

How we are doing

a snap shot of performance at 31 March 2011

How does your rent compare?

North West Averages for:-

🏠 1 bedroom home	£59.22
🏠 2 bedroom home	£67.07
🏠 3 bedroom home	£73.59
🏠 4 bedroom home	£80.50

Getting involved

- 😊 Last year we held 648 events in neighbourhoods where we own homes, giving customers a chance to meet a range of St Vincent's staff and provide us with feedback on the service
- 😊 Customers carried out 4 Mystery Shops

Good value for money

- £ We saved £18,000 on stationery by recycling and new contracts
- £ We saved £20,000 by re-tendering our gas servicing contract and have achieved 100% of all properties being serviced on time with the new contractors
- £ By doing small jobs through the Home Repair Service we saved an estimated £38,000 in the last 12 months
- £ We saved £1,000 at one of our sheltered housing schemes on soft furnishings, as the Scheme Manager made the items herself
- £ We saved £500,000 over 5 years by negotiating contracts on repairs, voids and gas servicing
- £ We saved £3,000 by accessing grants for IT training
- £ Volunteers gave over 140 hours of their time to St Vincent's

Caring about your neighbourhood

- 😊 Customers reported 100% satisfaction with outcomes on anti-social behaviour. This compared to 88% last year.
- 😊 We dealt with 140 cases of anti-social behaviour - most were low level nuisance, but we had 6 serious cases where we took enforcement action
- 😊 We helped 105 people into training and employment and 112 people with money management concerns
- 😊 We spent £20,000 through the Tenants' Choice Fund, allowing residents to make improvements to their schemes

A life-long home

- 😊 Rent arrears were 4.18% of the total rent due - this is £680,000 Last year this was 4.62% The North West average is 4.3%
- 😊 It took us an average of 36 days to let each empty property This compared with 43 days last year The North West average is 33 days
- 😊 We carried out 15 rent arrears evictions, an increase on last year
- 😊 2.5% of our properties were empty at 31 March. This is an increase on last year of 1.6%, largely due to problems in letting some of our sheltered properties. This has since improved

A safe and warm home

- 😊 100% of St Vincent's homes meet the government standard for a decent home Last year this was 96%. The North West average is 95.8%
- 😊 We met 92% of our responsive repairs appointments Last year, this was 75%
- 😊 Satisfaction with repairs is 96% Last year this was 84% The North West average was 77%
- 😊 We spent £1.2 million on repairs and £1.5 million investing in new kitchens, windows and boilers each year
- 😊 St Vincent's spends an average of £1.2 million on day to day repairs and vacant properties and £1.8 million on investment works, such as new kitchens, bathrooms and boilers
- 😊 We built 77 new homes to meet different needs in several neighbourhoods

Looking to the future

We are working to improve in the following areas:-

- 😊 the energy efficiency of all our properties
- 😊 reducing the average time it takes to let a property

