



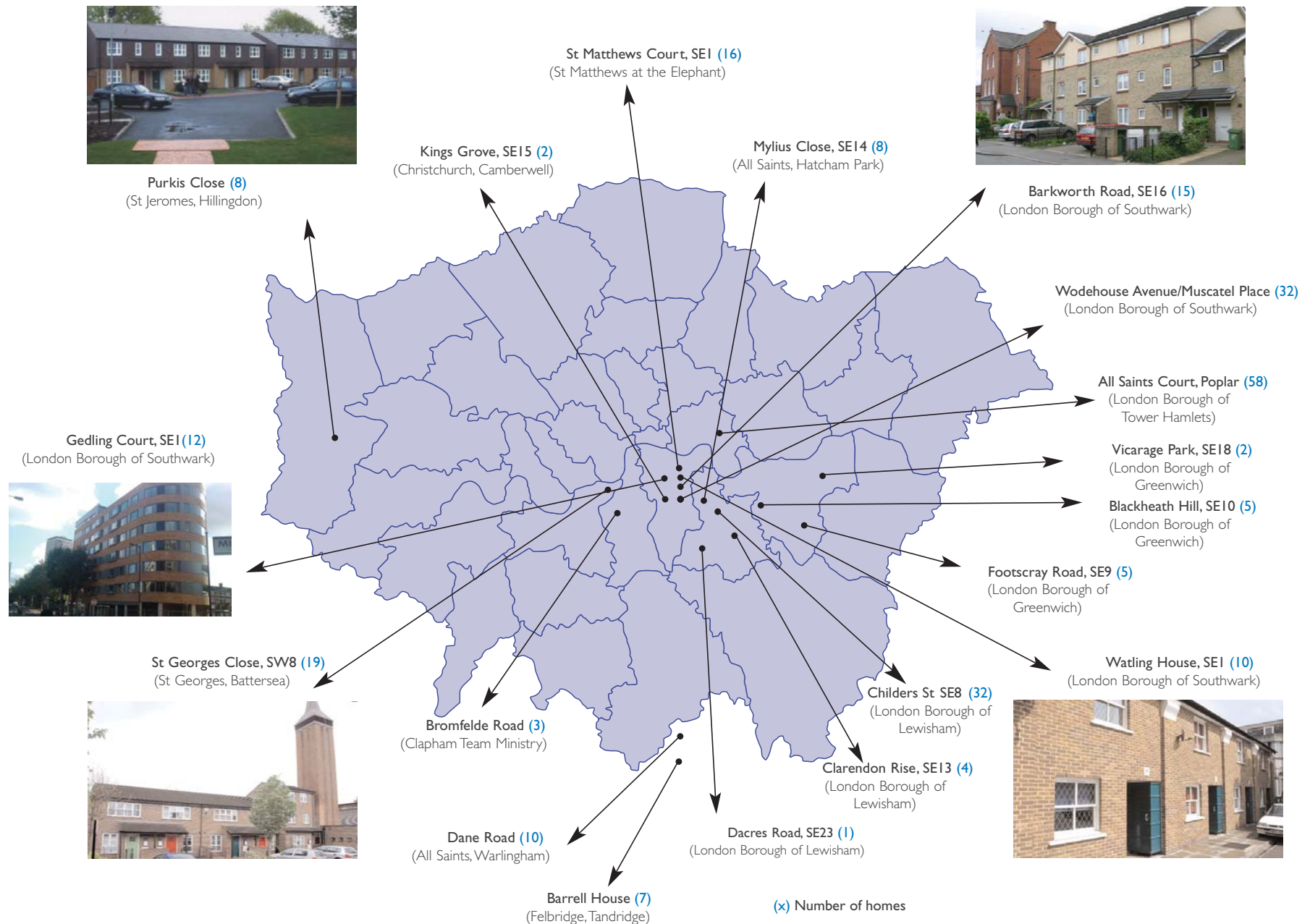
*Providing
quality
affordable
homes*



Southwark
& London
Diocesan Housing
Association

**Annual
Report
2010**

“Over the past twelve months we have added 44 new homes to our stock”



“We received 12 complaints of which 10 were resolved satisfactorily”

COMMITTEE MEMBERS

The Venerable Michael Iprave	<i>Chair</i>
Les Alden	<i>Vice-Chair</i>
Steven Essayan	<i>Hon. Treasurer</i>
Beverley Douglas-Blake	<i>Tenant Member</i>
Abdul Muktadir	<i>Tenant Member</i>
Janet Heatley	<i>Chair:</i> <i>Communication Group</i>
John Ebenezer	<i>Chair: Asset Management and Development Group</i>
Revd George Bush	<i>Chair: Services Group</i>
David Freeman	<i>Chair: Audit Committee</i>
Martin Day	Carol McGarry
Hazel Miall	Sarah Finn
Bill Dunmore	Yetunde Otesanya

STAFF

Steve Joyce	<i>Director</i>
Pauline Adjetej	<i>Operations Manager</i>
Marc Harrison	<i>Maintenance Officer</i>
Hay Khan	<i>Housing Officer</i>
Anita Bailey	<i>Administrator</i>
Greville Norman	<i>Financial Consultant</i>



Anita Bailey



Steve Joyce



L-R Hay Khan, Pauline Adjetej
and Marc Harrison

WHAT WE HAVE DONE RECENTLY

Over the last 12 months, we have opened two new developments at Gedling Court, Bermondsey and Childers Street, Deptford adding 44 new homes to our total stock.

