

# Keniston Housing Association

2014/2015 report to tenants and  
2016 pocket diary

*Keniston aims to meet housing need,  
provide good quality well managed  
affordable homes and deliver the services  
tenants want.*

Keniston Housing Association  
13 Artington Close  
Farnborough  
Kent  
BR6 7UL

Office open 9:00 a.m. to 5:00 p.m.  
Tel: 01689 889700 Fax: 01689 889701  
Email: [enquiries@kenistonha.co.uk](mailto:enquiries@kenistonha.co.uk)  
Web: [www.kenistonha.co.uk](http://www.kenistonha.co.uk)

## **Repair contact information**

### **Reporting repairs:**

**During office hours:** 01689 889702

Email: [readmin@kenistonha.co.uk](mailto:readmin@kenistonha.co.uk)

For heating repairs phone -

Clairglow Heating: 0800 074 8055

### **When the office is closed:**

For emergency heating repairs, please call  
01892 531 421

For all other **emergency repairs**, including  
lifts, phone 01689 889700 and listen to the  
recorded message for the phone number for  
Keniston's out of hours emergency repair  
contractor.

### **Gas leaks:**

Phone Transco - 0800 111 999

If you would like a **large print**  
version of this report please ask the  
Office Manager.

**Staff at 31 March 2015**

Chief Executive – Nevil Osborne

**Housing Team:**

Housing Service Manager – Vivienne Astall

Housing Officers – Sharon Hobbs, Susan Rimmer and Andrea Spittle,

Rent Income Officers – Chris Little, Sue Everitt

Rent Income Assistants – Carole Stow, Lorraine White

Housing Administrator – Sharon Johnson

Community Involvement Officer – Lynn Walsh

**Repairs Team:**

Repairs Service Manager – Tony Coward

Repairs Inspector – Chris Willden

Technical Officer – Paul Miller

Resident Liaison Officers – Debbie Plumb, Jane Westpfel

Repairs Service Administrators – Laura Cook, Jo Latham, Carole Stow

Maintenance Operative – David Vaughan

**In the office:**

Office Manager – Tracy Day

Receptionists – Rebecca Perry, Jackie Selfe, Marion Shakespeare, Cathy Webb

Cleaners: Jonathan Mavunga, Sharon Kirkpatrick

**Finance Team:**

Finance and IT Manager – Andrew Shiatis

Finance Officer (Rents) – Sue Nelson

Finance Officer – John Flatman

Payroll Officer – Lorraine White

**On the estates:**

Sheltered Scheme Managers: Donna Dillon, Shona Griffin, Christine Mortimer

Caretakers: Brendan Brilley, Keith Farmer, Matthew Jackson, Michael Moy, Steve Swaden

Cleaner: Jonathan Mavunga

Gardeners: Mark Harrison, Barry Spragg

The London Living Wage is the minimum rate paid.

**Senior staff salaries at March 2015**

Salary range	No. of staff
£40,000 to £50,000	1
£50,000 to £60,000	1
£60,000 to £70,000	1
£70,000 to £80,000	1

**Governance**

**Board of Governance** (previously called the “Management Committee”). Senior staff are accountable to the Board. There are 11 people on the Board, including one tenant; others work in professions with relevant skills.

At 31 March 2015 the members of the Board were:

Alan Messenger (Chair)	Surveyor
Sudhin Chatterjee	Construction Director
Jane Clark	JP
Graham Colley	Solicitor
Shehla Husain	Civil Servant
Seema Jassi	Business Development Manager
Barry Luhmann	Head of Mortgage Intelligence
Julian Miles	Regional Operations Manager
Anthony Mills	Gardener, resident
David Salenius	Housing Manager
Peter Voisey	Solicitor

*Keniston Housing Association Limited is registered with the Homes and Communities Agency no. L1965; it is also registered with the Financial Conduct Authority as a Registered Society no. 19475R under the Co-operative and Community Benefit Societies Act 2014 with charitable status. Keniston Housing Association is also a member of the National Housing Federation.*

**Keniston's rented homes:**

**Bexley**

Dromore, Sidcup	9 flats
Nethewode Court	39 flats
Pound Green Court	9 flats
Tarling Close	39 flats