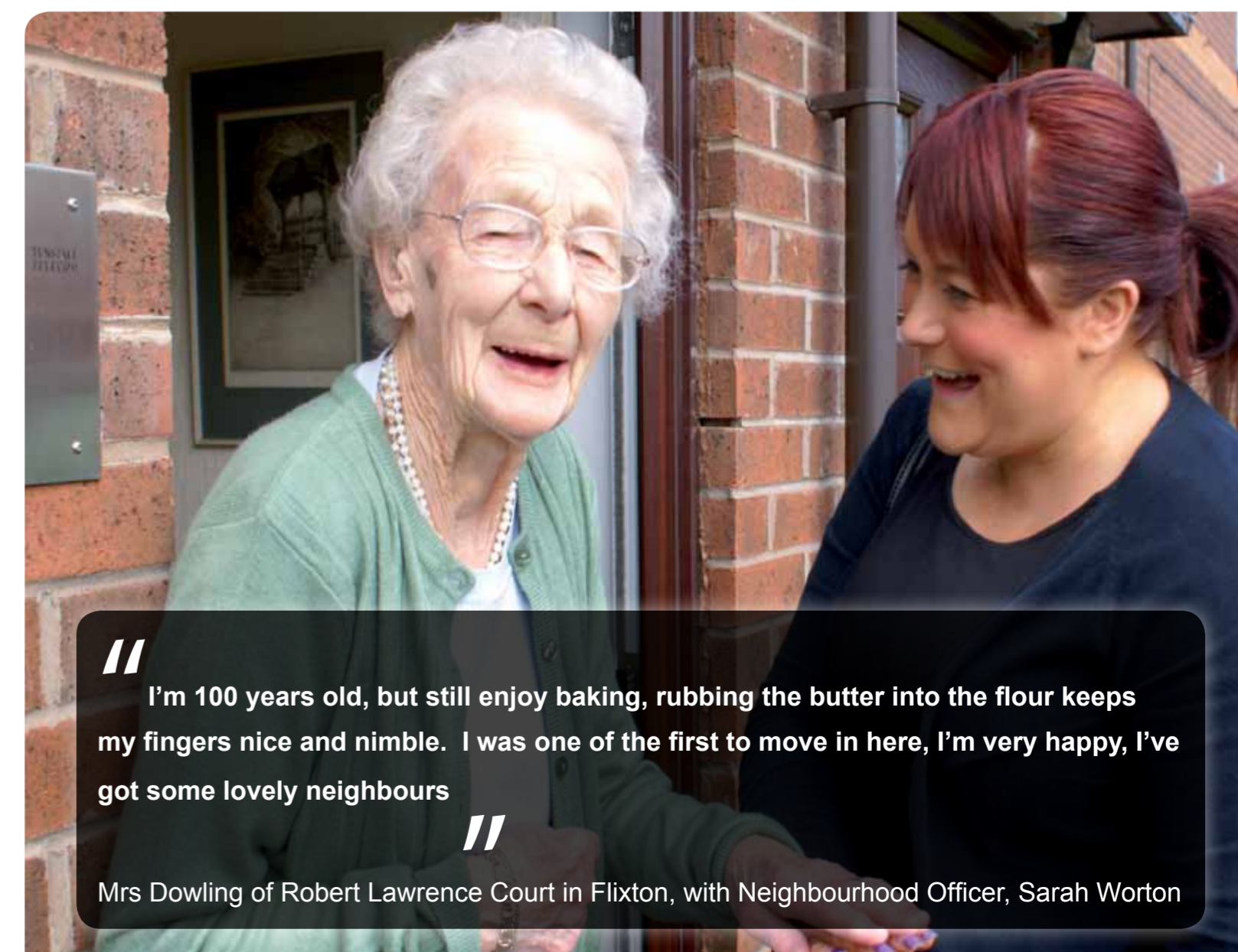


“ I've watched my own, and the neighbourhood children, grow up here, and now they are having babies of their own. This is my little haven, where I can enjoy peace and tranquility

” Mrs Mottram, who moved in to Nettleford Road, Manchester in 1982



Metropolitan House, 20 Brindley Road, Old Trafford, Manchester, M16 9HQ
0845 606 6565 or 0161 772 2120



“ I'm 100 years old, but still enjoy baking, rubbing the butter into the flour keeps my fingers nice and nimble. I was one of the first to move in here, I'm very happy, I've got some lovely neighbours

” Mrs Dowling of Robert Lawrence Court in Flixton, with Neighbourhood Officer, Sarah Worton

A safe and warm home

All of St Vincent's homes are safe and warm and maintained to a high standard - we keep a close eye on this and are committed to making improvements and delivering a first class repairs service.

- * We have continued to develop our excellent partnership with Liberty, who provide most of the day to day repairs, and we continue to receive great feedback from you on their services. There is a group of customers, the Repairs Panel, involved in monitoring our contractors' performance and improving services from a customer perspective.
- * We have started a new contract for gas servicing, which has got off to a great start. Liberty Gas stepped in and helped us during the winter weather, before the contract even started. All of our properties now hold a relevant gas certificate.
- * Feedback from our customers has led us to expand the Home Repair Service, and we have employed a second Handyperson to carry out this work.

