



# VECTIS HOUSING ASSOCIATION LIMITED



## ANNUAL REPORT TO TENANTS

*OCTOBER 2014*

# CONTENT



3	Chairman's Introduction
4	Maintaining your home
5	Your tenancy
6	Working with you
8	Value for money
9	You said, we did
12	Board and Staff Profile
8	Contact us



# CHAIRMAN'S INTRODUCTION

2014 has been an exciting and challenging year for Vectis in equal measure. We have welcomed new personnel to bolster the existing team and to move us forward at a time when we all face some uphill struggles. We have found, like you, that the changes in welfare benefits have made life a lot tougher. We know that you value your homes and we want to do all we can to support you to live in them.

I am very conscious that as a relatively small housing association, Vectis has the opportunity to deliver excellent services that are sensitive to the areas in which we work and reflect the high standards that you expect of us. Indeed, we expect similar high standard of ourselves. To achieve this, we must work closely with you, our residents and listen to your views and feedback of our activities.

I and the *Board of Management* are absolutely committed to this approach and our close relationship with the *Tenant Forum* reflects this. Over the coming year we will be looking to build upon this and extend it further through our Resident Involvement and Engagement Policy review. Please try and play a part in this if you can.

In the meantime, this *Annual Report to Tenants* provides an overview of our activities and performance over the past year. I hope you find it useful and informative. As usual, we would welcome your comments.

*George Hibberd*  
*Chair of the Board of Management*  
*Vectis Housing Association*

# MAINTAINING YOUR HOME

We recognise that the condition of your home is very important to you and that repairs and maintenance is a key service for all of our residents.

We are fortunate to have a relatively new and well-built stock, but nevertheless there are still many issues that arise over the course of a maintenance year. In particular, during the winter months we had an unexpectedly high level of fencing repairs and replacement due to the bad weather.

However, we look to provide the most responsive and cost-effective programme of day-to-day repairs and planned maintenance. We are always looking to improve our service, but indication from our tenant survey is that 94% of our residents are satisfied with the quality of our repair service. This is on par with our other SHAPE\* colleagues (93.5%), but is much better than other housing associations generally (80%).



## OTHER KEY PERFORMANCE DETAILS:

### RESPONSIVE REPAIRS

- We completed 1272 day-to-day repairs
- Average days to complete a repair - 7.2
- Repairs completed within priority - 88%
- On-going satisfaction with repairs - 96%



### PLANNED MAINTENANCE:

- Properties painted - 26
- Site safety and fire equipment inspections - 832
- New kitchens fitted - 18
- New bathrooms installed - 8
- New boilers installed - 33

During the year a significant number of gas boilers failed their safety inspection and were upgraded to new condensing high efficiency boilers.

You can report a repair: [www.vectishousing.co.uk/report-an-issue.aspx](http://www.vectishousing.co.uk/report-an-issue.aspx)

\*Shape is a benchmark group of small associations in the South of England.

# YOUR TENANCY

You have told us in the past that you judge how good we are on whether, how, and to what standard we deliver services to you. We are always mindful that we are responsible for **our properties**, but **your homes**.

We are pleased that the percentage of you who are satisfied with our services overall remains high (96%) compared to both SHAPE (93%) and the sector generally (85%). However, we know that we cannot become complacent and there is still more to do to improve.

## OUR CORE ACTIVITY

Activity	Performance VHA	Performance SHAPE	Housing Associations	Rating
Re-letting property – average in days	24	23	22.5	✓
Rent Arrears (as % of annual rent debit)	3.35	2.87	3.20	✓
Percentage properties with Gas Safety Certificate	100	100	100	✓

In terms of our core performance, we operated at slightly higher percentages than the average SHAPE performance for both re-let times (24 days/23 days) and arrears ((3.35%/2.87%).

However, the apparent higher arrears are partly explained by our high number of tenants in receipt of housing benefit and the timing of those payments. If the quoted measurement is taken before we have received our HB payments from the local authority, the position seems worse than it really is. We have also had some success in recovering significant debts owed by a small number of specific households.

In terms of our relet times, the marginally high level is explained by a small number of our leased properties needing significant upgrading, which resulted in an extended period of being void.

The positive thing is that from your high indicators of satisfaction, you continue to believe that you receive a high quality, responsive service. We will continue to find ways that we can improve our performance, but will always look to maintain and where possible extend your levels of satisfaction.

# WORKING WITH YOU

We are firmly committed to working with you to create the most focused and tailored services we are able.

Until very recently we had two residents on our *Board of Management*. Very sadly *Paul Court*, who had served *VHA* extremely well, recently passed away. This currently leaves a position vacant, which we will be looking to fill shortly.



Welcome to our **NEW Vectis Website** - See page 3 for more details



There is a very close working relationship with our *Tenant Forum* who meet bi-monthly and review issues of interest to residents and our levels of performance. Members of the Forum have been heavily involved in our recent policy review cycles.

We believe we have “upped our game” within the last year, by significantly improving our website, which now gives you access to much more information and opportunities to pay rent, report repairs and check on progress. We have also produced extended newsletters that are eye catching and informative.



Fresh hog roast burgers

In addition to improved information streams, we are getting out to see you more. Our programme of neighbourhood walkabouts will take staff out to all the significant areas of our stockholding at least twice a year.



Competition cake

Hopefully it will not have gone unnoticed that this year is our 40th anniversary and we held an excellent event in East Cowes where we had the opportunity to celebrate with many of you with hogroast, cake and bouncy castle!

