

Poole Housing Partnership Ltd

Annual Report

08|09



Poole Housing Partnership Ltd
Quality Homes in Strong Communities

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Welcome

They say time flies when you're busy, and the past year seems to have flown by.

In June I had the pleasure, along with the Council portfolio holder of being presented with an award for the services provided by PHP being rated as excellent by the public sector watchdog, the Audit Commission.

This is the best possible rating and it puts us in the very top group of over 1,000 housing providers across the country. We can feel good about this assessment but what it really means is that Poole residents are receiving services that are second to none across the country

We have also been busy with the investment programme as you will see later in the report. Many more homes have had improvements carried out and residents remain very satisfied with the quality.

Once again, we engaged Priority Research UK to carry out the resident satisfaction survey. We use this feedback to improve and adapt our services to meet your needs, so thank you to all of you who completed the survey.

We would once again like to express our thanks to all those who have worked so hard over the year:

- our staff, whose enthusiasm, work rate and professionalism has been applauded by the Audit Commission. Thank you all for your hard work and support.
- our contractors and partners, delivering improvement programmes, repair and maintenance, cleansing and gardening services, as well as a range of other services.
- the hundreds of residents who have given their time, in different ways, through the resident involvement structure, to ensure the services are customer focused and meet the needs of all residents.

Thank you to everyone who has contributed to another successful year for PHP.



Bill Constance

Chairman of the Board of Directors



Joe Logan

Chief Executive

The year in pictures and numbers

During 2009 we continued to develop and improve the services we provide to our tenants based on previous reviews and tenant feedback.

Delivering decent homes and an excellent repairs service

In 2008/9 we carried out major capital improvements in over 1,880 homes at a cost of £6.6 million and we are on target to achieve decency by 2010. Our contractors, all working in partnership contracts, continue to perform excellently and resident satisfaction confirms these standards.

553
New bathrooms

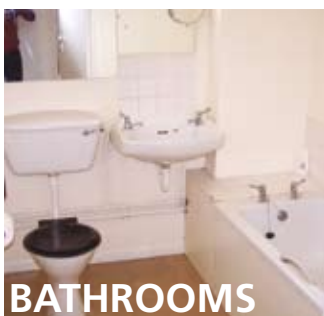
448
New kitchens



BEFORE



AFTER



BEFORE



AFTER

We are very proud of our tenant satisfaction rates:

96% satisfied with improvements made to their home

95% satisfied with response repairs service

In 2009 the gas and energy efficiency programme was completed. This means lower bills for households faced with increasing energy costs – good for residents and the environment!

During 2009 work began on further energy schemes including biomass boilers, solar panels and photovoltaic electricity generation to replace the most inefficient systems.

In 2009 the door contract was effectively completed and this has been a major factor in a significant reduction in domestic burglary across the town.

Using an improved specification all the lifts in our six tower blocks have been replaced with work finishing in 2009. Lifts now serve all floors improving access for residents when lifts are being maintained.

Working with residents, we undertook a range of estate improvements focused on reducing crime, providing play facilities and supporting strong communities.

Service standard

Leave your home clean and tidy after works.

Performance 90% satisfaction

In satisfaction survey 90% of residents feedback that contractors had kept dirt and mess to a minimum when undertaking repairs.

Customer care

Central to the ethos of PHP is putting our residents at the heart of what we do, and this means caring for our customers is a top priority. With this in mind, we always listen to all our residents' views, and when we don't get it right, we use the complaints we receive to continually improve the services we provide, and put things right when we get it wrong.

In the summer of 2007 we reviewed how we handle complaints to make sure we respond to all complaints thoroughly:

Stage 1

We will record and acknowledge any complaints received within two days. The manager for the relevant service area will then investigate the complaint in the first instance and will respond within ten working days.

Stage 2

If the complainant is still unhappy, a senior member of staff from another team will then investigate this further and respond within ten working days.

Stage 3

If still not resolved by this stage, our Chief Executive will then investigate and again will respond within ten working days.

Stage 4:

If at this stage the complainant is still not satisfied with the response, they then have the right to take the matter to the ombudsman.

Our Complaints Officer produces a quarterly report for all managers at PHP, and this shows the number and types of complaints received, what stage these have reached and the outcome (whether or not the complaint has been upheld or not). Based on this information, all team managers must then put in place measures to show how they will make changes to the service they provide to make improvements, and ensure that the same problem does not arise in the future.

To demonstrate this, we have provided two case studies that show how we have made improvements based on complaints received.

