

More Numbers for the year



Lettings

We let **33 properties**. Each home we let was empty for an average of **17 days**.

We helped **10 households** swap their homes.



Tenancy management

We handled **44 reports** of Anti-social behaviour. **1 case** was referred to **mediation**. We successfully applied for **1 injunction**.



Rent collection

We collected **99.63%** of the rent due.

Our rent arrears were **3.69%**

We started legal proceedings on **19 cases** and carried out **1 eviction**.



Resident involvement

We have **30 members** on our resident panel

We have run **8 'topical questions'** past the panel. Topical questions was a new initiative which began in January, and is a way of posing short questions for views on a 'hot topic' of the day.

We have also formed an editorial panel



Estate Services

93% of residents were happy with their estate services.

Financials

WHERE OUR MONEY CAME FROM	2016-17	2015-16
Rents	£4,277,000	£4,260,000
Service charge income	£427,000	£414,000
Charges for support for older people	£24,000	£27,000
TOTAL INCOME FROM SOCIAL HOUSING	£4,728,000	£4,701,000
Amortised government grant	£480,000	£480,000
Interest income	£18,000	£19,000
Other interest and disposals	£59,000	£59,000
TOTAL INCOME	£5,285,000	£5,259,000
WHERE OUR MONEY CAME FROM	2016-17	2015-16
Housing management	£528,000	£623,000
Estate services (service charge costs)	£384,000	£362,000
Support for older people	£92,000	£88,000
Routine maintenance	£1,091,000	£1,052,000
Stock reinvestment	£591,000	£649,000
Depreciation of housing	£1,049,000	£1,028,000
Development	£115,000	£114,000
Other including community involvement	£123,000	£80,000
Provision for future pension deficits	£25,000	£289,000
TOTAL EXPENDITURE ON SOCIAL HOUSING	£3,998,000	£4,285,000
INTEREST COSTS	£217,000	£227,000
TOTAL INCOME	£5,285,000	£5,259,000
OVERALL	2016-17	2015-16
SURPLUS	£1,070,000	£747,000



REPORT TO RESIDENTS 2016/17

Report to residents 2016/17

This short report summarises Keniston’s activities during the year. We hope you find it interesting. We are always interested in feedback, and welcome any comments you have. We can be contacted on 01689 889700 or by email: enquiries@kenistonha.co.uk

This report replaces the diary that we have produced in recent years. We know that while some Keniston residents liked the diary format, others told us that they did not use the diary and found the text too small to read easily. In addition, the production cost was high. Overall we believe the diary format did not show good value for money. If you have a view – whether you agree or not – please tell us!



Message from Julian Chair of the board

The year has been one of change for Keniston. Recognising the strengths we have, we strive to make the most effective contribution in this time of change.

Since the last report, we said goodbye to our longstanding Chief Executive Nevil Osborne, retiring after 31 years with us. The current success and strength of the Keniston can be largely attributed to Nevil’s diligence and vision over the years. Jonathan Card joined us in August 2016 as our new Chief Executive and has swiftly settled into the role, forging strong positive working relationships and identifying opportunities to help grow our organisation.

A key focus has been on growth and development. We are mindful of the great shortage of affordable housing, and are determined to contribute to addressing this need.

We aim to provide new housing over the coming years at a scale that is achievable and without compromising our ability to deliver high quality services. With stable and solid finances, several opportunities have been identified and will be taken forward. Whilst our key focus is affordable rented housing, we may diversify as we strive to establish a more ambitious development programme.

Maintaining high levels of resident satisfaction is a core aim and I am delighted that we are consistently achieving this. Whilst we are proud of our successes, we understand the need to identify where we have not met expectations and learn from this.

We aim to demonstrate value for money to show that we are achieving returns on our assets, delivering value to our residents and managing our operating costs to support growth. Our Value for Money Statement sets out our approach and can be found on our website. Download the report from: www.kenistonha.co.uk/wp-content/uploads/2017/06/VFM-Report-FINAL.pdf

Government policy has seen rents cut by 1% per year. Reducing rents may of course be welcome by residents, but any reduced income to the organisation affects our ability to invest in our properties; maintain the quality of our services, and support the supply of new homes. Despite this reduced income, we are pleased to report increased turnover as well as an increase in our surplus. We invest a large part of the surplus back into our properties, and have spent over £700,000 in proactively maintaining and improving our stock. Most of the remainder will be used to help finance our upcoming development plans.

The most significant event in the housing sector during 2017 – the fire at Grenfell Tower – occurred after the period covered by this report. This tragedy is having a profound impact across the social housing sector. At Keniston we are determined to ensure that our housing remains safe and to help ensure that such an event can never happen again.

We aim to help residents maximise their income and reduce debts. Our Housing Management team continues to support residents, helping them maintain their tenancies during this time of change. The Green Doctor service has also helped residents with their utilities, enabling them to save money.

Another objective is supporting residents into employment and we have worked in partnership with Bromley Adult Education Service to deliver a variety of training courses at our community centre.

We work hard to ensure our properties are maintained to a high standard while protecting the Association’s assets. We improved 234 properties and externally decorated 80 properties, in total spending £1.2m. We have worked to reduce our maintenance costs year on year whilst maintaining our service levels – a significant achievement in a period of increasing costs.

I would like to thank all our voluntary Board members who have served during the year. 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 P. Miles

Year in Numbers



How we invest in our stock

We carried out **2816** repairs. We spent **£367K** on day to day repairs. **94% of residents were satisfied with the repair and 95% were completed on time.**



We carried out adaptations for **13** people plus one communal area at a cost of **£26K**

We spent **£774K** on improving **222** homes for Keniston residents including:

£300k New heating systems to 112 properties

£87k Cavity wall insulation to 48 properties

£375k New bathrooms to 58 properties

£12K New windows to properties

Residents scored an average of **8.6 out of 10** for major repairs and improvements

We spent **£134K** on our Better Homes, Better Neighbourhoods on one project enclosing the entrance and communal stairway and provide residents with door entry at Tollington Park.

