

east
end HOMES

Annual Report



2015-16





Annual Report 2015/16



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Foreword



Having invested £145 million in our estates to meet the Decent Homes Standard and building 296 new homes, we have recently agreed a new five year, £22 million programme for ongoing investment in our estates.

Welcome to our Annual Report for 2015/16. Another year has flown by with new achievements to celebrate, challenges to face, and opportunities on the horizon.

The current period can be considered one of transition for EastendHomes, as we move from completing our estate regeneration, and other commitments we made to tenants to invest in their homes and estates and bring them up to the Decent Homes Standard, to becoming a more well-established organisation planning for the long term. To this end, having invested £145 million in our estates to meet the Decent Homes Standard and building 296 new homes, we have recently agreed a new five year, £22 million programme for ongoing investment in our estates.

The EastendHomes Board has also had to respond to a number of Government policy announcements in the past year, many of which have proved challenging. In the first of four years of 1% annual cuts to rents, the Board has reviewed our strategic approach, and is identifying ways in which we can continue to address the 'Value for Money' agenda in all our activities – delivering quality services at a competitive cost whilst proving efficient and effective services. The Board was also required to respond to the proposals to extend the Right to Buy (RTB) to housing association tenants. The Board will now have to consider its approach to the Voluntary RTB when details of the scheme are confirmed by the Government.

The end of 2015/16 saw the retirement from the Board of our former Chair Neil McAree. During his time as Chair, we successfully completed the governance review which paved the way for a regulatory upgrade to G1 (the highest regulatory assessment) following the review undertaken by our regulator, the Homes & Communities Agency. This achievement reflected the hard work and commitment of Neil and all the other Board members, who I would like to thank for their contribution in the past year.

On a sadder note, February saw the passing of former Resident Board Member and community champion Bernie Cameron. A community leader both at Mile End and elsewhere for many years, Bernie was hugely influential in the early years of EastendHomes. Following a request from local residents, I am pleased to say that the Board has agreed that the community centre on Merchant Street in which Bernie took such pride should be renamed in his honour.

Also in February, we received the excellent news that EastendHomes has achieved the Resident Involvement Quality Standard award from the Tenant Participation Advisory Service (TPAS), the national resident engagement specialists. EastendHomes is committed to offering our residents a wide range of opportunities to become involved and influence the work of the organisation. If you have a little time, and the passion to see ongoing improvements in your estates, please get in touch to find out more about how you can make a contribution.

I hope you find it informative and enjoyable to read our Annual Report for 2015/16.

Janet Seward, Chair

EastendHomes has been managing properties in Tower Hamlets for over a decade. Since 2005 we have invested over £145 million in refurbishing homes, regenerating estates, and creating new homes for local people.

Our **Vision** is:

“To achieve the comprehensive regeneration of our estates and to bring about a sustained improvement in the homes and quality of life for residents”.

We operate from four local housing centres conveniently based to serve our estates.

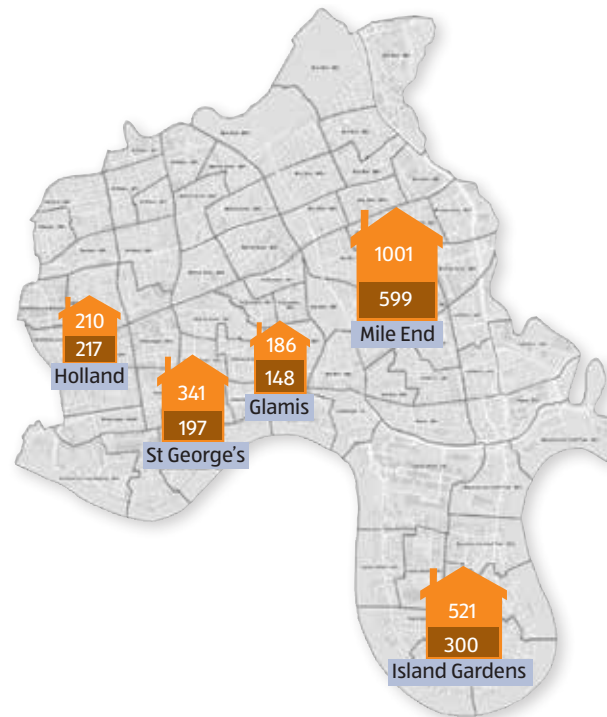
Our **Mission** is:

“To provide a local housing service which is efficient, gives value for money and meets the needs, priorities and aspirations of all residents”.

