



ANNUAL REPORT **2013-14**

www.eastendhomes.net

Annual Report 2013/14

Contents

Foreword	2
Introduction	3
Local Offers	4
2014/15 New Local Offers	10
Performance Summary	11
Value for Money	14
Residential Involvement	15
Regeneration	18
Keeping Estates Clean	19
Responsive Repairs	20
Governance & Viability	21
Summary of Accounts	23



Foreword



Martin Young,
Chair,
EastendHomes,
2013/14

2013/14 was another year of achievements and progress for EastendHomes as we continued our work to refurbish our estates, to provide new affordable homes for local families and people in housing need, and to support our local communities.

We invested another £12.8million this year on estate regeneration and building new homes, taking the total amount EastendHomes has invested since 2005 to £120.2million.

During the year 19 new affordable homes were let to tenants, making a total of 229 new homes for social rent built and let by EastendHomes. In addition, the Board agreed to acquire 29 properties to be let at market rents, comprising a new block of 27 units on the Treby estate, and 2 properties on our estates bought from leaseholders. The surplus generated by these properties is being reinvested into our ongoing programme of estate regeneration and will help to contribute to effective long-term financial planning.

Within the context of a challenging national economic climate, EastendHomes has maintained a strong financial performance which has assisted in the ongoing delivery of our investment programmes. The Board places a strong emphasis on value-for-money and in 2013/14 savings of £190,000 were achieved, towards our cash target of £200,000. The Board has completed a self-assessment of how EastendHomes performs in terms of value-for-money and more information on this can be found in our Financial Statements for 2013/14. You can find a copy of these on the EastendHomes website.

Other challenges in 2013/14 included the programme of welfare reforms being introduced by the Government, amongst which the removal of the Spare Room Subsidy (also known as the 'bedroom tax') in housing benefit calculations has been particularly challenging. The introduction of this affected over 130 EastendHomes tenants who experienced reductions in their Housing Benefit as the new criteria introduced by the Government meant that they were deemed to have more rooms in their home than they needed. EastendHomes identified those tenants likely to be affected by the new rules and arranged for specialist support and advice to be provided by the Bromley by Bow Centre.

The latest changes introduced in the summer of 2013 also saw the imposition of a weekly cap of £500 on the total amount of benefits which can be received. Although the number of EastendHomes tenants affected by this change was relatively small, the impacts on these families were often considerable. We have offered these households referrals to obtain specialist advice, and we have also assisted all our households affected by welfare reforms to apply for Discretionary Housing Payments from Tower Hamlets Council.

A key part of our regeneration programme is the provision of new community facilities on our estates and these new centres have been welcomed by residents. The centre on the British Street estate has been open since 2009 and a new centre on Southern Grove opened in the summer of 2013. Further new multi-purpose facilities are on site and nearing completion on the Bede, Holland and St George's estates, with planning permission secured for the redevelopment of Calder's Wharf Community Centre on the Isle of Dogs. In 2013/14 the EastendHomes Board set up a working party to examine options for managing these new community facilities to ensure that they remain sustainable in the longer term. Our plans are likely to include ways of supporting residents to become involved in organising events to be held in their local centres, and exploring private hire of the centres to generate additional revenue to support the ongoing funding of the facilities.

In 2014/15 some of our Board members, including Resident and Independent Board members, will be standing down, having completed the maximum time on the Board in line with National Housing Federation guidelines. I would like to take this opportunity to thank all our Board members for their service on the Board, and also all the local board members and other local EastendHomes residents who have worked with us during the year for the benefit of their estates. We will be looking to recruit new members to the Board over the coming months who share our vision of estate regenerating, improvements and better local services. If you want to become involved with your estates and EastendHomes, at whatever level, please get in touch.

**Within the context
of a challenging
national economic
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maintained a
strong financial
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ongoing delivery of
our investment
programmes.**

Introduction

Since 2005 EastendHomes has been managing homes across Tower Hamlets. Whilst doing this, we every day seek to meet our Mission, which is

"To provide a local housing service which is efficient, gives value for money and meet the needs, priorities and aspirations of all residents".

More broadly EastendHomes works towards our Vision, which is

"To achieve the comprehensive regeneration of our estates and to bring about a sustained improvement in the homes and quality of life for residents".

