



ISLINGTON

# **LB ISLINGTON HOUSING ASSOCIATION REVIEW 2003**

## **FULL REPORT**

## 1 BACKGROUND

This is the fourth annual review of housing associations in Islington. The aim of this exercise is as follows:

To collect **performance information** to benchmark associations against each other, against their own past performance and against the Council, and to explore good practice;

To collect **profile information** so that the Authority is better informed about its Housing Associations (HA) partners when taking actions that affect the HA sector in Islington;

To collect **investment information** about HAs activities in the Borough which will inform our strategic and enabling activities.

## 2 CONTENTS OF HA REVIEW 2003

Information has been collected forming an up to date database on HAs for Islington Council's Housing Partnerships Team. This information will enable further research and inform the Borough when making its strategic decisions and carrying out its enabling functions.

This compendium of information contains Housing Management Performance Indicators (closely mirroring those used by the Council), examples of research and innovations, tenant participation policies and stock breakdown. Information was collected using a standard proforma and requesting copies of HAs Housing Corporation Monitoring Returns, the Regulatory and Statistical Returns RSR) Long and Short. This years return, where possible, can be compared with previous years to identify any improvement or deterioration in performance. Where possible Council figures are given in comparison.

Several additional sections were added to the proforma from last year to ensure the Review's continual improvement and to reflect the Council's priorities and strategic vision. Extra information requested concerns:

- Breakdown of Governing Body Members by gender
- Further information on tenant harassment policy
- Lettings
- Rent restructuring
- Tenant satisfaction
- Decent Homes Standard
- Anti-social Behaviour (ASB)

HAs were also asked to return a full list of stock in the Borough in a specific format including house/flat no., no. of bedspaces, street name, postcode. This information will be used to compile a complete database of all HA stock in Islington.

***The Council timed its request for information to follow on from the Housing Corporation's annual monitoring cycle and with some exceptions associations sent their information in on time and followed up enquiries. Information not shown in any table or chart is due to the information not being provided.***

Though the Review gauges the effectiveness of HA's activities in the Borough, the reader should be aware of the limitations of a Housing Management focused review and of the data itself. HAs contribution in Islington goes beyond their function as landlords and many of them are local businesses, investors, employers and vehicles for regeneration including for estates owned by the Council.

In examining the data the reader needs to be aware of the following:

- The data has not been audited,
- The data definitions used by HAs are not always consistent and further work needs to be done to eliminate discrepancies,
- Figures do not necessarily reflect the quality of service provision to tenants.

In addition to the above, there are large differences in stock holding (numbers and type) and client groups which affects the comparability of HAs performance. To provide a context to a HAs performance, a quick reference sheet of HAs follows this section. The full names of HAs are provided and the abbreviations used in the text as well as the size of their stock in Islington and main client groups. Where HAs have not provided up to date information, last year's stock figures have been used.

Since the performance of associations is not strictly comparable, the data is presented in most cases by associations in alphabetical order. Where possible all HAs are included as the Council is interested in all partners, particularly when they are in receipt of public investment.

## CONTENTS

HEADING NO.	HEADING	SUB-HEADING	PAGE NO.
1	CONTENTS OF THE HA REVIEW 2001		
2	HA REFERENCE SHEET		5-6
	PERFORMANCE REVIEW		
2.1		Average time taken to relet General Needs (GN) dwellings	7
2.2		Average time taken to relet Support Housing (SH) dwellings	8
2.3		Repair target response times	9
2.4		Assured percentage rent increases	10
2.5		Average assured rent levels for bedsit properties – GN	11
2.6		Average assured rent levels for one bedroom properties – GN	12
2.7		Average assured rent levels for two bedroom properties – GN	13
2.8		Average assured rent levels for three bedroom properties – GN	14
2.9		Average assured rent levels for four bedroom properties – GN	15
2.10		Average assured rent levels for bedsit properties – SH	16
2.11		Average assured rent levels for one bedroom properties – SH	16
2.12		Average assured rent levels for two bedroom properties – SH	17
2.13		Average assured rent levels for three / four bedroom properties – SH	17
2.14		Gross rent levels	18
2.15		Rent collected as a % of rent due	19
2.16		% of all tenants owing more than 13 weeks at the end of March 2002	20
2.17		% of cumulative rent arrears as a % of rent due	21
3	PROFILE INFORMATION		
3.1		% of all tenants receiving housing benefit	22
3.2		Rent restructuring	23
3.3		Management partnerships	24-26
3.4		Development partnerships	27-29
3.5		BME partnerships and equality	30-31
3.6		BME providers working with mainstream providers	32
3.7		Ethnic origin of staff	33
3.8		Gender of staff	34
3.9		Ethnic origin of governing body members	35
3.10		Gender of governing body members	36
3.11		Tenant harassment policy	37
3.12		Supported housing nominations	38-41
3.13		Development of stock	42
3.14		Sale of stock	43
3.15		Stock swaps	44
3.16		Lettings	45
3.17		Development mix delivered 2002/03	46
3.18		Development with other Local Authorities	47-50
3.19		Preferred partners	51
4	POLICY INNOVATIONS		52-59
5	OTHER SERVICES PROVIDED		60
6	TENANT PARTICIPATION		61-63
7	TENANT SATISFACTION		64
8	DECENT HOMES STANDARD		65
9	ANTI-SOCIAL BEHAVIOUR		66-68
10	TENANCY AUDITS		69-73
11	INVESTMENT IN ISLINGTON		74
12	MAINTENANCE WORK COSTS		75-76

1 Management of stock

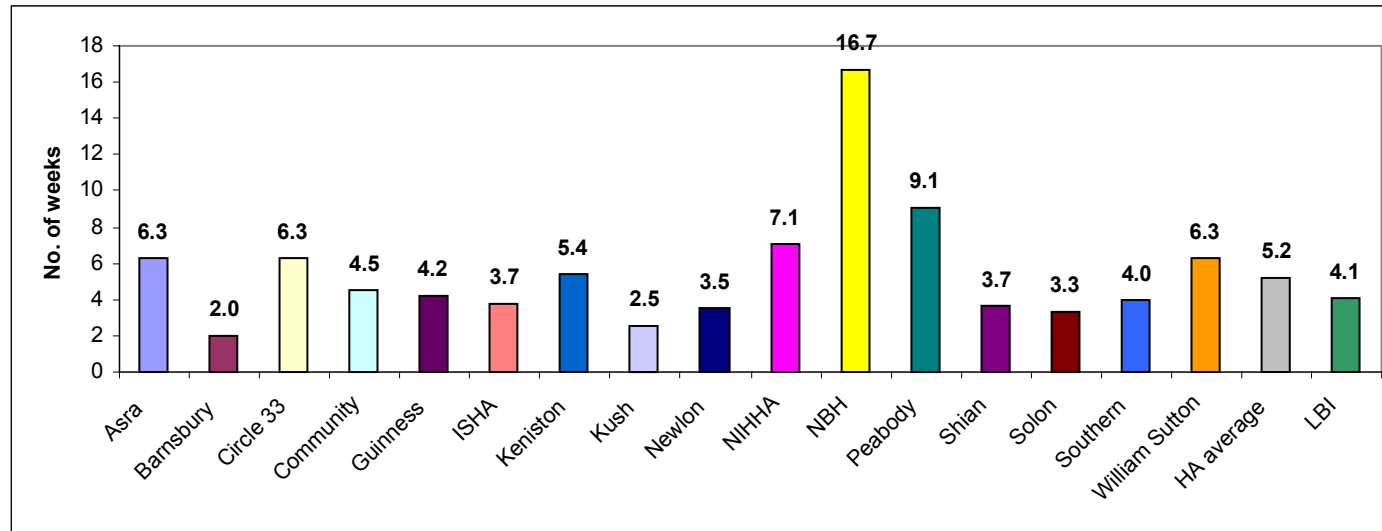
Units in Islington refers to the number of units in freehold ownership or equivalent unless indicated otherwise. Units managed appear in brackets. HAs marked with a \* did not submit a return for this year. In these cases information from previous returns have been used.

NAME	UNITS IN ISLINGTON	SPECIALISMS IN ISLINGTON	LOCATION OF HOUSING MANAGEMENT IN ISLINGTON
<b>Apna Ghar</b>	(28)	BME Supported Housing	388 High Rd, Wembley, HA9 6AR
<b>ARHAG HA*</b>	137	BME Special Needs, Refugees and Migrants	Brecknock Rd N17, Copenhagen St N1, Moreland St EC1, Grovedale Rd N19, Isledon Rd N7
<b>Asra HA</b>	138	General Needs, specialisation in category 1 Sheltered Housing for Asian Elders	1 Long Lane, SE1 4PG
<b>Bangla HA</b>	(11)	BME General Needs	243 Lower Clapton Rd, E5 8EG
<b>Barnsbury HA</b>	223	General Needs	60 Morland Mews, N1 1HN
<b>Cara Irish HA*</b>	68	Supported Housing with specialist support team	412 Seven Sisters Rd N4, 369-371 Camden Rd N7, 27 Bardolph Rd N7, 70 Stroud Grn Rd N4
<b>Carr-Gomm HA</b>	37	Single Homeless with Support needs and Mental Health	270-272 Camden Rd, NW1 9AB
<b>Circle 33 Housing Trust</b>	2652	General Needs, Mental health, Young People, Sheltered, Residential Care, Learning Disabilities, Single Homeless, Physical Disabilities, Ex-offenders, HIV/AIDS	United House, North Rd, N7 9DP 1-7 Corsica St, N5 1JG
<b>Community HA</b>	97	General Needs, Supported Housing	100 Chalk Farm Road, London NW1 8EH
<b>Family HA</b>	(22)	General Needs, Supported Housing	4 <sup>th</sup> Floor, River Park House, 225 High Road, Wood Green, N22
<b>Genesis*</b>	35	Temporary Housing, Shared Ownership	
<b>The Guinness Trust</b>	181	General Needs	Naish Crt, Lever St (Estate Offices) and 5 The Office Village, 4 Romford Rd, Stratford E15 4EA (Area Office).
<b>Innisfree HA</b>	3	BME General Needs	190 Iverson Rd, NW6 2HL
<b>Islington Community Housing Co-op*</b>	106	General Needs	107 Tollington Way, N76RE
<b>Islington and Shoreditch HA</b>	464	General Needs	102 Blackstock Rd, N4 2DR
<b>John Grooms HA*</b>	12	Accommodation for wheelchair users	Whitby Crt, Holloway Rd
<b>Keniston HA</b>	88	General Needs	Burnhill Hse, Norman St / 318 Hornsey Rd / Silver Crt, Bickerton Rd, 2-6 Tollington Pk
<b>Kush HA</b>	41	BME General Needs	-
<b>London Strategic Housing*</b>	124	Keyworker Housing	Area Office (East), 14 Kenworthy Rd, E9 5TD
<b>Newlon HA</b>	646	General Needs	1 Mavor House, Barnsbury Estate, Copenhagen St, London N1 0TX
<b>New Swift Housing Co-op</b>	49	General Needs	12 Pine Grove, N4 3LL

<b>New Islington &amp; Hackney HA</b>	2100	General Needs, Mental Health, Adolescents Living Care Team, Young Refugee Asylum Seekers, Floating Support, Adolescent Services, Supported Housing, Welfare Benefit advice, Elderly Services	105 St Pauls Rd N1 2NA (General Needs), 123 Kingsland High St, E8 2PB (Supported and Shared Ownership)
<b>North British Housing</b>	29	General Needs	Battlebridge Court, Eastwood Close, Wells Yard North, York Way N7
<b>Notting Hill Housing Group</b>	4	Supported Housing for older people	Grove House, 27 Hammersmith Grove, W6 0JL
<b>Patchwork Community HA*</b>	91	General Needs, Supported Housing Management Service – young vulnerable people, care-leavers, HIV	Unit 5, Weels House, 5-7 Wells Terrace, N4
<b>Peabody Trust</b>	2301	General Needs	North Regional Office, King's Cross Estate, 6 Calshot St, N1 9DH
<b>Penrose HA</b>	(4)	Supported Housing	356 Holloway Rd, N7
<b>Peter Bedford HA*</b>	77	General Needs, Mental Health, Learning Difficulties, Long-term Street Homeless	Legard Works, Legard Rd, N5 1DE
<b>Presentation HA*</b>	198	BME General Needs, Supported Housing	Biko House, 16 Bromall's Rd, SW4 0BG
<b>Quadrant-Brownswood Tenant Co-op*</b>	83	General Needs	43-45 Mountgove Rd, n5 2LX
<b>Shian HA</b>	48 (74)	General Needs	76 Mare St, Hackney
<b>Solon Co-operative Housing Services</b>	(55)	General Needs	148 Cambridge Heath Rd, E1 5QJ
<b>Southern Housing Group</b>	698	General Needs, 2 Single Women schemes	22-24 Cowper St, EC2A 4AP
<b>South Mildmay Ternants Co-op*</b>	(107)	General Needs	52 Mildmay Pk, N1 4PR
<b>St Martin of Tours HA</b>	68	Mental Health, Forensic Mental Health, Vulnerable Adults, Vulnerable Young People, Ex-offenders.	21 Engelfield Rd, London N1 4JX, 404 a&b Caledonian Rd N7 8UA, Wilton Villas N1 3DN
<b>St Mungo's Housing*</b>	104	Mental Health, Substance Use, Resettlement, Community Support	Atlantic Place, 1-3 Rockley Rd, W14 0DJ, 1 Hercules Pl, N7 4AL
<b>Stonham HA</b>	29	Ex-offenders and Mental Health	Norman House, 15 Aberdeen Park, N5 2AN
<b>St Pancras &amp; Humanist HA*</b>	67	General Needs, Supported Housing	110 Eversholt St, NW1 1BS
<b>Ujima HA*</b>	253	BME General Needs, Mental Health	Area Office, 56 High Rd, Tottenham, N15 6JO
<b>William Sutton Trust</b>	141	General Needs	Estate Office, 1 Naver House, Upper St N1 1TX

## 2 PERFORMANCE REVIEW

### 2.1 AVERAGE VOID TURNAROUND PERIOD – GENERAL NEEDS

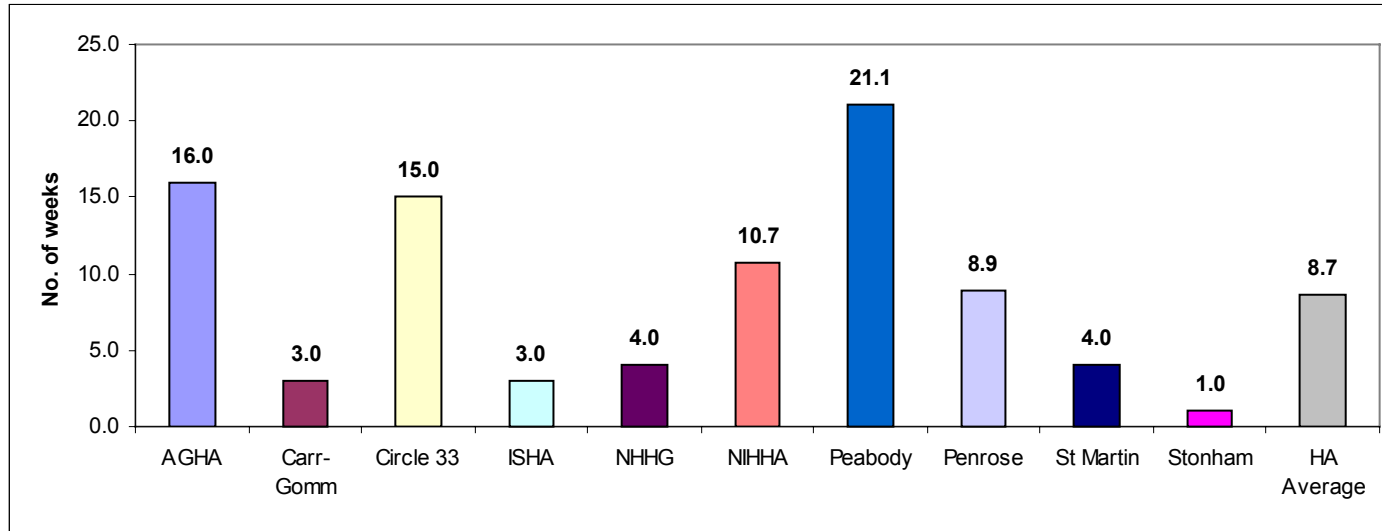


The association average time to relet this type of dwelling has risen slightly from 4.4 weeks in 01/02 to 5.2 weeks in 02/03. The Council's average turnaround time has fallen from 6 weeks in 01/02 to 4.1 weeks in 02/03.

For those associations for which we have comparable data, Asra, Circle, Community, NIHHA, NBH and William Sutton experienced an increase in the average time taken to relet General Needs dwellings from last year. Increases were below 4% with the exception of NBH which saw its relet times more than double from 7.3 to 16.7 weeks. Barnsbury, Guinness, ISHA, Newlon, Solon and SH Group saw their relet times fall from 01 / 02. Circle 33 had one property that had been vacant a year which increased their average relet times.

Keniston and Newlon figures are pan-association. Keniston also included sheltered lettings on their return.

## 2.2 AVERAGE TIME TAKEN TO RELET SUPPORTED HOUSING DWELLINGS



The association average time to relet this time of dwelling rose substantially from 3.9 weeks in 01 / 02 to 8.7 weeks in 02/02.

AGHA's relet time was for one property that required major works before reletting. Circle 33 identified a lack of referrals and delays in finding suitable tenants as significantly affecting their average relet times.

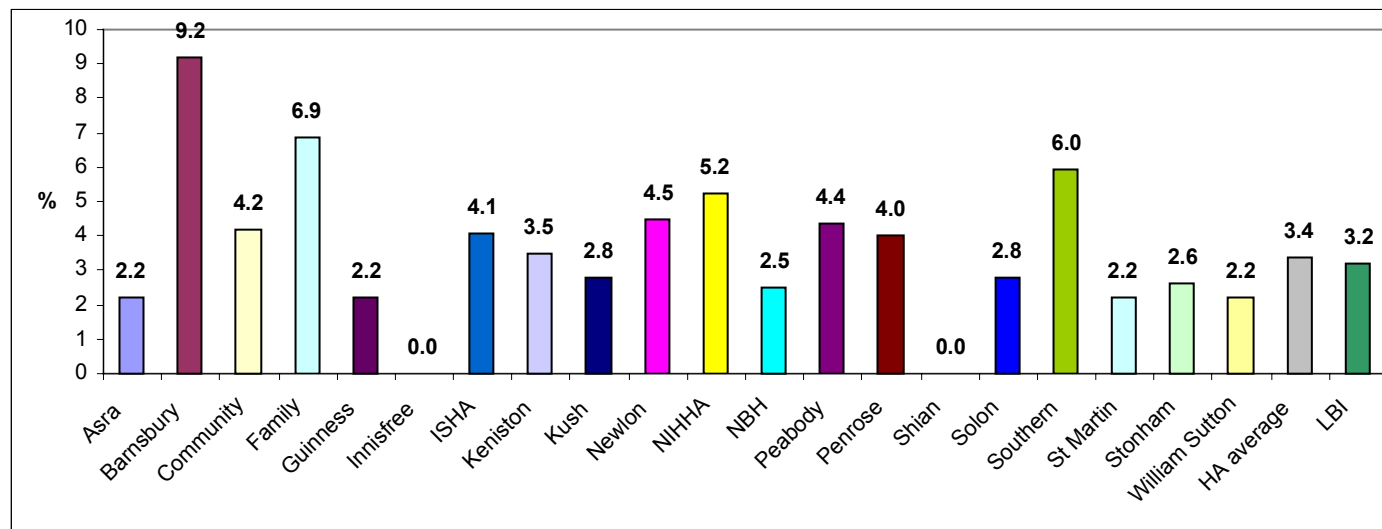
For those organisations for which we have comparable data, Circle 33, NIHA and Peabody saw average relet times increase substantially from last year, rises of 11.4, 8.7 and 16.6 weeks respectively. ISHA and Stonham saw their relet times stay the same while St Martin was the only association which saw a decrease in reletting time.

