

We will make this information available in other languages, Braille, large print or other formats on request.

Arabic

سوف نقوم بتوفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بتسويات أخرى عند طلب ذلك.

Bengali

আমরা এই তথ্য অনুরোধ করলে অন্যান্য ভাষা, ব্রেইল, বড় হরফ বা অন্য ফর্মেতে পাওয়ার ব্যবস্থা করব।

French

Nous proposerons ces informations dans d'autres langues, en Braille, en gros caractères ou dans d'autres formats sur simple demande.

Hindi

आग्रह मिलने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में उपलब्ध कराएंगे।

Kurdish Sorani

ئەگەر داواکریت، دەتوانین ئەم زانیاریانە بە زمانەکانی تر، بە بریل (شیوازی نووسینی نابینا)، بە چاپی پیتی گەورە یان بە شیوازی تر، دا بین بکریت.

Polish

Na żądanie udostępnimy te informacje w innych językach, wydrukowane dużą czcionką, napisane pismem Braille'a lub w innym formacie.

Punjabi

ਬੇਨਤੀ ਮਿਲਣ 'ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਉਪਲਬਧ ਕਰਵਾਂਗੇ।

Russian

Мы сделаем эту информацию доступной на других языках, в виде шрифта Брайля, широкоформатной распечатки или, по требованию, в других форматах.

Simplified Chinese

本信息能够按需求以其他语言、盲文、大印刷体或者其他格式提供。

Traditional Chinese

本資訊能夠按需求以其他語言、盲文、大印刷體或者其他格式提供。

Urdu

درخواست کرنے پر ہم یہ معلومات دیگر زبانوں، بریل، بڑی چھپائی یا دیگر بناوٹوں میں فراہم کر دیں گے۔



Tenants

Annual Report 2010

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Part of the **Fabrick Group**

Tenants Annual Report 2010

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Mike Carr
Chair
Erimus Housing



Chris Smith
Managing Director
Erimus Housing

Welcome to the summary of our Tenants Annual Report.

This is our first report to you and we would like to continue to improve the information and the way in which we provide it. A more detailed report is shown on our website at www.erimushousing.co.uk or a paper copy can be requested (contact details are at the end of this summary).

The Tenant Services Authority (TSA), our regulator, has launched six National Standards designed to help improve the services provided to you.

In addition to the six National Standards, the TSA says that we must develop Local Offers based on what our tenants want. We must ask you what you want, inform you of how we will put these Local Offers in place, and ensure they are in place by 1 April 2011.

Further detailed information on the National Standards and how they were set by the TSA can be found at www.tenantservicesauthority.org.

We have already done a lot of work over the last year to see how well we meet the National Standards, however, we recognise that there are areas where we still need to improve.

A number of consultation events with tenants have helped us to develop some suggested Local Offers and we published these in the summer edition of the tenants'

newsletter, InSight. Tenants were invited to give feedback on these so that final offers could be agreed.

We have worked with tenants to develop this report and have included information which they say is important.

Currently, the Resident Regulators and Residents' Panel are given details of our performance on a quarterly basis. However, we recognise that the way in which tenants are involved in the monitoring of our performance on everything we do can be improved. We will therefore be inviting those tenants who are interested, to work with us in developing a way of monitoring performance in order to achieve this. As part of the framework, future reports will include performance information that shows how well we are meeting the requirements of the six National Standards set by the TSA and the Local Offers set by tenants.

A full performance information report was provided to all tenants in the June 2010 issue of the InSight newsletter, therefore we have not repeated it in this summary report or the detailed report. References to surveys throughout the report refer to the Status Survey (tenant satisfaction) which was carried out in 2009.

We hope that the information is interesting and look forward to receiving any feedback from you on how we can improve the reports for the future.



Offering tenants a choice in services they receive

How well are we doing?

We have asked customers what matters to them when they request services, especially those services that they pay for.

How are we going to improve?

We will continue to consult with tenants in order to develop a range of choices available to them.

