

east  
endHOMES



annual  
report

2008-9



community • local services • regeneration





## EastendHomes Vision

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

## EastendHomes Mission

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

## EastendHomes Core Organisation Values

The core values which support, inform and guide our work at all levels in the organisation are as follows:

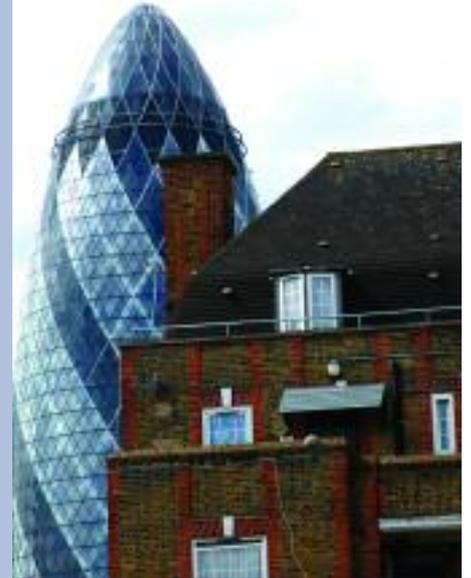
- We value and support resident involvement
- We recognise and value the commitment and hard work by our staff.
- We will always strive to provide the best possible service.
- We welcome and support diversity and we are committed to equality.
- We want to improve and succeed in all aspects of our work.



# east endHOMES annual report 2008-9

## Contents

Welcome - from Martin Young, Chairman	4
Regeneration, Asset Management and Investment	7
The Decent Homes Standard	
Regeneration, Community Initiatives and Sustainability	
Our Performance	10
Homes	
Rent Arrears	
Empty Properties	
Categories	
Who's Who	14
Compliance with the NHF Code of Governance	21
Summary of Accounts	22



## About EastendHomes

EastendHomes is a community led, registered social landlord (RSL) based in the London Borough of Tower Hamlets.

EastendHomes was formally registered as a social landlord with the Housing Corporation in February 2005. As an RSL we must comply with the Corporation's Regulatory Code and Guidance which is designed to ensure that RSLs are viable, well managed and properly governed. EastendHomes is also a registered charity. This means that we must comply with the strict rules and regulations laid down by the Charity Commissioners.

EastendHomes is committed to involving residents in the provision of local housing services and residents are encouraged to become involved in local estate management boards on their estates. We believe that resident involvement is the key to ensuring that housing services are provided effectively and in a way that meets the needs, priorities and aspirations of all residents.

EastendHomes currently has 2106 tenanted homes in management, with a further 1430 leasehold properties on estates.

Our estates comprise several clusters throughout Tower Hamlets, stretching from the southern part of the Isle of Dogs through to Spitalfields on the fringe of the City of London and we provide a housing management service from convenient local estate based offices.

EastendHomes has developed comprehensive plans for the improvement of all our estates. These improvement plans were developed prior to ballots for transfer and involved extensive consultation with local residents. We aim to complete our estate improvement programmes by over the next 5 years, and in advance of this, to have met the Governments Decent Homes Standard by 2010. The overall investment programme will total some £90m.

# Welcome

Martin Young – Chair of EastendHomes



## Welcome to our Annual Report.

2008/9 was again a very busy and productive year. Our work during the year included the introduction of a number of new initiatives and strategies, and the consolidation and continuation of the modernisation and improvement programmes to our estates. All of our work, of course, is helped and made

possible through the continued active involvement of our residents generally as well as those who serve on the local estate management boards.

One of the most significant and challenging events during the year was our first ever Housing Inspection carried out by the Audit Commission. After many months of preparatory work the on site inspection took place during October 2008 and the outcome of the inspection is one which we can all be proud of. The Inspector gave EastendHomes two (out of three) stars ie a “good service” with promising prospects for improvement. We received formal notification of the result just before Christmas. My sincere thanks go to all our staff who worked extremely hard to help us achieve this excellent result, and, of course, to all our residents who played a role in the work of the organisation and helped to achieve this outcome.

This year we also organised our first Residents’ Conference, which was held at the Docklands Sailing Centre and was attended by a cross section of tenants and leaseholders from our estates. The day included a review of work in progress and achievements to date, and a number of exercises designed to inform and help us develop future service planning and new initiatives. The outcome of the work of the conference is being used to help in the updating and development of EastendHomes Corporate Plan, which also includes our implementation plan for the recommendations made in the Audit Commission inspection report.

