



NEW PROGRESS

HOUSING ASSOCIATION LIMITED

ANNUAL REVIEW OF THE YEAR **2008/09**



Welcome to the 2008-09 Review of the Year. This review celebrates our achievements over the last year and looks at our performance in many key areas.

Over the past year we have:

CREATED MORE HOMES BY...

- Developing 61 new properties. This means that over the last four years we have invested £26m in developing 185 new properties.

IMPROVED YOUR HOMES BY...

- Investing £171,236 in 458 aids and adaptations for people with disabilities to help them with their day-to-day living.
- Investing over £6million in repairs and improvements to our existing homes.

IMPROVED YOUR COMMUNITIES BY...

- Helping ten tenants gain a City and Guilds Level Two Certificate in Supporting Youth Work by running a free training course with Runshaw College. This qualification will not only improve their career prospects but will be a huge benefit to young people living in our communities.
- Helping to establish new residents' associations within our communities and supporting existing groups, by providing funding, publicity and training for residents.
- Launching a good neighbour award scheme to recognise the positive impact tenants make in our communities. The winner was Dorothy Houston of Martinfield Road, Penwortham.

- Winning a prestigious award – our Tenancy Enforcement Team was awarded a commendation by Lancashire Constabulary in recognition of its exceptional commitment to community safety. This award further reinforces our reputation as a key player in improving community safety.

IMPROVED YOUR SERVICES BY...

- Working towards The Centre of Housing and Support (CHS) accreditation, as part of our commitment to continuous improvement and to providing a quality service to our sheltered residents.
- Recruiting more tenant inspectors who are regularly involved in mystery shopping exercises to measure the performance of our services. Their feedback is then used to make service improvements and shape future service delivery.
- Helping a team of five New Progress cleaners to work towards obtaining NVQs in Cleaning and Support Services (Building Interiors), awarded by Preston College.
- Holding a series of roadshows in the areas that we work, to find out what tenants like about living in their neighbourhoods and what we can do to make them better.
- Expanding our Control Centre team to ensure that we can provide an excellent service to almost 10,000 emergency and sheltered housing Helpline and Lifeline connections. These services enable thousands of customers to keep their independence by having the reassurance that help is at hand should they need it.

- Achieving the Customer Service Excellence award which covers all areas of our customer service.
- Agreeing a Community Investment Fund of £1.5m across the Group, of which £600,000 will be spent in the communities in which New Progress has homes.
- Achieving the Telecare Service Association's Part Two Accreditation. Our Control Centre services enable thousands of customers with Lifeline alarms, and tenants of sheltered schemes, to keep their independence.

