




**FORDER LANE HOUSE**  
REGISTERED CARE HOME

South Devon Rural Housing Association  
Registered Office: South Devon House, Babbage Road, Totnes TQ9 5JA  
T. (01803) 863550 F. (01803) 863685

An Exempt Charity Registered with the Registrar of Friendly Societies No 14949 and The Tenant Services Authority No. LH0920.



## Introduction from the Chief Executive

Welcome to this year's annual report. In this report, we have 3 aims:

- to set out how we provide services to you, and meet the standards set by the TSA
- to report how well we are performing
- to identify the ways in which you can comment on our procedures and our performance, and influence how SDR is run

We will also give feedback on comments, suggestions and complaints from tenants and service users.

I hope you find our Annual Report interesting, and that it encourages you to get more involved with the way SDR is run. If you would like to contact me personally to discuss anything in our report, please feel free to email me on:

[steve@southdevonrural.com](mailto:steve@southdevonrural.com)

I can also be contacted by telephone on 01803 863550.

A reminder of existing communication routes and ways to get involved we have already set up:

[consult@southdevonrural.com](mailto:consult@southdevonrural.com)

a dedicated consultation e-mail address

[consult@](mailto:consult@) - a matrix of tenants and stakeholders who receive policies and procedures on which to comment upon as part of our consultation and tenant involvement strategy. (Where they have said they wish to do so)

[feedback@southdevonrural.com](mailto:feedback@southdevonrural.com)

a dedicated e-mail address which goes out on all association e-mails inviting feedback from anyone with whom we communicate

**STATUS Surveys** – these are annual surveys which the association carries out to gauge satisfaction with the services it provides. The results of which are reported to the board, used in management meetings and published in SDR newsletters.

**Repairs satisfaction surveys** – Repairs satisfaction surveys – for every repair the association carries out the tenant will receive a satisfaction slip to return in a pre-paid envelope giving their view on the repair service provided by both the association and contractor.

**What you want surveys** – an annual survey of tenants giving their views on what is important to them for forthcoming years. The results of which influence the Association's investment plans. Grounds Maintenance Annual Satisfaction Surveys to measure the level of tenant satisfaction with the grass cutting and grounds maintenance service provided by our contractors.

**Regular site inspections** – Our Housing Officer makes regular inspections of our housing schemes to ensure they are maintained to our expectations and standards – residents are invited to accompany the Housing Officer on these inspections should they wish to do so. You may also contact us by telephone on 01803 863550 and ask to speak to me or any member of staff on this matter.

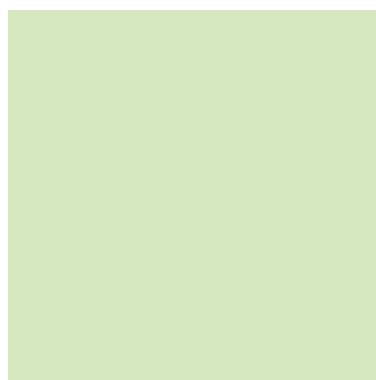
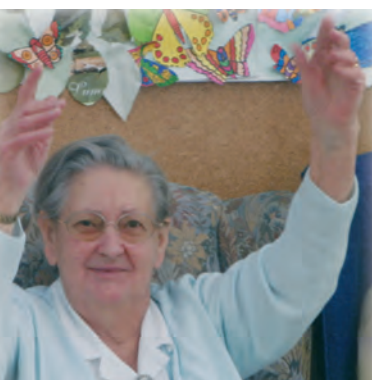
### Tenants on the Board

The Association has, for many years, had two places available on the Board of Management, reserved for tenants of the association. Tenant Members are voted onto the Board by tenants and are subject to the normal selection criteria for Board Members. The next tenant elections take place in 2012.