Case studies

After we introduced the new complaints procedure in 2007, we received a number of complaints about the way in which we were handling mutual exchange applications. These include:

- **The condition of the property on completion of the mutual exchange, whereby structural changes had not been identified prior to the mutual exchange going ahead.**
- **Tenants being unclear on the type of repairs they were responsible for, and those that PHP would undertake.**
- **Poor communication when tenants applied to mutually exchange in that we were not keeping tenants updated about the progress of applications, and there were some cases where staff had given inaccurate information to applicants.**

While the volume of complaints about mutual exchanges was not high (since January 2008 we received around 170 mutual exchange applications and seven formal complaints) it was decided that the nature of complaints was such that we needed to review our mutual exchange policy and how we handle applications. As part of this review, we contacted around 30 tenants who had mutually exchanged to get their views on how well, or otherwise, we had handled their application.

Based on the complaints and the feedback from tenants we now have a clear policy that sets out in detail how we will handle mutual exchange applications. We are now committed to keeping all parties informed at key stages of the mutual exchange process and we take into consideration any needs identified by all parties, such as disabled adaptations.

New working arrangements have also been implemented and all mutual exchange visits carried out by the housing officer have a building surveyor in attendance and all parties are now made aware of their repair rights and responsibilities from the outset.

How we responded to customers when they contact us was also an area that we considered needed to be improved. Following a number of complaints about staff attitude, poor communication from staff and lack of follow-up action, we undertook extensive Customer Care training for all members of staff at PHP.

All members of staff who deal with customers had to attend three half-day sessions and this was followed up by independent checks on all communication with tenants. An external company now carries out regular independent checks and tests staff on their attitude, how they handle calls and how often people calling it through to right person. Current levels of satisfaction for customer care now stands at well over 90%.

Service standard

We will respond to your letters within 10 working days.

Performance 94%

Response has improved through closer monitoring and recording performance by service areas.

We will respond to all complaints within 10 working days.

Performance 98% satisfaction

The management of complaints is given high priority. Complaints are welcomed and are seen as key learning points with all actions reported and reviewed by PHP Board and by residents on the Housing Strategy Panel.

Dealing with anti-social behaviour (ASB)

The third priority identified by tenants in the last tenant satisfaction survey was responding effectively to anti-social behaviour (ASB). To ensure that we continue to meet the priorities set by our tenants, and to enable us to respond effectively to ASB, we now have in place a dedicated **Anti-Social Behaviour Co-ordinator** and we have done a lot of work to ensure we work closer with the police and other services in Poole when responding to and tackling ASB.

The objective of this role is to co-ordinate all ASB work for PHP, including case reviews, training, benchmarking, best practice, statement taking and court work. The role also links in with our main partners, the police, ASB Team, Noise Team and Community Development team at the Borough of Poole to ensure a joined-up approach that resolves issues and amends behaviour likely to cause ASB.

Here's what our new **ASB Officer, Donna Teague**, has to say about her new role:

'I am delighted to be taking up this exciting new role. As a housing officer I have dealt with a great variety of cases and seen the need for a fully co-ordinated approach.'

Some of the measures we have recently put in place to help us tackle and respond to ASB are:

We have had two joint working days with the Police and the Borough of Poole to identify priorities for tackling ASB and to improve communication when ASB occurs. Based on the joint working days we now:

- **Set up and maintain regular meetings between PHP and the ASB Team at the Council**
- Promote services for tenants and families experiencing ASB
- **Use and promote alternative responses for dealing with ASB, such as mediation and restorative justice**
- Identify support and help for tenants and their families to prevent ASB occurring in the first place.

We have also reviewed our ASB policy and intend to implement new ways of working in the New Year. Based on this, all tenants will be clear on what to do if they experience ASB, and what they can expect if they cause it.

All of these changes have come about as a result of tenants telling us that ASB is a concern and they want us to make it a priority. Here we show an example of how we are responding to and tackling ASB.

Case study

In November 2009 Poole County Court granted PHP an Anti Social Behaviour Injunction (ASBI) with a power of arrest for an indefinite period against a tenant who had harassed an 89-year-old neighbour and her relatives, PHP staff and contractors for a number of years.

The tenant had displayed erratic and worrying behaviour on many occasions, including harassing neighbours in town, visiting the offices at PHP to make a number of unfounded complaints about staff and refusing to leave, calling the office up to 15 times a day and threatening staff and contractors.

Due to concerns about possible mental health problems, staff at PHP were reluctant to take action, and instead tried to put support in place, but as tenants need to engage with support voluntarily, this proved to be ineffective, and the tenant in question continually refused all offers of help and assistance.

We sought medical and other professional advice because of the long-term nature of the problem and the threats to neighbours, and were advised that the tenant did not have any mental health or other problems that would be unduly affected if we were to take legal action to prevent the ASB from continuing. On this advice, using numerous examples of ASB, harassment and nuisance behaviour, we applied to the court for an ASB injunction.

One of the prohibitions in the ASBI is that the tenant is no longer allowed to contact her neighbours, PHP, our agents or our contractors either in person or by telephone except in the case of an emergency or through an advocate.

This case shows that it is important to keep in mind a tenant's vulnerability but that a well-prepared case and medical back up means action can be successfully taken.