St Martin figures are pan-association.

## 2.3 REPAIR TARGET RESPONSE TIMES

	Emergency		Urgent		Routine		Repair appointment	Comments
	Within 24 hours		Within 5 working days		Within 28 working days			
ASSOCIATION	No.	% in target	No.	% in target	No.	% in target		
AGHA	-	-	-	-	-	-	Yes	Based on HAs appointment systems
Asra	24	-	147	-	209	-	Yes	Total No. of completed jobs 90.5%
Bangla	3	99.0	17	99.0	5	99.0	Yes	
Barnsbury	15	100.0	319	100.0	83	100.0	Yes	
Carr-Gomm	80	90.0	114	75.4	129	91.5	Yes	
Circle 33	307	95.1	908	94.5	3,128	93.8	Yes	Pan association
Community	1926	88.0	3,917	69.0	2,463	87.0	Yes	Pan association
Family	14	100.0	7	86.0	10	90.0	No	
Guinness	-	-	-	-	-	-	No	No data available for last year
Innisfree	1	100.0	-	-	-	-	No	Stock in Islington is relatively new and therefore repair demands are low. 50% of current stock still in defects. Repairs appointment - contractors generally contact tenantson receipt of repair order and check on a convenient time to call.
ISHA	240	92.0	524	95.0	816	93.0	Yes	
Keniston	203	100.0	934	97.2	978	95.3	No	
Kush	-	90.3	-	85.0	-	83.0	Yes	
Newlon	181	100.0	468	97.0	3719	96.0	Yes	
NIHHA	679	93.8	497	91.0	1741	92.0	-	
NBH	-	96.3	-	94.2	-	97.8	Yes	
NHHG	3	91.0	5	87.0	13	88.0	Yes	
Peabody	291	91.8	965	90.3	1875	90.7	No	
Penrose	458	90.2	-	87.0	-	89.0	No	
Shian	271	95.2	877	96.4	178	96.1	No	
Solon	349	97.6	635	97.3	210	99.2	Yes	
Southern	213	76.0	513	78.0	660	93.0	No	Had been under recorded pn maintenance performance. Out of hours emergency should have been 93% nd urgent 86. Have concentrated on reassessing processes rather than auditing all of last years performance.
St Martin	135	90.8	1387	92.5	13	100.0	Yes	
Stonham	11	100.0	14	100.0	15	100.0	No	
William Sutton	13	84.6	111	92.8	258	96.9	No	This includes work by WST staff and contractors. Percentage completed by contractors relies on contractors returning completion slips. During 2003/04 repairs figures have improved following meetings with contractors.
HA average	257	89.9	645	90.6	855	89.3		
LBI								

## 2.4 AVERAGE ASSURED RENT INCREASES



The associations average assured rent increase rose slightly from 3% in 01 / 02 to 3.4% in 02/03.

It is Barnsbury's policy to charge new tenants the full Rent Plan rent, all other increases are limited to RPI + 0.5% +/- £2.00. Circle 33 rent increases are subject to target rent so that there is not a set rent increase. Carr-Gomm had gone straight to target rents last year so rents will only increase by RPI + ½% each year. Guinness's rent increase is 2.2% + £1.75 per week. The average rent increase for Newlon has been calculated by looking at average rents for 2002/03 although this does include new tenancies which were let outside of protected rents.

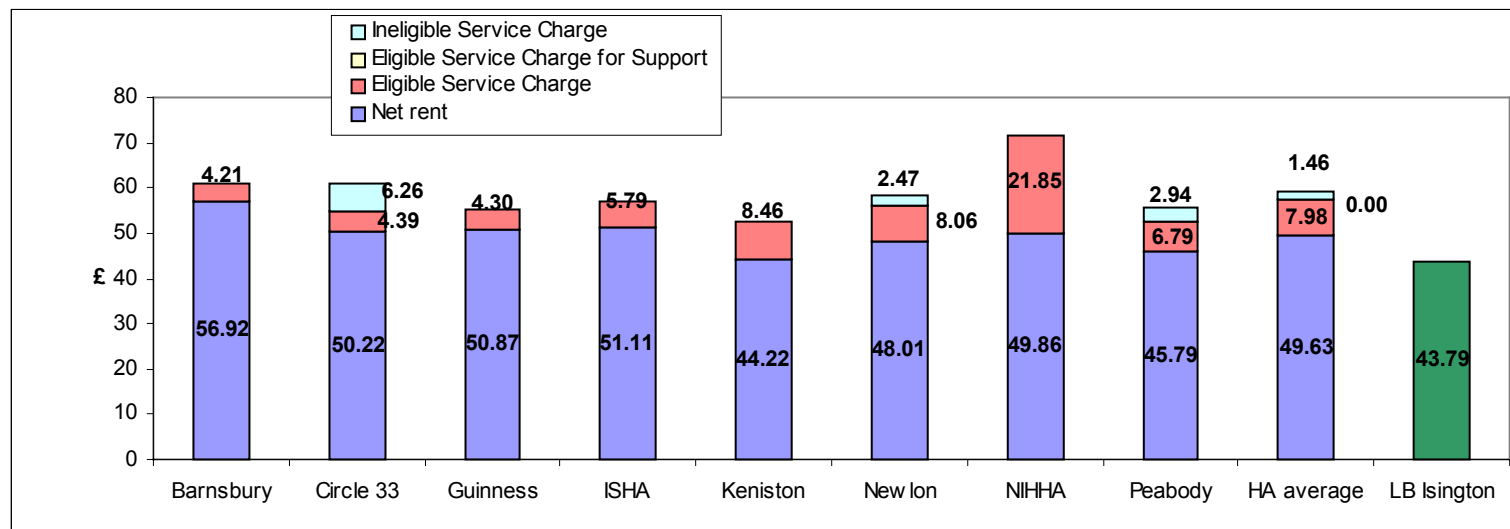
Of the associations for which we have comparative data, Asra, Community, Guinness, ISHA, Keniston, St Martin and William Sutton increased rent at a lower level than last year. Family, Newlon, NIHHA, Peabody and SH Group saw rises of 3.7%, 4.2%, 1.7%, 2.1%, 1.2% and 2.1% respectively on rent increases last year. Innisfree rents have been frozen for the second year running.

The rent increase figure for LB Islington stayed the same as last year, at 3.2%.

For a number of associations who are managing agents, for example, AGHA, the rent is set by the owning housing association.

Community and Solon figures are pan-association.

## 2.5 AVERAGE ASSURED RENT LEVELS FOR BEDSIT PROPERTIES – GENERAL NEEDS



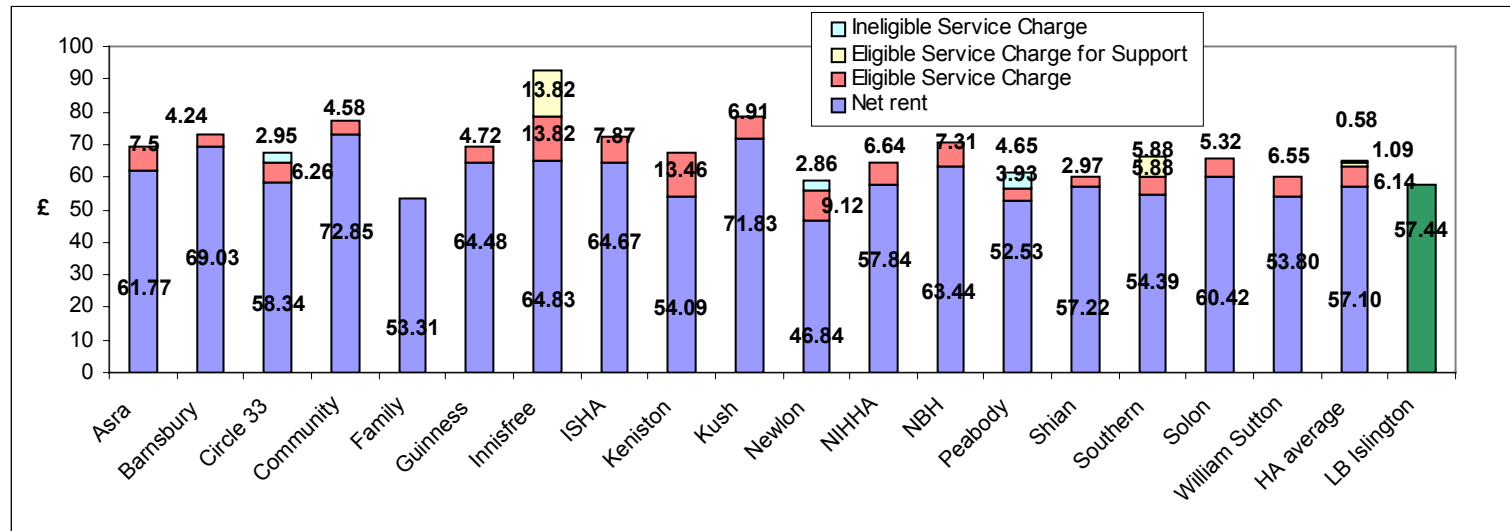
The chart above shows average association assured rent levels for bedsit General Needs properties in 2002/03.

Of the 8 associations for which we have comparable data, Barnsbury, Guinness, ISHA, Keniston and NIHA all saw average rents rise. Newlon saw the highest increase of £6.12 from last year. Only 2 associations saw a decrease in average rents from 01 / 02, Peabody and Circle 33, though these decreases were less than £1.

The average gross rent on a bedsit General Needs HA property in Islington is £59.07, an increase of £4.27 from 01 / 02.

Rent levels for bedsit LB Islington dwellings rose by £1.72 from last year.

## 2.6 AVERAGE ASSURED RENT LEVELS FOR 1 BED PROPERTIES – GENERAL NEEDS

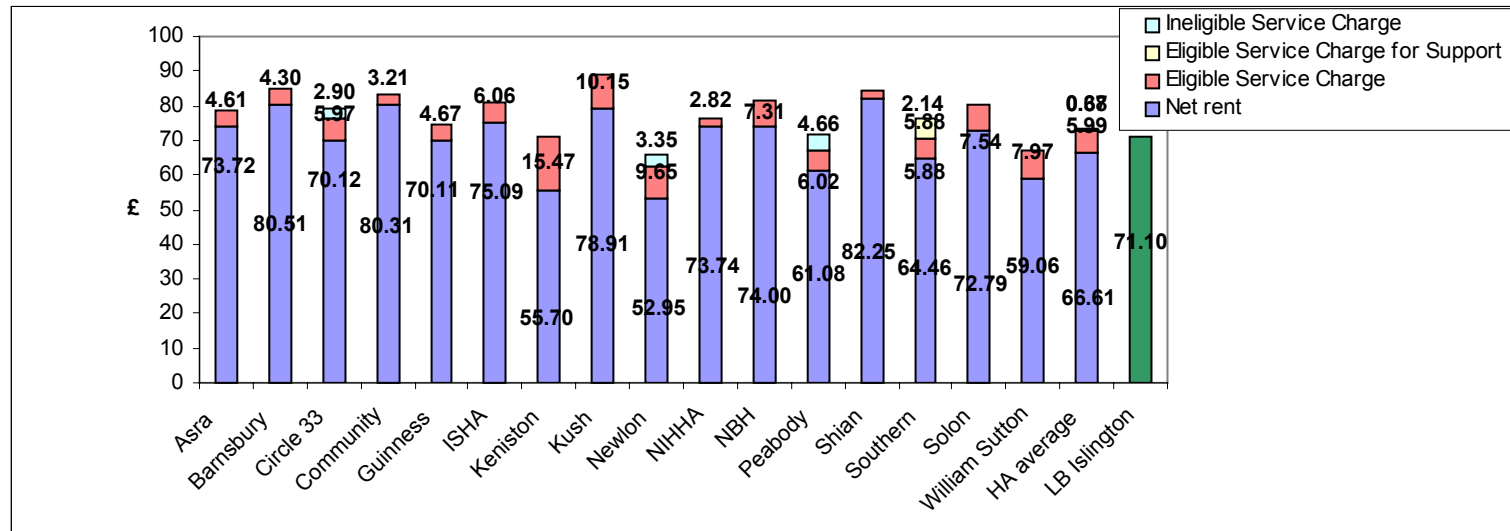


The chart above shows the average association rent for one bedroom General Needs properties in 2002/03.

Out of the 12 associations for which we have comparable data, Circle 33 saw the greatest reduction in rent from last year, a fall of £14.65. NIHHA, Peabody and William Sutton also saw rents fall £9.90, £4.78 and £2.01 per week respectively. Guinness, Kush and Southern saw increased rents between £5-£10 while Asra, Family and Keniston rent increases were under £5 per week. Community and ISHA rent increases were under £1.

The average gross rent on a one bedroom General Needs HA property in Islington is £64.92, an increase of £9.65 from 01 / 02. Rent levels for one bedroom LB Islington dwellings have risen by £2.26 from last year.

## 2.7 AVERAGE ASSURED RENT LEVELS FOR 2 BED PROPERTIES – GENERAL NEEDS

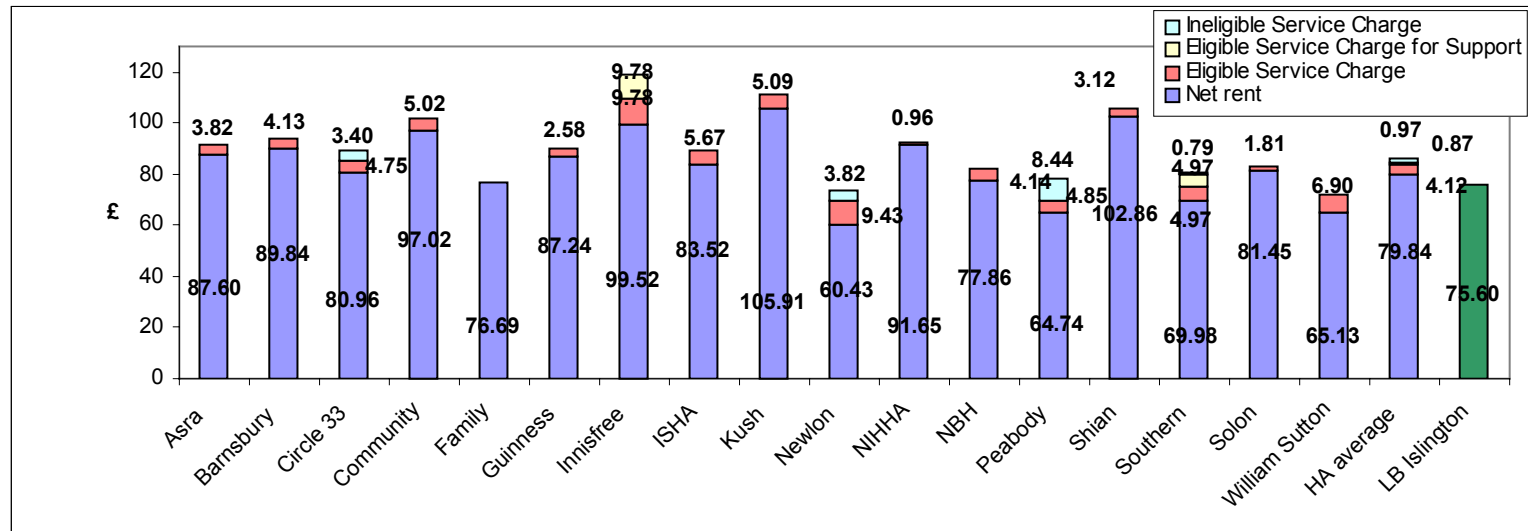


The chart above shows average housing association rent levels on two bedroom General Needs properties in 2002/03.

Out of the 13 associations for which we have comparable data from 01 / 02, 8 associations increased rents. The most substantial increase amongst these HAs was from Southern (£9.05). Asra, Barnsbury, Circle 33, ISHA, Keniston, Newlon and Peabody rent increases were under £5. NIHHA, NBH and William Sutton decreased rents from last year. Community saw the greatest reduction in rent, £11.79 from last year.

The overall average association gross rent on a two bedroom dwelling fell very slightly from £73.74 in 01 / 02 to £73.65 in 02/03. The average gross rent for a two bedroom LB Islington General Needs property rose by £2.80 compared to last year.

## 2.8 AVERAGE ASSURED RENT LEVELS FOR 3 BED PROPERTIES – GENERAL NEEDS

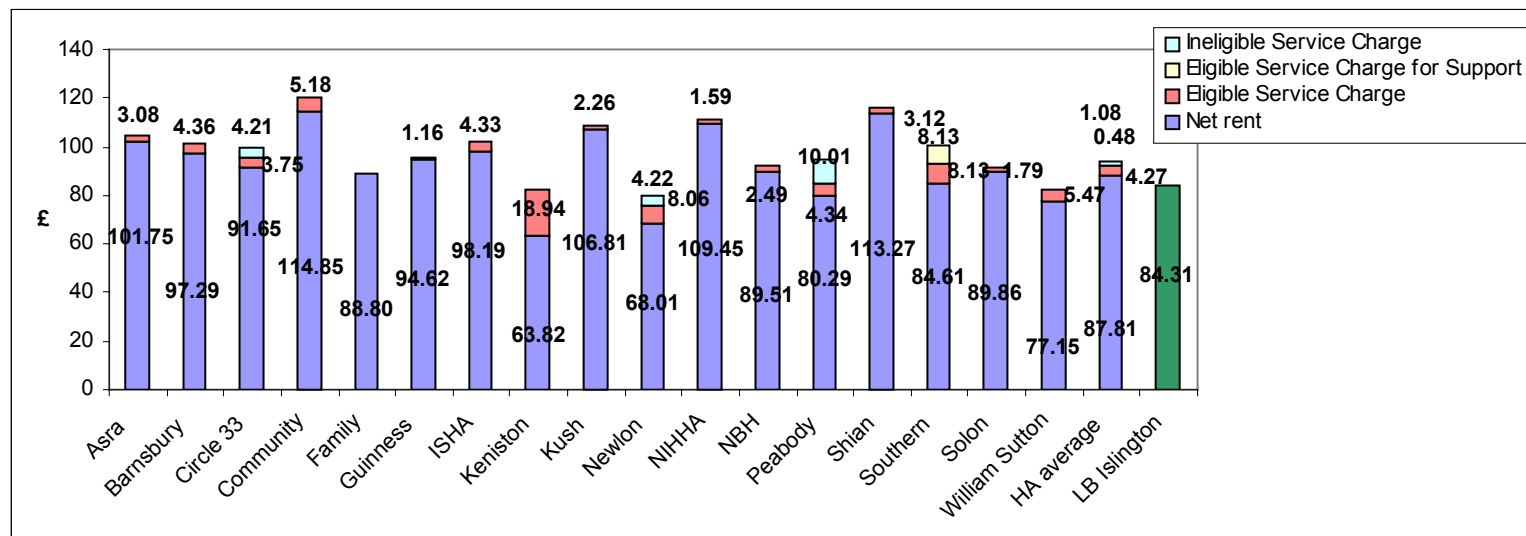


The chart above shows average housing association rents on three bedroom General Needs properties in 2002/03.

Out of the 14 associations for which we have comparable data from 01 / 02, 10 increased rents. Increases were between £1 - £6 with the exception of Southern (£10.02). Community, NIHHA, NBH and William Sutton reduced rents compared to 01 / 02 by £1.02, £2.53, £8.31 and £3.73 respectively.

