



Providers of Affordable Housing **Annual Report 2008**

"Building a Brighter Future"





Contents

Chairman’s Report.....	3
Development.....	4
Refurbishment.....	5
Support Services.....	6
New Horizons.....	7
Financial Statement.....	8
Board of Management Details.....	13
Chief Executive’s Report.....	14

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.

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



Cover photo: Furzey Flats, Poole.
 Inset: East Boro’s New Offices, Faulkner House.
 Above: Some members of East Boro’s Staff Team

This past year has been one of significant change and expansion for the Trust. The first change occurred at the last Annual General Meeting when the then Chairman, Father Graham Smith, retired from the Board after five years as Chairman and a total of 16 years on the Trust's Board of Management. We owe a real debt of gratitude to Father Graham for his commitment and dedication during this period, which saw a substantial growth in the Trust, both in terms of our balance sheet as well as our housing stock.

This year is my first as Chairman of East Boro and I would like to thank the Board for their confidence in electing me as Chairman. It is my intention to ensure that the ethos of the Trust - built up over many years - is maintained and protected. At the same time to be open to new opportunities to develop/acquire further housing stock to meet the ever growing need for affordable housing and support services in this region.

Our decision to move to a substantial property in West Street, to be our new Head Office, was the second major change we undertook. We are now happily in our new offices, thanks entirely to our Chief Executive and his staff who worked tirelessly in the pre and post Christmas period to achieve a successful move. My personal thanks go to each and every one of them for achieving such a seamless transition.

The Board also greatly appreciates the patience and understanding of our Tenant Customers during the period of the move. Our new West Street office, Faulkner House, provides us with ample room for expansion in the years to come and ensures our continued presence in the heart of Wimborne, which is so important to us.

Our third major change was the success in obtaining two new service contracts in Handy Van Repair and Floating Support Services. Both these services have extended the Trust's operations in the Bournemouth and Poole Borough Districts.

Our Board has also been strengthened through the appointment in March 2008 of Mr Reg Grimston, as a Co-opted Board member. We welcome and value the experience and expertise he brings to the Trust. We also have a new part-time Finance Manager to support our Chief Executive, and other staff as a result of the Handy Van and Floating Support contracts.

Finally, on behalf of the Board, I take this opportunity of thanking our CEO for his tremendous efforts during this very demanding year. Our thanks, too, to the whole team at East Boro without whose efforts and work quality we would have made no progress at all.

David Cawdery, Chairman.



Chairman's Report 2008 *An Active Year*

Development



The Trust has again been active in development during the 2007/2008 year and purchased 18 Ringwood Road in Poole which provides accommodation for seven adults with learning disabilities. Daily support is provided by East Boro's own Learning Disability Support Team and is funded via Supporting People Grant.

This property is an excellent addition to the Trust's stock and was purchased with the support of both the Borough of Poole and the Housing Corporation, who assisted by awarding Social Housing Grant funding towards the purchase cost.



East Boro has also completed the construction of *Furzey flats* at Christopher Crescent in Poole, on land purchase from the Borough of Poole. Pictured on the front cover, this new build has been constructed next to the Trust's existing *Pergins* scheme and will provide four one bedroom flats, with a communal conservatory.

The property will enable adults with a learning disability requiring medium to high support needs to live in the community with individual person centred support packages.

Another major milestone during the past year has been the purchase of the former Trust offices at West Borough, Wimborne. East Boro obtained planning permission for six one-bedroom units for sheltered accommodation to extend its existing *Bartley Court* scheme located to the rear of the former offices. The Housing Corporation supported the scheme with Capital Grant and construction started in March 2008.

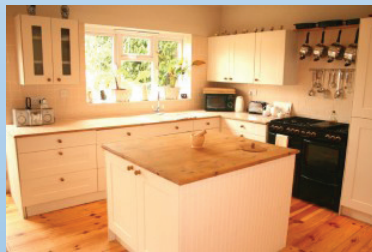
The above activity, combined with identifying further opportunities for the future and the Trust's continued membership in the Source Development Partnership have all combined to make this an active year in the area of development.



