



Providers of Affordable Housing
Annual Report
2006

Striving for Excellence - Moving Ahead



Contents

Striving for Excellence	3
Moving ahead.....	4
Developing and partnering.....	5
Maintaining and investing	6
Supporting and involving	7
Financial statement	8
Customer comments.....	13
Archive	14
Management board	15

Trust registration details

Housing Corporation - L0519

National Housing Federation - 533

Industrial & Provident Society - 16946R

Company Number - 242811

The Trust is a Charitable Industrial & Provident Society and as a member of the National Housing Federation complies with the Federation Code of Governance 2000

MISSION STATEMENT

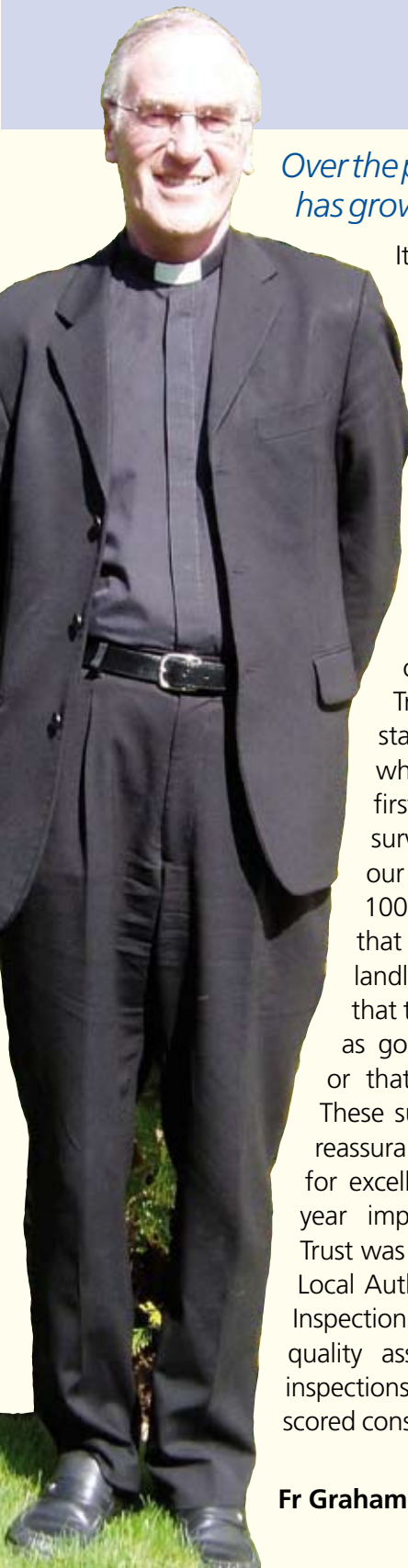
“The Trust seeks to provide an effective, efficient and caring service to its Tenants”

CORPORATE OBJECTIVES

1. To enter the 21st Century as a medium sized Housing Association managed by enthusiastic volunteers contributing to housing need in Dorset.
2. To play a tangible part in the voluntary housing movement, ensuring continuity of suitable management and enhancing our charitable status.
3. To encourage everyone to share in the Trust's success.
4. To ensure that tenants are housed in comfort and in a satisfactory environment, encouraging a sense of community and mutual respect.
5. To maintain a financial balance between income based on affordable rents and the need to meet running costs and future development expenditure.
6. To strive for efficiency without undue bureaucracy maintaining close contact between Management and Tenants.

*Cover photo: East Borough Sheltered Elderly Flats, Wimborne
Below: Webster Court, Avenue Road, Wimborne*





Chairman's Report

Striving for Excellence

Over the past five years the Trust has grown in a variety of ways.

It has grown in the number of dwellings it manages, up by over one third; it has grown in terms of the number of staff it employs, up by nearly 50 per cent and it has grown in confidence at what it can achieve. But growth measured in numbers of units or staff alone tells only part of the story. Above all the Trust has achieved improved standards of excellence in what it does. This is measured first by our tenant satisfaction survey. Over 60 per cent of our tenants responded and 100 per cent of them replied that the Trust was a satisfactory landlord. 98 per cent replied that the service level was at least as good as the previous survey or that it had improved (33%). These surveys provide our primary reassurance that the Trust in striving for excellence is achieving year-on-year improvement. This year the Trust was externally inspected by the Local Authorities 'Supporting People Inspection' teams who carried out quality assessment framework(QAF) inspections. The inspections have scored consistently at C with one score

at level B. This is a very good first set of inspection results which provide reassurance that our policies, management and operational performance is of a good all round standard.

