

Allocations

We will rent homes in a fair, transparent and efficient way. Working with the Local Authority, we must make sure we provide the right type of housing to meet local housing needs and address issues with under occupation and overcrowding.

What we have done

We produce a housing options pack which provides information on the different ways to move home. In 2009 we asked you about joining the new choice-based lettings scheme, Devon Home Choice. 57% of you were in favour of us joining, 35% of you didn't mind and only 8% of you said that you didn't want to join the new scheme. As the majority of you voted in favour we are now part of this Devon-wide scheme which has now been running since January 2010.

Our housing staff work with customers who need assistance with registering on Devon Home Choice. They can help identify suitable properties

and register bids on their behalf. The allocations process aims to match property features, such as adaptations, to the customer.

We are also a member of the national mutual exchange scheme, Homeswapper. Now that we are a member, customers can register for free on their website www.homeswapper.co.uk As a result 78 households were able to move home by arranging swaps.

We advertise properties as soon as we receive notice from the current tenant. We also inspect properties for potential repair work before it becomes empty, which helps us to make sure homes aren't left empty for too long.



A high percentage of our residents occupy single person households, **46%** of Teign Housing residents compared to only **29%** of all other households in the Teignbridge area.

	General Needs 2009	Sheltered Housing 2009	Combined Teign Housing Residents 2009
One adult under 60	9%	15%	11%
One adult aged 60 or over	26%	57%	37%
Two adults both under 60	10%	5%	8%
Two adults at least one 60 or over	18%	22%	20%
Three or more adults 16 or over	9%	1%	6%
1 parent family with child/ren at least one under 16	13%	-	8%
2 parent family with child/ren at least one under 16	12%	-	8%
Other/don't know	3%	1%	2%



During the year we let 251 homes:

245 were to White British **5** to Black Asian and Minority Ethnic and **1** refused to disclose.

41 lettings were to couples, **44** to families, **50** to lone parent families, **110** to a single person, **6** households were sharers.

168 lettings were made through the housing register, **60** moved through the internal transfer process and **23** moves were excluded from the internal transfer process.

It cost us **£857,686** to clean and repair the **251** homes you moved out of, ready for the new tenants.

Under-occupation

After leading an under-occupation project with Teignbridge District Council we introduced a new incentive scheme for people wishing to move to a smaller home or 'downsize' and publicised the advantages of moving through *In Touch*. As a result in 2009/10 we had **29 DOWNSIZING MOVES**, an increase of 38% on previous years and we were able to house 29 families in the homes that became free.

Treating everyone fairly

% lettings to Black Minority Ethnic (BME) householders = **1.99%** (target = 2.5%) We will continue to work with the Teignbridge BME Forum to identify why we have a low number of housing applications from the BME community.

How we can improve in 2010/11:

- We will look into measuring the level of 'serious overcrowding' as part of the Devon Area Housing Action Plan
- We will measure any satisfaction change for all of our local lettings policies
- We will work with Devon Home Choice to improve information about applicants



Average re-let time (days)	2010 target	2010	2009	2008	2007	2006
General needs	23	29	24.3	24	17	24
Supported housing	22	25	23.7	23	26	24

Rent

We will charge rents in line with the standards set out by the Government's Direction. This gives us guidance on how to calculate your rent and any potential increases or decreases in rent.

What we have done

To help you manage your money throughout the recession, we ran regular courses to develop your money management and back to work skills. We also ran Money Matters drop-in sessions for those of you who wanted a little extra help with your finances. Our Money Matters adviser worked with you to ensure you claimed all of the benefits you were entitled to and maximised your income. Over the year we were able to help you claim an extra **£140,089.16** of additional income.

We work closely with Plough and Share, the local Credit Union, to ensure that you have access to savings accounts and affordable loans. In January

Plough and Share joined us at the shop so you can sign up for the Credit Union at any time.

Like any business its important for us to collect in the money which is owed to us, it's the income we get from rent that funds your improvements and repairs.