The overall average association gross rent on a three bedroom General Needs dwelling rose from £80.91 in 01 / 02 to £85.80 in 02/03. The average gross rent for a three bedroom LB Islington General Needs property rose by £2.98 compared to last year.

## 2.9 AVERAGE ASSURED RENT LEVELS FOR 4 BED PROPERTIES – GENERAL NEEDS



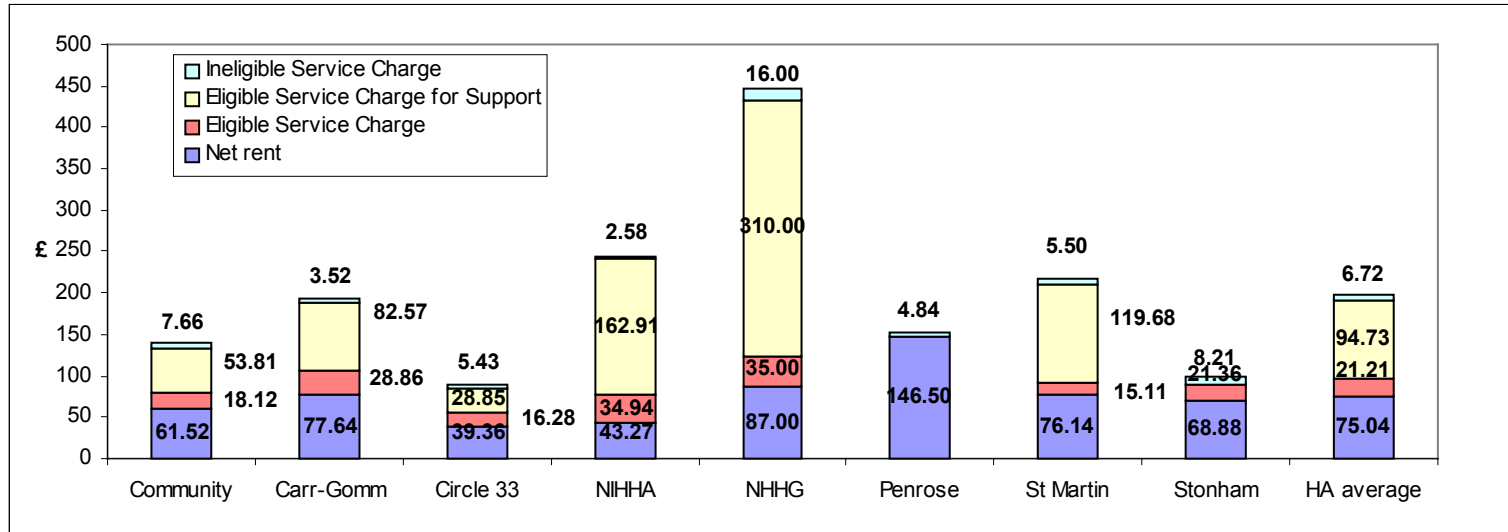
The chart above shows average housing association rent levels on four bedroom properties in 2002/03.

Out of the 14 associations for which we have comparable data from 01 / 02, all but 2 associations, Newlon (-£0.13) and Circle 33 (-£2.06), increased their rents. Increases ranged from less than £1, Keniston and Community, to a high of £11.26 by Southern. The majority of increase ranged between £1 - £6.

The overall average association rent on a four bedroom dwelling fell by £4.74 from £98.38 in 01 / 02 to £93.64 on 02/03.

The average gross rent for a four bedroom LB Islington General Needs property fell substantially by £10.44 compared to last year.

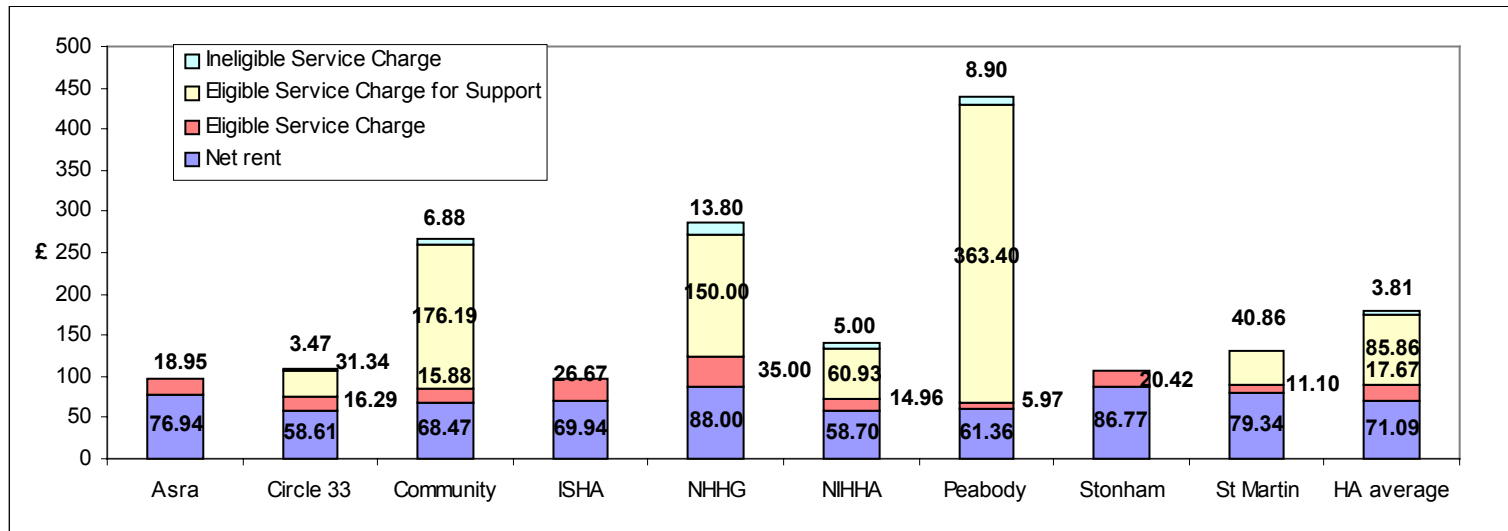
2.10 AVERAGE ASSURED RENT LEVELS FOR BEDSIT PROPERTIES – SUPPORTED HOUSING



The chart on the left shows average association rents for bedsit Supported Housing properties in 02/03. Housing associations with predominately Supported Housing provision were separated from General Needs as their tenants historically require greater support resources, though some associations have both General and Supported housing stock.

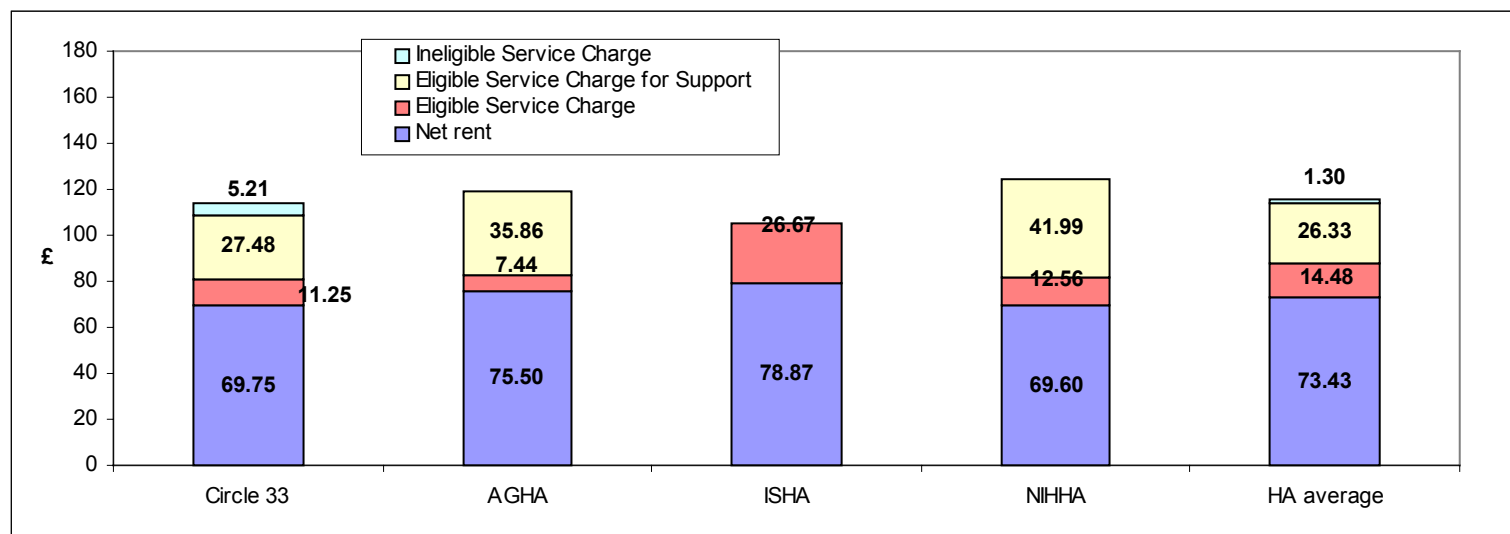
The average gross rent for a bedsit Supported Housing Property is £197.69, an increase of £63.76 from 01 / 02.

2.11 AVERAGE ASSURED RENT LEVELS FOR 1 BED PROPERTIES – SUPPORTED HOUSING



The chart on the left shows the average association rent on a one bedroom Supported Housing property in 2002/03. The average association gross rent for this type of property is £178.42, an increase of £89.28 from last year.

## 2.12 AVERAGE ASSURED RENT LEVELS FOR 2 BED PROPERTIES – SUPPORTED HOUSING



The chart on the left shows the average association rent on a two bedroom Supported Housing property. The average association gross rent for this type of property is £115.55, and increase of £11.85 from last year.

## 2.13 AVERAGE ASSURED RENT LEVELS FOR 3 / 4 BED PROPERTIES – SUPPORTED HOUSING

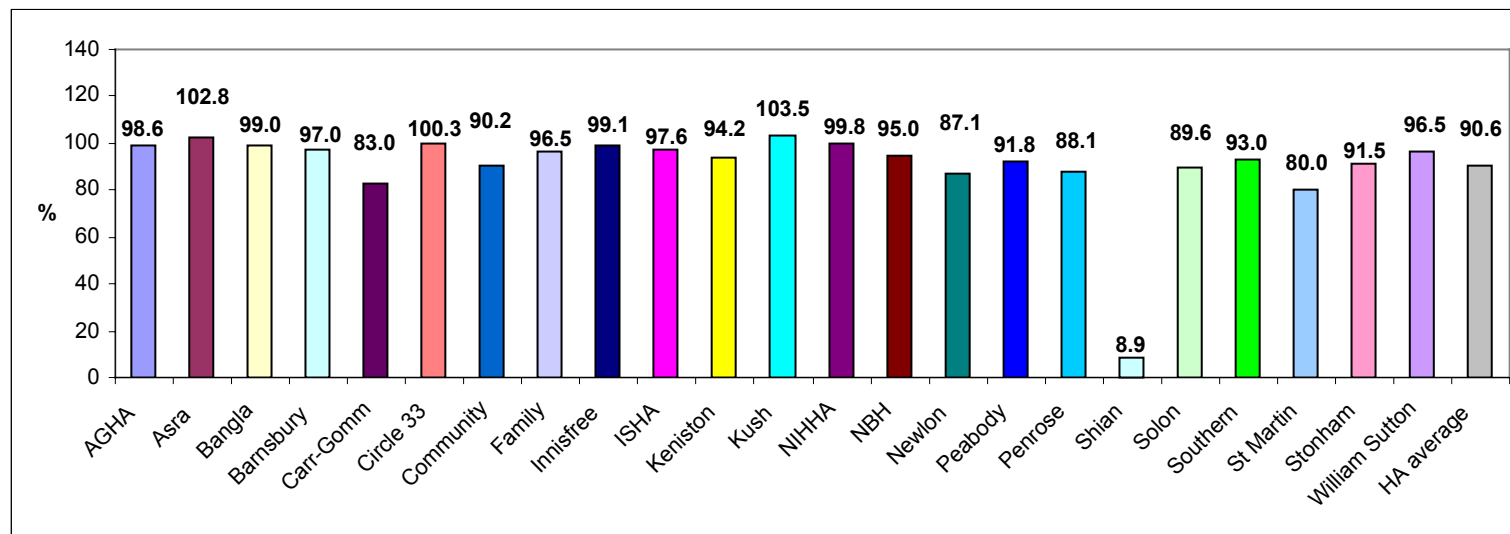
	Net rent	Eligible Service Charge	Eligible Service Charge for Support	Ineligible Service Charge	Total
Three bed property					
AGHA	79.07	1.4	35.86		116.33
Circle 33	92.50	16.79	32.50	2.92	144.71
Peabody	82.13		738.72	5.22	826.07
Four bed property					
AHGA	110	10.48	35.86		156.34

The table on the left shows average housing association rents for three and four bed Supported Housing properties in 2002/03

## 2.14 GROSS RENT LEVELS

ASSOCIATION	General Needs					Supported Housing				
	Bedsit	1-bed	2-bed	3-bed	4-bed	Bedsit	1-bed	2-bed	3-bed	4-bed
AGHA	-	-	-	-	-	-	110.03	118.8	116.33	156.34
Asra	-	69.27	78.33	91.42	104.83	-	95.89	-	-	-
Bangla	-	-	-	-	-	-	-	-	-	-
Barnsbury	61.13	73.27	84.81	93.97	101.65	-	-	-	-	-
Carr-Gomm	-	-	-	-	-	192.59	-	-	-	-
Circle 33	60.87	67.55	78.99	89.11	99.61	89.92	109.71	113.69	144.71	-
Community	-	77.43	83.52	102.04	120.03	141.11	267.42	-	-	-
Family	-	53.31	-	76.69	88.80	-	-	-	-	-
Guinness	55.17	69.20	74.78	89.82	95.78	-	-	-	-	-
Innisfree	-	92.47	-	119.08	-	-	-	-	-	-
ISHA	56.90	72.54	81.15	89.19	102.52	-	96.61	105.54	-	-
Keniston	52.68	67.55	71.17	-	82.76	-	-	-	-	-
Kush	-	78.74	89.06	111.00	109.07	-	-	-	-	-
Newlon	58.54	58.82	65.95	73.68	80.29	-	-	-	-	-
NIHHA	71.71	64.48	76.56	92.61	111.04	243.70	139.59	124.15	-	-
NBH	-	70.75	81.31	82.00	92.00	-	-	-	-	-
NHHG	-	-	-	-	-	448.00	286.80	-	-	-
Peabody	55.52	61.11	71.76	78.03	94.64	-	439.63	-	826.07	-
Penrose	-	-	-	-	-	151.34	-	-	-	-
Shian	-	60.19	84.39	105.98	116.39	-	-	-	-	-
Southern	-	66.15	76.22	80.71	100.87	-	-	-	-	-
Solon	-	65.74	80.33	83.26	91.65	-	-	-	-	-
St Martin	-	-	-	-	-	216.43	131.30	-	-	-
St Mungo's	-	-	-	-	-	-	-	-	-	-
Stonham	-	-	-	-	-	98.45	107.19	-	-	-
William Sutton		60.35	67.03	72.03	82.62	-	-	-	-	-
HA average	59.07	64.92	73.65	85.80	93.64	197.69	178.42	115.55	362.37	156.34
LB Islington	43.79	57.44	71.10	75.60	84.31	-	-	-	-	-

## 2.15 RENT COLLECTED AS A % OF RENT DUE



The chart above shows the rent collected as a percentage of rent due up to the end of March 2003.

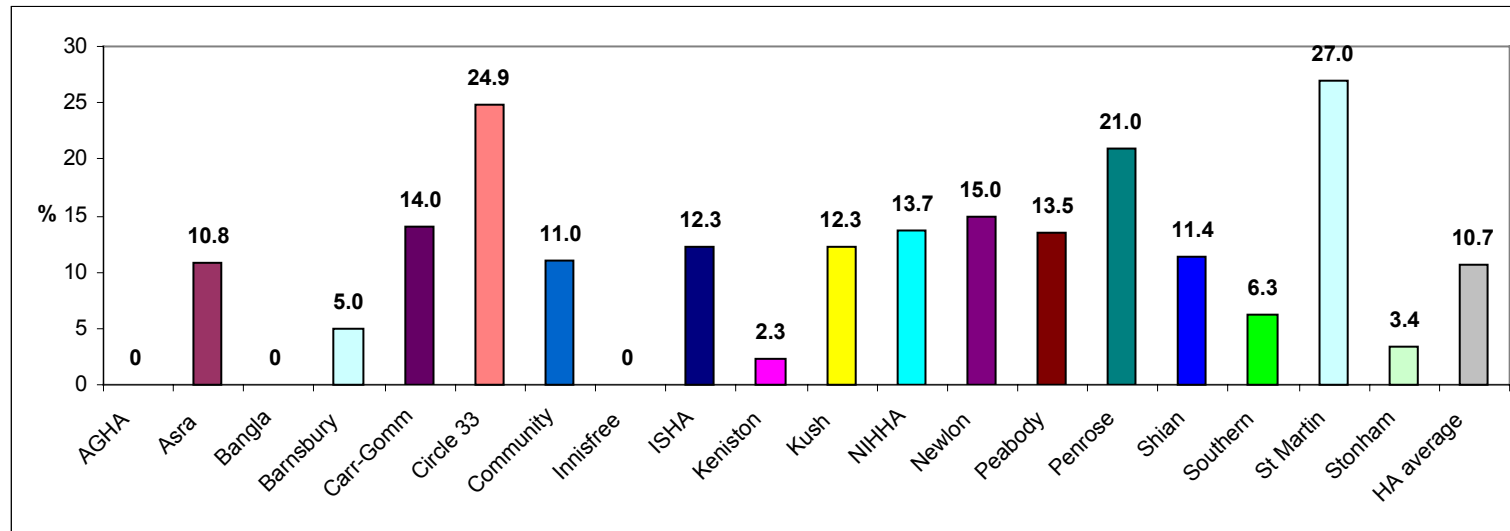
Out of the 17 associations for which we have comparable data from 01 / 02, only 4 associations saw an increase in rent collected in 2002/03. These were Asra (+4.8%), Barnsbury (+1%), Circle 33 (+0.9%) and ISHA (+5.6%). Apart from Guinness and Shian who only collected 8.3% and 8.9% respectively of rent due, Innisfree, Newlon and St Martin saw the biggest decrease in rent collected from the previous year of 10.3%, 11.3% and 16% respectively. Bangla, Carr-Gomm, Community, Family, Keniston, NBH, Peabody, SH Group and Stonham all saw their performances fall compared to last years figures. Falls in the amount of rent collected amounted to between 0.9 and 6.8% for this group of HAs.

Guinness identified the impact of the tenancies at Naish Court as the reason for their performance as they were new properties and experienced some Housing Benefit issues. The impact of new schemes coming into management and the decanting of one scheme affected St Martin's performance while Stonham's figures included delayed HB payments.

The overall average association rent collected decreased by 96.3% from to 90.6% from 2001/02.

Kush, Newlon and Solon figures are pan-association.