Bernie Keenan
Managing Director

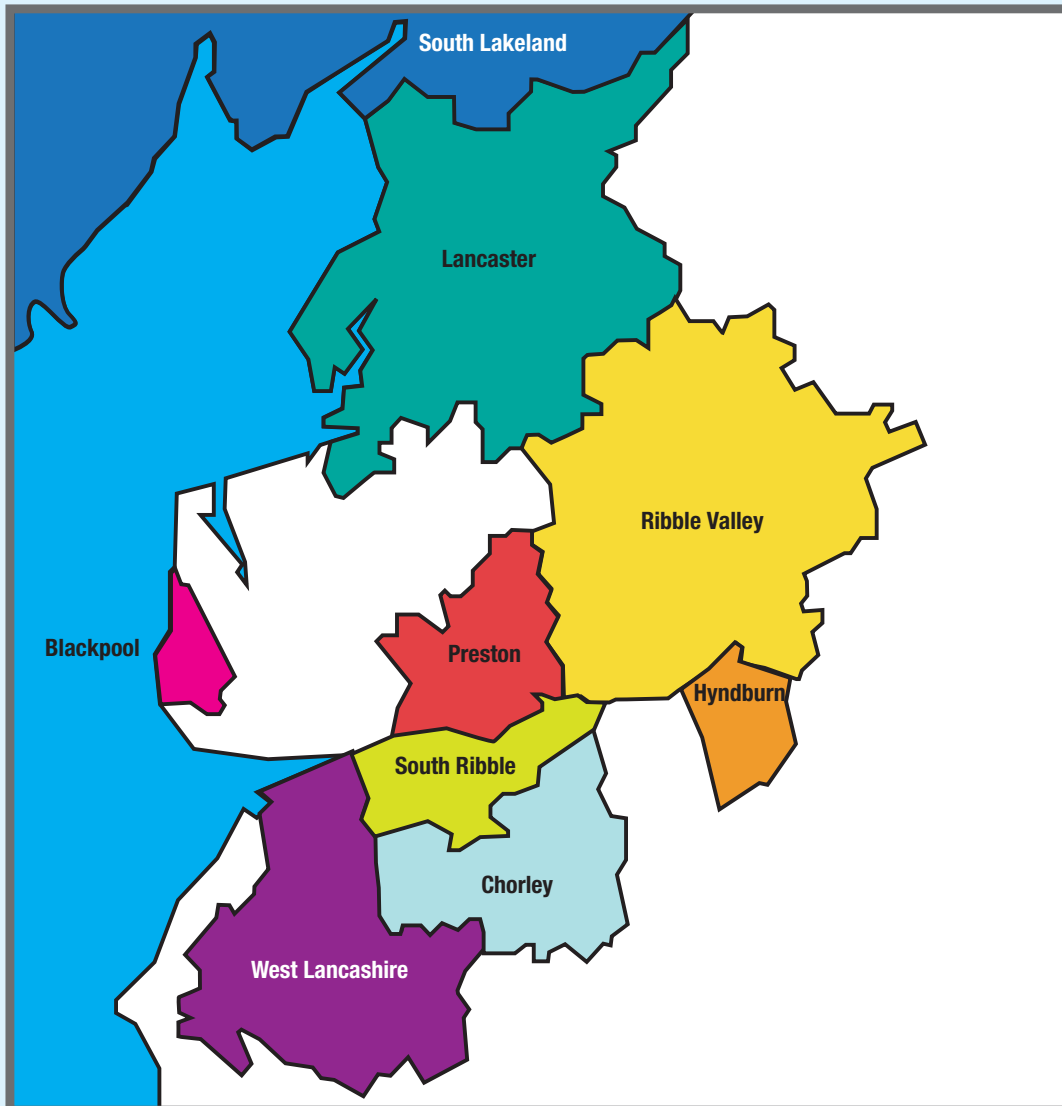


NUMBER OF HOMES

At 31st March 2009, we owned and managed 3,980 properties throughout the North West.

General Needs Housing	2,713
Sheltered Housing	950
Supported Housing (eg temporary housing for homeless people)	32
Shared Ownership Housing	44
Market Rented Housing	27
Other Properties (eg leased housing, non-social housing)	214
Total	3,980

WHERE ARE OUR HOMES?



REPAIRING AND IMPROVING YOUR HOMES

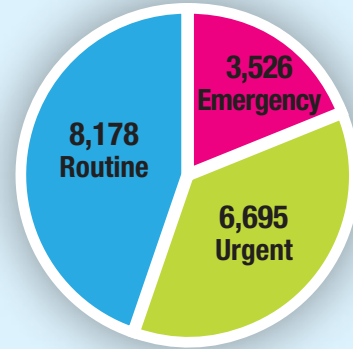
During the year we spent over £6m on repairing and improving homes. Here's a breakdown of how the money was spent:

Responsive repairs. Day-to-day repairs requested by tenants.	£2,019,216
Planned maintenance and Improvements. Bathrooms, kitchens, heating systems, electrical wiring, etc.	£2,373,236
Cyclical maintenance. External painting, gas servicing, fire alarm maintenance etc.	£1,000,981
Maintenance of empty homes. Cleaning and minor repairs to empty homes.	£446,021
Aids and adaptations. Ramps, lever taps, level access showers, handrails etc	£171,236

PLANNED MAINTENANCE AND IMPROVEMENTS COMPLETED IN 2008-09 **No. of Properties**

New Kitchens	118
New Bathrooms	38
Electrical rewiring	137
New Heating Systems	196
Replacement Roofs	10
Replacement Windows	61
External Painting	950

