

Keniston Housing Association

2015/2016 annual report to tenants

Keniston Housing Association
13 Artington Close
Farnborough
Kent
BR6 7UL
Email: enquiries@kenistonha.co.uk
Web: www.kenistonha.co.uk

Office hours: 9 a.m. to 5 p.m. Monday to Friday. Tel: 01689 889700

Reporting repairs:

During office hours: 01689 889702

Website: click "Report a Repair"

Email: reportingrepairs@kenistonha.co.uk

For heating repairs phone -

Clairglow Heating Ltd: 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 2016

Chief Executive – Nevil Osborne

Housing Team:

Housing Service Director – 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

Property Services Team:

Property Services Director – Tony Coward

Technical Officer (Repairs) – Chris Willden

Technical Officer (Contracts) – 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

Customer Services Officers – Rebecca Perry, Jackie
Selfe, Marion Shakespeare, Cathy Webb

Cleaners: Jonathan Mavunga, Sharon Kirkpatrick

Finance Team:

Finance and IT Director – Andrew Shiatis

Finance Officer (Rents) – Sue Nelson

Finance Officer – John Flatman

Payroll Officer – Lorraine White

On the estates:

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

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

Cleaner: Jonathan Mavunga

Gardener: Barry Spragg

The London Living Wage is the minimum rate paid.

Senior staff salaries at March 2016

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

Senior staff are accountable to the Board. There are 9 people on the Board, including one tenant; board members work in relevant professions or have suitable skills.

At 31 March 2016 the members of the Board were:

Julian Miles (Chair)	Housing Manager
Simone Bailey	Chartered Surveyor
Sudhin Chatterjee	Construction Director
Jane Clark	JP
Shehla Husain	Civil Servant
Seema Jassi	Risk and Assurance Manager
Barry Luhmann	Head of Mortgage Intelligence
Anthony Mills	Gardener, resident
Peter Voisey	Solicitor

The purpose of Keniston is to meet housing need by providing good quality well managed affordable homes. We will deliver the services tenants want through exceptional and innovative customer service and by listening to feedback from residents.

Keniston's rented homes:

Bexley

Dromore, Sidcup	9 flats
Nethewode Court	40 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
Merrow 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 increasingly councils are 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.

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

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 2000
Lambeth	0345 302 2312
Southwark	020 7525 1850

(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 2000
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 5000
Southwark	020 7525 5777

Noise complaints (outside of office hours)

Bexley	020 8303 7777
Bromley	0300 303 8671
Crawley	01293 438000
Croydon	020 8726 6000
Islington.....	020 7527 7272
Lambeth	020 7926 5999
Southwark	020 7525 5777

Other useful numbers

Citizens' Advice Bureaux

Bexley	(Bexleyheath) 020 8303 5100
Bexley	01322 517150
Bromley	020 8315 1940
Crawley	0844 477 1171
Croydon	020 8684 2236
Islington.....	020 3475 5080
Lambeth	0844 243 8430
Southwark	0844 499 4134

(Other useful numbers continued)

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)	07464 492489
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 8649 2032
Southwark (Faraday).....	0208 649 3586

Neighbourhood Watch..... 0116 402 6111

Domestic Violence

National Domestic Violence Helpline – 0808 2000 247

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
Phone.....	0845 602 8003

(Other useful numbers continued)

Money and Debt Advice

CAB numbers are listed above or

Help on your doorstep (Islington only) 020 7490 2789

PayPlan (all areas)..... 0800 716 239

National Debt Line..... 0808 808 4000

Water authorities

Bexley(Thames Water) 0800 316 9800

Bromley.....(Thames Water) 0800 316 9800

Crawley South East Water 0333 000 0001

Croydon(Sutton and East Surrey) 01737 772000

Islington.....(Thames Water) 0800 316 9800

Lambeth.....(Thames Water) 0800 316 9800

Southwark(Thames Water) 0800 316 9800

Websites

Bexley www.bexley.gov.uk

Bromley www.bromley.gov.uk

Crawley www.crawley.gov.uk

Croydon www.croydon.gov.uk

Islington..... www.islington.gov.uk

Lambeth www.lambeth.gov.uk

Southwark www.southwark.gov.uk

Information about living in your home

Adaptations

If you need major adaptations 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 and can carry out minor adaptations without the input of an Occupational Therapist.

