the footpath and outside the porch at our sheltered scheme in Hull	Lighting was provided to the footpath and a sensor to the porch light at Forster House in Hull
Rather than giving a refund of the service charge to each resident for a lift being out of order, use the money to clean the communal refuse bins	A refund of the service charge for the lift was used to fund cleaning of refuse bins at North Eastern Court
We aren't happy with the time of the weekly fire alarm test at our sheltered scheme	The time of the weekly fire alarm test at Plevna Mews in Shildon has been changed
Children are congregating outside and causing a nuisance	Police attended a meeting with residents and responded to the reports of anti-social behaviour outside Hackworth Court
The external woodwork of our homes doesn't need re-painting	The repainting of external woodwork at some homes has been deferred and will be checked again this year
We'd like more information in RHA News about welfare benefits	Articles were published in RHA News about winter fuel payments (January 2019) and Universal Credit (June 2019)
We would like to join the association's Value for Money Steering Group	Two residents now attend meetings of the association's Value for Money Steering Group, along with members of staff and a member of the Board of Trustees
We would like a summary rather than a full copy of the association's new privacy notice	A letter was sent to all residents with a brief explanation of the changes to data protection law rather than a full copy of the very lengthy privacy notice
The way resident satisfaction with the garden maintenance service is checked needs to be improved	The garden maintenance contractor now gives survey forms to one or more residents at the time of the maintenance visits, with a freepost envelope so that the resident(s) can fill in the form in private and then return it to the association by post
Details of the specification for the garden maintenance, communal cleaning and window cleaning services should be given to new residents	New residents are now given details about the garden maintenance, communal cleaning and window cleaning services so that they know what service they can expect to receive
The association should add the facility to upload a photograph on to the online complaints form.	Photographs can now be attached to the association's on-line complaints form

If you want to make a difference and help improve the association's services, please call us on Freephone 0800 028 7428 or email info@railwayha.co.uk. You could join the Residents' Scrutiny Panel, a Focus Group or tell us your views from the comfort of your own home by joining the Residents' Forum.



GETTING INVOLVED Bernard's story

Bernard Greaves with his wife Elaine (left) and fellow Scrutiny Panel member Brenda Flynn (right).

Bernard Greaves moved into one of our bungalows in 2011 and almost immediately decided he wanted to make a difference by being involved in the way the Association is run.

It started when he went to one of our annual Grand Day's Out in York, where he was impressed with how residents who attended were asked to participate in exercises which were later taken onboard when looking at areas such as planned maintenance and repairs.

Along with his wife Elaine, he then joined our Focus Group. This is a group which meets three times a year and discusses everything from how services are provided to residents through to choosing the recipe and puzzle for RHA News.

By this stage, Bernard and Elaine, who live in Market Weighton, near York, got the involvement 'bug' because they then became members of our Residents' Scrutiny Panel.

The Panel meets every eight weeks and looks in more detail at the association's services such as repairs, letting of homes, dealing with anti-social behaviour and garden maintenance, from a resident's perspective. Panel members make suggestions for improvements that are usually then made by the Association .

Bernard and Elaine are also members of our Residents' Forum, which enables residents to let the Association know their opinions by replying to surveys from the comfort of their own home.

And they are now also about to get involved in our Value for Money Steering Group which makes sure that the Association is doing everything possible to get value for money.

Bernard says: "I have always been a believer that if you want to change anything, then you have to get involved in whatever enables you to do this.

"It's easy complaining from the comfort of your own armchair, but this won't achieve anything.

"Railway Housing Association doesn't get it right all the time, but what organisation does and at least they actively encourage people to get involved with a view to seeing how they can further improve as an Association

"Elaine and I always feel we are listened to and there's also a nice social side to being an involved resident too.

"You get to meet new people, which is nice, and everything is paid for including lunch and travel, so personally I can't see why you wouldn't want to do it."

Bernard jokes that he has a 100% record when it comes to getting his neighbours involved.

