

ANNUAL REPORT

JUNE 2015

What's it all about?

This is a report to our property owners on the various aspects of our service, including what we have achieved throughout the year and also how we intend to improve over the next year. In this report we try to provide an insight into the variety of activities undertaken by the Society.

New Estate Office

We are really pleased to announce that our new office will be opening on Monday 17th August 2015. This has been a major project and will have taken over four months to complete. The office will remain within the grounds of Oakhurst Gardens and will be much easier to find! Whereas we have been a little bit 'tucked away' in future you will be able to drive up Hurst Road and through the gates and we will be in the building in front of you.

The building will have office accommodation on the ground floor with a one bedroom sheltered housing flat above.

Kim and Louise will share the large main office with Colin and Sally both having separate offices. We are very excited about our move and we hope you will come and visit us in our new offices.

Works Project at Rustington Hall

In our last Annual Report we reported that another major works programme was due to commence in April 2014. These works are now well underway with Stages 1 - 3 due to be completed by mid July 2015. An area in the old part of the building was completely demolished and has been rebuilt to a high standard. By August the capacity for residential and nursing rooms will have increased to 57 and by the end of the works programme in January 2016 this will increase to 62.

How we have grown

We now manage a total of 70 offsite properties with 224 separate tenancies. Separately the Estate Team manage 86 sheltered housing tenancies.

The Society has purchased a further three properties since the purchase of our first property in July 2013 and we are in the process of completing on a fifth property. Two of our properties are used to accommodate families with the remaining two (soon to become three) used as shared accommodation for single tenants.

The Estate Team

As most of you will be aware we have four members of estate staff and three maintenance technicians. Sally Morris is the Housing Manager with Louise Moore, Kim Gick and Colin Hills as Assistant Housing Managers. John Bodsworth, Mick Stone and Shaun Lamb are all Maintenance Technicians.

We are pleased to announce that Kim got married on 26th May and so in future any correspondence you receive will have her married name of Gick.

So where do we find people in need of housing?

We continue to have a very good working relationship with Arun District Council and most of our referrals are obtained through them. This ensures we know we are providing living accommodation to people who need it the most, whilst helping Arun Council to reduce their waiting list.

There has been a significant rise in the direct enquires we receive due to both advertising and our reputation. We have a strong waiting list for people needing one, two, three and four bedroom houses.

Benefit Changes and Universal Credit

As you will no doubt be aware there have been a few changes with regard to all types of benefit and there is still much talk about Universal Credit. We would like to reassure you that we keep up to date with all the changes and as and when necessary we meet with our tenants and assist them with completing any correspondence.

Rustington in Bloom

We are currently working very hard on our fifth entry to South & South East in Bloom. This year we have two separate entries – ‘Oakhurst Gardens’ and ‘Acorns to Oaks’. Our Wildflower Meadow is looking very good this year with a number of different flowers and grasses. Our ‘wooden house’ near the Wildflower Meadow has been planted as a ‘House of Herbs’ this year, with the Oakhurst Gardens residents enjoying picking the herbs and using them in their cooking.

Most exciting of all is that we will be creating a Sensory Garden for all residents and relatives to enjoy. We have employed a garden design company and landscaper with works due to be completed by July 2015. This will be located on what is currently a lawned area next to where our new offices will be.

Thank you for your continued support and we look forward to seeing you in our new office accommodation.

email : sally@rustingtonhall.co.uk
Telephone : 01903 787222