## Staff

On the estates our staff have continued to work hard to maintain and improve local service provision and to introduce several new initiatives. During 2008/9, we carried out over 150 estate inspections and this programme has helped to consolidate the progress made in improving our estate cleaning performance. The majority of the external areas on our estates are now assessed as being at Grade B or above and we intend to continue to work hard to consolidate and improve further on this performance.

Our first ever  
Housing Inspection  
took place during  
October 2008 and  
the outcome is one  
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all be proud of



We now include the results of estate inspections, along with a number of other performance measures in a Top Ten of “customer chosen” key performance targets. These performance measures were chosen by residents themselves and agreed at the Service Review Board, which was established early in 2008 as another means of ensuring resident involvement. Monitoring information on key service performance is reported to each of our local estate management boards and residents can also view the latest information at each of our local housing centres.

Several other strategies and initiatives were started during the year, including the Resident Profiling Strategy which, on completion, will help EastendHomes to further address the requirements of individual residents who may have a particular vulnerability or special need. This work has been formalised in the development of a “Safe & Well Strategy”, which enables our staff to identify and make special arrangements for residents who are vulnerable or need a home visit on a regular basis to make sure that they are safe and well. During the year we also arranged training for residents to undertake mystery shopping exercises. These are intended to assess how responsive and courteous we are in our customer service and how well local services are being provided.



*Bernie Cameron - Vice Chair, EastendHomes*

## Overcrowding

In the early part of 2009 we introduced our first Overcrowding Reduction Initiative, which is targeted at assisting overcrowded families living on EastendHomes estates. Overcrowding continues to be one of the most acute problems in Tower Hamlets, with over 22,000 residents in the borough registered for rehousing. The aim of our initiative is to make sure that every family on an EastendHomes estate who is overcrowded and registered on the housing list will receive one offer of accommodation of the appropriate size. Although the scheme is still relatively new, a significant number of families have already received an offer and some of these have been waiting for rehousing for more than 20 years.

This year we joined the Plain English Campaign; as part of our commitment to use clear and, as far as possible, jargon free language in all our communications with residents, such as leaflets and newsletters. We have now obtained the Plain English Crystal Mark Standard for many of the publications we produce, including a new range of leaflets on Service Standards, many of them introduced during 2008/9. These leaflets are available at our local housing centres, and together with many more of our publications, they can also be downloaded from the new EastendHomes website which went live during 2008.





## Chairman's Welcome continued

another satisfactory outcome to the Annual Regulatory Review, carried out by the Tenants Services Authority (TSA), which has replaced the Housing Corporation. Like many similar housing providers the prevailing financial and economic conditions mean that all key risks must be continue to be reviewed and updated on a regular basis. As an organisation we remain very conscious of the need to maintain good governance throughout EastendHomes and to facilitate this the Board recently agreed to establish a new Governance & Standards Panel as a sub-committee of our main Board.

Generally, the EastendHomes Board has had another full programme of work throughout the year, with a number of important business and strategic policy issues being dealt with, many in the context of the difficult conditions in the wider financial markets. The prevailing uncertainties in the market mean that the financial environment in which we work will continue to be challenging for all Registered Social Landlords.

During the course of 2008/9 we welcomed more new members to the main Board of EastendHomes and said farewell to others who stood down. Syed Milon and Spencer Butler joined us as new Resident Board Members from, respectively, the Mile End east estates and Glamis estate. We also accepted during the year the resignations of Salaur Rahman as an Independent Board Member and Margaret Clarke who retired as a long standing Resident Board Member from Glamis Estate. I would like to thank both Salaur and Margaret for their contributions to the work of the board and their commitment and hard work during their time on the EastendHomes board.

And finally, once again, I very much hope that you find our annual report interesting, concise, and informative. We would welcome any comments or suggestions that you may have.

Martin Young  
Chair, EastendHomes

As an organisation we remain very conscious of the need to maintain good governance throughout EastendHomes



# Regeneration, Asset Management and Investment

The Government has set a target of 2010 for all homes to meet the Decent Homes Standard. EastendHomes intends to meet this deadline for all our existing stock, and we will bring forward essential decent homes work in advance of our overall estate regeneration programmes, in order to achieve this. We are continuing to make steady progress towards meeting this target with 71.9% of our stock now meeting the decency target, compared to last years figure of 59%.