We have five **Values** which explain what EastendHomes stands for. These are:

- **We value and support resident involvement**
- **We recognise and value the commitment and hard work by our staff**
- **We will always strive to provide the best possible service**
- **We welcome and support diversity and we are committed to equality**
- **We want to improve and succeed in all aspects of our work**

On the 31st March 2016, EastendHomes managed a total of 3,769 homes across the borough, including 2,259 homes let at social rents, 1,461 homes owned by leaseholders, and 49 homes let to private tenants.



	Social Rented	Leasehold	Private Rented
Glamis	186	148	1
Holland	210	217	0
Island Gardens	521	300	1
Mile End	1001	599	47
St George's	341	197	0
Total	2259	1461	49

Introduction

Did You Know?

The Island Gardens and St George's estates transferred to EastendHomes on the same day in January 2006. Ten years later, half of our Island Gardens tenants were still in the same home but three-quarters of our St George's tenants had moved in since.

Community Events



June / July 15: Freshfields Volunteers at St George's Estate



June 15: Big Lunch Eric/Treby



December 15: Christmas Parties



June 15: Big Lunch Eric/Treby



September 15: Westferry Fun Day



July 2015: Moody's volunteers at Holland Estate



March 16: International Women's Day at Southern Grove



February 16: TPAS Award Presentation



October 15: Mizuho Volunteers at Glamis Estate



Did You Know?
EastendHomes has more tenants aged 87 or over than aged under 25

Local Offers

In addition to our published service standards, EastendHomes operates a set of nine 'local offers'. The current list was first agreed by the Resident Scrutiny Panel in late 2014, following a consultation exercise, and this is the second time we have reported back our progress against them. These offers are a set of specific commitments we make to our residents and for which the Panel hold us accountable. They are in addition to our published service standards, which explain things such as the time you can expect to wait for us to respond to your questions.

The table to the right shows how we think we got on during the year.

Want to comment on our local offers? You can email us at letmeknow@eastendhomes.net

Did You Know?

In April 2015 EastendHomes launched our new website www.eastendhomes.net. Two-thirds of visitors to our site use a PC – but the site is also optimised for mobiles. Take a look!

Our Offer

We will open up the opportunity for any resident to put themselves forward to serve as a Resident Member of the EastendHomes Board

We will seek to ensure that 70% of repairs are completed on the first and only visit to your home

We will provide leaseholders with an annual estimate of all of the service charges they are expected to be liable to pay in a year; and provide quarterly service charge statements

We will make sure that you know the name of the person within EastendHomes who you can contact to discuss works in your home or on your estate

If you get into arrears, we will offer you financial support to resolve your problems before we serve a notice of seeking possession

We will let you know in our Annual Report where our money comes from and how we spend it

We will introduce a wide range of activities across our new and existing community centres

We will make it easier for you to make rent payments online or by Direct Debit

We will hold at least one lettings open day in each area over the year to discuss rehousing opportunities for tenants

How we are doing



Any resident can now be nominated to fill Resident Board Member places, and can be nominated by an individual in addition to nominations from Estate Management Boards. The first tenant was appointed under this system in November 2015.



In 2015/16, 73.83% of repairs were completed on the first visit. We only count a job as being completed 'Right First Time' if it is completed on the first visit and within our target timescales. The most common reason for not meeting this standard was that it was completed on the first visit, but was overdue.



All leaseholders receive an annual estimate of their service charge contribution for the year, including (where applicable) any anticipated charges for Major Works. In addition to this, quarterly account statements are provided.



