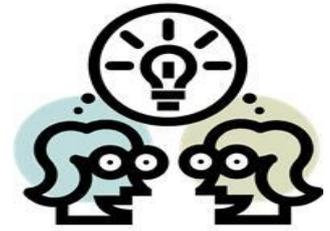


ANNUAL REPORT 2014 - 2015

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It's Annual Report Time Again!

This is now the sixth annual report that I have written – doesn't time fly! For those of you who are new to Oakhurst Gardens, the Homes & Communities Agency request that we report various parts of our service to all our residents on an annual basis. As always, I hope you find this report informative, and if you would like any further information please talk to a member of the Estate Team.



How we kept you informed and involved

We continue to circulate our monthly newsletter specifically to Oakhurst Gardens and hold monthly surgeries. All residents receive a copy of the minutes of the monthly surgeries so even those people unable to attend are kept informed.



At the end of each Surgery meeting there is time allocated for any residents to raise issues / concerns or ideas for improvement which are then discussed and implemented as necessary.

If we have anything of particular importance that we need you to know about we circulate a memo to all properties. We would like to thank our very helpful postmen – Alan and John for all their help with distributing our correspondence.

The four notice boards around the site are updated regularly – these are used by the estate staff and also residents who have particular information or events they would like everyone to know about.

Our websites are regularly updated with photos and news bulletins.

There are various weekly events and clubs which are well attended.

All residents are invited to attend the Annual General Meeting which this year takes place on 9th July – the Society's auditors attend the meeting to discuss the financial performance and the Chairman provides a review of activities.

What next . . .

When we move to our new office we are considering having a display board to present information together with the 'photo gallery' which always has some interesting photos.



All about your home

All of the new blocks have had new windows and patio doors which have received excellent feedback. Not only do they look really nice they are also very thermal efficient and enhance security. These works were spread over the financial years 2014-15 and 2015-16.

A further three of the old blocks had the communal carpets replaced.

For the fourth year we took part in the South & South East in Bloom and achieved a Level 4 – Thriving.

So what next?

We will continue with our cyclical redecoration works in your properties.

The communal carpets in blocks 9 – 15, 39 – 45 and 47 – 53 will be replaced.

The external ‘bollard’ lights around the new blocks will be replaced in order to further improve the lighting in these areas.

The pathway outside the Oakhurst Gardens gates will be tarmacked and one side will have some bollards fitted to try to prevent damage from lorries etc.

And to the resident that requested hot tubs and a swimming pool on the feedback form last year – we can all dream!

Now for Tenancy and Rent Information



We continue to hold rent and service charge meetings to inform you of what we anticipate will happen in the April rent review. We use the government target rent formula ensuring that all rent increases are kept to a minimum.

Your Neighbourhood and Community



Regular estate inspections continue to take place which residents are invited to attend.

Our two resident Neighbourhood Watch Co-ordinators continue an excellent job of trying to ensure everyone is kept safe and secure in their home. They also attend regular Neighbourhood Watch Meetings and report any information as necessary.

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OAKHURST GARDENS

LRHS Property Management

We purchased two more properties in Littlehampton – both of these are used to accommodate families. We now have a total of four offsite properties all of which have added to the Society's assets.

The estate staff now manage a total of 138 offsite tenancies as well as the 86 tenancies at Oakhurst Gardens. To ensure we continue to provide a good service Louise has recently increased her hours.

So just a reminder of the estate staff: Sally Morris, Housing Manager, Colin Hills, Louise Moore and Kim Gick Assistant Housing Managers and John Bodsworth, Shaun Lamb and Michael Stone, Maintenance Technicians.



Rustington Hall @ Home

Rustington Hall @ Home continues to provide care and domiciliary assistance to an increasing number of Oakhurst Gardens residents.

This service assists people in living in their own homes and can help with cleaning, shopping as well as meeting care needs.

Plans for the Future

The Society will purchase at least one more offsite property and will then assess and evaluate the possibility of purchasing more.

We will continue with the growth of the LRHS Property Management Portfolio and increase staff levels as required.

The refurbishments to the former Wardens House will be complete in mid-August 2015. The estate office will be on the ground floor with a first floor one bedroom flat. The address will be Oak View, Oakhurst Gardens, Rustington.

The area in front of bungalows 38 – 46 will be landscaped into a Sensory Garden.