Last year we collected **100.5%** of the rent against our target of 100%. That means we collected all of the rent owed plus some of the arrears. Our level of current rent arrears at **1.93%** is amongst the lowest in the country and we would like to thank everyone who helped us achieve this by paying their rent on time.

Although it is always a last resort, unfortunately sometimes we have to evict people who continue to miss their rent payments. Last year we evicted 5 households for non payment of rent. That's **12 less** than the previous year and again one of the lowest levels of eviction in the country.

Average rent charges for our homes (excluding service charges)

	1 Bed	2 Bed	3 Bed	4 Bed+	Total (Weighted)
2009/10 Teign Housing General Needs properties	£59.23	£66.45	£73.48	£80.93	£69.95
2008/9 Teign Housing General Needs properties	£56.08	£62.95	£69.59	£76.66	£66.25
2008/9 All Housing Associations in Teignbridge - General Needs properties	£57.02	£65.49	£71.03	£89.61	£67.94
2009/10 Teign Housing Supported Housing	£62.29	£71.23	£75.20	n/a	£66.42
2008/9 Teign Housing Supported Housing	£58.96	£67.28	£71.08	n/a	£62.79
2008/9 All Housing Associations in Teignbridge - Supported Housing properties	£59.69	£67.25	£71.08	n/a	£62.36

Tenure

We will offer you the most secure type of tenancy we can. We must publish clear and accessible policies which tell you how we manage your tenancies. We must also develop and provide services that will help customers maintain their tenancies and avoid unnecessary evictions.

What we have done

We can offer starter tenancies to help us deal with anti-social behaviour and rent arrears quicker and more cost effectively. Starter tenancies were suggested by the Tenants' Forum and later introduced after **87%** of you agreed that it would be a good idea.

We use local lettings plans to make sure that homes are rented out to create neighbourhoods that have a sense of community. We have designated schemes for older people where a Support Officer offers support to ensure your welfare and assist with any tenancy issues. A Floating Support Worker can provide the same assistance to customers living in general needs properties.

How we can improve in 2010/11:

- Following the success of the money management courses, we are going to run three more in targeted priority areas
- We will work with you to develop a new financial inclusion strategy. This will say what we will do to assist those of you who need extra help to understand your finances and manage your income and debts



How we can improve in 2010/11:

- We will start a Good Neighbour Scheme where you can nominate someone who you think is a good neighbour for a prize. We will advertise this through *In Touch* and our website

Neighbourhood management

Working in partnership with you and other local organisations, we must keep your neighbourhood and communal areas clean and safe. We must develop and publish a policy for maintaining and improving your neighbourhoods in consultation with you.

What we have done

Using information from the STATUS survey we identified areas of low satisfaction. The Tenants' Forum decided that we should target five areas:

- Buckfastleigh
- Chudleigh
- Dawlish
- Kingsteignton
- Kingsway

These are the areas within Teignbridge that have been identified as suffering from significantly higher deprivation. Parts of Teignmouth and Newton Abbot have been shown to be in the top most deprived areas nationally for education, crime and disorder and living environment. We have a number of estates within these areas and have higher than average cases of anti-social behaviour.

We have written and published action plans for each of these areas which have been agreed with local residents. These action plans include running anti dog fouling campaigns and ever popular clean-up days where skips are provided to allow residents to get rid of unwanted items.



Rok presents residents of Raleigh Road, Newton Abbot with a picnic bench to enhance their community

Our can-do projects fund small environmental improvements that make a difference to your neighbourhood. Last year we spent £64,000 on projects across the district including:

- Creating allotments at Ventiford
- Installing CCTV at Churchill Avenue in Dawlish and Drake Road in Newton Abbot
- A new bin area at Jubilee Close in Exminster
- Installing Water Butts at Broadlands Court in Newton Abbot
- Improved parking at Lealands in Bovey Tracey
- Resurfacing the play area at Barn Park in Buckfastleigh.