Since April 2005 EastendHomes has invested some £40.5m in bringing our tenanted properties up to the Decent Homes Standard and in addressing the wider estate improvement and regeneration challenges.

## The Decent Homes Standard

The Government introduced the Decent Homes Standard in order to ensure that the stock of social housing was brought up to a good standard. This means that homes must be safe, wind and water tight, provide reasonably modern kitchens and bathrooms, and have effective and efficient heating.

Achieving the Decent Homes Standards by the deadline of 2010 means that EastendHomes has been carrying out an extensive programme of major repairs including, where necessary, the replacement of building components if they are old and in poor condition, such as:

- Roofs
- Windows and doors
- Brickwork
- Wiring
- Kitchens
- Bathrooms
- Boilers

Our approach to undertaking the Decent Home Programme on our estates has been to divide the work into two parts. The initial phase of work usually comprises improvements inside the home, such as new kitchens and bathrooms and often new front entrance doors, re-wiring and heating where necessary. The second phase of the work involves external refurbishment and estate improvements such as repairing roofs, windows and other structural works, plus repairs and improvements to communal areas and shared facilities such as block entrances, refuse systems and environmental works.

EastendHomes website includes a Decent Homes Works Timetable where residents can find out more about when improvement works are scheduled to be carried out on their estates.



Mural, Holland Estate

## Regeneration continued



## Regeneration, Community Initiatives and Sustainability

EastendHomes is committed to working in ways which assist environmental sustainability and contributes towards sustainable communities as part of its estate improvement programmes.

We are continuing to do this by:

- Providing healthy homes
- Safer Neighbourhoods.
- Involving people
- Behaving fairly to all
- Encouraging economic and social regeneration
- Being careful with resources
- Caring – for the environment, for people and about what we do.

Our work therefore seeks to incorporate economic, social and environmental objectives in the improvement and regeneration programmes, in tandem with the necessary investment in the housing stock. This commitment applies to the estate improvement programmes and to our support for a range of community based initiatives which assist in economic and social regeneration. In terms of community infrastructure work, EastendHomes partnership with Telford Homes and our other developer

and contractor partners has continued to provide substantial resources for investment in new community facilities and community development initiatives. During the year planning permission was granted for both the St Georges and the Bede Estate regeneration schemes which will help generate over £800,000 of investment in new purpose built community facilities.

At Mile End, the new community centre and cultural facility on British estate has been completed and the major new retail development on Mile End road has been opened by Tesco.

Despite the difficult financial markets and economic situation, EastendHomes unique funding arrangements have continued to provide very significant additional resources through cross subsidy from the sale of private units on our estates. This investment model is enhanced by the added benefit of ground rent on new estate apartment blocks being recycled to provide an ongoing funding stream to assist in further community regeneration work.

Elsewhere, EastendHomes and our construction and developer partners have continued to provide funding

EastendHomes is committed to working in ways which assist environmental sustainability and contributes towards sustainable communities as part of its estate improvement programmes



During the year we commissioned local film makers to develop and produce a documentary film featuring residents and life on EastendHomes estates

support for a range of community initiatives and projects, including additional police patrols to assist in tackling anti-social behaviour and supporting estate ‘clean ups’ and several community gardening projects.

EastendHomes partnership with Trees for Cities was developed during the year as part of the Million Trees Campaign, which aims to make London a healthier, greener, and more pleasant city to live in. The Million Trees campaign aims to plant a million more trees in the city by the start of the 2012 Olympic and Paralympic Games and EastendHomes have been working with Trees for Cities at the Manchester Estate, on the Isle of Dogs to introduce extensive environmental improvements. Residents were consulted on the proposed work to the new community gardens with new trees, benches and planted beds. In March 2009 a community day was held with residents and volunteers helping with the planting and other horticulture improvements.

We have also continued with our popular programme of estate fun days for children and events to engage

constructively with young people, as well as trips to the seaside for elderly residents. We have also expanded our work with the Attlee Centre in Spitalfields by supporting the summer programme by the Centre. 2008 also saw the continuation of our collaboration with the Whitechapel Art Gallery on the community arts project called “The Street”, near Holland estate, and during the year a number of exhibitions and artists projects were featured in the large former retail unit in Toynbee Street E1, which was used as a base for the project.