Service standard

We will achieve 55% satisfaction with the way in which incidents of anti social behaviour are handled.

Performance 77% satisfaction

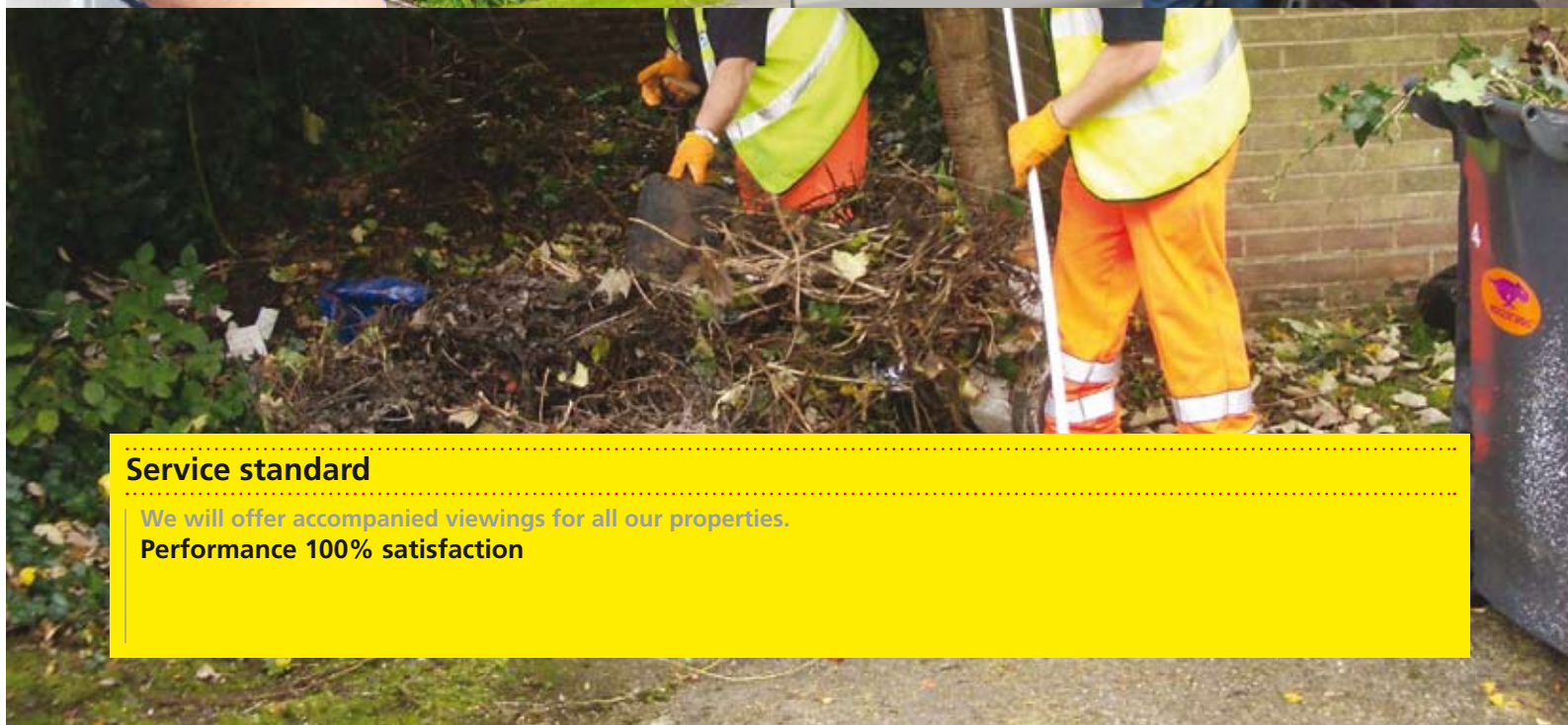
For 2008/9 this was a new standard and we are hopeful that for future years this will improve further through improved processes and procedures and additional resources being allocated to this important area.

How we spend your money

PHP is committed to making sure that all our residents get value for money for the services and goods we provide.

We continually strive to deliver efficient and effective services at the lowest cost possible, without compromising on quality.

In 2008/2009 the government set efficiency savings target of 3% for all social landlords, which equates to an actual cost saving of £241,000 for PHP, and we are delighted to report that we exceeded this target by realising actual savings of 4.5%, which equates to £361,000. By March 2010, we are on target to exceed the forecast efficiency saving of 10.3% and are committed to ensuring that we do not compromise on the quality or high standard of services we provide.



Service standard

We will offer accompanied viewings for all our properties.

Performance 100% satisfaction

Where did the money come from? Where did the money go?

