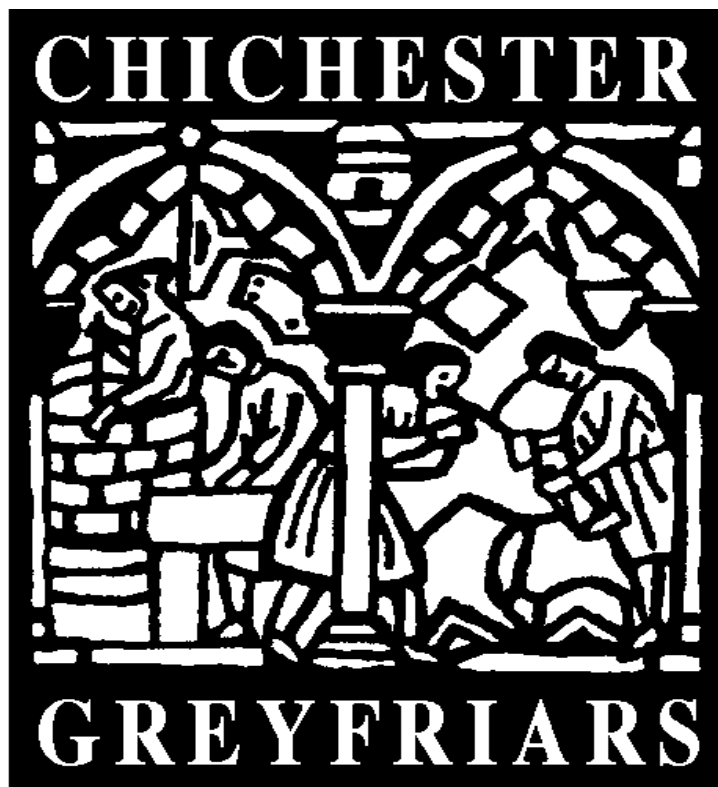


**CHICHESTER GREYFRIARS HOUSING
ASSOCIATION LIMITED**
(a charity)

Annual Report 2010



THE FORUM
STIRLING ROAD
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Advisors:

SOLICITOR

Under review

AUDITORS

Jones Avens
Piper House
4 Dukes Court, Bognor Rd
Chichester
West Sussex PO19 8FX

PRINCIPAL BANKERS

Barclays Bank Plc
74/75 East Street
Chichester
West Sussex PO19 1HR

ARCHITECTS

The Seaman Partnership
Unit 2, Martins Barn
Birdham Road
Chichester
West Sussex PO20 7BX

Registered with the Financial Services Authority as an Industrial and Provident Society
(No. 19118 R) under NHF Model Rules 1998 (Amended)

Registered with the Tenant Services Authority (No. L1306) formerly the Housing Corporation

Member of the National Housing Federation (No. 0286)

Inland Revenue (Charity Division) No. XN 50152

Member of the Independent Housing Ombudsman Scheme

A Society operating under charitable rules

Chairman's Introduction

2010 has been a year of peace for our residents in terms of building or development works. However, that will change in 2011 for residents of the St Pancras flats whose heating and hot water systems are in need of bringing up to date. Work should start soon on the installation of the gas main followed shortly afterwards by the installation of the new heating/hot water systems. After installation it is felt that greater flexibility of heating and hot water management will be realised along with potential costs savings for our residents.

Whilst further development is not imminent we are certainly exploring the possibility of developing a small number of additional flats at some point in the future.

We are also looking at the possibility of making some leisure improvements to the environment in Royal Close, which has been on the 'wish list' for some time by board members and residents alike.

I would like to take this opportunity to thank our staff who are committed to the success of our small association and to helping our residents to enjoy their homes, and to the members of the Board who, uncomplaining and unpaid, give of their time and work with our staff to make Chichester Greyfriars the success that it is.

With kind regards

David Siggs

Chairman of the Board

Housing Manager's Review

The Aim of Chichester Greyfriars Housing Association Ltd is to efficiently manage good quality homes for older people in housing need, at an affordable rent and to provide an excellent service to its residents.