**Bromley**

Darrick Wood, Farnborough	253 houses and 116 flats
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**Crawley**

Perryfield House	19 flats
Sunningdale Court	16 houses and 32 flats

**Croydon**

Foxley Hall, Purley	24 flats
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**Islington**

Burnhill House, EC1	31 flats
Byers Court	10 flats
Hornsey Rd N7	15 flats
Silver Court , N19	40 flats
Tollington Park N4	6 flats

**Lambeth**

Lyham Road, SW2	10 houses
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**Southwark**

Elliotts Row, Hayles Street	7 houses and 3 flats
Marrow Street	48 flats

Keniston is also the landlord of 39 properties sold on long leases.

### **Services provided by local councils**

Please note we are finding that councils are increasingly not providing dedicated phone numbers for their services and in some cases not providing phone numbers at all. We have checked the numbers before sending this document for printing. However we apologise if any of the numbers below do not apply should you have to use them. If that is the case we suggest you try the general enquiries number for the council you are ringing.

### **Bulky rubbish collection**

(there may be a charge for collecting bulky items)

Bexley.....	020 8303 7777
Bromley .....	0300 303 8658
Crawley .....	01293 438772
Croydon.....	020 8726 6200
Islington.....	020 7527 2000
Lambeth .....	020 7926 9000
Southwark.....	020 7525 2000

### **Council Tax**

Bexley.....	0345 302 2317
Bromley .....	0300 303 8670
Crawley .....	01293 438616
Croydon.....	020 8726 7000
Islington.....	020 7527 2633
Lambeth .....	0345 302 2312
Southwark.....	020 7525 1850

### **General enquiries**

Bexley.....	020 8303 7777
Bromley .....	020 8464 3333
Crawley .....	01293 438000
Croydon.....	020 8726 6000
Islington.....	020 7527 2000
Lambeth .....	020 7926 1000
Southwark.....	020 7525 5000

*(Council services continued)*

### **Housing Benefit and Council Tax Benefit**

Bexley.....	0345 302 2317
Bromley .....	0300 303 8670
Crawley .....	01293 438611
Croydon.....	020 8726 7000
Islington.....	020 7527 4990
Lambeth .....	0345 302 2312

Southwark..... 020 7525 1880

**Noise complaints (during office hours)**

Bexley..... 020 8303 7777

Bromley ..... 0300 303 8657

Crawley ..... 01293 438438

Croydon..... 020 8760 5483

Islington ..... 020 7527 7272

Lambeth ..... 020 7926 6111

Southwark..... 020 7525 5777

**Noise complaints (outside of office hours)**

Bexley..... 020 8303 7777

Bromley ..... 0300 303 8671

Crawley ..... 01293 551636

Croydon..... 020 8726 6000

Islington ..... 020 7527 7272

Lambeth ..... 020 7926 5999

Southwark..... 020 7525 5777

**Supporting people**

Bexley..... 020 8303 7777

Bromley ..... 020 8303 4267

Crawley (West Sussex)..... 01243 642555

Croydon..... 020 8726 6100

Islington ..... 020 7527 4656

Lambeth ..... 020 7926 1000

Southwark..... 020 7525 3798

**Other useful numbers**

**Citizens' Advice Bureaux**

(please check opening times)

Bexley.....(Bexleyheath)	020 8303 5100
Bexley.....(Erith)	01322 357 933
Bromley .....	020 8315 1940
Crawley .....	0844 477 1171
Croydon.....	020 8684 2236
Islington .....	020 3475 5080
Lambeth .....	0844 243 8430
Southwark.....	0844 499 4134

**Police**

Local police.....	101
Emergencies.....	999
Anti-terrorist hotline.....	0800 789 321

**Crimestoppers** – 0800 555 111

**Safer neighbourhoods**

Bexley (Belvedere) .....	020 8721 2050
Bexley (Sidcup) .....	020 8721 2576
Bromley (Farnborough).....	020 8721 2606
Crawley .....	01273 470101
Croydon (Kenley).....	020 8721 2466
Islington (Bunhill) .....	020 7421 0181
Islington (Junction Road) .....	020 8721 2941
Islington (Tollington).....	020 7421 0559
Lambeth (Brixton Hill) .....	020 8721 2892
Southwark (Faraday) .....	0208 649 3586

**Neighbourhood Watch** ..... 0116 229 3118

**Domestic Violence**

National Domestic Violence Helpline – 0808 2000 247



*(Other useful numbers continued)*

**Gas and electricity**

Telephone Energy Helpline on 0800 074 0745 for the suppliers in your area. You can compare current prices of suppliers in your area on the internet by typing "compare energy prices" into your preferred search website and selecting a comparison website..

