



'Changing Perceptions'
ANNUAL REVIEW 2009

EDEN

HOMES
AND COMMUNITIES

www.edenha.org.uk



All generations enjoy fun at the ECHO launch



First litterpick at Westgarth, Kirkby Stephen



Launching Victoria Road, Penrith with our partners.



New affordable homes for rent and sale in Glenridding



Six Silver CBEN's for the third successive year



We have supported 75 residents in training and learning new skills



Intergenerational cookery teaches young people new skills



Partners in planned maintenance give free bulbs to residents at ECHO launch



Supporting Cliburn in their quest for the People's Millions



ECHO launch day raises £827 for local charities

Introduction

This year's review focuses on how the Association has adapted to change, to ensure that we serve our customers and their communities effectively. The underlying theme has been customer involvement and the progression and achievement of cost effective service improvement plans which are seen to be having a tangible benefit.

Performance indicators are again illustrated to show evidence of how we are improving and how our customers and communities are benefiting. Reference is made as to how we are learning from other high standard performers through the 'benchmarking' process.

We can also illustrate how the Association is adapting to the needs of our potential residents by responding positively to changes in the housing market. Examples include switching from sale to rental in our development programmes and addressing the needs of our growing older population through extra care housing, re-modelling existing schemes and providing appropriate support services.



Paul Davies, Chief Executive



Joan Johnstone, Chair

Enjoying the fun at the ECHO Launch Day

Westgarth Activity Scheme

Changing perceptions in the community

Beginning in May last year the scheme has grown from strength to strength. It aims to encourage young people to contribute to their community, making them feel more involved and valued. It has promoted joint work and improved relationships between older and younger people, increasing basic knowledge of skills like cookery and gardening. Activities during the year include:

- Several estate litter picking sessions
- Intergenerational cookery lessons - baking Christmas Cakes for older residents
- Creating 50 hanging baskets to help Kirkby Stephen win 'Cumbria in Bloom'

Young people have also developed a greater understanding of older people's needs and many are becoming more confident with a sense of ownership in their community. They gather points

for taking part in activities which are turned into group rewards - for their first reward they chose a visit to Diggerland.

74 children, young people and community members were involved in the first year.



Keen to support the activity scheme



Reward visit to Diggerland



Green fingers at work

"It was lovely to watch everyone getting really involved and enjoying themselves, the kids have nothing to do on the estate and may otherwise start causing mischief"

ECHO Launch – Changing the face of resident involvement

We have been working closely with our tenants and residents to set up the new residents' assembly ECHO - (Eden Community Homes and Organisations). ECHO will ensure everyone has the opportunity to 'make their voice heard' and is involved in improving the delivery of services from EHA. Launched at the Fun Day in May 2008 there were 539 residents at the event which raised £827 for Eden House – the Children's Hospice in Carlisle.

ECHO is already working closely with the Association and has a strong focus on strategic issues that face residents including the following initiatives:

- Review of 14 new EHA policies, tackling a wide range of issues from eviction to harassment and domestic abuse
- Participation in the "National Conversation" the social housing debate organised by the new Tenant Services Authority(TSA)

"102 residents registered an interest in becoming more involved - that's more than double the previous year."



Making our voice heard in the National Conversation



Tackling important issues in the policy review

"This is the first time tenants have had the opportunity to get involved from the very beginning. It seems we do have a voice and it is our chance to help set the standards for all social landlords."

Eileen Soulsby, Chair of ECHO

Impact assessment

The 2008/9 Impact Assessment helps evidence the progress made by resident involvement. It reviews the key commitments set out in the resident involvement statement and reviews work carried out. These commitments include:

- Encouraging involvement for all and taking views into account
- Consulting on issues affecting residents and their communities
- Supporting and inspiring people to be involved
- Recognising the part people play in their community
- Demonstrating we have listened, understood and provided feedback
- Welcome challenge and be willing to change

Resident Training – Changing lives

This year we supported 64 residents on ten one day courses. The EHA Bursary Scheme also helped 9 residents learn how to use digital cameras, email and the internet at Fellside and Shap community Development Centres. This assists residents in improving their communications for resident groups.