Anti-social behaviour

All reports of anti-social behaviour are treated seriously and we aim to deal with them quickly and efficiently. We will not tolerate any kind of anti-social behaviour. If you are the victim or witness of anti-social behaviour please contact your Housing Officer. When you report anti-social behaviour we will ask you about the circumstances including whether you agree to us contacting the person you say is causing the anti-social behaviour. We will agree an action plan with you and we will write to you when we think we should close the case. Neighbour disputes may be referred to "Crime Concern" which is a mediation service. 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 substantial 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 are now a number of activities taking place including community and social events, training for residents and fun days. The community centre is also available for hire for private functions. Ask the Community Involvement Officer, Lynn Walsh, for further details.

Community involvement

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. We offer a variety of ways for you to “have your say”. We also hold residents’ meetings twice a year and estate walkabouts. 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. After eight weeks 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 giving notice of their request 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. Otherwise we are happy for you to carry out minor repairs. Please check with the property services team before you undertake any repair work. You must have written approval before you carry out any alterations to your property.

Drains

It is important not to put certain items down drains. You must never put fat or wash fat down a drain. Some tenants have been flooded with sewage because others have put fat down their sinks. You must not flush nappies, wet wipes, sanitary items or cotton buds down the toilet. If we have to clear a

drain because you have misused it, we will recharge you.

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 front or rear private garden, you are responsible for maintaining it. You must ask for permission if you want to put up any kind of structure such as a shed. 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 Heating Ltd, 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 - known as "bedroom tax". If you are entitled to Universal Credit you will receive any benefits for your housing costs in with your monthly benefit payment; from then you will be responsible for making payments of rent. Please ask Chris Little or Sue Everitt, Rent Income Officers, for more information. Also see 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 to help them find a suitable property to exchange with. Both tenants must have the permission of your 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 6 mutual exchanges in the year (9 in 2014/2015).

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 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. We have set up partnerships with “Help on your doorstep” in Islington and “PayPlan”, a national service. 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 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. At most schemes 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.

Changes in rents

The government directs how your rent changes each year. Sheltered housing rents will increase in the normal way on 1st August 2016 while most other rents will decrease by 1%. Whenever your rent changes always remember to change the amount you pay, including if you pay by standing order.

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 or report through the website 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 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 kitchen, bathroom, heating and window replacements. You will be excluded from certain improvements, including kitchen and bathrooms, if you owe us money. Information about the programme is included on the "Your home/Planned works to your home" area 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. Four tenants transferred to a new Keniston home in the year (seven last year).

Generally we cannot help you if you want to move to a property with another landlord. Many councils have "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. From then on you will be responsible for paying rent direct to Keniston. If you are claiming Job Seekers Allowance for the first time you will be asked to apply for Universal Credit at the same time. 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
- asking tenants for their views to record satisfaction rates and responding to issues raised through these surveys.

Leaflets with more information are available from the office.

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 Julian Miles,
Chair of Keniston

Report for the year April 2015 to March 2016

It was a great pleasure to see the results of the tenants' survey soon after I took on the role of Chair at Keniston in 2015. One of our key objectives has been to achieve very high levels of satisfaction amongst our residents. The Board and I were delighted that satisfaction levels had risen to 95% for our overall service. In the seven key areas of satisfaction we had improved on our performance as recorded in the last survey in 2012. In all but one of these seven areas of satisfaction, Keniston is in the best 25% of smaller Associations. This is a significant achievement and I am very grateful to staff for delivering such good results.

During the year our housing management team has worked hard to help tenants be ready for the introduction of Universal Credit which is such big change in the way that benefits work in this country. We are just seeing the first few tenants who are moving onto this new arrangement which will put financial pressure on some.

Our Property Services team looked after your homes and spent more money on stock reinvestment than we have ever done before. It is fortunate that Keniston is sufficiently resourced to be able to cope with these additional costs. I am also pleased to note that we have been able to manage our day to day repairs costs and have come in under budget for the fourth year running.

We have been looking for new opportunities to provide new homes for people in housing need, and much groundwork has been done. We purchased a

property at our Nethewode Court housing scheme in Belvedere – a flat which had previously been sold through the earlier Right to Buy arrangements. We have made progress in drawing up plans for additional homes at three of our schemes and have bid to purchase various new homes without success.

Last year the government made a number of significant announcements in relation to social housing. Most critically, the government has said we must reduce rents over the next four years. This will reduce our ability to provide new homes but I am pleased that it should not fundamentally affect other services. I think we should all tell the success stories that abound amongst housing association residents so that government can be persuaded of the important role we have going forward.

