



**ST GEORGE'S GROVE
ANNUAL REPORT
2014-2015**

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1. WELCOME

Welcome to Thames Valley Housing's annual report for St. George's University Hospitals NHS Foundation Trust.

This report looks at Thames Valley Housing's performance managing the key worker accommodation at St. George's Grove, Tooting from September 2014 to August 2015.

This is our fifth year working with the residents at St. George's Grove. We provide 635 comfortable, affordable and modern homes for people working in the NHS and others looking to get a foothold on the property ladder. In partnership with the Trust and Willmott Dixon, we have developed St George's Grove into a good quality environment for tenants and leaseholders to live.

There are a range of different homes available; single en-suite rooms in flat shares, studios, one bedroom flats for couples and 2 to 3 bedroom flats for families. 557 of these homes are being rented as key worker accommodation and 78 are for shared ownership (part rent, part buy). All homes are fitted with en-suite bathrooms or shower-rooms, demonstrating a significant improvement in quality and design from the Trust's previously dilapidated accommodation.

Over the last year St George's Grove has maintained an occupancy rate of 99.72%.



2. OUR PERFORMANCE

Over the course of the year we have continued to meet and exceed our Key Performance Indicators (KPIs) and maintained a high standard, as expected by our residents.



Resident Inspector Dan Simpson

This year has been very productive for the St George's Grove Accommodation site. Our current manager Aisha Bingham has gone off on maternity leave (she had a baby boy in September) and Jason Santos has stepped up into the role. Jason has worked at the St George's accommodation office for the past four years, so his knowledge of the site has ensured a smooth and seamless handover. Jason's role as an officer has been filled by Karen Cruz. For the past two years, Karen has worked at our head office in Twickenham, so she is fully aware of our values and our commitment to St George's University Hospitals NHS Foundation Trust.

The on-site handyman service provided by Terry Notley of Axis Europe has continued to ensure that all repairs are dealt with quickly and to the best possible standard.

We have also taken a new Resident Inspector on board to monitor the work of our grounds and maintenance contractor, Just Ask. Dan Simpson, a resident at Chaucer Court whose partner works at St George's, has taken on the responsibility. Over the past year, concerns had been raised with the grounds maintenance contractor, especially with overgrown bushes and shrubs that were preventing tenants from opening their windows. This has now been resolved. Hopefully, the accommodation office, the monthly Trust inspections and Dan's watchful eye will help to keep everything in order and identify any other issues before they occur.

We have also been very busy with mattress and carpet replacements, as well as cleaning all the communal sofas and arm chairs. To date, we have replaced over 200 mattresses and are also due to kick off the cyclical redecorations of all the communal areas across the whole site next year.

**"Fully satisfied
with everything.
Thank you."**

St. George's resident

3. YEARLY MONITORING

Joint Estate Inspections

Joint Estate Inspections are conducted once a month. The inspection is carried out by the St George's Trust Accommodation Manager along with a member of our on-site accommodation team. Regular void (empty property) inspections and communal flat inspections are also carried out.

The joint inspections have been very useful in helping us identify outstanding repairs, faults and problems. With the help of the Trust, we ensure that our service providers continue to maintain their contractual responsibilities to the required standards.

The Trust sends over a report after each inspection, which outlines a list of items that need to be checked and states whether the items have passed or failed. A score is then attributed to each item as follows: 1 = poor, 2 = satisfactory, 3 = excellent and an overall score is also given.

Key Performance Indicators: Performance against targets

Our monthly Key Performance Indicators are made up of:

- ▶ Repairs and Maintenance (number of repairs / number completed in time / number completed on the first visit.)
- ▶ Health and Safety (have the necessary H&S assessments been conducted?)
- ▶ Resident / Customer Satisfaction (a customer satisfaction survey is conducted yearly.)
- ▶ Void Turnarounds (how long does it take for the voids / properties out of operation to be filled?)
- ▶ Cleaning completed on time (have the daily, weekly and quarterly cleans been carried out on all properties?)

Each KPI has a target percentage. If our performance falls below this, we fail that target and accrue penalty points over the course of the year (September 2014 – August 2015).