£'000	06/07	07/08	08/09	Where did the money come from?
Rent income and other income	14,119	15,139	15,716	
Negative housing subsidy	(3,183)	(2,882)	(3,690)	
Interest received from investments	214	283	294	
Other	123	136	191	
Total	11,273	12,676	12,511	

£'000	06/07	07/08	08/09	Where did the money go?
Repairs and maintenance	5,038	4,517	4,692	
Managing your home	2,147	3,172	2,094	
Other services	349	44	665	
Depreciation	4,466	4,763	4,824	
Total	12,000	12,596	12,275	

Financial inclusion

The **Financial Inclusion Project** aims to raise awareness of, and help our residents to, access the different financial products and services available to them. This includes products such as bank accounts, home contents insurance, affordable credit, and free money advice.

To provide free money advice to residents we are working with the CAB and Benefits Department of the Borough of Poole. Appointments are given to help with:



Debt problems

This popular service has helped residents to reduce their rent arrears by around 10% in the first few appointments alone.

Housing benefit

Caseworker appointments.

Finance checks

This service aims to help residents maximise their income by checking they are receiving all benefits and help they are entitled to, and minimise their outgoings by looking for savings on things such as utility bills.

We work closely with the Coastal Credit Union to help residents who struggle with, or have been declined, a bank account. Coastal Credit Union also offer loans, providing a cheaper alternative to doorstep lenders.

There are many different strands to this project as we come up with more and more innovative ways to help our residents make their money go further. We are offering self-employed residents free space to advertise their businesses in our 'Your Money' magazine. We have a classifieds section on our website. We have created a 'facebook' page to reach out to residents who we often struggle to reach. We are fitting smart meters to help residents reduce their energy consumption and bills. We are comparing gas, electric and water prices for residents to help reduce their utility bills.



Coastal Credit Union review meeting

Here's how the Financial Inclusion Service has helped our tenants:

Case studies

+ £8,802.04 pa

Mr M, a 61 year old man who lives alone.

He had a stroke some years ago, which led to some physical and mental health issues. He received little support and no benefits. He had some money in the bank which he inherited and had been living off this money alone for the past few years.

A finance check was carried out which picked up on an additional £8,802.04 per year in benefits that he could claim, consisting of Pension Credit, Housing Benefit and Council Tax Benefit. Mr M was also referred to a local support group for stroke survivors and referred to our Tenancy Support Service.

An extra £15,000

Ms G booked a finance check when she received an information leaflet with her rent statement.

She was struggling to make ends meet but didn't think she was entitled to any other benefits than she was currently claiming. She decided to book an appointment anyway, just in case. She was over the moon when the CAB advisor explained about DLA and helped her to complete the application. She was even more over the moon when she was given a three-year award of higher rate DLA and a small back date. In total, for the three years, she will get around £15,000.

Creating new roles for greater support

As well as the Financial Inclusion Service, we now employ a Welfare Benefits Officer, who works with tenants to ensure that they are claiming and receiving all the financial help they

are entitled to. This service is open to all tenants, and you do not need to be unemployed to benefit, as many people in work may be unaware of money they should be claiming.

Cath Carter, our new Welfare Benefits Officer says:

*'PHP has been given funding for three years by **Scottish Power Energy People Trust** to help our residents avoid being in fuel poverty. We will use this funding to get out and about in the community, raising awareness of welfare benefit entitlement and increasing energy awareness. This is very positive for PHP tenants as it can help maximise incomes and contribute to a wider green agenda by promoting energy efficiency.'*