**Furniture Reuse**

For a furniture re-use project near you contact the Furniture Re-use Network

Website ..... [www.frn.org.uk](http://www.frn.org.uk)

Phone ..... 0845 602 8003

**Money and Debt Advice**

CAB numbers are listed above or

National Debt Line ..... 0808 808 4000

**Water authorities**

Bexley..... (Thames Water) 0845 9200 888

Bromley ..... (Thames Water) 0845 9200 888

Crawley ..... South East Water 0333 000 0001

Croydon..... (Sutton and East Surrey) 01737 772000

Islington ..... (Thames Water) 0845 9200 888

Lambeth ..... (Thames Water) 0845 9200 888

Southwark..... (Thames Water) 0845 9200 888

**Websites**

Bexley..... [www.bexley.gov.uk](http://www.bexley.gov.uk)

Bromley ..... [www.bromley.gov.uk](http://www.bromley.gov.uk)

Crawley ..... [www.crawley.gov.uk](http://www.crawley.gov.uk)

Croydon..... [www.croydon.gov.uk](http://www.croydon.gov.uk)

Islington ..... [www.islington.gov.uk](http://www.islington.gov.uk)

Lambeth ..... [www.lambeth.gov.uk](http://www.lambeth.gov.uk)

Southwark..... [www.southwark.gov.uk](http://www.southwark.gov.uk)

Keniston ..... [www.kenistonha.co.uk](http://www.kenistonha.co.uk)

## Information about your home

### **Adaptations**

If you need an adaptation to your home because of physical or mobility problems contact the Occupational Therapy team at your local council for assessment and advice about having the work carried out. You may be asked to contribute to the costs of such work; Keniston has a budget to pay for some adaptations.

### **Anti-social behaviour**

All incidents of anti-social behaviour are treated seriously and we will not tolerate any kind of anti-social behaviour. We aim to deal quickly and effectively with all cases of anti-social behaviour and many cases are resolved quickly. If you are the victim or witness of anti-social behaviour your Housing Officer needs to hear from you. When you report anti-social behaviour to us we will ask you about the circumstances including whether you agree to us contacting the person you allege is causing the anti-social behaviour. We will also agree an action plan with you and will write to you when we think we should close the case. Serious cases of anti-social behaviour require substantial evidence. We may ask you to complete diary sheets about the problems you are experiencing; this evidence is very important. The courts will only agree to a request for any action where there is sufficient evidence. Please speak to your Housing Officer if you have reported anti-social behaviour and you are not sure what action is being taken.

**Benefits** Please see sections on Housing Benefit and Universal Credit.

### **Communal balconies**

For reasons of health and safety, you must not put pots onto a balcony or walkway shared with others; you can usually have wall mounted planters. Where you choose to provide a mat outside your front door, please use a thin non slip mat. Check with your Housing Officer first.

### **Community centre – Darrick Wood**

In addition to two youth club sessions a week, there is now a number of activities taking place including a twice weekly NHS run health clinic, community and social events, fun days and training opportunities. The community centre is also available for hire for private functions. Ask the Community Involvement Officer, Lynn Walsh, for further details.

### **Community involvement**

We offer a variety of ways for you to “have your say”. We hold residents’ meetings twice a year and estate walkabouts. We know residents are short of time but we want to encourage you to take part in decisions that can make a difference and you can get involved in a way that suits you. If you would like to know more about getting involved or about joining our residents’ panel please contact Lynn Walsh, Community Involvement Officer.

### **Complaints**

If you have a complaint because you think our service hasn’t been up to standard please ask anyone at the office for a complaint form. We want to solve problems with residents although we can’t always say “yes” to everything. Your complaint will be reviewed by a panel of staff. If you are not satisfied with the outcome it will be reviewed by a small panel of members of Keniston’s Board. After that, if you are still not satisfied with our response you should take your complaint to a local authority councillor, MP, or (if there is one) a local group set up to deal with complaints. Finally it can be referred to the Housing Ombudsman Service.