**"Cleaning and
maintenance staff
are very friendly."**

St. George's resident

Key Performance Indicators: Performance against targets				
	Target	2012/13	2013/14	2014/15
KPIs				
Yearly health and safety inspection	N/A	Completed	Completed	Completed
Repairs completed at first visit	90%	100%	100%	100%
Reactive Maintenance Targets				
Emergency	100%	100%	100%	100%
Urgent	98%	100%	100%	99%
Routine	95%	100%	100%	100%
Tenants satisfied with the repairs service	90%	100%	100%	100%
Domestic Service Targets				
Daily clean	80%	100%	100%	100%
Twice weekly	90%	100%	100%	100%
Weekly	90%	100%	100%	99%
Quarterly cleans	100%	100%	100%	100%
Formal Complaints responded to within target times	100%	100%	100%	100%
Void to ready-to-let date (excluding new lets)	5.0	2.0	1.1	2.1
Number of bed spaces out of operation for more than 25 days from void to ready (all lets)	25	0	1	4

Key Performance Indicators: Actual figures				
Measure		Actual 2012/13	Actual 2013/14	Actual 2014/15
Repairs completed at first visit				
No. of repairs		1794	796	675
No. of repairs completed at first visit		1789	796	675
Reactive repairs completed on time				
Emergency	No. due	11	27	15
	No. completed in time	11	27	15
Urgent	No. due	74	113	101
	No. completed in time	74	112	100
Routine	No. due	1696	723	559
	No. completed in time	1690	722	557
Domestic services – cleaning				
Daily	No. due	5198	5270	5278
	No. completed in time	5198	5270	5277
Twice weekly	No. due	2967	4855	2987
	No. completed in time	2967	4855	2977
Weekly	No. due	5198	3062	5278
	No. completed in time	5198	3062	5249
Quarterly	No. due	411	375	379
	No. completed in time	411	375	379
No. complaints started in year and due for completion in month		3	1	0
No. complaints due completed in time		3	1	0

RESIDENT SATISFACTION SURVEY

Every year we carry out a Resident Satisfaction Survey at St George's Grove. This survey is conducted by an independent organisation called SNAP. It's sent to all our tenants and the target is to achieve a response rate of over 30%. Achieving such a high response rate continues to be a significant challenge. We enter all our respondents into a prize draw as an extra incentive. Residents who take part can win iPads, high-street shopping vouchers and other prizes.



iPad winner Mrs M Dumaguit of Chaucer Court

The Respondents – April 2015

- ▶ 61% of residents were female, 35% were male, and 4% preferred not to say
- ▶ 50% of residents were aged under 35, 36% were aged between 35 and 54, and 11% were aged 55 or over
- ▶ The majority of respondents (81%) were healthcare workers employed by St George's NHS Trust
- ▶ A quarter (25%) of residents described themselves as White British. Other groups included people who described themselves to be European (17%), African (8%), and Irish (8%)
- ▶ 42% reported that they live in a 4 bed flat. The second most common type of accommodation was a 3 bed flat (20%)

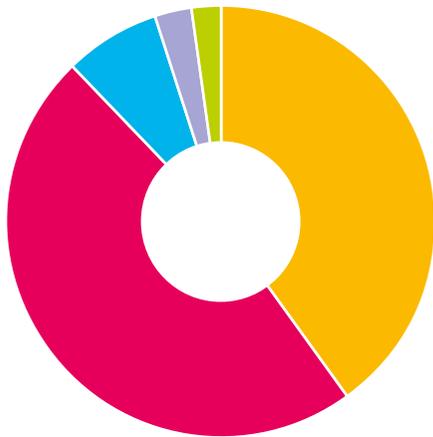
**"We are happy
to live here."**

St. George's resident

Overall satisfaction with the service

Tenants were asked 'Taking everything into account, how satisfied or dissatisfied are you with the overall services provided by Thames Valley Housing?' 88% reported that they were satisfied with Thames Valley, whilst 5% were dissatisfied.