*Inset: Architect's drawing of the elevations for the West Borough development.
Above: 18 Ringwood Road, Poole.*

Refurbishment

East Boro has continued to invest in its own properties to upgrade its housing stock. Seventeen bathrooms have been completely modernised and disability adapted to help people with mobility needs, improve safety and improve the overall standard of the facilities provided. New kitchens, roof work, double glazed windows, boiler replacements, disability ramps, new pathways, shed stores for 'mobility buggies' and some stair lifts have all been installed, renewed and provided at different schemes across the Trust's estate during the 2007/2008 year.



In total, the Trust's Direct Labour Team has undertaken 1569 response repair jobs at its properties during the 2007/2008 year and invested £222,262 into repairs, maintenance and refurbishment. This, combined with much of the refurbishment programme, has seen the team working to a challenging schedule.

Meanwhile, the Trust's Gardeners and Caretakers have kept schemes in good order throughout the year and also helped the Direct Labour Team where necessary. During the 2007/2008 year, risk assessment and water hygiene surveys were also carried out at all properties.



*Inset: Water hygiene survey report.
Above top: Refurbishment of a Trust bathroom and kitchen.
Left: East Boro Housing Trust's Direct Labour Organisation and Handy Van Team.*

Support Services

"There when you need us for service you can rely on"

Learning Disability Support Team:

East Boro has a team of Support Staff to assist adults with learning disabilities at its supported living housing schemes. This team has expanded in 2007/2008 due to the addition of 18 Ringwood Road to the Trust housing stock.

Sheltered Housing and Warden Team:

East Boro's Warden Team provide a seven day a week support service to tenants at the Trust's sheltered housing schemes. The Trust remains as one of the few providers that offer an 'out of hours' overnight response Warden Support Service. East Boro have received and maintained accreditation from the Borough of Poole, Dorset County Council and Bournemouth Borough Council achieving positive Supporting People Inspection results.



*Inset: Support Staff with East Boro tenant
Above Top: Mrs Judith Burlinge
Above: Mrs Diane Hopton*

Tenant's Consultative Committee

As part of East Boro's commitment to increase its level of Tenant Customer involvement, the Trust has established a Tenant's Consultative Committee. This group is made up of a Tenant Representative from each East Boro housing scheme whose main role is to review areas of service delivery as requested by East Boro's Board of Management. This 'scrutiny panel' comment and provide valuable feedback on the Trust's performance to help it improve services for the future. Nominated Representatives formed the Committee in the 2007/2008 year and the current Chairman is Mrs Judith Burlinge, and Vice Chair Mrs Diane Hopton. The Trust envisage that as it continues to broaden its services and customer base in the future, this group will also include non East Boro Tenant Representatives to provide feedback on other services provided by the Trust.

New Horizons

In the past year, a major change for the Trust has been in new business development. East Boro have an excellent Direct Labour force who consistently achieve very high customer satisfaction ratings for the work they undertake as well as an equally good Support Staff providing high quality service to our Tenant Customers. It was the known quality of these two work teams that prompted the Trust to bid for, and win, two competitive tender contracts to supply a Handy Van Repair Service and a Floating Support Service within the Bournemouth and Poole Borough areas. Both contracts commence in April 2008 and are funded by Supporting People Grant. These new services are exciting opportunities for the Trust to build upon and grow in the future.



Floating Support Contract:

Covering the Borough of Poole

A housing related, visiting support service for residents of Poole, aged 55 years and older, aiming to provide short-term practical assistance to help those living at home to maintain their independence. Support is tailored to meet individual's needs and ranges from advice on housing options and help with carrying out daily tasks to assistance to find out about and attend community activities. The free service is also available to assist carers of eligible customers and more information about this service can be obtained by contacting localitysupport@ebht.org.uk



Handy Van Repair Contract:

Covering the Boroughs of Bournemouth & Poole

A friendly and professional repair service for people living in Bournemouth and Poole, aged 60 or over that receive pension credit or other benefit support. The service aims to provide practical and useful help around the home to take the stress out of domestic repairs and aid those living in their own home to remain in control and independent. From general household repairs to more specialised repairs jobs and safety measures, the Handy Van Team provide service you can rely on. Customers only pay for the cost of materials required for their repair, with no charge for labour and no membership fees. For more information about this service contact handyvan@ebht.org.uk



*Bottom Left: Some members of the Handy Van Team
Bottom Right: Some members of the Floating Support Team*