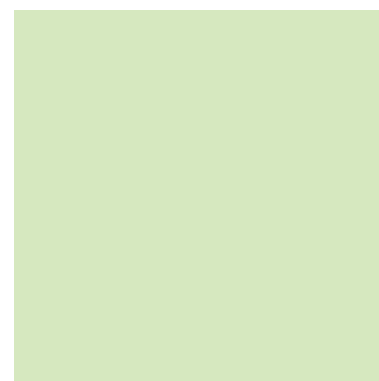
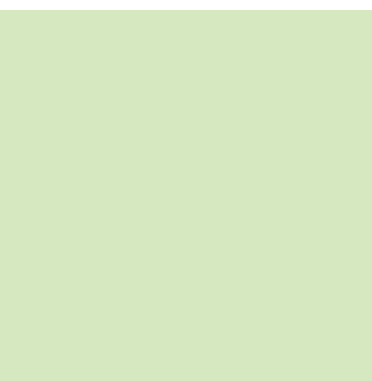
With best wishes  
**Steve Prime**, FCMI FCIH Chief Executive

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Garden Party at  
Forder Lane House





## Our Service Standards

The new regulatory framework requires SDR to include in our Annual Report how we are meeting the TSAs regulatory standards, which relate to:

- Tenant involvement & empowerment - service standards & choice
- Home - repairs and quality of accommodation
- Tenancy - rents and allocations
- Neighbourhood & community – neighbourhood management and anti-social behaviour
- Value for money

The TSA has published detailed definitions of the standards it expects against all five headings – if you would like to read these, visit the TSA website, or contact any of the contact names at the end of this report for a copy.

SDR believes that it meets the standards identified by the TSA. However, we recognise that there is always room for improvement, and we are committed to continuing to improve our performance each year. We support the TSAs view that performance can be improved by increasing the involvement of our tenants in running the association, and this report sets out how we aim to achieve this.

In setting our service standards to meet both our tenants priorities and the regulatory expectations, SDR will:

- Sets rents which are affordable, and only increases rents annually in line with regulatory rules
- Allocate all homes according to our published

Lettings Policy, with particular priority given to local people

- Provide assured tenancies for all tenants, except where we manage property for other landlords who require us to use Assured Shorthold Tenancies or where we operate specific affordable housing schemes such as SHIRE
- Minimise the number of our properties that are empty at all times
- Operate a defined lettings standard
- Maintain a 24 hour responsive repairs service, with targets times for action which reflect the urgency of the repair need
- Undertake a stock improvement programme on our own properties each year, to ensure they meet the governments Decent Homes Standard
- Inspect all our housing sites monthly, (quarterly for individual outlying properties) to ensure that communal areas and gardens are maintained properly, and identify any problems that need to be addressed
- Respond actively to protect our tenants against anti-social behaviour, and take strong action against perpetrators
- Address any complaints as quickly as practicable in accordance with our published Complaints Policy
- Work with other social housing organisations on local initiatives, where this can benefit our tenants
- Produce an annual improvements plan based on any gaps which have been identified by the organisation or its tenants
- Keep under review our Local Offer to Tenants, taking into account tenant comments.

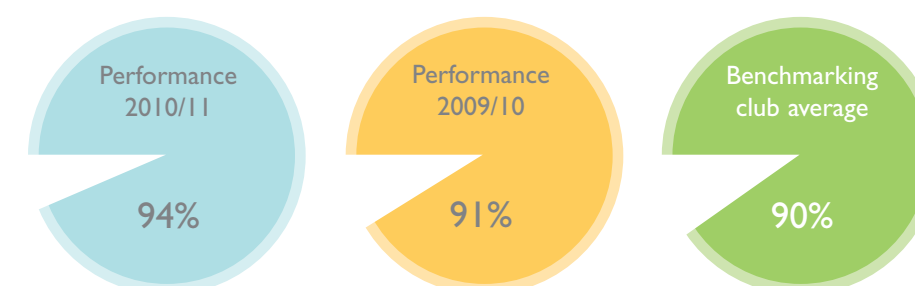
## How Well Are We Performing

In this section, we aim to give you information about how well we are performing.

The chart below includes a number of 'performance indicators' showing SDR's current performance

(over the last year). To put these figures in context, we have also included SDR's performance the previous year (2009/10) as well as average performance for a group of housing associations similar to SDR (our 'benchmarking club').

