

Working in Communities

During the summer, the 'No. 1 Suggestion Lane' box provided an opportunity for people at community events to post responses and feedback about their home, estate and amenities - we received some very valuable feedback including ideas for building community activities.

Consultation is an important focus for us, especially during the development of new rural homes. We work closely with Parish Councils and community groups to fulfil the need for affordable homes.

Our property development programme was very successful this year with 42 new homes built in rural locations like Langwathby, Tebay, Threlkeld and Melmerby - which was our first joint scheme with Mitre Housing Association (4 new properties were built for them this year). We also bought 6 properties to rent in Carlisle, maintaining a balance between providing homes to rent and helping people into home ownership: 25 homes for rent and 23 properties to buy.

Front cover and left feature the new Threlkeld development



Opening the new Melmerby development

“We secured £4.7 million funding to build 91 new properties during the 08 – 11 programme including 26 properties for our partners Mitre Housing Association – a huge increase on previous years.”



- Nearly £200,000 was spent on external redecoration of properties
- Around £800,000 was spent on day to day repairs and empty properties
- 4,651 repairs were carried out this year
- £50,000 was spent on 148 aids and adaptations

Involving People

With a dedicated team of residents and staff we overhauled the structure of resident involvement to ensure it responds to current and future requirements. The old 'Forum' now has its own identity as ECHO (Eden Community Homes and Organisations) and their new constitution and operating standards are in place. This should increase membership, encourage more diverse participation and improve consultation and involvement.

The year has seen some good examples of how residents and communities have been involved in improving their environments. Particular reference should be made to the intergenerational work between our younger and older residents through the 'Pategill Pals' initiative in Penrith. This has created positive relationships through a series of joint activities, involving the older tenants at Sim Court and Lonsdale Court sheltered housing schemes.

“In the last 3 years there has been a universal improvement in how customers perceived Eden Housing Association with the biggest improvements in trying to make customers feel special and trying to improve services.”



Sim Court prepares for the Christmas Fair

With regard to involving our residents in shaping our services and activities, this year's Tenant Satisfaction Survey revealed:

- 91% satisfied with overall service (compared to 85% in 2004)
- 93% were happy with how we kept them informed (up from 82% in 2004)
- 90% were happy with the repairs service (up 5%)
- 77% satisfied that we were taking their views into account – an area we need to improve upon

Consultation and involvement through ECHO and resident focus groups is vitally important to EHA.



Developing Communities

In response to community concerns throughout Cumbria, this year's successful Residents' Conference, organised again by ECHO for local and county-wide associations, focused on the RESPECT agenda.

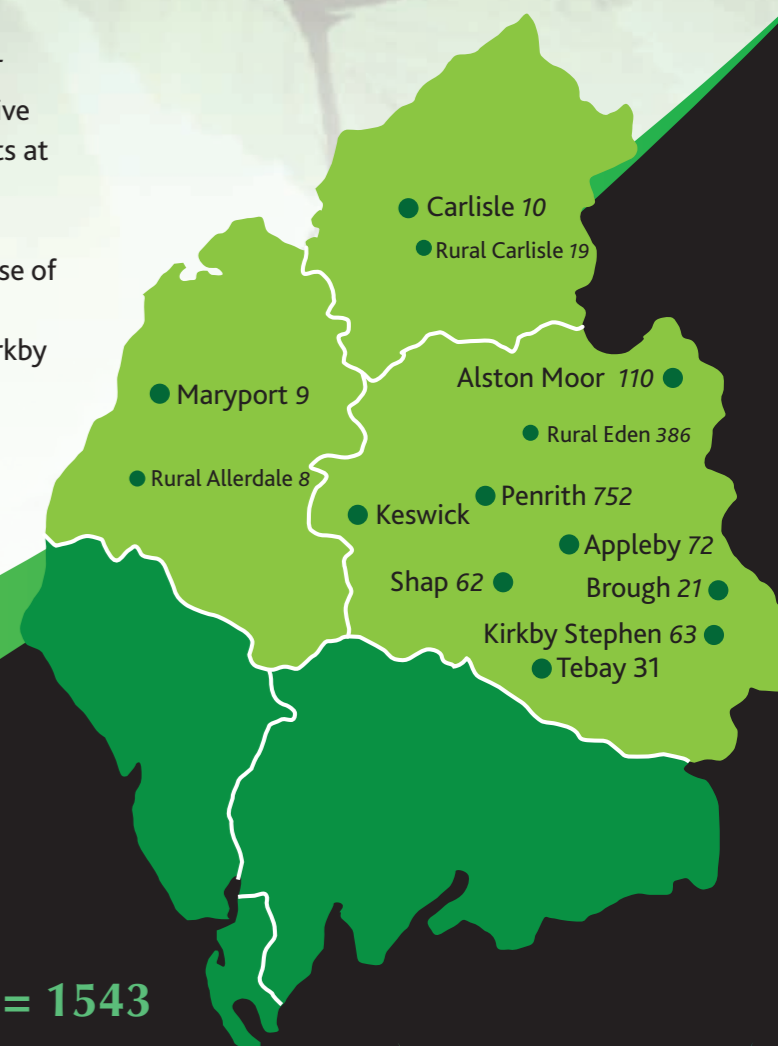
Eden Housing Association has supported community initiatives to develop play areas and facilities in Brough, Cliburn and Kirkby Stephen. As well as assisting groups with the raising of funding, EHA has contributed their own grant aid.