We also provided two former empty shop units to the Spitalfields Small Business Association who are using the shops as part of a project to sell arts and crafts created by people with learning disabilities.

During the year EastendHomes commissioned local film makers Phil Maxwell and Hazuan Hashim to develop and produce a documentary film featuring residents and life on EastendHomes estates. A number of tenants and leaseholder appeared in the film to tell their story about how they came to live in the east end and about life on the estates.

The film, “East End Lives” was premiered in April as part of the East End Film Festival 2009 at the Rich Mix Cinema in Bethnal Green, and was also nominated in the best documentary film category. We are now hoping to continue this project over the next few years, in order to document the regeneration and changes which are taking place to the estates.



# Our performance

## Our Homes

EastendHomes rented housing stock, by property type and average weekly rents, including service charges.

Property type	Number	Average weekly rent £
Bedsit	65	68.21
1 bed	555	78.52
2 bed	929	89.29
3 bed	475	100.53
4 bed	67	115.53
5 bed	13	121.13
6 bed or more	2	141.35
<b>Total</b>	<b>2106</b>	

	2008/09
Properties let as non secure tenancies to homeless households awaiting permanent re-housing.	22
Leasehold properties managed by EastendHomes as at 31 March 2008	1430
Properties sold under the RTB during 2008/9	4



## Rent Arrears

EastendHomes again performed well on the collection of rent in 2008/9. As at the last housing benefit week in 2008/09 (week 50, 16 March 2009) the percentage of rent collected was 97.53%.

In terms of our rent arrears service, our aim is to contact people as soon as possible when they go into arrears with their rent to ensure that any problem does not become unmanageable.

EastendHomes will show every consideration to people who have genuine difficulties with paying their

rent. However, our key priority is to collect the rent we are owed so that the full range of services we have promised can be provided. EastendHomes views eviction as a last resort and would much rather help tenants to keep their homes. Our partnership with Fair Finance helps ensure that debt advice and support is available to tenants who require this assistance.

Tenants are encouraged to contact the rents arrears section at Wager Street as soon as possible on 020 8880 7055 if they have a problem with their rent.



## Empty properties

Empty properties as at 31 March 2009

	No.	%
Empty properties	91	4.3
Available for letting (short term voids)	4	0.2
Undergoing major work/other reasons (long term voids)	87	4.1

Short term voids are properties awaiting normal repairs prior to re-letting whereas long-term voids cannot be are properties requiring major refurbishment work before they can be re-let. Additionally, the long term voids figure includes empty properties which are awaiting demolition as part of a regeneration scheme.

The average time taken to re-let short term voids in 2008/9 was 19.6 days, which is well within our target of 24 days. EastendHomes is continually working towards improving void turnaround in order to minimise rent loss and reduce the time properties are left empty.

## Lettings

EastendHomes is part of the Tower Hamlets Common Housing Register. This means that EastendHomes tenants can potentially bid for any vacancy that occurs within the stock of the Council or other partner Housing Associations within the Borough.



Categories

No. of applicant households re-housed in 2007/08

Properties let during 2007/8	94
LBTH Homeless	48 (target met)
LBTH waiting list	29
Common Housing Register - Transfer applicants	7
Transfers for overcrowded households thorough EeH Overcrowding Reduction Initiative.	10

## Our performance continued

### Repairs

2007/09 Performance	Completed in Target %	Target %
Emergency (24 hrs)	94	95
Urgent (7 calendar days)	94	95
Routine (28 calendar days)	94	95
<b>Overall</b>	<b>94</b>	<b>95</b>
Repairs appointments kept	94	95

EastendHomes has been working hard with our repairs and maintenance contractors to ensure that the best possible repairs service is provided for residents. This work will continue in 2009/10.

EastendHomes is also committed to employing more local handypersons who are able to carry out non technical repairs. Resident feedback suggests that this service has proved popular and we increased the number of handypersons during 2008/9.

### Complaints

EastendHomes recognises that the complaints process is an important way of ensuring that errors or poor service is acknowledged, corrected and service improvements made where appropriate. From 11 April 2008 to 31 March 2009, 100 formal complaints were received of which 89% were responded to within target. This is an improvement on last year's performance.