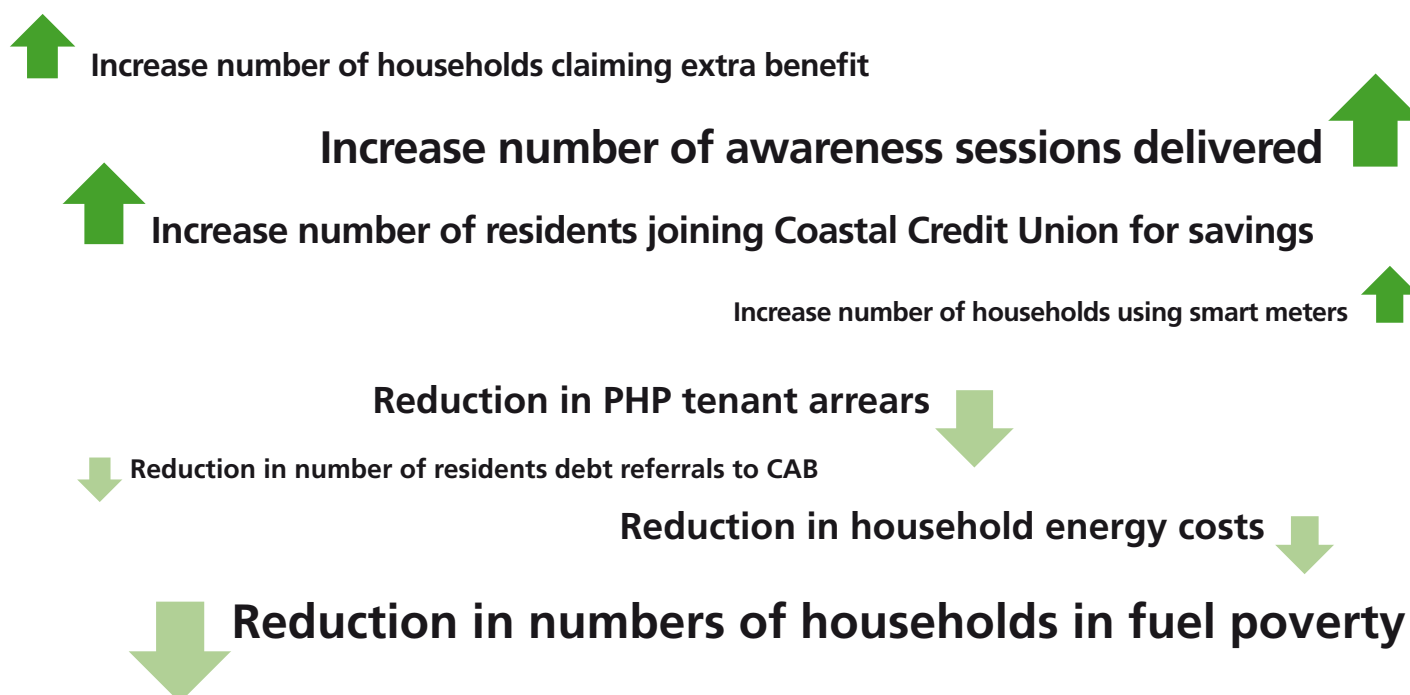
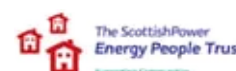
In 2010, Cath and four residents will attend an Energy Awareness Course, which will allow them to effectively advise residents on fuel usage.

to fit smart meters and signpost tenants for financial health checks.

The new post will also enable partnerships with other agencies such as Dorset Energy Advice Centre (DEAC) and help us to train local community representatives

We will also provide free welfare benefit finance checks, offer price comparisons with energy providers and trial smart meters to help our residents become more energy aware.

If we achieve what we set out to do in 2010, this will release the second year funding to continue with the project. To assess if we are meeting the main aims of the project, we will be measured against the following outcomes:



Residents' involvement

Resident involvement is central to the ethos of PHP and all our groups and decision-making forums have residents involved in them; many are resident led.

We have recently updated the Resident Involvement Compact which shows the many ways in which tenants and leaseholders can get involved with PHP, influence decisions and have a say in what happens in their communities.

Since the start of 2008, the number of residents involved in all aspects of PHP has risen from 171 to 269, which is a 2% increase. We want to encourage more residents to get involved.

Residents are involved in the following working groups at PHP:

Decent Homes	NICE scheme
Ground maintenance	Sheltered Housing Forum
Cleaning Contract	Focus on Disability
Voids (in the near future)	Service Improvement Review Board
Responsive Repairs	Resident Associations
Editorial Panel	Safer Neighbourhood Teams
Mystery shopping & tenant inspectors	Roadshows
Press Gang – young people	Annual RespectFest
Leaseholder Customer Service Panel	

At a strategic level, residents are involved in:

Housing Strategy Panel	Re-investment Panel
Board (5 local ward councillors, 5 independents and 5 residents)	Residents Panel
Sustainable Communities Sub-Committee	Options Appraisal Working Party
Housing Strategy Panel	

At local community level:

Residents have recently set up, in conjunction with staff at PHP, the

Grow Your Own Project

This promotes garden share schemes, healthy eating in schools, developing community allotments and provides training for community groups.



Service standard

We will let our properties within 28 days.

Performance – Averaged at 16 days

Working with residents we have reviewed key processes and procedure and this performance placed PHP as one of the best performing housing organisations nationally.

Tenancy support & disabled adaptations

As well as managing the properties on behalf of the Council, a key aim for PHP is to help people to settle into their homes and communities and to provide support and assistance to those who need it.

Many of our tenants require help and assistance to manage their tenancies, or require support to get around in their

homes and do day-to-day tasks that many of us take for granted, such as cooking, cleaning and getting out and about. At PHP we have two essential services that allows us to provide this type of assistance: the **Tenancy Support Service** and the **Disabled Adaptation Service**.

Tenancy support

The Tenancy Support Team comprises of the Tenancy Support Manager and three dedicated officers who provide floating support to around 60 tenants at any one time. The primary aim of the team is to help people maintain their tenancies by providing practical support to do everyday things like budgeting and paying bills, dealing with their neighbours and taking part in local events and activities.

Many of the tenants that the team work with are vulnerable and sometimes need help to develop everyday skills and

build confidence. The team works with tenants to identify what kind of help they need and provide tailored support to encourage independence and enable them to make informed choices about things that affect them and their families.

