

Annual Report for Eastbourne Homes tenants 2017/18

Eastbourne Homes...
Helping to build a strong community



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Foreword

by the Chair of the Board of Directors

Well another year goes past and we're already on our second housing minister since the last election. The latest one has been on an ALMO board in the past which we're hoping will be a good thing.

The other good news is that the government have finally issued its social housing green paper which is partly in response to the Grenfell fire tragedy and is aimed to increase levels of resident involvement, amongst other things.

We're still digesting the details and it will be some time before much of it becomes law, but we are pleased to see that the levy on higher value properties is no longer going ahead.

We are always looking for more people to get involved in influencing how Eastbourne Homes operates.

You can get involved through your local panels or if you are interested in being on our Board vacancies are advertised on our website from time to time.

We hope you enjoy reading the rest of this report and let me know at www.lewes-eastbourne.gov.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. Sadly Central and Archery Panel stopped meeting during 2017 so did not complete all of their spend. Below are some of the projects funded during 2017/2018:

Hampden Park and Willingdon Trees

This year, as part of the Eastbourne Heartbeat project, Hampden Park approved funding for a defibrillator to be available for use by local residents in the event of an emergency. They also funded a dropped kerb in Maywood Avenue, to enable disabled residents easier access across the road. The local Heron Park primary school, benefitted from funding for sports kit, which was embroidered with the panel's name. The panel chose the Eastbourne Special Olympics as their charity to benefit from the proceeds of the Sunday Funday.

Langney Area Panel

A busy year for Langney Area Panel. They took the lead role in running the annual Sunday Funday, and worked with the police to help combat a spate of antisocial behaviour in Langney village area by providing signage and lighting. Other projects funded included a safety surface in Hawkhurst Close, three defibrillators in Langney locations, a donation to the Hope Woodwork project to enable them to make planters for a local sheltered scheme, provision of a dogs mess bag dispensing machine, bicycle hoops to allow safe storage of bikes and a dropped kerb in Pigs Lane.

Old Town Area Panel

Old Town Area Panel helped to support Community Wise, a very well attended lunch club, by giving them

funding for new chairs. They also purchased three defibrillators for the community and gave funding to the JPK project, which helps to promote independent living for local disabled people. The panel, alongside other panels provided match funding for a ceremonial flag for the army cadets and gave to the Probation Service, to enable them to tidy up local community spaces.

Central and Archery panel

Although the panel stopped meeting during this year, they were still able to approve funding for three defibrillators and a dropped kerb at Princess Park.



1. Children from Heron park Academy sporting their brand new kit.
2. Chair of OLD Town Cecile Slater hands over a cheque to help the JPK project fund their new tea room.
3. Langney Area Panel hope this new dispenser will help prevent dog fouling in Saxby Close.



In the News

Phew what a scorcher at the Sunday Funday

On the hottest day of the year 2017, around 300 people turned up to join in the fun at the annual Sunday Funday held at Sevenoaks Park in Langney. Due to the hot weather the Hug a Husky event had to be cancelled as it was just too hot for furry hugs. All of the other events continued with a barbeque, bouncy castle, tombola, beat the keeper, music, tea tent, plus a fabulous raffle with excellent prizes. As ever, everything cost only 50p, making this an affordable enjoyable event for the whole family. All proceeds raised were donated to local charities.

Helping the probation service to help clear up the community

During the last quarter of 2017 Hampden Park and Willingdon Trees and Old Town Area Panels gave their support to the Kent, Surrey and Sussex Probation Service. Both panels made a donation to the service to enable them to purchase various tools and equipment to be used in the clearing of un-adopted areas.

Eastbourne Borough Council and the Kent, Surrey and Sussex Probation Service have shared a mutually beneficial relationship over the past 10 years, with the un-paid work team clearing un-adopted areas and painting memorial benches.

New standard for Eastbourne Army Cadets

Eastbourne Army Cadets were presented with a new standard, thanks to funding from the Eastbourne Homes Area Panels.

The No.10 Eastbourne Detachment Cadets, based at the TA Centre on Seaside Road, needed a replacement standard, pole and stand after their previous one fell into disrepair.

The £660 cost was beyond their reach, so they asked the Area Panels to help.

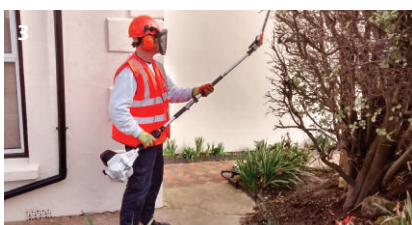
Councillor Pat Hearn, who was Mayor at the time, is also a member of Hampden Park & Willingdon Trees Area Panel, and Cecile Slater, Chair of Old Town Area Panel, formally presented the new standard to the cadets at a special evening.

