

# Annual Report for Eastbourne Homes residents 2016/17

Eastbourne Homes...  
Helping to build a strong community



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During 2016/17

# Foreword

## by the Chair of the Board of Directors

The appalling Grenfell Tower fire disaster has meant that providers of public housing have been looking again at potential fire risks in their properties and Eastbourne Homes and Eastbourne Borough Council are no exception to this.

Fortunately, we do not operate any tower blocks higher than five levels, but that doesn't mean we have not also re-looked very closely at fire safety in all of our blocks and are bringing forward spending where improvements are planned.

We can all help with fire safety by, for example, keeping walkways free of obstructions and not leaving rubbish in communal/public areas and, if you are a smoker, taking extra care both inside and outside your home.

Please rest assured that Eastbourne Homes already had in place a comprehensive and up-to-date set of fire risk assessments with proper monitoring of these. We know that people want to feel safe in their homes and we continue to work hard to reassure everyone that your safety and security is, and always will be, paramount.

On a more positive note, government housing policy change seems to have settled down a bit, although the general election meant that yet another new housing minister needed to be appointed. We are still waiting to find out how the government 'levy' on larger homes is going to work in practice.

Our team continues to provide you, our residents, with as good a service as we can afford to, but we can't stand still so we need to continually improve how we do things to meet our future aims and objectives. This continues to include working with colleagues based at Lewes District Council (LDC) to deliver services to all of our customers as efficiently and effectively as we can.

In particular, as part of our work to better understand how satisfied residents are with the services provided by Eastbourne Homes, we know we have work to do on how well we listen to your concerns and do something about them, including specifically anti-social behaviour.

We want residents to help us to improve how Eastbourne Homes works and always need more people to make that happen, so please do get involved.

I hope you enjoy reading the rest of this report and let me know at [chair@eastbournehomes.org.uk](mailto:chair@eastbournehomes.org.uk) if you have any comments or questions.



Roger Eastwood



# Area Panels

The four Area Panels have a budget to spend on community initiatives and improvements to their areas. Below are just a few.

## Hampden Park and Willingdon Trees Area Panel

Some excellent work in the local community this year from the Panel, with lots of support for local groups and organisations. Some of their funding was used for the purchase of a defibrillator unit to be placed on the outside of one of our sheltered schemes as part of the town-wide project to increase the number of accessible defibrillators in the town. They have also supported charities and groups by holding tombolas and stalls at local events.

## Langney Area Panel

Langney Area Panel takes the lead role for the ever-popular Sunday Funday, organising the annual event with their colleagues from the other Panels.

The Panel has worked hard in the community supporting various local groups. Funding was provided for an excellent project with Neighbourhood First and Sussex Downs College to recycle abandoned bikes and donate them to primary schools for children who would otherwise not be able to take part in Bikeability cycling proficiency.

## Old Town Area Panel

Following an appeal for help, the OTAP invited members of Sussex Search & Rescue to meet with all the Panels. The volunteers work closely with the police to search for missing people, either on land or in water, and currently purchase all their own specialist equipment. The funding enabled the charity to purchase various full kits including new radios.

## Central and Archery Area Panel

The committee was pleased to help fund, with the other Panels, a CCTV camera to help our colleagues in Neighbourhood First combat fly-tipping across the town.



1. The defibrillator being presented at Sutherland Court with (back row, left to right) Angela Kirby, Sarah Roberts, Inez Mepham and Harry Williams. (Front row) Shirley McCall and Ron Hastings
2. Representatives from Langney Area Panel, Eastbourne Borough Council, Sussex Downs College and Shinewater Primary School with some of the bikes
3. Sussex Search & Rescue at the Sunday Funday



# In the news

## Sunday Funday

Eastbourne Homes' Area Panels celebrated their best ever Sunday Funday when around 300 people flocked to Sevenoaks Park in Langney. The Mayor, Councillor Pat Hearn, officially opened the event and entertainment included a dog show, Hug a Husky, Beat the Keeper and a raffle with coveted prizes including a TV, two Kindles and a £50 shopping voucher. My Skate World provided the music.

The charities who have benefitted by £500 each are Matthew 25 Mission, a support centre for vulnerable people, Gig Buddies, a project that pairs up people with and without learning disabilities to go to events together, and Special Olympics Eastbourne, which provides sports activities for people with learning disabilities.