Success at Teignmouth's 'one-stop-shop'

After a resident survey in early 2009 showed that satisfaction levels for residents living in the Kingsway area were low, we carried out a consultation to identify the main issues and looked at ways in which to improve the community. Areas highlighted with a need for improvement included; anti-social behaviour, dog fouling, speeding and the condition and cleanliness of the outside environment. We set about working jointly with the Police to change things and members of Teign Housing staff and the local Police are now based in an office at Kingsway. This joint 'one-stop-shop' for reporting issues has had a dramatic effect on the crime levels and anti-social behaviour reports in the area. We have now asked you again and 94% of those responding are satisfied with the area as a place to live.

How we can improve in 2010/11:

- We want to create neighbourhoods where people want to live. We will do this by asking you which areas we need to prioritise and then working with other agencies to put in place neighbourhood action plans
- We will review our procedures for estate inspections with you and make sure your neighbourhood gets the right attention from us
- We will develop a clear process of governance for the Tenant Management Organisation who provide a cleaning service at Kingsway, Teignmouth

WE ARE CURRENTLY PILOTING A JOINT CARETAKING AND GROUNDS MAINTENANCE SERVICE ON ONE OF OUR SHELTERED HOUSING SCHEMES. THE SERVICE CHARGE HAS REMAINED THE SAME, BUT SATISFACTION WITH THE GROUNDS MAINTENANCE ON THE SCHEME HAS GREATLY INCREASED FROM 64% TO 100%



Michelle Chilcott, Anti-Social Behaviour Officer and Holly Reynolds, Neighbourhood Services Advisor at the Buckfastleigh clean up day



Planting project at Raleigh Road, Newton Abbot

Local area co-operation

We will work with local organisations to help promote social, environmental and economic well being. We need to identify and publish what we can do to improve these areas within your community.

What we have done

We currently work with a number of different organisations across Teignbridge, which includes projects with:

- The Police on community safety and tackling anti-social behaviour
- Teignbridge District Council's Environmental Team to make sure neighbourhoods are safe, clean and tidy
- Social Services and other support agencies to provide additional support to help customers maintain their tenancies with us
- Devon and Somerset Fire and Rescue on a new fire safety campaign
- We support Tepee play sessions for 5-14 year olds during school summer holidays

Leading the way with fire safety

We have been working closely with Devon and Somerset Fire and Rescue Service to pilot an innovative fire safety scheme. This scheme aims to identify and protect customers who are potentially

at risk of fire. Both staff and involved tenants have been given fire safety training to be more aware of potential fire risks in the home.

If we feel that any of our customers are at a higher risk, we can now refer them to Devon and Somerset Fire and Rescue Service for a free fire risk assessment in their home. So far, 32 fire risk assessments have been completed to help protect and prevent our customers from the risk of fire.

How we can improve in 2010/11:

- We will continue to publicise the Community Chest Awards through *In Touch* and our website
- We will look into improving the work we do to deal with financial literacy and debt management. This may include offering additional support to vulnerable customers and helping with form filling and negotiating debt recovery



Robbie Woods, Devon and Somerset Fire and Rescue Service and Mike Hanrahan, Chief Executive



Young people on the Dreamscheme help reduce speeding traffic through Kingsteignton



L-R Josh Lewis, PCSO Saul Bunce, Michelle Chilcott, Inspector Chris Shaw and PC Phil Colley



The crowds were out in force for the National Play Day, Newton Abbot



Residents and staff from Teignbridge District Council and Devon and Somerset Fire and Rescue Service join us at the Chudleigh Action Day

Anti-Social Behaviour

We will work with other public agencies to prevent and tackle anti-social behaviour.

We must make sure you understand our policies and how to report anti-social behaviour to us. We must also demonstrate that we will take prompt, appropriate and decisive action to deal with anti-social behaviour before it escalates and to provide support to victims and witnesses.

What we have done

We provide you with information on anti-social behaviour and how to report it to us in your tenancy agreement and service standards. We give you regular up-dates on different cases and the preventive work that we do through our magazine *In Touch*.

Because you told us that anti-social behaviour is one of your priorities your Neighbourhood Services Advisors deal with low level anti-social behaviour, and we now have a dedicated team of two Anti-Social Behaviour Officers who tackle more serious issues. They work closely with other agencies such as the Police and the Crime and Disorder Reduction Panel to tackle anti-social behaviour and co-ordinate preventative work in your communities.

