

How are we doing?



This report tells you about our performance in key areas during the last year.

It includes details of our homes, the rents we charge and how well we are doing when it comes to providing services like repairs, or dealing with complaints.

If you would like to find out more about our services, we would love to hear from you.

You could even get involved in helping us set and monitor standards.

You could become a Mystery Shopper and give us feedback on the way we handle calls, tell us how well our contractors are working in your area or keep a check on the standard of our homes before they are let to new tenants.

If you would like to find out more about how you could get involved contact Elaine Warwick on 01234 221327 or email elainew@bpha.org.uk.

Rent and rent collection

On March 31, 2009, the rent arrears target was 3.9% and the actual rent arrears level was 3.95%.

That means that we collected 96.05% of the rent owed to us during the year.

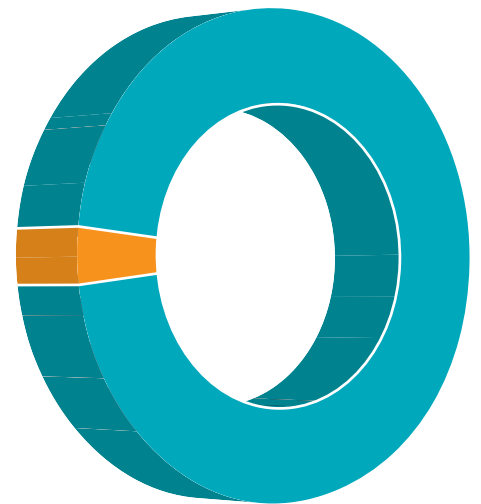
Keeping your rent account up to date means we can continue managing homes and improving services for all residents.

It is every resident's responsibility to pay their rent but we will do as much as we can to help if you are facing financial difficulty.

If you are worried about keeping up with payments, you must contact your housing officer as soon as possible. You can also contact our specialist Money Advice team for help and advice.

The following table shows the average weekly rent charged for different sized **bpha** homes across the region.

Size of home	Average rent
Bedsit	£50.23
One bedroom	£63.22
Two bedroom	£74.61
Three bedroom	£84.35
Four bedroom	£94.58
Five bedroom	£99.85
Six bedroom or more	£102.65



96.05%
of rent collected

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Repairs

Last year we completed 36,004 repairs and spent £7million on maintaining your homes.

We spent £422,079 carrying out 321 aids and adaptations. These ranged from fitting lever taps to major works such as installing level access showers.

We completed 99.6% of gas services, which means that of more than 7,000 services due, only 34 were outstanding at the end of the year. We have a legal duty to service gas boilers and it is a condition of tenancy to allow us access to do this. We are taking action in these cases so we can make sure that everyone's home is safe.

Your homes

Homes let during the year
(general needs homes only)

- **First letting in a new home - 252**
- **Re-lets in an existing home - 496**

That
means we
helped

748

households make a move
into a new or more
suitable affordable,
rented home.

How many and what type of homes?

Here is a breakdown of the homes we own and manage

General needs housing for rent	8,492
Supported housing and housing for older people	1,073
Staff housing	8
Non-social housing for rent	1,533
Rented managed for others	21
Shared ownership	1,397
Shared ownership managed for others	34
MyChoiceHomeBuy	334
Homes bought through HomeBuy from 2006 to 2008	419
Leasehold homes	496
Total	13,807

Re-letting empty homes

During 2008/09 the target for re-letting an empty home was 28 days. The actual re-let time was 28.56 days. We measure the re-let time as the time between one resident moving out, and another moving in. It takes into account time needed to carry out repairs and improvements.

On March 31, 2009 we had 236 empty homes.

Of these 87 were available for letting - that's 36%.

Tenants can get involved in inspecting the standard of our empty homes - to make sure they are up to scratch before they are re-let. If you are interested in becoming a Resident Inspector, contact Elaine Warwick on 01234 221327 or email elainew@bpha.org.uk.

Decent Homes

As of March 31, 2009, 91 per cent of our homes met the Decent Homes Standard.

We have reduced the number of non-decent homes within our stock from 1,441 in 2007/08 to 845 at the end of March. We are on target to bring all our homes up to the Decent Homes Standard by the Government target of 2010.



Complaints

Here is a round-up of the complaints we received during the year, compared with the number reported during the previous year.

Stage	2008/09	2007/08
Stage 1	338	294
Insurance (stage 1)	26	26
Stage 2	65	57
Stage 3	16	16
Ombudsman decisions	3	3

Of the three decisions referred to the Ombudsman, no maladministration was found in any of the cases. This means they felt that we had dealt with the complaint in the right way.

Complaint by type

Here's how the complaints breakdown by area

Complaint Type	2008/09
Repairs and maintenance	209
Estate management	54
Application appeal	36
Payment charges	29
Support services	20
Other	15

Repairs and maintenance remain our biggest complaint category, although numbers are still small compared to the number of homes and the amount of repairs carried out. A particular area for complaint has been gas repairs and servicing.

We are working closely with our contractor to improve this service.

Some examples of improvements that have been made as a result of complaints are:

- We are using an independent gas auditor to review problem cases

Text phone 01234 213874
bpha welcomes TypeTalk
18002 calls

For a large print, Braille or audio version, or other help to read this, please contact
01234 791089.

রেসিডেন্টস' নিউজলেটার

এইটি বোঝার সহায়তার
জন্যে অনুগ্রহ করে
01234 791081
নম্বরে ফোন করুন।

Newsletter dei residenti

Nel caso in cui abbiate bisogno di aiuto per comprendere il presente documento chiamare il numero 01234 791084.

Biuletyn mieszkańców

Po pomoc w zrozumieniu tych informacji, prosimy zatelefonować pod numer:
01234 791085.

ਰੈਜ਼ੀਡੈਂਟ ਸਮਾਚਾਰ ਪਤ੍ਰਿਕਾ
ਇਸ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮਦਦ
ਲਈ ਕਿਰਪਾ ਕਰਕੇ
01234 791082 'ਤੇ ਫੋਨ ਕਰੋ।

ریزیڈنٹ نیوز لیٹر

01234 791083 پر فون کریں۔

میں مدد کیلئے براہ کرم
اسے سمجھنے

- Letters have been sent out to some residents advising them not to put unsuitable items into the sewage system as this can cause blockages
- The caretaking process is being reviewed.