Property maintenance – changing and improving our services

Top 5% for repairs and maintenance service - figures released during the year by the (then) Housing Corporation highlight that we feature in the top 5% of HA's in the country for tenant satisfaction with repairs and maintenance services.

“With a score of 89.4% for overall repairs and maintenance satisfaction, we are delighted to be pleasing so many of our residents on one of their key indicators.”

New appointment service – The appointment service has been well received by tenants and suppliers: tenants know when service providers will call and service providers waste less time on “no access visits”. As a result, we are more cost effective and provide a better service to our customers.

“we were offered a number of appointments - a job well done” (satisfied tenant)

We are on target to meet the Decent Homes Standard in 2010 and already meet the standard for 97.4% of our properties - work is still on target for the remaining 39 homes.

Saving money on fuel bills – The property maintenance team were at the ECHO launch with British Gas - our central heating partners and Glow Worm, who supply our A rated boilers. It was an ideal opportunity to meet tenants and show how the central heating plans roll out in their homes.



Learning about planned maintenance at the ECHO launch

Eden Youth Work Partnership – Changing ways

Alongside Eden Youth Work Partnership (EYWP) we have been providing weekly youth work sessions in Kirkby Stephen and Alston - areas where there were high instances of reported anti-social behaviour. The sessions are increasing confidence, building positive relationships and improving awareness on drugs, alcohol and sexual health. We are seeking external funding to develop this project further.

Training and technology – adapting to changing needs

With ever increasing expectations from the regulators, it is important that we improve our performance and drive the improvement in our delivery standards. To maintain or improve we need to ensure our staff are trained and supported to deliver the highest standards:

Improving Personal Performance Reviews (PPR)

Following feedback and staff consultation on our appraisal process we have developed new PPR's to provide better trained, more informed, happier staff. This in turn will help improve our excellent customer service record.

Internet and intranet – Maintaining good communication between customers, staff and our partner organisations is essential and our IT Team has made great leaps this year:

- Website is easy to navigate, informative and includes dedicated pages for ECHO and our TRA's
- New internal intranet is a more effective, efficient tool to help staff manage work

“We are pleased to report a top quartile position for customer satisfaction at 91.4%”

Estate Inspections – Change for the better



All EHA staff took part

The second Annual Estate Inspection was carried out over a two day period in September 2008. Every member of EHA staff took part in the inspection - providing an opportunity for office based staff to see our estates and the issues first hand. There were also 141 residents who took part and an additional 200 residents completed a postal questionnaire on estate issues they wanted reviewed as part of the inspection. Once results were collated, 13 residents took part in a focus group which helped prioritise the works identified during the inspections.



What has the impact been?

We're confident we actioned all issues raised during the inspections including: clearing paths of moss, landscaping and cleaning untidy communal areas, installing dog bins, and dealing with 126 individual untidy gardens.