Community Wise Old Town Chairs.

During the autumn of 2017 Old Town Area Panel gave their support to Community Wise so they could buy some new chairs for their community centre in Old Town. The Community Wise team were so pleased with the new chairs they bought for the downstairs; they raised further funds to enable them to replace all of the chairs in the upstairs of the community centre.

As a thank you for those who made donations and help raise the funds, a special "thank you occasion" lunch was held during their Friday pop up café.

Community Wise is a community centre and a focal point for the local community in Old Town and a provider of community services, they operate in partnership with Living Stones Community Church.



1. Chair of Langney Area Panel, Candy Vaughan (Centre), with others at the very hot and sunny Sunday Funday 2017.
2. Presenting the standard, which had been funded by all Area Panels – Councillor Pat Hearn, plus others.
3. Area Panels provided tools for the probation service- helping them to help the community
4. People at Community Wise enjoying the new Chairs

Development

The **Development Delivery Team** and HEDP New Business Team have continued to be active in bringing new housing forward in Eastbourne. They are also working on similar schemes across the Lewes District.

Key Achievements in 2017/18 include:

Pear Tree Court, Sumach Close

Pear Tree Court in Sumach Close was completed in December 2017 with tenants moving in just before Christmas. The scheme comprised of 13 flats.

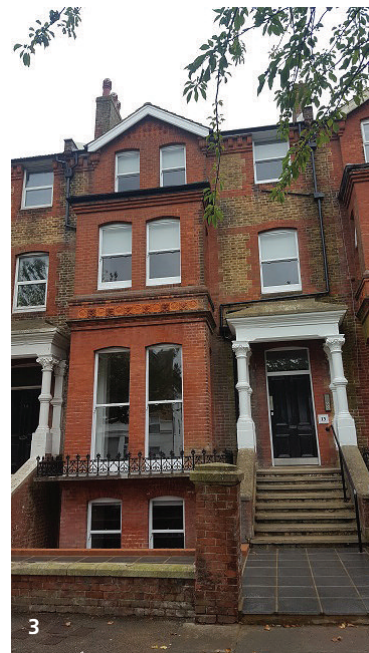


62A Tideswell Road

This scheme was also completed in December 2017. It was originally a disused, semi-derelict commercial unit. The four flats are at affordable rent with the two ground floor flats being fully accessible.

13 The Avenue

13 The Avenue was developed under Eastbourne Housing Investment Company Ltd delivering five flats available at market rent. The building had been unused for some time before the refurbishment.



1. Pear Tree Court.
2. 62A Tideswell Road.
3. 13 The Avenue.



Spyglass and What Unearthed Beach Huts

Both huts were delivered in late summer and are available for hire www.visiteastbourne.com/seafront/beaches.aspx

Next Phases of Development

The team will be progressing the following schemes over the next year:

12 new flats at Northbourne Road

Bedfordwell Road development site including the Pump House

Infill sites across Eastbourne including the site in Langney Road



- 4. Spyglass.
- 5. What Unearthed.



Financial Summary 2017-18

We manage
4,082
properties:

