

# Joined Together to Make Where You Live Better



*Attentive audience*



*At Home in Eastbourne consultation*



*Repairs and Maintenance workshop*



*Well earned lunch*

## Eastbourne Homes Resident Conference April 2012

<http://www.eastbournehomes.org.uk/home/my-landlord/news/2012-news/september-2012/eastbourne-homes-conference-2012/>



*Student work experience*  
These photos were taken by a student as part of a coursework project for which she received a distinction.



*Members of Neighbourhood Watch*



*Representatives from Age Concern*



*Police Community Support Officer*

**Annual Report to Eastbourne Homes Residents 2011/12**

Here are just a few projects Eastbourne Homes resident panels have supported and made possible:



Supporting events for young people:  
Battle of the Bands



Outdoor learning for young people:  
West Rise Project



Sutherland Communal Garden  
transformed by Military  
Preparation College students



Promoting sport in  
the Olympic year:  
Ocklynge Games area



Spooky skaters & WT Youth Club:  
more events for young people



Entertainment for  
older people too



Play areas



Little improvements to the  
local area



Chips for dogs



More activities for the young

## Foreword by the Chair of the Board

In April 2011, improvements to Eastbourne Homes' service began immediately as Onsite Co-ordinators started working from offices based in the Retirement Courts. This new service had to meet the contract demands of Supported Housing funders but we were determined to respond to resident views too. The feedback has been very positive.

Eastbourne Homes has to keep responding to the challenges of a changing housing world and our approach is to do this in partnership with our residents. The Resident Scrutiny Panel reviewed and made valuable suggestions to how we notify you about rents and ensure our contractors conduct themselves professionally. The panel also tested our tendering processes for value for money.

Keeping standards high and costs low is what we all want to achieve. This report tells you how well we did last year against the Service Standards you, our residents, set us. It highlights the contribution our resident groups have made too, because improving our service is something we can only do with your help.



  
Gordon Sims  
Chair of the Board

## News from Scrutiny: Refreshing Standards

I am very proud of the positive influence that the Resident Scrutiny Panel has had on Eastbourne Homes services in the last year. My priority is the year ahead though and we started by refreshing the Service Standards residents should expect.

The panel did this with an eye on value for money. We think that responding to residents promptly saves time and money, that what you tell Eastbourne Homes in satisfaction surveys should be used to make improvements and that every effort should be used to explain things in plain English. I am glad to say that Eastbourne Homes have worked with us in partnership, giving us access to performance information and listening to our suggestions. I am confident that every refreshed Service Standards is a promise from Eastbourne Homes to provide a polite and prompt service to all our residents.

**What a difference a year makes**  
*Onsite Co-ordinators are dedicated people who have put the heart back in the schemes. We now have someone on-site whose door is always open and is always ready to help and support us when we have a need.*

*Retirement Panel Representative*



Reny Pulling  
Chair, representing Langrey  
Area Panel

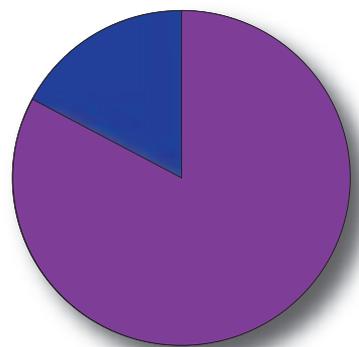
Reny Pulling

Chair of the Resident Scrutiny Panel

# Financial Summary 2011/2012

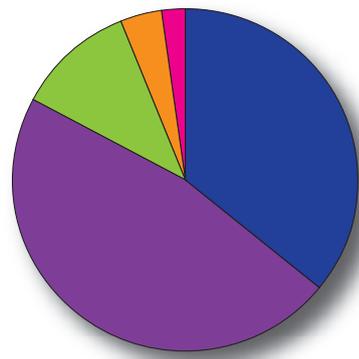
You told us you were less satisfied about how we kept you informed. We have tried to make financial information more understandable Eastbourne homes is publishing account information.

**Where Eastbourne Homes gets its money from...**



	£m
Housing Revenue Account	6.875
Supporting People	0.397
<b>Total</b>	<b>7.272</b>

**What Eastbourne Homes spends it on...**



	£m
Housing Management	2.555
Repairs & Maintenance	3.389
Incurred Service Charge costs	0.787
Sheltered Housing Onsite Co-ordinators	0.259
STEPS service	0.178
<b>Total</b>	<b>7.168</b>

Last year our General Needs residents completed a satisfaction survey. Overall satisfaction with services, property and neighbourhood continued to increase. Satisfaction with quality of the home and repairs is at a good level but stayed the same or slipped. Opportunities to participate in decision-making are being recognised but we need to improve how we keep you informed and assure you that your views are taken into account.

