

ANNUAL REVIEW TO TENANTS 2016



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TRIANGLE HOMES

FOREWORD



MARK
ADAMS
CHAIR
CHARLTON
TRIANGLE
HOMES

It is my great pleasure to present our Annual Review for another year. As ever, Charlton Triangle Homes have worked hard to strengthen our community and improve the lives of our residents.

Following our dissatisfaction with the repairs call handling system, we now handle calls locally, wherever possible in working hours. Together with our new local service for repairs, we have been able to improve greatly the response times and the quality of the service offered. Our qualified local staff are much better placed to identify and rectify problems quickly.

The government's continued austerity programme continues to present us all with challenges. The government imposed cut in rent levels was good news for many residents, but we have had to make some tough choices to balance the books. That said, we have continued to increase the range of services offered by the New Leaf Advice Centre, including offering advice to those affected by the government's benefit changes. We were fortunate to win a large contract under the European Social Fund to support employment and training support for residents. Do visit the New Leaf Advice Centre if you would like to know more.

Our lovely community cafe goes from strength to strength and we now have added a tenants' charity project behind the cafe, a shop offering an interesting range of items for sale. Our efforts to smarten our community were recognised this year with a silver award from London in Bloom, in partnership with Wettons. And this summer, we have run the biggest and best summer programme ever, including tag rugby, street hockey and a partnership with the London Fire and Rescue Service.

Finally, I would like to offer my personal thanks to all our wonderful staff for all their hard work.

YOUR STORY LISA

As a single mother of three young children, Lisa was keen start work again but unsure about where to begin. After speaking to a Charlton Triangle Homes' career advisor, Lisa decided to complete a Community Development Course which sparked an interest in working with her local community. She volunteered to join a panel of tenants to establish a new tenant-led support and advice centre - now known as the New Leaf Advice Centre.

At first Lisa volunteered at the centre but when the opportunity to apply for a Welfare Advisor role came up, she jumped at the chance. Despite the steep learning curve at the start, Lisa remained committed to developing her professional skills and knowledge. She also learnt about the value and challenges of working in a small team and being able to draw on one another for advice and support.

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"WE ALL SUPPORT ONE ANOTHER IN THE TEAM AND ASK EACH OTHER FOR ADVICE OR CLARIFICATION. IF I DON'T KNOW SOMETHING, I WON'T ADVISE ON IT. IF I'M NOT 100% SURE OF THE ADVICE, I WON'T ADVISE ON IT. OFTEN PEOPLE POP BACK IN TO SAY THANK YOU AND WITHOUT THAT IT WOULD BE JUST LIKE ANY OTHER JOB. BUT WITH THAT, IT LETS YOU KNOW THAT YOU'RE DOING OKAY," SAID LISA.



WE CAN GET BETTER BY WORKING WITH YOU

INVOLVING YOU

We are expanding local tenant involvement in key areas at Charlton, so that they are represented at different levels throughout the organisation.

25% OF THE STAFF TEAM REMAIN LOCAL RESIDENTS

This brings with them a tenant's perspective on how we operate as an organisation.

In addition to the four residents, including one leaseholder, who are board members and company directors of Charlton Triangle Homes, we have a tenant led New Leaf Advice Centre Board presiding over all activities and projects undertaken by the Centre.

We have increased the number of volunteers to help run the community café and a further 12 tenant and local resident volunteers are working in the newly opened charity project.

YOUR TENANCY

Continuing our zero tolerance towards subletting we embarked on a joint project with the Royal Borough of Greenwich (RBG) Unauthorised Occupation Team.

Together we have worked tirelessly in our pursuit of people who prevent us letting our homes to those that need them most by unlawfully subletting their properties. Although the project will continue for the remainder of the year we have already identified 36 addresses requiring further investigation, received confirmation from RBG that they will pursue two cases through to prosecution for fraud, had six keys returned and completed two evictions.

Other tenancy matters undertaken by the Tenancy Team included balcony inspections and clear ups, health and safety regulation compliance and tackling the dumping of household rubbish in communal areas.