## 2.16 TENANTS OWING MORE THAN 13 WEEKS AT THE END OF MARCH 2003



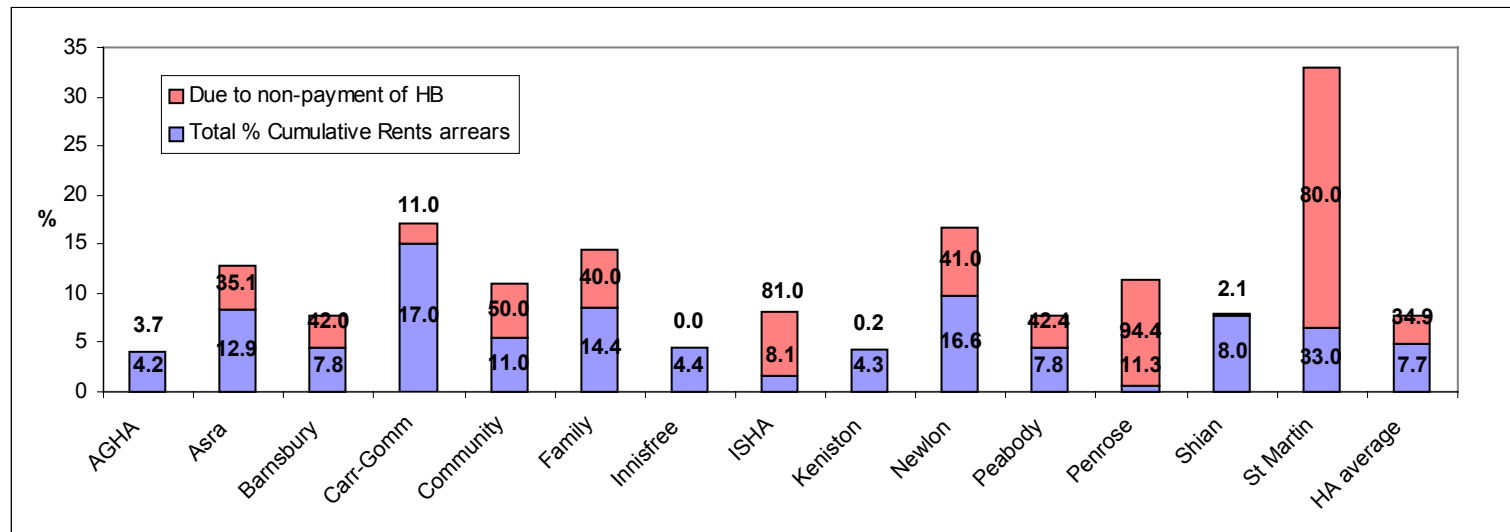
This chart shows the percentage of tenants owing more than 13 weeks up to, but excluding those in less than £250 arrears to the end of March 2003. This information indicates the results of current activity rather than historic debt.

Out of the 12 associations for which we have comparable data from 2001/02, Asra and St Martin experienced increases in tenants owing more than 13 weeks of 6.8% and 8.3% respectively. The only other association to experience an increase was SH Group, though the increase was only 0.9%. The following associations saw the percentage of tenants owing more than 13 weeks fall from 2001/02: Barnsbury (-3%), Carr-Gomm (-5%), Community (-8%), ISHA (-1.7%), Keniston (-1.1%), Peabody (0.8%) and Stonham who experienced the biggest reduction of 16.6%. Bangla had no tenants owing more than 13 weeks for the second year running while Innisfree had no tenants owing for the third year running.

St Martin identified problems with sometimes sporadic HB payments which affect performance. Penrose's figures do not take account of HB payments received after this date but applicable to this date.

The overall average association arrears decreased from 12.8% in 2001/02 to 10.7% in 2002/03, a decrease for the third year running. Kush's figure is pan-association.

## 2.17 % OF CUMULATIVE RENT ARREARS AS A % OF RENT DUE



This chart shows cumulative rent arrears as a percentage of rent due up to the end of March 2003 and indicates where associations have historic debt.

Of the 8 associations for which we have information from last year, 5 experienced a small decrease in rents arrears of between 0.6% and 3.2%. These associations were Barnsbury, Innisfree, ISHA, Keniston and Peabody. Carr-Gomm and Community experienced rises in rent arrears of 4% and 4.3% respectively while cumulative rent arrears for St Martin rose 14% from the previous year. St Martin identified historical large bad debt arrears from former years due to difficulties with benefits agency as affecting their performance. Community's figure is an estimate.

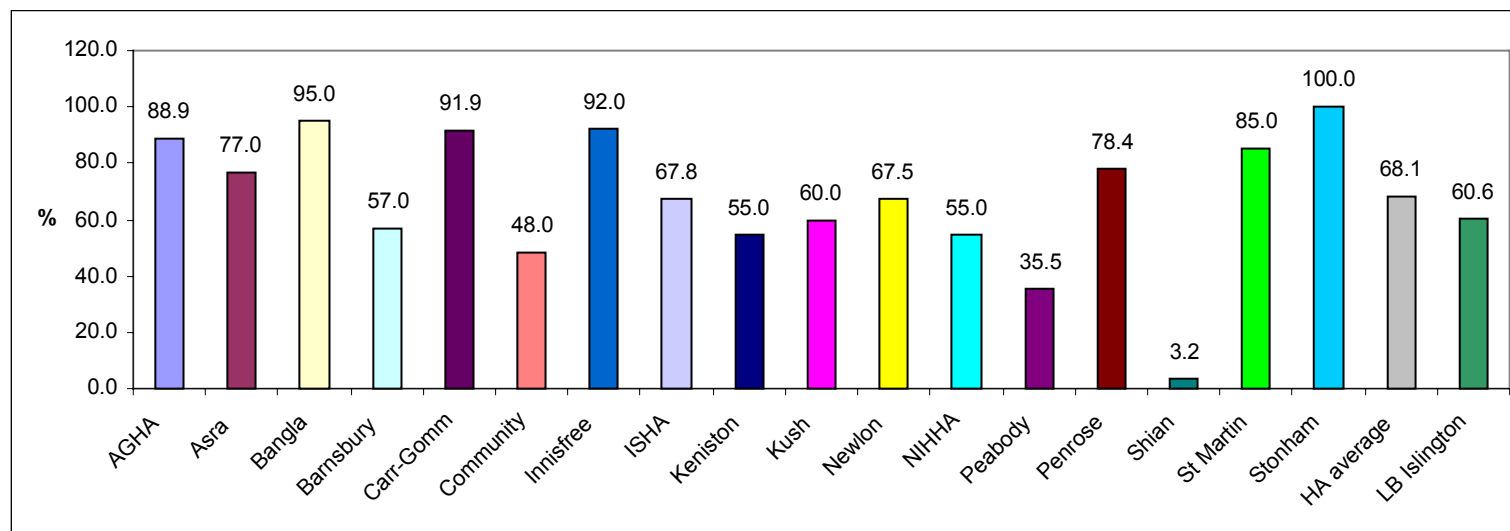
The association average for cumulative rent arrears fell 4.3% from 2001/02.

We had only had 7 associations with comparable information from last year regarding rent arrears due to non-payment of HB. The percentage change from last year swung very substantially both with associations which experience an increase as well as a decrease. Innisfree and Keniston experienced a decrease of 92.5% and 38.8% respectively while Barnsbury saw a reduction of 0.6%. Community, Peabody and St Martin experienced just as significant rises in rent arrears due to non-payment of HB, 44.6%, 19.9% and 65% respectively. ISHA experienced no change. St Martin identified problems relating to a new scheme which had long delays in assessment of claims and payments which contributed to this figure. Community and Newton's figures are estimates while Family's figure is pan association.

The association average for arrears due to non-payment of HB fell by 5.1% from 2001/02.

### 3 PROFILE INFORMATION

#### 3.1 % OF ALL TENANTS ON HOUSING BENEFIT



The chart above shows the number of tenants receiving Housing Benefit. The percentage of tenants on HB is not an indicator of association performance but is a relevant statistic for an association's profile. There are a number of different reasons for differences, such as client group, which would require further investigation.

Some of the notable changes in statistics from the 12 associations for which we have comparable data from 2001/02 included increases from the following associations (increase in brackets), Community (42%), Asra (9%), Keniston (7.5%) and Bangla (6%). The following associations experienced a decrease in tenants receiving HB over the same period (decrease in brackets), NIHHA (17%), Barnsbury (10.5%), Carr-Gomm (8.1%) and Innisfree (8%). Overall, 5 associations saw an increase in tenants receiving HB and 6 associations experienced a decrease. St Martin saw no change from 2001/02.

The association average for the percentage of tenants on Housing Benefit for this period was 68.1%, an increase of 5.4% from the previous year. Asra, Barnsbury, Community, Keniston, Kush and NIHHA provided an estimate. Newlon's data is pan association.

### 3.2 RENT RESTRUCTURING – PREDICTED 2008/09 RENTS FOR ISLINGTON

	Bedsit			1 bed			2 bed			3 bed			4 bed+			Comments
	Net rent	Service charge	Total	Net rent	Service charge	Total	Net rent	Service charge	Total	Net rent	Service charge	Total	Net rent	Service charge	Total	
Asra	-	-	-	96.00		96.00	101.00		101.00	96.00		96.00	114.00		114.00	
Barnsbury	86.41	4.78	91.19	89.34	4.78	94.12	100.87	4.78	105.65	119.90	4.78	124.68	124.48	4.78	129.26	Service charge 4.27-5.30 averaged at 4.78. Figures based on assumed RPI of 2.5% + 0.5%
Carr-Gomm	78.22	53.21	131.43	83.46	49.39	132.85									0.00	
Circle 33	92.59	-	92.59	92.38		92.38	103.22		103.22	110.33		110.33	116.89		116.89	
Community	-	-	-	96.91		96.91	109.43		109.43	114.30		114.30	121.98		121.98	Not modelled, based on actual costs each year
Innisfree	-	-		73.01	15.56	88.57				108.25	7.63	115.88			0.00	
ISHA	62.45	6.98	69.43	79.21	8.92	88.13	93.79	6.93	100.72	100.56	6.02	106.58	113.91	4.93	118.84	
Keniston	-	-		71.18		71.18	87.13		87.13				103.13		103.13	
Newlon	64.59	9.12	73.71	71.34	10.32	81.66	81.35	10.92	92.27	87.45	10.67	98.12	94.25	9.12	103.37	Services charges for most residents within their rent and subject to the Rent Guarantee, but by 2008/09 service charges will be separated out and applied to all residents
NIHHA	85.85	-	85.85	105.01		105.01	131.04		131.04	152.86		152.86	170.94		170.94	
Peabody	62.29	6.31	68.60	71.00	6.24	77.24	81.87	6.12	87.99	82.92	6.83	89.75	103.69	4.63	108.32	
Shian				86.76	3.47	90.23	93.98	3.47	97.45	123.05	3.47	126.52	133.98	3.47	137.45	
Southern				97.23		97.23	107.21		107.21	114.15		114.15	121.22		121.22	
Williams Sutton				87.79	16.58	104.37	94.80	16.13	110.93	102.56	14.63	117.19	118.86	6.84	125.70	
HA Average			87.54			93.99			102.84			113.86			210.16	

### 3.3 MANAGEMENT PARTNERSHIPS

	<b>Partner</b>	<b>Nature of Partnership</b>
<b>AGHA</b>	Asra	Managing agent working under management agreement with the owning HAs
	Circle 33	
	ISHA	
	NIHHA	
	Peabody	
	Presentation	
	Shian	
<b>Asra</b>	Apna Ghar	Management of wheelchair accommodation
	Tamil Community	Management of General Needs accommodation
<b>Bangla</b>	ISHA	Managing agent provider of welfare rights and other necessary support services eg translation/interpretation, language support.
	Guinness	
<b>Barnsbury</b>	-	-
<b>Carr-Gomm</b>	-	-
<b>Circle 33</b>	Alamo	Manage General Needs tenants
	ICHC	
	Infil	
	New Swift	
	ALS	
	AGHA	Manage Supported Housing tenants
	Coram	
	Eaves	
	Broadway	
	Penrose	
	SHP	
	Strutton	
	Stonewall	
	Elfrieda	
	Centre 404	
Nacro		
<b>Community</b>	Broadway	Managing Agent
	St Martin of Tours	Managing agent
<b>Family</b>	Islington Women's Aid	Womens refuge
<b>Guinness</b>	Bangla	BME Managing Agent
	Strutton	HIV/AIDS providing in depth tenancy / life support
	Look Ahead HA	Floating tenancy support provider
<b>Innisfree</b>	-	-
<b>ISHA</b>	Apna Ghar	Managing agents of Supported Housing schemes, agents provide housing management and

	Bridge HA	general counselling and support to the client group. ISHA are responsible for repairs.	
	Broadway		
	Strutton		
	Bangla	Bangla manage and carry out repairs to a group of properties	
	Asra	Quill St consortium estate	
		Barnes House jointly managed block. ISHA carry out communal repairs abd estate cleaning for all tenants	
	Ujima	Quill St consortium estate	
	NIHHA	Quill St consortium estate	
		Porter Square consortium estate	
	Shian	Porter Square consortium estate	
<b>Keniston</b>	-	-	
<b>Kush</b>	Camden & Islington Assertive Outreach Service	Assisted the service to engage better with BME communities	
<b>Newlon</b>	BELMO	TMO providing repairs, cleaning, gardening services and tenant consolation on the estate.	
<b>NIHHA</b>	Odyssey Trust	Agency providing housing management services	
	Latin American Women's Aid		
	Islington Women's Aid		
	Penrose		
	Centre 404		
	SHP		
	Broadway		Agency providing meaningful occupation services to RSI tenants living in Islington
	Providence Row HA		Agency providing quality audit services for RSI tenants living in Islington
Camden & Islington MH and Social Care Trust	Provide care & support to people housed in N I care homes in Islington		
<b>NBH</b>	St Mungo's	Supported Housing management to vulnerable tenants	
<b>NHHG</b>	-	-	
<b>Peabody</b>	Apna Ghar	Mental & Physical Disability	
	Bridge HA	Single Homeless & Mental Health	
	Broadway	Single Homeless, Rough Sleepers	
	LB Brent	Mental Health	
	RB Kensington & Chelsea	Mental Health	
	Westminster Mental Health Trust	Mental Health	
	Centre 404	Learning Difficulties and Physical Disability	
	Centrepont	Single Homeless & Care leavers	
	Look Ahead HA	Single Homeless & Mental Health	
	MCCH	Mental Health	
	Providence Row HA	Single Homeless, Rough Sleepers	
	Single Homeless Project	Single Homeless	
	St Pancras & Humanist HA	Single Homeless & Mental Health	

	Thamesreach Bondway	Single Homeless & Mental Health
	Westminster Association Mental Health	Single Homeless & Mental Health
	The Passage	Single Homeless & Mental Health
<b>Penrose</b>	Circle 33	Housing
	NIHHA	Housing
	LPA	Referrals, service development, cross agency working
	Islington Sex Offenders Unit	Management of sex offenders, cross agency working
	Other local agencies	Client support, counselling, education, training, employment
<b>Shian</b>	AGHA	Managing Agent Elderly
<b>Solon</b>	Providence Row HA	Vocational & educational support to the BLEAP schemes
<b>Southern</b>	Strutton	Managing Agent HIV/AIDS
	St Martin	Managing Agent Mental Health
	LB Islington Social Services	Allocate properties specifically to nominated Social Services care-leavers
<b>St Martin</b>	Community	Landlord / Management Agency
	ISHA	Lease partnership
<b>Stonham</b>	Probation Service	Referrals and support
	LBI Supporting People Team	Access to move on
	Mental Health Accommodation Team	Referrals
<b>William Sutton</b>	-	-

### 3.4 DEVELOPMENT PARTNERSHIPS

	<b>Partner</b>	<b>Nature of Partnership</b>
<b>AGHA</b>	ISHA	Development of 2 w/c flats
<b>Asra</b>	Not a developing association in Islington	
<b>Bangla</b>	ISHA	Develop properties on Bangla behalf for management.
	Guinness	
<b>Barnsbury</b>	-	-
<b>Carr-Gomm</b>	-	-
<b>Circle 33</b>	Willmott Dixon Housing Eastern Ltd	Strategic Partnering Contractor
	Willmott Dixon Circle 33 Projects	
	Higgins Construction	
	Higgins Homes	Partnering Contractor
	Llewellyn ROK Group	
	BMH Construction Ltd	
	Galliford Try Partnerships	
	Hill Partnerships	
	Mt Anvil Construction	
	Laing Partnerships	
	Furlong Homes	S106 Development Partner
	Fairview Homes	
	Berkeley Homes	
	Twigden Homes	
	Martin Grant Homes	
	Baratt Homes	
<b>Community</b>	Newham	Brooks Road Regeneration
	Canalside Housing Partnership (with Metropolitan Housing Trust)	Regeneration Kingsland Whitmore
	Various Developers	Haggerston Estate
	ARHAG	Development Agent
	Patchwork	Development Agent
	Innisfree	Development Agent
	Bangla	Development Agent
	Hilt	Development Agent
<b>Family</b>	Innisfree	Developing agents
	Innisfree Womens Association	
<b>Guinness</b>	Wilmot Dixon	Redevelopment of Naish Court

<b>Innisfree</b>	<b>NIHHA</b>	Development Partner
	<b>ISHA</b>	
	<b>Newlon</b>	
	<b>Family</b>	
<b>ISHA</b>	Apna Ghar	ISHA act as development agents
	Bangla	
	Strutton	
	St Martin of Tours	
	Places for Children	Development partner
<b>Keniston</b>	John Broom HA	Development Agent for small piece of land
<b>Kush</b>	Places for People	Kush is part of the PfP structure
<b>Newlon</b>	Innisfree	Partner HA at Arsenal development (10% of units)
	Ujima	Partner HA at Arsenal development (10% of units)
	John Grooms	Partner HA at Arsenal development (15 wheelchair units)
<b>NIHHA</b>	Mount Anvil	Partnering contractor
	Taylor Woodrow	Partnering contractor
	AGHA	Development Partner
	Bangla	Development Partner
<b>NBH</b>	Caxtons	Building contractors
<b>NHHG</b>	Tower Homes	Keys to the Capital Consortium
	Metropolitan Home Ownership	Keys to the Capital Consortium
	Boleyn Forest HA	Keys to the Capital Consortium
	Ujima	Pamoja
	North London Muslim HA	Development Partners
	Genesis	Choices Regeneration Agency
	Bellway	Choices Regeneration Agency
	Innisfree	Choices Regeneration Agency
	St Georges PLC	Choices Regeneration Agency
	Berkeley Homes	Choices Regeneration Agency
<b>Peabody</b>	Ujima	Strategic development partners
<b>Penrose</b>	Circle 33	Developing Agents
	NIHHA	Developing Agents
<b>Shian</b>	NIHHA	Development Partners
<b>Solon</b>	Innisfree	HAs
	Mace	
	Acme	
<b>Southern</b>	Countryside in Partnership	Developer at New River Green
	Cophorn Homes	Developer at New River Green
	Berkeley Homes	Developer at Allied Domeq
	Strutton	Special Needs housing provider at NRG

<b>St Martin</b>	SH Group	Development Partner
	Community	Development Partner
	ISHA	Development Partner
<b>Stonham</b>	-	-
	St Martin	Special Needs provider at NRG
<b>William Sutton</b>	Ujima	Formed alliance with these partners in 2001 and work together on particular projects using strength of alliance members to release greater benefits
	Brighton Housing Trust	
	Midsummer HA	