NUMBER OF REPAIRS COMPLETED IN 2008/09



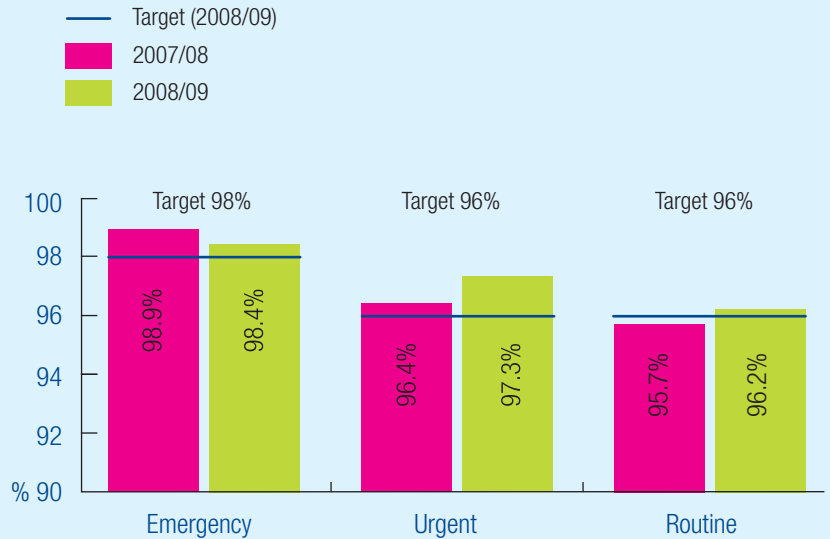
We completed 18,399 responsive repairs in 2008/09 compared to 16,018 in 2007/08

% OF REPAIRS COMPLETED ON TIME

A repair is classed as an 'emergency' if there is a risk to the health or safety of the residents or it causes serious discomfort to them, or if there is a risk of serious damage to the building.

A repair is classed as 'urgent' if it causes significant discomfort to the residents or is likely to cause further damage to the building.

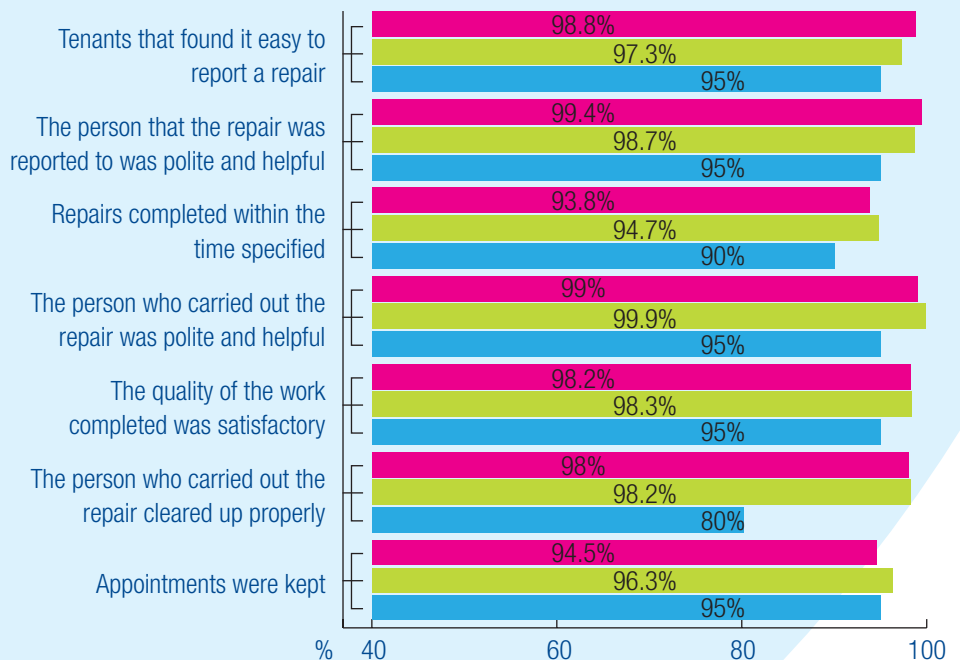
A repair is classed as 'routine' if it can wait to be completed without causing significant discomfort or inconvenience to the residents and without causing any further damage to the building.



REPAIRS – YOUR VIEWS

1,507 repairs reply forms were returned to us in 2008/09 where repairs were carried out. This compares to 1,225 in 2007-08.