During the year the Trust was included in the final shortlist of 3 for the National Housing Federation iNbiz (In Business) award for 'Innovation' in the Sir Roy Griffiths Award for older persons schemes category. The Trust had included a full range of Telecare SMART technology sensors in one of our new dwellings in Wimborne to demonstrate how frail/disabled tenants can live safely within their homes. This type of initiative will without doubt enable many people to stay in their accommodation longer and avoid moving to more intensive residential/nursing homes or enable people to return home from hospital safely. The Trust is committed to increase the use of this technology to support its tenants.

During the year the Trust was asked by the Housing Corporation to become the corporate trustee of the Cyril Wood Memorial Trust, a small specialist housing charity in Bere Regis, Dorset. The Trust now undertakes the management of Cyril Wood Memorial Trust whilst the best way forward for the long-term security of the tenants of Cyril Wood is considered. This demonstrates the confidence that the Housing Corporation has in the quality of our management and the capability of our Board.

We look forward to the future with confidence knowing that by striving for excellence we will continue to grow into a medium-sized association with an enviable reputation for providing decent homes for persons in housing need and also providing our tenants with an increasing range of support services they need.

My report on the 2005/2006 financial year will focus on all the achievements and milestones that have been achieved that will allow us to move the Trust forward in the future. A number of milestones have been achieved and these are detailed below:

Firstly the leasing of a new store/depot for the Trust Direct Labour Team at Stone Lane, Wimborne. Not only is this the closest possible location to the Trust offices in West Borough, but this will now enable the Trust to consolidate all stores and provide much needed space to enable all equipment to be contained and save considerable travel time for Trust workmen. This will also enable adjustments to be made to the Trust offices to enable much needed space to be obtained.

Secondly the selection process and commissioning of a new housing management software system has been completed. Supported Housing Manager has been purchased from software specialist H.E.T. and will be installed with training etc from July until Christmas 2006. This programme will enable all Supporting People returns to be automatically produced and will enable a first class tenancy management system enabling an improvement in the present record keeping system and service provided to tenants.

Thirdly preparation work for the future formation of East Boro Housing Services Limited has been completed. This will be a limited subsidiary of East Boro Housing Trust and enable the Trust to undertake a variety of activities including private letting, and maintenance work should it wish to do so in the future.



Mayor of Wimborne, Cllr. John Perry opening the Community Room at Blake, Wimborne

Finally this has been an excellent year with the Trust investing many hours into staff training. Good morale, a low turnover of staff and the continued improvement of skills will enable the team to continue to improve services to tenants which is the primary focus of the organisation.

All of the above have been achieved and it is clear that with the equipment, facilities, commitment, knowledge, skills and enthusiasm that all the achievements join to help to provide the right mix to enable the Trust to do the best that it can possible do for the tenants and partners that we work with every day. East Boro is achieving this on a year by year basis as it continues to move ahead for the future.

Chief Executive's Report

Moving ahead



Developing and partnering



Developing

The Trust has continued to develop and remodel housing units to add to its housing stock and provide more homes for people in housing need.

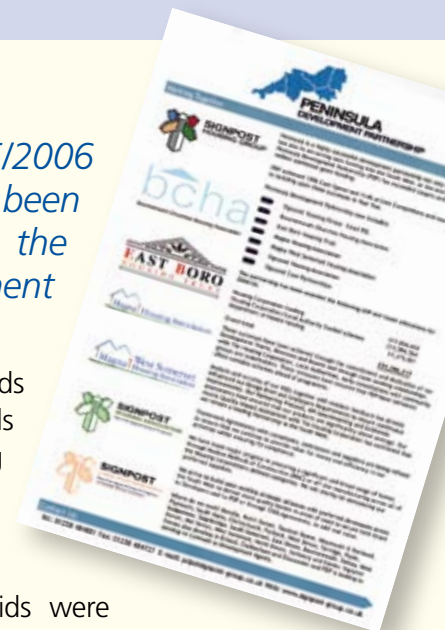
The 2005/2006 financial year saw new tenants move in to the completed schemes at both Webster Court and Primrose Corner. Webster Court provided 8 further homes for sheltered elderly tenants with 6 flats designed to full mobility wheelchair standards. Primrose Corner has provided 4 one bedroom purpose designed flats for single parents with young children with support provided by the South East Dorset Primary Care Trust. Plans have also been prepared and bids submitted to the Housing Corporation for the further development of schemes in 2006/2007 and 2007/2008.