Financial Statement

Balance sheet as at 31st March 2008

	2007/2008	2006/2007
FIXED ASSETS		
Housing Properties -		
Gross Cost Less Depreciation	6,882,298	5,595,028
Less Housing Association Grant	2,902,149	2,219,677
	3,980,149	3,375,351
Other Assets	77,374	156,253
	4,057,523	3,531,604
Current Assets	637,879	749,730
Creditors falling due within 1 Year	451,855	995,810
Net Current Assets	186,024	-245,930
Net Assets Less Current Liabilities	4,243,547	3,285,656
CREDITORS		
Amounts falling due after more than 1 year	373,361	0
Net Assets	3,870,186	3,285,656
CAPITAL AND RESERVES		
Called up Share Capital	67	92
Future Projects Reserve	0	0
Income and Expenditure Account	3,770,119	3,185,564
Investment Revaluation Reserve	0	0
Designated Maintenance Reserve	100,000	100,000
Total Capital & Reserves	3,870,186	3,285,656
TOTAL FUNDS	3,870,186	3,285,656

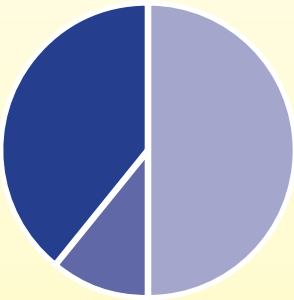
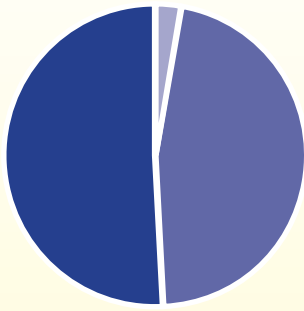
A full copy of the Trust's Accounts are available from the Trust Offices on request.

INCOME	2007/2008	2006/2007
Rental Income	848,622	730,797
Service Charges	288,825	225,896
Supporting People Grant	1,045,484	1,034,639
	2,182,931	1,991,332
Less Voids	36,908	13,525
Management Voids	87,330	6,651
	2,058,693	1,971,156
EXPENDITURE		
Repairs & Maintenance & Refurbishment Costs	222,262	226,468
Management Costs/ Sundry Costs	764,278	617,673
Service Costs (Excluding Maintenance Services)	979,771	1,054,112
	1,966,311	1,898,253
OPERATING SURPLUS	92,382	72,903
OTHER INCOME		
Donations and Bequests	1,631	10
Sundry Income	42,717	17,877
Investments	0	119
Sale of Investments	0	6
Surplus on Disposal of Fixed Assets	444,426	0
	488,774	18,012
INTEREST		
Interest Receivable	22,266	27,207
Interest Payable	18,867	0
TOTAL SURPLUS	584,555	118,122



Income and Expenditure Account for the year ended 31st March 2008

Trust Performance Statistics



Annual Accounts Graphs - 2008

Income

Donations, Bequests, Interest, Sundry Income & Sale of Investments	66,614	3%
Supporting People Grant	1,045,484	46%
Rent & Service Charges	1,137,447	51%