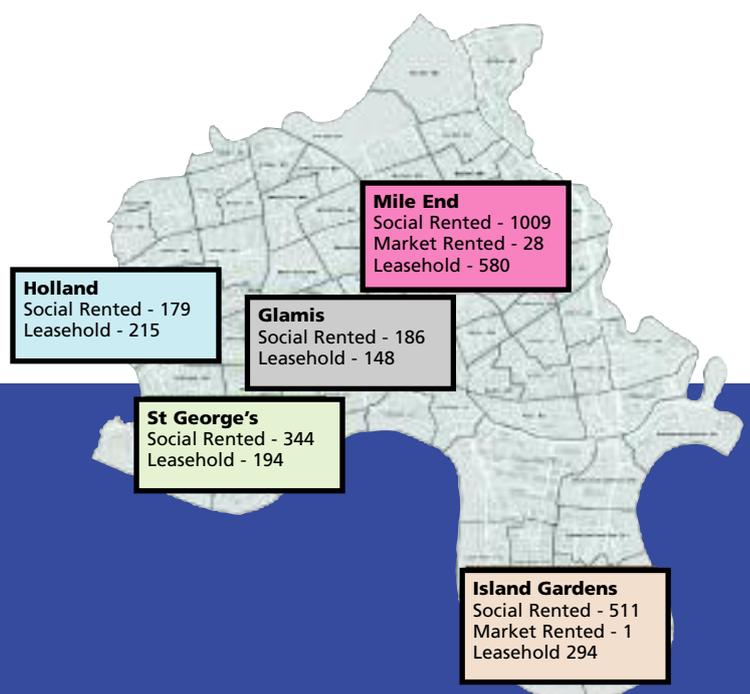
EastendHomes has ambitious plans for completing the regeneration of our estates, which we develop in consultation with local residents. These include replacing dated or unfit fittings and furnishings within homes, such as kitchens and bathrooms; the refurbishment of buildings; the creation of new homes; and the improvement of shared spaces.

At EastendHomes we have five Values which describe our expectations, and help both staff and residents to understand how we think. These are:

- *We value and support resident involvement*
- *We recognise and value the commitment and hard work by our staff.*
- *We will always strive to provide the best possible service.*
- *We welcome and support diversity and we are committed to equality.*
- *We want to improve and succeed in all aspects of our work.*

We also have a set of Corporate Objectives which detail specific activities we will undertake to seek to achieve our Mission, Vision and Values. We will be renewing and updating these Objectives in 2014/15 and residents will be asked for their thoughts and contribution to this process.

As of 31st March 2014 EastendHomes managed **3,689** homes, of which **2,229** were let to tenants at social rent, **29** were let to tenants at a market rent, and **1,431** were owned by leaseholders.



As of 31st March 2014
EastendHomes managed

3,689
homes

Local Offers

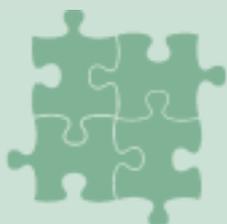
In 2011 EastendHomes introduced a range of commitments known as 'local offers', which were agreed with our Resident Scrutiny Panel. In each of our Annual Reports since we have reported on how we are doing in meeting these offers. There are also a group of local offers agreed for all Tower Hamlets landlords which have been agreed and monitored by the Tower Hamlets-wide joint scrutiny panel of residents. Our actions to meet these offers are detailed below.

It has also been apparent to us through discussions with residents that many residents did not see much difference between our local offers and our service

standards, which we use to describe how you can expect us to manage your homes and deal with your queries. However when we asked in our tenant survey of 2013/14, a small majority expressed a preference for keeping both local offers and service standards, rather than a new combined set of promises.

Therefore we will be setting out in 2014/15 a new, shorter list of local offers. Residents will be consulted for their feedback and our Resident Scrutiny Panel will agree the final list of offers, and then hold us to account against them.

RESIDENT INVOLVEMENT



We will develop with you and publish a set of standards relating to the operation of our local boards

We are reviewing our board structures with a view to making several changes in 2014/15. Consultation began with residents in 2013/14.

We will develop mechanisms for engaging our wider tenant voice

We have increased the number of people responding to our surveys giving valuable feedback on a range of services. Part of the changes being considered include opening Board membership up to all residents

We will introduce a Resident Scrutiny Panel

The Resident Scrutiny Panel has been operating since March 2011 and met six times in 2013/14.

We will deliver a Resident Empowerment Programme

A Resident Empowerment Programme was produced for 2013-14, covering a wide range of activities.

CUSTOMER SERVICE



We will set targets for customer service performance

We monitor our customer service performance quarterly as part of our Performance Information monitoring. These reports are shared with the Service Review Committee and the Resident Scrutiny Panel, and performance summaries are included in this report.

We will streamline our complaints process

The complaints process has previously been shortened to three stages and amendments have been made to comply with the Localism Act 2011.

MEETING YOUR NEEDS



We will encourage you to let us know your details, so we can supply services in the way best suited to you

All new tenants are asked to complete a Resident Profile Questionnaire, and we are exploring options to collect this information more effectively.

We will have a Bengali speaker in every local office

A Bengali speaker is normally present in every local office, unless staff unavailability makes this impossible

We will provide you with copies of communication in different formats on request

All our leaflets and publications are available in alternative languages or forms where requested - unless it was an important document where a written copy is needed we would normally offer a verbal explanation first to save time



Local Offers

REGENERATION



We will hold consultative days and pre-scheme meetings to discuss proposed works with you before they start

Widespread consultation takes place before EastendHomes submits proposals for works on our estate, and there have been instances where plans have changed followed feedback received from residents.