The Trust received national recognition via the National Housing Federation iNbiz awards programme during 2005/2006 for the Webster Court scheme and the "Telecare" technology assisted flat that was developed within the scheme. The Trust was short listed to the final three entrants from a nationwide field in the Griffiths Award category for older persons schemes. This was a major achievement for East Boro Housing Trust and an achievement of which the Trust is extremely proud. This is a clear reflection on the attention to detail put into the Trust's developments and the standards achieved.

Partnering

Throughout the 2005/2006 year the Trust has been an active partner in the Peninsula Development Partnership.

The Trust submitted two bids as part of the Consortia bids submission to the Housing Corporation for two development schemes to be undertaken between 2006 and 2008. Both bids were successful and this will now see the Trust receiving £388,000 of grant support towards 4 flats for the sheltered elderly and a further 4 flats for adults with learning disabilities. The Peninsula Consortia has had an active and productive year producing new employers requirements, advancing the selection process for off site manufacturing/modern methods of construction, and in selecting both consultants and preparing to select contractors following the European OJEU selection and tendering procedures.



Jane Barrie OBE Chair of Dorset and Somerset Strategic Health Authority opening Webster Court.

Maintaining

During the 2005/2006 year the Trust has completed 1649 response repair jobs at the request of tenants with over 97% of jobs being completed within the relevant maintenance category repair times.

New windows at Dillon Court



The Direct Labour Team links with specialist retained external contractors to undertake all response repairs and cyclical servicing and maintenance. This includes fire alarm maintenance, gas servicing, electrical tests, fire

equipment servicing, disability equipment servicing, window cleaning, door entry maintenance and lift maintenance.



Plumbing repairs in progress

Investing

The Trust sets an annual programme of planned improvements to maintain and improve the fabric of its properties.

This investment programme enables the Trust to meet the Governments Decent Home Standards and follows the advice given by the Trust retained Surveyors within the Trust stock condition survey. A 100% stock condition survey has been carried out during 2005/2006 to set a clear and accurate planned maintenance programme for the next 25 years. During the 2005/2006 year a total of £86,819 has been reinvested into the housing stock as part of the Trust's ongoing planned maintenance programme.



Maintaining and investing

Supporting and involving

Supporting

The Trust prides itself on providing homes with care and support. In all of the Trusts sheltered housing and housing for adults with learning disabilities the support provided to the tenants is as important as the home itself. The Trust retains the Borough of Poole Local Authority to provide support and care services at learning disability schemes at Pergins and Ashmore House and similarly Dorset County Council supply the support and care provided at Purbeck Lodge. The Trust itself directly provides support to tenants with a learning disability at Boro House, Wimborne House and The Willows in Poole. At all sheltered schemes the Trust retains Sheltered Housing Wardens who visit tenants on a daily basis. All sheltered tenants benefit from Careline push button services to support them at times of emergencies and sheltered housing wardens are on call overnight to provide assistance where required.

The provision of sheltered housing warden services has been remodelled during the year to continue to provide efficient good value services to Trust tenants seven days a week. All services are provided in line with the Local Authority Supporting People Teams Quality Assessment Standards of which the Trust has met the required levels at two inspections throughout the 2005/2006 year.



Trust Warden Lynne Bond visiting Mrs Flynn
tenant of Bartley Court

Involving

Contact with our tenants is vital throughout the year whether at Scheme Annual Forums, the Annual Tenants Conference, specific Scheme Meetings, or via Tenants Surveys, one to one meetings with Trust staff or at social events. Tenants views and an input into the services provided to them at schemes in which they live is encouraged at all times. Many social activities are enjoyed by tenants throughout the year from organised trips to coffee mornings, bingo, Christmas meals and parties and much more. Participation is always optional but many enjoy the friendship and good natured fellowship of their neighbours, families and friends at these events.

David Williamson, tenant of The Willows
proudly collecting his new car.