Residents have joined our monthly anti-social behaviour improvement group to make sure that we are focusing on the issues that are important to you. As a result of the groups feedback we now provide reports on the legal action we have taken through case reviews in *In Touch*.



Michelle Chilcott visits a local school to promote the cop card scheme

Our work to prevent anti-social behaviour starts at an early age. We funded a card collecting game, called cop cards, for Newton Abbot primary school children to encourage positive interaction with the Police and our Anti-Social Behaviour Team.

WE WERE THE FIRST LOCAL HOUSING ASSOCIATION TO SET UP A FAMILY INTERVENTION PROJECT FUNDED THROUGH THE HOUSING CHALLENGE FUND. WE WILL WORK WITH FAMILIES TO HELP THEM TO CHANGE THEIR BEHAVIOUR AND TO CONSIDER HOW IT AFFECTS OTHER PEOPLE.

We worked with the Police and youth agencies on the Teignmouth Youth Inclusion programme. As a direct result youth related anti-social behaviour incidents in the area dropped from **35.7%** in 2008 to **29.2%** in 2009.

We received 201 reports of anti-social behaviour in 2009/10 which is an increase of 36%

Types of anti-social behaviour reported	2009/10
Noise	57
Verbal abuse, harassment, intimidation, threatening behaviour	38
Pets and animal nuisance	22
Drugs, substance misuse, drug dealing	16
Vandalism and damage to property	15
Misuse of communal area or loitering	12
Domestic abuse	11
Nuisance from vehicles	10
Litter, rubbish, fly-tipping	6
Criminal behaviour/crime	5
Hate-related incidents	3
Physical violence	3
Prostitution, sexual acts, kerb crawling	2
Garden nuisance	1
Total	201

CUSTOMER SATISFACTION WITH OUR ASB PROCESS IN 2009/10 IS 85.2% COMPARED WITH 82% IN 2008/9 (OUR TARGET IS 75%)

We have seen a significant increase the following types of anti-social behaviour in 2009/10

Types of anti-social behaviour reported	% Increase in case types
Domestic abuse	82%
Nuisance from vehicles	70%
Vandalism and damage to property	67%
Litter, rubbish, fly-tipping	67%
Pets and animal nuisance	55%

The overall number of cases has increased by **36%** since 2008/9.

How we can improve in 2010/11:

- We want to get some feedback from the people we work with. To do this we will send out a survey to organisations specifically about anti-social behaviour
- We will introduce 24 hour anti-social behaviour reporting
- The Tenant Scrutiny Panel will do a independent review on the way we deal with anti-social behaviour

Value for money

We will provide cost-effective, efficient and good quality services and homes whilst meeting all of the standards set out by the TSA. We must be able to show how we will use our finances to deliver our local offers and how we will continue to improve value for money.

What we have done

We have made **£1M** of efficiency savings across the company that has allowed us to create a business plan to build 100 new homes and undertake regeneration projects and improve the services that you receive. In 2009 we offered you a choice between two maintenance programmes. The programme that you chose replaces the different elements of your homes, such as re-wiring, less frequently but it allows us to spend more money on building new homes and improving the environment for existing homes.

In response to your suggestions, our grounds maintenance and caretaking services can be tailored to suit different areas with a service charge dependant on the level of service chosen.



How we can improve in 2010/11:

- Our Customer Services Team will receive training to help them log your repairs more accurately. This will increase our chances of getting repairs right first time which will also save money
- We will create a separate system to keep track of how much a case of anti-social behaviour costs us. This will help us identify areas to make further savings
- We will look at how much we give new tenants in decorating vouchers

Code of governance

We will make sure we comply with an appropriate code of governance to help us deliver our aims and objectives to you and any new customers.

What we have done

We have adopted the National Housing Federation's code of governance. This gives us the ability to check our performance against all other housing associations across the country. We have set up a governance committee who make sure that we continue to improve our good practice and keep on top of any changes in regulation.