You will be advised by letter prior to the start of works

Letters are sent out prior to the commencement of works to keep residents informed and to advise them of anything which may affect their homes

The Resident Liaison Officer will visit you prior to the start date

We work with our partner contractors to ensure that there is strong communication with residents prior to any works commencing on your estate

We will make sure that you know the name of the person within EastendHomes who you can contact to discuss works in your home or on your estate

EastendHomes has a named Project Manager who supervises the Decent Homes and regeneration programme for each estate. This is included in communication with residents and published on our website.

We will ask you how we can improve the way we delivered the works to your home

Satisfaction surveys are sent out following the completion of works programmes, and the feedback we receive from these is used to help us with the delivery of future works

REPAIRS



When you report a repair you will always be provided with a reference number

When you report a repair you will be given a number for the job which has been issued, allowing you to find out about progress in completing the works

We will seek to ensure that at least 65% of repairs are completed on the first and only visit to your home

EastendHomes' contractors achieved 50% in 2013/14 and we are working with them to improve this

Appointments kept as a percentage of appointments made

For EastendHomes repairs in 2013/14 96.6% of appointments were kept. This compares to an average of 96.6% amongst our peers

The percentage of tenants satisfied with repairs and maintenance

78.3% of our tenants told us that they were happy with the repairs and maintenance survey in the 2013/14 STAR annual survey. This compared to 77.6% on average for our peers.

GAS / FIRE / ADAPTATIONS



We will arrange an annual inspection before your current gas safety certificate expires

At 31st March 2014 none of our properties with a gas supply had an expired gas safety certificate. In 2014/15 we will introduce an ambitious new target to have no properties with an expired certificate at any point during the year.

We will continue to set targets and monitor performance on aids and adaptations

EastendHomes completed 23 adaptations in 2013/14. All of the major adaptations were completed within the target timeframe.



An offer made by all Tower Hamlets Landlords

Local Offers

LETTINGS / YOUR TENANCY



We will continue with our overcrowding reduction strategy

Offers continue to be made under our Overcrowding Reduction Initiative. 18 households were rehoused under this scheme in 2013/14

A small percentage of empty properties annually will be set aside for the sons and daughters of under-occupiers

EastendHomes, as full members of Tower Hamlets Common Housing Register and Policy, have access to the integrated IT lettings system and identify eligible applicants from the generated shortlist

We will introduce an internal exchange scheme

EastendHomes' internal exchange scheme has been introduced and is promoted by the Lettings team and on Lettings Open Days. We also promote the national HomeSwapper and House Exchange schemes, and offer free membership for our tenants to help them move.

All new tenants will be offered a financial 'health check' at sign-up

Through our partnership with the Bromley by Bow Centre, all new tenants are offered a Moneywise session as part of the sign-up process.

RENTS



We will set targets and monitor rent collection performance

EastendHomes' target was to collect 95.6% of rent in 2013/14 and we exceeded this target, collecting 99.5%

Before sending you any letters regarding rent arrears, we will check that Housing Benefit payments are not due which would clear those arrears

Our Rent Arrears Officers routinely check that any Housing Benefit payments due will not clear arrears, before sending letters to tenants

ASB



If you report a case of ASB, we will contact you at least once a week to keep you updated of progress

Calls are made weekly during ASB cases to check that the complainant is kept informed of any progress in the investigation of their case

We will agree an action plan with you if you report ASB, including considering the likely results from the outset

Under our ASB procedure our officers let complainants know the likely outcome of their complaint from the outset, including outlining the possible outcomes and what actions may be taken if the allegations are found to be substantiated

We will actively participate with partners to resolve ASB affecting our residents and estates

EastendHomes works with other housing providers, the Council, and local Safer Neighbourhood Teams to identify trends and problem areas within the borough. This included in 2013/14 funding additional patrols of some EEH estates by police officers working in conjunction with Poplar HARCA.



An offer made by all Tower Hamlets Landlords

Local Offers

ESTATE CLEANING



We will provide training for any residents who wish to join in with estate inspection gradings

Training sessions for residents interesting in taking part in estate inspections are including in our Resident Empowerment Programme. The proportion of inspections attended by a resident fell to 22.7% in 2013/14 and a renewed effort to identify new inspectors is being undertaken

We will continue to provide a 7-day-a-week caretaking service

A 7-day per week caretaking programme continues on all EastendHomes estates

We will provide a full estate inspection programme on block and estate noticeboards

Local offices are working to keep block and estate noticeboards up-to-date with inspection schedules. Timetables are also available through the EastendHomes website.