The service is available to all tenants living in Poole. We accept referrals from tenants themselves, or others acting on their behalf.

The Tenancy Support Service was inspected in the autumn of 2009 and received the Customer Service Excellence's highest rating.

In receiving this award, our Tenancy Support Manager said:

'This was a fantastic result, which ultimately has a direct effect on the services that PHP tenants are receiving. The Tenancy Support Service at PHP is the first Supporting People Provider in Poole to achieve any level 'A's in an inspection.'

The example below shows how tenancy support can benefit tenants and the difference it can make to tenants lives.

Mr X lived on his own in a three-bedroom property; he felt isolated with no contact from anyone for days. He had poor mobility and was finding the stairs a real struggle to climb every day. His garden was overgrown. He was not coping with the upkeep of his home and he was in rent arrears, with other debts that he was not managing.

His housing officer carried out a routine tenancy review visit and was concerned for Mr X and his inability to maintain his tenancy. She made a referral to the Tenancy Support Service, who visited Mr X in his home initially to assess his needs. They explained that they could draw up a support plan to address the issues that he had, and empower him towards independent living.

Through partnership working with a social worker, occupational therapist, Citizens Advice Bureau and his GP, his Tenancy Support Worker supported Mr X in addressing his debt/rent arrears issues and helped him to move into a sheltered housing scheme, where the property was adapted for his disability needs. This property was more manageable and suited to his long-term needs. He felt more socially included and now views this as his home for life. On the exit interview, Mr X commented that he was 'very pleased with the service. It is like a weight has been lifted from my shoulders. I am so much happier in my new property.'

Case study

Disabled Adaptation Service

We want to ensure that all our tenants can live as independently as possible and be comfortable in their homes. To do this, we work closely with the Borough of Poole and our contractors to make sure that everyone who needs modifications or adaptations have these carried out via our Disabled Adaptation Service.

We have a dedicated Disabled Adaptation Co-ordinator who oversees all requests and work required to help people manage in their homes.

Anyone with a disability, mobility problem or any other needs that affect their ability to get around can

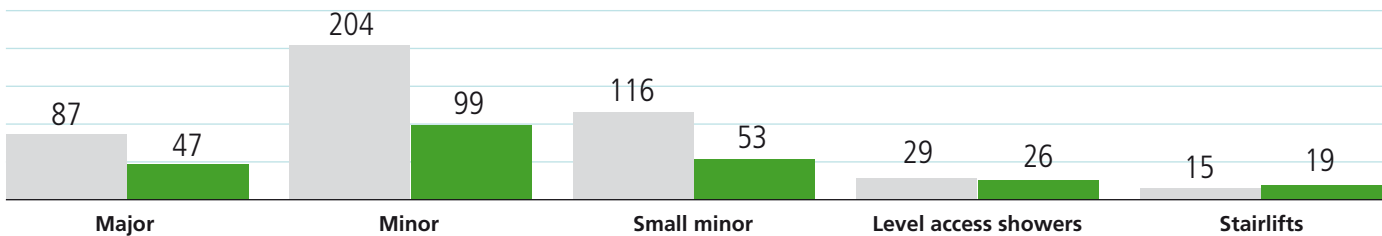
apply. When we receive an application, we will ask an occupational therapist to do an assessment to see what aids or adaptations are required and the service is available to all members of the household, so it's not only tenants who qualify.

There are different types of aids and adaptations available, ranging from minor work, which includes installing level taps, ramps and grab rails through to major work, such as level access showers and stair lifts. We can also arrange for structural work or an extension to property if there is no alternative accommodation available.

Since April 2008 to September 2009, we have undertaken the following aids and adaptations on behalf of our tenants. The two most common types of large-scale adaptation are level access showers and stair lifts, and we have shown the number of these installed in the same time period.

Disabled adaptation volumes 1/04/08 – 30/09/09

08/09 09/10 to 30/09/09



We have provided the following example to show how aids and adaptations can help people get around, live independently and enjoy their home:

Case study

Mr and Mrs Smith are visually impaired with mobility problems and live in a family sized home with their three children.

A level access shower had previously been installed to meet their needs around bathing. Mr Smith subsequently needed a wheelchair and to enable him to remain in his home a ramp was installed and a heavy-duty stairlift needed. In order to install this a wider staircase needed to be provided first. This was deemed critical by the occupational therapist and an architect led on the project, with the work ordered immediately and commencing as quickly as contractors could be organised.

In order for the works to be carried out it was necessary for the family to move to another property. We were made aware of a property in the same road, which was a holiday home. After negotiating with the landlord we arranged for them to move. This proved more cost effective than moving the family to an empty property. It also enabled them to understand the layout of the property and this was extremely important due to their visual impairment.

When the work was completed, the family moved back home and the adaptations installed have enabled them to remain in their home ensuring complete independence, with their long-term needs addressed.



Service standard

We will carry out minor adaptations within 10 working days.