### **Confidentiality**

Keniston has a Confidentiality Policy and procedure which follows the principles of the Data Protection Act 1998, which means we will only process information about you in order to carry out day to day business. All information we hold about you is kept confidential in most circumstances. Where there are welfare, anti-

social behaviour, significant health and safety or crime prevention issues, we may share any relevant information with other organisations. A tenant can have access to their records by making a request and giving notice to Keniston. A fee may be payable.

## **DIY**

Internal decorations are your responsibility and we are happy for you to carry them out. Regulations now require you to use a qualified electrician for most electrical work and we strongly recommend that you always do. Otherwise we are happy for you to carry out minor repairs. Please check with the repairs team before you undertake any repair work. You must have written approval before you carry out any alterations to your property.

## **Ending your tenancy**

If you are charged rent weekly, you must give four full weeks' notice ending on a Monday and hand your keys in by the due day. If you don't give the right notice you may be charged additional rent. Other charges may also apply, for example if we have to remove anything you leave behind. If you owe Keniston any money when you end your tenancy we will take action to recover the debt from you at your new address.

## **Gardening**

If you have a private garden, you are responsible for maintaining it. You must not let ivy grow up the wall of your property nor have trees which are too large, as both can damage property. We will ask you to remove these at your own cost.

## **Gas safety**

Our contractor, Clairglow, is responsible for carrying out the landlord's gas safety inspections at all properties where there is gas. You must give access to Clairglow so they can carry out the gas safety inspection within 12 months of the last inspection. If you don't give us access we will take legal action against you and you will be charged for our costs.

### **Harassment**

If you experience harassment of any kind (for example racist or homophobic harassment) please let your Housing Officer know. We take this very seriously and we want to know about any such situations which arise. Where we can we will take action against perpetrators.

### **Housing benefit**

If you are on a low income you may be entitled to claim housing benefit. Claiming housing benefit is always your responsibility, even if the payment is made straight to Keniston. All changes in circumstances must be reported to your Housing Benefit office. All tenants of working age should be aware that housing benefit is reduced if you are assessed as under-occupying your property. This has become known as "bedroom tax". When Universal Credit starts you will receive your Housing Benefit in with your other benefits; from then you will be responsible for making payments of rent. Please ask Chris Little or Sue Everitt, Rent Income Officers, for more information. See also section on Universal Credit.

### **Lodgers and subletting**

You may take in a lodger or you can sublet a room in return for payment but you must ask and get our permission in writing first. This may affect any benefits you claim and we can advise you if this is likely to happen. Keniston does not allow you to sublet the whole of your home; if your home is likely to become overcrowded we will not give permission to sublet nor take in a lodger.

### **Mutual exchange**

This is where you swap with another Keniston tenant or a tenant of another social housing landlord. Keniston's tenants can use [www.homeswapper.co.uk](http://www.homeswapper.co.uk) to help them find a suitable property to exchange with. You must have the permission of both landlords before you arrange to move. This may take longer than you think. You cannot exchange if you have rent arrears or other debts owing to Keniston, or if

action is being taken against you for other contraventions of your tenancy including anti-social behaviour. There were 9 mutual exchanges in the year at Keniston.

### **Parking**

Parking continues to be a problem in many places. Always park considerately.

### **Paying your rent**

By phone using a debit card – call Keniston's office (01689 889700) during normal working hours or Allpay on 0844 557 8321; internet – visit [www.allpay.net](http://www.allpay.net) or download the Allpay app. In person - visit Keniston's office, a post office or anywhere displaying a "Paypoint" sign. If you are having difficulty paying your rent please contact your Rent Income Officer.

You are responsible for the rent even if housing benefit is due. If there are genuine reasons for being unable to pay we will offer information, advice and support. We may recommend that you get advice from a third party. If you are unable to pay your arrears in a lump sum then we can agree to a repayment plan. If you continue not paying, withhold payments periodically, or fail to resolve Housing Benefit issues, we will apply to court to have you evicted. If you owe rent you will be excluded from some improvements including kitchen or bathroom renewals.