Deliver services that meet the needs of our customers

How well are we doing?

8 out of 10 customers surveyed were happy with the way we delivered services.

This places Erimus Housing in the top performers when compared to other housing providers.

7 out of 10 of our tenants felt that we took their views into consideration.

How are we going to improve?

We will continue to work with tenants

to review our policies and the way we deliver services.

Communicating with tenants

How well are we doing?

We currently use newsletters, a website, consultation events, area forums and the Residents' Panel for this.

How are we going to improve?

We will continue to look for new ways to consult with you and share information.

We will ask you how you would prefer to receive information from us.

Tenants are able to scrutinise our performance

How well are we doing?

Our Residents' Panel, area forums and Resident Regulators all receive performance information, and performance is also reported in tenants' newsletters.

How are we going to improve?

We will consult with tenants to find out

what performance information they would like to see.

We will continue to train and build the confidence of those tenants who wish to be involved in scrutinising performance.

Deal with complaints and any other feedback promptly, politely and fairly

How well are we doing?

The average time to deal with a complaint is 12 days.

8 out of 10 of our tenants found that the staff member they had contacted was able to deal with their issues.

Nearly 8 out of 10 of our tenants said that they were "very satisfied" or "fairly satisfied" with how their enquiries were dealt with.

How are we going to improve?

We will use all feedback to improve our performance and service delivery to tenants. We will report back to you how we have changed our services as a result of your feedback and on how satisfied tenants are with our services.

National Standard 2

The Home Standard

Your homes will be warm, weatherproof and have modern facilities

How well are we doing?

All of our properties exceed the Decent Homes standard.

Our properties have high energy efficiency ratings.

This places us in the top performers when compared to other housing providers.

Almost 9 out of 10 of our tenants surveyed were satisfied with the quality of their home.

How are we going to improve?

We will complete our 30-year planned works programme to ensure our properties remain above the Decent Homes standard.

We will aim to increase the number of tenants, when surveyed, who say they are "very satisfied" with the quality of their home.

Provide a cost-effective repairs and maintenance service that meets your needs and offers choice to you

How well are we doing?

We now make appointments that are convenient for you.

We aim to carry out repairs correctly first time.

The average time to complete a repair is 5 days.

9 out of 10 of our tenants surveyed have told us that they were satisfied with our repairs service.

How are we going to improve?

We will ensure our workforce is trained in more than one skill to enable more repairs to be carried out by one person in one visit.

We will make sure that the average time it takes us to complete repairs is among the top performing housing providers.

We will meet all health and safety requirements for our tenants

How well are we doing?

Gas and electrical safety checks are carried out before all new tenants move in.

Gas safety checks are carried out on all of our properties, and last year there were only 13 out of over 8,500 properties where we could not gain access and legal action was taken to get the tenant to allow access.

How are we going to improve?

We will continue to raise awareness of the importance of gas servicing to ensure all properties are accessed.

We will improve the way we carry out fire risk assessments and develop personal evacuation plans for tenants in properties with shared entrances.



National Standard 3

Tenancy Standard



Applicants are housed in properties which meet their needs

How well are we doing?

Our Homechoice service helps applicants access housing that meets their needs.

8 out of 10 customers were satisfied with the overall lettings service we provide.

We work with partners to ensure that communities are sustainable, and monitor the reasons why people refuse or leave their properties.

How are we going to improve?

We will consider the benefits to our tenants of participating in national schemes to address housing need, e.g. the National Mobility Scheme.

We will look at why some of our

customers are not happy with the lettings service and make changes where possible.

We will ensure future housing schemes continue to offer a range of tenure types in order to address the housing needs of applicants for housing.

We will ensure that the best support services are in place for vulnerable tenants.

Make sure we make best use of the properties we have available

How well are we doing?

The average time it takes us to relet our properties is 24 days.

This places us in the top performers when compared to other housing providers.

How are we going to improve?

