

2013

ANNUAL REVIEW TO TENANTS





DID YOU KNOW?

**Prisoners of war
helped construct
the estate in the
late 1940's**

**Rectory Field Crescent backs
on to Blackheath Rugby Club,
which is the oldest Rugby
club in the country**

CHAIR'S REPORT

Despite the challenges of a cold and snow ridden winter, the ambitious Charlton Triangle energy saving project, involving the external cladding of 52 blocks, was completed on time. The results are truly magnificent, transforming the look and feel of the whole area. The Board is

conscious that we are in difficult economic times and hopes that as the months get colder, you are able to make savings on your energy bills



This year has also seen the introduction of new benefit rules by the Government. These changes have brought real hardship to some of you. Where possible we have tried to help; by offering advice, referrals to additional support, and helping you to move to a different property if necessary.

The New Leaf centre continues to be a great source of advice and support. This year saw the opening of a New Leaf centre at Valiant House making the services more accessible for those of you that live there.

The New Leaf centre has also been able to help with training and employment. It is wonderful

that the energy saving project provided an opportunity to train and employ some of you as apprentices. Together with the successful graduates of other training schemes, the apprentices were presented with certificates at an inspiring awards evening at Charlton House in July.

A key objective for the coming year is to promote health, wealth and wellbeing amongst our community. A recent taster day with over 40 activities on offer at Cherry Orchard, showed how getting fit and healthy needn't be boring, and that we may even have some potential junior rowing champions amongst us!

In 2013/14, we will be working with local healthcare providers

on ways to make it easier for you to access health services. After my appearance at the over-55's aerobics class last December, I may even be tempted to get my running shoes out again.

Charlton Triangle Homes prides itself on being more than just a housing provider. We are a community and very proud of how the community continues to flourish. This of course doesn't happen without a lot of hard work, so I want to give thanks to Andrew and his team, my fellow Board members, our colleagues at Family Mosaic, and to our many contractors and partners. However I would also like to thank each of you for being part of our community.

Mark Adams Chair- Charlton Triangle Homes Board



REAL LIFE

JOHN

John was not having much luck making a living as a self-employed painter and decorator, and needed some help getting his career back on track.

After he saw an opportunity to gain a maintenance qualification advertised in a Charlton Triangle community newsletter, he visited the New Leaf Centre to find out more.

John soon signed up to free training coordinated by the New Leaf Centre and jointly funded by the Job Centre and Charlton Triangle Homes. To help get him set-up, Charlton Triangle also agreed to pay for his health & safety card and equipment.

Over six months, together with 12 other Charlton Triangle residents, John completed level 1 & 2 City & Guilds maintenance qualifications with local training provider Flower Skills.

At the end of the training we interviewed all the trainees. Competition was tough, but we decided to give John, along with five others, a three month work placement to carry out maintenance on the estate. John also worked alongside our contractor to help complete the energy saving project.

John says:

“the maintenance training was a brilliant opportunity to get a qualification and the chance to get some paid work experience.”

Not only has John helped carry out a lot of impressive, high quality maintenance, he has also begun to attend a community leadership course in the evening – something that he admits that he would not have considered before. Having just finished his contract, John is now feeling much more confident about his future and his ability get work and make a difference to his community.

JENNY*

Jenny is a young single parent. For eight years she suffered from severe anxiety and depression after experiencing domestic violence. The anxiety made it difficult for Jenny to leave her home.

Slowly but surely, Jenny is making significant progress.

The New Leaf Centre helped Jenny apply for relevant benefits, and then offered her counselling and reiki to help her work through her emotional difficulties.

Jenny is even using her new found confidence and skills to help others, offering support and companionship to a vulnerable neighbor

With growing self-confidence, 2013 has seen huge developments for Jenny; she completed a level 1 & 2 childcare course at the New Leaf Centre, as well as a befriending course.

Over the next few months, she plans to do another childcare course organised by CTH with Greenwich College.

***Real name changed**

THE ENERGY SAVING PROJECT WHAT YOU HAVE TO SAY:

Mrs Mensah Taylor - Fairlawn Court

"I've noticed a big change- there's no more mould and it's cheaper to heat the flat."

Mr Tuitt - The Glade

"Its much warmer, so I don't need my boiler on half as much, which makes my gas bill cheaper- I'm saving about 25%."

Mr Hutton - Mar House

"I can have my radiators on a much lower setting now."



Mrs Woods - Harold Gibbons

"It's definitely warmer. I won't know how much I've saved until the next winter bill but the appearance is absolutely amazing and people passing the estate have commented on what a difference the cladding has made."

TENANT INVOLVEMENT & EMPOWERMENT

We continued with our commitment to creating work opportunities for residents. In 2012/13 Charlton Triangle Homes and our New Leaf Centre employed four residents and a further five were given several months' general maintenance work experience on our estates.

In addition four tenants sit on the Charlton Triangle Homes Board and two tenants are on the New Leaf Board.