## Residents' Conference

Eastbourne Homes welcomed 100 attendees to our 2017 Residents' Conference. Delegates learnt all about the latest news and developments for Eastbourne Homes and housing through a series of expert talks. Tim Crook, Managing Partner at Housing Law Services, talked about the Housing & Planning Act, and Jackie Putland, a training consultant from PEAC UK, gave advice about being a good neighbour. IT Consultant Tony Thompson gave a presentation entitled 'Scams and how to avoid them' and Andy Chequers, the Head of Homes First, gave a presentation on the Joint Transformation work with Lewes District Council.

## Time capsule

Eastbourne Homes was delighted to be finalists again this year in the National Federation of ALMOs photography competition. The photograph captured children from Oaklands Primary School burying a time capsule at the new homes site in Willingdon Trees. Oaklands was thrilled to be involved with the project and set the children to work for each year group to provide something for the capsule. From their investigations in an assembly and later in class, they explored the idea of time capsules, and were intrigued to discover the possibility of giving children in the future a glimpse into the lives of a child from 2017. Items included a daily newspaper, stamps, photos, Pokémon cards, money, some emoji signs and a mobile phone.



4. The Mayor, Councillor Pat Hearn, with a representative from the Matthew 25 Mission



5. Some of the Residents' Conference attendees



6. Burying the time capsule at Oakwood Primary Academy



# Housing and Economic Development Partnership update

The HEDP team has continued to deliver an ambitious programme of new housing and regeneration within the town, completing a number of exciting projects in 2016/17.

We have also helped Eastbourne Borough Council to establish a new vehicle, Eastbourne Housing Investment Co, to make sure further new housing can be funded and delivered.

## Key achievements for 2016/17 include:

### New Build Programme

The first phase of 55 new build homes in Eastbourne is nearing completion with the final scheme, Pear Tree Court in Sumach Close, on site and due for completion in December 2017. This will provide 13 one and two bedroom flats for affordable rent. We have also completed a £4m first phase new build programme for Lewes District Council. This comprised 22 newly built homes across five former garage sites.

### Empty Homes Programme

The empty homes programme of 31 new homes also neared completion during the year. The final scheme is a disused commercial building in Tideswell Road which is currently being developed into a Mews-style affordable scheme. It will provide two much-needed two bedroom accessible homes on the ground floor and two one bedroom homes on the upper floor.

### Next Phase of Housing

Through the Council and the new company we have been able to continue the work of providing new homes and regeneration, with highlights including:

- The purchase and refurbishment of the old Cash Converters building on Seaside Road. The property provides 12 homes for market rent and the commercial space has been repurposed for letting as artist studios.
- The purchase of a site on Langney Road for new build development for local key workers.
- The purchase of a large housing development site at Bedfordwell Road to include the old Pump House.

These schemes provide part of a programme that will form the basis of new homes delivery over the next three years.



1. Old Cash Converters building on Seaside Road  
2. Site on Langney Road  
3. Site at Bedfordwell Road





**Key achievements for 2016/17 continued:**

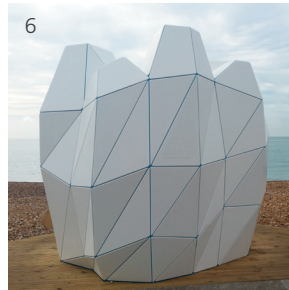
**Driving Devonshire Forward (DDF)**

The programme of improvements to the Ward has progressed significantly during the year. All of the Coastal Community Fund (CCF) capital projects were completed:

- £1.2m refurbishment of Princes Park café.
- New park entrance and crossing to seafront.
- Public realm improvements at Sea Houses Square.
- Facelift programme to Elms Buildings, Seaside Road.

In addition the three CCF revenue funded projects – Tech Resort, Building Partnerships and Towner Gallery – all exceeded delivery targets for new jobs, training and cultural activities. Other DDF highlights were:

- 20 new traditional beach huts were completed ready for the 2016 season.
- The project to deliver five iconic beach huts is underway with the first two having been installed during the summer. Both the ‘What Unearthed’ and ‘Spyglass’ are now in situ.
- The Devonshire Collective launched in January 2017 and is now operating across three venues in the Seaside Road area, providing flexible gallery, workshop and studio space for creative businesses.
- The Devonshire Collective also opened a new café at 67-69 Seaside after the completion of refurbishment works to the former retail premises.