Changes in the housing sector have seen two new regulators replace the Housing Corporation – The Tenant Services Authority concerned with regulation and the Homes and Communities Agency dealing with development funding. The good news for residents is the requirement to be actively involved in service delivery, policy formation and performance. Six standards have been identified and registered providers must set policies and work towards improvement in these areas:

Resident Involvement With this new focus the association continues to listen and respond to the needs of residents. We consulted residents about the pets policy, Careline and future estate plans. At St Pancras, where we intend to install central heating, residents were consulted first for their views. We invite comments via the newsletter, at the summer meeting and during home visits and, most importantly, Resident Reps on the management board make a contribution often raising issues of concern, all helping to shape our policy and future plans.

Home standards are of importance to all of us, from being warm and weatherproof, to being safe and energy efficient, we also want to ensure repairs are carried out quickly and conveniently and that major works are planned and of good value. We consider requests from residents but priority must always be given to necessary works affecting health, safety and our statutory obligations. Repair feedback forms from residents help us to check satisfaction with repair work carried out.

Tenancies granted are assured tenancies, the most secure type, and Homemove ensures a fair, transparent and efficient letting scheme. Rents are set using the Government's Rent Restructuring Guidelines, reaching target in 2015.

Neighbourhood and Community concerns our local surroundings and our ability to enjoy living in the locality. Antisocial behaviour is low and a vigilant neighbourhood watch scheme operated by a Resident Rep ensures advice and information is passed to residents when appropriate.

Value for Money is an integral part of providing an efficient housing service. All costs are regularly monitored as is the quality of the service provided. We are members of SHAPE, a benchmarking group, where we can compare our costs and seek improvements to achieve better value for money.

Governance and Financial Viability are the foundations for a strong association whose voluntary Board of Management take on the responsibility for the business plan, financial controls and complying with government regulations. You can read more about governance, finance and our directors later in this report.

Chichester Greyfriars staff are a small team and the support of directors in their various roles is an essential and valuable part of that team if we are to continue to provide an excellent housing service for future generations of Chichester's older people.

Anna Clare

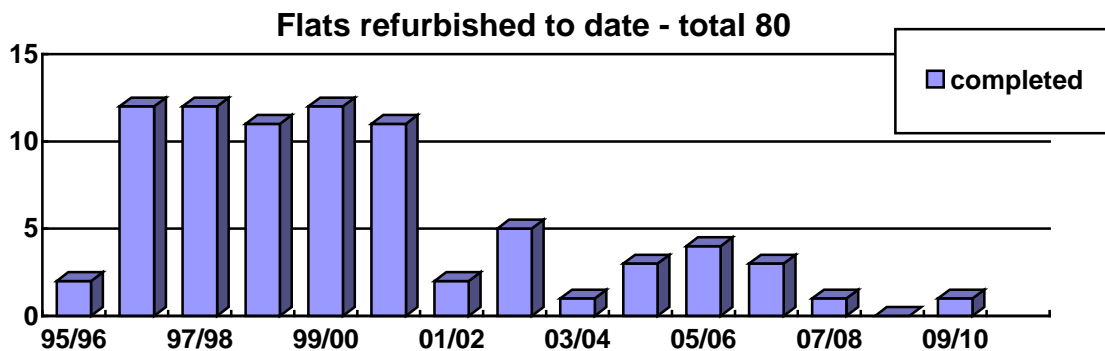
Housing Manager

How we Performed in 2010

Stock We have seventy-one flats at Royal Close, 22 of which have two bedrooms and we have twelve flats at Arthur Ingram Court, St Pancras giving a total of 83 flats. All bar one flat was let at 30.9.2010. The Association has no plans to develop at present.