### 3.5 BME Partnerships and Equality

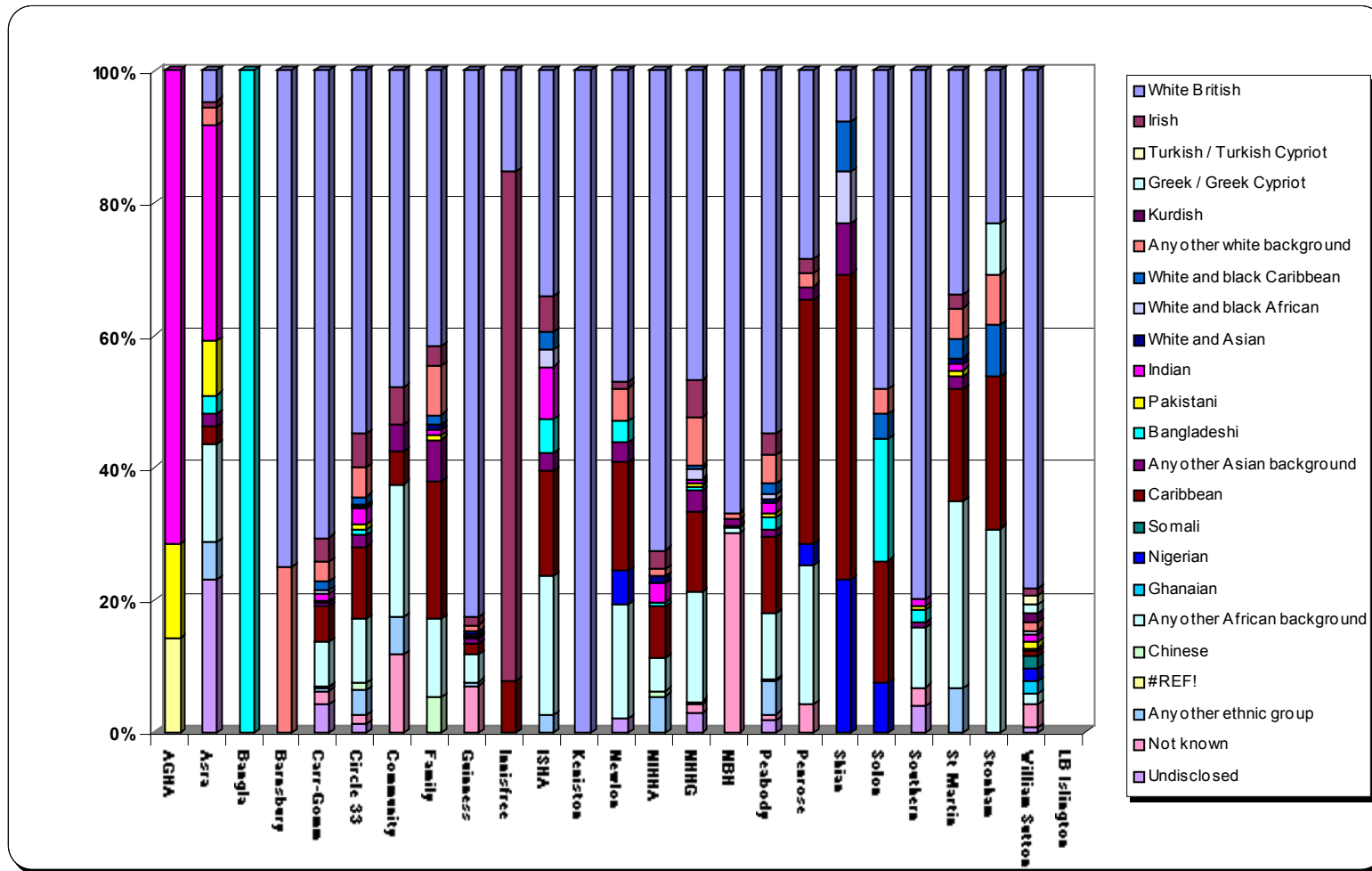
	Signed BME protocol	Systems & processes in place
Asra	Yes	N/a
Barnsbury	No	None at present
Carr-Gomm	Yes	-
Circle 33	Yes	Include a BME partner in all schemes exceeding 15 units. Bid for regeneration and stock transfer projects with a BME partner. Established a thriving partnership with Asra. Have a nominated BME Partnerships Champion to lead on promoting the Race Equality Plan. Recruited a focus group of BME residents to monitor performance and development practice.
Community	Yes	Using Newham protocol with ARHAG. Monthly reports, "Hands on Meetings", looking at agreeing a percentage of whole programme rather than scattered units on each site.
Family	Yes	No good practice procedures as such but do have a policy to transfer a percentage of units developed to BME HAs. Also pass units to BME HAs for management.
Guinness	Yes	Have an agreement with Bangla that entitles them to 10% of all new stock within Islington (apart from ringfenced Naish Court).
ISHA	Yes	ISHA has a long standing partnership with organisations such as AGHA and Bangla. They insure their involvement at bids stage, design brief, project meetings, design forums, invitation to site meetings/handovers and close liaison in defects period.
Keniston	Yes	None
Newlon	Yes	Newlon is committed to the support of its BME partners. In respect of the Arsenal scheme, the transfer of ownership of specifically dedicated blocks to Ujima and Innisfree Housing organisations will allow for these groups to monitor and manage tenancies in line with their own policies. This leasehold transfer will occur within 12 months of completion of each block development. Newlon will enter into a management agreement, using John Grooms existing standard documentation with the 3 other RSLs. This documentation has been tried and tested in past Newlon partnerships with John Grooms. Newlon will also be following the Islington BME protocol wherever possible
NIHHA	Yes	Regular review of whether schemes are/have met objectives of our BME partners. Consultation on design brief and review of bidding structure for schemes. Recently adopted 'Accommodation Diversity' strategy.
NBH	Yes	The Places for People Group is committed to supporting newly emerging BME led housing associations. Since 1990 the Group has worked in partnership or supported 20 such housing associations on the road to viability by; transferring over 848 homes, Developing a further 419 homes at a total cost of £23M, Providing financial and other types of support including staff secondments, development agency services, use of office space, training and technical assistance to a range of BME associations. We have considerable experience of working with BME Associations in both consortium projects and individual schemes where properties are subsequently transferred to another RSL. On new projects we discuss BME involvement with the local authority at the earliest possible stage and work closely with the local authority to determine their requirements and deliver in line with the BME protocol. The Group is also developing a BME customer forum with over 400 members, reflecting the needs of our diverse customer base. The forum will lead the development of specific projects in each region. Kush Housing Association is our specialist BME led RSL operating principally in London, but providing specialist advice and support throughout the Group. Kush joined Places for People Group in July 2001 and is based in Hackney and manages around 750 homes across the London boroughs of Hackney, Haringey, Redbridge, Newham, Waltham Forest and Islington. NBH are members of the London Equal Opportunities Federation and we monitor the equalities and diversity strategies for all our major developers.

NHHG	Yes	-
Peabody	Yes	Peabody has focused on forming a strategic relationship with Ujima for major regeneration projects.
Penrose	N/a	N/a
Solon	Yes	BME Strategy includes targets with regard to contractors and consultants. Appointment in Accordance with accommodating diversity and organisation of probable tenant type. Programme Management co-ordination of agents/HAs to work towards LB support. Participation in Local Strategic Partnerships and Neighbourhood Renewal Strategies where possible.
Southern	Yes	Southern works with a wide range of BME HAs on new developments and are committed to continuing these partnerships. On recent developments we have worked with associations such as Bangla, Asra, Ujima, Shian, ARHAG, Adudas Israel and North London Muslim. We talk to local authorities at an early stage in identified sites about who is the most appropriate BME HA for the project. We are flexible about the arrangement with BME HAs about ownership and management. We can either pass on the units to the RSL once completed, or lease them under a management agreement if they are not in a position to take ownership. We prefer a lease agreement to avoid issues with VAT.
St Martin	Yes	Do not provide designated services to any one particular ethnic group. All our services are mixed group. Our development programme is based on local authority priorities and we usually develop services that then fall into our area of current provision and expertise. Our development portfolio is not extensive enough to include these type of partnership arrangements as we look for capital development partners with St Martin's providing the housing management and support.
Stonham	N/a	-
William Sutton	No	2002/03 was the final year of the £6 million development partnership between Ujima Housing Association and WST. During the year WST completed work to 60 family houses for Ujima and has started work on two further schemes to provide 21 homes in Islington and Hackney. It is also working at Imperial Wharf in Hammersmith and Fulham to provide homes which will be let and managed by Ujima WST won the Federation of Black Housing Association's Award for best partnership working with Ujima HA in 2003

3.6 BME working relationship with mainstream providers

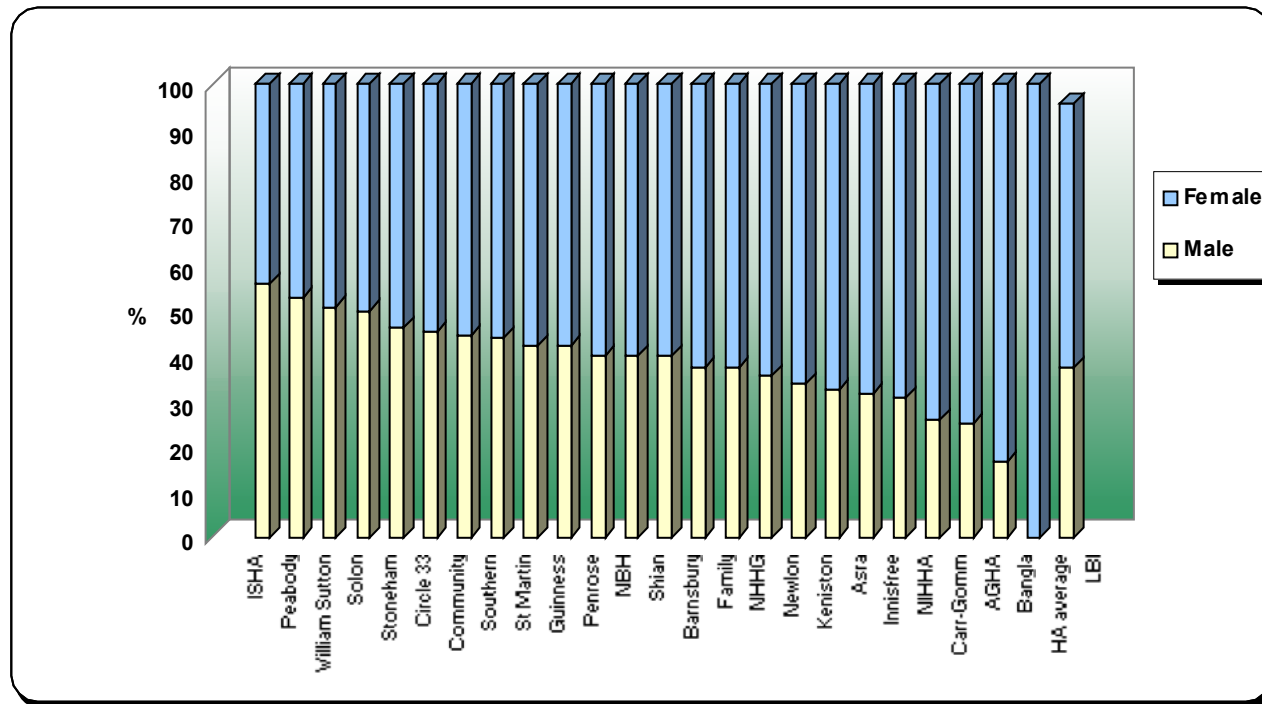
	Signed BME Protocol	Partner	Comments CONFIDENTIAL
AGHA	Yes	ISHA	
Asra	N/a		
Bangla	Yes	ISHA	
		Guinness	
Innisfree	Yes	NIHHA	
		ISHA	
		Newlon	
		Family	
Kush	Yes	-	-
Shian	N/a	NIHHA	

### 3.7 ETHNIC ORIGIN OF STAFF



The chart above shows the ethnic origin of paid staff on 31<sup>st</sup> March 2003.

### 3.8 GENDER OF PAID STAFF

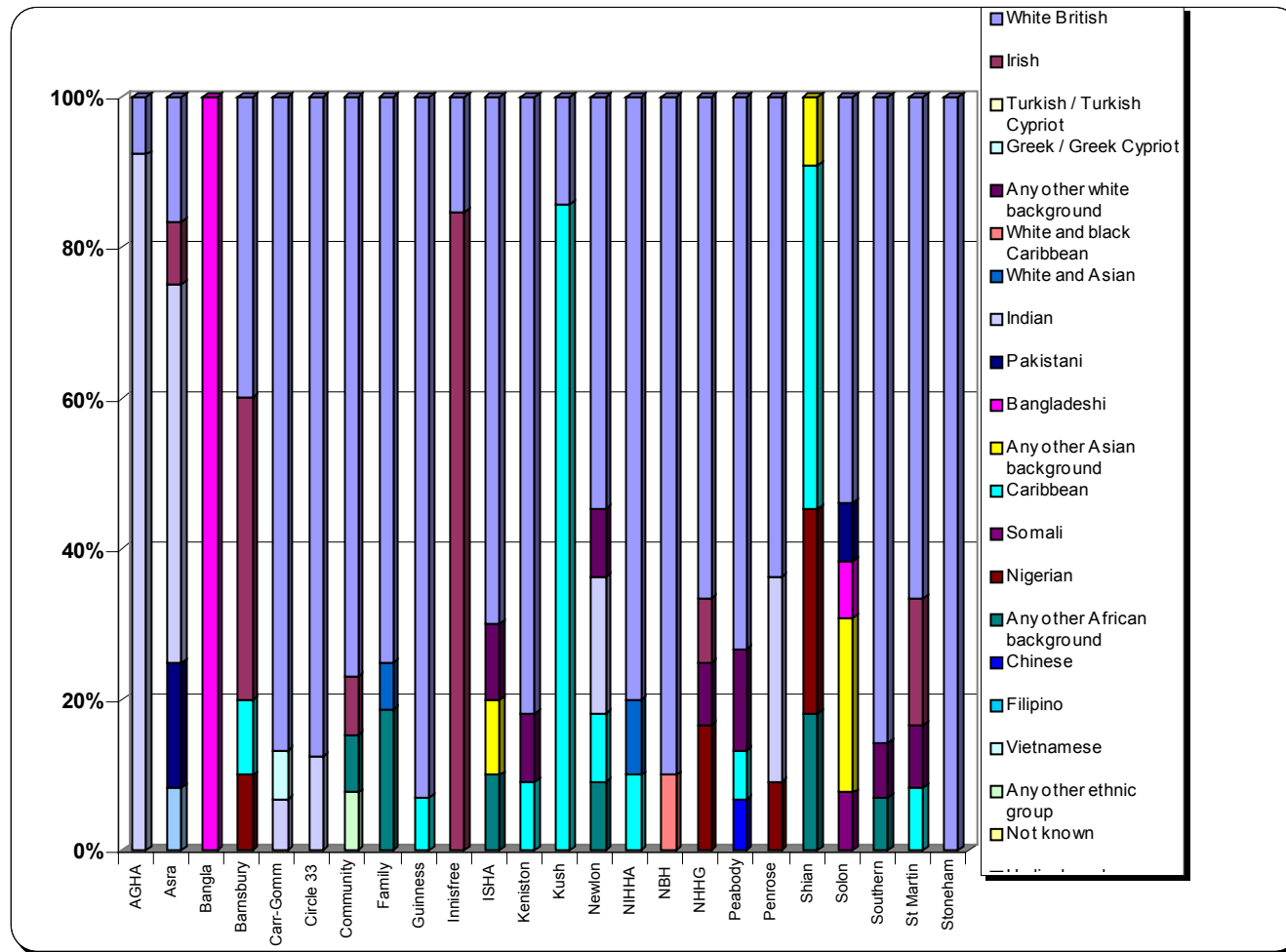


The chart above shows the gender of paid staff at associations on 31<sup>st</sup> March 2003.

These figures should be reviewed in the context of the total number of paid staff at an association. For example, 100% of Bangla's workforce is female which can be partially explained as there are only four staff employed at their office.

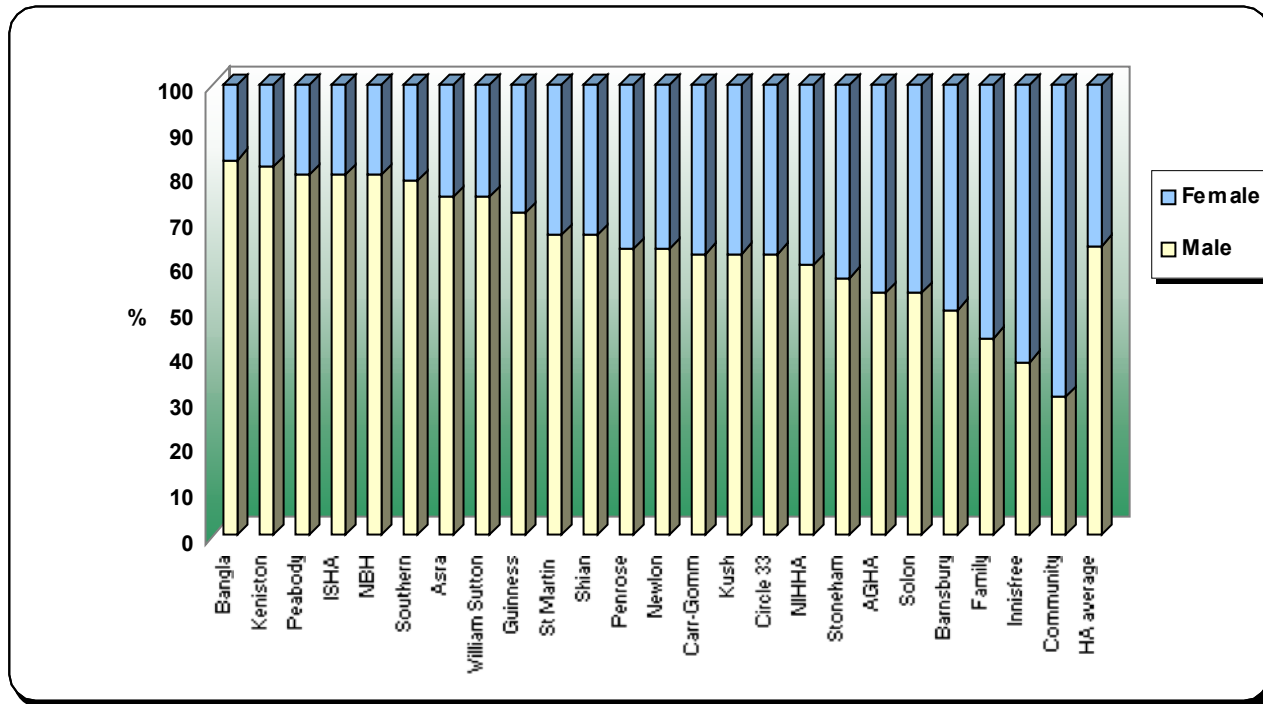
The housing association average for the gender breakdown of paid staff is 37.5% male and 62.5% female. Corresponding figures last year were 43.6% male and 56.4% female. The same figure for LB Islington is ?% male and ?% female.

### 3.9 ETHNIC ORIGIN OF GOVERNING BODY MEMEBRS



The chart above shows the ethnic origin of Governing Body members (including co-optees) on 31<sup>st</sup> March 2003.

### 3.10 GENDER OF GOVERNING BODY MEMBERS



The chart above shows the gender of Governing Body members (including co-optees) on 31<sup>st</sup> March 2003.

