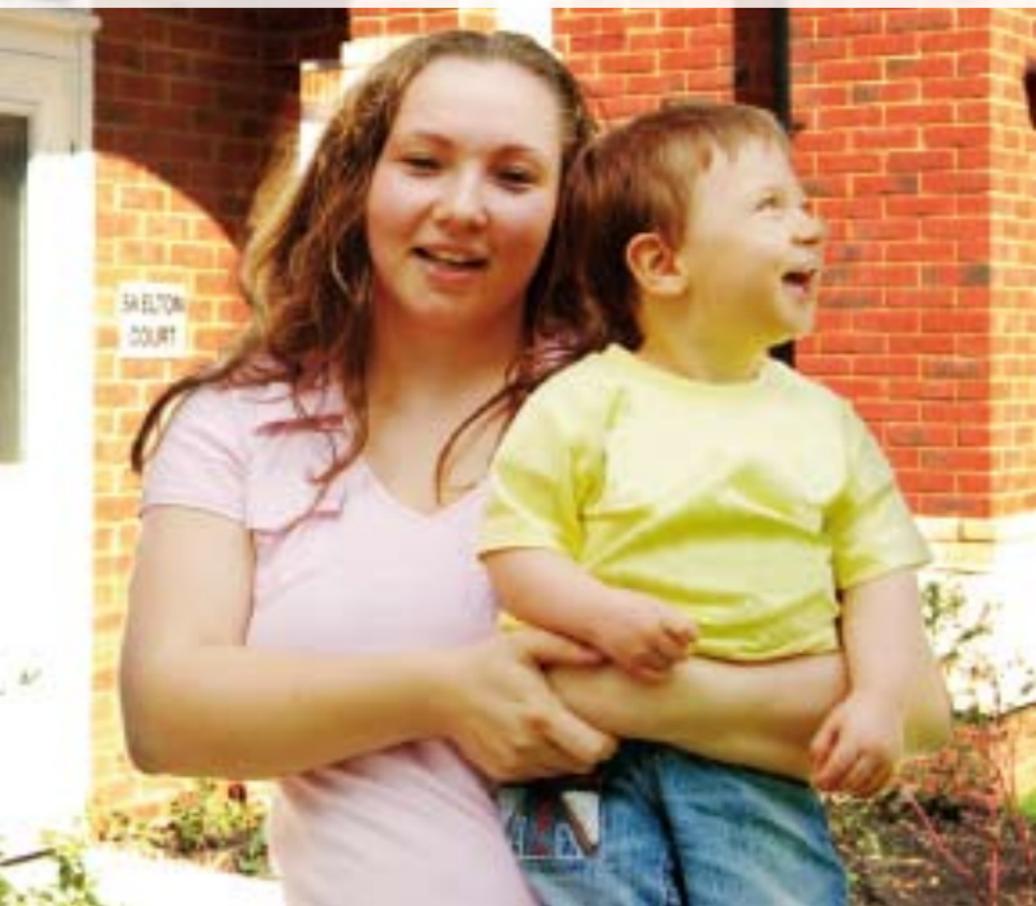


ANNUAL LEASEHOLDERS' REPORT 2009/10



This report gives you an update on how well we are doing and lets you know the key actions we are taking to make improvements over the next 12 months. The full report which contains more detail, is available on our website – www.tvha.co.uk or you can request a paper copy by contacting our resident involvement team.

We have provided a wider range of information than in previous years which we hope you will find useful. We have also let you know the actions we intend to take to improve things. If you have any comments, please email them to resident_involvement@tvha.co.uk or speak to our customer service team on **0800 358 7767**.

As part of our commitment to you, we have also worked with a group of residents to produce a new Customer Service Pledge which is now available as a leaflet and on our website.



THAMES VALLEY HOUSING

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CUSTOMER SERVICE, COMPLAINTS AND RESIDENT INVOLVEMENT

How are we doing?