EastendHomes has a target of responding to 100% of complaints within target and an improvement plan has been adopted to ensure that achieving this target is effectively addressed.





## Tenants' Satisfaction Survey 2008/09

EastendHomes undertakes an annual residents satisfaction survey in order to obtain tenants' views on satisfaction with service provision and whether services have improved over the previous 12 months. The results of the 2008/9 survey are set out below and generally show that satisfaction with services provided by EastendHomes has continued to increase.

### 2008/09 Annual Tenant Satisfaction Survey Results

Percent of tenants who are satisfied with...	2007/8	2008/9
...the service overall	73%	74.5%
...the repairs and maintenance service	68%	73.6%
...the estate cleaning service	72%	76.5%
...the way EastendHomes consults and takes residents views into account	65%	68.9%
...opportunities to get involved with management and decision making	60%	66.0%



# Who's who

## Board members' biographies

The Board is the main decision making body of EastendHomes. Board members serve on a voluntary basis and are unpaid.

The board is currently made up of 6 residents from EastendHomes estates, 2 Tower Hamlets Councillors and 7 independent board members. Each of the resident board members are nominated from their local estate board or steering group.

Set out below is information on those board members who served during 2008/9



## Resident Members

### Bernard Cameron

Bernard is Vice Chair of EastendHomes Board and also the Chair of the Mile End Estate Management Board.

He has devoted considerable time, energy and commitment over many years to promoting a safer environment in Tower Hamlets and to helping improve conditions and facilities in the Mile End area.

From 1995, he was chair of the Bow South Police Sector Group working closely with local police and the community to ensure a better policing response to his local community. He has also been Chair of the Tower Hamlets Boroughwide Tenants Compact Group.

Bernard has been active in the British Street Tenants and Residents Association for over a decade and devotes much energy and time to raising funds to provide facilities for the local community in Mile End east.

### Mary Nepstad

Mary is the Chair of St George's Estate Management Board

In addition to active membership of her local Tenants and Residents Association, Mary is a member of the Tower Hamlets Pensioners Forum, the Greater London Forum (GLF), and also the London Older Peoples Strategy Group (LOPSG) which is associated with the Greater London Authority. She also supports the National Pensioners Convention in their endeavours to obtain better conditions for all pensioners.

As a governor of the St Katherine and Shadwell Trust, Mary is a member of the panel which administers grants to local organisations from the Neighbourhood Renewal Community Chest (NRCC).



## Resident Members

### Spencer Butler

Spencer is a tenant on the Glamis estate in Shadwell, and is the Chair of the local Glamis Estate Management Board. He has had a varied career, having trained as an architect, before joining BBC Television as a Production Designer - designing various classic series, serials and films.

Subsequently, he established and ran a fringe theatre company in London, and directed for this company and in North America, Australia and Sweden. During the 1990s he established an Architectural and Interior Design practice in Somerset, eventually employing twenty people, and this ran in tandem with his ongoing theatre work.

Spencer moved to the Glamis estate in 2000, and has been involved for several years in the local estate board and Tenants and Residents Association. As well as the theatre, interests include; reading, music, cooking and he also ran for England.

### Tom Madden

Tom is the Chair of Westferry & Island Gardens Joint Board

Tom represents the Island Gardens/Westferry area on the EastendHomes board. He was born in Southern Ireland and came to live in Tower Hamlets in the 1950s. He has lived on the Westferry estate for over 20 years and was a founder member of the Westferry Tenants and Residents Association in 1982.

Tom has been Chair of his TRA for many years and has also been a member of the Isle of Dogs Tenants Council and the Police Consultative Committee for the Island. Tom has been retired for over 15 years and has spent much of his retirement campaigning for improvements to the Westferry estate and the surrounding area.



## Resident Members

### Laura Driscoll

Laura is a tenant board member from the Isle of Dogs where she is chair of the Christchurch Steering Group and Vice-Chair of the Island Gardens/Westferry Joint Board. Laura is also a member of the LAP 8 steering group which covers the Isle of Dogs/South Poplar and also the local Police Forum.

She is a native of Dundee in Scotland but has lived in London for the last 36 years, 24 of them in Tower Hamlets. She has lived on several estates on the Isle of Dogs where she raised her family and where she remains interested and involved in a range of local initiatives.

