



CHICHESTER GREYFRIARS
HOUSING ASSOCIATION
— FOUNDED IN 1969 —

Annual Report 2015

THE FORUM
STIRLING ROAD
CHICHESTER
WEST SUSSEX
PO19 7DN

TEL.: 01243 531482

e-mail: office@chichestergreyfriars.org.uk
website: www.chichestergreyfriars.org.uk

The objective of the Chichester Greyfriars is:

**To provide affordable housing and
associated facilities and amenities for older
people in need who have a local connection
with Chichester.**

CGHA is always striving to ensure that we provide the services you need to a high standard. This Annual Report reminds you of what we have done this year and lets you know how well we and the contractors working on our behalf have performed.



Chairman's Introduction

One of the things that continues to highlight our small RSL is the both the quality of housing and the staff we employ.

Once again we have to say farewell to two members of staff. Our long serving and financial guru Amanda Rogers retired in December 2015 leaving a gap that was difficult to fill. We have persevered and Martin Dearden has joined us and is settling in extremely well.

We have also had to say goodbye to Andy Foley our Maintenance Officer who just could not resist the lure of full time employment with a larger organisation. In the short time he was with us he made a tremendous impact. He has been replaced by Joe Colwell who comes with a wealth of experience and expertise.

As I expressed in previous reports Greyfriars wished to increase by a small amount the number of units that we could provide. We had progressed rather well, and with hindsight perhaps too well, only to be knocked back at the planning application stage. We will persevere into 2016 and hopefully my next report will indicate building progress.

In closing I wish to thank the Officers who though small in numbers are huge in what they do and the quality in the way that they do it. My thanks also go to the Board Members, without whom we would not be able to do what we do, and to the highest of standards.

Thank you.
David Siggs
Chairman of the Board.

Review of 2015

NEW DEVELOPMENT AT ROYAL CLOSE

The Association has made a commitment to provide additional homes in Chichester for older people who are in need. It is over 40 years since the developments and St Pancras and Royal Close were completed and this is therefore a new venture.

In order to ensure that the new development reflects the needs of both existing residents and new applicants care has been taken in considering the type and size of properties, the standard of fixtures and fittings and the design of communal areas.

The appointed Development Consultant (Mike Best), architect (David Seaman Partnership) and quantity surveyor (Welling Partnership) have worked closely with the staff team and board members in considering a number of options. These included the provision of a communal facility for residents which could be used for social activities. Residents have been consulted formally and informally throughout the process and the outcome is a planning application being submitted in November 2015 for the construction of 4 x 2 bedroom flats and a 2 bedroom bungalow together with a design for the communal grounds.

CONSULTATION WITH RESIDENTS

The Tenants Forum is now established and is meeting at least twice a year. This year the specifications for the gas maintenance and garden maintenance contracts were considered and suggestions made have been included in the documents which make up the invitation to tender and the subsequent contract documentation.

The Forum was consulted on the questions to be included in the STAR Survey and were subsequently considered the results. The services where there was some dissatisfaction were discussed and ideas made for where improvements could be made.

The members of the board had given a commitment to provide a communal facility at Royal Close if this was wanted by the majority of residents. A consultation exercise which included displays of the plans and a questionnaire gave residents a choice on the type of building which was built was undertaken. It was evident that a number of residents would have benefitted from the provision of a communal facility but the numbers were not sufficient to justify investing the Association's funds in such a venture. Work will however be done to find out more about what social activities are available in the immediate area and this will be passed on to residents.

Residents at Royal Close were also consulted about a possible change in the policy relating to the keeping of

pets. More than 60% responded to the survey and, although a significant number voted for a change they represented only 38% of the households and no change has therefore been made.

A STAR (Survey of Tenants and Residents) survey was undertaken in August. A detailed breakdown of the results are provided at the end of this report.

GOVERNANCE

The Association is well served by the members of the board all of whom serve in a voluntary capacity.