In August 2016, Nevil Osborne, our Chief Executive, retires after thirty-one years in the role; his hard work and diligence have greatly benefited and indeed shaped Keniston to become the extremely successful organisation it is today. Nevil has a strong ethical stance and has always been dedicated to achieving the highest standards within the sector. I would like to thank Nevil for his immense personal contribution to the organisation over the years and I wish him a long and happy retirement. I would also like to add a few related words from our staff: "Nevil has championed the cause of tenants, believing strongly in the work that we do. He has shaped a collaborative and friendly environment conducive to the excellent customer service that we provide and under his guidance and leadership, has created strong stability within the organisation allowing us to achieve many things to be proud of.

Jonathan Card, has much to look forward to as our new Chief Executive; I am confident he will quickly make the role his own and that his drive for success will help to ensure Keniston's continued reputation.

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 Simone Bailey during the year and said goodbye to Graham Colley (after twenty years of service) Alan Messenger and David Salenius.

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

Julian Miles

Chair, Keniston Housing Association

Housing report

We held 31 estate meetings during the year for residents to raise concerns and ideas. Housing Officers visited our estates regularly to meet tenants; every two months they checked health and safety issues and cleaning and gardening standards were monitored. Repairs staff visited estates as necessary when repairs were reported 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. If you cannot join us for a walkabout but have a comment to make please call or email your Housing Officer.

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

We have also asked tenants on 4 estates how satisfied they are with the services provided through the service charge. The average satisfaction with such services across the Association ranges from 80% satisfaction with communal lighting (86% last year) to 99% satisfaction with Sheltered Scheme Managers (95% last year). We have also started asking questions about overall satisfaction with service charges (92%) and satisfaction with the value for money of service charges (89%).

We have taken steps to improve digital inclusion by providing free Wi-Fi at the Tarling Close and Sunningdale Court sheltered schemes. The Darrick Wood Community Group has developed a

partnership with Bromley Adult Education service which has delivered online learning to residents at Darrick Wood.

Our schemes

Below we report on 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 redecorated the communal areas. After trialling a new type of heating system, we started installing these systems. Some tenants found the difference in costs unaffordable. We have suspended the contract until we can carry out further analysis.

Darrick Wood

42 properties had new bathrooms and external redecoration was carried out to part of the estate. We part tiled the internal walls of bin areas to help the caretaker maintain a better level of cleanliness.

Dromore

New signs were provided.

Foxley Hall

In consultation with residents, we started a new contract for cleaning. We also carried out external redecorations.

Hornsey Road

We have provided temporary cleaning cover for much of the year. We would like to thank our residents for their patience during this period.

Lyham Road

A new gardening contractor is working here following a re-tendering exercise.

Merrow Street

We carried out external redecorations. New finishes to staircases were applied.

Nethewode Court

New roof coverings were provided to all blocks.

Perryfield House

A mains gas supply was provided to the building and new gas central heating systems were installed replacing old electric storage heaters.

Silver Court

A decision was taken to recruit a new caretaker. Temporary cleaning cover has been provided here since the caretaker retired in 2015 and we would like to thank our residents for their patience over this period.

Sunningdale Court

We renewed the kitchens of 14 houses at Sunningdale Court. We renewed 23 bathrooms in flats, including converting some to wet rooms.

Tarling Close

We completed the installation of a platform lift to give easier access to all floors of the rear part of the building. Free Wi-Fi has been provided in the communal lounge.

Tollington Park

We have drawn up plans to improve the entrance at this block to deal with some security concerns. We hope to carry out the work in 2016.

Report on what we have done between April 2015 and March 2016

Our day to day work

We issued nearly 3,000 orders for day to day repairs (3,300 in 2014/15). We spent about £345,000 on these repairs and were pleased that this was £10,000 less than we spent in the previous year. We completed 96.3% of repairs on time compared with 96.8% the previous year. Although a good result we were disappointed that our performance has dropped a little. Satisfaction with day to day repairs improved – 95.3% compared to 94.8%. We are also now collecting data on the number of repairs completed in one visit (89.1%) and the average number of days to complete all repairs was 6.8.

We carried out adaptations which improved the lives of 10 people at a cost of £9,200 and installed a new lift in a sheltered block at a cost of £66,000.

We re-let 22 properties (33 last year) in addition to the 1 new home in Belvedere which we purchased. The average time in between the end of one tenancy and the start of the next tenancy was 21 days (23 days last year); it cost an average of nearly £5,906 to prepare each property for re-letting – a big increase on the average cost in 2014/2015 of just over £2,982.