A life-long home

As a St Vincent's tenant you can expect to enjoy your home for as long as you need it, as long as you have satisfied the 12 month probationary period, and don't break the terms of your tenancy agreement.

It is vitally important that we collect all of the rent and service charges due in order to provide you with the high standard home and services you would expect. Whilst we understand people can have financial difficulty, and we offer a money management service to help people with this, we take firm action against those who choose not to pay their rent.

We do everything in our power to help people who are in financial difficulties, but unfortunately those who won't pay, or who ignore us, can lose their homes.

Caring about your neighbourhood

We hold a range of events, for example scheme surgeries, Know Your Neighbour events, and fun days at many of our schemes. Our older and younger persons schemes regularly act as a community resource, bringing people together from the community, for example Khubsuret House, who hold sewing classes - we tailor events to the needs of the neighbourhood.

Sadly some people will disrupt your neighbourhood with criminal behaviour, and we take firm action to tackle this. With a dedicated staff we are able to respond to any report of unacceptable behaviour both swiftly and firmly - we have an out of hours dedicated Anti Social Behaviour phone line to report any problems after 5 pm - call **0845 217 0714**

Our Social Investment Team provides a range of support to individuals and neighbourhoods, ranging from money management and employment and training advice, volunteering opportunities and a range of innovative projects.

Good value for money

In this day and age we need to get the best value from every pound spent, for example repairs contracts, office supplies, energy costs. Some examples of achieving more for your money are:-

- * Unpaid Board and Committee members
- * Rents continue to give good value for money and compare well with the regional average - to see more for your local area log onto the TSA website at www.tenantservicesauthority.org.uk
- * Based on your feedback from last year, this report is shorter and more to the point, and as a result has been cheaper to provide

St Vincent's is celebrating its 40 year anniversary this year, and remains strong and financially viable for the future.

Introduction from the Review Board

Times are hard, so when St Vincent's asked us what we thought about the idea of sending out this year's Annual Report in leaflet form instead of a lengthy brochure, we said yes! It may not be as fancy, but it costs a lot less and every pound we save means another pound spent on our homes and neighbourhoods so we hope you approve! St Vincent's have taken into account the comments that customers made on last year's report and have included them where possible. They have also tried very hard to ensure that the leaflet is jargon free.

Who are we - we are The Review Board - we are tenants just like you. We look at the way St Vincent's does things and make recommendations on the services from the customers' perspective. St Vincent's genuinely try to do what's right for tenants, but they don't always get it right! The Tenant Review Board look at the things that matter to YOU. We report direct to the Board who take our reports very seriously and have implemented almost all of the recommendations made so far.

In the last 12 months we have looked at the standard of new homes built by St Vincent's and at the policies they have in place for letting their properties and we are currently looking at the area of Complaints and how they are dealt with. If you would like to see a summary of any of our completed reports please get in touch and, whilst we cannot look at individual issues, if there is an area of concern that you think we should review, or if you are interested in joining The Review Board - please let us know!

We hope you enjoy this new, short and cost effective Annual Report and we look forward to meeting you. //



The Review Board

August 2011

Getting involved

There are many ways you can get involved, to suit your lifestyle and time:-

- * become a mystery shopper
- * become a committee or board member
- * join the Tenant Review Board who recently reviewed the way we build new developments, and our lettings and complaints process
- * become a Community Champion to promote energy efficiency
- * join a Customer Panel, eg the repairs panel
- * set up a residents group in your area
- * keep up to date through our website or by reading the quarterly newsletter.
- * follow our activities on Twitter - we use social media to promote equality, for example the International Day Against Homophobia and Transphobia



a short report from St Vincent's on performance during the last year