Measure	Performance
Leaseholder satisfaction with overall service	52%
Increase in incidents of resident involvement	40%
Complaints responded to in time	94%
Satisfaction with complaint handling	44%

We have held consultation events specifically for leaseholders and made improvements to our service as a result of this feedback including; reducing the management fee, providing better information with the service charge statement and expanding our resident estate inspector scheme. The result of this has been an improvement in satisfaction from 46% to 52% (this is an independent, statistically valid result), so we know we are moving in the right direction. Whilst 52% is in line with most other housing associations, we know we still have a lot more to do. One of the big things we will tackle this year is to assess each of our estates in detail to determine accurate pricing when we renew our cleaning and gardening contract in 2011. We hope that this will improve the consistency of the service and reduce costs on sites that are currently expensive.

Improvements we will make in the next 12 months

- Shape our services around the individual needs of customers
- Review demand for late night/ Saturday access to services
- Hold an event for involved residents to look at feedback and communication
- Implement actions from our last Complaints Review and increase satisfaction levels with how complaints are handled to at least 50%
- Establish a group of residents to monitor performance and help produce this report in future years

REPAIRS AND PLANNED WORKS

How are we doing?

Communal repairs

- 92% were completed within time
- Satisfaction with communal lighting repairs (the repair that residents feel most strongly about) was 62%

We know that quality of the local environment is important to residents, and we have worked with our contractors this year to do more communal repairs within 5 days (most used to be completed within 28 days).

One of our biggest challenges is to improve the quality of service from managing agents, where we do not have control over the service. We have been working hard on some sites to improve things.

We have also decided to complete a review of our cyclical repairs process which includes the section 20 notices and we will be looking at quality and cost as part of this. We will be able to inform you of the results of this work when we update you next year. In addition to this we will be looking at the possibility of providing gas safety checks to you for a reasonable cost.



Improvements we will make in the next 12 months

- Increase satisfaction with decorations to shared areas by reviewing what we do based on resident feedback
- Review access to our gas safety service

SERVICE CHARGES

How are we doing?

- 24% of leaseholders were satisfied with the value for money of service charges

Many of you have told us that you do not think the service charge is value for money and that this affects your overall satisfaction with Thames Valley. Where a managing agent is delivering the services, we cannot control this, but on sites where we deliver the cleaning and gardening, we will be taking steps to try and improve this. We will also improve the information available about how service charges work as we know this can be confusing.



Improvements we will make in the next 12 months

- Thoroughly assess our estates before renewing our cleaning and gardening contract to ensure accurate and competitive service charge costs
- Publicise the process for refunding residents where estate services have not been delivered
- Produce information on the setting and collection of service charges

THE LOCAL ENVIRONMENT

Your neighbourhood – how are we doing?

Managing your neighbourhood

- 55% of leaseholders are satisfied with estate cleaning and 41% of leaseholders are happy with the standard of gardening
- 95% of our sites met the required standard in the cleaning and gardening contract when they were inspected

Improvements we will make in the next 12 months

- Increase the number of resident inspectors on estates to 85
- Renew the cleaning and gardening contract from October 2011

We regularly carry out inspections of our sites to make sure the cleaning and gardening has been done properly. In addition to this we also have resident estate inspectors who use the same forms to complete their inspections. All of these results are used to manage our contracts. Whilst both residents and TVH staff inspections have shown that the contractors generally do what they are paid to do, the satisfaction of leaseholders is still quite low.

To try and improve this we are renewing the contract, but we also want to increase the number of resident inspectors as they do make a difference to how well the contractors perform.



MANAGING COST AND QUALITY

How we performed in 2009/10

- We contained staff salaries with a 0% increase this year
- We cut the number of senior management posts
- We reduced management fees for leaseholders from £218 to £192 a year
- We renewed our insurance contract, saving around £250,000, passing savings on to leaseholders through the service charges
- We integrated our leasehold and housing management services, to provide a better service at lower cost and reorganised the areas our neighbourhood officers cover to reduce time spent travelling
- We moved to online recruitment of staff, saving £52,000 in advertising costs
- We have reduced communal electricity costs on 345 schemes by £25,000 (9.5%) per annum over a two year period which commenced in November 2009
- We will reduce gas costs at 19 schemes by £5,747 (27%) over a 1 year period which commenced in March 2010

We are very conscious of costs, especially those which are passed on to residents and the box above outlines some of the initiatives we have taken to keep costs under control. We have done this without compromising the service at all and will continue to do this in the future, making savings where we can.