Balance Sheet *as at 31st March 2006*

	2005/2006	2004/2005
Fixed Assets		
Housing Properties:		
Gross Cost Less Depreciation	4,169,557	4,167,381
Less Housing Association Grant	1,427,677	1,393,677
	2,741,880	2,773,704
Other Assets	122,419	135,190
	2,864,299	2,908,894
Current Assets	403,386	507,114
Creditors falling due within 1 Year	100,150	383,027
Net Current Assets	303,236	124,842
Net Assets Less Current Liabilities	3,167,535	3,033,736
Creditors		
Amounts falling due after more than 1 year	0	0
Capital And Reserves		
Called up Share Capital	93	92
Future Projects Reserve	0	0
Income and Expenditure Account	3,061,882	2,843,620
Investment Revaluation Reserve	5,560	29,480
Designated Maintenance Reserve	100,000	160,544
Total Capital & Reserves	3,167,535	3,033,736
Total Funds	3,167,535	3,033,736

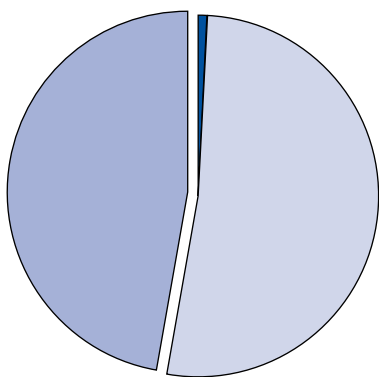
Financial statement

Income and Expenditure Account *for the year ended 31st March 2006*

Income	2005/2006	2004/2005
Rental Income	694,253	618,690
Service Charges	205,336	196,043
Supporting People Grant	1,004,735	1,010,937
	1,904,324	1,825,670
Less Voids	2381	19,275
Management Voids	4864	19,982
	1,897,079	1,786,413
Expenditure		
Repairs & Maintenance & Refurbishment Costs	192,962	184,912
Management Costs/Sundry Costs	582,902	463,035
Service Costs (Excluding Maintenance Services)	207,924	163,866
Supported Living Support Contracts	816,611	876,853
	1,800,399	1,688,666
Operating Surplus	96,680	97,747
Other Income		
Donations and Bequests	1,000	20
Sundry Income	11,378	10,745
Investments	1,114	1,240
Sale of Investments	3,269	929
Surplus on Disposal of Fixed Assets	0	178,958
	16,761	191,892
Interest		
Interest Receivable	21,287	14,675
Interest Payable	-1,564	0
Total Surplus	133,164	304,314

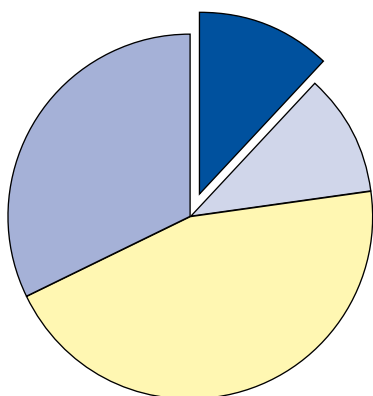
A full copy of the Trust's Accounts are available from the Trust Offices on request.

Annual Accounts Graphs - 2006



Income

Donations, Bequests, Sundry Income and Sale of Investments	16,761	1%
Supporting People Grant	1,004,735	52%
Rent and Service Charges	899,589	47%



Expenditure

Service Costs	207,924	12%
Repairs, Maintenance & Refurbishment	192,962	11%
Supported Living Support Contracts	816,611	45%
Management/Sundry	582,902	32%

Trust Performance Statistics - As of the 31st March 2006

Arrears as a percentage of Gross Income	1.98%
Voids as a percentage of Gross Income	0.38%
Average Void Re let Time (Per letting inc void and major refurbishment works)	9.3%
Percentage of Units Available for Letting	0%
Total Lettings Made	25
Lettings Made to Nominations from Local Authority	15

Lettings made to;