■ = 2007/2008
■ = 2008/2009
■ = Target (2008-09)



ADAPTING HOMES

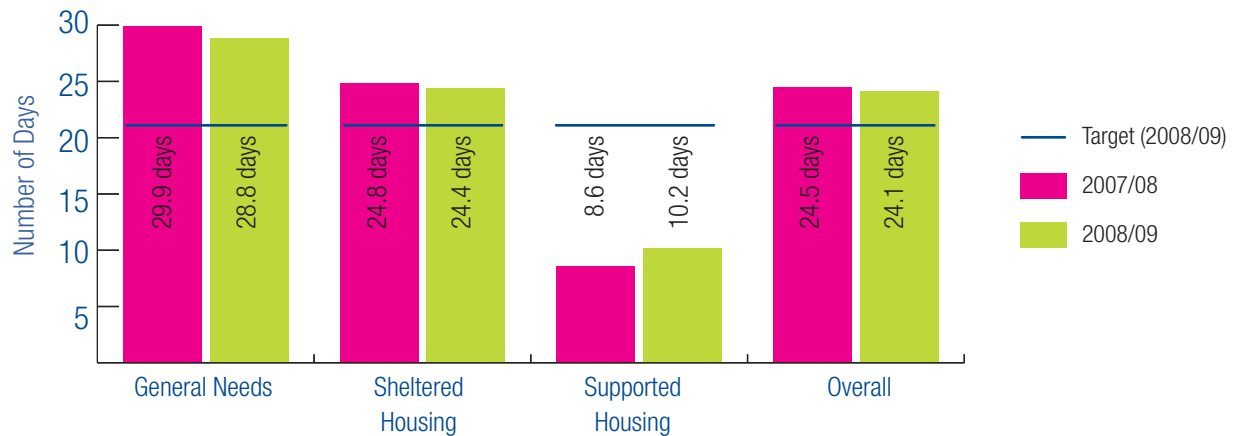
Every year we set aside a budget to provide aids and adaptations to make it easier for tenants with a disability to live in their homes.

	2007/08	2008/09
Number of aids and adaptations completed	302	458
Cost of aids and adaptations completed	£174,151	£171,236

LETTING HOMES

Last year, we let 275 general needs homes and 187 sheltered homes to new tenants. When a tenant moves out we aim for a new tenant to move into the property within 21 days. On 31st March

2009, 17 properties were empty and available to let whilst a further seven properties were empty and unavailable to let because they were awaiting improvement works.



COLLECTING RENT

This year we aimed to reduce the rent owed to us by current tenants to £3.00 of every £100 of rent, and to less than £2.60 of every £100 for former tenants. As you can see from the chart below, we achieved our target for current tenants but we narrowly missed our target for former tenants.



These figures exclude Housing Benefit owed to us at 31st March 2009.

We invest every penny of rent collected back into your homes, communities and services. If you get behind with your rent and fail to keep to a payment agreement, we may have to take legal action to collect the money owed.

The table below shows the legal action taken by us in 2008-09 compared to 2007-08.

	2007-08	2008-09
Applications for possession of a property	304	355
Notices of Seeking Possession	601	707
Evictions	39	32

Applications for possession of a property –

A Possession Order is granted to a landlord by a court if the landlord can demonstrate a good reason or reasons for the order. The order, will usually tell the tenant that unless they keep up with their payments they must leave the property.

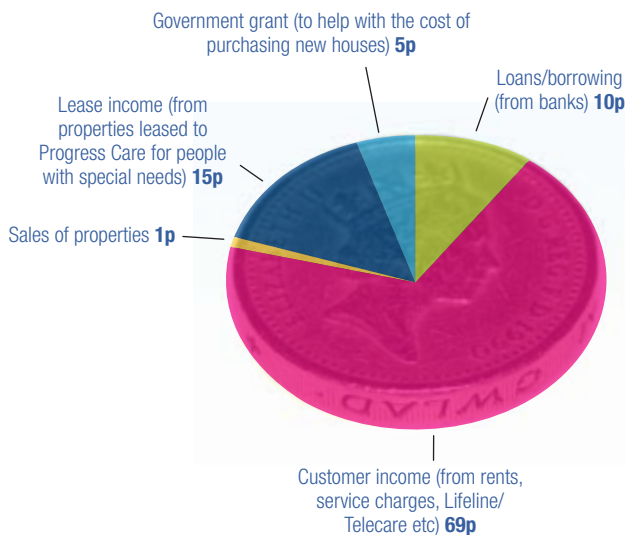
Notices of Seeking Possession – This is a legal notice from the landlord giving the tenant 28 days notice of the landlord’s intention to start Court proceedings to seek possession of the property.

Evictions – This is a legal process to remove a tenant from their home.