Name and phone number for project managers of each area are on the EastendHomes website. When schemes are on site, the project manager writes newsletters which are delivered to local residents and includes their contact details.



Referral to a specialist welfare advisor has been built into our rent arrears procedure. Our Rents Team arranged 96 appointments for 73 different tenants during 2015/16.



This Annual Report includes a 'pound chart' showing where each pound of our money comes from, and how we spend it.



The new community facility on the Holland estate has been opened and is being run in partnership with Toynbee Hall. A new internal target has been set to offer at least 8 activities per week in each of our community centres.

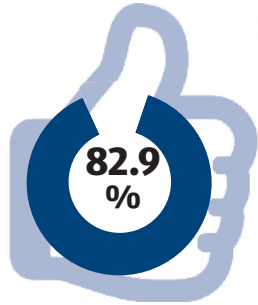


Direct Debits payments for rent (or service charges) can be set up with a single phone call – you will receive a written confirmation so you have a record of what has been agreed. The allpay mobile phone app was updated to make it easier to pay your rent or service charges by mobile phone. Online access to rent accounts and statements is coming very soon!

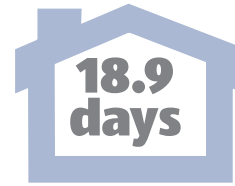


It has proven difficult to identify suitable localised venues which suit our tenants. Our Lettings Team are therefore instead intending to make annual contact with all tenants registered for a transfer, starting with under-occupiers, and to follow up with personal appointments where required.

Performance



82.9% of our tenants and **60.7%** of our homeowners told us in our STAR survey that they were satisfied with EastendHomes' services overall



18.9 days to re-let an empty property not requiring major refurbishment (18.7 days in 2014/15)



100.9% of collectable rent collected as at final Housing Benefit week (99.16% in 2014/15)



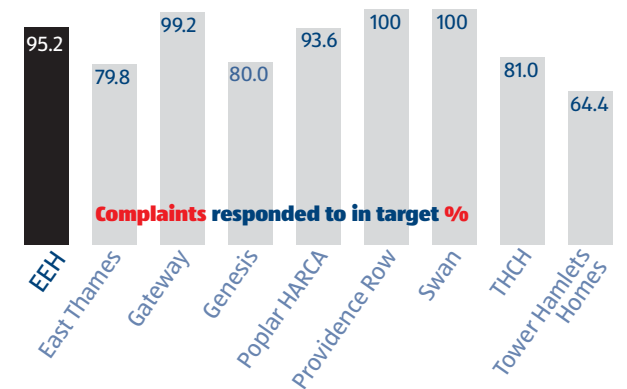
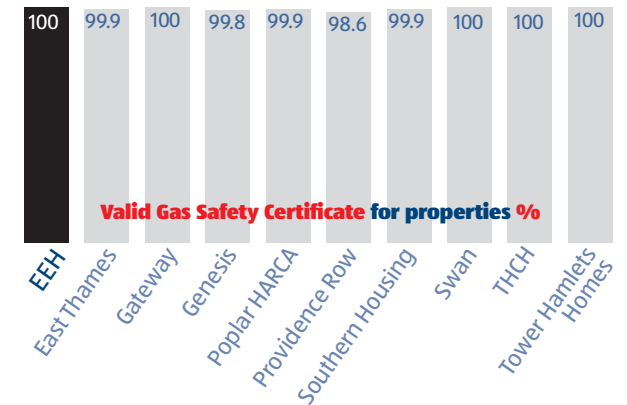
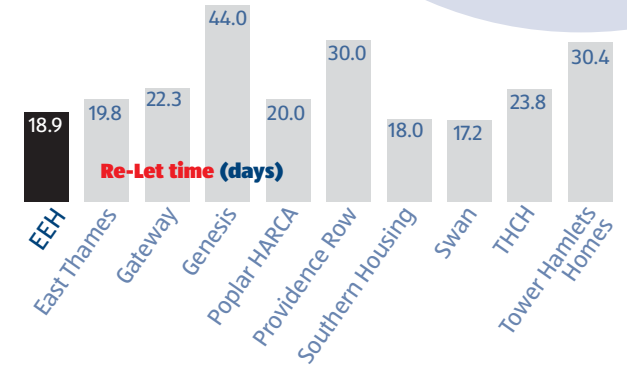
2.45% rent arrears for current tenants at final Housing Benefit week (2.71% in 2014/15)