2,249,545

Expenditure

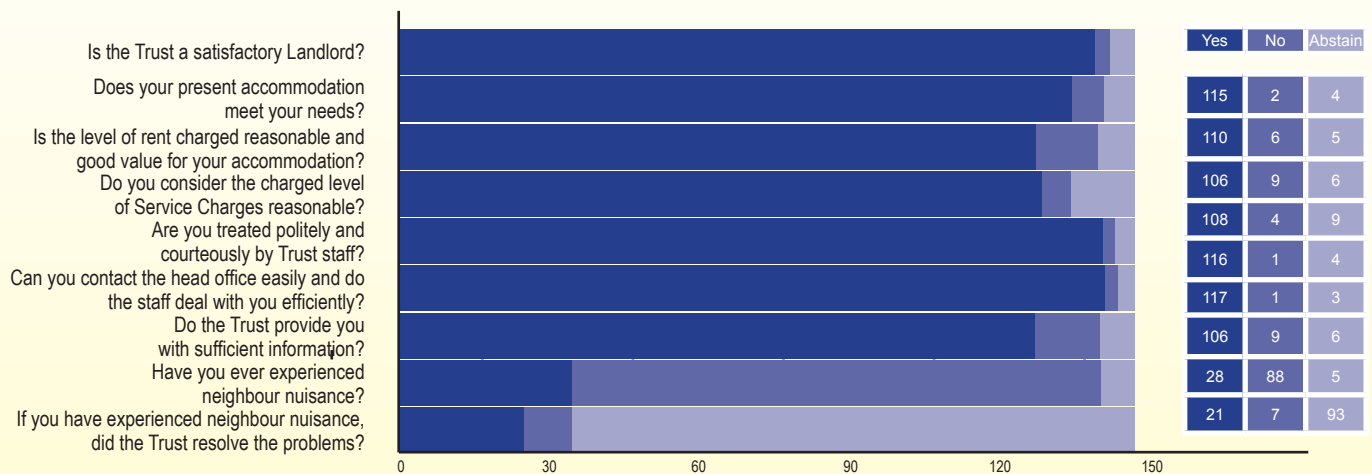
Services Costs	979,771	50%
Repairs, Maintenance & Refurbishment	222,262	11%
Management/Sundry	617,673	39%

1,966,311

Key Performance indicators

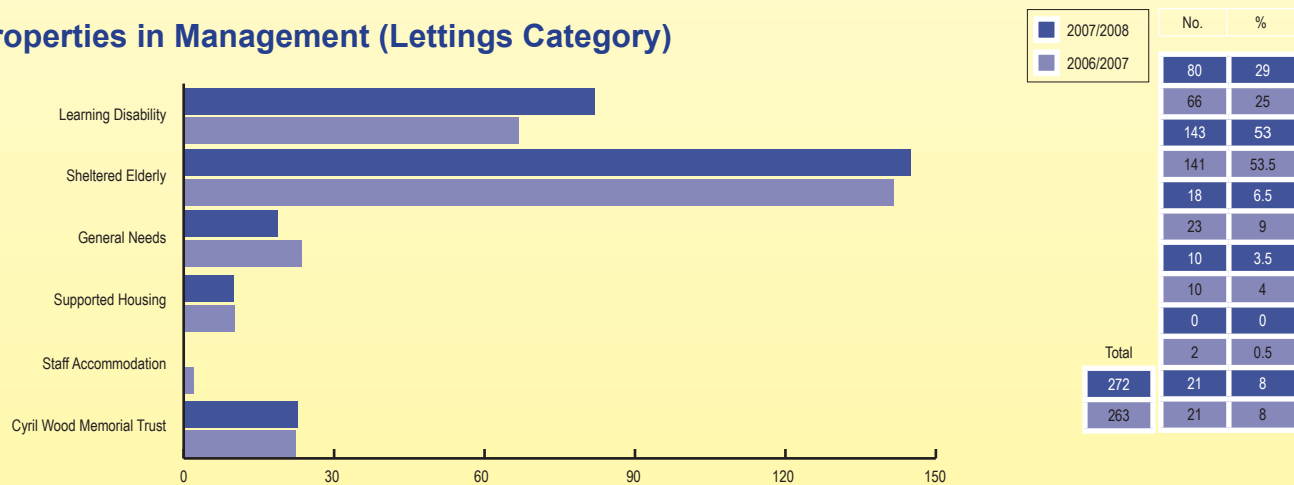
	2007/2008	2006/2007
Arrears as a percentage of Gross income	3.9%	2.57%
Voids as a percentage of Gross income (including management voids)	5.69%	1.01%
Average Void re let Time (Per day letting inc void and major refurbishment works)	32.4	26.2
Percentage of Units Available for Letting	2.3%	0%
Total Lettings Made (of which 27 were new lets)	54	34
Lettings Made to Nominations from Local Authority	39	10
Lettings Made To;		
Adults with Learning Disabilities	26	8
Sheltered Elderly	13	17
General Needs	1	9
Other supported Housing	14	0
Households which were;		
White British	50	32
Irish	4	0
Other	0	2
Repairs Performance Achieved;		
Category 1 Emergency (24 hours)	100%	100%
Category 2 Urgent (5 Working Days)	98.84%	99.02%
Category 3 (4 Working Weeks)	99.56%	98.44%
Total jobs completed in above categories	1569	1965