A range of skills is required including legal, housing management, property maintenance, property development, care of older people and financial. In order to ensure that we meet these requirements a regular review of board member skills is undertaken. This year two new board members were co-opted. Linda Grange is the Housing Delivery Manager for Chichester District Council and David Parfitt is a chartered accountant.



Eddie Robinson had served 6 years on the board (the maximum allowed) and he therefore stood down. One place is reserved for a resident and this is currently held by Brian Stimpson.

SOCIAL ACTIVITIES

This year The Summer Meeting was once again held in the Assembly Rooms. We were entertained by Dawn's Vintage Do who had been very popular the previous year and was therefore booked for a second appearance.

This year the residents had once again excelled themselves in their gardening skills. The wonderful displays in borders and pots gave the Chairman and the Mayor an extremely difficult job in selecting winners. The certificates were presented at the Summer Meeting with the Tom Siggs Award going to Mrs Ford of 70 Royal Close.

The residents at Royal Close had met once a week for coffee in a room made available by the landlord of the local pub. Unfortunately due to refurbishment this had to stop over a year ago but they have kept meeting in one of their homes. Recently the new landlord has invited them to return and they are now enjoying getting together in their new surroundings every Tuesday morning.

Quality of Maintenance Service

We recognise that we must ensure that all the properties are maintained to a high standard. It is also essential that we achieve the best possible value for money. In order to do this we must monitor not only the cost but the quality of the work carried out, whether the contractor met the required timescales and the resident's satisfaction with the way in which the work was done.

Property Maintenance

417 orders were raised in 2015 417 with 67% of the work being completed within the agreed timescale. The analysis of the orders where work was not completed on time has identified:

- The format of the order form does not make the expected completion date clear to contractors.
- The process for agreeing variations has not involved raising a new order with a revised expected completion date.

New double glazed UPVC windows have been fitted at St Pancras and the residents have recorded a high level of satisfaction with both the contractor whilst the work was being carried out and the new windows.

Following issues with the performance of the gas maintenance contractor the contract was terminated and interim arrangements agreed with two other contractors to ensure that boilers were serviced and maintained.

LOOKING TO THE FUTURE

The housing sector has entered a period of great change and CGHA must ensure that it is in a position to meet the challenges which are already being presented. In order to do this work has commenced on:

- producing asset and liability registers;
- commissioning a property condition survey to update short term and long term operational and financial forecasts;
- carrying out a robust review of the risk register;
- reviewing policies and strengthening the governance structure.

All these items will be an essential part of the Association's work over the next 12 months.

Value for Money

We aim to deliver value for money *and social value* by ensuring we take account of:

- **Economy** - careful use of resources to save expense, time or effort.
- **Efficiency** - delivering the same level of service for less cost, time or effort.
- **Effectiveness** - delivering a better service or getting a better return for the same amount of expense, time or effort.

The ways in which we do this are:

- Regularly reviewing all the maintenance specifications and contracts to make sure the best prices are obtained. In the last year we have reviewed the specification for the gas maintenance contract taking into account residents' suggestions and are in the process of inviting tenders and appointing a new contractor.
- It has become clear that some contractors were adding a significant sum on to the cost of providing materials.eg shower screens, shed doors as well as providing poor quality items. We have therefore continued to source good quality parts at competitive prices with the contractor being employed to do the fitting. This has resulted in significant savings.
- The Maintenance Officer carries out small jobs instead of employing a contractor. These include fitting of letter boxes, providing and fitting kitchen and bathroom light fittings, fixing locks, adjusting the boiler and fixing door bells.

- A Property Condition Survey has been commissioned with surveys being undertaken in November 2015. The results of this which will include the current standard charges for components will enable the Association to review the forward plan and also compare charges to identify any where there is a significant difference.
- Making sure that vacant properties are let as quickly as possible in order to reduce the rent loss. The introduction of the Association's own waiting list has meant that applicants have been visited before any flats become vacant thereby reducing the time taken to identify a suitable applicant when a property becomes available. In 2015 the average number of days vacant was 12 (2014:15).
- Social rents have continued to be charged on all properties. 86% of tenants responded in the STAR survey that the rent provided either very good or good value for money.
- Efficient rent collection procedures with early identification of rent arrears and prompt follow up to ensure payment arrangements are agreed and maintained.
- Comparing our performance with other similar housing associations in order to identify any areas where we might obtain better value for money.
- Regular reviews of financial and statistical performance by the Board.
- Reviewing IT systems to ensure they meet the

requirements for both office and remote working. New systems were installed in 2015 which integrate the housing management and financial systems and facilitate remote working. It is anticipated that this will result in greater efficiencies in working particularly in the planning and processing of all property maintenance items.