Performance – average time taken was 10 days

We will carry out major adaptations within 12 working months.

Performance – average time taken was 6 months
The improved performance in terms of adaptations has come about following an overall review of the service.

Improving services

We strive to continually improve performance across the organisation. It's part of our culture and the way we do things. The result? **Improving the customer experience for all our residents.**

The Government watchdog, the Audit Commission, inspected all PHP services back in the autumn of 2008. They looked at how well we do things like repairs, customer care, access to services, tenant involvement, the local environment and providing services to diverse communities.

We got an **excellent 3 star rating** with excellent prospects for improvement. That's the highest rating there is! Pictured is PHP CEO and Council Portfolio Holder E. Atkinson receiving the award from the Housing Minister at a ceremony in July 2009.

We are now looking at the areas where the Audit Commission has said we can improve and to maintain the excellent standards elsewhere.

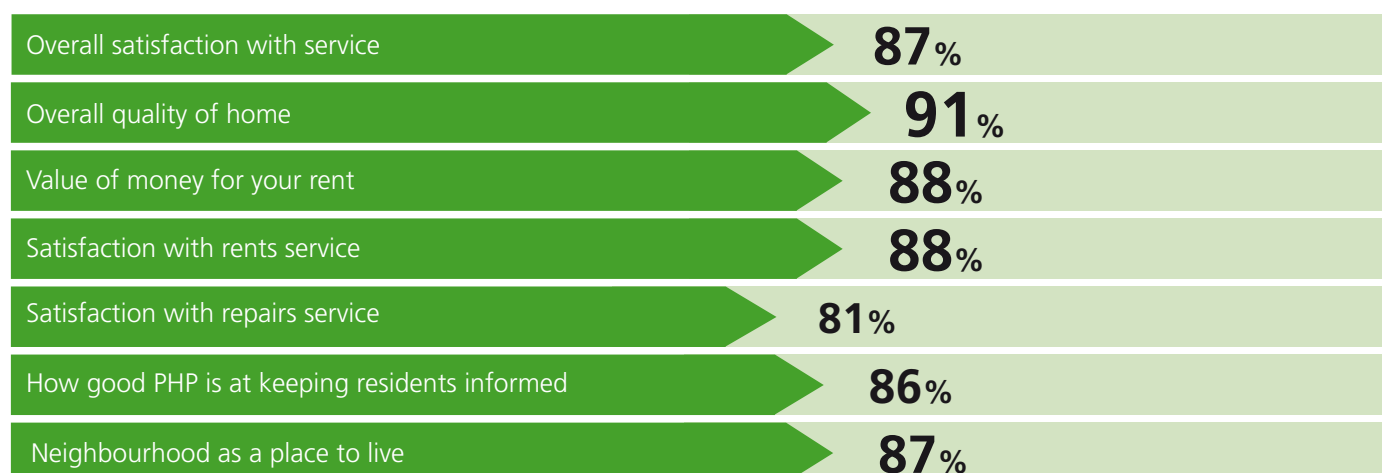


In May we were given a brand new award.

The Customer Service Excellence accreditation (which replaces the CharterMark) recognises organisations that meet the Government's high standards for excellence in customer services.

'We are thrilled to be awarded this accreditation. I am delighted that the assessors have recognised the importance that PHP puts on improving all aspects of services to our residents. It just goes to show how much we value our residents and how important their satisfaction is to PHP.' Joe Logan PHP CEO

Your views on our services taken from 2008/9 satisfaction survey:



Customer journey mapping

Another way in which we assess and improve customer care is through 'customer journey mapping'. This is a process whereby organisations can look to make improvements by understanding the customers' experiences of using services. We use this method by involving our customers directly using interviews and focus groups, as well as asking key members of staff to experience services from the customers' point of view.

One area where we used this method to successfully make positive changes for tenants was around tenancy succession.

Succession is when a tenant dies, and another member of their household is entitled to take on the tenancy. There are strict rules that all landlords must abide by in relation to succession applications, the most important of these is that there is only ever one succession of a tenancy allowed by law, and PHP has no discretion whatsoever to change this.

By looking at the rules governing succession from the tenant's point of view, we realised that we had no alternative in some cases but to ask some family members to give up their homes, following the death of the tenant where a succession had already taken place.

To overcome this, we have now introduced Discretionary Tenancies. This means that when a tenant has passed away, and there is no further right of succession, we can look into the circumstances of the remaining household to see if they are eligible for a new tenancy, either in the same, or in another PHP managed property. Not all

households will be awarded a discretionary tenancy, but it does allow us to consider it for those who meet agreed criteria with the Council, and has made it easier for some tenants to avoid giving up their homes where there is no further right to succeed the tenancy.



Customer journey mapping for ASB



What is customer journey mapping?

It's a process of tracking and describing all the experiences that customers have as they encounter a service or set of services.