Adults with Learning Disabilities	1
Sheltered Elderly	18
General Needs	6

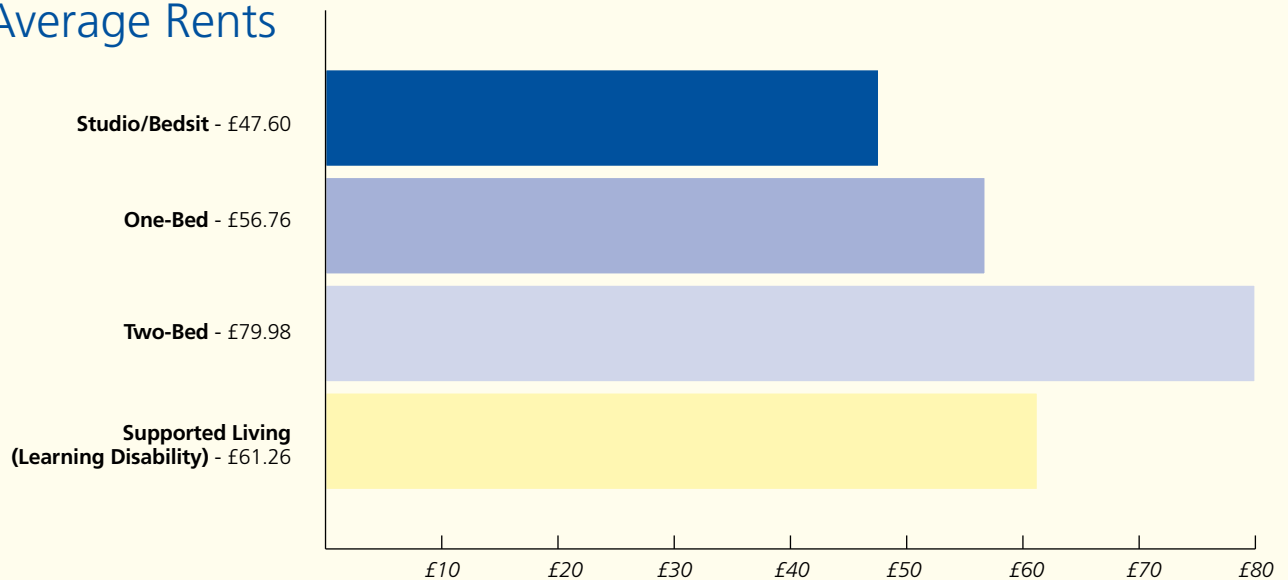
Households which were;

White British	23
Irish	1
Other	1

Repairs performance achieved;

Category 1 Emergency (24 hours)	97.39%
Category 2 Urgent (5 Working Days)	98.14%
Category 3 (4 Working Weeks)	97.53%
(Total jobs completed in above categories)	1649

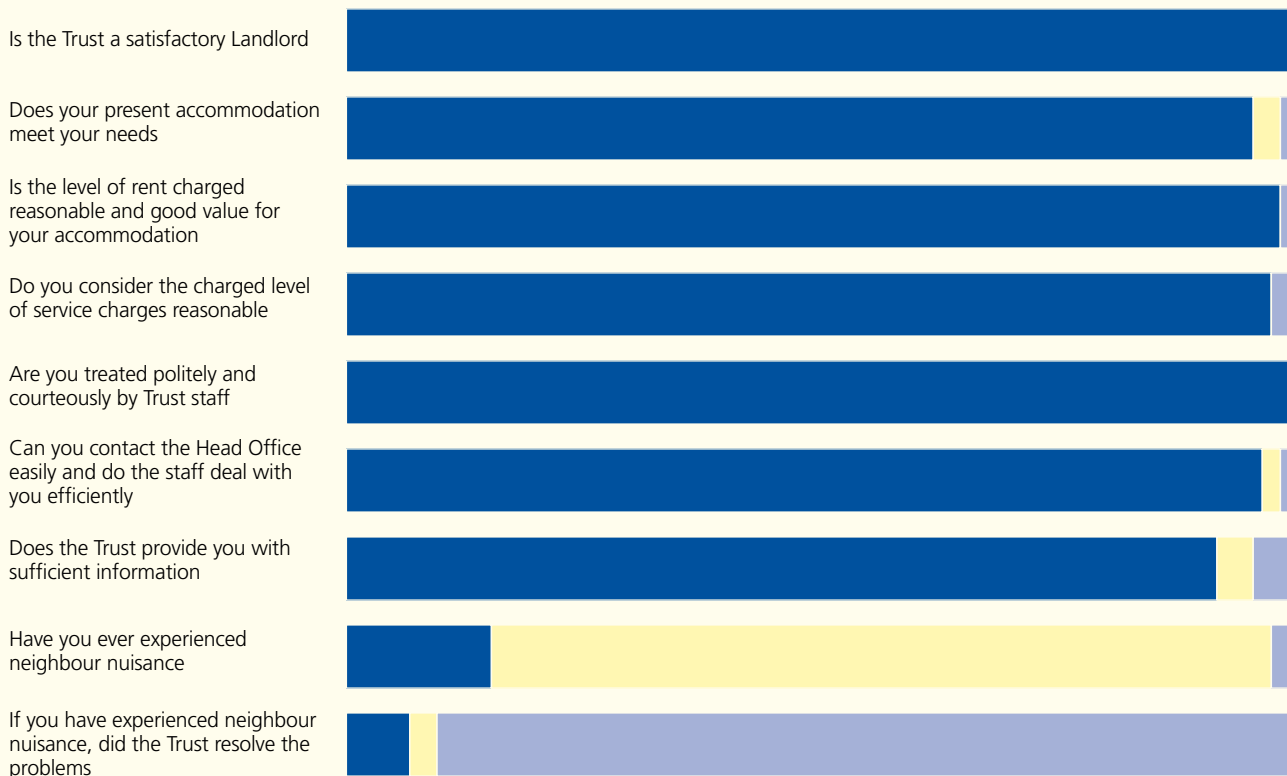
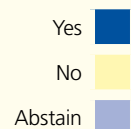
Average Rents