- 4. New park entrance and crossing to seafront
- 5. 20 new traditional beach huts
- 6. ‘What Unearthed’
- 7. ‘Spyglass’
- 8. The new Devonshire Collective café



# Financial Summary 2016-17

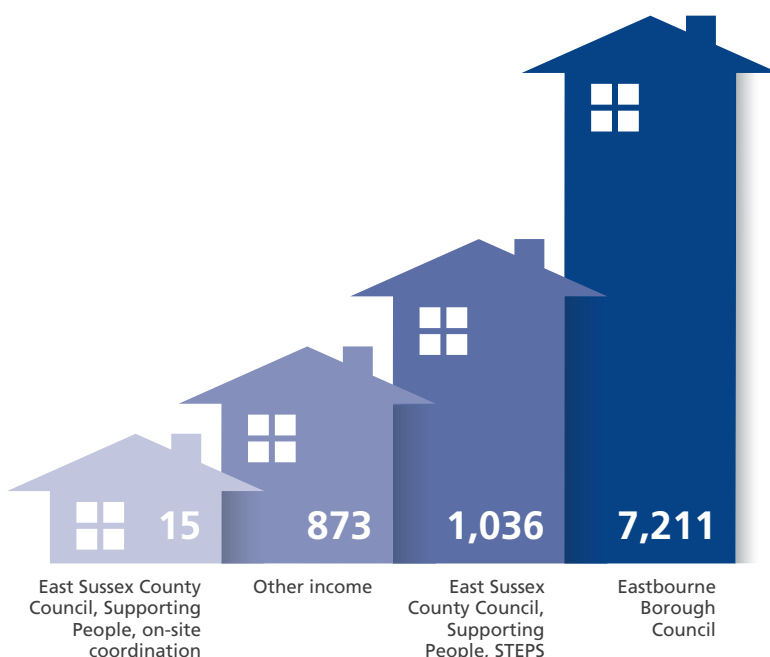
**We manage 4,089 properties:**

<b>2016-17</b>	<b>Stock</b>
<b>General needs</b>	3,133
<b>Sheltered</b>	290
<b>Shared ownership</b>	37
<b>Leasehold</b>	629
<b>Total</b>	<b>4,089</b>

## Income £9.1m

Eastbourne Homes Group Limited

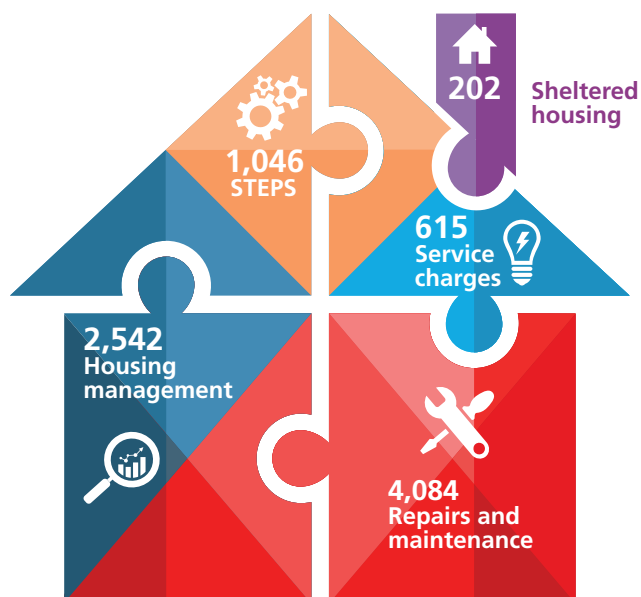
Income received from:	2016-17 £'000	2015-16 £'000
Eastbourne Borough Council	7,211	7,235
East Sussex County Council, Supporting People, STEPS	1,036	899
East Sussex County Council, Supporting People, on-site coordination	15	137
Other income	873	387
<b>Total</b>	<b>9,135</b>	<b>8,658</b>