Some property types in some areas are proving more difficult to re-let. We will consult with tenants on changes to lettings policies for these; for example where needed, we may look to lower the age limit for particular properties.

Charge rents in line with the framework set out within government policy and guidelines

How well are we doing?

All of our rents are set in accordance with government guidelines.

How are we going to improve?

We will improve the information provided to our tenants about rents and service charges.

National Standard 4

Your Neighbourhood and Community



We will ensure neighbourhoods and communal areas are maintained to a high standard

How well are we doing?

Regular estate and property inspections are carried out.

How are we going to improve?

We will train interested tenants to inspect areas and tell us how well we are doing.

We will compare how we are doing against other housing providers to make sure our tenants are getting a high standard of service.

We will work in partnership with other housing providers to help promote social, environmental and economic wellbeing

How well are we doing?

We are meeting with other landlords to agree common standards.

We are committed to providing apprenticeship places.

Last year, our Tandem advisors assisted 764 Erimus Housing tenants to access additional income.

How are we going to improve?

We are looking at reducing our carbon footprint and developing a way of making us more environmentally friendly.

We are exploring ways of employing local labour whenever we can.

Tenants have told us that they want us to take effective action to stop anti-social behaviour (ASB)

How well are we doing?

We work with police, local authorities and other agencies to tackle ASB

Last year we:

- Issued 636 warning letters
- Gained 3 anti-social behaviour orders

- Evicted 6 households demonstrating that we take ASB seriously.

We have reduced the amount of time it takes us to deal with ASB.

Our recent tenants survey showed that 9 out of 10 tenants reporting ASB were satisfied with the service.

How are we going to improve?

We are looking at how we can develop a victim and witness support service.

We are looking at the possibility of providing a 24-hour response service to ASB.

We will aim to increase the number of people who, when surveyed, say they are "very satisfied" with the ASB service.

Gain a better understanding of the most cost effective courses of action to resolve ASB.

National Standard 5

Value for Money

We must make sure that we provide value for money in everything we do

How well are we doing?

8 out of 10 tenants surveyed told us that they thought their homes, for the rent they paid, were value for money.

How are we going to improve?

In the future, we will publish information about how our rents and all of our other costs compare to similar housing associations.

We will explore ways to involve our tenants more when we buy services in, particularly where we are going to make a charge to tenants for them.



National Standard 6

Governance and Financial Viability



The Company has to be accountable to its tenants

How well are we doing?

We have a Board and Committee that ensures we deliver our commitments to you. The Board includes tenant Board Members.

We have Resident Regulators who regularly attend Committee meetings.

How are we going to improve?

We will regularly review our governance arrangements to ensure that they remain fit for purpose.

We will consult and strengthen the arrangements for tenant regulation and scrutiny of performance.

As a business, we have to be financially secure

How well are we doing?

Our annual accounts show that the Company is doing well.

How are we going to improve?

We will continue to review our budgets and ensure that we make savings where we are able to.

Feedback Request Form

Your views are important to us. We would be grateful if you could take a few minutes to complete and return the following section to:

Erimus Housing, Business Support Team,
4th Floor, Centre North East, 73-75 Albert Road,
Middlesbrough TS1 2RU

Name:

Address:

Postcode:

Tel:

Email:

This will help us improve next year's report to you.
Thank you.

If you return the completed form by 30 October 2010, you will be entered into a free prize draw for the chance to win a £50 voucher to spend at a store of your choice.



1. How well did this report provide information that was of interest to you?

Please score between 1 and 5, where 1 is the least and 5 is the highest

1 2 3 4 5

2. Please tell us what you found of interest and what you found of no interest

3. How do you think we can improve the Annual Report to Tenants and in what format would you prefer to receive the report, eg paper report within the tenants' newsletter or access through Erimus Housing's website?

4. In what areas of performance do you think we need to improve? (Please list up to 3 suggestions and say why)

If you require a full copy of the report and cannot access the website at www.erimushousing.co.uk please telephone us on: Freephone 08000 461600