### Colin Antoine

Colin joined the EastendHomes Board as a Resident Board Member in 2007. He has lived on the British Street estate since 1983 and has been a member of the local Tenants and Residents Association. He joined the estate steering group at its inception as part of the Housing Choice process and continued as a member of the Shadow Board for the Mile End estates prior to the transfer of the estates to EastendHomes.

He is currently Vice Chair of the Mile End Estate Management Board. In his working life, Colin has worked in the electronics/IT support industry for almost 30 years.

### Syed Milon

Syed joined the board in April 2009. He is a leaseholder and has lived on the British estate in Mile End since 1988, where he has been involved in developing and supporting a range of activities and initiatives on the estate. He is a member of the Mile End East Estate Management Board and works as a Finance Officer for an international law firm based in the City of London.

### Les Eldon

Les was born and bred in the East End and is a tenant of Denning Point on the Holland estate.

After leaving school at 15 he went to work in the City of London following which, in 1960, he joined Trumans Brewery as an Off Licence Manager. His career in the licencing trade was varied and included managing three public houses. After his retirement Les worked as a Patients Transport Driver during the 1990s.

He has been involved with tenant and estate issues at Denning Point for many years and, together with his wife, served on the Estate Steering Committee prior to and after the transfer of Holland estate to EastendHomes. He has been a member of the Holland Estate Management Board since its inception and also serves on EastendHomes Service Review Board. He continues to be actively involved on the estate on behalf of residents.





## Independent Members

### Martin Young

Martin Young is a barrister in private practice.

A law graduate from Queen Mary College and resident in East London since 1977, he served as a Councillor for LB Tower Hamlets from 1994, holding positions as Chair of the Standards Panel, the LDDC Exit Strategy Board and Vice-Chair of the Regeneration Committee. He was a member of the Housing Committee throughout both terms of office.

Following retirement from that public office in 2002 he joined the shadow board of EastendHomes as a community, then independent member, and has been Chair of the main Board since registration and incorporation of the company in 2005.

Martin also serves on the Board of several local charities and is a past Deputy Chair of the Isle of Dogs Community Foundation.

### Lesley Johnson

Lesley is a Director of Johnson Pancucci Limited, a housing regeneration and communications consultancy working in area renewal throughout the country. She has worked on a number of stock transfers and delivery of large-scale housing refurbishment and new build projects, particularly in areas with existing communities.

### Tuuli Lindberg

Tuuli joined EastendHomes board in early 2008. She has been a Tower Hamlets resident for a number of years and currently has a home in Wapping. Until taking early retirement, Tuuli worked as a financial advisor in the Corporate Finance Sector in the City of London.

She has also worked as a lawyer for a number of financial institutions, in London and Scandinavia and holds a degree in Law from Turku University, Finland, where she also completed her training for The Bar. She has previously worked as Head of Corporate Finance Sweden, for Deloitte & Touche and is currently a Member of the Finnish-British Chamber of Commerce, London.

### Neil McAree

Neil is currently a Head Teacher and has been in the teaching profession for over twenty years. He has also served as a local Councillor in Tower Hamlets for twelve years. As a former Councillor and resident of the borough, he knows Tower Hamlets very well. Prior to becoming an EastendHomes board member, Neil was an independent co-opted member of the Mile End Community Housing Trust.





## Independent Members

### Janet Seward

Janet is a very experienced housing professional with a long career in public sector housing management stretching back over 30 years. During this time she has worked for local authorities and a Registered Social Landlord in Tower Hamlets. Her operational experience includes most aspects of the housing service, including estate management, lettings, performance review and housing policy and strategy. She is currently Chair of EastendHomes Service Review Board.

Janet is currently the Business Improvement Manager for Kensington & Chelsea Tenant Management Organisation, which is also now an Arms Length Management Organisation (ALMO). Janet has been involved in various projects in Tower Hamlets in a voluntary capacity and has a special interest in the improvement and regeneration of the housing estates in the borough.

### Amjad Rahi

Dr Rahi is a retired hospital consultant and emeritus senior academic at the University of London. He has authored and co-authored several medical books and has published numerous research papers in national and international medical journals. He has been a visiting professor and examiner in several universities in the USA, Middle East and India.