## Expenditure £8.5m

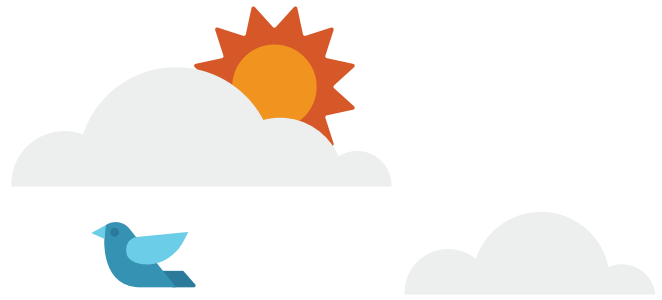
Eastbourne Homes Group Limited

Expenditure incurred on:	2016-17 £'000	2015-16 £'000
Repairs and maintenance	4,084	4,406
Housing management	2,542	2,715
STEPS	1,046	949
Service charges	615	629
Sheltered housing and on-site coordination	202	240
<b>Total</b>	<b>8,489</b>	<b>8,939</b>
<b>Operational surplus / (deficit)</b>	<b>646</b>	<b>(281)</b>





# Service standards: How are we doing?



## Performance

### Customer Contact

**Telephones** – percentage of inbound calls answered year to date

2015/16	2016/17
96.4%	N/A

Average time taken to answer inbound calls year to date (seconds)

6	N/A
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### Complaints

Total number of complaints received in Stage 1

2015/16	2016/17	TARGET
30	63	N/A

Complaints answered in target time

100%	78%	100%	▼
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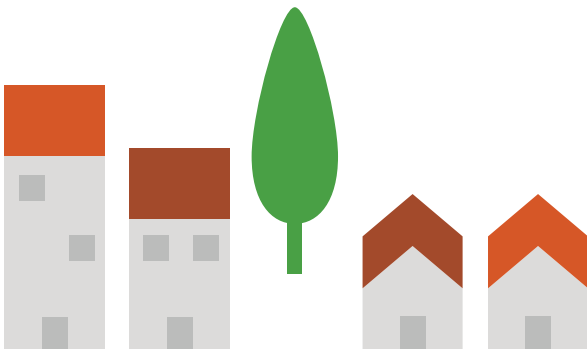
### Aids and Adaptations

We will carry out major adaptations within 150 working days from the date of order

2015/16	2016/17	TARGET	
98.6%	100%	95%	▲

We will carry out minor adaptations within 17 working days from receipt of request

87%	40%	97.5%	▼
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### Gas

We will ensure that all of our contractors are 'Gas Safe' registered

2015/16	2016/17	TARGET	
100%	100%	100%	▲

Homes with a valid landlord's gas safety certificate

100%	99.94%	100%	▼
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Properties without a landlord's gas safety certificate for more than four weeks at end of year

0	0	0	▲
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### Planned Works

We will ensure that all properties are maintained to the government's Decent Homes Standard from January 2013