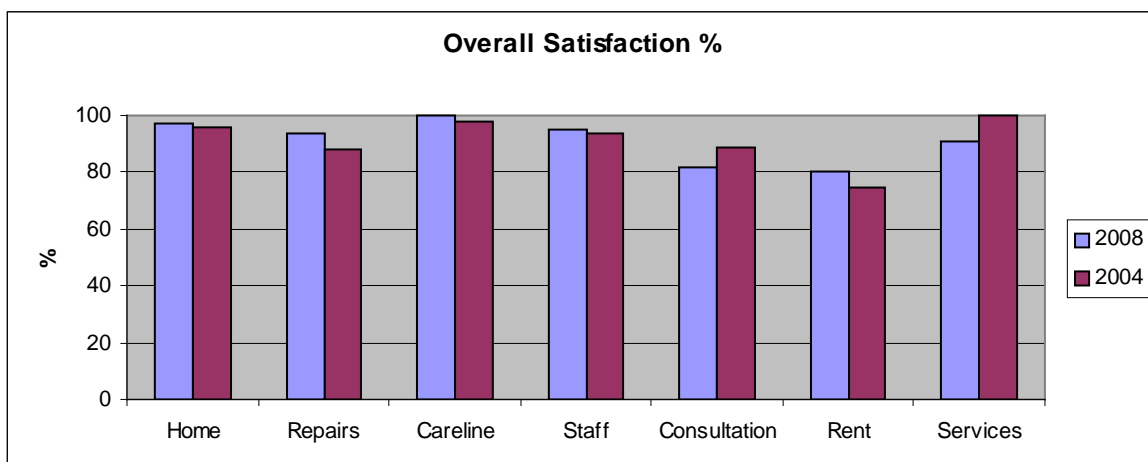
We housed seven new residents last year and two existing residents transferred to other flats, flats were quickly re-let so very little rent was lost due to vacant property. The average re-let time was 9 days, well below the local average.

Improving our housing Funds are reserved for refurbishment of the remaining few flats when convenient to residents.



We review the energy efficiency of our flats each time they are re-let. Royal Close has on average a 'B' rating of 81 whereas St Pancras has a 'D' rating of 59. There is room to improve the rating as St Pancras with the installation of central heating planned for 2011.

Complaints and Compliments No formal complaints were made to the Association or to the Independent Housing Ombudsman in 2010. We carry out customer satisfaction surveys from time to time, the last one being in 2008 when 74% of residents replied and the results are shown here:



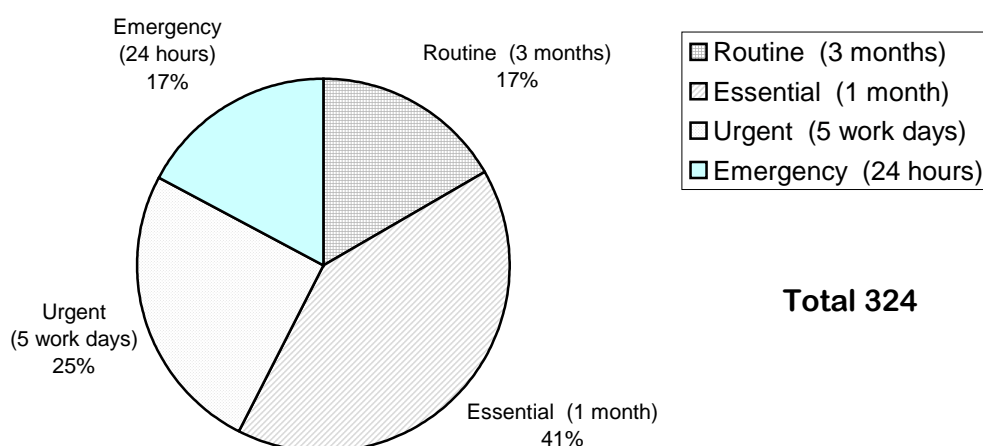
Rent arrears at the 30.09.10 were very low at £621 or 0.18% of total rents charged for the year and all due to Housing Benefit payment schedules.

Weekly Net Rents at 01.04.10 were about 12% below government target rents for our properties and on average about 12% less than rents charged by other housing associations in the South East for similar sized properties.

	Royal Close 1 bedroom	Royal Close 2 bedroom	St Pancras 1 bedroom
Net Rent	66.51	74.19	65.01
Service charge	6.58	6.58	5.42
Support charge	4.37	4.37	4.37
Total Weekly	£77.46	£85.14	£74.80

Maintenance

Number of Repairs 2009/10



We aim to meet a 100% target response times for all repairs and this year we achieved 100% on target for emergency and urgent repairs. 98% of essential repairs and 96% of routine repairs were completed on target. All properties currently meet the government standard called 'Decent Homes' and future condition surveys and prompt maintenance will ensure high standards are kept.