VALUE FOR MONEY



Our services will be reviewed by the Resident Scrutiny Panel for Value for Money

The Resident Scrutiny Panel have reviewed our Value for Money Self-Assessment and given their feedback, and consider the value for money when reviewing services

We will consult with residents periodically to establish your priorities for spending

The STAR survey in 2013/14 asked which services tenants considered to be the most important. As with the previous year, the top three responses were repairs & maintenance; the overall quality of their home; and keeping tenants informed.

We will review the way in which service charges are apportioned to homeowners

The Home Ownership Forum started operating in 2012/13 and have been looking at service charge apportionment and statements

RPs should have trained tenants involved in the repairs and estate services procurement process appropriate to the needs and aspirations of local residents

EastendHomes offers training to residents on both becoming involved in procurement and attending estate inspections

GOVERNANCE & VIABILITY



We will carry out an annual skills audit of board members and training will be offered

All board members have an annual appraisal, part of the purpose of which is to identify any skills gaps so that training can be offered

We will continue to ensure that residents form a strong voice on the Board

Residents form a key part of the Board and will continue to do so under proposed changes being considered and consulted upon

We will publish Financial Statements in our Annual Report to you every year

Financial Statements for 2013/14 are included in this Annual Report and EastendHomes' Value for Money Self-Assessment is available for residents to read.

We will monitor our compliance with the National Housing Federation's Code of Governance so that you know we are acting properly

Compliance with the National Housing Federation's Code of Governance forms a key part of EastendHomes' governance checking process, and is the driver behind many of the proposed changes to how our Board operates.



New Local Offers for 2014/15

These nine offers have been discussed with residents and take effect from 2014/15.

* We will open up the opportunity for any resident to put themselves forward to serve as a Resident Member of the EastendHomes Board



* We will seek to ensure that 70% of repairs are completed on the first and only visit to your home



* We will provide leaseholders with an annual estimate of all of the service charges they are expected to be liable to pay in a year; and provide quarterly service charge statements



* We will make sure that you know the name of the person within EastendHomes who you can contact to discuss works in your home or on your estate



* If you get into arrears, we will offer you financial support to resolve your problems before we serve a notice of seeking possession



* We will let you know in our Annual Report where our money come from and how we spend it



* We will introduce a wide range of activities across our new and existing community centres



* We will make it easier for you to make rent payments online or by Direct Debit



* We will hold at least one lettings open day in each area over the year to discuss rehousing opportunities for tenants



These will be monitored by our Resident Scrutiny Panel to check that we are working to meet our offers to you.

Performance Summary

Customer Contact

80%
said staff helpful

- **73.05%** of tenants find it easy to get through to right person (STAR; 72.61% 2012/13)
- **79.93%** of tenants find staff helpful when they contact EEH (STAR; 77.89% 2012/13)

Your Tenancy

- **4** evictions in 2013/14 – all of these were for rent arrears. (4 in 2012/13; 8 in 2011/12; 4 in 2010/11)
- In addition EastendHomes gained possession of one of our properties through our tenancy audit programme identifying a tenancy fraud
- More residents than ever before received independent specialist financial advice in 2013/14, and we are increasing the number of appointments available in 2014/15.

Fire Safety

97%
completed on target

EastendHomes carries out Fire Risk Assessments of our blocks to check for any potential dangers or fire risks. Each block is checked on a frequency determined by its design.

In 2013/14 all scheduled assessments were carried out and **872** follow-up actions or observations were identified (most of these are fairly minor issues). 97.25% of these actions were completed within the set target. Actions which are not completed in target are followed up routinely to ensure that they are completed.

Aids and adaptations

83%
completed on target

- **23** adaptations were carried out to EEH properties in 2013/14 (down from 34 in 2012/13 and 56 in 2011/12)
- **82.6%** of all jobs were completed in target; including 100% of all major adaptations
- **100%** were satisfied with the work carried out and **96%** were satisfied with the service (this includes maintenance of existing adaptations)

Complaints

92.9% answered on target

- **140** complaints closed in 2013/14 – **24** of these were Stage 2 complaints and **5** were Stage 3 panels
- **130** of these complaints were answered in target (92.86%)

EEH	Gateway	Genesis	Old Ford	One Housing	Poplar HARCA	PRHA	Spitalfields	Swan	THCH	THH
92.9%	99.24%	38.9%	40.0%	100%	98.8%	100%	100%	98%	98%	83.23%

- **25** complaints were resolved with a learning outcome for EEH
- **18** compliments received in 2013/14 (18 in 2012/13)
- **66.80%** of tenants happy with the EEH Complaints procedure (STAR)

Gas Servicing

100% valid Certificate

- **100%** of properties had a valid CP12 gas safety certificate on 31st March 2014
- **1755** inspections were carried out in 2013/14

Properties with a valid CP12 gas safety certificate

EEH	Gateway	Genesis	Old Ford	One Housing	Poplar HARCA	PRHA	Southern	Spitalfields	Swan	THCH	THH
100%	100%	99.3%	99.97%	99.70%	99.30%	100%	100%	100%	100%	100%	99.3%

Performance Summary

Rents

99.5%
rents collected

This table compares our average weekly rents for each property size to those of other housing providers operating in Tower Hamlets.

