



The objective of Chichester Greyfriars is:

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

The Association 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 in the year and lets you know how we and our contractors have performed.

MESSAGE FROM THE CHAIR



2017 has been a significant year in the development of Chichester Greyfriars. We bought four new properties, continued with our planned maintenance and repair programme, involved our residents with the work of the Association and generated a surplus of £70,000 for the year.

In April 2017 we bought four new properties in Hambrook, the first purchase that the Association has made in its history. Our new residents were able to move in quickly and were soon settled in their new homes. We are actively seeking further opportunities to purchase property in the Chichester area, albeit the availability of suitable sites is limited.

We have continued our planned maintenance and repair programme, thereby ensuring that all of our properties are in accordance with the national Decent Homes Standard. Over the last three years the Association has spent £500,000 on this programme.

We held two successful tenant meetings in the year. In addition, we have carried out a tenants' survey which, with a response rate of over 75%, showed that our residents were broadly content with both their homes and the services which the Association provided. We are not, however, complacent and in 2018 we are planning to establish a residents' forum for each

location so that we can more closely understand the specific needs of our tenants in their location and address any issues identified.

The Association achieved a surplus for the year of £70,000 compared with £105,000 in the previous year. The reduced surplus particularly reflected increased spending on the planned maintenance and repair programme, the 1% reduction required by the government in the rents charged by all housing associations and lower interest income resulting from the continuing low interest rate environment.

We will be losing two of our Board members at the end of 2017 – our former chairman, David Siggs, who joined the Board in 2003 and became chairman in 2004 and Vince Foote, who became a director in 2009. They have both played a very important part in the running of the Association and will be greatly missed. We have, however, been very fortunate to recruit three new members who were co-opted to the Board and will formally seek election to the Board at the December 2017 Annual General Meeting.

Finally, I would like to pay tribute to the dedication, professionalism and commitment of our staff who are highly regarded by both our tenants and the Board.

David J Parfitt

PROVIDING MORE HOMES

This has been an exciting year for Greyfriars. In April the purchase of four additional flats was completed, continuing our commitment to provide affordable homes.



Hambrook



Work is now being done to make sure that the best use is made of the Association's resources as we look to increase further the number of properties owned and managed by the Association.

LISTENING TO THE RESIDENTS

During the year every tenant had the opportunity to feed back to us their views on how satisfied they are with their property, neighbourhood and the services provided by the Association.

Satisfaction with overall service	98.8%
Satisfaction with the overall quality of the flat	95.8%
Satisfaction with the neighbourhood as a place to live	98.8%
Satisfaction with the value for money of rent	98.8%
Satisfaction with the repairs and maintenance service	93.0%
Satisfaction that CGHA listens to/acts upon tenants' views	74.4%

These figures show a high level of satisfaction but we are not complacent as there is room for improvement. We have taken account of the comments which were made in the questionnaires and at meetings of the Tenants Forum and we have already begun to respond.

We consider that it is essential to listen to our tenants' views. We do this throughout the year through conversations between members of the staff team and individual tenants and meetings of the

In total 75% of our tenants responded. The overall satisfaction ratings were as follows:



Tenants Forum. In addition we are setting up a **Residents Committee** which will be made up of representatives from Royal Close, St Pancras and Pynham Crescent. This is in the early stages of development and we hope that it will be formally established next year. The intention is that the members of the committee will not just look at the quality of the current services but also discuss new ideas which the Association might be able to include in the services provided.

THE BOARD AND THE STAFF

Two teams are responsible for the management of the Association. They work together to ensure the Association provides high quality value for money services to tenants as well as looking to the future to provide more affordable homes.

BOARD

The role of the Board is to formulate and agree the Association's strategy and oversee its implementation. There are nine members, all of whom give their time voluntarily. The Board meets at least 4 times a year

and members are also involved in smaller specialist groups focusing on particular issues. This year a group was set up to consider the complex range of issues which must be taken into account before the Association moves forward with its new development programme.

It is important that the members of the Board have a range of skills and experience. We have been very fortunate in being able to appoint new members as and when vacancies have arisen.