Trust 2007 Tenants Satisfaction Survey Summary

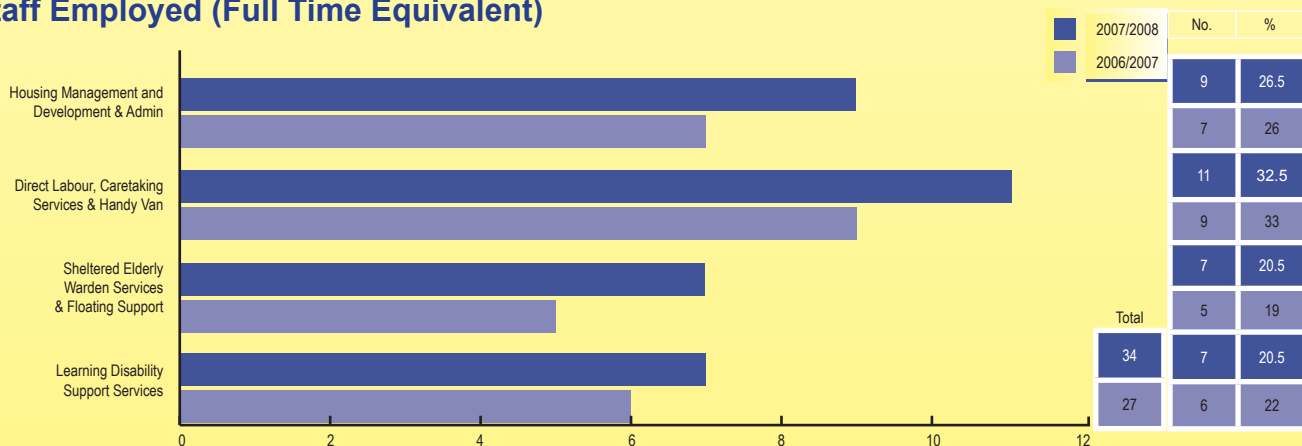


The Trust strives at all times to provide the level of service expected by its tenants. It is fair to say that it is not always possible to undertake a 100% of all requests and a balanced approach to considering requests at schemes where neighbours may have different views is adopted at all times.

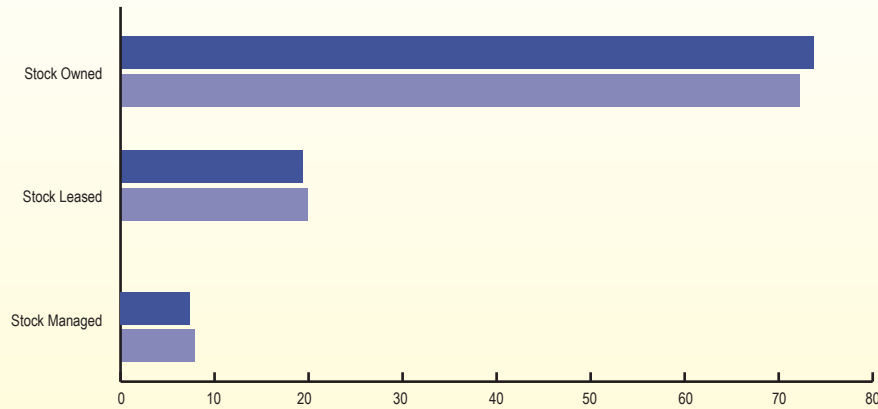
Properties in Management (Lettings Category)



Staff Employed (Full Time Equivalent)