104 complaints responded to in full in the year (121 in 2014/15); of which **20** were Stage 2 complaints and **7** were Stage 3 complaints.



99 complaints were responded to in target – **95.2%** (84.8% in 2014/15).



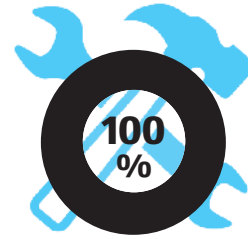
Performance

Did You Know?

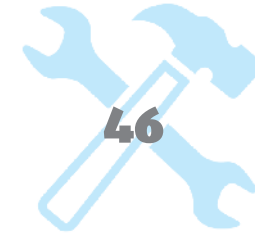
Our 138 new tenants in 2015/16 had been waiting for a move for an average of six and a half years. 31 of them had been waiting for more than ten years.

Did You Know?

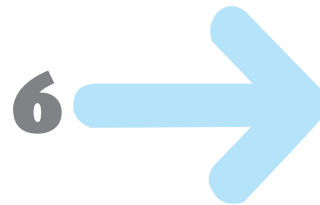
Our independent welfare advisor had over 100 appointments missed by our residents in 2015/16. This was time that could have been spent helping someone else. If you are unable to keep an appointment, please let us know!



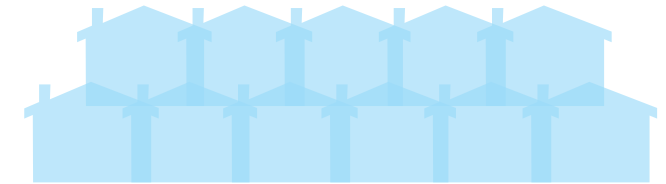
100% of adaptations completed in target



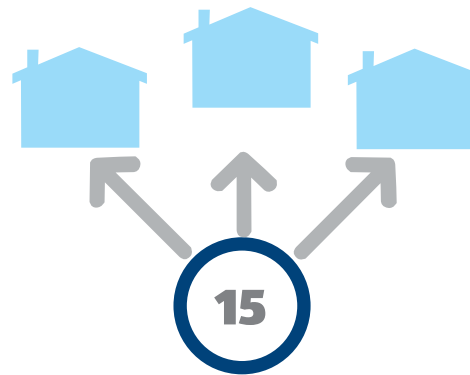
46 adaptations carried out to EEH properties



6 evictions in 2015/16 (up from 3 in 2014/15), 5 of which were for rent arrears and 1 for rent arrears and breach of tenancy.



138 properties let (88 in 2014/15)



15 EEH tenants were rehoused through the Overcrowding Reduction Initiative – making a total of 113 since it started in 2008



Assisted 8 under-occupying tenants to move into a smaller property



EastendHomes completed **397** phone calls to the participants of our Safe & Well scheme.



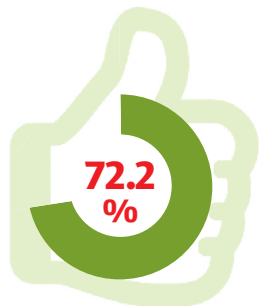
205 residents met with our welfare and benefits advisor at **554** appointments.



65 fire risk assessments were completed for blocks and areas managed by EastendHomes.



