

Keniston Housing Association

Report 2013/2014 and
information for residents

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
Web: www.kenistonha.co.uk

Repair contact information

Reporting repairs:
During office hours: 01689 889702
Email: repadmin@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 2014

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 Assistant – 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 2014

Salary range	No. of staff
£40,000 to £50,000	1
£50,000 to £60,000	2
£70,000 to £80,000	1

Governance

Management Committee

The Management Committee is the Board, or governing body, of the Association. Senior staff are accountable to the Management Committee. There are 10 people on the Management Committee, including one tenant and others who work in professions with relevant skills.

At 31 March 2014 the members of the Management Committee were:

Bruce Shelmerdine (Chair)	Accountant
Jane Clark	JP
Graham Colley	Solicitor
Sukhrajit Dhadwar	Accountant
Graham Garratt	Resourcing Manager
Barry Luhmann	Senior Manager, High St bank
Alan Messenger	Chartered Surveyor
Julian Miles	Housing Manager
Anthony Mills	Gardener, resident
David Salenius	Housing Manager

Keniston Housing Association Limited is registered with the Homes and Communities Agency no. L1965 and with the Financial Conduct Authority as an Industrial and Provident Society no. 19475R 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
Hornsey Rd N7	15 flats
Silver Court , N19	36 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

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	0800 587 5888
Croydon	020 8726 6200
Islington	020 7527 2000
Lambeth	020 7926 9000
Southwark	020 7525 2000

Council Tax

Bexley	0345 302 2317
Bromley	0845 130 0330
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

Housing Benefit and Council Tax Benefit

Bexley	0345 302 2317
Bromley	0845 130 0330
Crawley	01293 438611
Croydon	020 8726 7000
Islington	020 7527 4990
Lambeth	0345 302 2312
Southwark	020 7525 1880

(Council services continued)

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	01243 642555 (West Sussex)
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 (Addington)	01689 846890
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

(Other useful numbers continued)

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 7161 8123
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 271 0052

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. If you have access to the internet, you can compare current prices of suppliers in your area by typing “compare energy prices” into your preferred search 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

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 0247
Croydon (Sutton and East Surrey)	01737 772000
Islington (Thames Water)	0845 9200 888
Lambeth (Thames Water)	0845 9200 888
Southwar k (Thames Water)	0845 9200 888

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

Keniston 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 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

If your front door opens onto a balcony shared with others you must not put pots on the balconies for health and safety reasons; 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 a twice weekly NHS run health clinic, community lunches, table sales, plant sales, competitions, 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. 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 the Management Committee of Keniston. If you are still not satisfied with Keniston’s response you should take your complaint to a local authority councillor, MP, or a local group set up to deal with complaints. After that it can be referred to the Housing Ombudsman Service.

Confidentiality

Keniston has a Confidentiality Policy which means that your information is kept confidential in most circumstances. Where there are welfare, anti-social behaviour, significant health and safety or crime prevention issues, we may share information with other organisations.

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, you may be charged additional rent. Other charges may 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.

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 from April 2013 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 to help them find a suitable property to exchange to. 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 6 mutual exchanges in the year at Keniston.

Parking

Parking is an increasing problem. 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 . 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 the 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 be tolerant. We may insist that you get advice from a 3rd party. If you wilfully owe rent or choose not to pay, we will try to negotiate with you; if you

continue not paying, or withhold payments periodically, 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 for how much rents should increase each year.

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 on benefit may be required to contribute to the cost of this service.

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 in the Repairs page on 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 and on one estate no vacancy has occurred in the last fourteen years. You cannot go on the transfer list if you have rent arrears or other debts owing to Keniston. Five 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

- responding to reports of anti-social behaviour including racial and other forms of harassment
- letting empty properties
- contacting you when you are behind with your rent payments
- liaising with housing benefit staff about your benefit
- 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
- 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
- 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 which is present in the 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. Alternatively if you have access to the internet please visit our web site – www.kenistonha.co.uk.

Tenants' responsibilities

Tenants have a number of important responsibilities including paying rent on time, not causing a nuisance and giving 4 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.

A tenant can have access to their records by giving notice to Keniston. You may need to pay a fee.

From Bruce Shelmerdine, Chair of Keniston

Report on the year April 2013 to March 2014

The spectre of welfare reform has loomed large for many tenants over the year. We have responded by allocating more resources to our Rent Income staff who have been providing advice about the implications of these changes and advising on how to prepare for when it is introduced. Many residents have had their benefit reduced and most have managed their finances to allow for this. Working with residents to help them avoid debt will continue to be a priority for us.

Through the year our building contractors have continued with the construction of fourteen new flats at Junction Road, Islington. The funding for this project is an excellent example of working in partnership with the relevant funding bodies. Keniston developed the scheme initially with GLA funding, but the amount of funding meant that rent levels would have been higher than Islington's policy for social housing. Our development agents then worked with Islington who agreed to top up the funding to enable a level of rent to be charged in line with their policy. We thank both the GLA and Islington Council for their input to enable this scheme to be developed.