The stock reinvestment programme continued through the year, costing over £1.3 million on kitchen and bathroom refurbishments, flat roof renewals, and lift replacements. On average, tenants gave us a score of 8.9 out of 10 for their satisfaction with these works (8.8 in 2014/15).

We have responded to 52 reports of anti-social behaviour (last year 55). The majority of cases are noise nuisance although much of it attributed to lifestyle and tolerance levels. We increased the use of noise monitoring equipment to help us resolve noise nuisance cases.

7 complaints were received (10 in 2014/15) and we agreed or partly agreed with 1. The Housing Ombudsman Service did not consider any complaints from residents this year.

A new partner, Groundwork, have been sending members of their "Green Doctor" team to visit tenants to assist with making energy and cost savings. They started in Islington and have made 39 visits.

Keniston made a surplus of about £745,000 in the year which ended 31 March 2016. A summary of the accounts is at the end of this report. You can ask for a full set.

Rent arrears of current tenants, as a percentage of the annual rent debit, were virtually unchanged at the end of the year at 2.7%. The amount owed to Keniston by current tenants increased by just under £4,000 and there were 5 more tenants owing rent compared to the previous year. We started legal proceedings against 21 tenants and carried out 4 evictions.

Strategic plan

Each year we set out the plans we have to develop services and the organisation. We completed 30 of the 42 projects in the plan and part completed most of the remainder. These included, for example, improving areas of resident satisfaction, using our Better Homes Better Neighbourhoods budget to

deliver resident ideas for improvements, updating our website, progressing plans for new homes, delivering our asset management programmes and reviewing the pension arrangements for staff. We had set 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 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 mostly 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. As mentioned above, our responsive repair costs were below budget again. We checked and can confirm that our properties give a satisfactory financial return. We have also saved money by going to a new phone provider for landlines.

The full report can be downloaded from the Publications page on our website. Please let us have any comments about how we can improve the value for money of what we do.

Resident involvement

Our Residents' Panel 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.

We have also now started putting the outcomes of resident consultations and surveys on our website.

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 of the changes 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 additional 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 and financial viability standard is about how associations are run by their board and senior managers and making sure that Associations remain financially sound into the future. This standard now also requires all associations to draw up an asset and liability register. In connection with this standard Keniston has signed up to the National Housing Federation's 2015 Code of Governance.

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 vary rents according to the government's requirements.

The tenancy involvement and empowerment standard is about involving tenants in policy and decisions, offering service with choices and having a complaints process.

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.

The main change in the last year in response to the standards was in meeting the requirement to draw up an asset register.

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 2016, they did not identify any issues that needed reporting. A summary of the provisional accounts appears on the next two pages 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 final Financial Statements and Accounts for the year to March 2016 are scheduled for approval by the Board on 21 July 2016. This year's accounts are subject to new reporting requirements and this means, in particular, that the numbers in the balance sheet are very different to previous years. The increase in value of the assets arises simply from the new reporting requirements.

A full set of accounts will be available by September 2016 and can be provided on request or you will be able to download them from the Publications page of our website.

June 2016

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 2016 Keniston's income was:

	£
Rents (net of empty properties)	4,260,000
Service charges	414,000
Charges for support for older people	<u>27,000</u>
Total income from social housing	4,701,000
Amortised government grant	480,000
Interest income	19,000
Other income and disposals	<u>58,000</u>
All income	5,258,000

In the same year Keniston spent:

Housing management	623,000
Estate services (service charges)	363,000
Support for older people	88,000
Routine maintenance	1,052,000
Stock reinvestment	649,000
Depreciation of housing	1,028,000
Other, incl. community involvement	80,000
Development	114,000
Provision for future pension deficits	<u>289,000</u>
Total expenditure on social housing	4,286,000
Plus interest costs of	227,000
All expenditure	4,513,000
Surplus	745,000

Balance sheet

At 31 March 2016

£

Fixed assets

Housing properties	38,155,000
Other	<u>468,000</u>
	38,623,000

Current assets

Debtors	233,000
Cash at bank and in hand	<u>3,391,000</u>
	3,624,000
Creditors (due within one year)	<u>(1,534,000)</u>
Net current assets	2,090,000

Total assets less current liabilities 40,713,000

Creditors (due after
more than one year) 27,470,000

Revenue reserves 13,243,000

40,713,000

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