

Vectis Housing Association

Annual Report to Tenants

October 2012

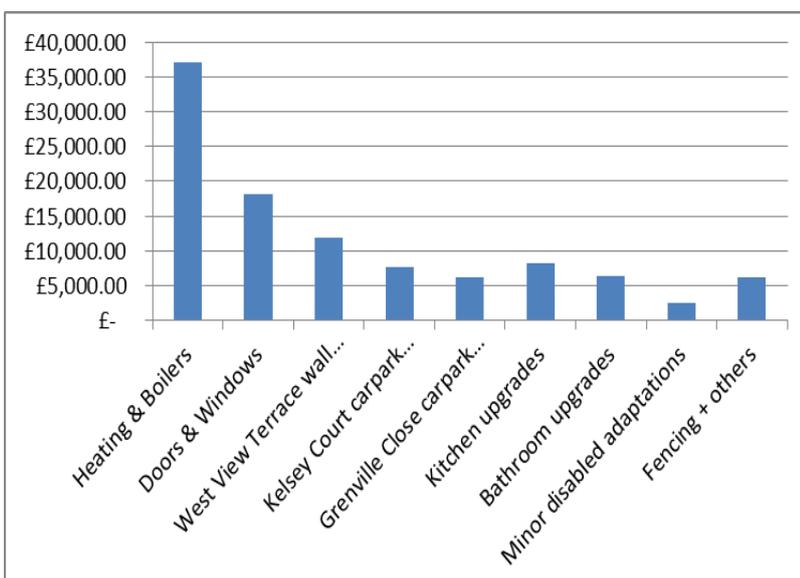
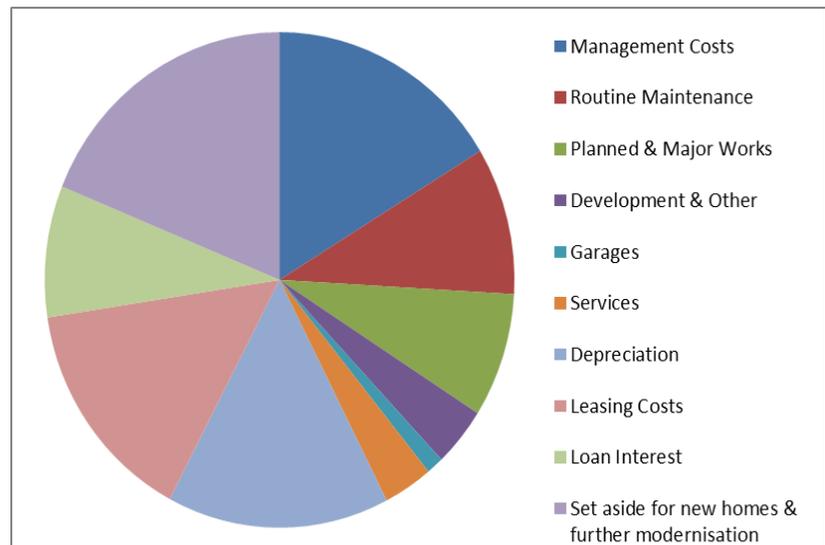
We are required by regulation to provide you with this document which sets out some of the main aspects of our overall performance during the financial year ended 31 March 2012. In doing this, we are conscious that it is not something you have asked for, and indeed our tenant forum believes it is unnecessary expense. We would welcome any further opinions, particularly if you find the information interesting and useful.

How We Spent Your Rent

The chart to the right shows the overall expenditure of the Association for the year up to the end of March 2012.

Repairs continue to be the most important service to our tenants.

The chart below shows the breakdown of £104,467 spent on planned and other major works.



Major Repairs & Modernisation Expenditure

A total of 957 day to day repair orders were completed throughout the year.

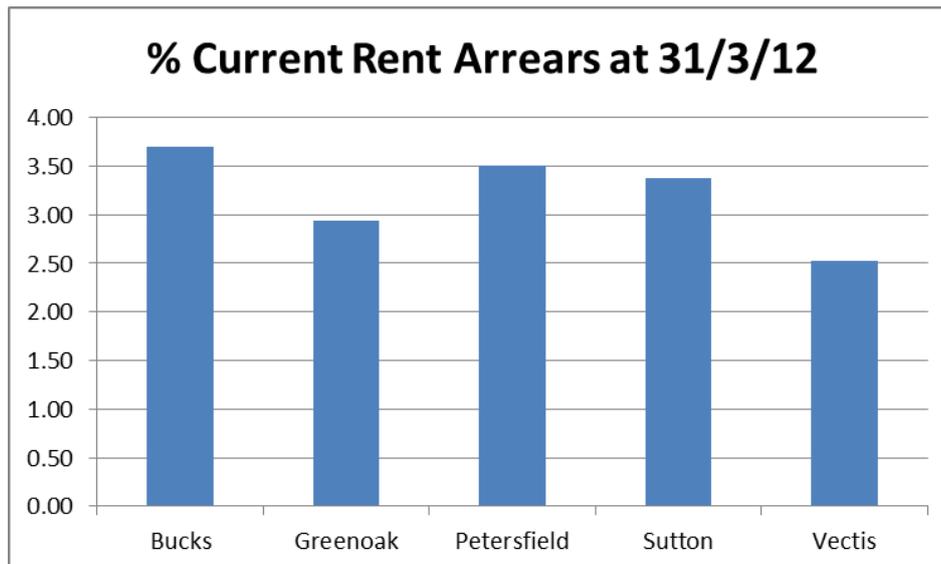
11 boilers were replaced and one complete heating system fitted.

Over the course of the year 253 tenants were contacted to check if they were satisfied with the service received following reporting a repair, 99 % confirmed that they were.

Collecting the Rent

Over 80% of the Association's tenants claim housing benefit. Many are employed but are on a low wage and are entitled to assistance. Isabelle, our Tenant Services Officer offers support to those who are experiencing difficulties paying their rent.

At the end of March just over 98% of the rent due throughout the year had been received by the Association. The level of arrears stood at 2.53%. This compares favourably against the performance of similar sized housing associations on the mainland with whom we formally compare performance.



Unfortunately, when someone falls into arrears, if a repayment arrangements cannot be made or payments are not maintained we must take further action which, as a last resort, leads to legal measures and ultimately eviction.

The following legal action was taken during the year:

- **8 new Notices of Intention to Seek Possession** were served
- **2 claims for Possession** were made to the Court
- **2 Court Orders** were granted by the Court
- **0 Evictions** were conducted

If you experience difficulties paying your rent please contact Isabelle immediately!

Resident Involvement

During the year the Tenant Forum welcomed another new member, increasing membership to 9. The Forum met on 6 occasions and discussed a wide variety of topics but concentrated on the effects of welfare reform due to be introduced in 2013.

Forum Members attended the Association's AGM in September and participated fully in a joint 'Away Day' involving Staff, Tenants and Members of the Board which was held in June.