While the general day to day work of the Association has continued the Management Committee and Management team has been looking further at what contribution Keniston can make to provide more homes for people in need. We have reviewed our own financial

capacity going forward – how much can we spend and how much could we borrow to enable us to provide more homes whilst maintaining our responsibility for managing and maintaining our existing homes.

We are certain we can do more to provide more homes when the current construction project is complete. Finding new ways of doing this will be a focus of our work going forward.

We have also been involved with a group of smaller housing associations in London (known as the G320) which has resourced a report on the capacity of smaller London housing associations to provide new homes. Keniston is committed to do what it can to encourage similar smaller associations who are not developing new homes to help prepare themselves with appropriate skills to enable them to get to the point where they are contributing to the supply of new homes.

In line with the regulator's expectations, Value for Money is high on the Management Committee's agenda. We are clear that staff should be focussing on achieving Value for Money in all areas of our work, not least so that the benefits arising will assist in providing more new homes.

We welcomed and co-opted one new Management Committee member during the year: Barry Luhmann joined us as Treasurer. Robert Goddard, Jennifer Hillier and Clifford Yeend all stood down during the year. We are grateful to each of them for giving their time voluntarily to the Association; in particular to Robert Goddard who capably chaired the Management Committee between 2001 and 2008.

I am also grateful to all Management Committee members, who give their time voluntarily, and to staff for delivering some excellent results in the year.

Bruce Shelmerdine
Chair – Keniston Housing Association

Summary report on our estates

We held 12 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 general health and safety issues and fire safety.

We have also asked tenants on 11 estates how satisfied they are with the services provided through the service charge. The average satisfaction with such services across the Association ranges from 79% satisfaction with TV aerials (88% last year) to 97% satisfaction with Sheltered Scheme Managers (99% last year). We have also started asking questions about overall satisfaction (89%) and satisfaction with the value for money of service charges (85%).

In the following pages 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 carried out internal redecorations here. Our consultant has been monitoring pilot installations of a new heating system and we are using this information to work up a project to provide new heating systems and improve the thermal insulation in this all electric block of flats.

Darrick Wood 55 properties had new bathrooms and some external redecoration was carried out. The Dog's Trust came to a successful fun day and about 40 tenants had their dogs checked over and received advice. The Community Centre has been let out privately and this is providing a steady source of income for the Darrick Wood Community Group.

Darrick Wood sheltered flats have a communal laundry and we have remodelled this area to make it easier and safer to use.

Dromore Use of the parking spaces is sometimes contentious here as there are insufficient spaces for every tenant. We have reinstated an outside communal tap.

Foxley Hall A further block had a new flat roof. A deep clean of the common staircases was carried out to improve these areas. We investigated the cost of installing CCTV here as there had been some reports of damage to vehicles. However the cost of this is not insignificant and would be added to the service charges. As matters were reported to have improved this was not progressed to a more formal cost estimate and consultation.

Hayles Street and Elliotts Row We finished the full refurbishment of 33 Elliotts Row and were really pleased with the result when it was finished.

Hornsey Road Pigeons have been a nuisance to residents here and we have installed some measures to reduce this problem. At the request of residents, a cycle and buggy store was provided through our Better Homes Better Neighbourhoods initiative. Also a "No junk mail" sign has been placed by the main entrance.

Lyham Road There continues to be problem with litter from the street blowing in to this small estate. This will be reviewed as part of an Association wide review of cleaning.

Merrow Street We have provided railings around two areas where bin stores are close to the street to reduce the amount that these areas are misused. We also tried another floor covering solution to the staircase at Clarence House. After some adjustment we think that

this may be a suitable solution for the two remaining staircases. Planting troughs were provided and planted to brighten up the garden area.

Nethewode Court A further section of railings has been installed around the front of the block funded through the our Better Homes Better Neighbourhoods initiative. We hope this will improve the look of the scheme as well as improving security. A new lift was installed to the older person's block and emergency lighting was fitted. A notice board has been provided and sensor operated lights have been installed at the bin chute areas.

Perryfield House We are looking at whether we can build some additional flats on the end of Perryfield House on the Brighton Road side. The scheme services survey in the year showed very high levels of satisfaction.

Pound Green Court Leaves continue to be a problem in the autumn because of the number of mature trees on the small site. Two tenants suffered when a fitting which was part of a new water main installation failed and caused a significant leak.

Silver Court Tenants here have been very tolerant while we have been continuing with the construction of new flats in the underground car park and to the rear of the site. There has been no access to the garden throughout the year. We apologise to the residents for the inconvenience. We are very disappointed with the low levels of satisfaction with cleaning here and will be working on this. We have created a bigger and brighter new entrance for existing residents at Silver Court which has been funded through our Better Homes Better Neighbourhoods initiative.