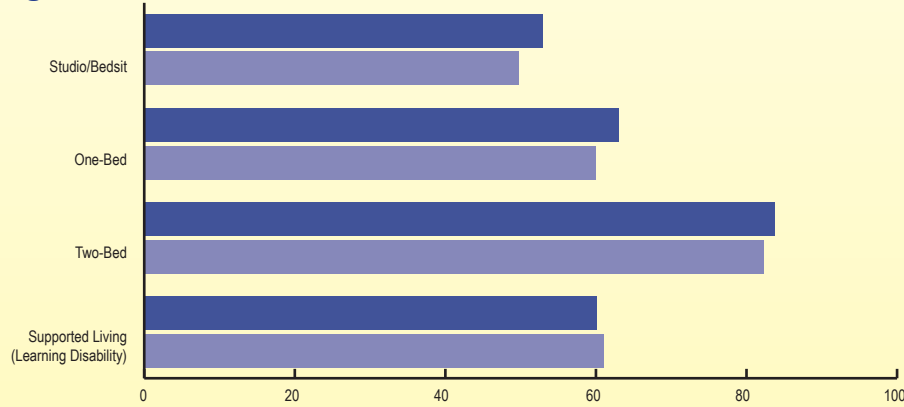


Total Stock Owned and Leased



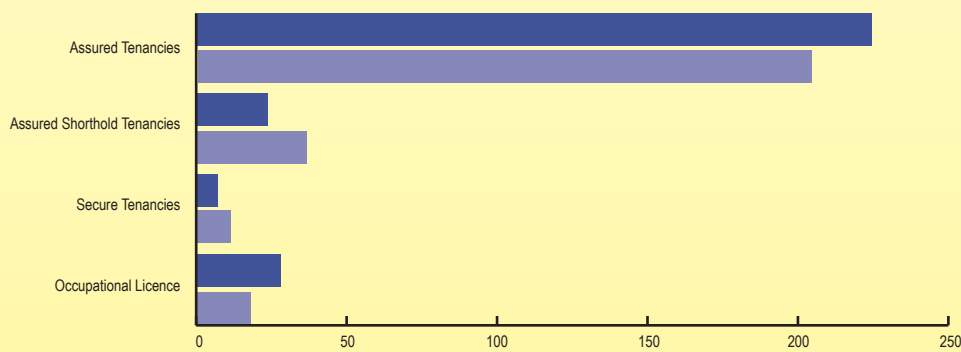
	No.	%
2007/2008	198	73
	189	72
2006/2007	53	19.5
	53	20
Total	272	21
	263	21

Average Rents



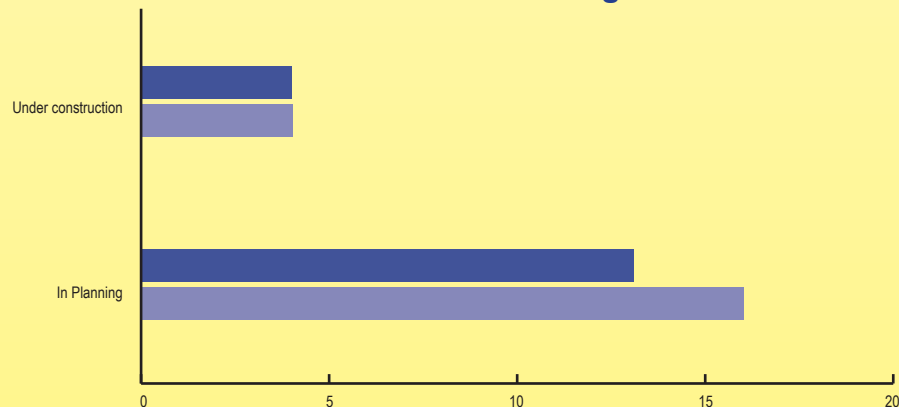
	2007/2008	2006/2007
Studio/Bedsit	£53.20	£50.44
One-Bed	£62.98	£59.80
Two-Bed	£82.44	£81.55
Supported Living (Learning Disability)	£60.36	£61.07

Tenancy Types



	No.	%
2007/2008	220	81
	203	77
2006/2007	19	7
	37	14
Total	5	2
	8	3
Total	272	28
	263	13

Properties Under Construction/with Planning Permission



	No.	%
2007/2008	4	24
	4	20
2006/2007	17	13
	20	80

Board of Management



Mr David L. F. Cawdery
A.C.I.B.

IT Consultant. Co Opted to the Board in March 2003 and elected to the Board in June 2005. Served the Board for five years. Chairman of East Boro Housing Trust.



Mr Michael Butler
B.Sc. F.C.M.I , M.I.F.T

Company Director, Director of Rivermead House Ltd. Served the Trust for nine years. Vice Chairman of East Boro Housing Trust and a member of the Operations, Remuneration, Appointments and Complaints Committee as well as the Building & Development Committee.



Mr Raymond Faulkner
FRICS, C.Eng, MICE

Chartered Civil Engineer. Served the Trust for 47 years. Chairman of the Building and Development Committee.



