



Regeneration opens up training opportunities

Local resident gets apprenticeship



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Welcome



The New Year brings good news to all residents. Due to deflation, tenants will either see a decrease, freeze or modest increase in their rent in April 2010 (page 3).

Also, if you're feeling particularly cold this winter, you can contact the main office on 020 8960 5544 for advice on how to keep your home warm.

With the festive season just over, it's a good time to highlight the celebrations and successes we've recently enjoyed. We will be improving our services to you as a result of the findings from the STATUS Survey (page 7), a new action plan has been devised with residents (see below) and we submitted the planning application for the regeneration of Wornington Green in November (page 7).

With all this, there really are plenty of reasons to be cheerful! I wish you all a very happy New Year.

Best wishes,

Manpreet Dillon
Managing director

Planned maintenance

Our asset management team have carried out the following works to your homes throughout 2009:



Cyclical works – to properties on Barlby Road, Bramley Road, Holland Road, Richford Gate and Ladbroke Grove as well as remedial works to the balconies and staircases at Princess Alice House, and major works (including door entry) at Robinson House.

New kitchens and bathrooms – for homes at Richford Gate, Westfield Close and Princess Alice House.

Replacement boilers – to homes in Westfield Close and Princess Alice House, together with approximately 100 other homes in several other streets and blocks.

Rewiring – the team has rewired some 200 homes, including ones at Westfield Close, Princess Alice House, Hedgegate Court, St Quintin Avenue and Richford Gate.

Lifts – we have replaced the passenger lifts at Pollock House (2 lifts) and Richford Gate, and have started work on the lifts at Westfield Close.

The works, along with some other associated works, will come to a total of £8.8 million.

'Big Conference' update

As promised, here is a summary of the actions that came out of the residents' conference. We're now happy to report that an action plan has now been agreed with residents, which includes:

- Photos of staff in our main office.
- Staff changes to feature in *Headlines*.
- Improve how we handle and monitor complaints.
- Consider ways to increase staff contact time for residents not living near our office.
- During planned improvements, tell you clearly that you can receive a home visit from us to explain how the works will be carried out and to deal with your concerns.
- Review how we manage complaints of anti-social behaviour.
- Look at ways to be more flexible with appointment times for repairs.

The action plan will be monitored by the Customer Services Committee and further updates will be provided in *Headlines*.

For more details on the action plan, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk

New tenancy agreements

Last year we worked with residents to develop new assured and secure tenancy agreements, which included how we deal with anti-social behaviour. The changes to these agreements will be presented to the KHT Board for approval after we have completed a final round of consultation with tenants.



So for more details, contact Chris Knight on 020 8964 6413 or chris.knight@chg.org.uk

April rent changes

As a result of a drop in the rate of inflation, our tenants will either see a decrease in their rent, a rent freeze or a modest increase in April 2010.

