

Annual Report 2008-09



improving housing through partnership



বার্ষিকি ববিরণী 2008-09 (Bengali)

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“ In 2008-09 the programme of works has again come in on schedule and within budget”.

Message from the Chair

Welcome to the Homes for Islington (HFI) Annual Report 2008-09, where we take a look back over the past year and report to you, the residents.

2008-09 was HFI's fifth year of providing housing management services to you and we all hope that you can see the improvements that we have made to the service over the last few years. We are delighted that tenant satisfaction, which was measured in an independent survey in the summer of 2008, reached a new high of 70%. This is up from 52% when HFI started working for you in 2004.

In September 2008, the Audit Commission published their report on Homes for Islington's services following an inspection of the organisation in late 2007. We are proud to say that the Audit Commission judged that HFI provide three star (excellent) services and have excellent prospects for further improvement. This classifies HFI as among the best housing organisations in the country. The report outlines the improvement in services that HFI has achieved since 2004 and makes some recommendations for further improvement. We are working hard to deliver these recommendations to further improve services for you.

The decent homes programme continues to transform estates, homes and lives. In 2008-09 the programme of works has again come in on schedule and within budget.

Over 6,000 homes are also managed by Partners for Improvement in Islington (Partners), through two private finance initiative (PFI) contracts. We are very pleased to say that the first phase of the refurbishment programme was completed in September 2008. This means that the 2,239 homes in the scheme now fully meet the decent homes standard.

The last year has seen another exciting development for HFI and our customers with HFI laying the foundations on the first of the Council's new build schemes. The emphasis is on larger properties, which will help to remedy overcrowding in HFI managed properties.

I would again like to thank my fellow Directors for their commitment and hard work and thanks and congratulations are also due to the Chief Executive, Eamon McGoldrick and his staff for another successful year at HFI.

Adam Borrie

*Chair
Homes for Islington*

Tenant satisfaction

In our 2008 annual survey you reported back on how satisfied or dissatisfied you are with all aspects of our service. We are glad to say that satisfaction levels have again risen across most areas. Where they have not we will be looking very closely at the service we provide to see what we can do to improve satisfaction further.

Satisfaction levels	2004	2006	2007	2008
Landlord services	52%	64%	68%	70%
Repairs service	48%	65%	65%	68%
Caretaker service	62%	68%	76%	78%



"91% of all repairs were completed on the first visit and the average time taken to complete non urgent repairs following the repair request was just 5 days."

Delivering improving services - How well are we doing?

Repairs

In 2008/09 our partner organisation Kier Islington carried out 59,000 day to day repairs. 91% of all repairs were completed on the first visit and the average time taken to complete non urgent repairs following the repair request was just 5 days. We serviced 21,000 gas boilers in 99% of your properties and took legal action to get access to the rest.

The Audit Commission in their independent report said

"...repairs are easy to report, the contractor keeps appointments and delivers repairs to a high level of customer satisfaction, usually in one visit. Repairs are carried out faster than average."

Rents

We continue to collect as much rent as we can to make sure we have enough money to provide the services you want and because it is fair that everyone makes their proper contribution. In 2008-09 we collected over 98% of the rent due and average arrears dropped by 17.5%. At the same time, through early intervention and through debt advice, we managed to keep evictions for rent arrears to a minimum with 75 evictions during the year.

The Audit Commission said

"The approach to rent arrears is well thought through, personal and proactive. Vulnerable

tenants are supported while debt advice options are flexible. Performance management is effective as are the computer systems. Former tenants arrears collection is reasonable."

Decent homes

Many of you will have had works to your home in 2008-09 as part of the decent homes programme which HFI will complete in 2010-11. So far, HFI has improved over 18,500 homes, including installing 10,750 new kitchens and 6,800 new bathrooms. Work is now programmed for a further 8,900 properties up to the completion of the programme in 2011. At the end of 2008-09 three quarters of homes managed by HFI met the decent homes standard, up from just 38% when the programme began.

Satisfaction with the works remains high with 91% satisfied with how HFI managed the works and 90% with the quality of the work itself.

The Audit Commission said

"The works are well planned and delivered through effective partnerships resulting in reasonable satisfaction. Residents are well informed and have the opportunity to input into aspects of the programme and work."

Improving safety and security

HFI takes all reports of antisocial behaviour (ASB) seriously. We are determined to address unacceptable behaviour and we work with the council, the police and other partners to reduce instances of ASB.



“HFI Direct, continues to receive the biggest volume of telephone calls with 183,501 received between April 2008 and March 2009.

96.5% of these calls were answered within 20 seconds which exceeded the 95% target.”

HFI and our partners continue to provide extensive and high quality activities for young people to divert them from ASB. This included the delivery of both a summer and winter programme of sports and coaching activities, competitions and training courses and arts on estates. We are proud to say that this led to a national award for HFI at the UK Housing Awards 2008 in the ‘contributing to the wider community’ category.

In 2008-09 HFI dealt with 1,119 cases of ASB. This is an 18% increase on the previous year showing that residents feel confident enough in our service to report incidents. This is supported in surveys which show 92% of residents who reported ASB to us would feel confident in doing so again.

In 2008-09 HFI obtained 52 court orders varying from injunctions through to eviction and antisocial behaviour orders. You can view successful actions against ASB in your area in the ASB section of HFI’s website - www.homesforislington.org.uk.

The Audit Commission said

“...HFI has responded well to residents’ feedback and provides a well co-ordinated and effective response to ASB with an out of hours service increasing residents’ sense of safety. There is a positive, pro-active approach to partnership working and arrangements for supporting victims of domestic violence.”