PERFORMANCE INDICATOR	Performance 2010/11	Performance 2009/10	Benchmarking club average
Emergency repairs completed on time	100%	100%	99%
Urgent repairs completed on time	96%	92%	93%
Routine repairs completed on time	92%	90%	94%
Rent lost through empty properties	0.52%	0.2%	0.64%
Average Time to re-let an empty property (days)	13 (Includes properties held for decant)	7	18
Current tenant rent arrears	1.4%	3.6%	3.02%
Rent arrears after housing benefit due is taken out	0.9%	1.9%	1.27%
Average weekly rent	£71.33	£72.77	£84.14
Overall satisfaction with your landlord	94%	91%	90%
Views taken into account by their landlord	87%	68%	77%



### Overall satisfaction with your landlord

You told us that repairs & maintenance is the most important service we provide to you. We continue to monitor all aspects of satisfaction (or dissatisfaction with the service we and our contractors provide. We investigate all reports of dissatisfaction through our quality assurance system).

South Devon House, Day Care Services



# Plans for Improvement

SDR is continuing to invest in improving our own stock - each year, our spending on our Stock Investment Programme is around £100,000. We will continue to seek the views of our tenants on the improvements they wish to see in their property and consider the results along side our investment plans from the stock condition survey.

## OUR ACTION PLAN FOR 2012

- Produce an asset management plan for the next 10 years (delayed from 2011)
- Review our 'local offer' to tenants
- Continue to collect data from tenants to help tailor services for vulnerable and older people
- Try to improve involvement opportunities for those tenants who wish to be involved in the management of the association
- To review the consultation and involvement policy of the association

## INVOLVING OUR TENANTS

SDR currently seeks to involve tenants in the affairs of the association in a number of ways – by having tenant representatives on our Board, by surveying your views in a number of ways (for example after each repair), by holding meetings at individual schemes and supporting the work of tenants associations where they exist, and by regular newsletters. However, we aim to do more in future, and this section sets out what we hope to achieve.

During the coming year we would like to establish new options for our tenants to be involved, and have your say.

If you would like to be involved on a regular basis, looking at and commenting on our policies and our performance, being consulted on all proposed changes and proposing areas for review & improvement, you can do this in one of two ways:

- Join the consult@ group (there is no requirement to attend meetings)
- Receiving information and commenting by email

If you do not feel able to contribute on a regular basis, but have a particular interest in one area under review, you can opt to make a contribution on this area alone. We will also be looking at opportunities to set up a tenant panel or consumer group to work with management and the Board to promote involvement from tenants in the management of the association. If you have any comments regarding this or any aspect of the way the association provides services, please feel free to ring to speak to the most appropriate member of staff.

We will continue to seek the views of our tenants on the improvements they wish to see in their property



# Our Rented Stock as at 31.03.11

Property Type	No.	
General Needs Flats		
1 bed	14	<div></div>
2 bed	5	<div></div>
General Needs Bungalows		
1 bed	37	<div></div>
2 bed	23	<div></div>
General Needs Houses		
1 bed	23	<div></div>
2 bed	32	<div></div>
3 bed	24	<div></div>
4 bed	2	<div></div>
Residential Care Home Bedspaces	14	<div></div>
Sheltered Housing Units (one bedroom)	22	<div></div>
Owned but not managed properties	10	<div></div>
Affordable Housing Units (at 80% market rents) 15 x 2 and 3 bed house let on shorthold tenancies	15	<div></div>
Supported Housing (Learning Disability)	1	<div></div>
Managed but not owned properties	33	<div></div>
Leased family housing (10 years from 2011)	11	<div></div>
<b>Total</b>	<b>266</b>	