### **Pets**

Always ask for permission. We will allow you to keep a normal domestic pet in your home providing it does not cause a nuisance to anyone and you look after it properly; this includes clearing up after your pet both inside and outside of your home. Dogs should always be kept on a lead when they are out of your property. If you want a second pet, we will not give permission if your property isn't big enough. Ask your Housing Officer if you are in any doubt about the kind of pet you can keep.

### **Rent increases**

Most rents increase on the first Monday in August. Whenever your rent changes always remember to change the amount you pay, including if you pay by standing order. The government sets a formula which limits rent increases each year: this is currently CPI plus 1%.

### **Rent statements**

You will be sent a rent statement four times a year. If you want one in between, please phone the office and ask.

### **Repairs**

Please call the office if you have a repair which needs attention or if you want an update on a repair you have already reported. We will attend to a limited number of emergency repairs out of normal office hours but this is only on a "make safe and secure" basis. Please see page 1 of this diary for the phone numbers.

### **Rubbish**

Always dispose of rubbish properly. Rubbish on estates is understandably the source of many complaints. Always bag up your domestic rubbish and take care that the bags don't leak. If you live in flats, never leave your rubbish on communal balconies or corridors. Bulky rubbish left outside your property is an eyesore for everyone. Always make arrangements with the council for bulky rubbish to be collected before leaving it outside. (See the front of the diary for the phone number for your area.) If you don't dispose of your rubbish properly we may remove it and recharge you. Where we are unable to find out who is responsible for rubbish, the cost of removal is added to the service charge.

### **Sheltered housing**

Keniston has some flats for older people where a Sheltered Scheme Manager is employed to provide appropriate levels of service and support for residents. Sheltered housing is intended to be a safe and secure environment for older people who can live independently. These schemes

have an intercom system to enable residents to call for help in an emergency. Tenants may be required to contribute to the cost of this service which is not covered by Housing Benefit.

### **Stock reinvestment**

This is the name we give to a range of major works such as renewal of kitchens or bathrooms, or when windows or roofs have to be replaced. You will be excluded from certain improvements, including kitchen and bathrooms, if you owe us money. Information about the programme is now included on the Repairs page of our website.

### **Subletting**

Please see the "Lodgers and subletting" section above.

### **Transfers**

If you want to move to another Keniston home, you must meet our criteria for a transfer. Please note not everyone does. In some areas, vacancies occur very infrequently: it can be as long as 14 years before certain properties become empty. You cannot go on the transfer list if you have rent arrears or other debts owing to Keniston. Seven tenants transferred to another Keniston home in the year. Generally we cannot help you if you want to move to a property with another landlord. Many councils are operating "Choice Based Lettings" schemes which may give you options.

**Universal Credit** For people of working age, all benefits including Housing Benefit, are going to be replaced by Universal Credit. You will be told when it will affect you. When we are aware that it will be affecting your area we will also write to you as from then on you will be responsible for paying rent direct to Keniston. If you have any questions about how these changes affect you please contact Chris Little or Sue Everitt, Rent Income Officers. See also the section on Housing Benefit.



## Our service to tenants

We want to provide an excellent service which tenants are really satisfied with. Our service to tenants includes

- carrying out repairs which are Keniston's responsibility
- carrying out renewal or replacement of building components (such as windows or kitchens) to keep the properties in sound condition
- carrying out electrical safety checks every five years
- managing cleaning and gardening at our estates
- consulting about a wide range of issues
- reporting about our services and consultations
- letting empty properties
- considering applications for transfers to another Keniston property
- providing free access to HomeSwapper – an internet based service to help people find suitable mutual exchanges across the country
- responding to reports of anti-social behaviour including racial and other forms of harassment
- contacting you when you are behind with your rent payments
- liaising with housing benefit staff about your benefit
- signposting you to debt advice agencies and other information services where appropriate
- liaising with the local authority about any adaptations to your property which you might need
- dealing with complaints including trying to resolve issues before they become complaints
- assessing claims for compensation
- ensuring that gas safety inspections take place within the specified time limit

- managing any asbestos in our properties
- surveying tenants' views to record satisfaction rates and responding to issues raised through these surveys.