WHAT WE AIM TO DO IN 2010/11

- Develop 10 new homes
- Continue to reduce the already low level of our rent arrears
- Raise our profile
- Ensure the highest standards of Fire Safety
- Increase our tenants' satisfaction with our service
- Communicate more effectively with all our residents and be prepared to design our services more effectively to suit local circumstances
- Ensure our Committee and staff receive appropriate training
- Improve the numbers of women and people from ethnic minorities on our Committee
- Make sure we do all we can to manage risks

“We stay in touch with our tenants through local meetings, postal surveys etc”

TENANT INVOLVEMENT & EMPOWERMENT

We have always sought to stay in close touch with our tenants, through regular local meetings (currently every 6 months for the tenants of each development of over 6 homes or so), our annual postal survey of tenant satisfaction, occasional newsletters posted to all tenants and personal contact.

In addition, we now plan to send all tenants a summary of our business plan each year and to publicise our key policies. We will invite comment on these, and encourage tenants to express their views and their needs both through the local meetings and by e-mail or letter. We have two tenants on the Management Committee to ensure that the tenant perspective is taken into account properly at the top table.

Our last tenant survey went to all tenants and had a response rate of 69%. The results are shown later in this report. During the year we received 12 formal complaints of which 10 were resolved to the tenants’ full satisfaction.

QUALITY OF HOME

All SLDHA properties already meet the government’s “Decent Homes” standard, and we carry out a regular cycle of repairs and maintenance to ensure that they continue to do so. For response repairs requested by individual tenants we set ourselves the target of completing all emergency repairs in 24 hours, urgent repairs in 7 days and standard repairs in 28 days. Over the year 96% of response repairs were completed within these target times. The Management Committee regularly review the quality and timeliness of our contractor’s work on such repairs, and take these results into account on any decision to continue using them.

Major repairs and refurbishments are carried out on a much longer, planned cycle. This year we concentrated on our developments in Mylius Close and Wodehouse Avenue and for the first time offered tenants a choice between upgrading their kitchens and their bathrooms.

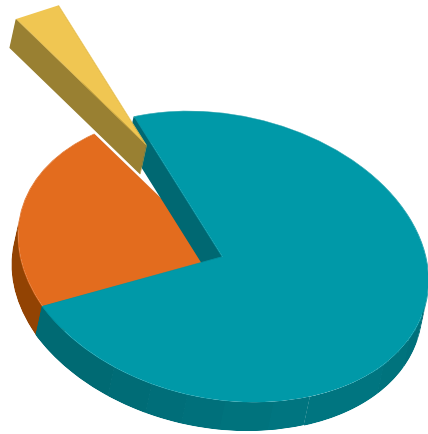
TENANCY

The great majority of our tenancies are offered to the people on the relevant Council waiting lists. There are a handful of tenancies which are made available for particular churches to accommodate key workers. In the last year we have allocated 27 tenancies; the following charts show the characteristics of the people who took them. We set rents in accordance with the government standards for fair rent. For each development, we have to set the rent before we have all the relevant information, so our rents are not precisely on the government benchmarks, but 77% are within 2% of these figures. The remainder are below the benchmarks, and over time will move up to be on the benchmark figures. Our average rents by type of property are:-

Bedsit	£69.74
1 Bedroom	£89.75
2 Bedroom	£110.23
3 Bedroom	£114.16
4 Bedroom	£119.90

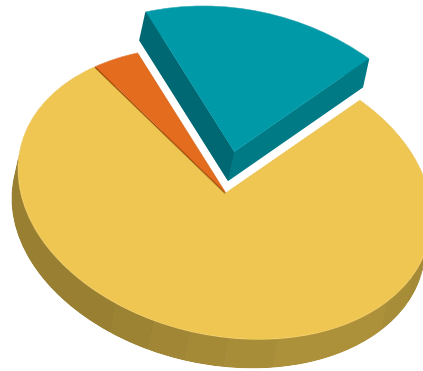
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“We offer tenants scope to swap homes with other tenants”



