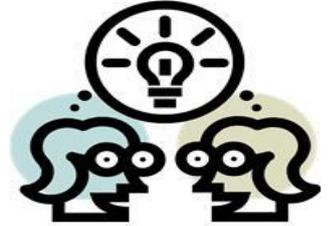


# ANNUAL REPORT 2017 - 2018

O  
A  
K  
H  
U  
R  
S  
T  
G  
A  
R  
D  
E  
N  
S

## Oakhurst Gardens 9<sup>th</sup> Annual Report

On the 11<sup>th</sup> January 2018 the Homes & Communities Agency was replaced by a new national housing agency 'Homes England'. It is at their request that we report various parts of our service to all our residents on an annual basis. For the past eight years this report has always received excellent feedback with everyone enjoying the different sections. As always 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

There are quite a few different ways in which we try to ensure that you are aware of everything that is going on - a Newsletter is produced and circulated at the beginning of every month, Surgeries are held in Booker Hall every 4 to 6 weeks, there are four Notice Boards around the estate and one at the front entrance to the Estate Office. We recently purchased a new 'wobbly advertising board' which also has all the organised events and trips displayed - this is currently positioned 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 and this is emptied weekly.



If there is something exceptional that we need to inform you about we will circulate notes to all individual properties. These are hand delivered by our very reliable postmen - Alan and John and we would like to thank them once again for all their postal duties over the last year.

All residents are invited to attend the Annual General Meeting which this year takes place on Thursday 12th 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.

We were very fortunate to have Alan undertaking the weekly 'Tuesday' shopping run and John arranging the various monthly outings during the last year and I am sure you would all like to thank them both for all they have done. However, as you are all aware Alan retired at the end of May and unfortunately at the moment we do not have a replacement driver for the weekly shopping run.. John is currently waiting on an operation on his knee after which he plans to take up his mini bus driving role once again. In the meantime, Peter has offered to drive the mini bus on a few of the outings which Alison has arranged.

### What next . . .

If anyone has any other suggestions on how we can improve on how we let you know what is happening on and around the site please let us know and if you have any ideas on who we can contact to undertake the weekly shopping run please speak to Colin.

## All about your home

In our seventh entry at South & South East in Bloom awards we achieved the highest Level 5 – Outstanding. Thank you to everyone for all the hard work you do in your own garden areas it really does help to make the site look truly magnificent.



Alison has been visiting you in your home to complete your support plans and see if there is anything that you need extra assistance with.

The cyclical five yearly electrical testing continues with between 20 – 25 properties being tested each year.

Shaun continues to undertake all the cyclical redecoration works with all properties having the opportunity of redecoration every five years.

### So, what next?

As reported last year we do still hope to receive planning permission for the six new properties to be built on the land opposite the side of Rustington Hall. Although this project has been delayed due to Arun District Council we are still hopeful that the works will commence later in the year. This will be for the building of 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 England guidance when calculating the new rents.



## Your Neighbourhood and Community



Colin now undertakes weekly estate inspections and once a month he invites any residents to join him on his walk around the site. The maintenance team or gardeners will be asked to complete any works noted on the inspection.

Although we no longer have any designated Neighbourhood Watch Co-ordinators we do have a few 'dog walking' residents who are always walking around the estate and they are very good at reporting anything they are worried about to the estate staff.

OAKHURST GARDENS

## LRHS Property Management

**O** The estate staff now manage 271 separate tenancies. 87 of these are for Oakhurst Gardens residents.

**A** In October 2017 we commissioned three rooms in an offsite property which are now used for emergency accommodation.

**K** We receive direct referrals from both Arun District Council and Chichester District Council for people who are in urgent need of housing.

**H** 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, Spencer Hopper Housing and Finance Assistant and John Bodsworth, Shaun Lamb as full time Maintenance Technicians and Simon Packington as our Bank Maintenance Technician. Alison Finn now spends most of her time in the Estate Office (she was previously in Finance) and she is very busy organising trips and events for you to attend.

### *Plans for the Future*

**U** We are recruiting another apprentice who will be working alongside Louise, his name is Piers Pagent – it is hoped that he will be able to commence his employment on Monday 11<sup>th</sup> June. Please introduce yourself and try to help him feel welcome. The Society is looking to purchase a further offsite property within the financial year 2018-2019.

### **How do we give value for money?**

**G** 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.

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

**R** 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?**

**D** 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.

**E** 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 Homes England and we must submit annual Regulatory and Statistical Returns. The Housing & Finance Manager remains responsible for ensuring all regulations set by Homes England 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 2017 – March 2018 there were ten properties that were re-let.

*'Studio' Ground Floor = 1 First floor = 2*

*'Old blocks one bedroom' – Ground Floor = 0 First Floor = 1*

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

Two tenants went into 'extra care / residential homes' and three moved to be nearer their relatives and five 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 2018 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%	1%	4%	32%	55%	8%
Estate / Maintenance Staff	0%	0%	1%	19%	65%	15%
Careline / Support	0%	0%	9%	18%	49%	24%
Facilities	0%	0%	7%	25%	47%	21%
Information you receive	0%	1%	5%	27%	52%	15%

During 2017/18 no formal complaints were received and one concern was recorded and resolved.

OAKHURST GARDENS

## **Our Governance arrangements**

There are currently nine Management Board Members. Thomas Ridley (Chairman), Mike Scott (Vice Chairman for LRHS), Simon Kenning (Secretary), Sue Holland, David Cakebread, Robert Page, David Cross, Hazel William and Roger Elkins.

Derek Whittaker, former Board Member is now our President.

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 15th 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?

---

---

---