NEIGHBOURHOOD & COMMUNITY

Back in April, the children at Cherry Orchard school took part in a parade and drum performance as part of an event to celebrate the completion of the energy saving works.

Have you seen our short film- 'Building a Better Future: the transformation of Charlton Triangle'?

You can view it at <http://www.youtube.com/watch?v=0XCCsDPsVH4>

In July we held a 'Taster Day' where several hundred residents came along and took part in over 40 activities ranging from poetry writing to rowing and music making.

This year's Summer Programme for young people offered over 25 activities for a range of ages from under-5s up to teenagers. Activities included make-up, graphic design, rugby, football and street hockey.

HOME

Energy Saving Project:

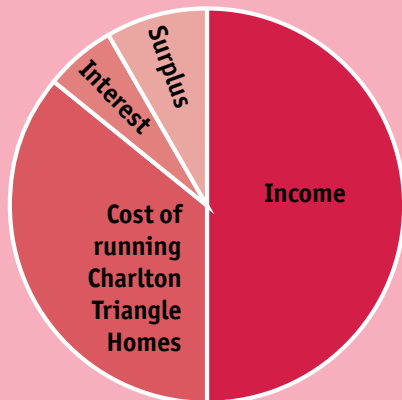
- Insulation to all external walls (52 blocks of flats);
- New roofs containing insulation;
- New communal heating system at Valiant House;
- New A-rated efficient boilers and controls to 130 properties;
- Draught proofing to 57 properties;
- New A-rated windows to 56 properties;
- 700MW of solar PV panels generating electricity;
- Upgrade of all blocks from analogue to digital TV signal;
- Redecoration of on-site nursery.

VALUE FOR MONEY

We got £9 million of funding from energy company SSE towards the £16 million energy saving project.

The energy saving project will mean significant savings on heating bills for residents.

GOVERNANCE & FINANCIAL VIABILITY



**Charlton
Triangle
Homes**
**Income and
Expenditure**

- Income from rents: **£5,341,000**
- Cost of running Charlton Triangle Homes: **£3,848,000**
- Interest payable on loans: **£620,000**
- Surplus for reinvestment in Charlton Triangle Homes: **£873,000**

YOU SAID WE DID

YOU SAID...

you wanted more services and community facilities at Valiant house.

Now on a Friday morning, the Tenant Room at Valiant House transforms into a branch of the New Leaf Centre, while the community room holds 'stay and play' sessions for the under-5s.

YOU SAID...

you wanted more community events.

Last year we held lots of events to encourage the whole community to get together- from the summer 'taster day' to the energy saving project celebration.

YOU SAID...

you wanted us to stop the car park in Shirley House Drive from flooding

We cleared and relined the drains- this should prevent future flooding.

How did we do?

Letting and empty properties:

64 properties were let during the year. The average turn around was 19 days compared to a target of 25 days.

Repairs:

2031 were repairs completed. 98.5% were completed on target.

Rent:

100% of rent was collected

Rent arrears was reduced to 7.6 % almost reaching our target of 7.5%.

ASB:

99 cases of anti-social behaviour were reported last year.

Complaints:

9 formal complaints were received

8 were resolved at Stage 1 and 1 went to the Housing Ombudsman.



CHARLTON TRIANGLE HOMES



Andrew Kimmance
Director



Nigel Pierce
Head of Neighbourhood and Community



Derek Brown
Building Services Manager



Helen Ogunleye
Neighbourhood Manager
Anti Social Behaviour



Ionie Roper
Customer Services Officer



Louise Mathieson
Customer Services Officer



Frank O'Boyle
Estates Services Manager



Paul Goodwill
Neighbourhood Manager
Lettings & Technical Officer



Yasmin Odunoye
Neighbourhood Manager
Tenancy



Tracey Kirby
Senior Customer Services Manager



Angela Davies
Customer Services Officer



Suzanne McCarthy
Customer Services Officer

CHARLTON TRIANGLE NEW LEAF CENTRE



Mike Bowles
Centre Coordinator



Lisa Judge
Administrator



Colleen Warner
Reiki Therapist



Barbara Murphy
Counsellor



Dinah Bell
Welfare Rights Advisor



Bev Handley
Befriending Coordinator

CHARLTON BOARD

Mark Adams	Chair and FM nominee	joined 2009
Shafiq Ahmed	FM nominee	joined 2012
Sim Kumar	FM nominee	joined 2012
Kemi Adegoke	FM nominee	joined 2008
Cllr Norman Adams	Royal Greenwich nominee	joined 2010
Cllr Mark James	Royal Greenwich nominee	joined 2011
Cllr Steve Offord	Royal Greenwich nominee	joined 2010
Cllr Allan MacCarthy	Royal Greenwich nominee	joined 2006
Aeron Allen	Tenant Board Member	joined 2010
Christine Holder	Tenant Board Member	joined 2010
Tim Ajimatanrareje	Tenant Board Member	joined 2007
Anthony Addo	Tenant Board Member	joined 2006



Part of the Family Mosaic Group



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