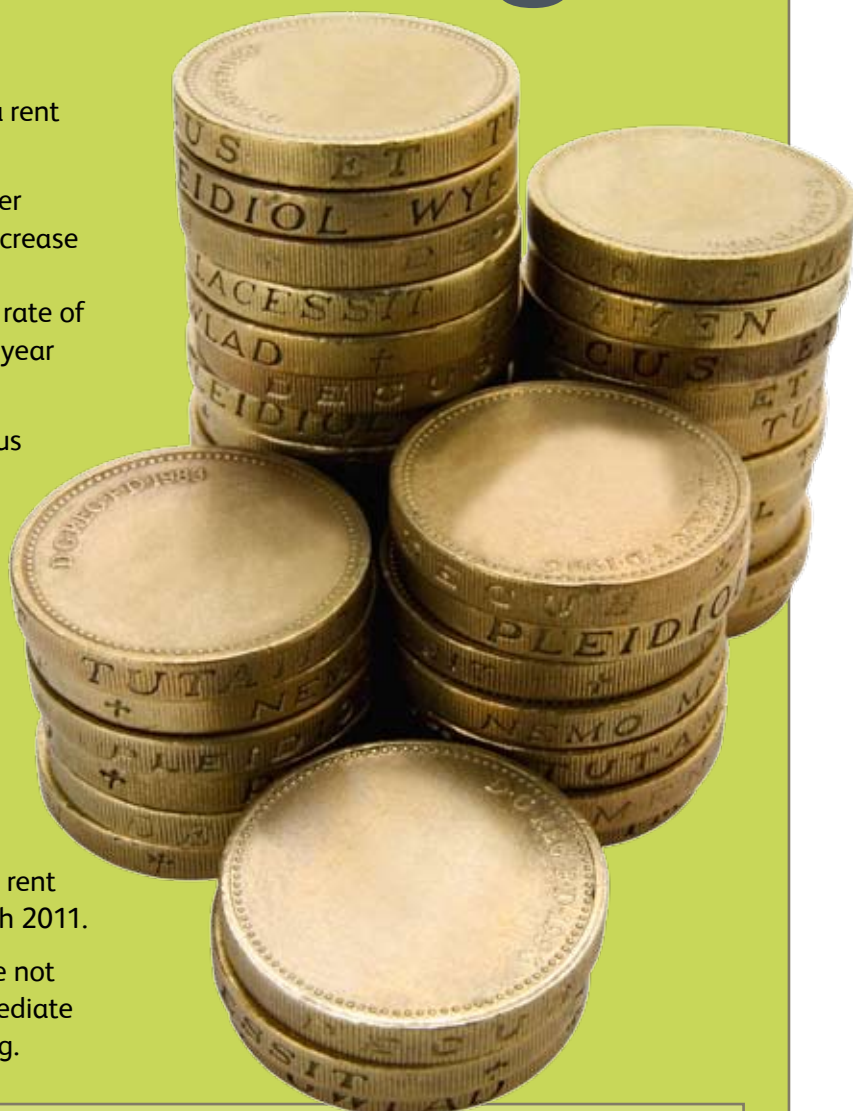
So why is that happening? In common with other housing associations, the level of annual rent increase that we are allowed to levy is determined by a government rent formula, which is linked to the rate of the Retail Price Index (RPI) in September in the year preceding the increase.

Due to deflation, last September's RPI was minus 1.4%. So, under the formula, tenants whose rents have already reached the 'target rent' will see their rent decrease whilst those whose rents are currently below the 'target rent' will experience a modest increase.

Whilst this is good news for tenants, it does mean that we will have less money to play with next year and this will impact on the amount of planned investment work we will be able to undertake.

You will receive a letter in February 2010 on the rent that you will be paying from April 2010 to March 2011.

Please note that some categories of tenants are not covered by these arrangements, such as intermediate rented, HALS, market rented and 20 year leasing.



Trying to explain rent increases is quite tricky because of the complexities involved. Below is an explanation of some basic terms, including those used in the article above.

- **Rent formula:** The government allows us to increase our rents up to the 'target rent'. This is subject to a formula based on the rate of RPI plus 0.5% plus £2 per week.
- **Target rent:** For each home the rent is fixed according to its size and location, and is calculated by reference to two factors – the capital value of properties in the area and the level of local earnings. Depending on when their tenancy started, tenants may be paying a rent lower than the 'target rent' but their rent will consequently be phased upwards until it reaches that level. The government has determined that target rents will increase by RPI plus 0.5% per year.
- **RPI:** The Retail Price Index is the measure of inflation used to determine housing association rents. This is calculated using the value of RPI in September of the previous year.
- **Assured tenancy:** Most of our tenants will have assured tenancies, which were introduced in January 1989. Here rents are set by the landlord according to the rent formula.
- **Secure tenancy:** Some tenants, usually those with tenancies dating from 20 years ago or more - have a secure tenancy. Their rents are set by the Rent Officer Service rather than the landlord.

How we are performing?



We are committed to delivering the best service we possibly can to our residents. To help us achieve this, we have developed a set of service standards that highlight the level of service residents can expect from us. We continuously monitor how we are performing against these standards in order to identify where we are doing well and, in cases where we are not meeting targets, what we need to improve on.

The table below shows some of the service standards that our residents have told us are most important to them and we have illustrated how we have performed in each of these areas. We have also included our performance over the past three years, which helps show whether our performance has improved, stayed the same or got worse.