It takes into account not only what happens to them, but also their response to their experiences. When used well, it can reveal opportunities for improvement and innovation. It acts as a strategic tool, to ensure every interaction with the customer is as positive as it can be.

Service standard

We will offer to attend 98% of appointments made for repairs.

Performance – 99%

This is an excellent result and has been achieved through improved joint working with main partner Signpost Services.

Customer insight

Over the past year or so, many of our tenants will have been asked to provide us with information about themselves and those living with them. We want to assure everyone that this is not because we are nosey, or we want to pry unnecessarily into peoples' lives. It's because we want to ensure that the information we do hold on our tenants, such as age, household composition and their needs, is up-to-date and, more importantly, we want to ensure that we use the information to help us provide services that are suitable and relevant to our tenants.

Using information in this way is known as 'customer insight'; this is a concept that has long been used by private companies, especially in the retail sector, whereby companies use information about their customers to sell them the things that they want.

We certainly don't want to sell you anything, but we do want to understand what you need and want from PHP as a landlord, and make sure we don't waste money on services that are not relevant.

The 'core' information we collect, and have been updating recently, is:

Age

Household composition

Needs and disabilities

Contact preferences

i.e. how do you want us to contact you

Ethnicity

Where it has a direct effect on the service we provide, we also collect information on **faith** and **sexuality**, but we don't want to be intrusive, so we only collect this if *you think* we should know about it.

Examples of where we have used this information are:

To identify where our older residents live, so that we can understand the likely demand for care and support services.

We have produced a report showing where the tenants with young families and young adults live so we can target children's activities and other relevant activities and facilities in these areas.

To help us plan our fundays, using area profiles for all the areas where we manage houses.

We will target road shows in the New Year for education; training and employment services in the areas where we know our younger adults and school leavers live.

We can contact you in a way you prefer that meets your needs, for example if you need large print or audio CDs when you receive letters or communication from us.

We gather information on needs and disabilities so we can target services appropriately.

We haven't yet gathered information for all our 4,600 tenants, and we may be in touch in 2010 to ask you to provide us with information and to check that what we hold is accurate.

To help us with this, we also ask all tenants to let us know if their circumstances or household changes, for example, if you experience health problems that make it difficult for you to manage, or someone moves out or into your home.

Service standard

We will ensure that you receive at least four At Home magazines a year.

Performance – achieved

In overall residents' satisfaction survey 78% of residents fed back how valuable At Home was as a source of information.



The environment

PHP is committed to taking on board environmental concerns and ensuring that the services we deliver and our working practices minimise the impact on the environment wherever possible.

Chief Executive, Joe Logan, says:

The pressing environmental challenge is climate change and reducing the amount of carbon dioxide (the main greenhouse gas) released into the atmosphere. In addition, residents are paying more and more for rising energy costs. At PHP we aim to address both these issues as much as we can. We have already put in place a number of measures to reduce the impact on the environment and have other plans in the pipeline, which include:



Powerdown plugs:

These automatically turn off all devices linked to your PC, such as printers and scanners, when you shut down your computer and are available to all residents on request. We regularly advertise the availability in *At Home* and on our website. They can also help save money and reduce fire hazards in the home.

Free energy saving light bulbs:

All light bulbs in empty properties are fitted with these and all new tenants are given a supply when they sign up for their tenancy with us. Residents can also pick up free bulbs at our offices.

Changes at the office:

We have implemented a number of changes in our office at Beech House to ensure we are energy efficient and have dedicated members of staff who ensure that we all comply with the simple things that make a big difference, such as shutting down all equipment when it's not in use and switching off lights.

10:10 Campaign:

We have signed up to the 10:10 Campaign with the Council, designed to ensure that we reduce our carbon footprint on the environment by 10% in 2010.

Biomass project:

We are set to implement new ways of heating our high-rise properties by using available wood waste.



Biomass boiler system control panel



Energy saving lightbulbs available from the PHP offices



Biomass wood pellets

Service standard

We will carry out an estate inspection every 6 months with local resident representatives and key partners.

Performance – 100% complete

Estate inspections have been a key way for us to monitor standards and address issues on estates. The inspection process has proved very successful.

Leaseholders

PHP manages around 540 leasehold properties and we are committed to ensuring that those living in leasehold properties receive the same high standard of services that our tenants have come to expect.

We regularly assess leaseholder satisfaction with the services we provide on their behalf, and the rate of satisfaction is currently 68%, which is 10% higher than the national average.

We have recently reviewed our Leaseholder Handbook that provides information and advice on leaseholder services. We also have a leaseholder forum that meets quarterly, and we intend to review this early in 2010 to ensure it meets leaseholders' requirements and expectations.

We offer our leaseholders a range of ways to pay their service charges that suit their circumstances, and we now offer gas safety checks at favourable rates from our approved contractors.

68%
Satisfaction

**10% higher than the
national average**

540

leasehold properties currently
managed by PHP

