



SOUTH DEVON RURAL
HOUSING ASSOCIATION LIMITED



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 HCA
- 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
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
a dedicated consultation e-mail address

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

STAR 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. The next STAR Survey will take place in 2013.

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 2015.

With best wishes
Steve Prime, FCMI FCIH Chief Executive

Chairman's Annual Report 2012

This is my first year as Chairman of SDR and I am pleased to report that the Association has had another successful year.

We have been following our primary objective to create more affordable housing in South Devon. During the year we provided a new home for two people and started the conversion of three flats, to rent to local people at affordable rents. We also started work on the construction of 10 flats in Buckfast and we have advanced plans to provide 18 new affordable homes in South Devon. We have successfully negotiated further long term funding to support this development programme.

Elsewhere in this report you will find details of our service standards, how well we are performing, and how we are progressing with the HCA's regulatory standards. We continue to spend substantial amounts repairing,

maintaining and improving our housing stock. While we are doing well with all these, we are not complacent and strive to improve further.

Other highlights are:

- The £1.7 million refurbishment and extension of our care home, Forder Lane House, which was successfully completed in June 2012.
- Our successful bid for the Totnes Work Hub (detailed on page 6)
- The Association was a finalist in the National Housing Awards 2012 in the category of Small Housing Association of the year.

I am grateful to the Board for their support and look forward to more successes in 2013



At the National Housing awards. L to R Claire Barnett – Finance Director, Steve Prime – Chief Executive, Rod Hewett – Chairman, Tracyann Tweedie – Vice Chair

Our Service Standards

The new regulatory framework requires SDR to include in our Annual Report how we are meeting the Homes and Communities Agency (HCA) 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 HCA has published detailed definitions of the standards it expects against all five headings – if you would like to read these, visit the HCA 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 HCA. 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 HCAs 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:

- Set rents which are affordable, and only increase 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 target 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 government's 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.



(left) Forder Lane House Care Home Dartington - Totnes

(Right) Merryfield Barns under development



How Well Are We Performing

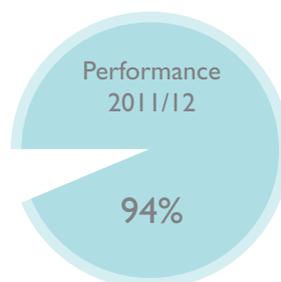
In this section, we aim to give you information about how well we are performing.

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 (2010/11) as well as average performance for a group of housing associations similar to SDR (our 'benchmarking club').

PERFORMANCE INDICATOR	Performance 2011/12	Performance 2010/11	Benchmarking club average
Emergency repairs completed on time	100%	100%	99%
Urgent repairs completed on time	98%	96%	95%
Routine repairs completed on time	91%	92%	98%
Rent lost through empty properties	0.73%	0.52%	0.62%
Average Time to re- let an empty property (days)	18	13	16
Current tenant rent arrears	0.68%	1.4%	3.56%
Rent arrears after housing benefit due is taken out	0.63%	0.9%	1.85%
Average weekly rent	£76.43	£71.33	£85.14
Overall satisfaction with your landlord	94%	94%	92%
Views taken into account by their landlord	87%	87%	79%

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.



Overall satisfaction with your landlord





Our Rented Stock as at 31.03.12

Property Type	No.
General Needs Flats	
1 bed	14
2 bed	5
General Needs Bungalows	
1 bed	37
2 bed	23
General Needs Houses	
1 bed	23
2 bed	32
3 bed	24
4 bed	2
Residential Care Home	
Bedspaces	14
Rooms under development	11
Sheltered Housing Units (one bedroom)	22
Owned but not managed properties	10
Affordable Housing Units (at 80% market rents) 15 x 2 and 3 bed house let on shorthold tenancies	15
Supported Housing (Learning Disability)	1
Managed but not owned properties	33
Leased family housing Properties under development	10
Total	276
Pipeline future development or acquisitions	18



(left) site
demolition at
Braemar



Totnes Work Hub opens for business

The Totnes Work Hub opened for business on 3rd August when we held our first Open Day, attended by local Councillors Gorman and Westacott, local small businesses, and partner organisations such as Devon County Council, Opportunity Plus South West and Transition Town Totnes.

Letting of space in the Hub is going well, with the three offices let in advance of the Open Day, and some early interest in shared desk space.

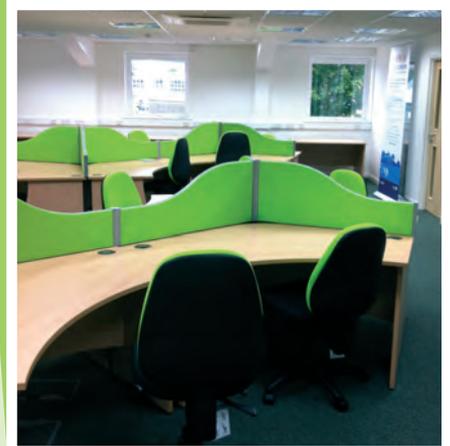
Bookings for meeting space are going very well following the creation of a new small Hub meeting within the Work Hub to add to the Ground Floor meeting room and cafe. We now have new weekly meeting room bookings from the education teams on

three days a week to add to our regulars Citizens Advice Bureau and the Memory Cafe.

We are also supporting local businesses whether based in the Work Hub or not. We have developed a 'Smart web' package for website development and a free business training programme funded by Devon County Council and delivered by Business Information Point.

Our new website www.totnesworkhub.co.uk gives an overview of all the services available. We are using Twitter, Facebook and Linked in to take advantage of free social media methods.