The Board has set the company seven key objectives to achieve over the next five years. These objectives will make sure we continue to improve and thrive as a healthy business.

Local offers

Helping us, to help you

We want to work with you to develop 'local offers' which are services that are specific to your needs. We need to find out what services you consider to be most important for your community, helping us to 'keep it local'. We launched a series of customer consultation events with a family day to Paignton Zoo in September. Consultation events like this give us the opportunity to find out what you expect from us and what you think we should be focusing on.

The Tenants' and Senior Forums will be coming up with some choices for 'local offers'. You will then have the chance to narrow these down to four to six choices through various consultations events over the coming months, including the disability

OUR 2009 STATUS SURVEY TOLD US THAT FAMILIES AND YOUNG PEOPLE WERE LESS SATISFIED WITH OUR SERVICES THAN OTHER AGE GROUPS. TO FIND OUT WHY, WE INVITED FAMILIES TO A FREE DAY OUT TO THE ZOO TO DISCUSS HOW WE CAN IMPROVE AND WHAT SERVICES ARE IMPORTANT TO THEM. THANK YOU TO THE 130 PEOPLE WHO ATTENDED, YOUR FEEDBACK WILL HELP SHAPE OUR LOCAL OFFERS.



awareness event at our shop in Newton Abbot this autumn. You will also be able to vote for your preferred choices at our offices at Templar House and the Shop in Newton Abbot. Voting boxes will be placed in the reception areas, so make sure you have your say.

Once we have your chosen 'local offers', the Tenants' and Senior Forums will continue to help us monitor them over the next year. They will make sure we understand exactly what you would like from us and that your needs are met.

We look forward to seeing them turn into some great projects that will enhance your community. If you would like to know more about how you can have your say, contact Becky Tucker on **01626 322714** or e-mail: **becky.tucker@teignhousing.co.uk**

How we're doing

Our key performance indicators

	Our target	How we did 2009/10	How we did 2008/9
Rent arrears from current tenants	2.4%	1.93%	2.4%
Rent arrears from former tenants	0.92%	0.81%	0.93%
Rent collected	100%	100.5%	101.23%
Empty home turn around time	24 days	27.3 days	24 days
Telephone response rate	75%	77.9%	71%
Emergency repairs	95%	96.7%	93.53%
Urgent repairs	90%	88.31%	83.47%
Routine repairs	90%	91.05%	87.61%
Repairs satisfaction	84%	95.79%	87%
Gas safety checks	100%	100%	98.53%

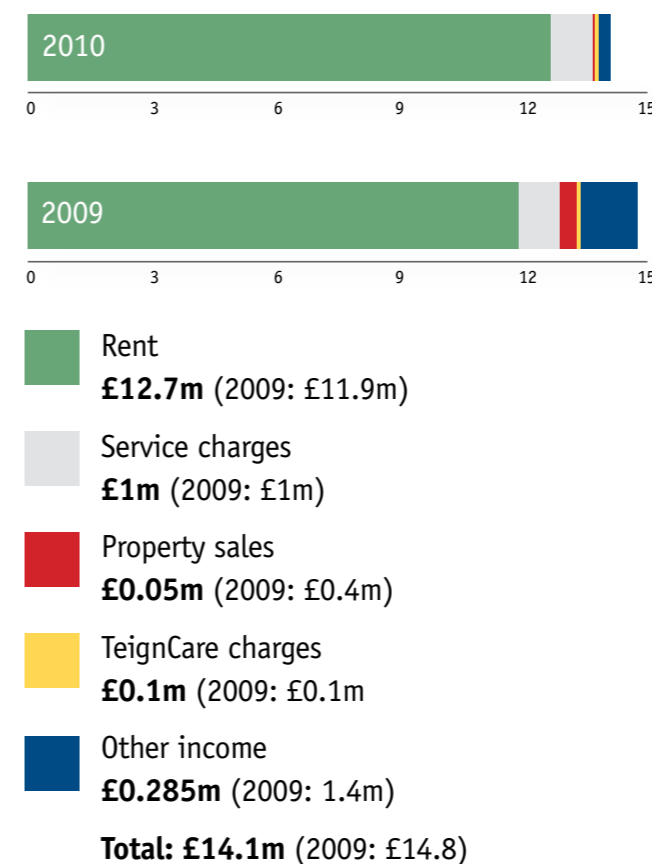
We recognise that we need to improve our empty home turn around time, as a result the **TENANT SCRUTINY PANEL** are currently working hard on reviewing our properties as they become empty. This is the first review of its kind, undertaken by an independent group of tenants. This includes inspecting the home as they become empty, taking photographs and completing a survey. The group then revisit the properties afterwards to **INSPECT THE WORK** that has been completed and take further photographs to record the changes. When the review is completed later this year, this will help us to improve the way we work with empty properties in the future.