Our performance: March 2007 to December 2009

Service	2007/8	2008/9	Target for 2009/10	Performance at Dec 2009	Are we improving?
Telephone calls answered within 20 seconds	75%	84%	90%	95%	✓
Letters responded to within target time	n/a	67%	90%	88%	✓
Emergency repairs completed within target of 1 day	90.3%	87.9%	100%	98%	✓
Urgent repairs completed within target of 7 days	80.4%	83.5%	95%	96.2%	✓
Routine repairs completed within target of 31 days	97.6%	95.6%	98%	99.7%	✓
Percentage of new tenants satisfied with allocations service	n/a	n/a	90%	87%	n/a
Percentage of estate inspections carried out against number due	n/a	100%	100%	100%	Same
Percentage of rent collected against amount due	100.16%	100.23%	102%	100.13%	✗

Catalyst Housing Group: Regenerating your neighbourhoods



How the Dee Park estate, Reading, will look after the regeneration has finished

Regeneration is an integral part of Catalyst Housing Group, which KHT is a member of. However, we are not just here to build homes – we are committed to regenerating areas, and creating better homes and neighbourhoods that are a pleasure to live in. Mill Farm Close in Harrow, Dee Park in Reading and South Acton are just a few of the neighbourhoods that we are in the process of regenerating.

Mill Farm Close

Residents of the Mill Farm Close estate voted for us to become their landlord during a ballot in October, where they endorsed our plans for the regeneration of the estate. A planning application was then submitted to Harrow Council. Assuming all goes well, the estate will transfer to us in late spring with construction commencing shortly afterwards.

The proposals to regenerate Mill Farm Close involve building 165 brand new homes for rent, shared ownership and outright sale. Through the regeneration we will be able to offer residents high quality accommodation and improved green spaces, as well as providing a range of community development initiatives, including modern apprenticeship schemes through our employment and training team.

Dee Park

The outline planning application for the whole of Dee Park and the planning application for phase 1 of the scheme was approved in December 2009 by Reading Borough Council's Planning Applications Committee. Now that planning permission has been granted, we can move forward in starting work on site in spring 2010.

The regeneration of Dee Park will involve revamping the 1960s built Tilehurst estate by making it a more attractive place to live through improving housing, roads, parks and shops. We will also be building a new community centre and school. This regeneration project will eventually produce 482 homes for sale and 281 affordable homes.

South Acton

Residents have already started moving into their new homes on the South Acton estate. Whilst we were building the homes, residents were consulted on various things such as the materials used and colours for their new homes.

Once complete, the current phase of the regeneration will provide a total of 129 new homes for the local community, with 74 homes being available for rent and 55 available through New Build HomeBuy. Beyond the physical regeneration, we and Ealing Council are working hard to facilitate community regeneration through a variety of initiatives including access to employment, training and personal development support as well as the sponsorship of a local youth football team.

Get learning!



If you're looking to learn new skills, why not sign up for one of our free training programmes through the Get Learning initiative. Our short, informative courses aim to develop your confidence and skills, both personally and professionally, helping you into volunteering or work.

Abdou gets some hands-on experience at Catalyst's Reading Office

The Get Learning programme has helped numerous Catalyst residents and one of them is Abdou Jallow.

Abdou, from Reading, was first exposed to Catalyst when he applied for a shared ownership flat in 2007. As a resident he received a leaflet stating that Catalyst was organising courses for residents, including a Chartered Institute of Housing (CIH) level 2 in housing certificate.

He then expressed an interest in this course and was invited for an induction, where he took a test. Two days later Abdou received a call from us telling him that he had been granted a place on the course.

Consequently, it took Abdou couple of months to complete the CIH level 2 in housing but during this time he got a work placement at Catalyst's Reading office. During the placement, Abdou has been able to expand his knowledge of housing and through the skills he has learnt has been able to give back to his local community.

Abdou said: 'I have been working in different departments at Catalyst and one of these was community involvement. Here I learnt how to form a resident association and I have now gone on to form one in the block in which I live. My fellow residents have also nominated me as their block representative.'

Doing a CIH level 2 in housing has also helped Abdou's career development. 'The CIH course has helped me pave a career in housing and I am currently doing a degree in housing studies at London South Bank University.'

As well as helping his career, through the work placement at Catalyst, Abdou has also been able to increase his confidence and self esteem. 'I can't believe now Catalyst has changed my life', says Abdou.

If you are interested in finding out more about the training opportunities available through the Get Learning programme, please contact our training and employment team on 020 8832 3366.

Improving our services

The last issue featured the results of our three-yearly STATUS Survey. Overall your satisfaction with our services had increased to 71 per cent in 2009. However, we recognise that there are areas where we have to improve. That's why we've put together an action plan, which includes:

- Measures to improve customer service.
- Developing initiatives to help older residents and those with longer term health problems.
- Keeping people who want to move home better informed.
- Further planned improvements to homes.
- Improving how we deal with anti-social behaviour complaints.
- Measures to improve the repair service.
- Developing new ways to involve residents.