How do we Compare? When we look at national benchmarking data for resident satisfaction, re-let times, vacant dwellings and property standards we compare favourably. We regularly compare good practice, operating costs and performance information with a group of small housing associations SHAPE, learning and improving our performance with shared knowledge.

Financial Summary

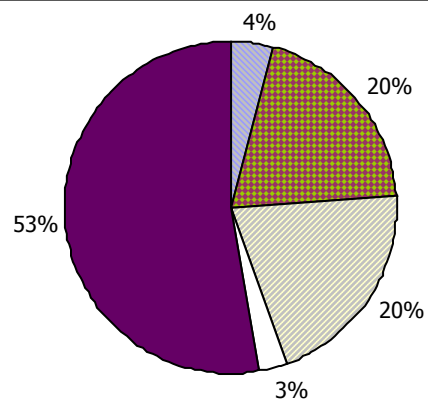
The Association is in a strong financial position and able to maintain its services to tenants throughout this recession. The good condition of our properties means that little expenditure on major repairs is likely to be needed for the next 5 years and we can accumulate reserves required for the period thereafter. In 2010 we were able to put aside £191,000 to meet future major works and improvements including installation of gas central heating in the St Pancras flats in 2011.

INCOME & EXPENDITURE ACCOUNT For the year ending 30 September

	2010 £'000	2009 £'000
Rents & Service charge	339	331
Investment Income	21	19
Total Income	360	350
Refurbishment & Major Repairs	15	15
Routine Operating Costs	154	147
Total Expenditure	169	162
Surplus for the year	191	188

How the money earned this year was spent

- Refurbishment & Maj Repairs
- Maintenance
- Administration
- Insurance & Other costs
- Surplus kept for future years



BALANCE SHEET At 30 September

	2010 £'000	2009 £'000
Fixed Assets - Property	350	355
Other	1	1
Investments	1,128	929
Current Assets	21	31
Current Liabilities	(7)	(14)
Total	1,493	1,302

	2010 £'000	2009 £'000
Financed by:		
Capital and Designated Reserves	69	63
Revenue Reserves	1,424	1,239
Total	1,493	1,302

The above figures are an extract from the full accounts which have been audited by Jones Avens and received an unqualified audit report. Copies of the full accounts are available on request.

Governance

Chichester Greyfriars Housing Association is run by a board of local volunteers who have particular skills or experience to direct the work and strategic planning of such an organisation.

The Association adheres to the National Housing Federation's Excellence in Governance 2010 Code which promotes accountability, openness and competence for its members. The Board agreed to adopt the new Excellence in Governance code and the Excellence in Service Delivery and Accountability code with some minor variations appropriate for a small organisation.

Recruitment of the Board of Directors New directors are recruited when a vacancy arises or a shortage of skills is identified. The following skills have been identified as desirable: Finance, administration, healthcare, property management, law, housing management, business, social work, elderly services and resident representatives.

Prospective directors are invited for an informal interview with the Chairman and the Housing Manager to discuss their role and responsibilities. They are also invited to attend a board meeting as an observer. If all parties agree, new directors will be invited to sign up to a formal agreement setting out their obligations, be co-opted onto the board and nominated for election at the next annual general meeting. Currently a maximum of fifteen directors may be elected at one time and one third retire from office each year; retiring directors are eligible for re-election. There is no set upper age limit.

Shareholding Membership

Chichester Greyfriars will consider applications for membership from individuals wishing to support its aims and objectives and provided that no more than 74% of shareholding members are residents. Anyone who is interested in becoming a shareholder should contact the Housing Manager in the first instance.

As a contribution to the reduce-reuse-recycle philosophy, please pass this report on to friends or colleagues who may be interested in our work.

Comments about this Annual Report are most welcome.

The Board of Management *(as at 30.9.10)*

Our Board members are local people with particular skills who give of their time and expertise without remuneration and may not benefit from their position.

