



Lee Housing Association

ANNUAL REPORT

2007 / 2008

Background

Lee Housing Association was established in the 1960's by officers and students from Middlesex Polytechnic (now University).

The association operates in the London Borough of Enfield and has a small presence in Hertford.

Currently we offer shared furnished accommodation to over 300 single people on 20 sites in and around Enfield. Roughly half of our tenants are students and the rest have lived and or worked in the Borough.

As the association has developed we have acquired a small number of self- contained properties, which provides some opportunity for move on accommodation.



Chairs Report 2007 / 2008

The past year has been a big year for Lee Housing Association. It has been the year we have proved ourselves by getting three green lights from the Housing Corporation and coming out of supervision. This is a tremendous achievement, which has been the well-deserved outcome of all the hard work of the staff, the Board and many of our residents. Thank you everyone. Thank you also to Enfield and our partners for your support.

Lee Housing Association has visibly raised the standard of the services and the homes we provide. We are looking forward to fulfilling our plans for continuing improvement, while continuing to give value for money.

Lee HA are now ready to move forward as a small, unique community involved, local housing organisation. We are providing housing for single people, students and people with general needs, but also supporting those who need 'time out' in low cost housing, but do not meet the criteria for housing by the local authority. This is part of our unique service - which we want to build on

We need more of our residents to join in to help guide this mission – tell us what services and service standards you need to achieve your goals. In the autumn we will have our strategy day, when we plan for the next few years – we want more residents to come and to be part of the planning process.

Finally I want to remind you that after the AGM, we will repeat last years successful 'meet the board' evening - please do come and join us, share the hospitality and tell us what you think

Jacky Kennedy
Chair



Message from the Chief Executive

This is the second successive year that has been a considerable challenge for the association.

We began the year on a high resulting from our release from regulatory supervision by the Housing Corporation.

While this represented external validation of the improvement made to our service delivery we continued to sport amber regulatory traffic lights, which indicate there was some room for improvement. As we drive towards decent homes a major thrust of our 2007:08 annual plan was to deliver further improvement to our properties and our maintenance service. There was no less attention on our housing management service, which was the subject of much consultation with our tenants. A key contribution to service improvement is feedback from our tenants and therefore we were very pleased with the increased engagement in 2007:08 from our tenants. Our staff team worked very hard with increasing skills to deliver a challenging annual plan.

In January 2008 we were notified that the Audit Commission would inspect us in June 2008. Preparing for the inspection involved an enormous amount of work but thanks to the support and direction of the Board and hard work of the staff we could not have been better prepared.

After some three years in the Housing Corporations regulatory supervision, we were awarded three green regulatory traffic lights in January 2008 which provided final confirmation of the vast improvements in the organisation and in particular the quality of the service we now provide.

Donald Douglas
Chief Executive

Improving Housing Services



Anthony Ogbue
Housing Services
Manager

Lee Housing Association had a challenging programme of work in 2007:08 designed to improve services to tenants and identify areas of weakness to ensure continuous improvement. A challenging annual plan was implemented; this included the review and introduction of several key

policies. Our policy and procedure reviews in the year included: Anti Social Behaviour policy, Rent Collection and Arrears policy, Illegal Occupation policy, Abandoned Property policy, Compensation policy, and a Rechargeable Cost policy. We also carried out a review of our Tenant and Estate Management and our Income Management Services. The main focus of these reviews was to ensure that we have up to date policies to manage the housing management function.

Improving Performance

In the year to March 2008, Lee Housing Association improved our performance in some of our key Housing Services areas. Rent Arrears were reduced to 7.0% at the end of the year, which compares favorably to a rent arrears percentage of 7.97% at the end of the previous year. We recorded a resident satisfaction percentage of 74.6%. This statistic was based on sample surveys carried out on Lee HA tenants during the year. This is an improvement on the results obtained from the 2005 survey carried out on all Lee HA tenants, but it was not very good compared with other Housing Associations. We will be looking to improve our resident satisfaction levels in the year to March 2009. Our performance on allocations and lettings was however not as good as the previous year with our void loss for the year to March 2008 being 2.58%, which compares to 2.31% in the previous year.

Equality and Diversity

In 2007:08 we made progress on our equality and diversity action plan. A Disability Equality Scheme was developed; with Lee HA being awarded the positive about disabled people kite mark.

Progress has been made with regards to the recruitment of black and minority ethnic, (BME) board members with four new BME board members joining the Lee HA board during the year to March 2008. Contact was made during the year with organisations in the borough that deal with BME groups with a view to engaging with a wide cross section of the community and offering our services to them. We have also introduced equality and diversity monitoring of all applicants for job vacancies at Lee HA and will be reviewing the same to ensure that we attract applicants from a diverse section of the community.

Customer Satisfaction

In 2006:07 we introduced a customer care charter, to standardize issues of customer care. In 2007:08 we have started monitoring our compliance with the charter. We currently monitor our response to correspondence and how quickly we answer the phones and the response to date is encouraging. We have a little way to go before we have robust monitoring in place for all the customer care charter but we will make this a priority for 2008:09.

Consultation and Involvement



tenant and a member of Lee HA staff.