Property Type	EEH Average weekly rent (£)	East Homes* (£)	Gateway* (£)	Old Ford* (£)	Poplar HARCA* (£)	Swan* (£)	THCH (£)
Bedsit	86.73	92.30	82.77	-	75.94	-	81.93
1 bed	98.72	102.77	104.90	89.99	94.18	105.02	98.48
2 bed	112.37	116.78	117.39	102.61	105.93	121.53	112.02
3 bed	125.64	132.81	129.24	123.77	114.71	129.54	125.35
4 bed	140.09	143.83	145.32	135.40	132.06	148.18	146.02
5 bed	153.95	160.32	154.27	148.00	153.07	154.19	154.69
6 bed	156.38	165.58	164.45	141.19	153.46	166.37	167.17

Source: Homes & Communities Agency Statistical Data Return September 2014. Excludes tenant service charges.

*East Homes/Gateway/Old Ford/Poplar HARCA/Swan also use 'Affordable Rents' for some properties meaning average rent charged would be considerably higher.

EastendHomes had collected **99.49%** of the rent due (including arrears carried forward) as of the final Housing Benefit week in 2013/14. This compares to 98.30% in 2012/13 and 99.34% in 2011/12.

Rent arrears for current EastendHomes tenants stood at **2.95%** of the rent due as of the final Housing Benefit week in 2013/14. This compares to 3.16% in 2012/13 and 2.81% in 2011/12.

In 2013/14 we saw a resurgence in interest from our tenants in purchasing their property using their Right to Buy or Right to Acquire. This chart shows how many properties have been sold in this way in the past seven years:



Performance Summary

Anti-Social Behaviour

84% satisfied

* **122** instances of ASB investigated by EastendHomes in 2013/14 (162 in 2012/13)

* **84.21%** of respondents were satisfied with the outcome of their ASB case in 2013/14 (81.25% in 2012/13; 76% in 2011/12) - **33** responses achieved from **123** surveys

EEH	Gateway	Old Ford	Poplar HARCA	Southern	THCH	THH
84.21%	50.0%	71.40%	81.00%	57%	71%	50%

* **86.84%** of respondents were satisfied with the handling of their ASB case in 2013/14 (81.25% in 2012/13; 80.4% in 2011/12) - **38** responses achieved from **123** surveys

* **70.44%** of tenants stated that they were satisfied with how EastendHomes deals with anti-social behaviour (STAR)

Case Type	New Cases 2013/14	% of All Cases
Alcohol related	1	0.75%
Criminal behaviour / crime	6	4.51%
Domestic Abuse	4	3.01%
Drug/ substance misuse / dealing	6	4.51%
Garden nuisance	0	0.00%
Graffiti	0	0.00%
Hate Crime	1	0.75%
Litter, Rubbish, Fly Tipping	18	13.53%
Misuse of communal areas, loitering	19	14.29%
Noise	45	33.83%
Nuisance from pets and animals	6	4.51%
Nuisance from vehicles	1	0.75%
Physical violence	6	4.51%
Prostitution, sex acts, kerb crawling	0	0.00%
Vandalism / damage to property	2	1.50%
Verbal harassment, intimidation	18	13.53%

**adds up to more than 122 as some cases involve more than one type*

Lettings

85% satisfied

In 2013/14 EastendHomes let **118** properties, combining our existing properties with the newly built homes.

* **7** of our **19** new build homes were allocated to existing EastendHomes tenants.

* **18** EEH tenants were rehoused through our Overcrowding Reduction Initiative.

* **118** properties let in 2013/14 (196 in 2012/13)

* On average it took **15.3** days to re-let a property which did not require major refurbishment in 2013/14. (22.4 days in 2012/13)

EEH	Gateway	Genesis	Poplar HARCA	PRHA	Southern	Swan	THCH	THH
15.3	24.25	33.0	24.0	21.2	60.0	15.3	18.3	19.32

* **85.25%** of tenants were satisfied with the condition of their new property in 2013/14 (80.4% in 2012/13; 87% in 2011/12)

* EastendHomes lost **£45,559** in rent from empty properties in 2013/14 (down from £60,777 in 2012/13)

Value for Money

EastendHomes' Board completes an annual self-assessment of how the organisation pursues value for money. For 2013/14, EastendHomes found that performance in key services is good compared to our peers, and the challenge we have set ourselves is to maintain this performance whilst reducing our costs. As part of this process we have identified a range of efficiency savings we aim to make in 2014/15.

You can read the full self-assessment within our Financial Statements, which are available through the EastendHomes website.