Customer Care Standards

Customer care standard	Target 2008/09	Achieved
We will answer your calls within six rings with a greeting, name and location	95.5%	99%
% correspondence responded to within 10 working days	98.5%	99.1%
Complaints responded to within 10 day timescale	95%	91.6%
Staff will deal with your enquiries in a helpful, polite and professional way	No target set	The 2008 STATUS survey responses reported 85% satisfaction on staff politeness, 84% on staff helpfulness and 76% on staff being knowledgeable.

We monitor call handling by staff against the standards we agreed with you, our customers. The HFI call centre, HFI Direct, continues to receive the biggest volume of telephone calls with 183,501 received between April 2008 and March 2009.

96.5% of these calls were answered within 20 seconds which exceeded the 95% target.

In the 2008 tenants’ survey, satisfaction with the outcome of enquiries to HFI was 70%. We want to improve in this area, especially in getting the information and services to customers right first time.

Continued overleaf...





Our customer care standards will be reviewed with you during 2009 to ensure that they continue to reflect what matters most to you and your families.

The Audit Commission said

"The offices are easy to access, telephones are answered well and customers have access to a lot of good quality information on paper and online, including service standards. An effective compensation policy is in place, access to the internet is increasingly facilitated and complaints are handled reasonably"

Improving services using resident feedback

The Resident Involvement Register (RIR), tenants and leaseholders like yourselves who want to be involved in improving services, was set up in June 2007 and now has over 700 members. We used the register to involve residents in paper consultations, evaluations, surveys and focus groups when asking about improvements to HFI services.

Resident mystery shopping has also proved successful and we have used this feedback to improve customer services. For instance, we have improved ID badges for reception staff, installed better signs at Lyon Street area housing office and have improved customer care training for all HFI staff.

Members of the RIR were invited to join a Readers Panel to help HFI review newsletters and other written information issued to HFI residents. During

February 2009 the Panel was fully involved in a review of HFI reception areas to ensure that information was accessible and easy to read. Their findings and the findings of Disability Action in Islington are being used to improve signs inside and outside area offices and improve access to information within the reception areas.

The Audit Commission said

"HFI is successfully improving satisfaction with participation, and structures allow significant influence and HFI is flexible in working with TMOs. HFI resources resident involvement well and the compact allows local control of significant budgets. HFI actively seeks feedback from residents, responds positively and has begun to work with more marginalised communities and increasingly engages residents in the development of ideas and strategies."

Contact us

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www.homesforislington.org.uk



Welcome to the Homes for Islington (HFI) Annual Report 2008-09, where we take a look back over the past year and report to you, the residents.

If you need a translation or more information in your own language, please contact your area housing office.



হোমস ফর ইসলিংটন (Homes for Islington (HFI))-
এর বার্ষিক ববিরণী 2008-09-এ স্বাগত। এখানে
আমরা গত বছরে দিকে ফিরে দেখেছি এবং আপনাদের,
মাননীয় বাসিন্দাদের কাছে ববিরণীটি পেশ করছি।

যদি আপনার অনুবাদে অথবা আপনার নিজের ভাষায়
আরও তথ্যের প্রয়োজন হয় তাহলে অনুগ্রহ করে
আপনার এলাকার হাউসিং অফিসের সাথে যোগাযোগ
করুন। টেলিফোন নম্বরগুলি নিচে দেয়া হল।

(Bengali)

Καλώς ήλθατε στην Ετήσια Έκθεση 2008-
09 του Homes for Islington (HFI), όπου
ρίχνουμε μια ματιά στο χρόνο που πέρασε και
ενημερώνουμε εσάς, τους ενοίκους.

Εάν χρειάζεστε κάποια μετάφραση ή
περισσότερες πληροφορίες στη γλώσσα σας,
παρακαλούμε επικοινωνήστε με το τοπικό
γραφείο στέγασης. Οι τηλεφωνικοί αριθμοί
παρατίθενται παρακάτω.

(Greek)

Bem-vindos ao Relatório Anual da Homes for
Islington (HFI) 2008-09, onde examinamos o
último ano e o declaramos a vós, os residentes.

Se precisa de uma tradução ou mais
informações no seu próprio idioma, por favor
contacte o seu gabinete de habitação local. Os
números de telefone estão indicados abaixo.

(Portuguese)

Kusoo dhawaw Warbixin Sanadeedka Homes
for Islington (HFI) ee 2008-09, oo aanu dib
ugu jaleecno sanadkii lasoo dhaafay, warbixina
dadka degan ka siino.

Hadii aad u baahato turjubaan ama warar
dheeraad ah oo luqadaada ku qoran, fadlan
lasoo xiriir xafiiska guryaha ee xaafadaada.
Talafoonadan xaga hoose ku qoran.

(Somali)

Bienvenido al Informe Anual de Homes for
Islington (HFI) 2008-09, en el cual revisamos el
último año y les rendimos cuenta a ustedes los
residentes.

Si necesita una traducción o más información
en su propio idioma, por favor comuníquese
con la oficina de la vivienda de su localidad. Los
números telefónicos están señalados abajo.

(Spanish)

Geçtiğimiz seneye göz atıp bu konuda size,
yani sakinlerimize rapor verdiğimiz Homes for
Islington (HFI) Senelik Raporu 2008-09'a hoş
geldiniz.

Eğer kendi dilinizde bir çeviri ya da daha fazla
bilgiye ihtiyacınız varsa bölgenizdeki konut
ofisi ile irtibata geçiniz. İlgili telefon numaraları
aşağıdadır.

(Turkish)

Central Street 020 7527 6250
Holland Walk 020 7527 7480

Lyon Street 020 7527 6880
Upper Street 020 7527 5300