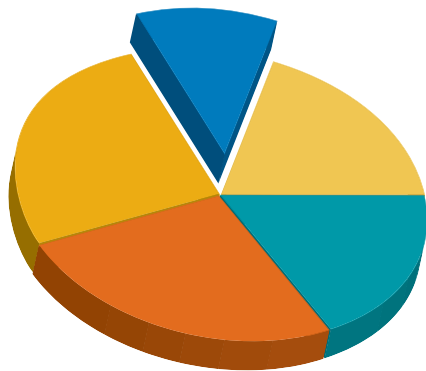
Employment Status of New Tenants

- Unemployed 20
- Working full time 6
- Retired 1



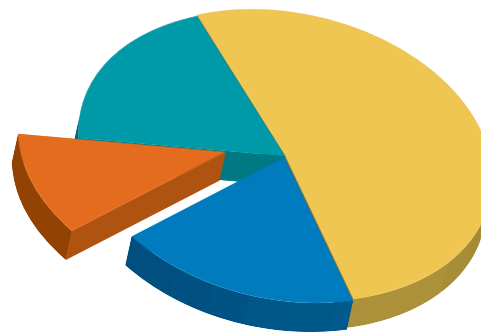
Referral Source of Tenants

- Mutual Exchange 5
- Local Authority Nominations 21
- SLDHA Nomination 1



Main Reasons for Rehousing

- Homeless 3
- Independent Accommodation 5
- Mutual Exchange 5
- Overcrowding 7
- Others* 7



Ethnic Origin of Tenants

- White British 14 (52%)
- Black British 5 (18.5%)
- African 3 (11%)
- Others 5 (18.5%)

TENANCY

from previous page

We offer tenants scope to swap homes with other tenants (including those whose homes are provided by other Housing Associations), and will encourage those who seem overcrowded or whose homes are now too big for them to consider a change.

We have streamlined our procedures for preparing empty properties for new tenants, and over the year on average there was just under 3 weeks between one tenant leaving and another moving in. We want to reduce this even further in the future.

We know that some tenants find difficulty paying the rent, and we offer help, for example in sorting out problems with housing benefit. However, regrettably we have to insist that people do pay their rent, and during the year, after a series of warnings in each case, we have had to evict 4 people for persistent non-payment.

Anyone who is having financial difficulties should talk to us as soon as possible, so that we can help them not to lose their home.

NEIGHBOURHOOD AND COMMUNITY

We have always taken great care in deciding where to build or acquire new homes, to try to ensure that people would have a pleasant neighbourhood to live in. We encourage our tenants to respect the neighbourhood and those around them, and have a firm policy against anti-social behaviour.

This is one area where we are particularly concerned to hear of any problems that tenants face, so that we can attempt to deal with them.

VALUE FOR MONEY

Over the last year we have carried out some peer review and benchmarking with our partner housing associations of similar size and activity in the South London Federation of Housing Associations [SoLFed], particularly over maintenance and repair, and we are satisfied that we are getting satisfactory value for money. We are always interested to hear of any opportunities to get work done more cheaply, providing that it is up to our standards.

“We encourage our tenants to respect the neighbourhood they live in”



Tenant at the opening of Childer Street

GOVERNANCE & FINANCIAL VIABILITY

Historically, SLDHA has built homes using grants from the Housing Corporation to cover about half the cost and raising the rest by commercial borrowing. We examine each development during the planning phase to make sure that the rent received over a 30-year period will be enough to pay for the initial building and subsequent maintenance. Some of our homes are not subject to right-to-buy legislation, so this model gives us confidence in our financial future.

Our financial year runs from October to September, so the latest audited figures available are currently for the year ended 30 September 2009.

The Management Committee has adopted the recently revised National Housing Federation Code for Excellence in Governance and is committed to its full implementation within SLDHA – except that we do not propose to reduce the size of the Management Committee.

“We have a firm policy against anti-social behaviour in place”

TENANT SATISFACTION SURVEY

The last survey was carried out in November/December 2009. The results are as follows:-

	Those describing this as (%) Excellent or Good
Quality of your home	79
Feeling about your neighbourhood	74
Our repairs service	70
Security	75
Service from members of staff	94
Obtaining services generally from us	90
Whether we take account of your views	80
Overall satisfaction	88

We plan to review the content of this survey before running it again, and would value comments from tenants on the questions we should ask.



Tenants at the opening of Childer Street

WHAT DO YOU THINK

Let us have your comments on what we are doing and how we are doing it, not least on this report, by:-

e-mail on:

steve.joyce@southwark.anglican.org

letter to: Steve Joyce

Director

Southwark and London

Diocesan Housing Association

Trinity House' 4 Chapel Court

Borough High Street

London SE1 1HW

telephone: 020 7089 1370

WHERE TO FIND OUT MORE

You can also access our web-site on:

www.southwark.anglican.org/sldha

You will find a number of our policies on the 'Resources' Section.

Let us have any comments you have by 12 November 2010. They will be included in a report to the meeting of the Management Committee within the following month. We intend to consult with residents over the next year on the content and preparation of subsequent report.



**Southwark and London
Diocesan Housing Association**

*Working with the Church of England and other
agencies to provide quality affordable homes*

Trinity House, 4 Chapel Court
Borough High Street
London SE1 1HW

Tel: 020 7089 1370

Fax: 020 7089 1380

E: steve.joyce@southwark.anglican.org

Web: www.southwark.anglican.org/sldha

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