Income

Tenant rents and service charges	73.7%
Other income	13.4%
Commercial Properties	2.9%
Market Rented Properties	0.9%
Leaseholder Major works recharges	0.1%
Leaseholder service charges	9.0%



Expenditure

Depreciation of Housing Properties	5%
Other Costs	7%
Net Interest Payable	7%
Other Fixed Assets	1%
Management	7%
Services	15%
Routine Maintenance	13%
Planned Maintenance	3%
Major Repairs	47%



Note - the diagrams are not to scale

Resident Involvement

Community Events in 2013/14



April 2013
State Street
volunteers work on
communal areas on
Glamis estates



May 2013
St George's Women's
Group enjoy a trip to
London Zoo and
Windsor Castle



June 2013
Big Lunch
held on the
Glamis
estate - a
joint
enterprise
between
residents
and EEH



June 2013
Bede estate residents
honoured at Limelight
Film Awards

July 2013
Cockney Heritage Festival
sees traditional East End
activities celebrated



July 2013
Volunteers help out
at the Bee Garden

Resident Involvement

Tenant Satisfaction that views are taken into account

EEH	Gateway	Peabody	Poplar HARCA	PRHA	Southern	Swan	THCH	THH
65.76%	47%	60%	83%	89.4%	63%	67.10%	66.80%	55%

August 2013

EastendHomes pirate-themed Resident Open Day a plunder-ful success



October 2013

The Southern Grove Community Centre has its formal opening event



October 2013

Halloween party in Southern Grove attracts lots of guys and ghouls



February 2014

Food Growing Network event held at Southern Grove



Resident Involvement

Xmas 2013



December 2013

Christmas parties are held on the British, Bede and Island estates

December 2013

Bede Xmas Party



December 2013

Island History Trust

CASE STUDY

Impact of Scrutiny

Our Resident Scrutiny Panel choose for themselves the areas which they want to look into. Following feedback from residents that the service provided by our out-of-hours repairs telephone reporting service was not meeting their expectations, EastendHomes was considering appointing a new provider. The Scrutiny Panel decided to commission an independent company to carry out a mystery shopping exercise on the possible new providers, and reviewed the findings of these calls.

Their discussions and the scores they graded the response to each of these calls formed part of the tender assessment when the contract was re-awarded. Our new provider (Mears) started in March 2014 and since then resident feedback on the service has significantly improved.

If you are interested in joining the Resident Scrutiny Panel, please get in touch.

Regeneration

- * **91.8%** of EastendHomes properties met the Decent Homes Standard as of 31st March 2014.
- * EastendHomes has installed **1,812** new kitchens since 2005 (0 in 2013/14)
- * EastendHomes has installed **1,825** new bathrooms since 2005 (0 in 2013/14)
- * EastendHomes has installed **1,058** new heating systems since 2005 (50 in 2013/14)
- * EastendHomes has installed **1,520** new front doors since 2005 (31 in 2013/14)
- * **744** EastendHomes properties have been rewired since 2005 (2 in 2013/14)

91.8% properties met the Decent Homes Standard

New Homes completed and let to tenants by EastendHomes:



CASE STUDY

New Homes on Holland Estate

In October 2013 Greater London Assembly (GLA) member John Biggs cut the ribbon on a development of new affordable homes for rent on the Holland estate.

The new homes were built as part of the regeneration work being carried out on the estate. Martin Young, Chair of EastendHomes, welcomed the new homes which have been supported by grant funding from the GLA. When the estate scheme is completed in 2015, it will include a total of 68 new affordable homes for rent, together with shared ownership units and apartments for sale.

The work on the Holland estate also includes extensive improvements to Denning Point and other blocks, together with a new community facility and shops.



The new homes in Old Castle Street have had their first residents move in. Three 4-bedroomed ground floor maisonettes with front and back gardens were allocated to EastendHomes tenants, fulfilling the Offer Document promise to ring-fence newly built homes to overcrowded tenants who were registered for a move at the point of stock transfer.

Keeping Estates Clean

EastendHomes' in-house estate services team work hard to keep our estates in the best possible condition. You can find the caretaking schedules for your block on noticeboards or by asking in your local office.

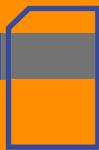
We're proud of the standards that our staff achieve but we want you to have your say too. Estate inspections are held for each area every eight weeks and residents are always welcome to attend and give their feedback. For more information on the scheduled inspections for your estate contact your local office or see the EastendHomes website, and we are always keen to hear from residents who are willing to attend a short training session to become a resident inspector. The number of residents attending inspections fell in this year and we would love to increase it, so if you are interested in taking part (and receiving a small incentive), or if you know someone who you think would be interested, please let your local housing office know.