He says: "Our neighbours are now members of the Focus Groups as well. There are only two Railway Housing Association homes in Market Weighton but that's still a 100% involvement rate!"

Don't suffer in silence

Are you afraid of someone who is, or was, close to you?

There is help available for you and your family. You are not alone and you are not to blame.

We can help, from making your home more secure to helping you get lots of advice and support and finding a new place to live if need be.

Domestic abuse is any behaviour that is controlling, coercive, threatening or violent between partners or family members aged over 16 years. It can be psychological, physical, sexual, financial and emotional.

Did you know:

- 1 in 4 women experience domestic abuse
- 2 women are killed every week in the UK
- 1 in 4 LGBT relationships are abusive

Anyone forced to change their behaviour because they are frightened of the reaction of their partner, ex-partner or a family member, is experiencing abuse. Domestic abuse can happen to anyone, regardless of age, background, gender, religion, sexuality, ethnicity, wealth or location.

It is never the fault of the person who is experiencing it. Domestic abuse is a crime.

Did you know 1 in 4 women experience domestic abuse?

- Spotting the signs:**
- Is your partner, ex-partner or family member jealous and possessive?
 - Is s/he charming one minute and abusive the next?
 - Are you told what to wear, where to go, who to see?
 - Does s/he constantly put you down?
 - Does s/he play mind games and make you doubt your judgement?
 - Does s/he control your money, monitor your movements and messages?
 - Do you walk on eggshells to avoid making him/her angry?
 - Does s/he use anger and intimidation to frighten and control you?

There is lots of help available.

In an emergency call the Police – 999.

If you would like support or information call the National Domestic Abuse free 24-hour helpline - **0800 2000 247**

Men's Advice Line - free phone **0808 801 0327** (your call will not appear on your phone statement)

Broken Rainbow (for lesbian, gay, bi-sexual or transgender) – free phone **0800 999 5428**

For more information on how we can help, please contact us on free phone 0800 028 7428 or check our website www.railwayha.co.uk

Complaints

We received 40 complaints in 2018/19.

One change was made as the result of a complaint - an applicant needed to move to a bigger home that would be large enough to accommodate foster children, but we assessed housing need based only on the number of permanent members of a household. We have changed this and now take into account the circumstances of applicants who have been formally approved to adopt or foster children and need a suitable sized home before the children can join their household.

How we compare to other landlords	Railway Housing Association	Other similar landlords
Complainants satisfied with how we dealt with their complaint	76%	74%
Complainants satisfied with the outcome of their complaint	87%	87%

*Information provided by HouseMark benchmarking

Keeping us informed

If your circumstances change, please ensure you notify us if your payments are changing or if you are coming off Universal Credit.

Universal Credit do not provide us with this information, so it is important you let us know. Thank you in advance for your support with this.



“An applicant needed to move to a bigger home that would be large enough to accommodate foster children”

Council Tax Discounts

Most adults who rent their home have to pay Council Tax, but some residents may be eligible for discounts. This applies if:

- You live on your own or if you are the only adult in your home, then you'll get a 25% discount
- Everyone in your home, including you, is a full-time student you won't have to pay any Council Tax
- You are severely mentally impaired
- You are a live-in carer looking after someone who isn't your partner, spouse or child under 18; or if you live in a larger home than you would need if you or a member of your household were not disabled.

Contact your local council to find out if you are eligible for a discount.

Rent update

This year will be the first rent increase in four years for most residents. Since 2016 most rents have been reduced by 1% each year.

This year the government has said that rents can increase by up to the rate of inflation (as measured by the Consumer Price Index in September 2019) plus 1%, for at least the next 5 years.

In September 2019, the Consumer Price Index was 1.7% so we will be increasing rents by 1.7% plus 1%, a total of 2.7%, from 3rd August 2020. We are a 'not for profit' organisation and we set rents at a level that means we have enough funds to repair and improve homes, provide services to residents, build much needed new homes and stay financially viable.

This increase does not apply to the charges that are made for specific services such as cleaning of communal areas and grass cutting. The actual costs of these services will be charged on top of the rent.