Overall satisfaction with the services provided by Thames Valley Housing



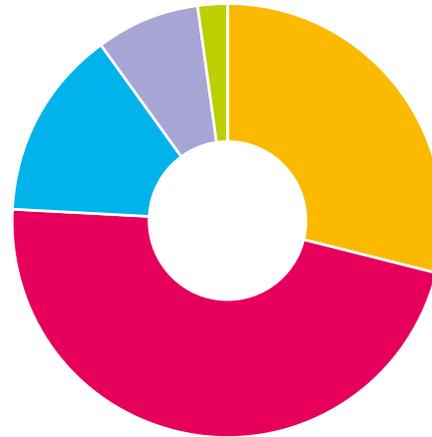
Base: All respondents (180)

Very satisfied	40%
Fairly satisfied	48%
Neither satisfied nor dissatisfied	7%
Fairly dissatisfied	3%
Very dissatisfied	2%

Value for money and problems identified

Tenants were asked specifically 'Taking into account your home and the services Thames Valley Housing provides, do you think the rent (which includes utility costs) for this property represents good or poor value for money?' 76% rated the rent as good value for money ('Very good' or 'Fairly good'), whilst 10% rated it as poor ('Very poor' or 'Fairly poor').

Do you think the rent for this property represents good or poor value for money?



Base: All respondents (180)

Very good value for money	29%
Fairly good value for money	47%
Neither good nor poor value for money	14%
Fairly poor value for money	8%
Very poor value for money	2%



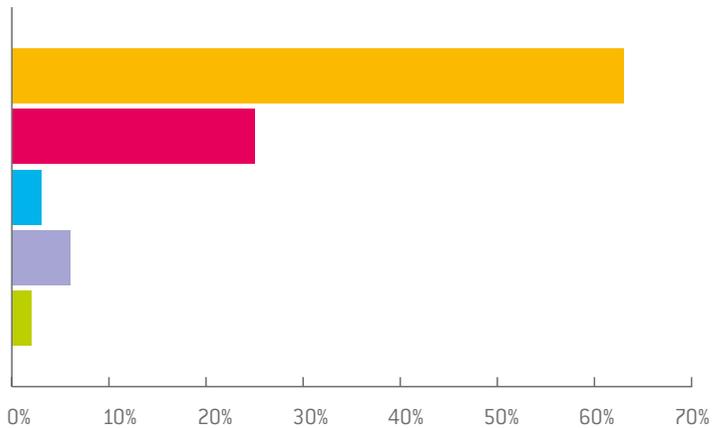
Tenants were provided with a list of problems, and were asked to rate whether they thought each was a 'very big problem', a 'fairly big problem', 'not a very big problem' or 'not a problem at all'. The most common problems were:

- ▶ Noise from people (16% very or fairly big problem)
- ▶ Problems with neighbours (11% very or fairly big problem)
- ▶ Dogs (10% very or fairly big problem)

Overall satisfaction with the repairs service

Tenants were asked if they have used the on-site repairs service. 67% said yes, they have used the service, whilst 33% said they haven't. Tenants who used the on-site repairs service were asked how satisfied or dissatisfied they were with the service. 88% of residents said they were satisfied, whilst 8% said they were dissatisfied.

How satisfied or dissatisfied were you with the on-site repairs service?



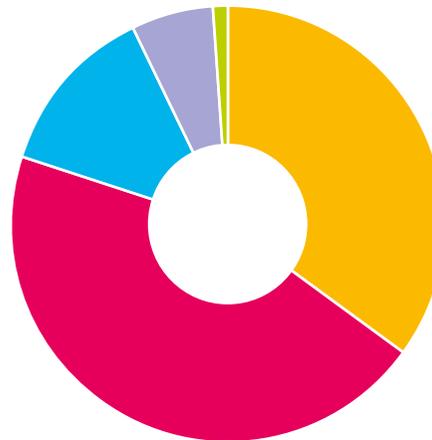
Base: All tenants who used the on-site repairs service (122)

Very satisfied	63%
Fairly satisfied	25%
Neither satisfied nor dissatisfied	3%
Fairly dissatisfied	6%
Very dissatisfied	2%

Satisfaction with the service provided by the on-site accommodation team

Tenants were asked 'How satisfied or dissatisfied are you with the services provided by the on-site accommodation team?' 80% reported that they were satisfied with the on-site accommodation team, whilst 7% were dissatisfied.