YOUR CHARLTON TRIANGLE ANNUAL REVIEW

BY WORKING WITH YOU

Other tenant led initiatives reinforce our community approach include a befriending project and Lunch Club for the elderly which is organised in partnership with Charlton Manor School.



YOUR STORY SUZANNE

Despite not working for 27 years, Suzanne has proved that it's never too late to upskill and embark on a new career. Recognising the opportunities that volunteering could lead to, Suzanne began volunteering on reception at the Charlton Triangle Homes' office. Although excited by the chance to work in an office again, there was a lot to learn: interacting with tenants, navigating computer systems, learning how to use office equipment and so on.

OVER TIME AND THROUGH HARD WORK AND DEDICATION, SUZANNE BEGAN TO RE-BUILD HER CONFIDENCE.

She learnt new skills, became more confident to interact with tenants and discovered her flair for reception. Suzanne was later offered a part-time role to formally join the reception team and has remained a committed member ever since. She has proudly completed a long list of training courses that have allowed her to continue learning and upskilling. Suzanne remains proud of her continued achievements: "I've just grown so much as a person. Later on in life, 53 now, I've got there. You're always learning I think. I'm just grateful for the opportunities and thankful for the patience of my managers. If I felt like I was failing they would push me back a bit. I've achieved quite a lot, more than I thought I would. My children look up to me now, they think I've done amazing."

YOUR STORY NANCY

Having worked in the construction industry prior to joining the Charlton Triangle Homes' office, Nancy has always enjoyed working in the housing sector. After approaching the CTH management team about any potential opportunities, Nancy began an administrative role at the CTH office. As a CTH resident and single parent, Nancy wanted to work locally and stay close to her daughter. Not only did her new role enable her to do that, it also provided the opportunity to continue developing her customer service skills at the same time as learning about how to give general housing and welfare advice.

AS A TENANT, NANCY IS ALSO ABLE TO DRAW FROM HER EXPERIENCE AND EMPATHISE WITH TENANTS WHO VISIT THE OFFICE FOR ADVICE.

"I've really enjoyed learning about the tenancy side more, understanding what a housing office does, what they do behind the scenes. Being here and being a tenant you see both sides. I can provide a better service, a service that the tenant wants, because I can see both sides," said Nancy.



WE CAN GIVE YOU A HOME YOU'LL FEEL PROUD OF

REPAIRING YOUR HOME

To ensure continuous improvement with our repairs service, we have introduced local call answering enabling us to influence the front end of the process.

At over 3000 calls per quarter, including 100% of all new and chase repair calls. We have managed to reduce the overall call waiting times to under 30 seconds.

We have reduced the number of chase calls to under 20% and offer a face-to-face repair reporting service via the Charlton Triangle Homes office.

Negotiations are also underway to appoint new repair contractors in an effort to improve the overall repair service for our tenants and residents.

Our New Leaf Advice Centre continues to offer local residents welfare support, training and advice together with health & wellbeing initiatives such as counselling, therapeutic sessions and access to a community nurse.

YOUR NEIGHBOURHOOD AND COMMUNITY

Our commitment to improving Charlton Triangle Homes' grounds continues with the introduction of balcony flower boxes, increased flower and shrub planting and a plan to redesign the gardens behind the café and New Leaf Advice Centre.

HAVING SUCCESSFULLY ACHIEVED A SILVER AWARD FROM THE LONDON IN BLOOM COMPETITION WE ARE NOW GOING ALL OUT FOR GOLD.

The summer project offered several new activities this year including a 'LIFE' course run by the London Fire Brigade. Young people made the most of what was on offer including firefighting opportunities up ladders, in smoke filled tunnels and a whole host of other life situations emphasising the importance of team work, leadership and taking both individual and collective responsibility.

YOUR CHARLTON TRIANGLE ANNUAL REVIEW

DID YOU KNOW

The summer project offered several new activities this year including a 'LIFE' course run by the London Fire Brigade.