1771 gas safety inspections completed in 2015/16 (1726 in 2014/15)

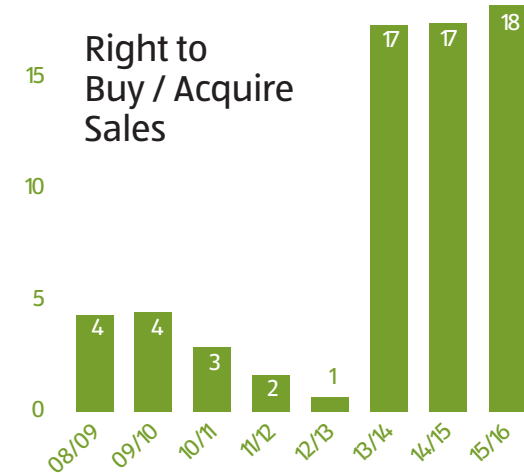


72.2% of new tenants were satisfied with the condition of their property (87.1% in 2014/15)



67 incidents of anti-social behaviour investigated by EEH in 2015/16 (86 in 2014/15)

Performance



Anti Social Behaviour

Types of anti-social behaviour investigated

Noise	22
Verbal Harassment / Intimidating Behaviour	9
Hate-Related Incidents	1
Vandalism / Damage to Property	2
Pet and Animal Nuisance	4
Nuisance from Vehicles	3
Drug Use / Supply	9
Alcohol-Related Crime	2
Domestic Violence	1
Physical Violence	1
Litter / Rubbish / Fly-Tipping	3
Garden Nuisance	0
Misuse of Communal Areas / Loitering	3
Prostitution / Kerb-Crawling	1
Other Criminal Behaviour	6

Regeneration



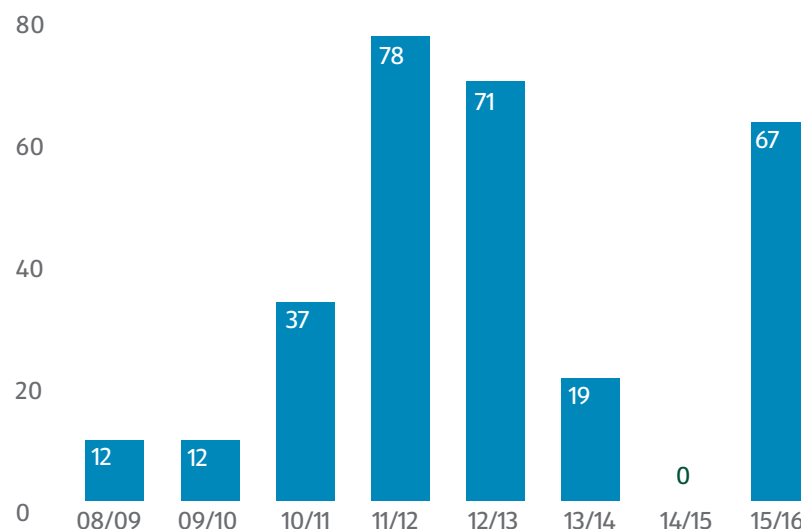
In the past ten years EastendHomes has invested **£145.3 million** into refurbishing our properties, improving communal areas, and building new homes for social rent. We are now planning **£22 million** of further investment over the next five years to repair or replace building components to maintain and further improve our properties.

100% of EastendHomes tenanted properties met the Decent Homes Standard at 31st March 2016, as we neared the completion of our Major Works programme.

Did You Know?

Since 2008/09, we have developed and let 296 brand new homes at social rents, as well as acquiring 45 new homes (and 4 former leasehold flats) for private rent.

New social rented homes



Under our development and growth programme EastendHomes let 67 brand new homes at social rents in 2015/16 – this included 33 homes on the Holland estate, 19 on the Isle of Dogs, 13 homes in Mile End, and 2 new specially adapted properties on the Glamis estate.

Keeping Estates Clean

We are proud of the work carried out by our estate services team, together with residents and partner organisations, in developing and maintaining enjoyable open spaces and communal areas.

Our estate inspections continue to record very high levels of cleanliness and in 2016/17 we will be inviting Keep Britain Tidy to audit our inspections to check up on our results.