How satisfied or dissatisfied are you with the service provided by the on-site accommodation team?



Base: All respondents (181)

Very satisfied	35%
Fairly satisfied	45%
Neither satisfied nor dissatisfied	13%
Fairly dissatisfied	6%
Very dissatisfied	1%



COMMUNICATION

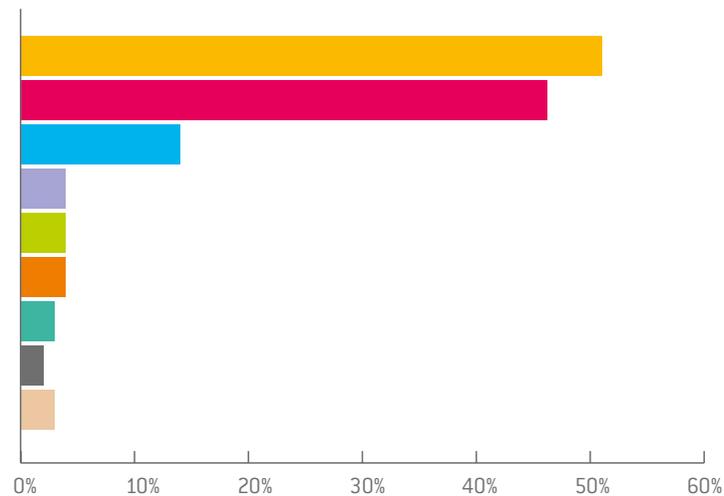
Communication plays a key role in how we deliver our service to residents.

This section looks at how residents feel we are performing when it comes to keeping them informed.

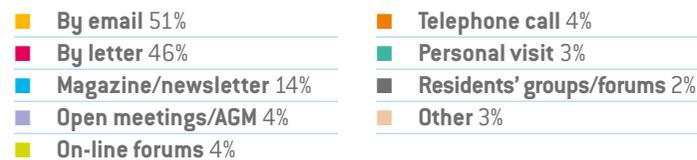
Method of communication

Tenants were asked 'Which method would you most prefer Thames Valley Housing to use to inform you or consult with you about issues that may affect you?' Around half (51%) of residents said they would prefer Thames Valley Housing Association to contact them by email, 46% said by letter and 14% said they would prefer to have a magazine or newsletter.

What method would you prefer TVHA to use to inform you about issues that may affect you?



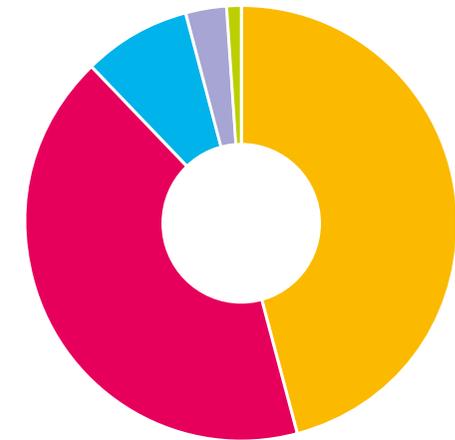
Base: All respondents (182)



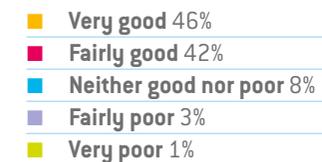
Keeping tenants informed

88% of tenants said they felt that Thames Valley was either 'Very good' or 'Fairly good' at keeping them informed about things which may affect them as a tenant, whilst 4% thought they were either 'Very poor' or 'Fairly poor'.

How good do you feel TVHA is at keeping you informed?