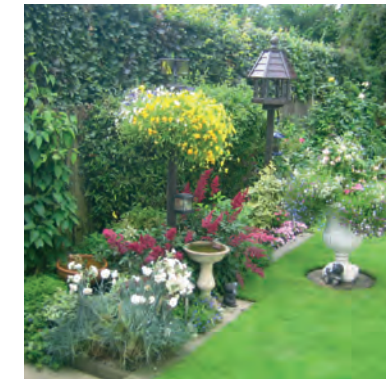




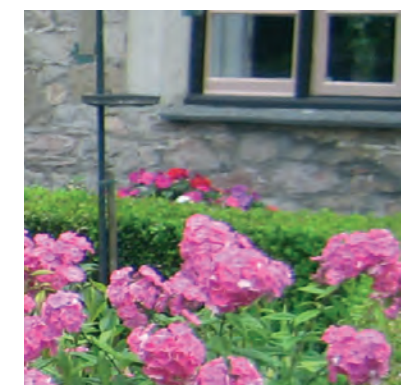
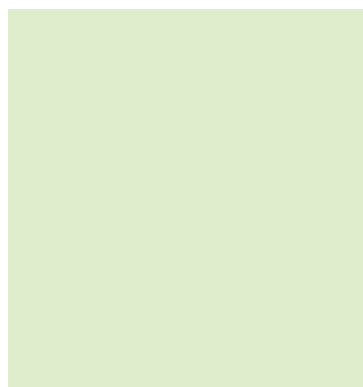
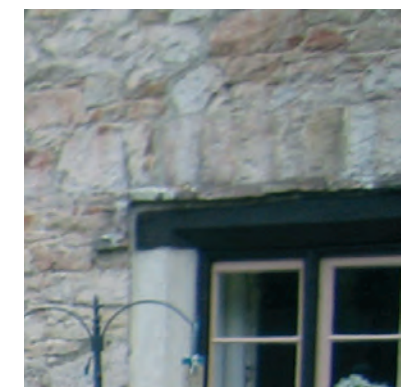
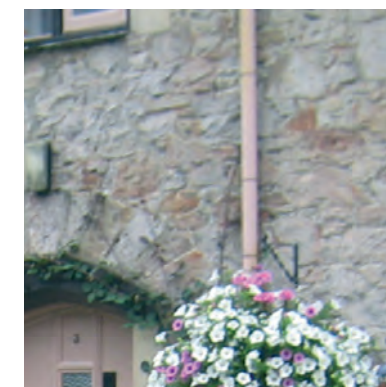
## Pipeline schemes

Description	Number of Units
1 & 2 bed flats Buckfast (Rural learning difficulties)	10
3 bed code 5 sustainable housing eco houses (rural)	4
3 bed houses (rural)	4
3 bed house (rural)	4
2 & 3 bed houses (rural)	6
2 bed house (garden development)	1
<b>Total units</b>	<b>29</b>

(Left) Shinnars Cottages,  
Dittisham, looking over  
the Dart



Entries for the best garden  
competition 2010



Shinnars Spedding  
Cottages



## Income and Expenditure

South Devon Rural Housing Association Limited

Income and Expenditure Account for the year ended 31 March 2011

	Note	2011 £	2010 £
TURNOVER	2	1,228,610	1,096,949
Other income		1,941	673
Operating costs		(935,871)	(828,045)
OPERATING SURPLUS	4	294,680	269,577
Interest receivable and other income		3,055	7,264
		297,735	276,841
Interest payable and similar charges	5	(236,169)	(226,631)
SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION		61,566	50,210
Tax on surplus on ordinary activities	6	-	-
SURPLUS FOR THE YEAR	19	61,566	50,210

The above surplus is based on historic costs.

There was no other recognised surplus or deficit other than that reported above.

CONTINUING OPERATIONS None of the company's activities were acquired or discontinued during the current and previous year.

## Balance Sheet

South Devon Rural Housing Association Limited

Balance sheet for the year ended 31 March 2011

	Note	2011 £	2010 £
<b>FIXED ASSETS</b>			
Housing properties at cost		11,805,617	10,880,020
Social Housing Grant		(5,084,587)	(5,084,587)
Other Grants		(262,333)	(262,333)
Depreciation		(519,234)	(462,444)
Net Book Value of Housing Properties		5,939,463	5,070,656
Other fixed assets		49,811	40,003
Total fixed assets	8	5,989,274	5,110,659
<b>CURRENT ASSETS</b>			
Debtors	9	101,967	70,555
Cash at bank and in hand		275,760	853,731
		377,727	924,286
<b>CREDITORS: Amounts falling due within one year</b>	10	(218,303)	(147,815)
<b>NET CURRENT ASSETS</b>		159,424	776,471
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		6,148,698	5,887,130
<b>CREDITORS: Amounts falling due after more than one year</b>	11	5,220,000	5,020,000
<b>CAPITAL AND RESERVES</b>			
Designated Reserves			
Share capital	13	22	22
Capital reserve	14	42	40
Restricted reserves:			
Minibus fund	15	11,497	9,521
Revenue Reserve	19	917,137	857,547
<b>TOTAL</b>	19	928,698	867,130
		6,148,698	5,887,130