Residents are of course also always welcome to attend estate inspections – to find out more check your noticeboard or Local Housing Centre for dates and times.

99.97% of external areas graded A-B in 2015/16 (99.98% in 2014/15)

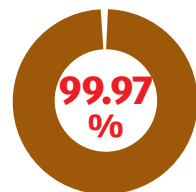
99.93% of internal areas graded A-B in 2015/16 (99.85% in 2014/15)

213 estate inspections were completed in 2015/16

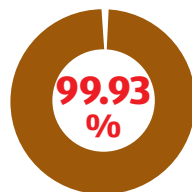
63.4% of inspections had a resident inspector in attendance (22.3% in 2014/15)

Did You Know?

In September 2014 all of EastendHomes estates were awarded the 'Cleaner Safer Greener Neighbourhood Quality Mark' by Keep Britain Tidy.



external areas graded A-B



internal areas graded A-B



estate inspections



resident inspectors present



Repairs

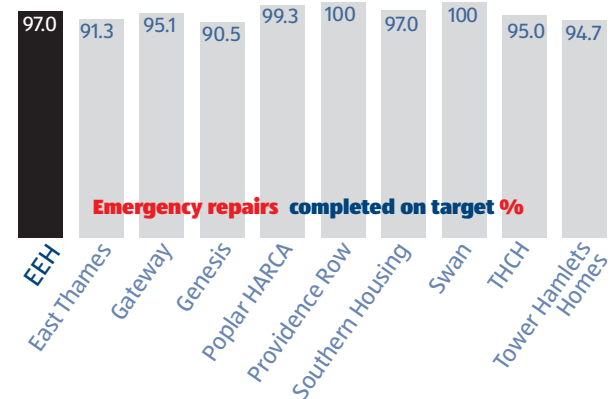


EastendHomes' responsive repairs service is carried out through a combination of external contractors and our in-house handyperson service. Repairs are issued with one of three priorities:

Priority	Target Time
Emergency	24 hours
Urgent	7 calendar days
Routine	28 calendar days

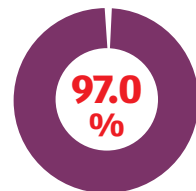
For more information on how our repairs service works, including which priorities will be allocated to different types of repairs, see our Repairs leaflet or ask in your local housing office.

EastendHomes meets regularly with our contractors to review performance, quality of the work carried out, and the satisfaction of our residents. Whenever there is dissatisfaction, we will find out what has gone wrong.



Did You Know?

Our directly-employed handypersons completed 2,171 repairs in 2015/16



emergency repairs done in target time

12,043 repairs completed in 2015/16 (12,011 in 2014/15)

94.9% of repairs completed in target in 2015/16 (93.4% in 2014/15)

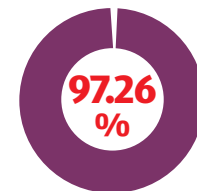
97.0% of emergency repairs completed in target in 2015/16 (97.8% in 2014/15)

98.26% of repairs appointments kept in 2015/16 (98.08% in 2014/15)



£3.988m spent on routine maintenance in 2015/16 (£3.764m in 2014/15)

99.26% satisfaction with the repairs service when asked at the completion of a repair (98.74% in 2014/15)



repair satisfaction

97.26% satisfaction with the last completed repair (97.63% in 2014/15)

The EastendHomes Board in 2015/16



Resident Members

Colin Antoine		Leaseholder	Mile End Estates
Onjona Begum	appointed 26/11/15	Tenant	St George's Estate
Les Eldon (Vice Chair)		Tenant	Holland Estate
Helen Goody		Tenant	Mile End Estates
Margaret Higgins		Leaseholder	Island Gardens Estates

Independent Members

Janet Seward	Chair from 29/03/16
Neil McAree	Chair & Board member until 29/03/16
Jamir Chowdhury	until 15/06/15
John Kettlewell	
Jane Lewis	appointed 26/11/15
Maureen McEleney	
Amjad Rahi	

Council Members

Councillor Suluk Ahmed	until 31/05/15
Councillor Andrew Cregan	appointed 26/11/15
Councillor Gulam Robbani	until 31/05/15

Governance & Viability



Audits completed

In 2015/16 we retendered our internal audit service and we have now agreed a three-year plan with our new auditors, Mazars.