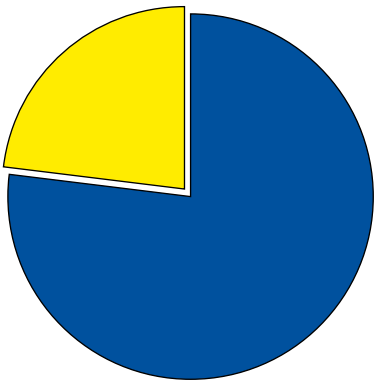


The Trust strives at all times to provide the level of service expected by its tenants. It is fair to say that it is not always possible to undertake a 100% of all requests and a balanced approach to considering requests at schemes where neighbours may have different views is adopted at all times.

The 2005 Tenants Satisfaction Survey saw 100% of the 60% of tenant respondents saying that they were “satisfied with the Trust as their landlord”. This is an excellent response and is a clear reflection of the efforts the Trust staff make and the excellent relationship that a smaller Registered Social Landlord/Housing Association can develop with its tenants.

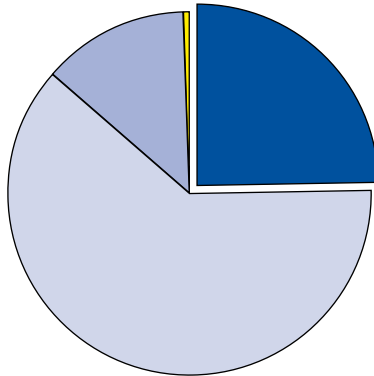
Trust 2005 Tenants Satisfaction Survey Summary (%)





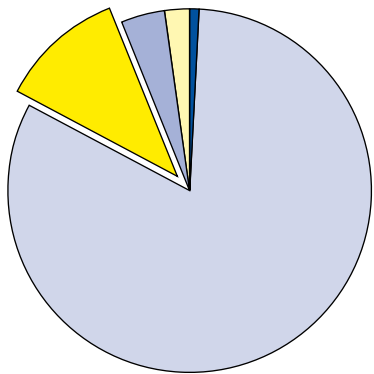
Total Stock Owned and Leased

Stock Owned	170	77%
Stock Leased	52	23%



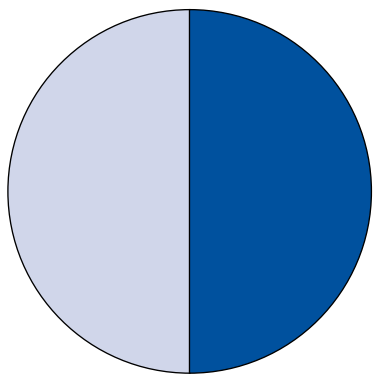
Properties in Management (Lettings Category)

Learning Disability	55	25%
Sheltered Elderly	137	62%
General Needs	28	13%
Staff Accommodation	2	0.5%



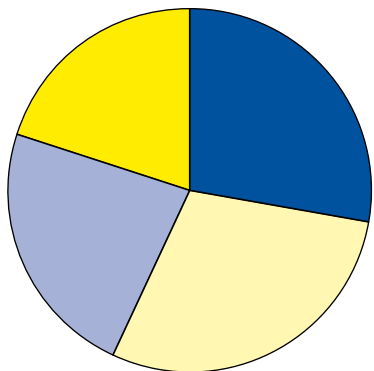
Tenancy Types

Staff Accommodation	2	1%
Assured Tenancies	182	82%
Assured Shorthold Tenancies	24	11%
Secure Tenancies	10	4%
Occupational Licence	4	2%