Leaflets with more information are available from the office or our web site – [www.kenistonha.co.uk](http://www.kenistonha.co.uk).

### **Tenants' responsibilities**

As a tenant you have a number of important responsibilities including paying rent on time, not causing a nuisance and giving four weeks' notice in writing when you want to end your tenancy. You must also look after the property you live in to minimise the need for repairs. This includes being responsible for other occupants and visitors to your home.

## From Alan Messenger, Chair of Keniston

### **Report for the year April 2014 to March 2015**

We were delighted to complete fourteen new homes in Junction Road, Islington, in May 2014. The new flats, built next to our existing block called Silver Court, and in a disused car parking area, provided homes primarily for people nominated by Islington Council. We also were able to transfer two existing tenants from Silver Court who needed fewer bedrooms. Once the new flats were let we had a "Fun Day" for both new and established tenants to celebrate the new construction, to thank the existing tenants for their patience during the construction and so that everyone could enjoy the new garden area.

During the year we have looked at other opportunities to provide new homes for people in housing need, but were unable to secure any opportunity to do so. As has been well publicised in the national media, the housing market in London and the south east is still very competitive.

We received a report on the condition of our housing, which we had commissioned from Surveyors Baily Garner. We were very pleased that the comprehensive programme we have for keeping our housing in good order was recognised. The report told us about very few repair issues that needed resolving and none which we didn't already know about. We are proud of the good condition in which we keep our housing stock.

We were also very pleased that the Association was recognised with the Investors in People Silver award in March 2015. The Association understands the importance of involving staff in the Association's business and training to enable them to do their job better; we were pleased this was recognised through the Investors in People process.

During the year there was a small fire in one of our sheltered flats. Fortunately no-one was hurt. As a result we have entered into a formal relationship with the London Fire Brigade to work together to improve fire safety in our properties.

After the end of the year covered by this report, the general election took place which brought in a government which has a commitment to extending the Right to Buy for tenants of Housing Associations. We await details of how this policy is to be implemented so we can determine the effects and risks for the Association, its tenants and staff.

During the year the Management Committee updated its name to Board, to better reflect what it does in the 21st century. I would like to thank all the Board members who have served during the year. Each gives their time in a voluntary capacity and it is worth remembering that Board members shoulder significant responsibilities. We welcomed and co-opted four new members: Sudhin Chatterji, Shehla Husain, Seema Jassi and Peter Voisey. Suki Dhadwar, Graham Garret and Bruce Shelmerdine resigned during the year. We are grateful to each of them for their contributions.

Finally, on behalf of the Board, I would like to thank the staff for their hard work, innovation and commitment to excellent service during the year.

Alan Messenger  
Chair – Keniston Housing Association

## Summary report on our estates

We held 25 estate meetings during the year for residents to raise concerns and ideas. Housing Officers visit our estates regularly to meet tenants; every two months they complete a check list to ensure that health and safety issues and standards are being monitored. Repairs staff visit estates as necessary when repairs are needed or planned.

Each month managers visited one of Keniston's estates. All estates are visited in this way over 15 months. We welcome residents joining the managers on these walkabouts to pass on any comments about where they live or the services they receive. We have changed the time of some of these to try to make it easier for residents to attend.

Our external health and safety adviser visited all the schemes and reported to us on health and safety issues and fire safety.

We have also asked tenants on 9 estates how satisfied they are with the services provided through the service charge. The average satisfaction with such services across the Association ranges from 85% satisfaction with TV aerials (79% last year) to 95% satisfaction with Sheltered Scheme Managers (97% last year). We have also started asking questions about overall satisfaction (87%) and satisfaction with the value for money of service charges (83%).

Below we report on each of our schemes. Where items are printed in italics they are actions as a direct result of tenants asking for improvements. We call these "You said, we did".

**Burnhill House** We have consulted on a new heating system which will be started in 2015. New lighting has been installed in the car parking area, cavity wall insulation was provided and new lifts are being installed.