### 3.11 TENANT HARASSMENT POLICY

	Policy Yes/No	Did you refer to LBI's	If no, any plans to introduce	Interested in developing harassment protocol for the LBI	Interested in mapping harassment cases	Interested in joint harassment training
AGHA	Yes	No	-	Possibly	Possibly	No
Asra	Yes	No	-	Yes	Yes	Yes
Bangla	Yes	No	-	Possibly	Possibly	Possibly
Barnsbury	Yes	No	-	Possibly	Yes	Yes
Carr-Gomm	Yes	No	-	Yes	Yes	Yes
Circle 33	Yes	No	-	Yes	Yes	Yes
Community	Yes	No	-	Yes	Yes	Yes
Family	Yes	-	-	Yes	Yes	Yes
Guinness	Yes	No	-	Possibly	Yes	Yes
Innisfree	Yes	No	-	Yes	Yes	Yes
ISHA	Yes	Yes	-	Yes	Yes	Yes
Keniston	Yes	No	-	Yes	Yes	Yes
Kush	-	-	-	Yes	Yes	No
Newlon	Yes	No	-	Yes	Yes	Yes
NBH	Yes	No	-	Yes	Yes	Yes
NHHG	-	-	-	-	-	-
NIHHA	Yes	Yes	-	Yes	Yes	Yes
Peabody	Yes	No	-	Possibly	-	No
Penrose	No	-	-	Possibly	Possibly	Possibly
Shian	Yes	No	-	Possibly	Yes	Yes
Solon	Yes	No	-	Yes	Possibly	Possibly
Southern	Yes	No	-	Yes	Yes	Yes
St Martin	Yes	No	-	Possibly	Yes	Yes
Stonham	Yes	No	-	Possibly	Possibly	Yes
William Sutton	Yes	No	-	Yes	Yes	Possibly

### 3.12 SUPPORTED HOUSING NOMINATIONS

	Signed SN Protocol	Measures and procedures in place	% of referrals accepted from LBI	Comments	Do you exclude anyone from nominations because of support needs	Comments
AGHA	No	All nominations come from the local authority, have a SP contract with LB Islington.	100%	All referrals from LB Islington	No	-
Asra	No	None directly but, when receive a nomination carry out a risk needs assessment in line with Supporting People regulations	-	-	Yes	If they had mental health problems
Bangla	No	-	50%	Only 2 properties were let.	-	-
Barnsbury	Yes	General Needs Association	91%	Refused only one nomination	Yes	Nominee would have required more support than Barnsbury were able to give and a suitable support package wasn't available
Carr-Gomm	No	Carr-Gomm requires all applicants for services to complete a needs and risk assessment form in order to determine the type of service and level of support required by the applicant.	0	Only 3 voids in the whole period which were filled through internal transfers. Formal liaison being set up with the Borough to ensure there is improved through put of tenants within the Borough.	No	Carr-Gomm has a set criteria for access to services which is as attached. The only exclusion is that the applicant must not have been convicted of a violent offence or arson within the last 3 years.
Circle 33	No	Support suitability – suitability for sharing with others. Match property to person. Interview applicant.	7.2%	Not a lot of movement, tenants tend to remain in their properties.	Yes	-
Community	No	No directly managed Supporting People services in LB Islington	0	-	-	-
Family	Yes	Referrals from General Needs tenants	-	-	-	-
Guinness	Yes	N/a	N/a	N/a	Yes	Have ability to refuse a

						nomination where a tenancy is likely to fail because an acceptable support plan is not in place.
Innisfree	Yes	No schemes in LB Islington	-	-	-	-
ISHA	Yes	Contact LBI housing needs team for suitable nominations	100%	-	No	Assessment of support needs are identified by housing needs team prior to interview.
Keniston	Yes	N/a	-	-	-	-
Kush	Yes	Assessment and risk management policies and procedures. We have specialist mental health staff within the association.	100%	-	No	-
Newlon	Yes	No Supported Housing in Islington	-	-	-	-
NBH	No	New leaf is the Group's Supported Housing specialist housing association. They own 7x1 bed units on our Holloway road site which is managed by St Mungo's. In addition to the expert advice offered by New Leaf we work with local agencies and social services with a view to implementing and monitoring care plans.	100%	-	No	-
NHHG	No	Islington Social Services have 100% nomination rights to NHHGs two extra care schemes which receive SP Grant	0%	-	No	-
NIHHA	No	Supporting People Policy & Procedure, Assessment Procedure, Risk Assessment Procedure, Agreements with agencies regarding the provision of support & housing management services to tenants living in schemes receiving SP grant, Nomination agreement to some schemes forms part of the overall LBI Nominations agreement, Specific Referral Agreements for other schemes, Measures in place to ensure KPI returns to LBI in accordance with SP contacts, Lettings Policy & Procedure, Waiting List Policy & Procedure for Floating Support schemes.	37%	Includes figures for people referred via LBI social services as well through the LBI nomination.	Yes	Do not exclude for nomination but may exclude after assessment if support needs cannot be met or are inappropriate for scheme.
Peabody	No	Nominations determined largely on a	100%	-	No	-

		process that assesses needs based on vulnerability				
Penrose	No	Nomination rights with LB Islington, Circle 33, Newlon and London & Quadrant	21%	Referrals received indicating Islington as borough of origin	Yes	If a tenant is assessed through support plan and resettlement that he/she is not yet fully prepared for independent living the nomination may be withheld.
Shian	No	None	50%	-	Yes	-
Solon	No	N/a	100%	-	No	-
Southern	Yes	When we receive a nomination of a housing applicant from LB Islington, a Needs Assessment is undertaken as part of the interview. If the Assessment suggests that the applicant would need support to sustain their tenancy a referral is made to our Housing Support Worker. The London Region has a dedicated Housing Support Worker who receives referrals from Housing staff either at the point of application to the Group or when tenancy issues arise. The Housing Support Worker provides advice and counselling skills to tenants and make referrals to other agencies where necessary.	75% 2 Bed, 50% 1 bed	-	No	Would only consider refusing a nomination if there was not a suitable support package in place to meet their support needs.
St Martin	N/a	Currently our nominations to SP services in LBI are through our referral procedures Which outlines the borough agencies we can accept referrals from and the LA that funds the services.	60%	For schemes that have referral rights within LBI all referrals received from the borough were accepted, however some of our schemes in LBI receive referrals through, RSI clearing house, Probation services and North London Forensic services which are all pan	Yes	If needs cannot be met within the criteria for the service and support offered.

				London referrals.		
Stonham	Yes	Exclusively a supported housing organisation	0%	Referrals via Probation Service but approved by LBI, referrals from Mental health Team	Yes	Mental Health are only for low to medium support needs
William Sutton	No	WST has no sheltered housing or supported residents currently in Islington. WST have an in-house Supported Housing Officer and a Supporting People Working Party to deal with issues arising for customers and Social services teams in other locations	50%	50% of One Bed & 75% of other larger properties.	No	-

### 3.13 DEVELOPMENT OF STOCK

	Areas of Specialism in Development
AGHA	N/a
Asra	N/a
Bangla	N/a
Barnsbury	General Needs
Carr-Gomm	Supported Housing for all client groups
Circle 33	Estate Regeneration, Sheltered Housing, S106 Partnerships with developers.
Community	General Needs, Supported Housing, Shared Ownership, Keyworkers
Family	Women's Refuge ,Disabled Housing, Supported Housing, Housing for the Elderly
Guinness	General Needs and Shared Ownership
Innisfree	As a small BME association we do not develop ourselves but we have built up very good partnerships with developing associations and can work with them to provide General Needs, sheltered and supported units.
ISHA	General Needs, Refurbishment, Shared Ownership, Mixed Use (including commercial), Modern methods of construction, Keyworker housing
Keniston	-
Kush	General Needs and Supported Housing
Newlon	General Needs, Keyworker, Estate transfer, Supported Housing
NBH	General Needs
NHHG	-
NIHHA	General Needs, Supported Housing, Keyworker, S106 Negotiations and Rehabilitation or part void properties.
Peabody	Supported Housing, Independent Living, Floating Support, Vulnerable people with drug and alcohol problems, housing single homeless people
Penrose	Supported Housing, Mentally Disordered Offenders
Shian	-
Solon	Permanent & temporary
Southern	General Needs, Shared Ownership, Starter Homes Initiative and Homebuy, Regeneration schemes on former LB Islington estates
St Martin	Short stay Supported Housing for vulnerable housing people
Stonham	N/a
William Sutton	General Needs, Sheltered Housing, S/O with Midsummer HA

### 3.14 SALE OF STOCK

	Market Disposal	VPG	Right to Acquire	Shared Ownership Staircasing
AGHA	N/a	N/a	N/a	N/a
Asra	N/a	N/a	N/a	N/a
Bangla	-	-	-	-
Barnsbury	-	-	-	-
Carr-Gomm	-	-	-	-
Circle 33	6	0	0	0
Community	0	0	0	0
Family	-	-	-	-
Guinness	0	0	0	2 (scheme of 8 flats, 5 SO and 3 fully staircased)
Innisfree	-	-	-	-
ISHA	0	0	0	0
Keniston	0	0	0	0
Kush	0	0	0	0
Newlon	0	0	0	0
NBH	0	0	0	0
NHHG	-	-	-	-
NIHHA	0	0	0	2
Peabody	2	0	0	7
Penrose	-	-	-	-
Shian	-	-	-	-
Solon	N/a	N/a	N/a	N/a
Southern	0	1	0	20
St Martin	0	0	0	0
Stonham	0	0	0	0
William Sutton	0	0	0	0

### 3.15 STOCK SWAPS

	How many units / bedspaces were transferred to another HA in 2001/02?	Of these, how many were transferred to a BME HA?	How many units bedspaces did you receive in return in 2001/02?
AGHA	-	-	-
Asra	0	0	2
Bangla	-	-	-
Barnsbury	0	0	0
Carr-Gomm	0	0	0
Circle 33	0	-	0
Community	0	-	-
Family	0	0	0
Guinness	0	-	0
Innisfree	0	-	0
ISHA	0	0	-
Keniston	0	-	0
Kush	0	0	0
Newlon	0	0	0
NBH	0	0	0
NHHG	-	-	-
NIHHA	0	-	0
Peabody	0	0	0
Penrose	-	-	-
Shian	0	0	0
Solon	0	-	0
Southern	0	-	0
St Martin	0	-	0
Stonham	0	0	0
William Sutton	105	60	306

3.16 LETTINGS

	Housing lets to tenants this year	General Needs units/bedspaces			Supported Housing units/bedspaces			Total units/bedspaces
		1 <sup>st</sup> lets/new lets	Re-lets	Total	1 <sup>st</sup> lets/new lets	Re-lets	Total	
AGHA	No	-	-	-	-	1	1	1
Asra	Yes		4	4				4
Bangla	Yes	2		2				2
Barnsbury	Yes		18	18				18
Carr-Gomm	Yes					6	6	6
Circle 33	Yes	7	69	76	5	39	44	120
Community	Yes	147	126	273	83	263	346	619
Family	No	-	-	-	-	-	-	-
Guinness	Yes	9	8	17	3	-	3	20
Innisfree	Yes	3		3				3
ISHA	Yes	57	26	83	1	117	118	201
Keniston	Yes		5	5				5
Kush	Yes		42					42
Newlon	Yes	65	15	80				80
NBH	Yes		7	7				7
NHHG	Yes				11	5	16	16
NIHHA	Yes	2	122	124	27	70	97	221
Peabody	Yes	126	754	880	1	544	545	1425
Penrose	Yes					9		9
Shian	Yes		4	4				4
Solon	Yes	9	9	18				18
Southern	Yes	293	945	1238	6	32	38	1276
St Martin	Yes					28	28	28
Stonham	Yes				8			8
William Sutton	Yes	173	1438	1611				1611

DEVELOPMENT

3.17 DEVELOPMENT MIX DELIVERED IN 2002/03

	Name of Development	Mix Delivered		No. of Persons	Houses or flats
		No. of units	No. of bedrooms		
Bangla	Mulkern Rd	2	1	2	Flats
Community	Ponder St, Caledonian Rd	2	5	5	Shared houses
Guinness	Birkbeck Tavern	14	25	43	Flats
Innisfree	Holloway Rd	1	1	2	Flats
		2	3	5	Flats
ISHA	Springwell Court	3	1	2	Flats
		6	2	4	Flats
		1	3	5	Flat (W/C)
Newlon	Finsbury Park Initiative – Refurb street properties	6	-	-	Flats
NIHHA	48 Todd Walk	1	3	5	House
	37 Besant Walk	1	3	5	House
	250-252 Seven Sisters Rd (Park Gate House)	18	1	1	Flats
NBH	Eastwood Close – Wells Yard North (Holloway Rd site)	3	4		Houses
		1	3		Flat (W/C)
		10	3		Maisonettes
		7	1		Flats
		16	2		Flats (market rent)
		7	1		Flats
Solon	20a Font Hill	1	1	2	Flat
	1a Font St	1	1	2	Flat
Southern	Dove Rd	11	14	23	Flats
St Martin	Vulnerable females 16-18 in partnership with Community	2	5	1	House

3.18 LIST OF ALL OTHER LOCAL AUTHORITIES YOU ARE CURRENTLY DEVELOPING, BOTH INSIDE AND OUTSIDE LONDON.

	Name of LA	Type of developments			
		New build	Rehabs	Conversions	Other
AGHA	-	-	-	-	-
Asra	Ealing	Yes			
	Brent	Yes			
	Newham	Yes			
	Waltham Forest	Yes			
	Greenwich	Yes			
	Haringey		Yes		
	Hounslow	Yes			
Barnsbury	-	-	-	-	-
Carr-Gomm	Hammersmith & Fulham			Yes	
	Lambeth			Yes	
	Winchester		Yes		
	Eastbourne			Yes	
	Bolton		Yes		
	Copeland		Yes		
Circle 33	Barking & Dagenham	Yes			
	Cambridge	Yes			
	East Cambridgeshire	Yes			
	Hackney	Yes			
	Haringey	Yes			
	Newham		Yes		
	Redbridge	Yes	Yes		
	South Cambridgeshire	Yes			
	Tower Hamlets	Yes			
	Waltham Forest	Yes	Yes		
Welwyn Hatfield	Yes				
Community	Camden	Yes	Yes	Yes	
	Enfield	Yes			Yes
	Hackney	Yes	Yes	Yes	
	Haringey	Yes			
	Newham	Yes			
	Barnet				Yes
	Westminster	Yes	Yes	Yes	
Family	-	-	-	-	-
Guinness (south region only)	Tower Hamlets	Yes			

	Southwark	Yes			
	Brighton & Hove	Yes	Yes		
	Tambridge	Yes			
	Reigate & Banstead	Yes			
	Lewes		Yes		
	Hackney	Yes	Yes		
Innisfree	Camden	Yes	Yes		
	Brent	Yes			
	Ealing				Yes
	Hammersmith & Fulham	Yes			
ISHA	Islington	Yes			
	Hackney	Yes	Yes	Yes	
	Waltham Forest	Yes			
Keniston	-	-	-	-	-
Kush	Hackney		Yes	Yes	
Newlon	Haringey	Yes	Yes		
	Enfield	Yes			
	Tower Hamlets		Yes		
	Hackney	Yes			
NIHHA	Hackney	Yes	Yes		Yes
	Basildon	Yes			
	Colchester	Yes	Yes	Yes	Yes
	Thurrock	Yes			Yes
	Chelmsford	Yes			
	Harlow	Yes			
	Braintree	Yes			
NBH	Tower Hamlets	Yes			
	Hackney	Yes		Yes	Yes
	Waltham Forest	Yes			
	Lewisham	Yes			Yes
	Croydon			Yes	
	Southwark	Yes			
	Hounslow	Yes	Yes		Yes
NHHG	-	-	-	-	-
Patchwork					
Peabody	Hackney	Yes			
	Hammersmith & Fulham	Yes			
	Newham	Yes			
	Southwark	Yes			
	Islington				Keyworker

	Tower Hamlets				Market Rent
Penrose	-	-	-	-	-
Shian	-	-	-	-	-
Solon	Hackney		Yes		
	Haringey	Yes	Yes		
	Newham	Yes	Yes		
	Tower Hamlets	Yes	Yes		
	Waltham Forest		Yes		
	Enfield		Yes		
	Barking & Dagenham		Yes		
	Barking & Dagenham	Yes	Yes		
Southern	Hackney	Yes			
	Havering	Yes			
	Greenwich	Yes	Yes		
	Southwark	Yes	Yes		
	Newham	Yes			
	Reading	Yes			
	Horsham	Yes	Yes		
	Portsmouth	Yes			
	Elmbridge	Yes			
	Lewes	Yes			
	Brighton & Hove	Yes			
	Adur	Yes			
	Worthing	Yes			
	Canterbury	Yes			
	Ashford	Yes			
	Shepway	Yes			
	Thanet	Yes			
	Thurrock	Yes			
	Dover	Yes			
	Isle of Wight	Yes			
St Martin	-	-	-	-	-
Stonham	-	-	-	-	-
William Sutton	Southwark	Yes		Yes	
	Dacorum	Yes	Yes		
	Kensington & Chelsea	Yes		Yes	
	Milton Keynes	Yes			
	Hammersmith & Fulham	Yes			
	Stevenage	Yes			
	Kingston	Yes	Yes		

	North Herts	Yes			
	Islington	Yes			
	Bracknell Forest	Yes			
	Bristol	Yes	Yes		
	Exeter	Yes	Yes		
	Leeds			Yes	
	Birmingham			Yes	
	Middlesborough	Yes			
	Manchester	Yes		Yes	
	Salford	Yes			
	Hull	Yes			
	Stoke on Trent			Yes	
	Hackney	Yes	Yes		
	Mole Valley	Yes	Yes		
	Chelmsford		Yes		
	Brighton				

3.19 PLEASE LIST OTHER LOCAL AUTHORITIES, BOTH INSIDE AND OUTSIDE LONDON, WHERE YOU ARE A PREFERRED PARTNER.

	Name of LA
AGHA	Brent, Ealing, Harrow, Hackney, Tower Hamlets
Asra	Ealing, Brent, Newham, Greenwich Waltham Forest
Barnsbury	-
Carr-Gomm	Sutton
Circle 33	-
Community	Newham, Camden
Family	-
Guinness	Kensington & Chelsea, Havering, Woking, Crawley
Innisfree	-
ISHA	-
Keniston	-
Kush	Kush work with PfP group and commission PfP development to lead on on Kush's London Strategy
Newlon	Hackney, Enfield, Tower Hamlets, Haringey, Waltham Forest (applications in), Redbridge (applications in)
NIHHA	Haringey, Tower Hamlets, Redbridge
NBH	Some 250 Local Authorities in Great Britain
NHHG	Kensington & Chelsea, Hammersmith & Fulham, Hillingdon, Hounslow, Ealing
Peabody	Camden, Westminster, Kensington & Chelsea, Southwark, Hackney, Islington, Newham, Waltham Forest, City of London, Sutton
Penrose	-
Shian	-
Solon	-
Southern	Newham, Greenwich, Kensington & Chelsea, Reading, Elmbridge Brighton & Hove, Horsham, Wealden, Worthing, Shepway, Isle of Wight, Canterbury (regular partner), Ashford (regular partner), Hackney (regular partner)
St Martin	-
Stonham	-
William Sutton	Kensington & Chelsea, Kingston upon Thames, Milton Keynes, Dacorum, Stevenage, North Herts, Mole Valley, Bristol, Bracknell