Properties Under Construction/with Planning Permission

Under Construction	4	50%
In Planning	4	50%



Staff Employed (Full Time Equivalent)

Housing Management/Development/Admin	7	28%
Direct Labour/Caretaking Services	7	29%
Sheltered Elderly Warden Services	6	23%
Learning Disability Support Services	5	20%

Customer comments

From 2005 Annual Satisfaction Survey

- *I am truly thankful to be a tenant in/at East Boro Housing Trust*
- *Speaking for me, as always, the Trust Service is excellent*
- *I always enjoy the service given*
- *I have always found the level of service good*
- ***I am very happy with my home and wouldn't want anything changed***
- *The Trust is the most wonderful landlord - the best - all the people that work for me, are most wonderful, I love them all*
- *As a new tenant of less than 12 months I have been very pleased to live here*
- *Leaps and bounds in past 5 years due to good management*
- *Simply the best - the Trust looks after tenants - tenants are never cold due to heating charges in with rent, EDDC should make a note of this and its old people would be much warmer*
- *We feel the standard of service is very good compared to other landlords*
- *I have been more than satisfied with East Boro Housing Trust, your staff have been courteous and always very prompt*
- *So thankful for my home that I live in at this time and I am able to enjoy living where I am and I am grateful for all the care that is shown by you all*
- *Over the year that we have been here we have found it very good, carry on as now*
- *Not been here long but have enjoyed living here*
- ***I am quite happy and love my flat and have always found staff very helpful at all times, can't say more, I am quite content***
- *My partner and I are extremely happy by the services provided by the Trust and find all the staff to be very helpful and friendly. We hope you win the award we are up for even though we have not been with the Trust long we have found them to be very helpful and understanding even through a tough time.*
- ***Always exceptionally good***
- *The people in the office are very friendly and are a lot of help to us*
- *We have been here for 8 months and are very happy with the service*
- *The gardening has improved a lot since we have had the addition of a part time worker*
- *The staff in the office to Kevin are tops*
- *The level of maintenance and wardens are very good and the staff are very much appreciated - I would not like to leave East Boro*
- *The Wardens are polite happy and trustworthy - I look forward to seeing them every morning - I have always been very satisfied since I have been living here*

Archive

Wimborne Area Housing Association, now East Boro Housing Trust, developed its first sheltered elderly scheme in central Wimborne forty years ago this year.

Previously, the Trust had provided accommodation for young people but it turned its attention to another section of the community who were badly in need of accommodation, the sheltered elderly. East Borough was the first of many sheltered elderly schemes developed over the years upon which the Trust has developed its strong local reputation within East Dorset and the surrounding area.



East Borough Flat in the final stages of construction in 1966



The cover photograph on this year's Annual Report is the scheme today, forty years after construction. The units are still in high demand, providing good quality accommodation for sheltered elderly tenants. Well placed in central Wimborne, close to all local facilities, the scheme is prepared to provide good quality accommodation for the next forty years.

The guests of honour at the opening ceremony of East Borough flats - From the left, Mrs O'Shea, Bill Sawtell, Mrs Mackintosh, Sir Richard Glyn, Dr Bartley, Derek Burt, Ray Faulkner, Mrs Balson, John Parsons and Mrs Bartley





Management Board

Back Row

Mr David L. F. Cawdery A.C.I.B. - IT Consultant - Co Opted to the Board in March 2003 - served the Board for 3 years. Member of the Finance Committee.

Mr John Garvin F.C.A. Chartered Accountant - served the Trust for 15 years. Vice Chairman of the Finance Committee.

Mr Malcolm Kell - Retired Local Government Officer - served the Trust for 7 years. Vice Chair of the Building and Development Committee.

Mr Raymond Faulkner FRICS, C.Eng, MICE Chartered Civil Engineer - served the Trust for 45 years. Vice Chairman of East Boro Housing Trust and Chairman of the Building and Development Committee, Member of the Executive Committee.