- * **22629** areas inspected in **154** estate inspections in 2013/14
- * **100.0%** of external areas **graded A-B** in 2013/14 (100% in 2012/13; 99.9% in 2011/12; 99.8% in 2010/11)
- * **99.97%** of internal areas **graded A-B** in 2013/14 (99.8% in 2012/13; 99.7% in 2011/12; 99.8% in 2010/11)
- * **22.7%** of inspections had a resident inspector in attendance in 2013/14 (42.7% in 2012/13; 36.5% in 2011/12; 24% in 2010/11)
- * **79.21%** satisfied with the cleaning and upkeep of communal areas (STAR).

<i>EEH</i>	<i>Gateway</i>	<i>Peabody</i>	<i>Poplar HARCA</i>	<i>PRHA</i>	<i>Swan</i>	<i>THCH</i>	<i>THH</i>
79.21%	61%	89%	68%	83.2%	87.5%	72.9%	73%

79.21% satisfied with cleaning and upkeep

CASE STUDY



Ecotherapy Project

EastendHomes has partnered with the Friends of Tower Hamlets Cemetery Park and Providence Row to support the Ecotherapy Project. This is a social enterprise which seeks to support vulnerable people by providing them with supervised work experience. EastendHomes has funded the scheme to work on some of our outside areas in Mile End, especially on the British St estate.



Responsive Repairs

EastendHomes' responsive repairs service is carried out through a combination of external contractors and our in-house handyperson service. Repairs are issued with one of three priorities:

Priority	Target Time
Emergency	24 hours
Urgent	7 calendar days
Routine	28 calendar days

For more information on how our repairs service works, including which priorities will be allocated to different types of repairs, see our Repairs leaflet or ask in your local housing office.

EastendHomes meets regularly with our contractors to review performance and follow up on any cases where we have not been satisfied with the quality of the work carried out. Whenever a resident reports that they are dissatisfied with the work carried out following the completion of each repair, we will carry out a follow-up action to find out what has gone wrong.

* **12,337** repairs completed in 2013/14 (9,325 in 2012/13; 10,527 in 2011/12; 10,916 in 2010/11)

EEH	Gateway	Genesis	Old Ford	One Housing	Peabody	Poplar HARCA	PRHA	Spitalfields	Swan	THCH	THH
94.58%	91.61%	89%	67.10%	95.70%	90%	99.39%	97.3%	98%	98.90%	98%	96.1%

- * **94.58%** of repairs completed in target in 2013/14 (95.20% in 2012/13; 94% in 2011/12; 97% in 2010/11)
- * **96.09%** of emergency repairs completed in target in 2013/14 (97.70% in 2012/13; 98.47% in 2011/12)
- * **96.59%** of repairs appointments kept in 2013/14 (95.66% in 2012/13; 96% in 2011/12; 97% in 2010/11)
- * **£3.695m** spent on routine maintenance in 2013/14 (£3.732m in 2012/13; £3.221m in 2011/12; £3.294m in 2010/11)
- * **97.07%** satisfaction with the repairs service (responsive surveys in 2013/14) (96.06% in 2012/13; 93% in 2011/12) **4731** responses (3224 in 2012/13)
- * **94.93%** satisfaction with their last reported repair in 2013/14 (92.99% in 2012/13; 87% in 2011/12). 4750 responses (3239 in 2012/13)

EEH	Gateway	Old Ford	One Housing	Peabody	Poplar HARCA	PRHA	Southern	Spitalfields	Swan	THCH	THH
94.93%	87.82%	83.90%	91.40%	80%	92%	86.7%	96%	96.5%	80.70%	97%	92%

* **78.30%** of tenants satisfied with the repairs and maintenance service (STAR) (76.35% in 2012/13; 73.5% in 2011/12).

EEH	Gateway	Peabody	Poplar HARCA	PRHA	Southern	Swan	THCH	THH
78.30%	48%	76%	78%	76.20%	71%	73.50%	71.8%	69%

£3.695m spent on routine maintenance

94.93% satisfied with their last reported repair

Governance & Viability

EastendHomes has adopted the National Housing Federation's Code of Governance, which sets out expectations for how our Board and its subsidiary committees should operate, in the interest of good governance. Each year EastendHomes' Board considers its compliance with the Code of Governance, and where any areas of deviation are identified, reviews whether there is a justification for these.

Our Board is composed of a mixture of residents, independent members who bring particular skills to the board, and two local councillors. We believe this gives them collectively the mixture of skills, experience and local knowledge needed to guide EastendHomes. In 2014/15 EastendHomes will be exploring options to reduce the size of our Board in line with the expectations of our Code of Governance, whilst ensuring that all groups, especially residents, continue to be able to contribute to how EastendHomes is governed.