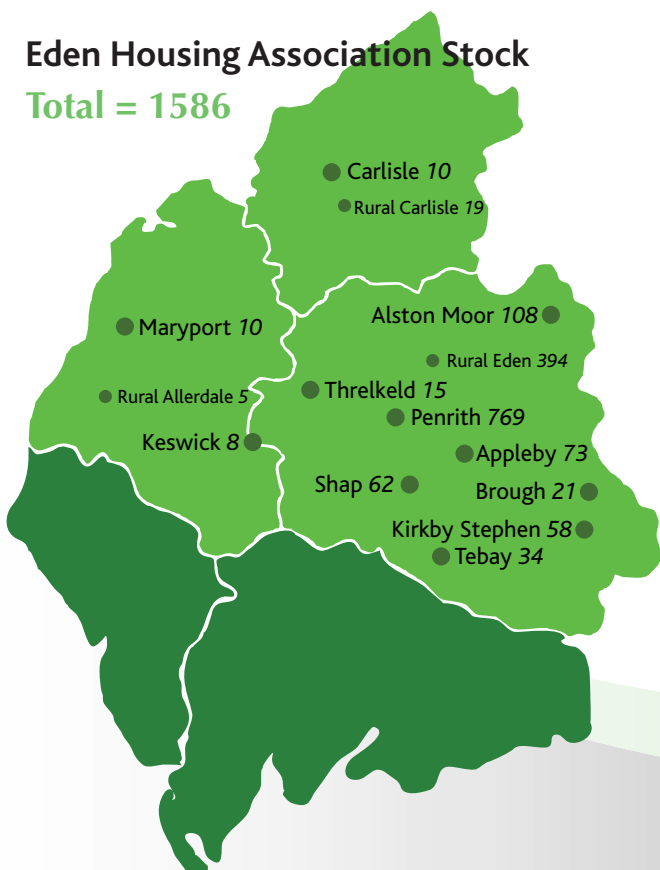


“The inspections are a brilliant idea, it shows that Eden Housing Association actually cares about where we live” Focus Group Participant

These results are a huge improvement on the 2007 Estate Inspections because we are now addressing issues beyond our responsibility. We have developed a partnership with the Community Payback Scheme (who provide work for ex-offenders) to deal with graffiti, vandalism and litter collection from Penrith estates. We also have an agreement with Eden District Council and Cumbria County Council – this agreement enables us to pass on the issues raised during the estate inspections which they have responsibility for.

Eden Housing Association Stock

Total = 1586



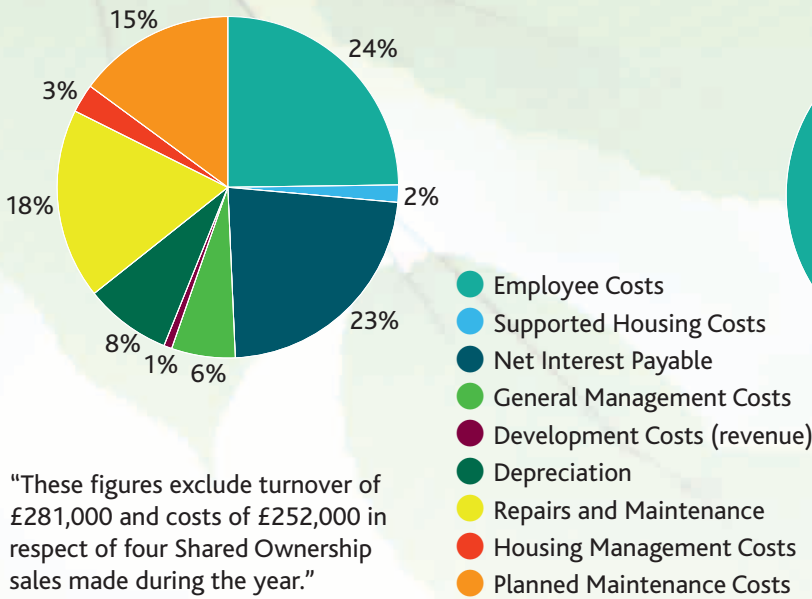
Financial reporting – positive change

The Association is one of 56 Housing Associations adopting LSVT benchmarking - it helps us monitor our progress. As a small organisation it is difficult to achieve cost efficiencies of larger Housing Associations but we can report a continually improving performance in the majority of the key cost indicators. Our cost efficiencies have been improved by managing smaller Housing Associations like Mitre, and this year we began managing Lowther and District HA (99 properties) and Allonby Almhouses (10 properties).

Cost efficiency is demonstrated in our financial statement for the year which has shown savings at no detriment to the service.