	Years Service
Mr David Siggs (Board Chairman; Executive & Planning SC)	8
<i>David moved to Chichester when only a few days old, returning in 1985 after serving 22 years with HM Forces. He is a Chichester City Councillor for the South Ward. Recently retired from running his own company David feels strongly about doing what he can to maintain the best of family & civic life for as many people as possible.</i>	
Mr Pat Combes (Executive & Planning SC)	32
<i>Pat was a local businessman, serving on the City and District Councils and in 1974 was elected Mayor. Now retired from council work Pat is still interested in all aspects of housing shown by serving over 30 years on the Board of Chichester Greyfriars.</i>	
Mrs Pamela Aburrow (Tenant Representative)	7
<i>Pam worked in the retail trade before retiring and now the demands from her family with grandchildren keep her busy. Having lived at both Royal Close and now Arthur Ingram Court she represents residents views at the Board meetings.</i>	
Mr Ray Brown	12
<i>Ray's Bognor Road house backs onto Royal Close, some of the original garden being used as part of the estate. He is a Chichester City Councillor, has many local interests and supports the continued progress of the Association where his skills as a draughtsman and knowledge of building work are greatly valued. He played a major role in planning the Millennium Garden at Royal Close.</i>	
Mr Guy Clifford (Vice Chairman, Chairman Executive and Planning SC; Remuneration SC)	10
<i>Guy has a wide knowledge of housing after more than thirty years in housing management. Living in Chichester, he has known Chichester Greyfriars for many years and has a good understanding of its ethos. He is particularly keen to ensure older people remain independent by the continued availability of suitable homes.</i>	
Mrs Jo Cox (Remuneration SC)	4
<i>Jo has lived in Chichester all her life and has spent several years gaining experience in the housing field with Chichester District Council. She has now moved on to work in a similar caring role with vulnerable victims for the county council. Jo has previously been a board member with another association and now brings her knowledge to support Chichester Greyfriars.</i>	
Mrs Gillian Etherington (Chairman Allocation Sub Committee)	14
<i>Gill is a Registered Nurse and although retired continues a hospital link by being a Red Cross volunteer. With her natural concern for people she adds a valuable extra dimension to the Association with her professional and personal experience of our changing needs as we grow older and desire to remain independent and at home.</i>	

Mr Vince Foote 1
With 35 years of housing experience and management skills, Vince is a great asset to the Board. He has a good knowledge of the housing and support needs of older people having been manager of the Careline Service until retirement in 2009.

Mr Peter Hounsome 20
Peter's career was in finance and management in the NHS and health related charities. He came to Chichester over thirty years ago and is still a passionate advocate for the NHS and a grateful admirer of the care and treatment at St Richard's Hospital and St Wilfrid's Hospice. Peter believes that everyone, youngsters included, should put back into the community something to recognise everything they gain from it.

Mr John Millward (Allocation Sub Committee) 13
Born in Birmingham but having lived in Chichester for over 40 years, John has four children and two grandchildren. He was manager of the Cheltenham and Gloucester Building Society for 25 years. He served in the 10th Royal Hussars on National Service and was a Justice of the Peace for over twenty five years.

Miss Ellen Parish (Resident Representative) 7
Ellie decided that office work was not for her so she started an interesting career touring with a theatre school, then making costume and props for television and later working as a production buyer. Since retiring from work in social services she now wishes to give back something to the community in which she lives.

Mr Ed Robinson (Resident Representative) 2
Ed spent his career in the electrical business employing over 70 people at one stage. After having lived in Spain for some years he moved to Chichester to be closer to his family. He has a love of animals and has looked after other people's pets while they were in hospital. He is now putting something back by acting as Resident Representative and providing practical help for the benefit of all residents.

Mr Eddie Saunders (Chairman Remuneration SC) 13
After a long career in agricultural merchandising for a multi-national company Eddie spent eight years as Town Clerk to the Chichester City Council. Born in Redhill, Surrey, Eddie spent his national service in the RAF and was posted to Hong Kong. He moved to Sussex in the early seventies and serves the local Chichester community in many valuable ways.

Mr Mike Wheeler (Allocation Sub Committee) 22
A Chichester resident of over thirty years, Mike worked in Local Authority Housing Management. National service saw him in the Royal Army Medical Corps., later working at King Edward VII Sanatorium, Midhurst. A founder secretary of the Association from 1970-74 Mike rejoined the board on early retirement.

Officers

	Length of Service (yrs)
Anna Clare BSc. Hons., MCIH. Housing Manager.	20
Amanda Rodgers BSc. Hons., FCA. Treasurer.	9
Colin Petherick, Maintenance Officer.	7