COLLECTING AND SPENDING MONEY

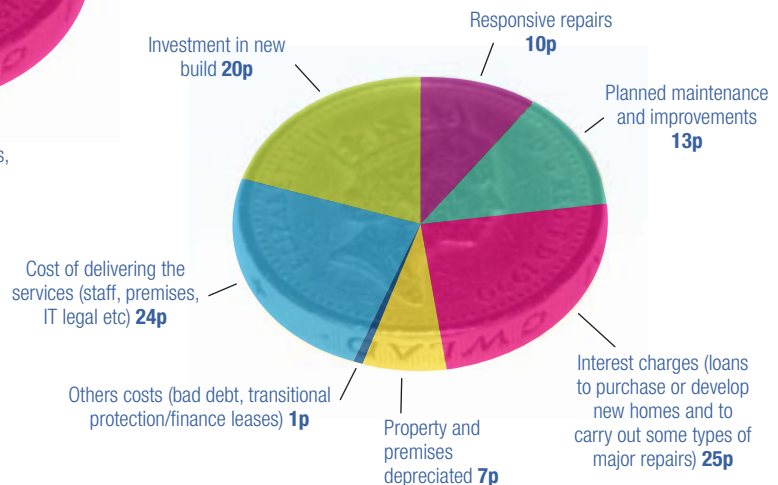
Money collected

This chart shows what every £ paid to us is made up of.



Money spent

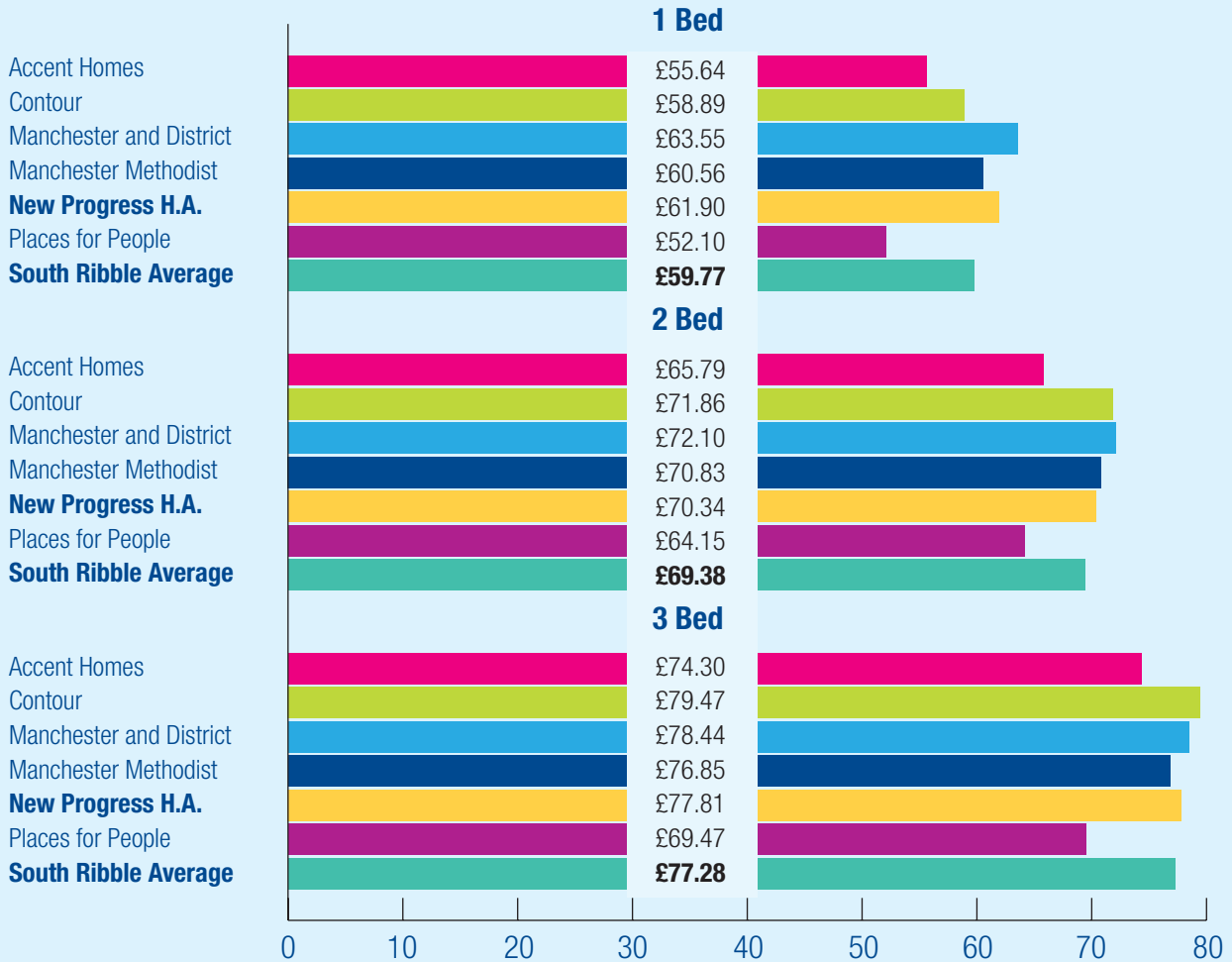
This chart shows how every £ was spent.