We will write to give you one month's notice before the increase is made to your rent.

If your tenancy started after 5th August 2019 then your rent will not be increased until August 2021.

If your tenancy started before 1989, your rent is set by the Fair Rent Officer every two years. We will ask the Rent Officer to increase your rent by 2.7% (based on the Consumer Price Index of 1.7% plus 1%) but if the Fair Rent Officer sets a lower rent then we will charge you the rent set by the Fair Rent Officer.

We will consult with residents who are members of our focus groups about our budget for 2020/21, including the rent increase, to make sure that their views are taken into account before the rent increase is made.

If you are worried about being able to pay your rent, please call us on 0800 028 7428. We can help with debt and benefits advice and put you in touch with specialist advisors.

Under Scrutiny

Seven residents who are members of our Residents' Scrutiny Panel, have been looking in detail at our repairs service. They have asked for some improvements to be made and we have agreed to make all of these improvements in coming months -

- The notification you receive to confirm that a repair is due to be carried out, will include advice that you can contact the association at any time of the repair if you think that it is unacceptable or inadequate
- In future, we will reply to all residents who return a repair satisfaction slip telling us that they are dissatisfied with the repair or the service received, including those where we can't take any other action but we will explain why.
- Contractors will be asked not to take or make mobile telephone calls whilst working at your home, unless it is about the job in hand or an emergency
- Contractors will always be asked to telephone you to make appointments, rather than you being asked to call the contractor
- Contractors will also be asked to give you an idea of the time of day as well as the date of the appointment
- You will be informed of the date and an idea of the time of day that a contractor plans to complete an external repair; and if you are not at home then the contractor will leave a note to let you know that the work has been completed
- We will remind all residents to use their repairs handbook to help diagnose a repair when reporting it to the association. If you have misplaced yours, please let us know and we'll send you another copy.

Do you want to have a say and influence our future plans? Please contact us on free phone 0800 028 7428 or email infor@railwayha.co.uk

Art project

Residents at our Great Western Court sheltered housing scheme in Hereford are preparing to take part in an historical-inspired arts project.

Local artist Jeanette McCulloch will be working with residents on the project, which is inspired by the building which houses the Hereford Library and Museum.

The exterior of this Victorian Gothic building is decorated with dozens of carvings, including crocodiles, monkeys, chameleons, signs of the zodiac and much more, so these will be used as the inspiration at a series of art workshops, funded by the Arts Council, being held at Great Western Court in February and March.

Work produced by the residents will be displayed at an exhibition in Hereford Library and Museum in spring/summer 2020 so watch this space for updates!



Word search

Towns & Cities of Roman Britain

Crossword winner

The winner of the crossword puzzle in the last edition of RHA News was John Hill of Gateshead, who receives £25



Please cut out and return your completed word search to the address shown at the bottom of page 16, remembering to include your name, address and contact number.

ALCESTER	CHICHESTER	LINCOLN
BATH	CHESTER	MANCHESTER
CAERLEON	CIRENCESTER	NEWCASTLE UPON TYNE
CAERNARFON	DOVER	NORTHWICH
CAERWENT	DORCHESTER	ST ALBANS
ANTERBURY	EXETER	TOWCESTER
CARMARTHEN	GLOUCESTER	WHITCHURCH
COLCHESTER	LEICESTER	WINCHESTER
CORBRIDGE	LONDON	YORK