Our external audits were completed in February and May 2016 by Beever & Struthers. They found that our accounts gave a true and fair view of our income and expenditure for the year, and had met accounting standards and legal requirements.

Value for Money

Each year, EastendHomes' Board agrees a self-assessment describing how we have achieved Value for Money each year. You can find this on our website within the Financial Statements for 2015/16.

The self-assessment found that in 2015/16 EastendHomes made Value for Money gains (a combination of new income and cost savings) of £584,000, against a target of £696,000. Our Board is closely monitoring our work and we are identifying new actions we can take.

EastendHomes is a non-profit organisation which means that any 'surplus' we make is reinvested into more and better homes and services. We compare our performance and our costs to other local providers and you can read some of these comparisons in the self-assessment.

Income

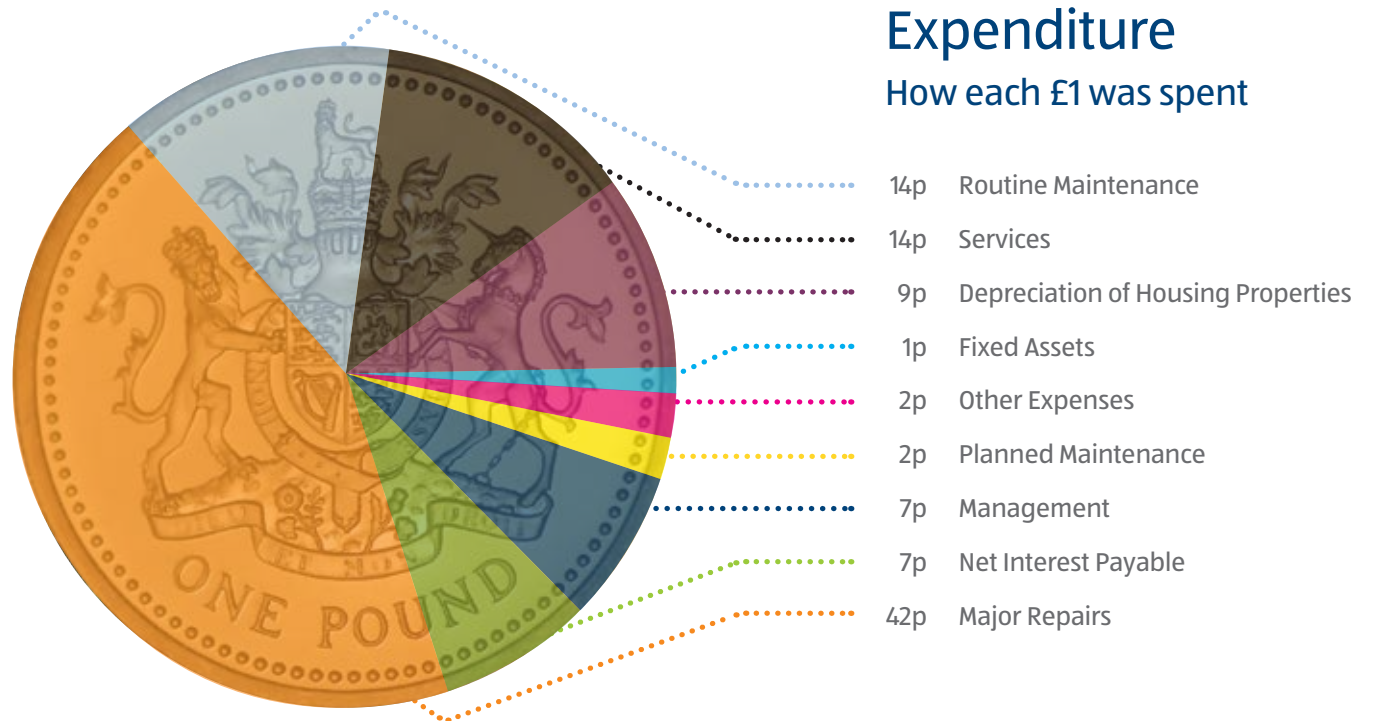
Where each £1 came from

Other income	38p
Leaseholder Major Works Recharges	5p
Leaseholder Service Charges	5p
Commercial Properties	3p
Private Rented Properties	1p
Miscellaneous Lets	1p
Tenant rents and service charges	47p



Expenditure

How each £1 was spent

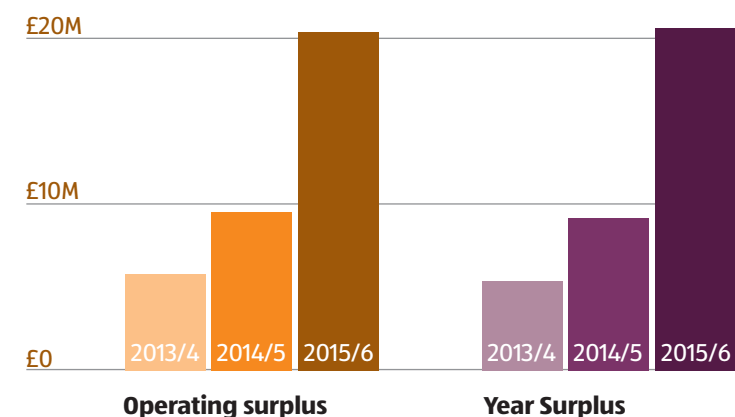


Summary Accounts

	2016 £'000	2015 £'000
Tangible fixed assets		
Housing properties	146,908	136,608
Depreciation	(14,077)	(11,762)
	<u>132,831</u>	<u>124,846</u>
Investment Properties	11,250	8,338
Other tangible fixed assets	1,572	1,631
	<u>145,653</u>	<u>134,815</u>
Current assets		
Debtors		
- due within one year	4,542	3,842
- due after one year	917	933
Cash at bank and in hand	6,140	2,577
	<u>11,599</u>	<u>7,352</u>
Creditors		
Amounts falling due within one year	(6,927)	(6,761)