Lee Housing Association makes every effort to include residents in decisions that affect the way in which we manage our properties and services we provide. Methods used to consult with residents in the year to March 2008 included a board reception, resident panel meetings, newsletters and house meetings. Four resident panel meetings were held in the year and four newsletters were produced in this period. The board reception was attended by about 30 tenants and was a good opportunity for tenants to meet board members and members of staff. These range of tenant consultation options are

beginning to positively inform us where we are providing a good service and areas for improvement. Further to our commitment to canvas tenants views, during the year we also undertook a number of sample surveys on specific issues to inform us of tenant satisfaction, this included our maintenance service, planned maintenance works, allocations and lettings, estate management issues and satisfaction with the overall service provided by Lee HA. In 2008:09 we will build some aspects of these surveys into our Key performance indicators.

Improving Maintenance



Lloyd Carpenter
Maintenance Manager

In 2007:2008 we have continued our drive to meeting the Government target of Decent Homes, which is about ensuring that we have homes, which have a good level of thermal comfort, homes which have good up to date facilities

such as bathroom and kitchen and homes with solid and waterproof structures.

In our effort to meet Decent Homes target during 2007:08 we installed 4 new kitchens, fitted 2 new PVC windows, refurbished and fitted out 40 bathrooms, replaced 27 central heating systems and hot water boilers and completed electrical testing of all our properties.

The above programme of works has significantly improved the environment of many of our properties and we finish the year achieving 95.5% decent homes.

In addition to our Decent Homes activities, during the year we have completed a wide range of planned maintenance works including the internal

decoration of some 26 properties.

In planning our 2008:09 programme we consulted many of our tenants on the priorities about bulk rubbish, estate management, car parking issues, security and general boundary issues.

Once again we have increased the maintenance resources and we are pleased that many of our tenants have noticed the improvements.

We know how important routine maintenance is to our tenants and we have continued to improve our performance. The 2007:08 key performance indicator target and out-turn is as follows:

	Target	Target out-come
Emergency	95%	100%
Urgent	95%	95%
Routine	90%	92%

The maintenance team would like to thank all our tenants for their cooperation and in particular their contribution to consultation and responding to surveys which are so important to us as a means of improving our service.

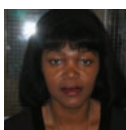
Finance



Ron MacDonald
Financial Consultant

Summary Income and Expenditure Accounts as at 31st March 2008.

The Association had a turnover in excess of £1.3 million and a net surplus of £160 compared with a surplus last year of £109k. Operating costs in the year were substantially higher than last year with substantial increases in spending on essential repairs and also significantly higher costs in providing services.



Linda Evans
Finance and Core
Services Manager

Summarised Balance Sheet at 31st March 2008

	2007	2006
	£'000	£'000
Tangible fixed assets	2,988	3,039
Current assets	590	688
Less current liabilities	(113)	(220)
Net current assets	477	468
Total assets less current liabilities	3,465	3,507
Less creditors falling Due after more than one year	1,540	1,582
Excess of assets over liabilities	1,925	1,925
Financed by:		
Revenue reserves	1,698	1,653
Designated & Restricted reserves	227	272
Total Reserves	1,925	1,925



Isil Eroglu
Finance Assistant

Summarised Income and Expenditure Account as at 31st March 2008

	2007	2006
	£'000	£'000
Turnover	1,312	1,171
Operating Costs	(1,232)	(976)
Less interest	80	195
(Payable less receivable)	(80)	(86)
Surplus for the year	0	109

These summaries have been extracted from the Association's statutory financial statements, which have been given an unqualified audit report by Horwath Clark Whitehill and filed with the Financial Services Authority.

Board of Management



Jacky Kennedy

Chair, Board of Management

Sue Fox

Vice-Chair, Board of Management,
Finance and Audit Committee
Housing Management and Maintenance
Committee

Brenda Barrett

Company Secretary, Board of Management,
Finance and Audit Committee
Housing Management and Maintenance
Committee

Bill Stiles

Treasurer, Board of Management, Chair,
Finance and Audit Committee

Frances Sidey

Board of Management, Chair, Housing
Management and Maintenance Committee

Ian Martin

Board of Management, Housing Management
and Maintenance Committee

Neil Mawson

Board of Management

James Simpson

Board of Management (from January 2008)

Deeion Sharpe

Board of Management (from January 2008)

Francis Katakwe

Board of Management (from January 2008)

Alan Kennerson

Tenant Board of Management

Ms Ifeowula Oyefudunrin

Tenant Board of Management
(from January 2008)

Chief Executive Management Team



Donald Douglas

Chief Executive



Linda Evans

Finance and Core Services Manager



Anthony Ogbue

Housing Services Manager

Lee Housing Association

227 High Street

Ponders End

Enfield, EN3 4DX

Tel: 020 8805 0548 Fax 020 8805 6520

E-mail: reception@leeha.co.uk Website: www.leeha.co.uk

Office Opening Hours

Monday 9.30am to 8pm

Tuesday – Thursday 9.30am to 4pm

Friday 9.30am to 1pm

A Charitable Industrial and Provident Soc. No. 19003R

Housing Corp. Reg. No. L 0456

Chair: Jacky Kennedy • Company Secretary: Brenda Barrett • Chief Executive Officer: Donald Douglas