The action plan will be monitored by the Customer Services Committee and further updates will be provided in *Headlines*.

For more details, please contact Nigel Pacey on 020 8964 6451 or nigel.pacey@chg.org.uk

WORNINGTON GREEN UPDATE

The planning application for the regeneration of Wornington Green was submitted in November 2009. It will consequently be considered by the local council's planning committee in February 2010.

In the meantime, work continues with planning for the first phase of demolition in August 2010. Our resident liaison officers have been working with residents who live at 1 – 28 Munro Mews and 87 – 101 Wornington Road to work out the details of their move.

If you live at Wornington Green and want to know more about moving home as well as the financial and practical help available, please contact Eve Wright on 020 8964 6405 or eve.wright@chg.org.uk

Involving residents

The residents' conference revealed that you would like to be involved in our decision making – that's why we've held more meetings with you to look at how we could involve you further.

We found that residents wanted to see more informal ways of getting involved that recognised their busy lifestyles. A resident involvement plan has now been prepared to take these ideas forward. The plan will be considered by the Customer Services Committee and Board. More information on the plan is available from Ian Cann, contactable on 020 8964 6439 or ian.cann@chg.org.uk

You can also get involved in; the Resident Involvement Panel, Residents' Consultative Panel, estate inspections, mystery shopping and the Group Residents' Federation.

For more details, contact Nick Whitty on 020 8964 6434 or nicholas.whitty@chg.org.uk



Welcoming new staff

John Grisley has been recruited as the new housing services manager. John has previously worked for Peabody Trust, and knows North Kensington well through his involvement with a neighbourhood management project at Dalgarno.

Here to help: responsive repair appointments

Residents will now be able to book a responsive repair appointment during four different time slots each day. You can book a appointment, with our maintenance team, during the following times:

- First appointment: 8am to 9am
- Afternoon appointment: 1pm to 5pm
- Morning appointment: 8am to 12 noon
- Last appointment: 3.30pm to 4pm.

We will also be starting a pilot scheme offering Saturday morning appointments, from 8am to 12 noon from 1 April 2010. There will be limited availability and so we would like to know how many residents will be interested. If you are interested, please contact Glenn Fry on glenn.fry@chg.org.uk or write to him at our head office (address at bottom of page) stating that you would prefer Saturday morning appointments.

If you would like to book an appointment, please call us on 020 8960 5544.

This magazine provides information about housing news and events in your local area. If you need any part of this information in large print, Braille, on CD or explained in your own language please contact us on the number below.

Arabic

تمتلك هذه الوثيقة بالمعلومات اللازمة عن أخبار الإسكان والأحداث والأخبار المحلية. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Somali

Dokumentigan wuxuu ku saabsan yahay warka cusub oo guriyo, dhacdooyin iyo gobol ah. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Gujarati

આ દસ્તાવેજ ઘરના સમાચારો, પ્રસંગો અને સ્થાનિક માહિતી વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી ખેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Chinese

本文档提供关于住房新闻、事件和当地信息方面的信息。如果您需要将这些信息的任何部分以大字印刷形式、盲文形式，或通过CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

Hindi

यह दस्तावेज़ आवासीय खबरों, आयोजनों और स्थानीय सूचना के बारे में जानकारी देता है। अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

Polish

Niniejszy dokument zawiera nowości z rynku mieszkaniowego, informacje o wydarzeniach społecznych oraz doniesienia miejscowe. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹਾਊਸਿੰਗ ਖ਼ਬਰਾਂ, ਪ੍ਰੋਗਰਾਮਾਂ ਅਤੇ ਸਥਾਨਕ ਸੂਚਨਾ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Urdu

یہ دستاویز اقامت گاہوں کی خبریں، واقعات اور مقامی معلومات کے بارے میں جانکاری دیتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

Portuguese

Este documento proporciona-lhe informações sobre notícias sobre habitação, factos e informação local. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.



Kensington
Housing Trust

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Office opening times

Monday – Friday, 9am – 5pm

Reporting repairs: 9am – 5pm at the office

8am – 5pm on 020 8960 5544

Out-of-hours emergency repairs: 020 8964 0148