**Darrick Wood** 52 properties had new bathrooms and some external redecoration was carried out. Also some improvements were carried out to bin stores to enable them to be maintained more easily. *We planted some areas to reduce anti-social behaviour and we changed a concrete verge to make it difficult for people to loiter near houses.*

**Darrick Wood sheltered flats** The laundry area was refurbished.

**Dromore** *New signage was provided to this estate.*

**Foxley Hall** Two further blocks had new flat roofs. *A compost area has been constructed to assist with the recycling of garden waste.*

**Hornsey Road** *We completed the enclosure of the rear staircase to this block of flats, making the access from this side much more acceptable and enabling our caretaker to keep it cleaner. Cyclical decorations were carried out here. The plant troughs were re-planted.*

**Lyham Road** Cyclical decorations were also carried out here.

**Merrow Street** *We have provided a bike store and have competed the railings around the estate, making it more secure.*

**Nethewode Court** We have refurbished bathrooms to most of the flats here and *we have also provided a bike store.*

**Perryfield House** We consulted with residents about new heating here. Tenants took part in the Crawley in Bloom garden competition and one tenant won the best edible garden section.

**Silver Court** We finished the improvements to the new entrance which is lighter and more spacious. We were disappointed that there were

leaks at some of our new flats which were completed in the year.

### **Sunningdale Court**

We carried out heating upgrades and kitchen refurbishments to the houses here and carried out some planting enhancements to the lovely garden there.

**Tarling Close** We continued the bathroom refurbishment programme through to completion. The baths have been replaced with low threshold showers and so far the feedback is very positive. We have started work on the installation of a platform lift to give easier access to all floors of the rear part of the building.

**Tollington Park** We have been looking at specific security measures to try to deal with the problems of people hanging around by the entrance to this block. We also carried out cyclical decorations here.

## **Report on what we have done between April 2014 and March 2015**

### **Our day to day work**

We issued nearly 3,300 orders for day to day repairs (last year was 3,200). We spent nearly £355,000 on these repairs and were pleased that this was less than the £414,000 spent in the previous year. We completed 96.8% of repairs on time compared with 97.2% the previous year. Although a good result we were disappointed that we did not do as well as in the previous year. Satisfaction with day to day repairs improved – 94.8% compared to 92.6%. In November we started measuring the number of repairs completed in one visit (85%) and the average number of days to complete all repairs was 6.6.

We carried out adaptations which improved the lives of 53 people and in three communal areas at a cost of £21,622.

We re-let 33 properties (41 last year) in addition to the 14 new homes let in Islington. The average time in between the end of one tenancy and the start of the next tenancy was 23 days (20 days last year); it cost an average of nearly £2,982 to prepare each property for re-letting (last year just over £2,680).

The stock reinvestment programme continued through the year, costing over £1 million on kitchen and bathroom refurbishments, flat roof renewals, and lift replacements. On average, tenants gave us a score of 8.8 out of 10 for their satisfaction with these works.

We have responded to 51 reports of anti-social behaviour (last year 61). The majority of cases are noise nuisance although much of it attributed to lifestyle and tolerance levels. 2 cases were successfully resolved by mediation.

10 complaints were received (11 last year) and we agreed or partly agreed with 3. The Housing Ombudsman Service did not uphold one complaint from a leaseholder.

Keniston made a surplus of about £975,000 in the year which ended 31 March 2015, which was more than we budgeted. A summary of the accounts is at the end of this report. You can ask for a full set.

Rent arrears increased slightly and at the end of the year were 2.7% of the amount charged in a year; however this was within budget. The amount owed to Keniston increased by almost £12,000 and there were 4 fewer tenants owing rent. We started legal proceedings against 15 tenants and did not carry out any evictions.

### **Strategic plan**

Each year we set out the plans we have to develop services and the organisation. We completed 21 of the 37 projects in the plan and part completed most of the remainder. These included, for example, improving areas of



resident satisfaction, providing new homes, extending community involvement, providing more information to residents to reduce the impact of Universal Credit and delivering our asset management programmes to keep properties in good condition. We had set very challenging performance targets for the year and, although we thought our performance was good, we did not meet a number of the targets. If you would like a full copy of the report on meeting our plans please request it from the office.

### **Value for money**

The regulator for social housing requires that we publish a Value for Money statement each year, looking not only at how we have managed Keniston's money but also how we have added value. In the statement we describe how we are members of procurement groups which save us money, where we have saved money, how we work to ensure we obtain good value, specific reviews that we have undertaken, comparisons of our performance over time and against similar organisations and the social value of what we do.

