



# **CBHA Report to Residents**

**2007**

The CBHA is committed to providing continuously improving first class services. Every year we set challenging targets to ensure that CBHA residents receive the services they expect and need. The information outlined in this report details our performance in key areas of our service which we believe matter most to you.



## Message from Chair

At the CBHA we are always striving to meet our mission to “involve residents and improve lives”. With customers at the heart of everything we do we have continued to keep services as our main priority during 2007 and are happy to demonstrate our commitment to performance in this years Report to Residents.

We know that repairs are always a priority for you, our customers, and we are pleased to demonstrate our performance figures in this year’s report. We will be improving this service during the next Business Plan period through our new partnering arrangements which will have a “one request, one visit” ethos focussing on an efficient delivery of this service. Resident involvement will be further encouraged and developed through the Customer Panels, Focus Groups and development of the Customer Reward Scheme.

During 2007 we moved forward with a number of new initiatives that will build on the work we have already done in the CBHA communities and bring about long lasting benefits into the future. We have expanded our services and programmes both within and beyond our four areas and with a good deal of success.

Whilst we have continued to meet the objectives for our core housing services, we have introduced new services such as Financial Inclusion and Tenancy Support to ensure we are continuing to meet the changing needs of families and individual residents. These efforts are about making sure that CBHA residents are able to live independently, enjoying the best possible quality of life.

Indeed our general approach is to use the skills and experience of our in-house staff alongside other partners, statutory, voluntary and private, to bring the most comprehensive and cost-effective services to our residents. With the support of some of our partners, we focused our Community Development work on social transformation. We also cultivated some new partnerships, key to understanding communities and influencing change.

One of the most important areas for us has been extending our partnership with the London Borough of Waltham Forest to reduce gang violence in the borough. Through funding from the Better Neighbourhoods Initiative (BNI) we were able to work with an enthusiastic group of young people called Rollin G, who are an inspiration in their own right to the concept of improving lives. We will continue to seek ways to support key initiatives related to gang violence and also to explore what we can do directly.

Our partnership with Peabody Trust is stronger than ever, both organisations enjoying mutual benefits. With support from the Trust we re-launched our website [www.cbha.org.uk](http://www.cbha.org.uk) during 2007.

It has been a transformational year for CBHA in the healthiest possible way. The CBHA has always been “more than just a landlord” and this year we have proved this by moving up a gear in our wider community development role and by adding services for residents which don’t just look after the bricks and mortar; something we have been proven to do very well. We are grateful to everyone from the Board Members and staff to our unpaid volunteers and external partners for their commitment and expertise in helping us to improve lives.

Susan Nwalema

**Chair**



# CBHA Services Performance

The figures covered in this report show how CBHA performed in our key services during the period 1 April 2006 to 31 March 2007.

## Repairs & Maintenance

The CBHA has the following targets for completing repairs.

**Priority 1: Emergency Repair** (anything that is a possible health & safety hazard)

☀ We will attend within two hours

**Priority 2: Urgent but Non-Emergency Repair** (not a health & safety hazard)

☀ We will complete within 3 working days

**Priority 3: Standard Repair** (inconvenience if left longer)

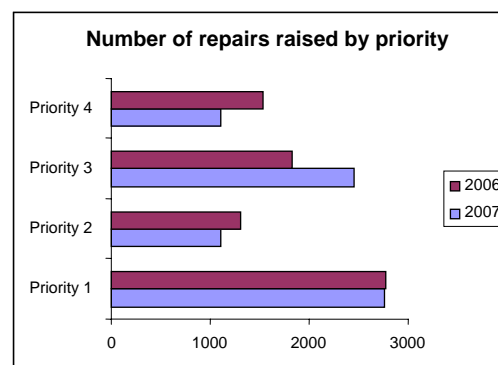
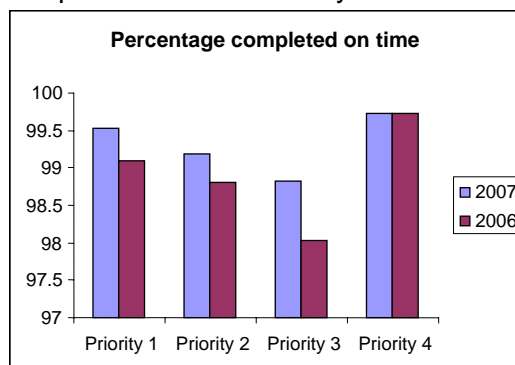
☀ We will complete within 10 working days

**Priority 4: Routine Repair** (non urgent)

☀ We will complete within 20 working days

### Performance

The target for the year was to achieve **98%** of all repairs completions on time. Over the year we raised a total of **7425** orders. Of these **99.22%** were completed on time compared to **98.92%** last year.



**To order a repair call 020 7922 8500 (option 1)**

Proportionately, CBHA raise a high number of Priority 1 jobs. This is because we re-designated heating and hot water to come into this category as our customers indicated that this was important to them.