- Membership of the peer group SHAPE (Small Housing Associations Pursuing Excellence) has enabled the Association to make a number of savings:
- exploring the possibility of joint procurement. The group invited a number of auditors to submit proposals and quotations for providing a service to members within the group. Unfortunately, despite the initial interest shown by those invited, only one company submitted a proposal and it was agreed not to proceed.
- The recent proposed changes in legislation and regulation have prompted several associations within SHAPE to consider deregulation. The group funded and instructed a solicitor to provide advice on the advantages and disadvantages of deregulation. This advice is available for all associations within the group thereby saving the cost to each one.

At 30 September 2015 the members of the Board of Management were:

Mr David Siggs (Chairman)
Mr Ray Brown
Mr Guy Clifford
Mrs Jo Cox
Mrs Gillian Etherington
Mr Vince Foote
Mr John Millward
Mr Eddie Robinson
Mr Brian Stimpson
Mrs Sarah Clawson
Mrs Linda Grange (co-opted)
Mr David Parfitt (co-opted)

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 Director of Housing in the first instance.

Chichester Greyfriars staff is a small team who work part time.

The Director of Housing (Shelagh Morgan) can be contacted on Monday and Tuesday – Telephone 01243 531482

The Accountant (Martyn Dearden) can be contacted on Tuesday and Wednesday – Telephone 01243 531482

The Maintenance Officer (Joe Colwell) can be contacted on Monday – Thursday 8 am – 12 pm on telephone number 01243 78521

Complaints

We received no formal complaints during the year.

Financial Summary

INCOME & EXPENDITURE ACCOUNT

For the year ending 30 September 2015

	2015	2014
	£'000	£'000
Income		
Rent and Service Charge	395	383
Investment Income	29	31
Total Income	424	414
Total Expenditure	285	242
Surplus on ordinary activities	139	172

BALANCE SHEET

	2015 £'000	2014 £'000		2015 £'000	2014 £'000
Fixed Assets – Property Other	626 3	648 1	Financed by		
Investments	2,034	1,851	Capital and Designated Reserves	100	96
Current Assets	49	79	Revenue Reserves	2,588	2,254
Current Liabilities	(24)	(29)			
Total	2,688	2,550		2,688	2,550

The above figures are an extract from the full accounts

Our accounts are audited by Jones Avens a local firm of accountants and Housing Association specialists. They did not identify any issues that needed reporting in the year ended 30 September 2015. If you would like to see a full set of the accounts and financial statements these can be obtained by request from the Association.

Advisors:

SOLICITOR

**Capsticks LLP
Kings Park House
22 Kings Park Road
Southampton SO15 2UF**

AUDITORS

**Jones Avens Ltd
Piper House
4 Dukes Crt, Bognor Rd
Chichester PO19 8FX**

PRINCIPAL BANKERS

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

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

Registered with the Homes and Communities Agency (No. L1306)

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

Results of the STAR Survey.

A total of 59 responses were received (83%). The analysis of these is shown in the tables below. Not all tenants answered all of the questions and the figure provides the percentage of responses made to the particular question rather than as a percentage of the 59 questionnaires returned.

- 1.3 The grading of 1 – 5 were described as 1 = Very good, 2 = Good, 3 = Average, 4 = Poor and 5 = Very Poor.