Sunningdale Court Cyclical decorations were carried out during the year and bathrooms to the houses were replaced. The recent survey indicated high levels of satisfaction with services to the estate.

Tarling Close The kitchen renewal programme was finished and the bathroom refurbishment programme started. We are replacing baths here with low threshold showers and so far the feedback is very positive. We have fitted new signs, improved the guest room and installed a sensor operated light on the path at the side of the rear main building

Tollington Park There continues to be unwanted nuisance from people who don't live at this block using the wall next to the entrance as a meeting point. We are looking at specific security measures to try to deal with this.

Report on what we have done between April 2013 and March 2014

We issued nearly 3,200 orders for day to day repairs (last year was 2,900). We spent nearly £626,000 on these repairs – significantly more than the previous year. This was partly due to the higher cost of returning empty properties to a standard condition for re-letting. The repairs team again improved the percentage of repairs we get completed on time: we achieved 97.2% compared with 96.3% the previous year. Satisfaction with day to day repairs

has fallen from 95% to 92.6%; we are not sure why this is and will be working over the next year to try to bring it back to 95%.

We carried out adaptations to 26 homes at a cost of £25,300.

We re-let 41 properties (40 last year). The average time in between the end of one tenancy and the start of the next tenancy was 20 days (27 days last year); it cost an average of nearly £2,700 to prepare each property for re-letting (last year just over £2,400).

The stock reinvestment programme continued through the year, costing over £1 million on kitchen and bathroom refurbishments, flat roof renewals, and two lift replacements. On average, tenants gave us a score of 9 out of 10 for their satisfaction with these works.

We have responded to 56 reports of anti-social behaviour (last year 67). We evicted one tenant for anti-social behaviour. Reports included music, noise, intimidation, nuisance from youths, cars, fly-tipping and there was an increase in pet nuisance.

11 complaints were received (7 last year) and we agreed or partly agreed with 6. One leaseholder referred complaints to the Housing Ombudsman Service (no decision at the end of March).

Keniston made a surplus of about £750,000 in the year which ended 31 March 2014, 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 reduced by 0.36% of the amount charged in a year. The amount owed to Keniston reduced by £15,000 and there were 45 fewer tenants owing rent. We started legal proceedings against 15 tenants and evicted one tenant for rent arrears during the year.

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 saved money on lift installations and servicing – which will reduce the costs of service charges. We also took advantage of some discounted purchasing arrangements through another organisation, Procurement for Housing – for stationery and mobile phones.

We assess how we do in terms of Value for Money over the year and a full report is available on the website or from the office. Please have a look at this and tell us what you think of it and how we can do better. We have started looking at cleaning and gardening, collected a lot of data about repair costs for further analysis, negotiated a new mobile phone contract, bought a franking machine and compared the costs of our anti-social behaviour service.

Our Resident's Panel currently has 28 members. We held a "meet the staff day" last year where panel members met Keniston staff and heard about the activities of the Association. Tenant inspectors carried out surveys with residents who had reported anti-social behaviour as part of a service review. Residents told us that they wanted us to act quicker and more firmly but understood the need to take into account all of the circumstances regarding each case.

With the prospect of welfare reform our Rent Income Officers have been attending tenants' meetings and visiting tenants most at risk to explain the implications and answer any questions. Two tenants who had their benefit reduced because of "bedroom tax" moved to smaller accommodation.

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 (we call it a Management Committee) 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 Management Committee reviewing the cost and value of achieving the Association's aims.

The rent standard requires us to set 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. Last year we reported on progress in four key areas. This year we have shifted the emphasis and we will be setting out what residents can expect from our service at a local level. 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 2014, 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 Management Committee 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 Management Committee on 24 July 2014.

A full set of accounts can be provided on request.

June 2014

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 2014 Keniston's income was:

Income	£
Rents (net of empty properties)	3,837,000
Service charges	413,000
Charges for support for older people	29,000
Total income from social housing	<u>4,279,000</u>
Plus interest	18,000
Other income and disposals	49,000
All income	<u>4,346,000</u>

In the same year Keniston spent:

Housing management	589,000
Estate services (service charges)	335,000
Support for older people	69,000
Routine maintenance	1,062,000
Stock reinvestment	508,000
Depreciation of housing	441,000
Other, including community involvement	353,000
Development	2,000
Total expenditure on social housing	<u>3,359,000</u>
Plus interest costs of	238,000
All expenditure	<u>3,597,000</u>

Surplus	<u>749,000</u>
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Balance sheet at 31 March 2014

	£
Fixed assets	
Housing properties	9,183,000
Other	233,000
	<u>9,416,000</u>
Current assets	
Debtors	374,000
Cash at bank and in hand	2,936,000
	<u>3,310,000</u>
Creditors (due within one year)	<u>(1,176,000)</u>
Net current assets	<u>2,134,000</u>
Total assets less current liabilities	11,550,000
Creditors (due after more than one year)	2,903,000
Revenue reserves	8,647,000
	<u>11,550,000</u>

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