## Gas Safety Checks

CBHA has a target to complete 100% of our gas safety checks. This is a legal requirement and is to ensure that resident's boilers and their gas supplies are safe.

## Performance

During the year CBHA completed **98.49%** of our gas safety checks. If you are aware that your gas safety check is outstanding please contact the repairs team urgently as your boiler may be unsafe or running inefficiently.



## Tenancy Support Services

In November 2006, the CBHA introduced the tenancy support service to help those residents that require additional support. The key aim of the service is to provide appropriate support which allows residents to be independent and sustain their tenancies. Support can be provided in a number of ways including referring residents to external organisations if necessary. Plans to further improve this service include the introduction of assisted decoration and gardening schemes.

## Performance

The tenancy support officer is currently dealing with **24** on-going cases and **19** new referrals.

## Allocations and Lettings

CBHA homes are allocated on the basis of the greatest housing need, as determined by our policy. We deal with high priority transfer requests first. Anyone can apply to move but there are certain restrictions on who will be made an offer. Generally, if you are in rent arrears you will be refused an offer until you clear your account.

## Performance

**41** properties became vacant this year for the following reasons:-

Tenant abandoning property	1
Tenant terminating their tenancy	5
Eviction for Rent Arrears	5
Tenant moved outside borough	7
Tenant deceased	15
CBHA Transfer	5
Special Management Transfer	1
Asylum Case	1
End of Licence	1

On average new tenants were moved into a vacant home within **20** working days (four weeks) of the old tenant moving out. This was just outside our target of 19 working days but was an improvement on the 2006 performance of just over 22 days.

## Development

Developing new homes is an essential part of the work CBHA do. We are now able to offer other options like shared ownership to local people living and working in the London Borough of Waltham Forest.

## Performance

The Stephenson Road development scheme in Walthamstow has provided 17 new homes including both shared ownership and social rented properties. This scheme was delivered in partnership with Peabody Trust.



## Rent Collection & Arrears

It is essential that CBHA collect all rent and charges owed to ensure that we are able to continue to provide the high standards and variety of services that our customers expect.

There are many ways that you can pay your rent:

- **Rent cards** at the post office or shops and other outlets displaying the **PayPal / AllPay, payzone™ and e-pay** signs. If you wish to use this method and do not have a rent card, please get in touch with your Revenues Department on 020 7922 8500 (option 2).
- **Cheque** by posting to the Leytonstone Area Office
- **Debit / Credit card** payments over the phone on 020 7922 8500 or in person at the Leytonstone Area Office.
- Over the Internet with your rent card at **<http://www.allpay.net/products/internetpayments>**

## Performance

At the start of the year, CBHA rent arrears stood at **£741,475**. The target for the year was to reduce our arrears to **£666,738** (11.43% of the rent collectable)

The end of year actual arrears figure is **£660,333** which equates to 11.32%.

Total arrears were reduced by **£81,142**. This represents a collection rate of 101.37%

When residents do not pay their rent and fall into arrears, the CBHA Revenues Team will work closely with them to make arrangements to pay. As a last resort, where no arrangement is made, CBHA will take legal action. During the year a total of **46** cases were heard in Court. Of these, **18** possession orders were granted. **A total of 5** evictions were carried out for non payment of rent during the year.

If you know you are in arrears, please contact the Revenues Team on 020 7922 8500 (Option 2) to discuss with your Revenues Officer and make an arrangement to pay.