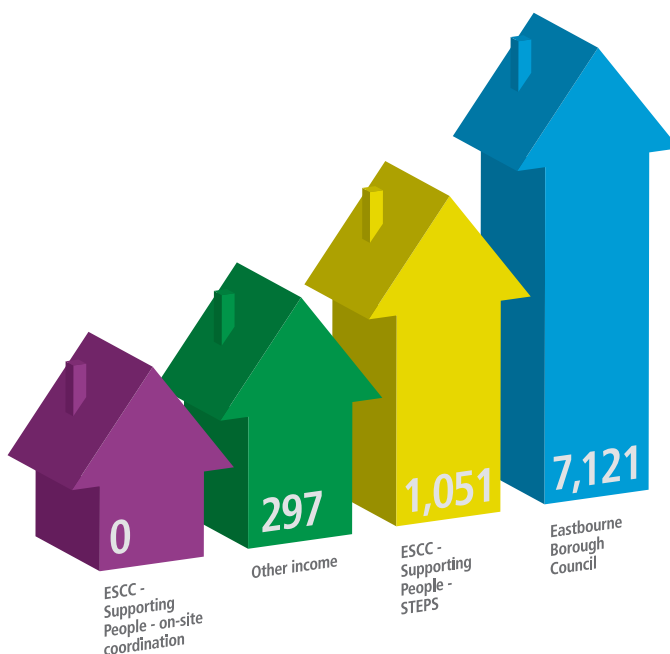


General Needs	3,099
Sheltered	314
Shared Ownership	37
Leasehold	632
TOTAL	4,082

Income £8.5m

Eastbourne Homes Group Limited

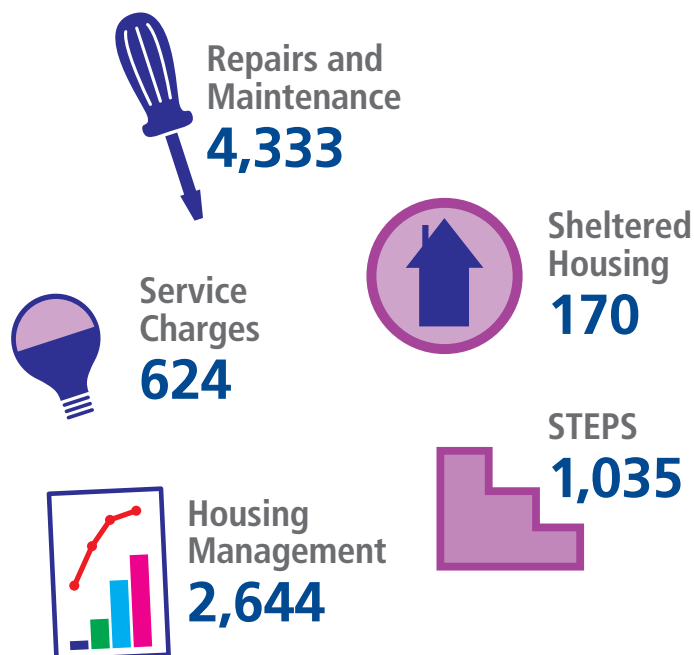
Income received from:	2017-18	2016-17
Eastbourne Borough Council	7,121	7,211
ESCC - Supporting People - on-site coordination	0	15
ESCC - Supporting People - STEPS	1,051	1,036
Other income	297	873
TOTAL	£8,469	£9,135



Expenditure £8.8m

Eastbourne Homes Group Limited

Expenditure incurred on:	2017-18	2016-17
Housing management	2,644	2,542
Repairs and maintenance	4,333	4,084
Service charges	624	615
Sheltered housing and on-site coordination	170	202
STEPS	1,035	1,046
TOTAL	£8,806	8,489
Operational surplus / (deficit)	(337)	646



Service Standards: How are we doing?

Performance

Customer Contact

Telephones – percentage of inbound calls answered year to date (Target: 80%):

2016-17	2017-18	
89.6%	90.07%	

Average time taken to answer inbound calls year to date (shown in seconds – Target: 30 seconds):

2016-17	2017-18	
51	33	

Complaints

Total number of complaints received in Stage 1:

2016-17	2017-18	
63	72	
	55 Property Services	
	17 Housing Management	

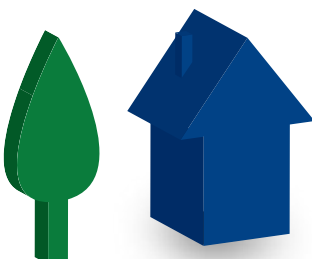
Aids and Adaptations

We will carry out major adaptations within 150 working days from the date of order (Target: 100%):

2016-17	2017-18	
100%	100%	

We will carry out minor adaptations within 17 working days from receipt of request (Target: 97.5%):

2016-17	2017-18	
40%	88%	



Gas

We will ensure that all of our contractors are 'Gas Safe Registered' (Target: 100%):

2016-17	2017-18	
100%	100%	

Homes with a valid landlord's gas safety certificate (Target: 100%):

2016-17	2017-18	
99.94%	99.3%	

Properties without a valid landlords' gas safety certificate for more than four weeks at end of year: (Target: 0):

2016-17	2017-18	
0	1	

Planned Works

We will ensure that all properties are maintained to the government's Decent Homes standard from January 2013 (Target: 100%):

2016-17	2017-18	
99.18%	99.25%	

Responsive Repairs

Percentage completed within target time (Target: 95%):