D	V	C	E	T	E	X	E	T	E	R	C	A	E	R	N	A	R	F	O	N	D	V	X
V	X	V	I	Q	G	L	O	U	C	E	S	T	E	R	W	E	N	D	S	C	Y	S	D
Z	J	C	C	A	U	R	S	Q	J	L	O	D	Q	A	I	E	B	H	Z	A	G	T	W
C	L	T	P	D	C	A	E	R	L	E	O	N	R	C	H	A	K	Z	J	E	T	A	Q
G	G	O	X	Z	O	K	W	J	B	Z	Z	E	F	T	B	B	W	Q	N	R	H	L	Z
W	R	W	N	Q	N	R	H	H	D	P	T	T	R	Q	H	N	W	Y	G	W	L	B	Z
R	W	C	K	D	G	J	C	T	C	S	U	A	J	E	V	B	T	O	O	E	J	A	U
V	H	E	I	D	O	S	S	H	E	W	M	I	C	N	D	N	S	R	Y	N	J	N	W
J	I	S	K	O	K	N	U	C	E	R	A	B	W	O	O	D	Z	F	I	T	U	S	N
P	T	T	S	V	B	J	N	Y	A	S	R	G	D	P	L	R	J	I	Z	C	N	D	S
L	C	E	F	E	T	E	L	C	G	N	T	V	U	M	V	C	T	W	U	W	E	C	W
E	H	R	G	R	R	I	L	V	J	C	H	E	S	T	E	R	H	H	F	N	G	U	A
I	U	S	Y	I	R	B	A	T	H	P	L	V	R	Y	G	L	P	E	W	D	W	L	Y
C	R	B	C	I	R	X	N	Y	T	T	J	X	X	S	J	H	N	A	S	I	I	A	O
E	C	K	M	A	N	C	H	E	S	T	E	R	P	O	Q	M	U	W	A	T	C	E	R
S	H	G	W	W	G	P	L	A	J	W	D	A	L	C	E	S	T	E	R	D	E	H	K
T	D	I	L	L	I	N	C	O	L	N	R	Q	J	C	A	N	T	E	R	B	U	R	Y
E	F	X	B	H	Z	W	Z	K	Z	T	Z	P	Q	V	H	V	E	X	X	A	X	F	L
R	U	F	C	Y	E	Y	P	I	X	Y	B	H	O	L	B	C	A	X	L	C	E	C	E
J	P	H	Q	N	F	C	O	R	B	R	I	D	G	E	J	E	K	A	J	R	V	R	K
X	S	S	K	W	H	L	R	B	C	Y	Y	W	I	N	C	H	E	S	T	E	R	J	Q
Z	I	O	A	Z	I	K	D	P	L	Q	N	C	H	I	C	H	E	S	T	E	R	M	L

Our performance

How we have performed from: 1st April 2019 to 30th June 2019

Income Management

Amount of current arrears outstanding – 1.87% (target is 2%)



Lettings

Percentage of properties re-let within target of 25 days – 81% (target 60%)



Response to Letters

Percentage of letters responded to within 10 working days – 95% (target is 98%)



Complaints

Percentage of complaints resolved at the first stage – 100% (target is 87%)



Repairs and Maintenance

Percentage of residents satisfied with the repairs service – *information not available due to problems with new IT system*

Percentage of repairs completed correctly first time – *information not available due to problems with new IT system*

Percentage of new residents satisfied with the condition of their home – 57% (target is 85%)
*Work is being carried out to find out more about the reasons for dissatisfaction with the condition of newly re-let homes so that improvements can be made



Value for Money

Value for money savings achieved as a percentage of operating costs – 4.84% (target is 5%).

*This is cumulative and 4.84% has already been saved in the first 3 months of the financial year



How we have performed from: 1st July 2019 to 30th September 2019

Income Management

Amount of current arrears outstanding – 2.68% (target is 2%)



Lettings

Percentage of properties re-let within target of 25 days – 75.9% (target 60%)



Response to Letters

Percentage of letters responded to within 10 working days – 88% (target is 98%)



Complaints

Percentage of complaints resolved at the first stage – 100% (target is 87%)



Repairs and Maintenance

Percentage of residents satisfied with the repairs service – 88% (target is 97%)



Percentage of repairs completed correctly first time – 75% (target is 86%)



Percentage of new residents satisfied with the condition of their home – 65% (target is 85%)



Value for Money

Value for money savings achieved as a percentage of operating costs – 4.7% (target is 5%).



Green
Performance on target



Amber
Performance below but close to target



Red
Action is needed to meet target