He lives on the Isle of Dogs and since retirement has devoted much of his time to involvement in a wide range of voluntary work. He is a Governor at two schools in Tower Hamlets, an elected member of the School Forum of the London Borough of Tower Hamlets. He is an independent custody visitor appointed by Metropolitan Police Authority and also a member of the Patients Panel appointed by the NHS for Barts and The London Hospital.

Amjad is a director of a Resident Management Organisation on the Isle of Dogs and is also a member of LAP 8 which includes the Island.

## Councillors

### Councillor Motin Uz-Zaman

Motin Uz-Zaman has been a Councillor in Tower Hamlets since 1998 and represents the Council on a range of Panels and Boards. He is a trustee of Bromley by Bow Centre and a board member of Poplar HARCA, which, like EastendHomes, has estates in the Mile End east area. Cllr Uz-Zaman currently chairs the Public Transport Forum and one of the Local Area Partnerships. He is actively involved as a School Governor and he works as a Director for an educational charity.

Councillor Uz-Zaman was a Cabinet Member for several years, serving as Lead Member for Equalities & Social Inclusion until 2002 and Lead Member for the Environment until 2005.

### Councillor Rachael Saunders

Rachael Saunders was elected as a Councillor for Mile End East in a by election in November 2008. Her interests are in housing, regeneration, education and the arts.



The following are no longer board members:

Margaret Clarke – Resident (resigned)  
Salaur Rahman – Independent (resigned)

## Staffing

EastendHomes directly employed 95 members of staff as at 31 March 2009. The vast majority of staff joined the organisation from the Council through the TUPE process as part of Housing Choice.

The Senior Management Team of EastendHomes is as follows:

Paul Bloss	Chief Executive
John Henderson	Director of Housing
Steve Inkpen	Director of Regeneration & Strategy
Peter Gibbs	Director of Finance & Resources





# Compliance with the NHF Code Of Governance

EastendHomes has adopted the National Housing Federation's (NHF) Code of Governance. The code requires that members should in their Annual Report, disclose any areas of the code not complied with. EastendHomes complies with the Code, except for the numbers of Board Members and the quorum for Board Meetings. The Code recommends a maximum of 15 Board members, EastendHomes has 18 Board Members and in doing so, ensures that there are a significant number of tenants and leaseholders on the Board, in furtherance of our objective of being a resident led organisation. The NHF Code of Governance also states that the quorum for Boards should be the lesser of five voluntary board members or 50% of the Board. EastendHomes Board membership is made up of 2 Councillors, 8 residents and 8 voluntary Board members, the quorum is 6 board members including at least one from each of the categories of membership.

The NHF Code of Governance also recommends that the Annual Report provides residents with information on where to obtain copies of certain EastendHomes policies. Copies of all EastendHomes policies, and a number of strategies, including the Resident Participation Policy and the Equality & Diversity Policy, are all available on EastendHomes website and from our offices.

## Compliance with Tenant Services Authority (TSA) Regulatory Code & Guidance

The TSA requires an annual self-assessment of compliance with the Regulatory Code to be submitted on an annual basis. The most recent self assessment compliance statement and other supporting documentation was considered and approved by the EastendHomes Board at its meeting on 28 July 2009.

## Equality & Diversity

EastendHomes has a range of policies, strategies and action plans in place in order to fulfil our commitments in respect of equality. The Diversity and Equality Framework provides an overview of our key policies and strategies and the action plans in place to meet our targets and commitments. During 2008/09 we completed a new Race Equality Strategy, which incorporates key aspects of the former Black & Minority Ethnic (BME) Strategy. EastendHomes also has Disability and Gender Equality Schemes, supported by appropriate action plans, in place.

## Head Office:

Tayside House  
31 Pepper Street  
London  
E14 9RP

Tel: 020 7517 4700  
Fax: 020 7515 0218  
Email: [info@eastendhomes.net](mailto:info@eastendhomes.net)

## Island Gardens Neighbourhood Housing Office

137 Manchester Road  
London  
E14 3DN

Tel: 020 7538 2340  
Fax: 020 7537 0512  
Email: [info@eastendhomes.net](mailto:info@eastendhomes.net)

## Glamis Local Housing Office

Roslin House (Cable Street entrance)  
Brodlove Lane  
E1W 3EL

Tel: 020 7791 7947  
Fax: 020 7791 7983  
Email: [info@eastendhomes.net](mailto:info@eastendhomes.net)