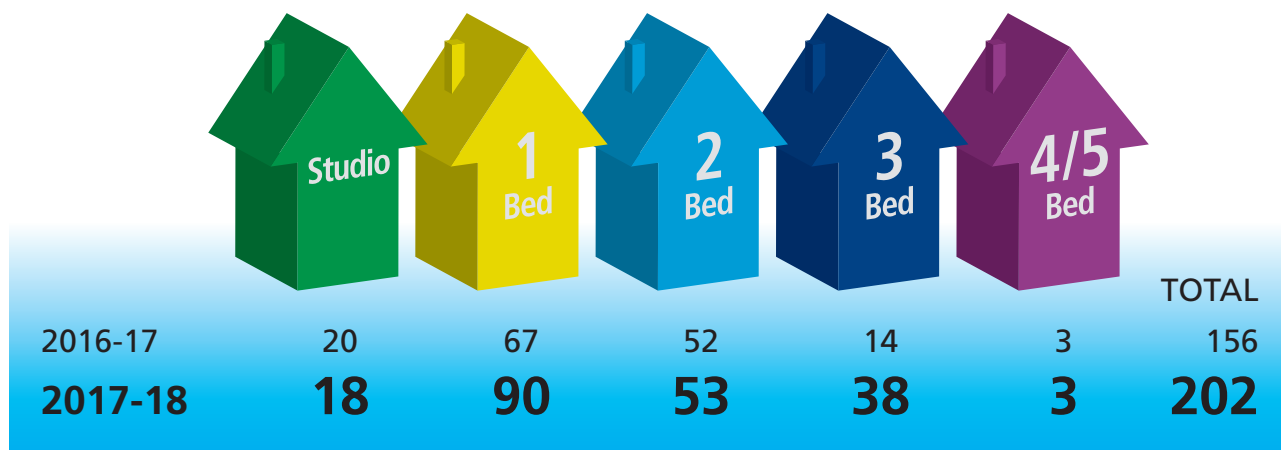
2016-17	2017-18	
96%	97.5%	

Tenancy Management

We will re-let properties within the appropriate target time (Target: 100%):

2016-17	2017-18	
98.8%	100%	

How we let our homes



Repairs and Maintenance

- Re-roofed **67 houses**
- Replaced **29 front doors**
- Replaced **29 kitchens**
- Replaced **61 bathrooms**
- Replaced **103 boilers**
- External decorations on **248 houses** (including replacement soffits, fascias and doors)
- External decorations and repairs to **9 maisonette blocks**
- External decorations and repairs to **19 blocks of flats**
- **208 properties** had electrical safety checks which generated **24 re-wires** and a huge amount of updating to old wiring and fuse boards to bring them up to current standards
- Carried out fire safety works to **16 blocks of flats**
- Refurbished **two sheltered communal living areas** and **external areas**
- Replaced communal boilers at **two sheltered schemes**

During 2017/18 we:

- Completed 8,911 repairs, of which 8,878 were completed in target time
- Carried out 262 disabled adaptations
- Out of the 8,911 repairs we completed, we received 3,508 customer satisfaction surveys (a survey is sent out for every repair completed)



Review of Achievements in 2017-18

Key Achievements 2017/18

- Made significant progress in restructuring operations and integrating services with Lewes District Council, creating the team of 'Homes First'
- Agreed a new Service Improvement Plan (SIP) with the Leasehold Panel which includes the roll out of reserve funds from the 1st April 2018
- Continued to work with Eastbourne Borough Council to develop housing within the Borough which supports the Council's strategic objectives
- Developed ways of working with Eastbourne Housing Investment Company Limited to deliver its housing management and property services functions
- Successfully delivered programmes for major works, property acquisitions, and property sales
- Successfully procured new service contracts jointly with Lewes District Council for passenger lifts, and cleaning covering sheltered schemes and general needs blocks across Eastbourne and Lewes
- Successfully procured new service contract with Lewes District Council for installing and maintaining disabled stair lifts and disabled lifting equipment
- Delivered a successful programme of major repairs and improvements
- Improved the way we monitor and report on health and safety and compliance with statutory duties.

In 2018/2019 we will:

- Review progress on integration, efficiency, performance and tenant satisfaction across the service, delivered by Homes First
- Implement Civica CX and W360 IT systems across Eastbourne Homes Limited and Lewes District Council
- Produce strategies for Asset Management and Procurement that also identifies linkages and synergies with Lewes District Council
- Work with Eastbourne Borough Council to develop housing within the Borough of Eastbourne, which supports the Council's strategic priorities
- Work with East Sussex County Council to examine the STEPS/Navigator service and in particular its wider contribution and value, to ensure that the STEPS service remains viable and strategically relevant in light of the financial landscape
- Review and align our tenant involvement service and in consultation, implement a Homes First Tenant Involvement Strategy that will allow for a variety of methods of involvement, choice and influence
- Bring forward a number of new homes against programme targets over the year
- Undertake review of leasehold management
- Undertake a review of service charges

Summary of Reviews undertaken during 2017/18:

- Contract Management and Monitoring Responsive Repairs
- Follow up on Sheltered Housing Scheme Review
- Follow up on Welfare Reform



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