Royal Close residents

In 2017 the members were:

David Parfitt – Chair of the Board since December 2016. A retired chartered accountant who is also a non-executive director of Sussex Community NHS Foundation Trust and Portsmouth Hospitals Trust as well as being a director and trustee of the Brendoncare Foundation.

David Siggs – Vice Chair since December 2016 and Chair from 2004. David has been a City and District Councillor, mayor of Chichester on two occasions and has a particular interest in housing and planning issues within Chichester District. He has served on the Board since 2003 and under the Rules of the Association is standing down in December 2017.

Vince Foote – retired from Chichester District Council where he worked in the housing department for 35 years. He was instrumental in setting up Chichester Careline which provides an invaluable service to many of our tenants and older people throughout the area. In his retirement Vince volunteers tirelessly with a number of organisations in Chichester. He is also standing down in December 2017.



Brian Stimpson – a tenant at St Pancras who worked as a building site manager for many years. His knowledge of property maintenance has proved to be very useful.

Linda Grange – currently Divisional Manager of Housing Services at Chichester District Council with responsibility for housing advice and homelessness services, the housing register, private sector grants and loans and enabling new affordable housing within the district. She has worked in housing for over 30 years and is a corporate member of the Chartered Institute of Housing.

Sarah Clawson – Sarah has worked in social housing for nearly 30 years and has held positions with both large and small housing associations. She is currently the Housing Manager for PHA homes in Petersfield and holds a professional diploma in Housing.



Royal Close

Mark McJennett – over 35 years experience of sales, marketing, property and asset management at senior management and board level within the leisure industry.

Tim Willcocks – a qualified Chartered Surveyor and currently Director of Development at RHP, a housing association based in Teddington, south west London.

Paul Williams – been in the social housing sector for over 35 years as both an executive director and non-executive board member. He specialises in housing finance, treasury and governance matters.

Royal Close



VALUE FOR MONEY 2017

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 include:

- Regularly reviewing all the maintenance specifications and contracts to make sure the best prices are obtained and a high quality service is provided. In the last year the contract for the servicing and maintenance of stair lifts and the grounds maintenance contracts have been reviewed.
- A pilot is underway for carrying out routine joinery and plumbing maintenance work. The objective is to achieve a high quality service at a lower cost by employing one contractor for the majority of the work with the Association purchasing the materials.

- The planned maintenance programme during the year has ensured that work identified in the Property Condition Survey Report of 2015 has been carried out where appropriate. This will continue in future years with the objective that the quality of our properties is maintained and routine maintenance work delivers better value for money.
- Comparing our performance with other similar housing associations in order to identify any areas where we might obtain better value for money.

Examples of improvement in performance include:

- Emergency repairs completed within the required timescale – 97% (2016 – 89%).
- Urgent repairs completed within the required timescale – 82% (2016 – 76%).
- The percentage of spend on responsive maintenance has reduced from 37% to 24%.
- The introduction of on-line banking has reduced postage costs as well as improving efficiency.

SHAREHOLDING MEMBERSHIP

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

Our accounts are audited by Jones Avens, a local firm of chartered accountants. In the year ended 30 September 2017 they did not identify any issues that needed reporting. If you would like to see a full set of the accounts and financial statements these can be obtained by request from the Association.

FINANCIAL SUMMARY

INCOME & EXPENDITURE ACCOUNT		
For the year ended 30 September 2017		
	2017	2016
	£'000	£'000
Rent and Service Charge	412	400
Investment Income	19	29
Total Income	431	429
Total Expenditure	361	324
Surplus on ordinary activities	70	105

Registered Auditors: Jones Avens Ltd, Piper House, 4 Dukes Court, Bognor Rd, Chichester PO19 8FX

BALANCE SHEET	2017	2016
	£'000	£'000
Fixed Assets – Property	1,255	884
Other	2	2
Investments	1,771	2,004
Capital and Designated Reserves	2,874	2,804
Current Assets	185	243
Current Liabilities	(26)	(13)
Long-term Liabilities	313	316
Total Assets	3,187	3,120
Total Liabilities	3,187	3,120

The above figures were extracted from the full Annual Accounts