Mr Andrew Lanham B.Sc. M.R.I.C.S. Chartered Surveyor & Company Director - served the Trust for 9 years. Vice Chairman of the Publicity and Public Relations Committee and Member of the Building and Development Committee.

Not Pictured -

Mrs Pamela Hoyle Dip.C.O.T., S.R.O.T. - Senior Occupational Therapist (retired) - served the Trust for 18 years. Member of the Building and Development Committee and Tenants Working Group.

Mrs Patricia Pitkin - Public Sector Administrator (Retired) - served the Trust for 9 years. Chairman of the Tenants Working Group and Member of the Executive and Finance Committees.

Front Row

Mr Nigel Spencer B.A. (Hons) - Retired Managing Director of Care Home Company - Co Opted to the Board in June 2002 and elected to the Board in June 2003 - served the Board for 4 years. Chairman of the Finance Committee and Member of the Executive Committee.

Mr Michael Butler B.Sc. F.C.M.I , M.I.F.T - Company Director, Director of Rivermead House Ltd - served the Trust for 7 years. Chairman of the Publicity & Public Relations Committee and Member of the Building and Development and Executive Committees.

Father Graham Smith M.R.I.C.S., Dip.C.E. Priest and Chartered Surveyor - served the Trust for 15 years. Chairman of East Boro Housing Trust.

Mrs Margaret Turner B.A. Dip. Eur. Hum. (Open) M.C.S.P. Senior Physiotherapist (retired) - served the Trust for 15 years. Vice Chairman of the Tenants' Working Group and Member of the Publicity & Public Relations Committee.

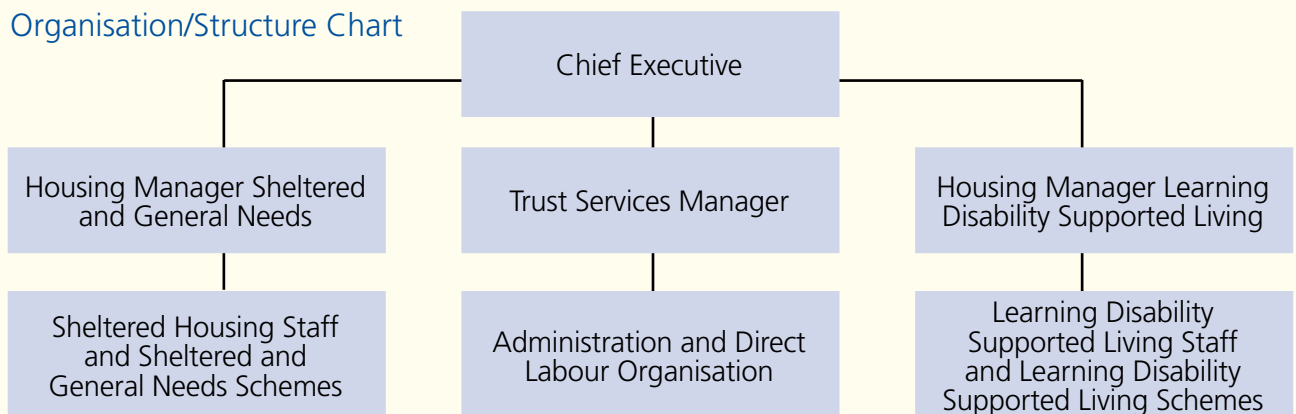
Mrs Marilyn Osner - Retired Civil Servant and Elected Councillor - Co Opted to the Board in 2002 and elected to the Board in June 2003 - served the Board for 4 years. Member of the Public Relations Committee and Tenants Working Group.

Not Pictured -

Mr Richard Teather - Chartered Accountant and University Lecturer - Co Opted to the Board in December 2004. Member of the Finance Committee.

 <p>Kevin Hodder MCIH Chief Executive Appointed September 2000</p>	 <p>Maggie Love Cert.CIH Trust Services Manager Appointed April 2003</p>	 <p>Mary Stepin LDAF Housing Manager Learning Disability Supported Living Appointed April 2003</p>	 <p>Jackie Wright Housing Manager Sheltered & General Needs Housing Appointed July 2001</p>
--	--	--	---

Organisation/Structure Chart





East Boro Housing Trust, 62 West Borough, Wimborne, Dorset BH21 1NQ

Telephone: **01202 883503** - Fax: **01202 848877**

e-mail: **info@eastborohousingtrust.org.uk**

website: **www.eastborohousingtrust.org.uk**