Mrs Pamela Hoyle
Dip.C.O.T., S.R.O.T.

Retired Senior Occupational Therapist. Served the Trust for 20 years. Member of the Building and Development Committee.



Mrs Margaret Turner

B.A. Dip. Eur. Hum. (Open) M.C.S.P.
Retired senior Physiotherapist. Served the Trust for 17 years. Chairman of the Operations, Remuneration, Appointments & Complaints Committee.



Mr Malcolm Kell

Retired Local Government Officer. Served the Trust for nine years. Vice Chair of the Building and Development Committee.



Mr Andrew Lanham
B.Sc. M.R.I.C.S.

Chartered Surveyor and Company Director. Served the Trust for 11 years. Vice Chairman of the Operations, Remuneration, Appointments and Complaints Committee. Also a member of the Building & Development Committee.



Mrs Patricia Pitkin

Retired Public Sector Administrator. Served the Trust for 11 years. Vice Chairman of the Finance Committee.



Mr John Garvin
F.C.A.

Chartered Accountant. Served the Trust for 17 years. Member of the Finance Committee.



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 six years. Chairman of the Finance Committee.



Mrs Marilyn Osner

Retired Civil Servant and Elected Councillor for Wimborne Town. Co-Opted to the Board in 2002 and elected to the Board in June 2003. Served the Board for six years. Member of the Operations, Remuneration, Appointments and Complaints Committee.



Mr Richard Teather
B. A. ACA

Chartered Accountant and University Lecturer. Co-Opted to the Board in December 2004 and elected to the Board in June 2007. Served the Board for three years. Member of the Finance Committee.



Mr Reg Grimston
C.Eng, MICE

Chartered Civil Engineer. Co-Opted to the Board in March 2008, served the Board for one month. Member of the Building and Development Committee.

Would you like to become a Voluntary Board Member?

East Boro Housing Trust continually seek additional Board Members to add further skills and expertise to its existing Board of Management. If you would like information about becoming a voluntary Board Member please contact Kevin Hodder, Chief Executive, at the Trust's Head Office on 01202 883503.



I sincerely hope that you found this Annual Report interesting and informative. This year has been a busy year and one of transition that has brought the Trust:

- New housing developments that in turn enabled us to accommodate more tenants.
- New support and maintenance contracts seeing us helping people to live confidently and safely in their own homes as part of the community.
- New office premises in a town centre location with ease of access for our tenants, providing us with an excellent base with capacity for the future in the heart of the Trust's home town, Wimborne.
- A new staff structure to meet the challenges that we face today and tomorrow.
- A new Chairman whose input, assistance, and guidance has been very much appreciated throughout the year.

Chief Executive's Report 2008 In Summary

The Board of Management have been challenging, demanding and supportive, whilst the staff team have embraced the challenges put to them over the past year and we are well placed as we prepare for the future ahead. The Trust is planning more housing development, domiciliary care services, a registered home, and a subsidiary limited company. The 2007/2008 year has been a successful one in what has been achieved and in preparation for the future.