The EastendHomes Board (as at 31st March 2014)

Resident Members

Colin Antoine	Leaseholder	Mile End Estates	
Bernard Cameron	Tenant	Mile End Estates	
Les Eldon (Vice Chair)	Tenant	Holland Estate	
Desmond Ellerbeck	Leaseholder	Glamis Estate	Resigned 29th August 2013
Margaret Higgins	Leaseholder	Island Gardens Estates	
Thomas Madden	Tenant	Island Gardens Estates	
Muhammed Miah	Leaseholder	Mile End Estates	
Mary Nepstad	Tenant	St George's Estate	

Independent Members

Jamir Chowdhury	
Lesley Johnson	Resigned 30th January 2014
Tuuli Lindberg	
Neil McAree	
Maureen McEleney	
Amjad Rahi	
Janet Seward	
Martin Young (Chair)	

Council Members

Councillor Gulam Robbani	Appointed 7th September 2013
Councillor Helal Uddin	
Councillor Motin Uz-Zaman	Until 7th September 2013

EastendHomes regularly updates our business plans and budgets and these are reviewed by the Board in an annual report. The Board also considers potential risks to the organisation on a regular basis. Additionally the Finance & Audit Committee meets quarterly to review EastendHomes' financial performance.

Governance & Viability

We commission internal and external audits of our services and a summary of findings in 2013/14 is included below.

2013-14 Annual Internal Audit Review by TIAA		Assurance		
<i>System/Control</i>	<i>Type of Review</i>	<i>Substantial</i>	<i>Reasonable</i>	<i>Limited</i>
Review of Value for Money Arrangements	System	✓		
Compliance Review of Duty of Care Arrangements	System		✓	
Governance Review - Compliance with the Regulatory Framework	System	✓		
Assurance Review of Leaseholder Recovery - Major Works	System		✓	
ICT Review of Disaster Recovery Arrangements	System		✓	
Preparing for the Welfare Reform Act changes	Appraisal	✓		
2013-14 Annual External Audit by Beaver & Struthers				
Interim Audit - Feb 2014	System	✓		
Final Audit - May 2014	System	✓		

The audits of our services are completed by independent firms who use their own rating system. The findings given in the table above relate to this assessment framework:

Substantial Assurance	Robust series of internal controls in place designed to achieve the system objectives and which are being consistently applied.
Reasonable Assurance	Series of internal controls in place, however there are some control improvements that would assist in ensuring the continuous and effective achievement of the system objectives.
Limited Assurance	The controls in place are not sufficient to ensure the continuous and effective achievement of the system objectives.
No Assurance	Fundamental breakdown or absence of core internal controls.

Summary Accounts

to 31 March 2014	2014 £'000	2013 £'000
Turnover	20,585	18,055
Operating costs	(13,451)	(13,203)
Operating surplus	7,134	4,852
Surplus on the sale of properties	1,275	53
Interest receivable and similar income	20	18
Interest payable and similar charges	(2,072)	(2,018)
Surplus for the year before taxation	6,357	2,905
Taxation	-	-
Surplus for the year	6,357	2,905
Income and Expenditure Account brought forward	20,456	17,551
Income and Expenditure Account carried forward	<u>26,813</u>	<u>20,456</u>
Tangible fixed assets	2014 £'000	2013 £'000
Housing properties	133,259	124,813
Less: Capital grant	(52,706)	(48,079)
Other grant	(7,624)	(7,624)
Depreciation	(6,840)	(5,360)
	<u>66,089</u>	<u>63,750</u>
Investment Properties	5,436	-
Other tangible fixed assets	1,258	1,634
	<u>72,783</u>	<u>65,384</u>
Current assets		
Debtors		
- due within one year	3,084	2,874
- due after one year	952	969
Cash at bank and in hand	4,180	4,427
	<u>8,216</u>	<u>8,270</u>
Creditors		
Amounts falling due within one year	(5,891)	(7,470)
Net current assets / (liabilities)	<u>2,325</u>	<u>800</u>
Total assets less current liabilities	<u>75,108</u>	<u>66,184</u>
Creditors		
Amounts falling due after more than one year	47,281	45,117
Provision for liabilities and Charges	3,150	3,742
Capital and reserves		
Non equity share capital		
Income and expenditure account	24,274	17,325
Revaluation Reserve	403	
	<u>75,108</u>	<u>66,184</u>

During 2013/14 EastendHomes invested a further £12.8 million (2012/13: £17.1 million) in our existing homes and in new build properties as part of our comprehensive estate regeneration programme. To date EastendHomes has invested £120.2 million out of a £145.4 million programme, funding by Barclays bank loans, property sale receipts and internally generated resources.

To ensure that sufficient funds are always available to finance the future elements of the promised major works programme EastendHomes will continue to apply its policy to collect rents and service charges as they fall due and to minimise arrears.



EastendHomes
Tayside House
First Floor
31 Pepper Street
London
E14 9RP

Telephone: 020 7517 4700
Fax: 020 7515 0218
E-mail: enquiries@eastendhomes.net
www.eastendhomes.net