LETTING YOU KNOW HOW WE ARE DOING

We will update you in 12 months time so that you can see the progress we have made against these commitments. In the meantime, a group of residents will be tracking our progress, and along with other resident involvement activities we will be identifying further actions.

If however you think we have failed to live up to our promises please let us know and we will respond to you. If you are not happy with that response, you can use our complaints procedure which is available on our website or by phoning our customer services team.

As you can see, many of the improvements have come about as the result of customer feedback. We would like to thank everyone who participated, from completing a survey to attending an event, and encourage you to stay involved in the future.



Improvements we will make in the next 12 months

- Improve how we report on value for money, to residents
- Work with our repairs contractors to reduce costs and improve services
- Hold an event for resident inspectors to shape the new cleaning and grounds maintenance contracts
- Improve the accuracy of cleaning and gardening specifications with more detailed measurements

Thames Valley Housing
Premier House, 52 London Road,
Twickenham, TW1 3RP

Customer Service Centre: 0800 358 7767

Opening hours 8am - 6pm Mon-Fri

Fax: 020 8607 9923

Email: info@tvha.co.uk

Web: www.tvha.co.uk

Translations and Interpretation

If you need to contact us about anything and need an interpreter, call 0800 358 7767 and tell us your language.

We can also provide a large print or an audio version of this document

إذا رغبت بالتحصل بنا بخصوص أي أمر وتحتاج لترجم، اتصل على 0800 358 7767 واخبرنا ما هي لغتك أيضاً بإمكاننا توفير منشور بكتابة ذات الحروف كبيرة أو تسجيل صوتي لهذه الوثيقة.

اگر به هر دلیلی لازم دارید که با ما تماس بگیرد و نیاز به مترجم دارید، لطفاً با شماره 0800 358 7767 تماس بگیرد و زمان مورد نظر خود را اعلام کنید. ما می توانیم چاپ یا حروف درشت یا نسخه صوتی این سند را برای شما تهیه کنیم.

Si vous avez besoin de nous contacter, quelle qu'en soit la raison, et avez besoin d'un(e) interprète, appelez le 0800 358 7767 et indiquez-nous votre langue. Nous pouvons aussi vous fournir une version audio ou imprimée en gros caractères de ce document.

Jeśli chciałbyś o coś zapytać a wymagasz pomocy tłumacza, zadzwoń na numer 0800 358 7767 i powiedz nam, w jakim mówisz języku. Powyższy dokument dostępny jest również w formacie dużych czcionek oraz w wersji audio.

Se precisar de nos contactar e necessita de um intérprete, telefone para: 0800 358 7767 e diga-nos que língua fala. Também podemos providenciar este documento em letras de tamanho grande ou em áudio.

ਜੇਕਰ ਤੁਸੀਂ ਸਾਡੇ ਤੋਂ ਕੋਈ ਗੱਲ ਪੁੱਛਣੀ ਹੈ ਅਤੇ ਇਸ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ (ਦੁਬਾਰੀਏ) ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਬਿਧਾਪ ਕਰਕੇ 0800 358 7767 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਆਪਣੀ ਭੋਲੀ ਦੱਸੋ।
ਕਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਵੱਡੀ ਟਿਕਾਈ, ਟੇਪ ਜਾਂ ਸੋ ਡੀ ਤੇ ਸੁਣਦੇ ਹਾਂ।

Haddi aad u baahatid inaad kala soo xiriirtid ama baahat tahay noqonaysa, soo wac 0800 358 7767 adigoo raa sheegaya luqada aad ka hadashid. Waxa kalsoodi heli kartaa dokumentigan oo magal ah ama far waaweyn ka qoran.

اگر آپ کو کسی بھی شے میں سوال ہے یا اگر آپ کو مترجم کی ضرورت ہے تو براہ کرم 0800 358 7767 پر کال کریں۔ یہ سہولت آپ کو اپنی زبان میں اسناد کی کاپی فراہم کرنے اور اسے سننے کی سہولت فراہم کرے گی۔



THAMES VALLEY HOUSING

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The Government Standard