## Mile End Housing Centre

38 Wager Street  
London  
E3 4JE

Tel: 020 8880 7055  
Fax: 020 8880 7810  
Email: [info@eastendhomes.net](mailto:info@eastendhomes.net)

## St Georges Local Housing Office

Shearsmith House  
Hindmarsh Close  
London  
E1 8HT

Tel: 020 7481 4110  
Fax: 020 7481 4082  
Email: [info@eastendhomes.net](mailto:info@eastendhomes.net)

## Holland Housing Centre

35 Commercial Street  
London  
E1 6BD

Tel: 020 7456 6700  
Fax: 020 7456 6737  
Email: [info@eastendhomes.net](mailto:info@eastendhomes.net)

# Summary accounts

## Income and Expenditure Account

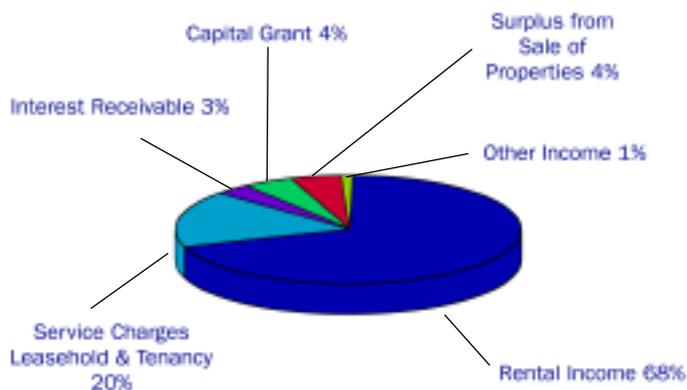
	2009 £'000	2008 £'000
Turnover	13,191	11,774
Operating Costs	(11,787)	(10,870)
Operating Surplus	1,404	904
Surplus on sale of housing properties	577	3,046
Interest receivable and similar income	406	484
Interest payable and similar charges	(757)	(185)
Surplus for the year	1,630	4,249
Revenue reserves at beginning of year	7,980	3,731
Revenue reserves at end of year	9,610	7,980

## Balance Sheet

	£'000	£'000
<b>Tangible fixed assets</b>		
Housing Properties	91,739	68,425
less:		
Capital grants	(11,373)	(3,818)
Other grants	(42,961)	(42,961)
Depreciation	(1,251)	(616)
	36,154	21,030
Other tangible fixed assets	1,092	1,124
	37,246	22,154
<b>Current assets</b>		
Debtors	3,724	3,548
Cash at bank and in hand	7,149	16,310
	10,873	19,858
Creditors: Amounts falling due within one year	(12,547)	(15,033)
Net current assets/(liabilities)	(1,674)	4,825
Total assets less current liabilities	35,572	26,979
Creditors: Amounts falling due after more than one year	25,325	18,409
Provision for liabilities and charges	1,003	61
Capital and reserves		
Non equity share capital	-	-
Income & expenditure account	9,244	8,509
	35,572	26,979



## Income



## Expenditure



## Comment

During 2008-09 EastendHomes invested £23.4million (2007-08:£10.7million) in our resident homes as part of our promised major works programme. To date EastendHomes has spent nearly £46.3million out of a £133 million programme.

To ensure that sufficient funds are always available to finance the future elements of the promised major works programme East End Homes will continue to apply its policy to collect rents and service charges as they fall due and to minimise arrears.

EastendHomes' audited accounts are available on our website at [www.eastendhomes.net](http://www.eastendhomes.net) or by contacting the Company Secretary, EastendHomes Ltd, Tayside House, 31 Pepper Street, London E14 9RP.

## Other Formats – meeting your needs

If you ask, we can provide copies of this document in a range of formats including:

- in community languages (including Bengali and Somali)
- in Braille
- in large print
- on audio tape or CD

To ask for a different format, please contact your Local Housing Centre.



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# annual report

# 2008-9

community • local services • regeneration

EastendHomes

Tayside House  
First Floor  
31 Pepper Street  
London  
E14 9RP

Telephone: 020 7517 4700

Fax: 020 7515 0218

E-mail: [info@eastendhomes.net](mailto:info@eastendhomes.net)

Web: [www.eastendhomes.net](http://www.eastendhomes.net)

Out of hours service: 0800 376 1637

EastendHomes is a registered social landlord and a registered charity no: 1107691