

# Times-a-changing

## Catalyst Housing annual report

30 September 2011

Created by  
Catalyst Residents  
Federation and  
Catalyst Housing

## A joint effort

On behalf of the Catalyst Residents Federation (CRF), I'm pleased to introduce your annual report. Residents have asked for publications to be kept short and simple, so we hope this hits the mark.



In order to produce this report, the CRF looked through the commitments that Catalyst made last year. We picked out the issues that seemed the most important, and asked Catalyst to provide a short progress update on those.

As you will read, Catalyst has been making some big changes this year, and there's a lot going on. At the moment, 75% of tenants and 54% of leaseholders are satisfied with Catalyst services. Both these figures are better than they were, but there's still room for improvement.

To see more detailed information about any of the topics featured in this report, go to the Catalyst website. *(If you have a smart phone, you can scan the icon below and it will take you straight there.)*

If you'd like Catalyst to print this extra information and send it to you, please call your customer services team on the numbers below.

With best wishes from the CRF,

**John Kehoe**  
CRF chair and Catalyst resident

## When three become one

Catalyst has changed a lot over the past year. At the start of the year we were three different housing associations under one parent company, Catalyst Housing Group.

But during this year we have been gradually joining together. From October 2011 we are just one organisation, Catalyst Housing.

We consulted widely with residents about these changes, and 83% were in favour.

## Catalyst Housing customer charter

We are creating a new customer charter that sums up the service you can expect from Catalyst Housing. The charter reflects our commitment to better homes, better service and a better future.

In partnership with local residents, we are also developing more detailed local service standards, known as local offers.



[www.chg.org.uk](http://www.chg.org.uk)

London customers: **0300 456 2099**

South East customers: **0300 456 2090**



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## Local boards

We have set up four local boards to oversee local services. These boards cover Brent, Kensington and Chelsea, West London, and the South East.

We have recruited resident and independent board members to sit on these boards.

## Dee Park

We are working with Willmott Dixon Homes to regenerate the Dee Park estate in Reading. This year we completed the first homes and flats.

Please contact Tina Ford on **0186 533 4812** or visit the Dee Park website for more information:  
[www.deepark-living.co.uk](http://www.deepark-living.co.uk)

## Saving pounds on grounds

In Blackbird Leys in Oxford we now have a consortium contract for grounds maintenance. This means that we have an agreement with other housing organisations so that we get a better deal than if we were all paying for these services separately.

# About the Catalyst Residents Federation

The Catalyst Residents Federation (CRF), previously known as the Group Residents Federation, scrutinises Catalyst services and advises on improvements. The CRF also supports local resident

groups and activities across the Catalyst area, from Kensington to Oxford.

**Want to learn more about the CRF? Call Michael Simms on **020 8832 3111****

### The CRF's highlights this year are:

- organising the first ever residents' conference
- setting up a residents' resource centre which we hope will open next year
- training residents across the group
- helping to interview and recruit new customer services staff
- helping to procure new IT and repairs contractors
- supporting neighbourhood managers in solving complaints

## Mobility adaptations to your home

These are alterations that can cover anything you need to help you in your home, ranging from grab rails to stair lifts.

If you need your home to be adapted, we can help. This year, Catalyst Housing and partnering councils spent £191,833 on aids and adaptations.

## Older Tenants Forum

It has been an excellent year for the Older Tenants Forum. Activities ranged from day trips and line dancing to chair exercises and supporting residents to make complaints.

We warmly welcome new members. If you are over 60 and are keen to get involved, please contact Les Warren on **020 8832 3219**.



# Local offers – getting it right where you live

We are developing local 'offers'. These are local service standards for specific topics. We have already developed the 'neighbourhood and community' local offers.

In early 2011, we sent round surveys and arranged meetings with residents to discuss local estate services and anti-social behaviour. We covered everything from removing graffiti to providing salt boxes in winter. We developed local offers based on your priorities.

The next three local offers we will develop are:

- home (repairs)
- resident involvement and customer care
- tenancy and how people move into our homes

We look forward to working with you to develop your local offers!



## Wornington Green

This year we started the regeneration of the Wornington Green estate in North Kensington. The plans for the first phase, Portobello Square, have won a housing design award. You can read regular project updates on our website for Wornington Green residents, [www.yourhereandnow.co.uk](http://www.yourhereandnow.co.uk)

## Home improvements

Last year residents asked us to provide information on upcoming home improvements, so you can now find a timetable for home improvement works on our website.



## Changes to how you can move home

Now that we are one organisation we hope to be able to offer you the chance to transfer to a wider range of Catalyst homes in different boroughs.

We have asked former Fortunegate and KHT residents whether they would like to move to the same lettings service as CCHA have been using in London (Locata). If residents say yes, we will make this change.



# Employment and skills opportunities

Our community development charity, Catalyst Gateway, provides employment and skills services which help people to find and keep a job.

Please email [enquiries@catalystgateway.org.uk](mailto:enquiries@catalystgateway.org.uk) or call **0845 437 9705** if you are interested.

To find out more about this and other Catalyst Gateway projects, ranging from youth work to exercise classes, please visit [www.catalystgateway.org.uk](http://www.catalystgateway.org.uk)



## Facts & figures

In June 2011 more than 1,100 tenants and 800 leaseholders across Catalyst took part in our satisfaction survey. We did the survey just before joining our member companies together, so we can track how we're doing in future.

The survey showed that tenant satisfaction is up from 73% to 75%, and leaseholder satisfaction has jumped from 44% to 54%. Among tenants, 71% are satisfied with our repairs and maintenance service, and 57% feel that we listen and act on their views. This year we let 560 properties and carried out over 30,000 repairs. Our customer service teams took more than 165,000 calls. Some local highlights:

- KHT answered 90% of calls within 20 seconds
- FCH completed 100% of emergency repairs and 99% of urgent repairs on time
- CCHA took just 28 days, on average, to re-let a property. The national average is 33 days

You can find more about how we are performing on our website, [www.chg.org.uk](http://www.chg.org.uk)

## Crime focus

This year in Brent we have played a key role in the Crime Focus Group. The group allows local landlords to meet and share information about anti-social behaviour cases and work together to improve neighbourhoods.

## Gas safety review

We've recently reviewed and improved our systems to make sure that all our gas safety records are accurate.

## Coming soon: new complaints process

We are reviewing our complaints process. You've asked us to acknowledge and sort out complaints more quickly, keep you personally informed of progress and send out fewer letters – so this is what we are going to do. This will take us a while to get right, so we plan to introduce the new process from April 2012.



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