	<u>4,672</u>	<u>591</u>
Net current assets	4,672	591
Total assets less current liabilities	<u>150,325</u>	<u>135,406</u>
Creditors		
Amounts falling due after more than one year	93,491	98,922
Provision for liabilities and charges	2,817	4,215
Capital and reserves		
Non equity share capital		
Income and expenditure account	54,017	32,269
	<u>150,325</u>	<u>135,406</u>

	2015/16	2014/15	2013/14
Turnover	34,623	24,166	22,810
Operating costs	(14,540)	(14,799)	(16,134)
Operating surplus	20,083	9,367	6,676
Surplus on housing property sales	1,720	1,501	1,275
Net interest payable	(2,049)	(2,229)	(2,069)
Increase in value of investment properties	545	508	403
Surplus for the year	20,299	9,147	6,285

all figures in £'000



Notes to the accounts

During 2015/16 EastendHomes invested a further £10.6 million in our existing homes and in new build properties as part of our comprehensive estate regeneration programme. To date EastendHomes has invested £145.3 million, funded by borrowing from Barclays Bank, property sale receipts and internally-generated resources.

EastendHomes has delivered a strong financial performance, exceeding overall business plan projections. In the year to 31 March 2016, the group achieved a surplus of £20.3 million, an increase from £9.1 million achieved in 2014/15. This surplus was boosted by a very high receipt of over £13 million from our development partnership with Telford Homes. All of the surplus that EastendHomes makes is reinvested into our business of providing better homes and more homes.

To ensure that sufficient funds are always available to finance the future elements of the promised Major Works programme, EastendHomes will continue to apply its policy to collect rents and service charges as they fall due, and to minimise arrears.



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