WE ARE LOWERING COSTS AND RAISING STANDARDS

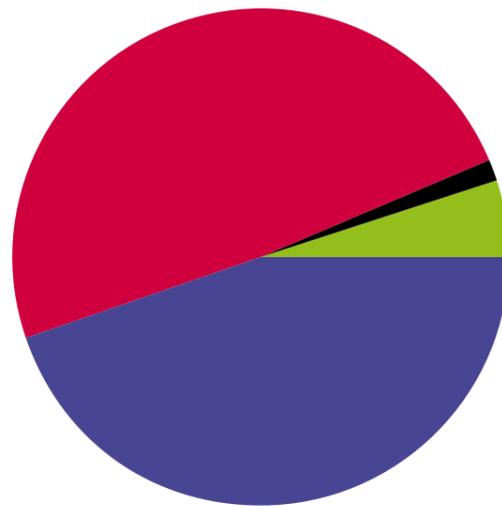
New Leaf welfare and debt advisors continue to bring in thousands of pounds in benefits to residents thereby improving our rent collection;

New Leaf Advice Centre successfully bid for a £150,000 European Social Fund (ESF) project to deliver an employment programme over the next three years;

We have launched our new website in an effort to improve communication with all stakeholders including tenants and residents. The new site will offer us a more cost effective way of communicating upcoming events and available services;

WE INCREASED POSITIVE ACTIVITIES FOR YOUNG PEOPLE THAT HAS SEEN A FURTHER REDUCTION IN GRAFFITI AND VANDALISM.

WHERE THE MONEY GOES



- Cost of running Charlton Triangle Homes: £6.1M
- Income from rents: £5.6M
- Interest payable on loans: £0.61M
- Surplus for reinvestment into Charlton Triangle Homes: £0.16M

AT A GLANCE

- ▶ 2,546 repairs completed during the year
- ▶ Average time to complete repairs
 - Non emergencies in 18 days
 - Emergencies in 20 hours
 - Out of hours in 4 hours
- ▶ The Handy Service carried out 656 repair jobs
- ▶ 100% of gas services checked
- ▶ 8.17% rent arrears
- ▶ 99.82% of rent collected
- ▶ 71 new anti-social behaviour cases
- ▶ 13 anti-social behaviour cases open at the end of the year
- ▶ 59 new properties let this year
- ▶ On average 22 days to let a property against a target of 25 days



OUR STAFF

Charlton Triangle Homes
 9 - 10 Cedar Court
 London SE7 7EH
 Tel: 020 8319 8870
www.charltontriangle.org.uk



Andrew Kimamnce
 Director



Nigel Pierce
 Assistant Director



Derek Brown
 Building Services
 Manager



Tracey Kirby
 Customer Services
 Manager



Mike Bowles
 New Leaf Manager



Frank O'Boyle
 Estates Services
 Manager



Lisa Judge
 Welfare Rights
 Advisor



Ionie Roper
 New Leaf
 Administrator



Suzanne McCarthy
 Neighbourhood
 Manager
 Community



Katrie Poder
 Community Cafe
 Manager



Dinah Bell
 Welfare Rights
 Officer



Dan Radcliffe
 Welfare Advisor



Spreasa Dibrani
 Health And
 Wellbeing Officer



Allisha Willis
 Customer Services
 Officer



Paul Goodwill
 Lettings And
 Technical Officer



Yasmin Odunoye
 Neighbourhood
 Manager
 Tenancy



Tricia Merchant
 Neighbourhood
 Manager
 Community
 Safety



Jasmine Thompson
 Neighbourhood
 Manager
 Community
 Development



Emma Griffiths
 Employment
 Advisor



Bev Handley
 Befriending
 Coordinator



Barbara Murphy
 Counsellor

OUR BOARD

FAMILY MOSAIC NOMINEES

MARK ADAMS

ASEEM KUMAR

SHAFIQ AHMED

ROYAL GREENWICH NOMINEES

CLLR ALLAN MACCARTHY

CLLR AVERIL LEKAU

CLLR AMBREEN HISBANI

CLLR NORMAN ADAMS

TENANT BOARD MEMBERS

AERON ALLEN

LISA BENGE

GILL DORREN (LEASEHOLDER)

RETIRED DURING YEAR

KEMI BADENOCH – FM NOMINEE

BRENDON DE FREITAS - TENANT
 BOARD MEMBER