Indicator	2008	2009	2011	Change since 2009
% satisfied with services provided by landlord	77%	85%	87%	2%
% satisfied with quality of the home	77%	84%	84%	0%
% satisfied with general condition of the property	73%	80%	81%	1%
% satisfied with value for money for rent	84%	89%	88%	-1%
% satisfied with the neighbourhood as a place to live	77%	77%	81%	4%
% satisfied with repairs and maintenance	79%	84%	80%	-4%
% satisfied that views are being taken into account by Eastbourne (Question wording change in 2011)	56%	65%	54%	-11%
% satisfied with opportunities for participation in management and decision-making (Question wording change in 2011)	47%	55%	59%	4%
% rating Eastbourne 'good' at keeping them informed	77%	81%	78%	-3%

## Service Standards: How Are We Doing?

Our residents set Eastbourne Homes a standard of service they expect. In 2011/12 there were 57 standards. We achieved the standard for 38 of these standards.

### Areas we improved:

- Satisfaction with Disabled Survey adaptations Service
- Acknowledging and responding to complaints
- Arranging meetings with Welfare Benefit Officer

### Areas we need to improve:

- Inspecting alleyways for rubbish and overgrowth
- Carrying out minor adaptations
- Offering appointments for responsive repairs at the time of reporting

The Resident Scrutiny Panel have revised the list to make sure it is up to date with recent changes to service delivery and continues to meet resident expectations. These include:

- When you telephone the Customer Services Centre we will try and resolve your query at the first point of contact or tell you how we plan to resolve it.
- We aim to answer 97% of all incoming calls and answer calls within 20 seconds.
- We will carry out a risk assessment for every hate crime and anti social behaviour case within 24 hours and agree the level of response required.
- We will ensure that all new tenants receive a welcome pack with information about Eastbourne Homes.

**Full information on the new services standards and our performance over the last four years is available on our website at <http://www.eastbournehomes.org.uk/home/my-community/get-involved/>**



# Planning for 2012/13

## Striving to improve

Eastbourne Homes draws up an Improvement Plan every year. Building on the progress of last year, the key themes for 2012/13 are:

- Greater involvement and influence for customers
- Meet the requirements of the regulator
- Meeting the challenges arising from legislative change
- Increasing its role in community management

At the same time we remain focused on delivering value for money by:

- Implementing the new Customer Contact Centre
- Implementing the new Neighbourhood Management service
- Implementing the new floating support service for the over 65's
- Implementing the new self financing regime

**The complete Eastbourne Homes Annual Plan is available on the Eastbourne Homes website**

**<http://www.eastbournehomes.org.uk/home/my-landlord/governance/annual-plan/?locale=en>**

### **Gas Safety Service Standards**

*For three years running Eastbourne Homes has achieved the Gas Safety Service Standards for offering appointments, registering contractors and providing a respectful and courteous service.*

## New self-service website will empower Eastbourne Homes' residents

**Residents of Eastbourne Homes will soon be given more control over how they manage their properties, thanks to a new internet-based self-service portal.**

The portal will be introduced to empower residents of over 4,000 properties managed by Eastbourne Homes by making it far easier to carry out key tasks such as reporting a repair, checking rent statements or service charges and updating important contact details.

Bob Granville, Director of Operations at Eastbourne Homes, said: "We are determined to give our customers as much control as possible over how they manage their homes and the self-service portal is a major step towards achieving this.

"The portal will give better access to a number of important services, particularly for customers who work full time. The internet has become a vital tool in how we communicate and the portal embraces this fact.

"Engaging and empowering customers will hopefully encourage them to play a greater part in maintaining

and improving the services we provide, while also helping us to address problems such as repairs more efficiently."

The self-service portal, or SSP, will be accessed via a link on the main Eastbourne Homes website. All comments and requests made through the portal will appear in a series of work lists to be dealt with by Eastbourne Homes' staff.

The portal is currently undergoing testing to ensure the system and staff members are ready to deal with the queries or requests.

We would love to hear from anyone who is interested in joining a pilot scheme to assist in the final stages of testing the new portal. Please contact our ICT Systems Support Officer, Kay Bromley, on 01323 436451 or email [kay.bromley@eastbournehomes.org.uk](mailto:kay.bromley@eastbournehomes.org.uk)

**Eastbourne Homes Customer Self Service Portal**

Your Personal Details

For emergency repairs call 01323 436456.

You last logged in on 20/07/2012 [Full History](#)

A summary of recent activities are shown below:

Case No.	Started	Type	Status
22584	14/06/2012	SSP Repair enquiry	Completed
22593	14/06/2012	SSP Login	Completed
19817	20/07/2012	SSP Logged Out	Completed
19816	20/07/2012	SSP Rent enquiry	Completed
19815	20/07/2012	SSP Rent Card Request	Terminated

- Main
- Profile
- Service Charges
- Rent History
- Addresses
- Application History
- Online Payment
- Contact Us
- Messages
- Help & FAQs
- About Us
- Log Out
- AAA
- Leaseholder Menu

Available in large print and other formats  
on request - call 01323 436462

Eastbourne Homes has produced this report on behalf of the  
Eastbourne Borough Council, the Registered Housing Provider



Printed using vegetable based inks on paper from well-managed forests.

Eastbourne Homes Ltd (Registered Company Number: 5340097) England and Wales  
Registered Office: Ivy House, 3 Ivy Terrace, Eastbourne, East Sussex, BN21 4QU  
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Sept 2012