2015/16	2016/17	TARGET	
98.14%	99.18%	100%	▶

### Responsive Repairs

Percentage completed within target time

2015/16	2016/17	TARGET	
96.8%	96.0%	95%	▲

### Tenancy Management

We will re-let properties within the appropriate target time

2015/16	2016/17	TARGET	
100%	98.8%	25 days	▶

# Housing and Neighbourhood Services

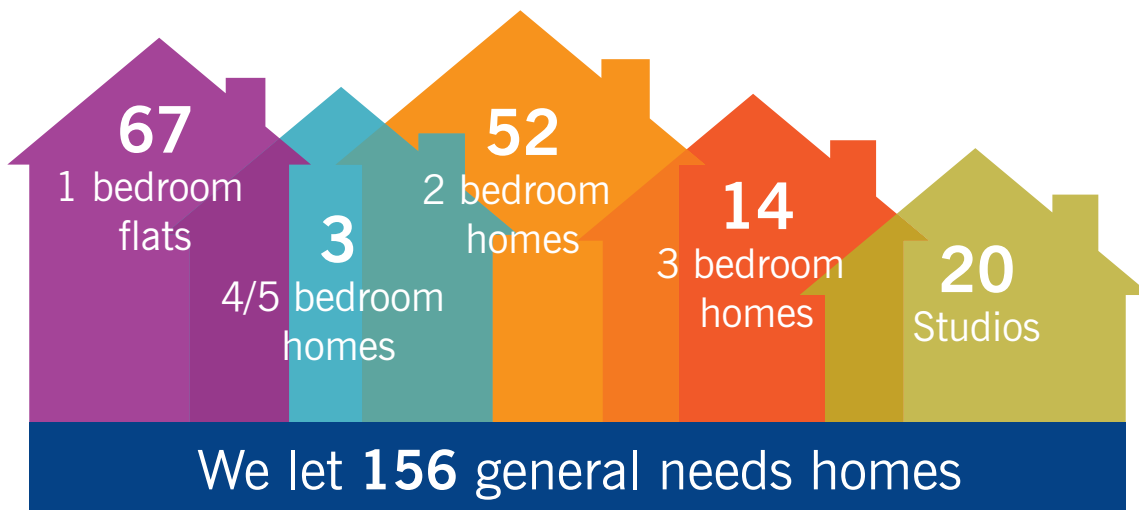


## Homes First

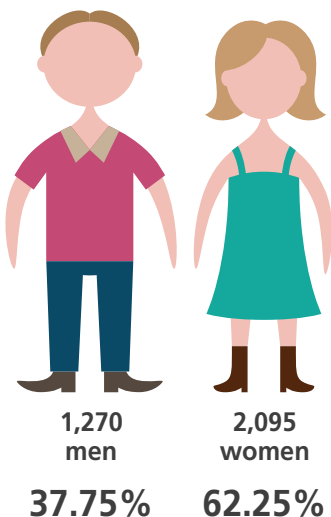
During 2016/17 the Homes First Working Group was set up to enable residents to influence the work to bring the Neighbourhood Housing Team across Eastbourne and Lewes together as part of the new Homes First Team. Andy Chequers (pictured) has now been appointed the Head of Homes First.

## How we let our homes

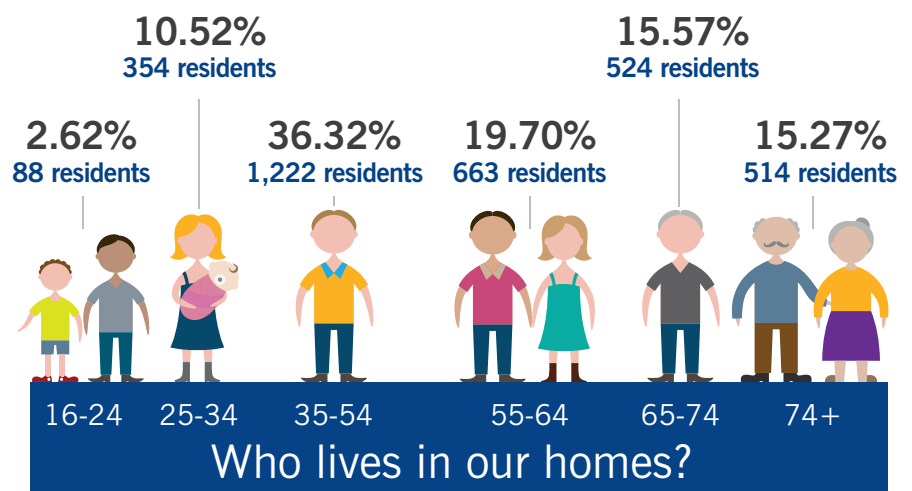
In 2016/17 we let 156 homes, made up of the following:



