

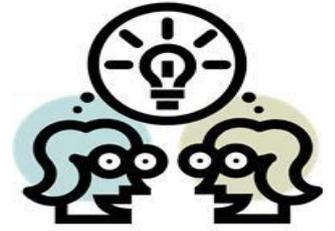
ANNUAL REPORT 2016 - 2017

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Oakhurst Gardens 8th Annual Report

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. This report always receives excellent feedback with everyone enjoying the different sections. If there is anything extra you would like to be informed about in future reports please let Sally or Colin know.



How we kept you informed and involved

We have various ways that we ensure you are kept informed of everything that is going on. We circulate monthly Newsletters and hold Surgeries every 4 to 6 weeks. There are four Notice Boards around the estate and we introduced a new notice board last year at the front entrance to the Estate Office. The website is kept up to date with information and photos and there is also a 'Suggestions Box' in the laundry where you can put your ideas or concerns – this is emptied weekly.



If there is something exceptional that we need to inform you about we will circulate notes to all individual properties. Once again, we would like to thank Alan and John for their postal duties over the last year.

All residents are invited to attend the Annual General Meeting which this year takes place on Thursday 6th July at 6.00 pm – the Society's auditors attend the meeting to discuss the financial performance and the Chairman provides a review of activities.

The various clubs and activities continue to take place in Booker Hall – these are advertised in the Newsletter and Notice Boards. We are still lucky to have two volunteer drivers so that we can continue to maintain the weekly shopping run and monthly outings. Thank you, Alan and John, again!

What next . . .

If anyone has any other ideas of how you can be kept informed please let us know and we will be able to consider the options you suggest.

We will be looking at improving / replacing the notice board on the corner by the new blocks.

All about your home

In our sixth entry at South & South East in Bloom awards we achieved the highest Level 5 – Outstanding. This is the third year that we have achieved a Level 5 with a Level 4 being achieved on the other three years.

The gully in the main car park was completely replaced to ensure an effective and efficient drainage system.

The Sensory Garden is looking really good now that it is in its second year with the shrubs becoming more established.

New Energy Performance Certificates were produced following inspection and all our homes are compliant. This is a Government requirement with all properties having to renew their EPC's every 10 years.

Shaun has completed all the cyclical redecoration works which is a continual programme, with all properties having the opportunity of redecoration every five years.



So, what next?

We hope to receive planning permission for the six new properties to be built on the land opposite the side of Rustington Hall. If we are successful the works will commence later in the year on building two one bedroom and four two bedroom sheltered housing flats.

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 and Homes and Communities guidance when calculating the new rents.



Your Neighbourhood and Community

Regular estate inspections continue to take place which residents are invited to attend. Whether residents attend or not, both Sally and Colin undertake monthly inspections with all areas for improvement noted and given to the appropriate contractor, maintenance staff member to complete.



We used to have two resident Neighbourhood Watch Co-ordinators but unfortunately, they had to give up these duties last year. We really need one or two residents to take over this very important duty – please let Sally or Colin know if you feel you could take on this role.

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LRHS Property Management

Littlehampton & Rustington Housing Society now own a total of five offsite properties. Two of these are family accommodation and two provide six-bedroom shared accommodation and one provides five-bedroom shared accommodation.

The estate staff now manage a total of 171 offsite tenancies as well as the 87 tenancies at Oakhurst Gardens.

Just a reminder of the Estate Team Members: Sally Morris Housing and Finance Manager, Louise Moore Deputy Housing Manager, Colin Hills and Kim Gick Assistant Housing Managers and John Bodsworth, Shaun Lamb and Michael Stone, Maintenance Technicians.



Plans for the Future

We hope to continue with the growth of the LRHS Property Management Portfolio and increase staff levels as required. At this stage, there are no plans for the Society to make another further offsite property purchases.

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 can 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 & Finance Manager.

So, who do we have to report to?



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

And now for all the statistics for April 2016 – March 2017!



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

During April 2016 – March 2017 there were eleven properties that were re-let.

'Studio' Ground Floor = 3 First floor = 3

'Old blocks one bedroom' – Ground Floor = 1 First Floor = 1

'New blocks One Bedroom' – Ground Floor = 1 First Floor = 0 Bungalows = 2

Two tenants passed away, five went into 'extra care / residential homes' and four were internal moves.

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

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

The analysis of the Tenants Satisfaction Survey completed in 2017 showed:

How satisfied are you with the following:	1 Poor	2 Satisfactory	3 Good	4 Very Good	5 Excellent	N/A
Property / Communal Areas	0%	5%	12%	36%	40%	7%
Estate / Maintenance Staff	2%	2%	7%	25%	46%	18%
Careline / Support	0%	3%	11%	20%	26%	40%
Facilities	4%	4%	20%	24%	32%	16%
Information you receive	2.5%	5%	16%	30%	37.5%	9%

During 2016/17 no formal complaints were received and three concerns were recorded and resolved.

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Our Governance arrangements

There are currently eleven Management Board Members. Sue Holland (Chairman), Thomas Ridley (Vice Chairman for RH), Mike Scott (Vice Chairman for LRHS), Simon Kenning (Secretary), Derek Whittaker (Chairman of Strategy Committee), Anthony Jones (Chairman of Audit Committee), David Cakebread, Robert Page, David Cross, Hazel William 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 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 30th June.

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?