How we can improve in 2010/11:

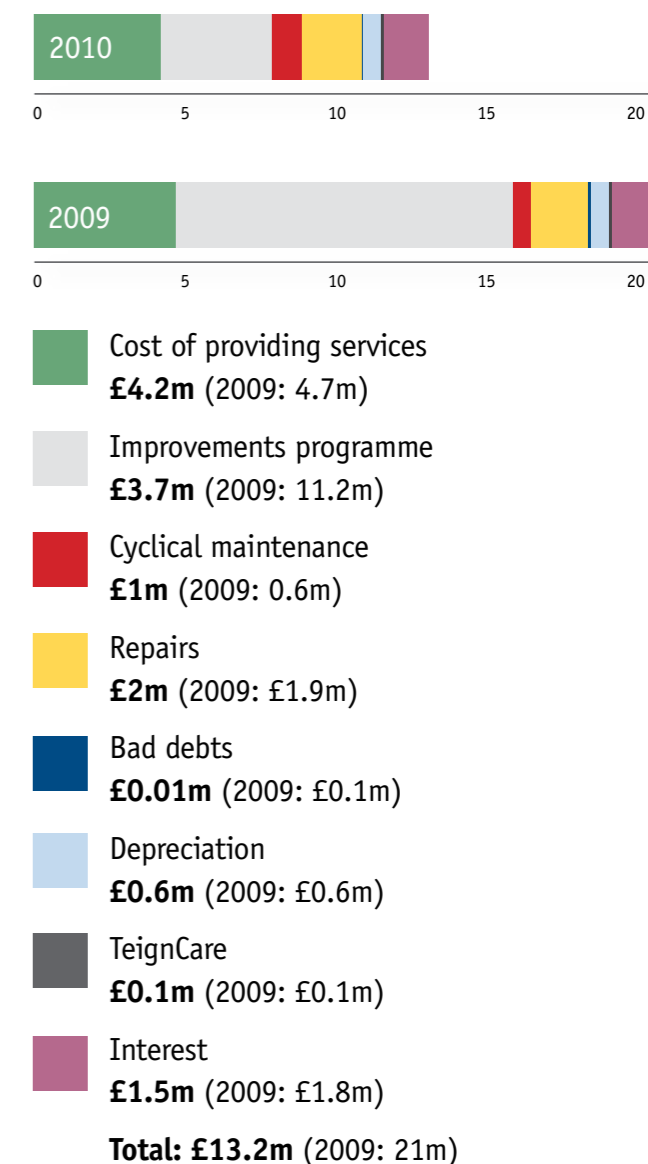
- We will review our business plan to consider the impact of the changes in VAT, benefits and other changes that may come from the governments Comprehensive Spending Review. This review will include workshops with our Board
- We will continue to review our funding options and look into additional funding for development

Your money

Where the money comes from



How the money was spent



Auditors:

External Auditor – KPMG,
3 Longbridge Road, Plymouth PL6 8LT

Internal Auditor – Mazars LLP, Clifton Down House,
Beaufort Buildings, Clifton, Bristol BS8 4AN

Solicitors:

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Bankers and funders:

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Cardiff CF10 3ZL



Teign Housing has adopted the
National Housing Federation Code of Governance.