Celia Minoughan, Work Hub Manager



Plans for Improvement

Update of action plan for 2012

Action

Produce an asset management plan for the next 10 years

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

Update

A change in accounting procedures delayed the compiling of the asset management plan. However, all the data has been compiled and the plan will be completed in time for setting the 2013/14 budget

The local offer is to remain as previously published

This is to be expanded to all tenants to help us give advice and support tenants through the various changes to welfare benefits

Current evidence suggests we have the right balance in place, however, we remain open minded about how we can be more inclusive

This is underway and any changes resulting from consultation with tenants and stakeholders by December 2012

Action Plan for 2013

Action

- Finalise Asset Management Plan
- Provide a wide range of advice on the effects of welfare benefits generally to our tenants and specifically to those we believe may be affected most by these changes
- Publish revised tenant involvement policy and strategy
- Take into account tenant messages from existing surveys, complaints and other communications
- Publish a revised VFM Policy and Strategy



Jubilee Cream Tea Party in aid of Devon Air Ambulance, and the Simm's View Jubilee garden, designed and planted by the residents and friends.

How we are progressing on Homes and Communities Agency Regulatory Standards

Tenant Improvement and Empowerment

Dealt with in our action plan

Repairs and Quality of accommodation

We participate in a South West Benchmarking Group to measure our results against a number of other small housing associations. SDR always fairs well in these benchmarking surveys and is in the top percentile according to the data we collect from our tenants. We have healthy repairs and planned and cyclical budgets which are adequate for the size of the organisation.

Rents and Allocations

Again through the benchmarking group and comparing SDR rents with other Social Landlords, SDR rents are generally much lower. We participate in the Devon Home Choice Lettings System and prioritise housing for local people. We also participate in a housing initiative with South Hams Council which provides affordable rents on periodic tenancies. All new affordable tenancies for housing projects funded by the HCA SDR will issue 5 year periodic tenancies in accordance with the requirements of the affordable housing programme.

Neighbourhood Management and anti-social behaviour

We have a robust policy on neighbourhood inspections which tenants can be a part of. We also have an anti-social behaviour policy which ensures speedy action or advice when needed. Incidents of ASB are recorded and reported upon.

Value for Money

Our current VFM processes are under review but being a small association allows us to use small traders who typically do not charge VAT on most small and medium jobs. We also participate in a benchmarking group which compares the price we all pay for certain repairs. We survey our tenants for their views on the quality of the repairs they receive. We inspect a high number of repairs for quality and VFM.



Income and Expenditure

South Devon Rural Housing Association Limited

Income and Expenditure Account for the year ended 31 March 2012

	2012	2011 As re-stated
	£	£
TURNOVER	1,224,929	1,228,610
Other income	814	1,941
Operating costs	(1,020,727)	(1,017,602)
OPERATING SURPLUS	205,016	212,949
Interest receivable and other income	1,275	3,055
	206,291	216,004
Interest payable and similar charges	(241,746)	(236,169)
DEFICIT ON ORDINARY ACTIVITIES BEFORE TAXATION	(35,455)	(20,165)
Tax on surplus on ordinary activities	-	-
DEFICIT FOR THE YEAR	(35,455)	(20,165)

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.

Statement of Recognised Gains and Losses for the year ended 31 March 2012

	2012	2011 As re-stated
	£	£
(DEFICIT)/SURPLUS FOR THE YEAR	(35,455)	(20,165)
Prior Period Adjustment	(771,665)	-
Total gains and losses recognised since last financial statements	(807,120)	-

Balance Sheet

South Devon Rural Housing Association Limited

Balance sheet for the year ended 31 March 2012

	2012		2011	
	£	£	£	As re-stated £
FIXED ASSETS				
Housing properties at cost		12,939,872		11,321,850
Social Housing Grant		(5,407,087)		(5,084,587)
Other Grants		(262,333)		(262,333)
Depreciation		(1,541,106)		(1,406,408)
		<hr/>		<hr/>
Net Book Value of Housing Properties		5,729,346		4,568,522
Other fixed assets		689,635		649,086
		<hr/>		<hr/>
Total fixed assets		6,418,981		5,217,608
CURRENT ASSETS				
Debtors	78,934		101,967	
Cash at bank and in hand	784,103		275,760	
	<hr/>		<hr/>	
	863,037		377,727	
CREDITORS: Amounts falling due within one year	<hr/>		<hr/>	
	(160,440)		(218,303)	
	<hr/>		<hr/>	
NET CURRENT ASSETS		702,597		159,424
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TOTAL ASSETS LESS CURRENT LIABILITIES		7,121,578		5,377,032
		<hr/>		<hr/>
CREDITORS: Amounts falling due after more than one year		7,000,000		5,220,000
		<hr/>		<hr/>
CAPITAL AND RESERVES				
Designated Reserves				
Share capital		24		22
Capital reserve		42		42
Restricted reserves:				
Minibus fund		114		11,497
		<hr/>		<hr/>
Revenue Reserve		121,398		145,471
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TOTAL		121,578		157,032
		<hr/>		<hr/>
		7,121,578		5,377,032
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SOUTH DEVON RURAL

HOUSING ASSOCIATION LIMITED



South Devon Rural Housing Association Limited
Registered England and Wales
South Devon House
Babbage Road, Totnes TQ9 5JA

T. 01803 863550 F. 01803 863685

E-mail: Info@southdevonrural.com
Website: www.southdevonrural.com

We are open from 9.00 am to 5pm
Monday – Friday

South Devon Rural Housing Association is an exempt charity registered with the Registrar of Friendly Societies No R14949 and the Homes and Communities Agency LH 0920.