Royal Close

Question 1	No of responses	1 (%age)	2 (%age)	3 (%age)	4 (%age)	5
Overall satisfaction						
Home and scheme overall	57	51	39	10	0	0
Own flat	56	57	32	11	0	0
Neighbourhood	57	47	40	11	2	0
General condition & upkeep of scheme (new question)	56	50	30	20	0	0
Value for money for rent	57	51	35	14	0	0
Average		51	35	13	1	0

Royal Close (continued)

Question 2	No of responses	1 (%age)	2 (%age)	3 (%age)	4 (%age)	5
Maintenance service						
Staff response	58	48	35	17	0	0
Repairs to good standard	58	47	41	12	0	0
Repairs in reasonable timescale	56	45	41	14	0	0
Maintenance of heating and hot water	58	57	34	9	0	0
Out of hours service	49	39	35	26	0	0
Servicing and maintenance of stair lifts	32	59	32	9	0	0
Average		49	36	14	0	0

Question 3	No of responses	1 (%age)	2 (%age)	3 (%age)	4 (%age)	5
Communal areas						
Maintenance of garden	58	36	31	31	2	0
Bin areas	59	29	34	32	5	0
Average		33	32	31.5	3.5	0

Royal Close (continued)

Question 4 Staff Response	No of responses	1 (%age)	2 (%age)	3 (%age)	4 (%age)	5
Availability of staff	58	47	29	24	0	0
Dealing with concerns and complaints	58	45	36	17	2	0
Listening to your views	57	30	42	26	2	0
Take account of views in our decisions	55	27	42	31	0	0
Opportunities to participate	54	24	50	24	2	0
Average		35	40	24	1	0

St Pancras

Question 1 Overall satisfaction	No of responses	1 (%age)	2 (%age)	3 (%age)	4 (%age)	5
Home and scheme overall	11	73	27	0	0	0
Own flat	11	55	27	18	0	0
Neighbourhood	11	46	36	18	0	0
General condition & upkeep (new question)	11	82	18	0	0	0
Value for money for rent	11	73	18	9	0	0

St Pancras - continued

Question 2	No of responses	1 (%age)	2 (%age)	3 (%age)	4 (%age)	5
Maintenance service						
Staff response	11	73	27	0	0	0
Repairs to good standard	11	45	45	10	0	0
Repairs in reasonable timescale	11	45	45	10	0	0
Maintenance of heating and hot water	11	91	9	0	0	0
Out of hours service	10	50	50	0	0	0
Servicing and maintenance of stair lifts	10	90	10	0	0	0
Average		66	31	3	0	0

Question 3	No of responses	1 (%age)	2 (%age)	3 (%age)	4 (%age)	5
Communal areas						
Maintenance of garden	11	45	45	10	0	0
Bin areas	11	45	55	0	0	0
Maintenance of communal areas	11	45	55	0	0	0
Average		45	52	3	0	0

St Pancras (continued)

Question 4 Staff Response	No of responses	1 (%age)	2 (%age)	3 (%age)	4 (%age)	5
Availability of staff	11	55	45	0	0	0
Dealing with concerns and complaints	11	64	36	0	0	0
Listening to your views	11	73	27	0	0	0
Take account of views in our decisions	11	64	36	0	0	0
Opportunities to participate	11	64	36	0	0	0
Average		64	36	0	0	0

Residents were asked if they would recommend their scheme to others.

- 88% of those living at Royal Close and
- 80% of those living at St Pancras said ‘yes’.

1.4 Tenants were invited to make any additional comments and the following were made:

- I would definitely recommend Chichester Greyfriars because they have a very good understanding of the needs and difficulties of elderly individuals and are always patient and caring towards them.
- Good quality housing. Being a small housing association it means a more personal relationship

with tenants which is lovely.

- I have been more than impressed with the system and staff. The way you care for the properties and residents I think is wonderful.
- Despite the grumbles we are looked after and could not wish for a better place to live.
- Greyfriars offers a very caring service to residents. Consideration and thoughtfulness goes into project work with the resident at the centre of discussions and the fact they see the need for more accommodation to be built or obtained is good.
- I feel safe and help is on hand when required.
- I have lived here happily for many years and my friends comment on how well the estate is maintained.