Kevin Hodder
MCIH
Chief Executive
Appointed
September 2000



Sarah Ball
MAAT
Finance Manager
Appointed
January 2008



Jackie Wright
Housing Manager
Appointed
July
2001



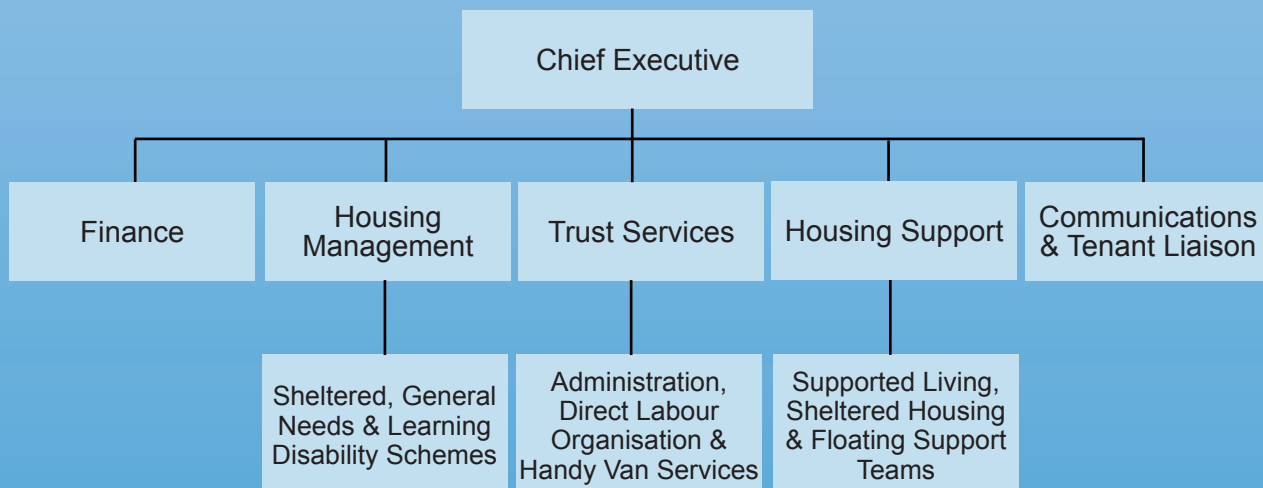
Maggie Love
Trust Services
Manager
Appointed April
2003



Mary Stepin
LDAF RMA
Housing Support
Manager
Appointed April 2003



Emily Cambrook
BA
Communications &
Tenant Liaison Manager
Appointed July 2007



East Boro Archive

Through the keyhole

Christmas 2007 marked the Trust's move from its former office premises at 62 West Borough to Faulkner House, 31 West Street, Wimborne, in readiness for the beginning of the 2008 new year. Moving to new premises in central Wimborne is a considerable milestone for the Trust, with the building being named Faulkner House, in honour of Trust Board Member, Mr Ray Faulkner.

Ray Faulkner responded to a Press Article in 1961, which asked for local professional people to help establish a voluntary Housing Trust in the Wimborne Area. A local Wimborne lady, Mrs Peggy Bartley and Friends, formed the Wimborne Area Housing Association. Ray Faulkner was a qualified surveyor with a distinguished local authority career at the London Borough of Guildford. Ray had just moved to Bournemouth where, in his own life, he lectured at Bournemouth College. He then moved full time into his own private practice, running his business and travelling the country working for large organisations, such as the Rank Group, on large planning projects, scheme design and planning appeals. This was all combined with being a father to six children and a dedicated husband to his understanding wife, Pat.

Ray Faulkner has selflessly and skillfully given 47 years service to the Trust and ensured that it has grown effectively. He has helped to guide it to the financially sound and stable position that it finds itself in today and many vulnerable people have benefited from a home and a quality of life, with good standard maintenance and support services, that may not have been there for them had Ray Faulkner not volunteered and committed a lifetime of service to East Boro Housing Trust. He is a modest man and has never sought thanks, praise or recognition for the lifetime of charitable dedication to the social housing movement within East Dorset and the surrounding area.

There is a saying that says, "If you want something done, ask a busy person." This is Ray Faulkner. A skilful and humble professional, whose enthusiasm is infectious to all around him, Ray was 38 years old when he volunteered to help a local cause. His commitment is an example that shines for all to see. The naming of *Faulkner House* is small recognition for a lifetime of voluntary service but it is a gesture of thanks from the organisation to a person who has given so much for the benefit of so many others.



Faulkner House: opened by Councillor Ray Dudman, Chairman of East Dorset District Council and Mr Ray Faulkner, East Boro Housing Trust Board Member on Wednesday 25th June 2008.

Customer Comments

From 2007 Annual Tenants Satisfaction Survey



We are very happy with the Trust overall.

I am very thankful that I am a tenant at East Boro Housing Trust.

We are more delighted than we can say with our flat and give such a big thank you to EBHT and its caring staff.

As new tenants we can only say the level of service is excellent.

We are very lucky to be so well looked after.

I would like to thank the Trust for giving me a safe and happy environment in my time of need!

I have only been here for eight months but East Boro have been very satisfactory.

I am very happy here and always have the things I need.

I am very satisfied with the way things are.



East Boro Housing Trust

Faulkner House - 31 West Street - Wimborne - Dorset - BH21 1JS

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

e-mail: **info@ebht.org.uk** website: **www.ebht.org.uk**