In order to enable residents to develop their own skills and knowledge, EHA has:

- Funded training for tenants and residents on a range of subjects
- Worked with Langwathby Community Development Centre to develop residents' ICT skills, including a 'Silver Surfer' training initiative for the benefit of our sheltered housing tenants at Sim Court and The Crescent (Penrith)
- Opened a Residents' Resource Centre at Blain House with ICT facilities and support for the use of our tenants' and residents' groups
- Worked with the community at Westgarth, Kirkby Stephen, to improve their environment



Community activity at Kirkby Thore



Total = 1543

Introduction



Paul Davies, Chief Executive and Joan Johnstone, Chair



Welcoming our 1500th tenant

I have enjoyed my first year as Chair and hope to sustain the high standards of leadership shown by my predecessors Ron Richardson and Ken McKean.

This year has seen us consolidating and building upon the successes of the previous 10 years, with a focus on improving services to achieve the highest standards. This year's report focuses on the work we have undertaken with our communities and residents.

To test ourselves and to prepare for our service inspection by the Audit Commission, we had a 'mock inspection' undertaken by external consultants early in 2007. Based on their findings and from discussions with tenants and other parties, we prioritised our action plan for improvements. The independent tenant survey carried out in November showed that we are making progress in terms of overall satisfaction with our services and opportunities to be involved.

Planning for the future

The year has also seen the production of a new 3 year Corporate Plan (see our website) which has been produced in consultation with our residents, staff and key stakeholders.

The plan is available on our website at www.edenha.org.uk, or can be made available by contacting us on 01768 861400.

We would like to pay tribute to the continuing commitment and support of our staff, Board Members, resident bodies and partner organisations. They are instrumental in our continued growth.

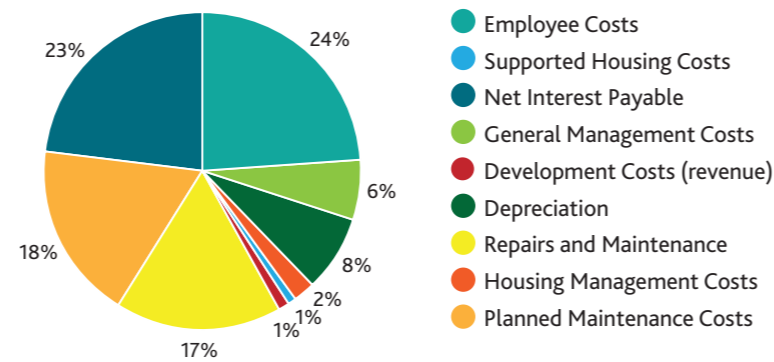


The key objectives, many of which take account of what our residents are telling us, include:

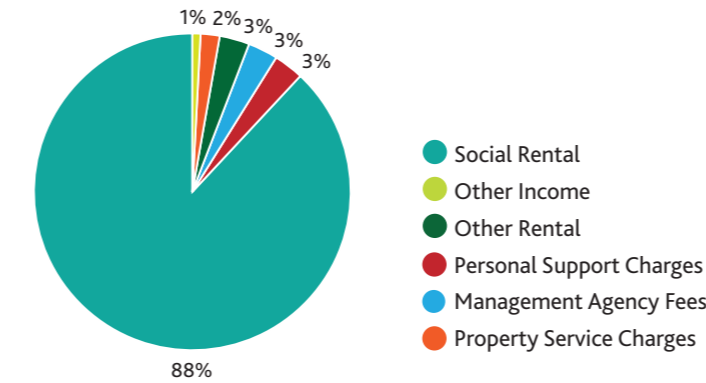
- Strengthening our services
- Addressing the needs of our older and disabled tenants by providing more adaptations
- Adopting an affordable warmth strategy to make our homes more efficient with lower running costs
- To grow through the provision of 200 additional homes and services to other organisations
- To develop a new extra-care housing scheme based on the 'village concept' in Carlisle - working in partnership with Carlisle City Council and Cumbria County Council

How we performed this year

Expenditure by % of total expenditure



Sources of income by % of turnover



A copy of the report and financial statements for the year ended 31 March 2008 can be downloaded from our website or is available upon request from our offices.

Our Performance last year (April 2007-March 2008)	Current at 31/03/08 or figure for year	Target 07/08	Compliance with target
Rent loss due to voids	1.17%	1.2%	●
Current tenant rent arrears	0.87%	1.4%	●
Number of gas safety certificates more than 3 months out of date	0	0	●
Tenants satisfied re-let home is clean	78%	80%	●
Emergency repairs completed within 24 hours	99%	100%	●
Repairs carried out on time:			
Urgent (7 days)	95%	93%	●
Routine (21 days)	92%	90%	●
Tenant satisfaction with completed repairs	97%	98%	●

● Meeting Target ● Almost on Target ● Missing Target

Properties Owned by Eden Housing Association

General needs:		Specifically for Older people:	
Bedsits	34	Bedsits	36
1 bedroom	117	1 bedroom	141
2 bedrooms	332	2 bedrooms	216
3 bedrooms	570	3 bedrooms	10
4 bedrooms	7		
Total	1060	Total	403

Over £1million spent last year on planned maintenance, including:

- 285 homes had loft insulation top ups
- 87 boilers were replaced
- 72 homes received new bathrooms
- 63 heating systems were renewed
- 63 homes had new kitchens fitted
- 61 properties had new external doors fitted

In addition we have 9 properties in Carlisle and Penrith for market rent. This year we let 138 properties to a variety of households, 51 men and 87 women are the lead tenants: 130 were re lets and 8 were new lets. **Our average net weekly rent (excluding service charges) were: Bedsits £56.17; 1 bed £60.44; 2 bed £71.70; 3 bed £80.79; 4 bed £87.80**



Board Members: Mr R Richardson, Mrs J Johnstone, Mr K McKean, Mr F P Higgins, Mr N H Cook, Mr L Caygill, Mr N Hughes, Ms A Willett, Mr L Finn, Mrs Ivy Wilkinson, Mrs D Dawson
More details on our members can be found at www.edenha.org.uk

বহিঃস্বত্ব আইন অনুযায়ী এই তথ্যসমূহের কপি প্রস্তুত করা হয়েছে যাতে আপনি নিজস্ব প্রয়োজন অনুযায়ী এটি ব্যবহার করতে পারেন।

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

本文件可以翻譯為另一種文字，或製作成另一格式，如有此需要，或需要傳譯員協助，請與我們聯絡。

Bu belgeyi Türkçe'ye edinecek ya da Türkçe bilen kişilerle size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.



Länguagê Liñe



in business for neighbourhoods INVESTOR IN PEOPLE

ANNUAL REVIEW 2008

EDEN
HOMES AND COMMUNITIES

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