We saved money during the year by working with the South East Consortium, an organisation which arranges cost effective purchasing in property related matters. In particular we have continued to save money on lift installations and servicing – which will reduce the costs of service charges. We analysed our repair costs and found the main reason they are higher is that Keniston has more communal areas than other similar housing associations. We checked and can confirm that our properties give a satisfactory financial return. We were also pleased that we saved on our mobile phone contracts last year.

Please read the full report (on our website) and let us have any comments about how we can improve.

Our Residents' Panel currently has 34 members. Our panel members get a newsletter 3 times a year updating them on all the resident

involvement activities carried out and providing information of any changes as a result of their input.

As the implementation of welfare reform continues our Rent Income Officers have been attending tenants' meetings and visiting tenants most at risk to explain the implications, particularly of Universal Credit and to answer any questions.

**If you want any further information on any of the matters raised in this report, please ask. We will provide information wherever possible.**

## Regulation

### **Regulator**

The regulator for social housing is the Homes and Communities Agency.

### **Regulatory standards**

The Homes and Communities Agency has set standards for housing associations to comply with. These provide an important framework for housing associations to maintain good standards of service to residents and for running the organisation. In summary:

The governance standard is about how associations are run by their board and senior managers.

The viability standard is to make sure that Associations remain financially sound into the future.

The value for money standard is about the Board reviewing the cost and value of achieving the Association's aims.

The rent standard requires us to set and increase rents according to the government's requirements.

Consumer standards are about the services we provide to residents, ensuring that they are appropriate for different groups of residents; this includes providing choices, information and involving them in decision making.

The home standard is about the quality of the accommodation we provide and the repairs and maintenance service.

The tenancy standard is about allocations of tenants to our properties and mutual exchanges; it also deals with security of tenure and length of tenancy.

The neighbourhood and community standard is about neighbourhood management, local area co-operation and managing anti-social behaviour.

### **Local offers**

The consumer standards expect that Keniston agrees "local offers" with residents. Through our conversations with residents at walkabouts, tenants' meetings or individually we find out what local expectations are at each estate. We feed back to you at tenants' meetings about progress against residents' priorities. Residents' feedback is important to help us improve our services and we continue to provide a range of ways for tenants to give feedback.

## Financial information

We account for all our income and expenditure and at the end of the financial year our accounts were audited by Smith and Williamson, a firm of accountants in London. For the year ended March 2015, they did not identify any issues that needed reporting. A summary of the provisional accounts appears at the end of this diary.

The Management Team sets a budget which is approved by the Board before the start of each April. Also a 30 year financial projection is made every year to check that the future of the Association is viable.

The Financial Statements and Accounts for the year were adopted by the Board on 23 July 2015.

A full set of accounts can be provided on request or you can download them from our website.

*July 2015*

**Financial information**

The Income and Expenditure figures below use figures from the provisional accounts but present them differently to simplify them.

**Income and expenditure**

**In the financial year which ended 31 March 2015 Keniston's income was:**

	£
Rents (net of empty properties)	4,096,000
Service charges	402,000
Charges for support for older people	27,000
Total income from social housing	4,525,000
Plus interest	16,000
Other income and disposals	59,000
<b>All income</b>	<b>4,600,000</b>

**In the same year Keniston spent:**

Housing management	628,000
Estate services (service charges)	362,000
Support for older people	84,000
Routine maintenance	1,082,000
Stock reinvestment	519,000
Depreciation of housing	542,000
Other, including community involvement	43,000
Development	136,000
Total expenditure on social housing	3,396,000
Plus interest costs of	227,000
<b>All expenditure</b>	<b>3,623,000</b>

Surplus	977,000
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**Balance sheet**

At 31 March 2015

£

**Fixed assets**

Housing properties	9,446,000
Other	<u>392,000</u>
	9,838,000

**Current assets**

Debtors	226,000
Cash at bank and in hand	<u>3,328,000</u>
	3,554,000
Creditors (due within one year)	<u>(1,011,000)</u>
Net current assets	2,543,000

**Total assets less current liabilities****12,381,000**

Creditors (due after more than one year)	2,758,000
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Revenue reserves	9,623,000
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**12,381,000**

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