## Who lives in our homes?



## Age range of our (lead) residents, based on 3,365\* residents



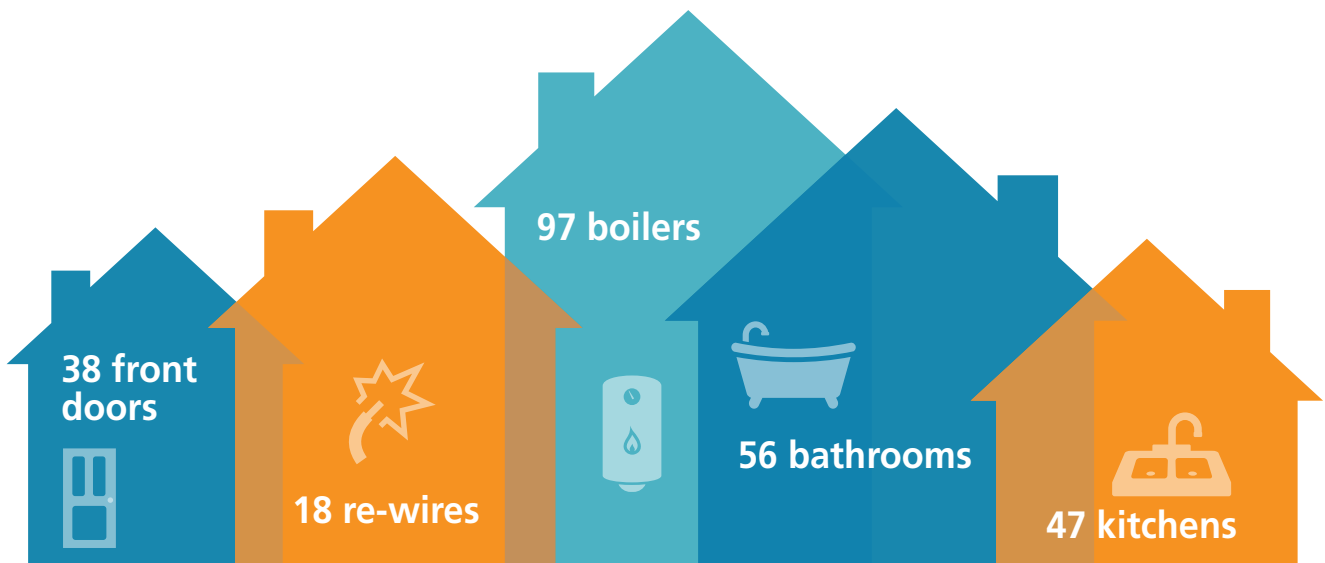
\* This information is linked to our profiling information gathered from residents and is based on what residents have declared to us. Percentages from a total of 3,365 residents.



## Repairs and Maintenance

Eastbourne Homes is constantly investing in improvements to its properties. Below shows some of the works that have been undertaken across the town in the 2016/17 financial year:

- Re-roofed **47 houses**
- Replaced **38 front doors**
- Replaced **47 kitchens**
- Replaced **56 bathrooms**
- Replaced **97 boilers**
- External decorations on **246 houses** (including replacement fascias, soffits and doors)
- External decorations to **55 maisonette blocks** (including replacement fascias, soffits and doors)
- External decorations and repairs to **9 blocks of flats** (including replacement fascias, soffits and doors)
- **354 properties** had electrical safety checks, which generated **18 re-wires** and a huge amount of updating to old wiring and fuse boards to bring them up to the current standards
- An ongoing programme is running to replace gas fires with **electric fires**
- Refurbished three sheltered **communal living areas** and **external areas**



### During 2016/17 we:

- Completed 9,200 repairs, of which 8,958 were completed in target time
- Carried out 281 disabled adaptations
- Out of the 9,200 repairs we completed, we received 3,356 customer satisfaction surveys (a survey is sent out for every repair completed)

## Review of Achievements in 2016/17

### In 2016/17 we:

**Have seamlessly introduced** new contracts for our repairs service and gas maintenance and achieved savings in both

**Have made significant progress** with the assistance of the Leasehold Panel, delivered the initial leasehold Service Improvement Plan (SIP) and established a new plan

**Have successfully delivered** our major works programme and designed programmes for future years

**Have made significant and continuous progress** in integrating services with Lewes District Council



## Key Objectives for 2017/18

### In 2017/18 we will:

**In partnership with Lewes District Council**, review the delivery of housing and property services jointly (Homes First) as part of the work of the joint transformation programme, to incorporate:

- Sheltered Housing**
- Resident and Community Engagement**
- External Communications**

**Monitor and action** the current Service Improvement Plan (SIP) for Leasehold Management with the Leasehold Panel

**Produce a Procurement Strategy** that also identifies linkages and synergies with Lewes District Council's procurement strategy for housing

**Produce an Asset Management Strategy** for 2017/22 that also identifies linkages and synergies with Lewes District Council

**In partnership with Eastbourne Borough Council**, develop ways of working to deliver services on behalf of Eastbourne Housing Investment Company Limited (EHICL)

**Work with East Sussex County Council** to ensure that the STEPS/Navigator service remains viable and strategically relevant in light of the financial landscape

**Work with Eastbourne Borough Council** to develop housing within the borough of Eastbourne, which supports the Council's strategic priorities

## Reviews

### Summary of Reviews Undertaken in 2016/17

**Eastbourne Borough Council Internal Audit** undertook a range of audits across the organisation's activities which included:

- Development Transfer to Management**
- Review of the Leasehold Service Improvement Plan**
- Sheltered Housing Scheme Review**
- Preparations for HRA Reforms**