4 POLICY INNOVATIONS

	One	Two	Three
Asra	Regular liaison meetings with TST (North) at Jackson Rd Homeless Persons Initiative developing a closer partnership and are encouraging the tenants to form a tenants association.	Quill St surgeries have increased so tenants can report problems such as Anti-Social Behaviour. Have led on the Quill Street Estate to move towards unitary management from 4 HAs to one, with tenant involvement.	Research was carried out at Quill St and Isledon Village which led to the digital IT Van Initiative.
Barnsbury	During the year BHA acquired a site from the Council in the North of the borough, which marked a significant departure from its recent policy on new acquisitions. The site is occupied mainly by a charitable organisation (Palace for All) which runs a centre for children with learning difficulties. As part of the agreement, the Association has committed itself to redevelop the site in consultation with Palace for All, in a way which secures upgraded premises for the children's centre whilst at the same time generating much needed new key worker housing. We see this as a means of achieving our principal aims as a social housing provider in the borough and helping maintain an important asset for the local community.	Following the success of an initiative to mark the Millennium, the Association last year decided to make a gesture for International Year of Disabled by investing in more wheelchair flats. The conversion of a one bed flat, a studio flat, four garages, a bin shed and some common hallway produced two fully wheelchair accessible flats which have been let to nominees from LBI. This brings the total stock we have of these flats to five.	In response to a growing need for young people to have a meeting place, where they can safely hang out and not be a nuisance to other residents, Barnsbury Housing Association provided a tailor made Teen Shelter which is situated right next to the recreation area and opposite Thornhill Primary School. It has proved highly popular with the young residents on the estate and has also attracted a lot of media attention – an article in the Islington Gazette (25/09/03) and a 5 minute interview with Vanessa Feltz on her radio show (27/09/03).
Carr-Gomm	Person-centred Planning - Carr-Gomm has invested in exploring a person-centred planning (PCP) approach to the way in which support is delivered. The approach has been used in supporting people with learning difficulties (and in fact, is a requirement with this client group) but has not been used as an approach for any other client group. Carr-Gomm have worked with Paradigm who are expert consultants in the field in order to plan the programme of adopting PCP and thereby affecting a culture change in the organisation such that the support will be driven by the clients themselves and will be outcome-based. We have received Health authority funding (Section 64 grant) in order to support and partially fund the initiative. In terms of the methodology Carr-Gomm has	Outsourcing the Maintenance Function - Over the last two years, Carr-Gomm has been researching ways to improve the quality of the maintenance service within the budget available as part of the Best Value review as selected by the tenant group. A steering group was set up comprising of staff and tenants and assisted by HACAS, Chapman Hendy. We selected a contractor and after the training period, the maintenance of properties in our South London region was handed over to the contractor. The North London region retained the existing arrangements for the service in order to enable us to benchmark the performance which was closely monitored by a paid member of staff as well as the steering group. In May this year the contract was	Tackling Racial Harassment - Carr-Gomm became involved in an action research project funded by the Housing Corporation and led by Raceactionnet (a Lemos and Crane website) to look at good practice in London on implementing HC's code of practice in tackling racial harassment. The research project consisted of a number of meetings over a six month period involving a cross-section of the sector of which Carr-Gomm represented Supported Housing. The outcome of the project was a toolkit to assist all RSLs to implement the code in a way which fits the size and resources available. Carr-Gomm was invited to assist in publicising the toolkit in a workshop at Raceactionnet's annual conference this year. The toolkit is still to be agreed by the Housing

	<p>selected 15 staff from across the country plus a regional director to undergo intensive training in using the tools and becoming facilitators. Throughout the 9 month training programme, the facilitators have tested the tools on selected pilot schemes across the country. The schemes are:          People with Mental health issues;          People who attend a café-cum-drop-in centre;          People with HIV/AIDS;          People who are Asylum Seekers;          People who have been homeless and are in quick access hostels;          People who use floating support services.          Staff in the organisation have been kept informed of the progress of the facilitators and have all received folders which they can keep up-dated as information is sent to them.          The training programme was completed in November 2003 and the next stage is to analyse the outcomes drawing out the learning to inform the next steps which should lead to a programme of training which the facilitators will then be responsible for training out the rest of the support staff group.          The aim is for all support staff to have received the first set of training in the approach by October 2004.</p>	<p>extended to all of our London operations as the contractor was able to demonstrate value for money by providing an enhanced service. The initial review period after extending the contract was 6 months in which time the contractor was able to show a marked improvement in meeting target times, quality of the work undertaken, satisfaction expressed by tenants and all within the costs expected. So in November 2003 the steering group agreed that the contract will be extended for a period of three years.          It was always envisaged that the arrangement would be extended to a full partnering agreement and as such a workshop, involving the key stakeholders (contractor, tenants staff) will be held in early December to discuss the elements of the partnering agreement.</p>	<p>Corporation but hopefully should be available by the end of the year.</p>
<p>Circle 33</p>	<p>Circle 33 were awarded a £33,600 Housing Corporation Innovation and Good Practice grant for the Old Free Community /centre Project. This funding allowed the resident steering group to develop their skills and work together to write an in-depth community skills and needs questionnaire. They carried out this survey themselves, helped to collate the results and held focus groups for the elderly, young, BME and disabled residents. They are now working on a business plan so that we can help them apply for funding in order to build the centre.</p>	<p>We have recently joined a benchmarking group with 11 other HAs to discuss best practice regarding Contact Centres. The group meets on a quarterly basis and on each occasion we are paired up with another organisation to carry out mystery shopping on each others Contact Centres. We then feedback the results to each other at the next meeting. It allows us to recognise and reward good customer handling by our staff and also to highlight areas in need of improvement.</p>	<p>Circle 33 has introduced Electronic purchase ordering (E-com). Historically, we used a paper based purchase ordering system which had a number of problems – budget holders had no access to the financial state of their budget, copies of orders were not always sent on time and invoices would be lost. The new E-com system allows staff to order goods electronically from an approved list of suppliers. The budget holder approves the order and sees the expenditure and committed expenditure against their budget. Goods are also received electronically, removing the need for invoices to be circulated.</p>

Community	Setting up ASB database after Best Value review of ASB. Audit Commission inspection in June 2003 was impressed with database, reviews off cases and close working in particular with LB Camden. The same relationship with LB Islington would be welcome.	Best Value review of allocations, lettings and transfers leading to Choice Based Lettings pilot.	CHA has established a programme of agreeing estate and street area action plans with local residents. The plans do two things: they set standards for communication and information and monitoring service delivery and they enable residents to identify important local issues ranging from service delivery to community safety. A plan of action is then agreed with short, mid and long-term targets.
Guinness	Guinness has recently approved a new resident involvement strategy including the establishment of a National Resident's Involvement Group.	Guinness have a new approach to care following Parchment joining the Trust. Parchment have particular skills in the field of care and support.	The South Region of the Trust, including London, restructures the staffing arrangements to better deliver services to residents. Measures include the creation of a repairs desk and reducing some of the generic work carried out by housing officers on the estates. For example, repairs responsibility is now in the hands of a specialist team.
Innisfree	We are about to embark on a piece of work examining anti- Irish harassment. This project is to be funded by a C&TE and I&GP grant from the HC with additional support from Genesis and Stadium HAs. The work will include training of tenants in peer support and will examine ways in which Innisfree and its partners can encourage more victims to come forward.	A member of staff, initially recruited as Office Services Co-ordinator is being trained in house to become our Technical Services Co-ordinator, with responsibility for development and maintenance.	A previous winner of our gardening competition has been advising and assisting tenants in a supported scheme with their communal garden.
ISHA	ISHA are a founding member of ARTICLE ( a responsive translating and interpreting community language enterprise). This is a tenant run co-operative agency funded by the Housing Corporation's Community Training and Enabling Grant. Five other HAs are part of the initiative. The aim of the project is to facilitate effective communication between the partner HAs and their tenants who speak little or no English, to ensure that they are able to access fully the services offered by the landlord.	ISHA completed a best value review of their approach to anti-social behaviour which resulted in a new strategy and policy covering all aspects of this area of their work.	ISHA started to review the structure of their housing officer team and have moved towards specialist roles in income collection and tenancy management. ISHA are doing more work on changing their approach to income collection.
Keniston	Developing community 'fun days' on estate to help draw communities together and improve liaison with HA.	Community centre on an estate in Bromley needs rebuilding. Started process of consultation to begin planning for new community centre working very closely with	Have developed Anti Social Behaviour procedures to include ASBOs and ABCs. Have 4 youths currently with ABCs (not in Islington).

		community.	
Kush	Camden & Islington Assertive Outreach Service is a project to engage more effectively with the BME community. The project has started a drop-in centre for the hard to engage and introduced alternative therapies to help increase the level of engagement.	Produced a directory of BME services in Islington.	
Newlon	<p>Community Language in Action provides accredited training for Black and Minority Ethnic tenants in interpreting and translating, and business support to form a community enterprise, this is funded through the Housing Corporation's Innovation and Good Practice Community Training and Enabling grant in partnership with 5 other housing associations.</p> <p>The project is a new tenant-run interpreting and translating service. It currently provides eleven interpreters and translators in Turkish, Kurdish, Urdu, Punjabi, Hindi, Amharic and Eritrean for the following housing providers (partners): Islington and Shoreditch HA, New Islington and Hackney HA, Christian Action Enfield, Southern HA and Peabody Trust.</p> <p>The project enables BME tenants to get involved with the operational systems of their landlord and provide a more responsive interpreting and translation service for the RSLs involved. It increases their economic status, thereby addressing a key element of social exclusion.</p> <p>Through accredited training provided by the Workers' Educational Association, tenant interpreters acquire new professional skills in community interpreting and translating, tailored to the housing sector. They then receive intensive business support from Hackney co-operative Developments to establish a co-operative interpretation agency. Over the initial six month period there are four key objectives:</p>	<p>We have set up a flexible lettings system for our tenants wishing to transfer, so when a property becomes vacant, a 'pool' of a minimum of 5 people is set up from the top of the transfer list for that particular size of accommodation. This pool may be extended if the property is thought not to be desirable. All the pool are written to, advising them of the offer and where on the list they are for that particular property and invited to attend a 'mass' viewing. Within 24 hours of the viewing the applicants are invited to 'bid' for the property and the person with the most points on the list is allocated the property. To ensure that residents do not remain on the list without ever bidding, their time points are removed once they have failed to 'bid' on two occasions for a property that meets their housing needs.</p>	<p>We have recently set up a Consumer Panel for residents who want to get involved in Newlon, although do not necessarily want to attend formal meetings or are unable to due to other commitments. Instead the Consumer Panel is a body of residents that can be contacted by telephone to answer specific questions on particular aspects of Newlon's services. The Resident Involvement Officer has been recruiting to the Consumer Panel through door knocking particularly in areas where we have a lot of dispersed stock and lower levels of resident involvement. This ensures that we have wider methods of getting resident feedback.</p> <p>As this is a new initiative, we are still actively recruiting to the Panel to ensure that all geographical areas are represented and that the Panel also reflects our residents' diverse ethnic backgrounds. When we used the Panel for the first time, we arranged for a Turkish translator to phone some Turkish residents to ensure that we were actively engaging our Turkish residents. In the first instance we used the Panel to ascertain residents views on our newsletter, were our rent statements &amp; repairs orders easy to read, what did they think of our standard letters for arrears etc.</p> <p>We aim to use the Consumer Panel in future Best Value reviews particularly those focused on Customer services.</p>

	<ul style="list-style-type: none"> <li>• Working with tenant interpreters and 5 RSLs to enable an increasing flow of work and remuneration</li> <li>• Developing the co-operative as a membership structure, with its in-house administration systems, protocols and constitution</li> <li>• Building tenant interpreters' capacity to work as sole traders within a team</li> <li>• Equipping the co-operative with the knowledge and skills to function and develop on an independent and sustainable basis.</li> </ul> <p>It is envisaged this will be sustainable beyond the initial funding period, and a Good Practice Report and seminar will take place in Spring 2004</p>		
NIHHA	Have completed a review of General Needs housing service using Best Value as a vehicle. This resulted in a restructure of the housing teams from a generalist service to focussed specialist teams.	Have implemented a tailend monitoring regime for repairs service where each tenant who receives a repair gets a telephone call on the day of completion so we can get live accurate information as to the timeliness and quality of the repairs service.	Have reviewed the way ASB & neighbour nuisance is dealt with. Have developed a database specifically for logging, monitoring and management of cases. Have developed a victim centred approach with clear policies and KPIs to ensure compliance.
NBH	C-Step	Partnering with Contractors	Places for Children
Peabody	As part of Valuing Diversity commitments, Peabody, along with 5 other associations operating across north London, have established a tenant-led interpretation and translation service. The project is funded by the Housing Corporation Community Training Enabling Grant. The selected tenants of the housing associations have received training and a LOCN (London Open College Network) Community Interpretation qualification. More tenants are currently enrolling for the next round of training as we aim to diversify the language provision and extend the service to other housing associations. The tenant-led co-operative enterprise takes paid referrals for interpretation and translation in the Trust's core languages. The service is responsive and all group members have received training about housing issues.	Peabody and LB Islington are developing a project to manage the green spaces on the Kings Cross 10 estates. This involves the Trust and LBI funding a green space ranger who will co-ordinate the management of the green spaces including residents access.	Peabody has also developed a new community facility on the Kings Cross 10 estates as part of the new estate office development. The Trust's Youth & Leisure Services Team have secured funding which aims to attract youth into the centre through sports provision and subsequently offer educational opportunities and career advice.
Penrose	Penrose absorbed Effra Trust and launched the	Penrose successfully bid for management of a	Penrose was significantly involved in

	<p>Focus Project, offering a range of high quality supported living community placements for people with a combination of mental health problems and offending behaviour. Placements range from an intensive support residential unit to varying levels of independent supported living, enabling tenants to take measured positive steps towards a better and fully independent life.</p> <p>Focus provides decent housing and flexible, round the clock support. Services are based on a planned programme of support activities and relapse prevention in the community, co-ordination the work of Penrose staff and specialist health and social care agencies.</p> <p>We believe the key to our success is providing each tenant with tailored opportunities for growth and change, and with boundaries that flex and bend to hold them safely in the community. We engage with, and harness, the motivation of our tenants and partners.</p> <p>Penrose's Education/Training/Employment Programme support service users to find meaningful weekly activities and agreed goals according to assessed needs. This is provided by an individualised, flexible service to promote self-reliance, empowerment and independence.</p>	<p>21 bed hostel at Southampton Row, WC1, providing 24-hour service for dangerous, high risk offenders. We offer services that are flexible for each individual, allowing growth and personal development within a safe environment, and the opportunity to examine offending history and to move forward. Penrose works closely with London Probation Services and where appropriate specialist police teams to provide a multi-agency approach within the community.</p>	<p>development of MAPPA, with considerable input to regional seminars held in the formative months and has been recognised for its contribution in the MAPPA publications. Penrose' chief Executive, Janice Horsman, was on the Board, although has now stepped down.</p>
Shian	ASB football team	Kiosk information technology	Member of Solomon Group of BME HAS sharing good practice.
Solon	Report done by the Housing Corporation on live/work schemes using one of Solon's schemes as an example of how this can benefit local communities as well as housing residents.	Solon has developed the innovation of Mystery Shopper. Contact Susy Lloyd for further details, tel: 020 7780 2227	-
Southern	The introduction of a Service Centre. This allowed tenants to contact Southern between 8am –8pm Mon-Fri to discuss their rent, repair or tenancy/transfer queries and have their queries dealt with promptly. Tenants can also arrange a visit from their patch manager if this is preferred or	The launch of Southern's 'Service excellence, Sustainable Neighbourhoods Agenda. In March 2003, Southern launched the above Agenda. Two elements of this Agenda were the Estate Inspection regime and Resident Involvement Toolkit. Estate Inspections – at a	The formation of a dedicated housing management team for Islington.

	more complex issues are involved.	publicised time Southern undertake monthly inspections of their schemes in Islington. In conjunction with residents, they undertake a thorough inspection of the scheme and award a score to each of the 20 items including litter, presence of graffiti. An average score is then calculated for that inspection. This allows for the maintenance of the estate to be compared over time and has resulted in significant improvements. Neighbourhood Agreements — have entered into Neighbourhood Agreements on 2 schemes in Islington, Liver Road and new River Green. Through holding focus groups with a diverse range of tenants from a scheme, we agree with residents the priorities on what improvements they would like in the next year.	
St Martin	Expansions of our employment and training services - This has been expanded to include the young people's projects and offers help and support to clients in seeking and maintaining employment and training opportunities including help with costs. This Service is wholly funded through fundraised income	Setting up of IT suite for residents in our registered homes -This service was set up through fund raised income and even though it is based at the registered home other tenants can use it. It is supported by the employment and training service.	Setting up of a Surgery for Mental Health Advocacy based at the registered home - St Martins in partnership with two other RSL's fund an advocacy service for mental health Service users. This is a surgery based service at the registered home. Staff from the mental health projects refer clients to the service.
William Sutton	Customer First - WST believe that our residents should have as many opportunities as possible to participate in all matters that affect their home, estate and community. We encourage this by supplying information and training, providing resources and monitoring results. Further support is given by the following postholders; Tenant Participation Adviser, Community Investment Adviser and locally based Community Development Workers. In 2002/03 WST built on our existing Tenant's Compact and Charter Mark status by introducing Customer First Service Standards. This is a new service award to recognise individual members of staff who provide exceptional service. Nominations can be made by residents or other members of staff. A panel makes the decision and the first award has been made following 35	Best Value Reviews of rent payment methods and estate office services - WST has committed itself to a rolling programme of Best Value comprehensive Service Reviews. Over a 5 year period, all services provided by WST will be subject to review. Some key outcomes from these reviews were: To offer wider choice in rent payment methods, we have moved to a 'swipe-card' system, which allows customers to pay rent at a wide range of payment outlets. Direct Debit payments and telephone and internet payment met WST remains committed to providing an excellent service to its customers, based on a management service that is delivered locally. The BVR of Estate Office Services has made our network of local offices more efficient methods have been introduced.	Client's Charter Status - In September 2002 WST was one of the first Housing Associations to achieve Clients' Charter Status from the Confederation of Construction Clients. This demonstrated that WST had met The Housing Corporation's requirements for compliance with the 'Egan Report'. This will yield benefits to future customers in many ways including fewer snagging defects in their homes and homes delivered more quickly.