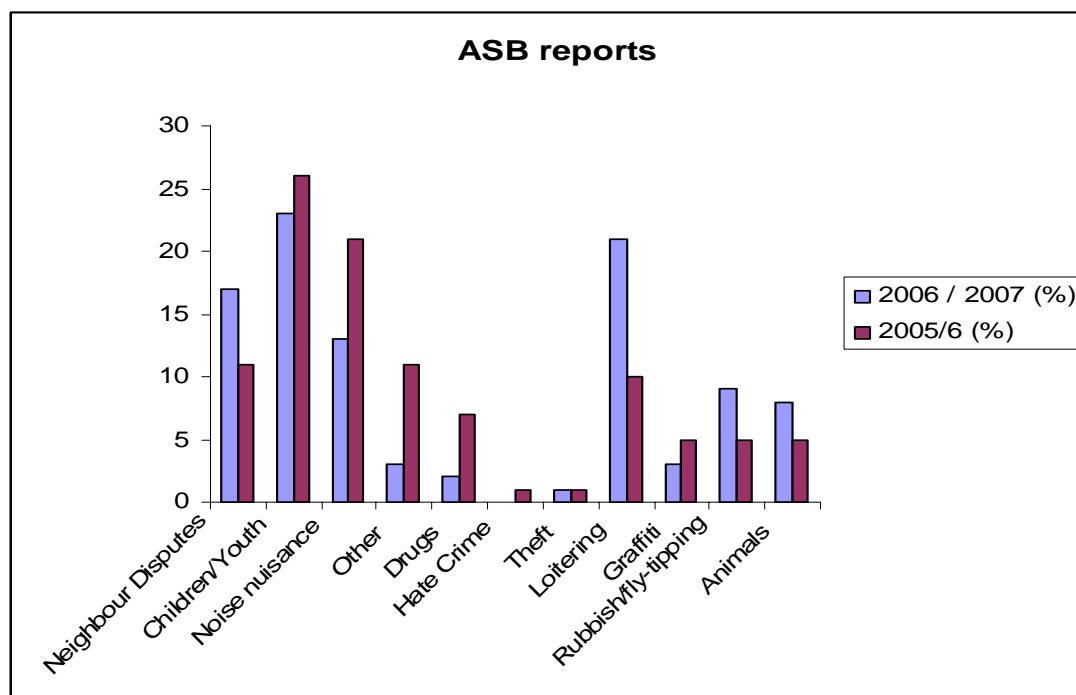
## Nuisance and Anti-Social Behaviour

Everyone has the right to enjoy life in their own way providing they don't cause upset or distress to people living near them. A good neighbour will tolerate and understand the diversity and different lifestyles of others.

### Performance

During this period the CBHA handled a total of **196** reports of nuisance and anti social-behaviour compared to **302** last year.

These results are broken down by percentage as follows



There has been a decrease in the amount of reports received this year. Nonetheless we encourage all residents to report anti-social behaviour that is affecting them.

Around **67%** of all reports of nuisance and ASB were responded to within our target times. Lack of response from alleged perpetrators is the main reason for the delay in meeting these timescales.



## Complaints

The CBHA welcomes complaints and comments about the services that we provide as this helps us to improve the way in which we do things. Where we are failing, it may be that we are not aware of this and by bringing it to our attention you are helping us to resolve the problem. We have a comprehensive Complaints Policy and Procedure to help you. A separate leaflet that explains the process is available from your Area Office.

The CBHA procedure has three internal stages:

**Stage 1:** Initial complaint, handled by staff member receiving complaint or relevant manager. Resolve immediately if possible. If not, acknowledgement sent within 24 hours, relevant manager to respond within ten working days (2 weeks).

**Stage 2:** If not satisfied, the complaint can be referred to a director who will respond within fifteen working days (3 weeks).

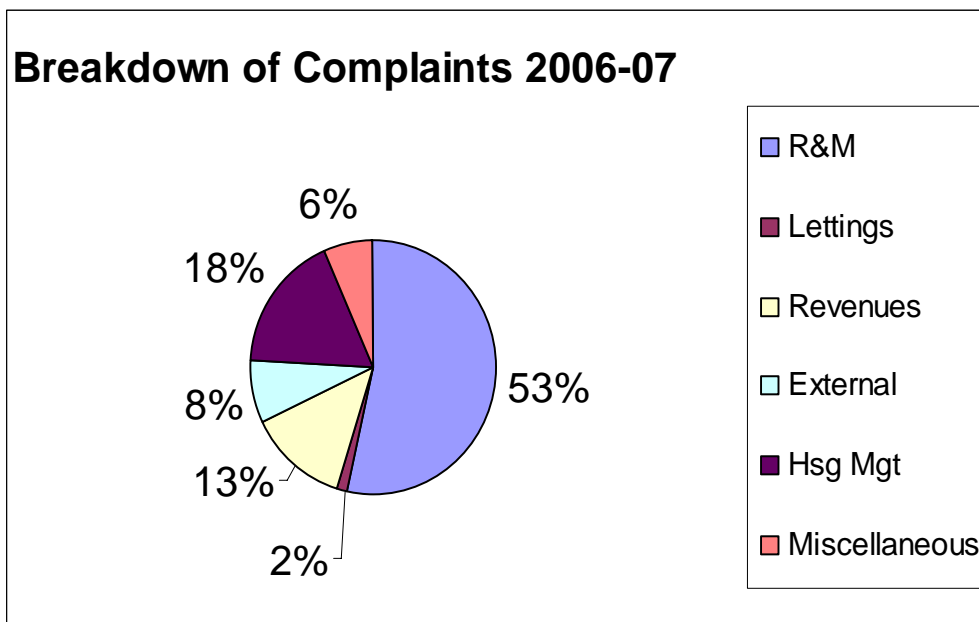
**Stage 3:** If unresolved/not satisfied, complaint will be heard by Board Members at the Service and Continuous Improvement Committee (SCIC).

If the person making the complaint is still unhappy with the result, they can ask the Housing Ombudsman Service to review their case.

## Performance

The total number of complaints received this year is **64** compared to **42** the previous year. This figure includes **5** complaints received where CBHA were not directly responsible. Complaints about anti-social behaviour, LBWF services (LBWF Direct) or dissatisfaction expressed through repairs cards are not included in these figures.

The complaints are broken down as follows:



## CBHA in 2008

CBHA will be introducing lots of new and exciting projects in the coming year and residents are invited to get involved at every level.

Residents are welcome to join our Customer Panel, customer focus groups, Customer Reward scheme or volunteer to work with us.

If you are interested in getting more involved please contact the CBHA on 020 7922 8500 or e-mail [services@cbha.org.uk](mailto:services@cbha.org.uk).