We know we can always get better at engaging with you and getting you involved. However, you already believe that we are trying hard as 93% VHA tenants believe that we listen to views and act on them compared to 86% of SHAPE associations and 73% elsewhere.



Bouncy castle

# VALUE FOR MONEY

We provide services and invest in your homes based on the rental income we receive from our let properties. We fully understand that this imposes an obligation on us to use our resources in the most efficient and cost-effective manner. We are committed to maintaining our rents at below market levels, which requires us to make the best use of our available finances.

The indication from our latest tenant survey is that the majority of Vectis residents (98%) believe that you receive value for money for the rent you pay. This is higher than the average for other SHAPE associations (91.5%) and other associations generally (89%).



**Our key benchmark indicators show that:**

## **MANAGEMENT COSTS:**



*Our average weekly cost per dwelling on management = £16.50*

*Average weekly cost per dwelling on management for SHAPE members = £17.92*

*Average weekly cost per dwelling on management for other housing associations = £18.37*

**You can access our full value for money statement on our website at:**  
[www.vectishousing.co.uk/value-for-money.aspx](http://www.vectishousing.co.uk/value-for-money.aspx)



## REPAIRS AND MAINTENANCE COSTS:

We spent less per property (£5.46p) than our SHAPE peers and other housing associations (£9.83p) per week on responsive maintenance. This would indicate that we either had fewer jobs to do or that each job is costing less.



Our split between responsive (62%) and planned maintenance (38%) indicates that we need to try and do more work in a planned, and therefore more cost-effective way.



## OVER THE COMING YEAR WE INTEND TO IMPROVE BY:

- Improve our procurement processes – average 25% saving on material costs
- More closely monitor contractor performance to improve service delivery
- Streamline property inspections and visits to reduce duplication
- Tender larger works packages to drive down costs and increase satisfaction
- Undertake more works “in-house”
- Introduce primary contractor to undertake responsive and void works

Visit our website to pay your rent online (read more on page 10):

Follow Us 

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**Name**

**Address:**

**Town**

**Postcode**

**Telephone**

**Email**

**Property ID**

**Amount to pay (GBP)**

  


payments to Vectis on this website relates exclusively for rent and other property-related charges legitimately due. As such, refunds will not be given other than in circumstances where charges have been levied incorrectly and payments made in error. In such circumstances you should contact our offices during normal working hours and we will review the circumstances and where a refund is due we will aim to arrange this within 15 working days from the reported error.

[www.vectishousing.co.uk/rent-payment-form.aspx](http://www.vectishousing.co.uk/rent-payment-form.aspx)

# YOU SAID....WE DID

We do believe very strongly that the quality of the service you receive is based on how and what we deliver to you, our residents.

We are always keen to understand what you want in your service and what works well and what needs to be improved. To that end, we have asked for your views on a number of occasions and have taken your responses seriously.

## **WE ASKED YOU ABOUT...**

- *Whether you would like the ability to pay your rent online – **you said yes***
- *Whether you would value the opportunity to pay rent by credit cards – **you said yes***
- *About the prospect of upgrading the garages at Kent Avenue – **you said upgrade***
- *About allocating parking spaces at Jubilee Close – **you said yes***

## **WE RESPONDED BY...**

- *Introducing website payments from 1st June, we have had over 50 residents use this facility*
- *Garages at Kent Avenue – we have invested in upgrading our vacant garages in Kent Avenue (see below) – they are all now let*
- *Car Parking at Jubilee Close – We have introduced allocated parking spaces*

### *Kent Avenue Garages*



# BOARD AND STAFF PROFILE

## BOARD OF MANAGEMENT

### George Hibberd , MBE

– *Chairman* - Retired local solicitor.

### Michael Starke

- *Freelance Journalist* with wide experience in national and local media.

### James Jones

- *Retired architect.*

### Raymond Wheeler

- *Retired Engineering Director* with GKN Westlands (formerly Saunders Roe and British Hovercraft Corporation).

### Michael Ward

- *Vice Chairman* - Independent Financial Adviser.

### Grenville Ball

- *Retired Personnel Manager* (Recruitment/Administration), GKN Westlands.

### Robert Keats

- *Freelance consultant* involved heavily with the leasehold sector. He is *Chief Examiner* for the Institute of Residential Property Management.

### Kirstie O'Callaghan

- *Tenant Board Member.*

### Robert Biggs

- *Local practising architect*, with considerable experience of housing association development.

### Jenny Bond

- *Administrator.*

### Christopher Squibb , MBE

- *Retired Engineering Manager*, Bus Company. *Chairman*, National Association of Retired Firefighters (IOW Division).

## EXECUTIVE TEAM

### Paul Hann

– *Chief Executive*

### Martyn Pearl

– *Deputy Chief Executive*

### Grahame Law

– *Property Services Manager*

### Steve Barnes

– *Property Services Officer*

### Sam Tillett

– *Property Services Administrator*

### Peter Thompson

– *Maintenance Officer*

### Jo Sandells

– *Housing Officer*

### Isabelle Cates

– *Income Management Officer*

### Carol Coleman

– *Housing Assistant*

### Sarah Coates-Evans

– *Senior Finance Officer*

### Lynne Walker

– *Finance Officer*

# CONTACT US:

*Vectis Housing Association Limited*



**01983 525985**



**01983 529956**



***enquiries@vectishousing.co.uk***



***www.vectishousing.co.uk***



Registration under the Co-operative and Community Benefits Act 2014

- registration with Homes and Communities Agency (L1005)
  - membership of National Housing Federation
- membership of Independent Ombudsman Scheme
  - membership of SHAPE