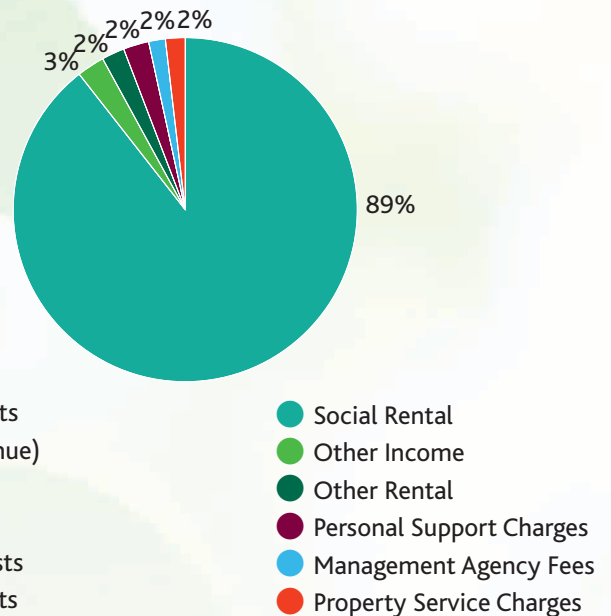
How we performed this year

Expenditure by % of total expenditure



"These figures exclude turnover of £281,000 and costs of £252,000 in respect of four Shared Ownership sales made during the year."

Sources of income by % of turnover



A copy of the report and financial statements for the year ended 31 March 2009 can be downloaded from our website or is available upon request from our offices.

Our Performance last year (April 2008 – March 2009)

	Current at 31/03/09 or figure for year	Target 08/09	Compliance with target
Rent loss due to voids	1.15%	1.2%	●
Current tenant rent arrears	1.45%	1.5%	●
Number of gas safety certificates more than 3 months out of date	0	0	●
Tenants satisfied re-let home is clean	80%	80%	●
Emergency repairs completed within 24 hours	99%	98%	●
Repairs carried out on time:			
Urgent (7 days)	95%	95%	●
Routine	94%	93%	●
Tenant satisfaction with completed repairs	92%	method of measurement changed	

● Meeting Target ● Almost on Target ● Missing Target

We are pleased to demonstrate that we have met all our targets which represents an improvement on last year.

Properties owned by Eden Housing Association

General needs:		Specifically for older people:	
Bedsits	34	Bedsits	35
1 bedroom	119	1 bedroom	142
2 bedrooms	345	2 bedrooms	222
3 bedrooms	579	3 bedrooms	11
4 bedrooms	7		
Total	1084	Total	410

In addition we have 9 properties for market rent plus 61 shared ownership, 14 shared equity and 8 Private Sector Lease properties. We also completed 7 shared ownership sales.

6915 repairs carried out this year

140 homes were let to a variety of households of which 50 men and 90 women were lead tenants. 118 were re-lets and 22 were new lets.

Our average weekly rent (excluding service charges) were:

Bedsits £54.41; 1 bed £65.45; 2 bed £76.93; 3 bed £84.82; 4 bed £92.61

This year we spent over £1 million on planned maintenance activity which includes:

- 230 heating systems
- 101 replacement doors
- 12 replacement roofs
- 295 homes externally painted

Property Development – Time for change

Developing homes – adapting to market forces

With the downturn in the economy, we have reacted to the current house buying market by successfully applying for grant funding to turn 14 properties earmarked for sale, into homes for rent. The reallocated properties are at Church Brough, Tebay, Glenridding, and Lark Lane in Penrith.

Tebay Houses for rent



The Victoria House scheme in Penrith consists of six flats and four houses for rent plus four houses and three flats which were originally allocated to outright sale – these are now shared ownership reflecting the needs of local residents.

This scheme was developed in a partnership between EHA, Eden District Council (EDC) and the Homes and Communities Agency.

Victoria House, Penrith



যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

如您需要翻譯或另一種文獻本，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。

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.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

Carlisle Extra Care Housing – building for the future

The Heysham Gardens Extra Care Housing scheme in Carlisle has now received planning permission and we are working with our partners to progress the work on site which is due to commence in summer 2009.

Carlisle Extra Care Housing plan



Wasdale Supported Housing – adapting to changing needs

With bedsit properties no longer in demand, the existing scheme underwent a consultation and planning process to remodel the scheme. Work began in March 2009 to create 8 x 2 bed flats and 7 x 1 bed flats with phase 1 due to complete in December 2009.

“This year, 41 new homes for rent and sale were added to our housing stock”



INVESTOR IN PEOPLE



In business for neighbourhoods



 Language Line

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