Base: All respondents (182)

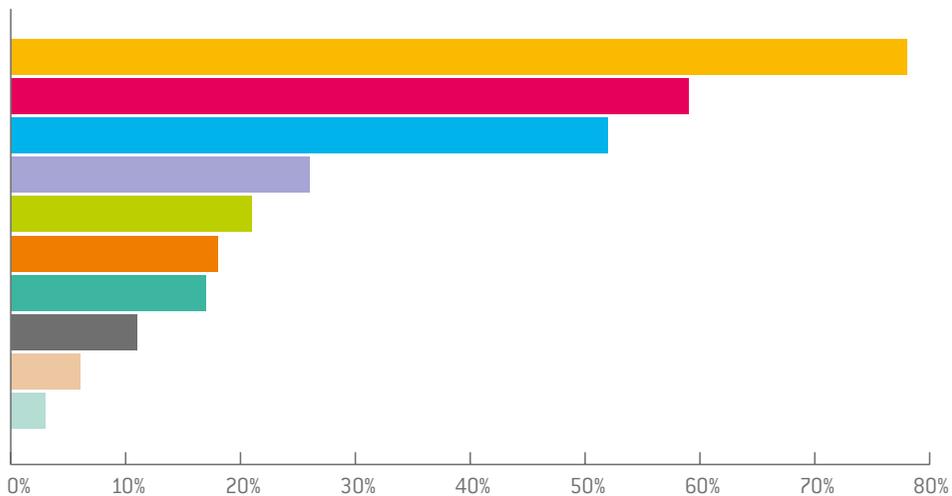


Improving services

Tenants were given a list of features of social housing provision and were asked to tick the three that they consider to be the most important. The most important feature was 'Value for money for your rent' (78%); this was followed by 'Repairs and maintenance' (59%) and 'Overall quality of your home' (52%).

Tenants were also asked the extent to which these features needed improving. The feature that tenants felt was in most need of improvement was 'Services out of hours' (68%), followed by 'Taking resident feedback into account when making improvements' (62%) and 'Value for money for your rent' (61%).

Of the following services, which do you consider to be the three most important?



Base: All respondents (180)

Value for money for your rent 78%	Cleaning of shared facilities (e.g. kitchen) 18%
Repairs and maintenance 59%	Services out of hours 17%
Overall quality of your home 52%	Cleaning of communal areas 11%
Keeping residents informed 26%	Involving residents in the management of their housing 6%
Taking resident feedback into account when making improvement 21%	External areas e.g. garden 3%



ACTING ON RESIDENTS' FEEDBACK

We have made a number of improvements over the last 12 months following residents' feedback and their responses to our tenant surveys.

The Issue:	TVH response:
"Generally, a good service is offered but I am not keen on the annual rent increase."	Rents are subject to an annual increase of RPI +0.5%, which is in line with the contract we have with the Trust. Rents are increased to cover the rising cost of services offered, including cleaning, heating, water, and electricity.
"The addition of an on-site post box would be great."	If residents would like to enquire about a post box on site, they will need to contact Royal Mail directly. Please note that there is a post box on the corner of the Aboyne Estate which is a short walk from St Georges Grove.
"Could you provide a carpet cleaning service once a year, and consider changing the mattresses?"	Thames Valley Housing has begun a cycle to replace mattresses this year. Carpets will also be assessed for possible replacements in the areas where necessary. All replacements are to be carried out this year and are expected to be completed by March 2016.
"I would prefer TVH to contact me by email about issues that may affect me."	We have recently been contacting residents by group email instead of traditional letters in relation to issues such as heating.



4. YEARLY COMPREHENSIVE INSPECTION AND PERFORMANCE

The yearly inspection is conducted at the end of each year (August)

The Trust visits the on site accommodation office to review our performance. They scrutinise the evidence we provide to ensure we are achieving all indicators in the checklist. We are penalised if we fail any of the checks.

The checklist covers:

- ▶ Housing management
- ▶ Security audit
- ▶ Cleaning and domestic services
- ▶ Tenancy audit report
- ▶ Final checks
- ▶ Comments from the Trust

In the 2015 end of year inspection, Thames Valley Housing scored 255 points out of a possible 260.

"The gym was a good idea."

