

# Vectis Housing Association

## Annual Report to Tenants

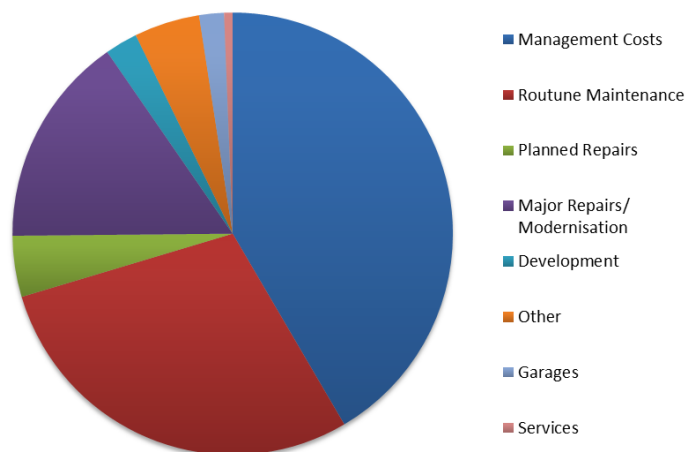
### October 2011

The Association published its first 'Offer to Tenants' in March 2011, following comprehensive consultation and with support from the Tenants' Forum. In this our second obligatory Annual Report to Tenants we are letting you how we performed in the areas which you said are important to you during the year to March 2011.

#### How Your Rent Was Spent

The Association's only means of paying for the management and maintenance of your home and neighbourhood comes from the rent you pay. We continually review how we work, the contractors we use, and which organisations we operate in partnership with to ensure the services we provide offer value for money.

The chart to the right shows the breakdown of almost £624,000 which was spent on day to day activities.



#### Collecting the Rent

Unfortunately, the number of Tenants experiencing difficulties in paying their rent is increasing and the Government's proposed changes to welfare benefits have the potential to make things worse. However, with prompt and supportive action the Association collected 99.8% of the rent due in 2010/2011. Isabelle, our Tenant Services Officer works hard to help those who fall into arrears. If repayment arrangements can not be made or agreements maintained further action is taken which, as a last resort, leads to legal action and ultimately eviction.

The following legal action was taken during the year;

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

## Repairs and Maintenance

For the majority of Tenants repairs continue to be top priority when asked what matters most and what is wanted from the Association. For the year 2010/ 2011 **98%** of Tenants who reported a repair were satisfied with the service provided.

The following information shows our performance for day to day repairs and planned maintenance projects.

- Number of day to day repairs completed = 776
- Average number of days between report and completion = 5.3
- Repairs completed in agreed timescale = 98%
- Properties externally decorated = 46
- Properties fitted with double glazing and new uvpc fascia and soffits fitted = 11
- New boilers installed = 6
- Bathrooms replaced = 4
- Major works to roofs = 2
- New kitchens fitted = 2
- Electrical upgrades including smoke/heat and co2alarms = 6

## Safe and Secure

The Association takes the safety and security of its Tenants and Staff very seriously. During the period covered in this report **310 site inspections** were completed, **308 fire safety equipment checks** were conducted by Association staff and our contractors performed **101 services of fire safety equipment**.

## Being Involved



Some Tenant Forum Members at the Association's Joint Away Day

During 2010/11 the Tenants' Forum welcomed 1 new Member increasing membership to 8.

The Forum met 6 times in addition to supporting the Association at its AGM in September.

Members were involved in a number of projects but most extensively on the new regulatory framework and the completion of the 'Offer to Tenants' published in March 2011.