COMPARING RENT LEVELS

The charts below show how our average weekly rents compare to other housing association properties in the South Ribble area. This information

is taken from the Tenant Services Authority's guide to rents in South Ribble for 2008-09.



These figures are average rent levels (excluding service charges) at 31st March 2009.

TACKLING ANTI-SOCIAL BEHAVIOUR

In 2008/09, we received 619 complaints of anti-social behaviour (ASB). We referred 16 cases to a mediation service which resulted in four cases being resolved without us having to take legal action.

	New Progress	National Average
Number of complaints per 1000 homes	164.7	104.7
Customer satisfaction with service	91.5%	81%

The number of ASB complaints that we received last year is above the national average. We believe that this is a result of our increased activity to tackle ASB and that people are more confident in the action we take.

91.5% of customers making a complaint were satisfied with the service, which is much higher than the national average.

CUSTOMER SERVICES AND CONTROL CENTRE

The number of incoming calls received by our Customer Services Team in 2008-09 was 71,637; this compares to 55,982 in 2007-08.

The Customer Services Team aims to answer 85% of calls within 20 seconds. They have hit this target for the second year running with 89.6%.

Our 24-hour Control Centre handles all Lifeline and out-of-hours repairs calls. The Control Centre answered 89.7% of calls within 30 seconds this

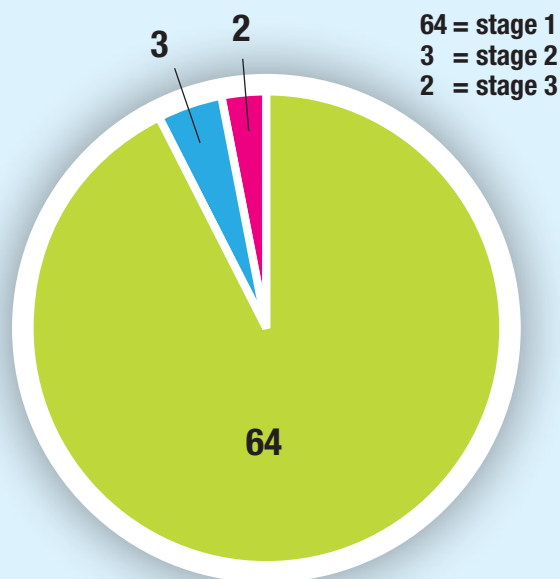
year. This compares to 93.8% last year which is a slight decrease. However this figure is still above the target of 78%.

The Control Centre answered 96.1% of calls within one minute. Again this sees a slight decrease from last year's figure which was 97.7% and we failed to hit our target of 96.5%.

COMPLAINTS AND COMPLIMENTS

We received 69 complaints this year and 38 compliments. Of the 69 complaints received 64 were resolved at the first stage of the formal

procedure. We answered 94.2% of complaints within target. The chart below shows the breakdown of complaints resolved at each stage.



OUR COMPLAINTS PROCEDURE

- Stage 1** Customer – Formal complaint made
New Progress – Response to complaint
- Stage 2** Customer – Not satisfied with Stage 1 response
New Progress – Further investigation by relevant line manager
- Stage 3** Customer – Not satisfied with Stage 2 response
New Progress – Feedback Panel Meeting to discuss the complaint
- Stage 4** Customer – Not satisfied with Stage 3 response can contact the Housing Ombudsman Service, an independent service dealing with complaints against landlords



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