The major refurbishment works at Rustington Hall continue and are expected to be completed in early 2016.



How do we give value for money?



Value for money is tested on a cyclical basis, which requires retendering and evaluation of external service providers, striking a balance between cost and customer focussed outcomes. Wherever possible, residents are involved in these processes.

All proposals for major works are discussed at the monthly ‘surgeries’ and wherever possible we ensure that residents are able to exercise choice.

All senior managers are responsible for preparing their own budgets each year. The finance team produce monthly management accounts which are circulated to managers in order they can check their expenditure against their budget.

How is our performance evaluated?

The Society operates systems of personnel management with regular supervision and appraisal processes. This ensures that regulatory quality standards are maintained, that financial viability is sustained and the outcomes are further tested on a regular basis against customer satisfaction, which is obtained through consultation meetings and surveys.

This holistic approach ensures that the Society is able to prove it is providing value for money services. If anyone would like any further information on performance evaluation please do not hesitate to contact Sally Morris, Housing Manager.

So who do we have to report to?



We report to The Homes and Communities Agency and we have to submit annual Regulatory and Statistical Returns. The Housing Manager remains responsible for ensuring all regulations set by the HCA are met.

And now for all the statistics for April 2014 – March 2015!



It is a requirement that within our Annual Report we provide you with various statistics – so here goes:-

During April 2014 – March 2015 there were only three properties that were re-let:

Studio First Floor = 1 *One Bedroom* – Ground Floor = 1 First Floor = 1

Two tenants moved to be closer to relatives which created one internal move.

We had NO voids during this period and so achieved 100% occupancy.

58% of Oakhurst Garden tenants received Supporting People funding.

There were NO rent arrears from any tenants during this period.

The analysis of the Tenants Satisfaction Surveys completed in 2014/15 showed:

How satisfied are you with the following :	1 Poor	2 Satisfactory	3 Good	4 Very Good	5 Excellent	N/A
Property / Communal Areas	1.5%	5.5%	18%	28%	28%	19%
Estate / Maintenance Staff	0%	1%	8%	23%	54%	14%
Careline / Support	0%	0%	10%	17.5%	46.5%	26%
Facilities	0%	0%	8%	26%	21%	45%
Information you receive	0%	4%	10%	36%	46%	4%

During 2014/15 no formal complaints were received and four concerns were recorded and resolved.

Our Governance arrangements

There are currently twelve Management Board Members. Sue Holland (Chairman), Simon Kenning (Vice Chairman and Secretary), Derek Whittaker (Chairman of Strategy Committee), Mike Scott (Chairman of Finance Committee), Janet Gladston (Chairman of Foundation Committee), Anthony Jones (Chairman of Audit Committee), David Cakebread, Robert Page, David Cross, Hazel William, Thomas Ridley and Roger Elkins.

Robert Page, Hazel Williams and Simon Kenning take a special interest in Oakhurst Gardens.

The Management Board meets at least four times a year and also convene the Annual General Meeting.

Making a Complaint

From time to time all organisations can make mistakes and so we welcome the opportunity to put things right when you are dissatisfied. We have introduced a ‘concerns register’ where all informal complaints are recorded with all actions taken reported – this register is reviewed regularly by the Chief Executive Officer and Board Members.

Most dissatisfaction can be quickly resolved by talking to the Housing Manager. However we recognise that some tenants may want to use the formal complaints procedure. If you are unhappy with the way in which your complaint is dealt with you can ask for the issue to be further reviewed by the Chief Executive Officer. After this if you are still dissatisfied the matter can be referred to the Chairman of the Management Board. Finally if you feel that you remain unhappy you can ask for the Independent Ombudsman Service to look at your complaint. Full details of how to make a complaint can be found in the Tenants Handbook.

Feedback

We would welcome your comments on the production of this report and you can do this by returning the feedback form below or you can tell us what you think at one of our regular meetings.

All returned feedback forms will be entered into a free prize draw. You could win one of two £10 gift vouchers. Please hand completed forms back into the Estates Office by Friday 17th July.

Name : _____ Property No: _____

Did you find the report clear? Yes _____ No _____ Partly _____

What section did you find most interesting? _____

What additional information would you like to be included in future reports?

What is the best thing about living at Oakhurst Gardens?

What would you most like to see improved at Oakhurst Gardens?