	<p>nominations. We believe it is important to recognise the difference staff are making when they 'go the extra distance' to achieve customer satisfaction.</p> <p>We also have established Regional Tenant Panels to discuss a wide range of issues affecting residents, including consulting regarding Best Value Reviews. At the end of March 2003 WST had 36 recognised Tenant Associations and 14 Estate Management committees.</p>		
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5 OTHER SERVICES NOT INTRINSIC TO YOUR ROLE AS LANDLORD

	Development & management services	Corporate services	Domiciliary care and support	Training & Employment	Homelessness services	Resettlement / Outreach	Other
AGHA	-	-	-	-	-	-	-
Asra	✓		✓				Community development
Barnsbury	-	-	-	-	-	-	-
Carr-Gomm				✓		✓	
Circle 33	✓	✓	✓	✓		✓	
Community	✓	-	-	✓	-	✓	Youth work
Family	✓			✓			
Guinness	-	-	-	-	-	-	-
Innisfree	-	-	-	-	-	-	-
ISHA	-	-	-	-	-	-	Commercial lettings, private lettings
Keniston	-	-	-	-	-	-	-
Kush	-	-	-	-	-	-	-
Newlon				✓			Capacity building & youth enterprise
NIHHA	✓	✓	✓	✓	✓	✓	
NBH	-	-	-	-	-	-	-
NHHG	✓		✓	✓	✓	✓	
Peabody		✓	✓			✓	
Penrose	-	-	-	-	-	-	-
Shian	-	-	-	-	-	-	-
Solon	✓	✓		✓			Independent tenant & resident advisory service
Southern				✓			
St Martin	✓	✓		✓		✓	Dependency to Work support on MH issues through SOVA funding
Stonham	-	-	-	-	-	-	-
William Sutton	✓						

6 TENANT PARTICIPATION

	Tenant Participation	Tenant Compact	Tenant Forum Contact
AGHA	Two tenants are on the management committee and AGHA undertake tenant satisfaction surveys.		1 Quill St N4, 2 Court Gardens N7
Asra	<p>It is Asra's tradition that tenants are involved. Policy is tenants participation ensuring that tenants have a level of involvement that suits them, with an opportunity to participate at every level within the association. Focus groups are held with tenants and Asra's tenant associations are diverse, ranging from smaller tenant associations in sheltered schemes to larger tenant associations on estates. Asra also has a tenant's forum which is the main consultative body for tenants and consists of elected tenants who meet with officers on a regular basis. The Tenant Forum also elects the two tenant Board Members.</p> <p>In ensuring that tenant-led organisations within Asra remain empowered and influential, the tenant Forum manages its own budget. New tenants associations are given a start-up grant and have their own independent constitutions. Tenant Broad Members were instrumental in Asra's Board approving a real increase in maintenance expenditure over the next 3 years. The Tenant Forum asked for a review of Asra's complaint procedure and this led to the policy being revised. Asra recently reviewed its Tenant Participation policy. This was a joint exercise with Tenant Forum members and this in itself demonstrates Asra's commitment to working with tenants to achieve continuous improvement in service delivery. The policy represents a document that both tenants and officers are committed to and will help shape their future response to tenant participation.</p>		1 tenant forum, 5 sheltered TAs and 5 General Needs TAs.
Barnsbury	We do not have a tenant forum. A projects and initiatives officer was in post for 18 months and tried in many ways to engage the tenants in forming a forum. There was insufficient interest. Tenants have, however, participated in events held on the estate, for example a Queen's Jubilee celebration in summer 2002. All our properties are situated within 3 minutes walk of the office, which is situated in the middle of the Morland Mews estate. Therefore we do not have properties in different geographic settings.		
Carr-Gomm	<p>Regional Focus Groups - held quarterly and chaired by a Board member with Regional Director servicing the meeting - open to all tenants</p> <p>Area Focus Group - Chair rotated with tenants and serviced by Area Business Manager - open to all tenants of the Area</p> <p>House Meetings - Held in schemes and let by Project Workers</p> <p>Newsletter Group - Publishes the newsletter for tenants by tenants</p> <p>Recruitment Training - to enable tenants to take part in recruitment of new staff</p>		
Circle 33	Circle 33 has a Resident Involvement Manager who provides support and advice. There are specific forums such as the Residents Website Group, Maintenance and Reinvestment Forum and consultation forums set up on an ad hoc basis. There is a	-	-

	community forum in Islington for street property tenants, who also receive advice from staff and meet at quarterly meetings. We also offer a Local Links Scheme to allow small groups to elect a local representative. Other opportunities for involvement are advertised through our quarterly newsletter Circle 33 News.		
Community	Tenant's Forum elected by 13 constituencies. The Forum has a recognition agreement with CHA (=Tenant Compact). Local participation is achieved via estate and area action plans.		
Family	None operating in Islington.		
Guinness	The Trust is currently in the middle of a massive nationwide exercise, working with residents, to create a new Community Investment Strategy, this will come as a successor to the current strategy and will deal with all issues including the tenant compact, how to engage with scattered properties etc. More details will be forthcoming in due course and will be available for the 2004 HA Review.		
Innisfree	We have recently undertaken a review of our tenant involvement strategy and the issues of representation and geographical spread were our main focus. We do not currently have Borough representatives or forums, however we hope to develop these within our new strategy. However, we currently have two tenant representatives on our Board and tenants sitting on our sub committees. Otherwise, we seek feedback from our tenants in many different ways. We aim to make good use of all day to day contact we have with our tenants. In particular, we use meetings of our Tenant Panel to obtain feedback, hold estate based meetings, carry out home visits and face to face interviews, daily telephone contact. We undertake issue based/Best Value surveys and questionnaires, full scale satisfaction surveys, we seek feedback through newsletter articles eg, on policy reviews, changes to services. We hold social events which are also a means of establishing contact with tenants		
ISHA	ISHA encourage the use of local community halls and venues and pay for the cost of hire. They also pay travel and childcare costs for those attending the tenant forum / committee meetings. Training is also provided for active tenants.		
Kush	Working towards rebuilding tenant involvement. One recognised TA tenant action on Joint management Board at Holly St, several consortium structures.		
Newlon	Newlon have a Residents' Forum who acts as the main consultative body of residents for policy and strategy matters. The Forum members represent the different geographical areas that Newlon has properties in. Newlon have a number of local groups where there is a concentration of properties, which meet regularly to discuss more local issues. The Resident Involvement Officer works with both staff and residents to ensure that these groups are sustained and remain representative. Additionally we recognise that not all residents will want to participate in formal structures but want to have their say, so we have set up a Consumer Panel of residents who we can contact about different issues to get their views etc. In Islington, BELMO are responsible for tenant consultation and they have regular estate		

	meetings.		
NBH	-	-	-
Penrose	Male tenants within LB Islington live in hostel accommodation, one of 20 beds, one of 12 beds. Female tenants live in two adjacent flats, one 3-bed, one 2-bed. Tenant participation is through house meetings, newsletter, continuous tenant survey technique for new tenants, periodic tenant surveys that are topic specific, other meetings convened when specific issues are to be presented for tenant consultation and feedback. Additionally, tenants are encouraged to contribute to the environment of their homes by becoming involved in gardening and other activities. Penrose is currently looking at options to extend tenant participation into other areas.		
Shian	-		
Solon	Tenant Participation and Involvement Strategy received. Solon works to empower local communities, most of tenants are also members of local community/tenants organisations supported by Solon. 7 board places are available for tenants and tenant group representatives.		
Southern	-		
St Martin	Residents meetings		
Stonham	Fortnightly tenant meetings in hostel, questionnaires to service users in hostel and other properties.	-	-
William Sutton	Regional Tenants Panels, National Tenants Conference, recognised tenants associations, estate management committees. All residents receive a copy of tenants news.	Received	

## 7 TENANT SATISFACTION

	Conducted survey in line with NHF STATUS survey	Comments	% of tenants stated satisfied or very satisfied
Asra	Yes	Results of survey expected in Oct 03	-
Bangla	No	-	-
Barnsbury	Yes	-	76%
Carr-Gomm	Yes	-	-
Circle 33	Yes	-	62%
Community	Yes	-	60%
Family	Yes	-	64%
Guinness	Yes	-	74%
Innisfree	Yes	Result of Supported Tenant Survey, still awaiting results of General Needs tenants	84%
ISHA	Yes	-	70%
Keniston	Yes	-	91%
Kush	Yes		Poor response
Newlon	Yes	Full report not yet received	-
NBH	Yes	-	-
NHHG	-	-	-
NIHHA	Yes	-	60%
Peabody	Yes		82%
Penrose	Yes	-	-
Shian	Yes	-	-
Solon	Yes	-	60%
Southern	Yes	-	69.7%
St Martin	Yes	-	80%
Stonham	No	Supported housing	-
William Sutton	Yes	-	82%

## 8 DECENT HOMES STANDARD (DHS)

	Do you know how many of your homes fail to meet the DHS?	No of dwellings which fail to meet the DHS	If homes have failed, do you have a strategy in place to ensure they meet the standard by 2010?
Asra	No	-	-
Barnsbury	Yes	8	Yes
Carr-Gomm	No	No formal assessment but believe most properties will meet the standard	Thorough review being planning for coming financial year
Circle 33	No	3.4% (estimated)	Yes
Community	Yes	82	Yes
Family	Yes	4	Yes
Guinness	Yes	2,250 (11.8%)	Yes
Innisfree	Yes	0	Yes
ISHA	Yes	201	Yes
Keniston	No	-	-
Kush	Yes	120	No
Newlon	Yes	5%	-
NBH	No	0	-
NHHG	Yes	0	-
NIHHA	Yes	-	Yes
Peabody	Yes	9161	Yes, currently reviewing AMS to confirm funding available
Penrose	Yes	0	-
Shian	Yes	0	Yes
Solon	Yes	0	-
Southern	Yes	5	Yes
St Martin	No	-	Yes
Stonham	Yes	0	-
William Sutton	Yes	5146	Yes

9 ANTI-SOCIAL BEHAVIOUR (ASB)

	How is your organisation structured to deal with ASB?	If part of housing management, who is lead officer?			Have you signed up to LBIs ASB Info Sharing Protocol	If no, would you like to?	Do you have procedures for tackling ASB and how to pursue ASBOs?	Do you have access to professional witness / mediation schemes?	Are you aware LBI has an ASB team?	If no, would you like to know more about the team?
		Name	Tel no	Email						
AGHA	Dealt with as part of mainstream housing management	-	-	-	No	Yes	Yes	No	No	Yes
Asra	Dealt with as part of mainstream housing management	Jennifer Aneto	020 7940 6600	Jennifer@asra.org.uk	No	Yes	Yes	Yes	No	Yes
Bangla	-	-	-	-	No	No	No	No	No	Yes
Barnsbury	Dealt with as part of mainstream housing management	Saskia Schreuder	020 7607 7000	Saskia@barnsbury.org	Yes	-	Yes	No	Yes	Yes
Carr-Gomm	Dealt with as part of mainstream housing management	Nicola Lilley	020 7482 2048	Nicola.lilley@carr-gomm.org.uk	No	Yes	Yes	No	Yes	Yes
Circle 33	Specialist ASB Team	-	-	--	Yes	-	Yes	Yes	No	Yes
Community	Specialist ASB Team	Mark Hilary	020 7428 4292	Mhillary@communityhousing.org.uk	Yes	-	Yes	Yes	Yes	-
Family	Dealt with as part of mainstream housing management	Robin Wray	020 7089 1050	Robin.wray@fha.org.uk	-	-	Yes	Yes	Yes	Yes
Guinness	Dealt with as part of	-	-	-	Yes	-	Yes	Yes	Yes	No

	mainstream housing management									
Innisfree	Dealt with as part of mainstream housing management	Lee Daly	020 7692 1244	Lee@innisfree.org.uk	Yes	-	Yes	Yes	Yes	-
ISHA	Dealt with as part of mainstream housing management	Jan Wiekowicz	020 7704 7342	Janw@osha.co.uk	Yes	-	Yes	Yes	Yes	-
Keniston	Dealt with as part of mainstream housing management	Chris Bryant	01689 889 700	Chrisbryant@keniston.co.uk	Yes	-	Yes	Yes	Yes	-
Kush	Dealt with as part of mainstream housing management	Kay Soyemi	020 7502 0971	Kay.soyemi@kush.org.uk	No	Yes	Yes	Yes	No	Yes
Newlon	Dealt with as part of mainstream housing management	Tim Bryant	020 7613 8000	Tim.bryant@newlon.org.uk	Yes	-	Yes	Yes	-	-
NBH	Dealt with as part of mainstream housing management	Peter Doherty	020 7520 7423	Peter.doherty@nbh.co.uk	No	Yes	Yes	No	Yes	-
NHHG	Dealt with as part of mainstream housing management	Amanda Morrison	020 8357 4845	Amorrison@nhhg.org.uk	No	Yes	Yes	Yes	No	Yes
NIHHA	Dealt with as part of mainstream	Sandra Fawcett	020 7690 2334	Sandra.fawcett@nihha.org.uk	Yes	-	Yes	Yes	Yes	-

	housing management	ett								
Peabody	Dealt with as part of mainstream housing management	Sally Harvey	020 7021 4000	Sallyh@peabody.org.uk	Yes	-	Yes	Yes	Yes	-
Penrose	Dealt with as part of mainstream housing management	-	-	-	No	-	No	No	Yes	Yes
Shian	Dealt with as part of mainstream housing management	Sharon Williams	020 8985 7120	Swilliams@shian.org.uk	Yes	-	No	No	No	Yes
Solon	Dealt with as part of mainstream housing management	Jamal Uddin	020 7780 2222	Juddin@solonchs.org.uk	No	Yes	Yes	Yes	Yes	Yes
Southern	Specialist ASB Team	-	-	-	Yes	-	Yes	Yes	Yes	-
St Martin	Dealt with as part of mainstream housing management	-	-	-	No	-	Yes	Yes	No	Yes
Stonham	Dealt with as part of mainstream housing management	-	-	-	No	Yes	Yes	No	Yes	Yes
William Sutton	Dealt with as part of mainstream housing management	Elaine Haylock	01442 283100	Elaine.haylock@williamsutton.org.uk	No	Yes	Yes	Yes	No	Yes

10 TENANCY AUDIT

	Do you currently carry out tenancy audits on properties in Islington?	If no, do you have any plans for audits in the future?	How often do you carry out a tenancy audit?	What methods do you use to carry out the audit?	How many properties are targeted as % of properties in Islington?	Comments	How many properties were repossessed?	Comments	Do you make any other kind of checks on your accommodation?
AGHA	Yes	-	Monthly	Visit	100%	All properties are visited during support and/or housing management visits	-	-	Regular visits for support and management visits for repairs etc
Asra	Yes		Quarterly	Visits	25%	-	N/a		Tenancy visits and repairs
Bangla	No	No structure in place but has good relationship with tenants	-	-	-	-	-	-	Stock condition surveys are carried out by partner HAs
Barnsbury	No	-	-	-	-	-	3	-	Halfway through survey of all properties.
Carr-Gomm	Yes	-	-	Staff at all schemes on a daily basis	100%		1	Tenants had severe drug related issues and thereby caused a severe nuisance	Staff based at schemes on daily basis and report all repairs, carry out H&S checks on monthly basis and meet tenants at house meetings as

									well as conducting key-working sessions with them.
Circle 33	Yes	-	On a sample basis	Out service to ALERT who send letters and visit	5%	-	N/a	Process only just underway	No, but this comes under Property Management site inspections & stock condition surveys.
Community	Yes	-	Annually	New target to check 20% of stock annually in LB Islington	20%	-	0	-	Gas safety checks
Family	Yes		Biannually	Visit	-	Only have 10 properties in Islington	0	-	-
Guinness	No	Yes	-	-	-	-	-	-	Only responsive checks, like repairs
Innisfree	Yes	-	Annually	Usually visit, have introduced photos of tenants on all new lets	100%	-	0	-	Officers regularly visit properties to inspect their condition, to identify and assess repairs. They also undertake estate inspections and home visits in relation to tenancy issues eg, nuisance,

									arrears, vulnerability
ISHA	Yes		On ad-hoc basis, target specific properties/e states	Post, visits, talk to other tenants, use of tracing agency. New tenants have photo ID attached to tenancy agreement.	-	No set targets	1	-	Checks made on completed repairs and gas servicing
Keniston	-	-	-	-	-	-	-	-	-
Kush	No	Part of 2003/04 Business Plan targets	-	-	-	-	1	Arrears and unauthorised sub-lets	Small team of housing officers and a repairs inspector regularly visit stock.
Newlon	Yes	-	Other	Every home has been visited between 1999 and 2003 by housing management staff and Tenancy Liaison Officers to do with the works, information is cross-referenced to ensure that records and accurate and appropriate	100%	-	10	-	Three month check up after new letting, visits when transfer requests are made to check condition of property. End of defects inspections a year after major works have taken place.

				action is taken in cases of illegal occupation					
NIHHA	Yes	-	Annually	Home visit	10%	-	8	-	Undertake estate inspections, inspections for repairs and programmed works, visits for tenancy support, rent arrears and stock condition surveys.
NBH	Yes	-	Ad hoc	Post, visits	-	-	-	-	-
NHHG	-	-	-	-	-	-	-	-	-
Peabody	Yes	-	-	Post, visits	100%	-	-	-	Estate based staff make checks on properties for needs and adaptations
Penrose	Yes	-	Weekly	Visits	100%	-	0	-	Health & safety checks, maintenance/caretaking checks, visits by Resettlement Workers
Solon	Yes	-	Two monthly	TSH properties, visit or telephone	100%	All TSH properties	0	-	Looking into doing a 2 yearly survey on all TSH properties. Carry out tenant audits.
Shian	Yes	-	Continuous	Home visit	100%	-	2	-	Cleaners are

									required to complete a form to see if repairs are required.
Southern	Yes	-	Monthly	Home visit	10%	-	-	-	Regular monthly inspections of estates
St Martin	No	To be looked at	-	-	-	-	3	Mainly due to squatting of empty properties that were being prepared for relets	Weekly visits and weekly empty property checks.
Stonham	Yes		Annually	Visits	100%	-	0	-	Monthly defects inspections on all properties
William Sutton	Yes		Last July	Visits	100%	-	0	-	Annual gas servicing, visits by estate based teams where necessary. Currently carrying out survey across all London props to investigate sub-letting.

11 INVESTMENT IN ISLINGTON

	SHG	Comments	Private finance	Comments	RCGF	Comments	Other	How much money remaining in your RCGF do you have to spend in Islington?
Asra	0		0		0			0
Barnsbury	0		£766,500		0		-	-
Carr-Gomm	0	-	0	-	0	-	-	-
Circle 33	£2,940,266	-	£1,598,160	-	£9,803	0	-	£109,609
Community	£1,309,136	-	£972,326	-	0	-	0	0
Family		Too small a % to quantify		Too small a % to quantify		Too small a % to quantify		
Guinness	£208,000	PC claim for Birkbeck Tavern	£763,975	Total private finance for Birkbeck Tavern	0	-	-	0
Innisfree	0	-	0	-	0	-	3 houses in mgt which will be taken into ownership in 2003/04	0
ISHA	£1,667,031	-	0	-	£59,317	-	-	£298,652
Keniston	0	-	0	-	0	-	-	-
Newlon	0	-	£5,000,000	-	0	-	-	0
NIHHA	£272,303	-	£402,009	-	£182,077	-	-	£257,833
NBH	-	-	-	-	-	-	-	-
NHHG	£101,000	-	0	-	0	-	-	£120,759
Peabody	£214,693	-	0	-	£46,538	-	-	£256,673.09
Shian	0	-	0	-	0	-	-	-
Solon	£76,576	-	0	-	0	-	£6m SHG for schemes that are currently in the planning stages, on site or due to complete.	0
Southern	-	-	-	-	-	-	-	-
St Martin	£52,000	-	0	-	0	-	-	-
Stonham	£103,092	-	-	-	-	-	£69,000 – Probation Accommodation Grant	
William Sutton	0	-	£3m	-	0	-	-	0

12 MAINTENANCE WORK COSTS

	Capital Expenditure per dwelling on major repairs and improvements (£)	Comments	Expenditure per dwelling on responsive repairs (£)	Comments	Expenditure per dwelling on planned (cyclical) maintenance (£)	Comment
Asra	0		£427		0	
Barnsbury	£806	Major repairs expenditure, not been capitalised	£386	-	£64	-
Carr-Gomm	-	-	-	-	-	-
Circle 33	£173.57	Value of expenditure £345,062	£470.53	Value of expenditure £935, 421	£223.55	Value of expenditure £444,412
Community	0	-	£161.91	-	0	-
Family	£464		£1798			
Guinness	0	-	N/a	-	£75	Just annual gas check
Innisfree	0	New stock does not require this type of expenditure yet	£100	New stock – 50% is still in defects hence low maintenance spend	0	No cyclical works necessary yet
ISHA	0	-	£240	-	£177	Includes kitchen and bathroom refurbishment on some properties, also the usual external decorations on other sites.
Keniston	£2,457	-	£332	Excludes repairs to common areas, a further £236 per dwelling.	£14	Excludes repairs to common areas, a further £57 per dwelling.
Kush	N/a	N/a	N/a	N/a	N/a	N/a
Newlon	£5,500,000	Major works on Barnsbury Estate	£300	-	£300	Major works on Estate are ongoing
NIHHA	£1,057.04	-	£180.17	-	£358.46	-
NBH	-	-	-	-	-	-
Peabody	£1,432.74	-	£255	-	£444	-
Penrose		No capital expenditure on properties, all expenditure of a revenue	£11,135	This also reflects spending on planned (cyclical) maintenance		

Shian	0	-	£480	-	0	-
Stonham	-	-	£5,617.59	Overall	£11,235.47	Overall
Southern	£995	-	£677	-	-	-
St Martin	£200	Pan association	£375	Pan association	£640	Pan association
St Mungo's						
William Sutton	£1678.18	-	£194.84	-	£273.43	-