St. George's resident

St George's Grove - giving back to the Hospital

Once a year, we get residents in keyworker housing to fill out a SNAP survey. It is our chance to get feedback from the residents to enable us to action any changes that will help make their stay at St George's Grove more enjoyable. An incentive to fill out the form comes by way of a prize draw where there is a first prize of an iPad, a second prize of £250 worth of shopping vouchers and a third prize of £150 in shopping vouchers.

It is a two way thing whereby we get valuable feedback and the residents also get the chance to win some great prizes, just for spending 5 minutes filling out a form. We mixed it up slightly last year by stating that for every completed survey we received back, we would donate £2 to a St George's Hospital charity. We managed to get our highest ever response and were able to donate £336 to the St George's Hospital Charity New Equipment Appeal Fund. The money was greatly appreciated and the new SNAP survey is due out in February 2016. The accommodation team here at St George's Grove (Jason Santos, Karen Cruz and Tina Kadri) will be pushing to beat last year's total so we can give more back to a worthwhile cause.



5. ST GEORGE'S CONSTRUCTION DEFECTS

Over the course of the last 12 months, we have continued to work with Willmott Dixon Housing Limited (WDHL) to identify solutions to a number of issues that have arisen relating to the building fabric. We have kept the Trust, residents and shared owners informed of our progress throughout. The identification of solutions has entailed further investigations to identify the best way of completing the works, whilst at the same time minimising the impact on residents. We have continued to work with a leading fire safety expert from the Building Research Establishment (BRE) who has helped identify the works required. During this period we have continued to follow the expert's recommendations at all times, which included:

- ▶ Informing the local fire authority about the issues
- ▶ Updating our fire risk assessments for the site

No further measures were necessary in the keyworker blocks due to the existence of a sprinkler system in the building. However, the BRE advised that an alarm system should be fitted in the shared ownership block. This work has been completed and the fire strategy updated.

We continue to work with WDHL, the design and build contractor, and are now close to finalising remedial solutions to rectify these issues. We expect to be on site undertaking the workings in the next few months. We will continue to update the Trust, our keyworker residents and the shared owners when we have more information and a timetable for the remedial works to be undertaken to these buildings. It is taking time to establish the exact nature of these works, and we will write to all stakeholders in due course to keep them updated. Residents can speak with the on-site accommodation office should they have any questions. If the on-site team are unable to provide the answer straight away, they will refer it to someone at TVH who is directly involved in the project.

"Overall, a great value place to live!"

St. George's resident

6. COMMENTS FROM THE TRUST

“Thames Valley Housing’s Management team and the Trust are continuing their good working relationship. Regular / open communications between the Trust and TVH is ongoing; any operational concerns arising are discussed verbally and resolved prior to the bi-monthly review meetings.



From left to right: Jackie Young (Accommodation, Quality & Compliance Manager), Jason Santos (Accommodation Manager, TVHA), Katherine Espiritu (Community Fundraising Assistant) and Andrea Wright (Assistant General Manager, Hotel Services Estates and Facilities).

Any signs of building defects and planned maintenance work are dealt with in a timely manner. This ensures the site is maintained and kept to a very high standard.

Unfortunately, construction defects were identified on a number of blocks managed. TVH is working with building contractors Wilmott Dixon to rectify concerns highlighted and to ensure compliancy with current building legislation.

This year TVH have donated £2 for every person who completed their resident survey to the Trust Charity for our New Kit Appeal. A total of £336 was donated, which will be spent in one of five key areas across the Trust including unborn child, liver, kidney, cardiac and elderly patients.

The Trust is continuing with the review of the current occupancy in light of the lengthy waiting lists for all staff accommodation. TVH have been involved in this process and we are working amicably for the future to provide housing to those staff that are in the greatest need. Joint consultation will take place with TVH, the Trust and residents.”

St George's University Hospitals 
NHS Foundation Trust

THAMES VALLEY HOUSING

Premier House,
52 London Road,
Twickenham, TW1 3RP
Tel: 020 8607 0607
Fax: 020 8607 9923
Email: info@tvha.co.uk
Web: www.tvha.co.uk