

# Annual Report 2011-2012



# Welcome to our 2011 to 2012 Annual Report



 Sharon McCambridge, Chief Executive and Hugh Broadbent, Chair of the Board

"Welcome to Six Town Housing's Annual Report on behalf of Bury Council. We produced the report with tenants to tell you how we've been doing from 2011 to 2012, and what a year it's been! In the "All about you" section you can find how tenants have been getting involved in shaping our services, from creating new Customer Review Groups (CRG), to celebrating tenants successes in our Community Stars event. The "Your home" section details the work we do to homes in our community, from repairs to our free D.I.Y scheme, retirement living and home improvements. You can find out about your community in the "Your Neighbourhood" section, from environmental works and "Walkabout Wednesdays" to our proactive approach to Anti Social Behaviour (ASB).

It's been a great year, and with the completion of Red Bank Extra Care Scheme and exciting new build, environmental and empty home projects just around the corner, plus the new Right to Buy legislation (for details contact us), we really look forward to working together to make the coming year another success.

We hope that you enjoy your Annual Report."

## FACT!

You'll see these throughout the report, telling you facts and figures for 2011 to 2012

## What's inside?

Introduction - Page 2

All about you - Page 3

Your Home - Page 8

Your Neighbourhood - Page 11

Your Money - Page 15

Rents and Governance - Page 16

Springs TMC Report - Page 17

## Local Offer Promises



The Local Offers launched last year were a mixture of the national standards that all landlords across the country are expected to achieve combined with the those that tenants in the borough had asked us to deliver (basically, our promises to you across our service areas). We merged the national and local standards into one to make them easier to monitor, so we could show all our performance in one place.

A year on, we are working with tenants in our Customer Review Groups (CRG's - see page...) and have together completed the first review of our Local Offers, resulting in revised Local Offer documents. After consulting tenants in our CRG's, we compiled a focussed list of what is most important to tenants. There is a lot of information so we've put it all on our website [www.sixtownhousing.org](http://www.sixtownhousing.org) or request on **0161 686 8000**. Here you can find a full list of promises we made and updates on progress. We have used the list of what's most important to you and you will see our Local Offer Promise (LOP) stamp, wherever there is an update on these Local Offers in this report.





# All about you

*Involvement and Empowerment*



At Six Town Housing, it is essential that tenants are involved in everything we do. There has been lots of work done to get tenants involved over the past year. We're proud of our achievements together and look forward to developing the work we've done over the coming year.

## What have we done to help empower and involve tenants?

In the past year we set up our "Tenant Engagement Framework" – which is basically a planned way of working that makes sure that the way we involve tenants is more effective. As a result of this, we recruited a Customer Involvement, Regulation and Improvement Lead to make sure we are doing the right work with you. This purpose of this role to improve and build on the way we work with tenants.



**Carran O'Grady,**  
Customer Involvement  
Regulation and Improvement lead

### Meet Carran

"The role is a really challenging and interesting role. Everything we do is about providing the best services for tenants, so it's really important they are involved as much as possible. This means coming up with a wide range of new and innovative methods to get tenants involved. I enjoy the challenges that this presents and look forward to getting more and more people involved!"



Our Editorial Forum looks at all our publications and helped create this Annual Report. Looking at last year's report and other examples, they were happy with the information and length but wanted more photos!

## Together we

Set up **Neighbourhood Matters** forums in our neighbourhoods – See page 4 for details. You can see your neighbourhood section in the attached newsletter for venues and dates.

Set up two **Customer Review Groups (CRG's)**. See page 4 for details.

Worked at our **Complaint Quality Assurance Group (CQAG)**, where tenants met regularly to make sure we handle complaints and use customer feedback effectively.

Held our **Community Star Awards** to celebrate and reward tenant successes.

Established our **Editorial Forum** so tenants can get involved in all of our publications – from our Newsletter to this Annual Report.

Held **five Board meetings** – where our Board (which includes tenant members) oversee and give strategic leadership to the organisation.

## Want to get involved?

See how in the attached newsletter page(...) or the new "Get involved" section of the website – we have a full list of involvement opportunities detailed from low to high involvement.

[www.sixtownhousing.org](http://www.sixtownhousing.org)

## How you have been involved

### Community Stars

We held the "Community Star Awards 2011" in December celebrating and rewarding stand out individuals in our community. The Mayor attended and the event was a huge success. With a total of over 80 nominations, there was a selection of innovative people and projects that all go to make the borough a great place to live.



### FACT!

667 tenants attended a range of events

### You do the customer review!

We've started two new Customer Review Groups (CRG's); the Home group look at work we do in and on your homes, the Neighbourhood group focus on our work with tenants and your neighbourhoods. Our CRG's meet monthly with Business Managers to look at how different parts of the business run and how they could operate better. Each Customer Review Group has places for 12 tenants (see page...of newsletter to get involved!). Recently CRG's agreed local priorities that we should be looking at as well as areas for improvement.



## Our Neighbourhoods Matter

Our 'Neighbourhood Matters' meetings are held on a monthly basis across the borough, in local community centres. We come to your community, to hear your views along with Ward Councillors, and work together on how to improve your neighbourhoods. Tenant feedback at the groups has already made a huge impact in your neighbourhoods:

**Feedback:** Rubbish collection in flats was inconsistent and causing environmental concerns.

**Result:** The Council's Refuse Department were contacted and with tenants we are developing an action plan to resolve the problem. If it is successful this will be incorporated borough wide.

**Feedback:** When tenants move in, some properties had overgrown gardens or other potential issues which may lead to further problems.

**Result:** Six Town Housing piloted (and now run) a scheme where a team ensures each void property is maintained to a good standard so properties are better prepared for new tenants.



Joy Saunders joined the CRG's in November 2011. Joy said "I came to live in Bury eight years ago and I'm a member of my local tenant and resident group. I attended a local event and found out about the CRG. Since then I've gained insight into how business areas work and how to help improve services. It was particularly satisfying to see our ideas used when we suggested a more effective way to gain customer feedback. We came up with a set of easy questions for customers to answer on a survey once they've had interaction with Six Town Housing – this information is now used to improve services to tenants."



# Six Town Housing Online



"Good, clear, simple, says it all" – Phil Cookson, "Virtual Group" member

**We've done lots of work to keep people informed and get tenants involved on the world wide web!**

We started a tenant E-news bulletin, Facebook and Twitter pages. These allow us to update tenants with up to the minute information, from news and events to competitions, tips and advice. More importantly they give tenants more ways to engage with us and each other. You can sign up to E-news on the "All about you" section of our **new website**, "Like" our Facebook at facebook.com/sixtownhousing and find us on Twitter @sixtownhousing.



We established our **new website** with tenant consultation using our new "Virtual" armchair group, who work at home to share views and influence our online activity. (see more about our armchair groups on page...of the attached newsletter). The new site makes it easier to access our services and interact with us. Check it out on [www.sixtownhousing.org](http://www.sixtownhousing.org).

## FACT!

19 Facebook "likes"  
434 Twitter followers



## FACT!

54,052 website visits compared to 47,663 last year!

## exTRA involvement!

**We have a number of well established Tenants and Residents Associations (TRA's) across the borough that have been trained and funded by Six Town Housing's Community Development Team.**

Community groups are a great asset to our neighbourhoods and create successful communication links between themselves and our organisation alongside other partner agencies such as the Police and Bury Council.

TRA's are inclusive and representative of our neighbourhoods. They consult well with our communities via surveys, questionnaires, public meetings and social events to establish overall opinion. They use this information to develop projects, arrange future social events and tackle local issues.

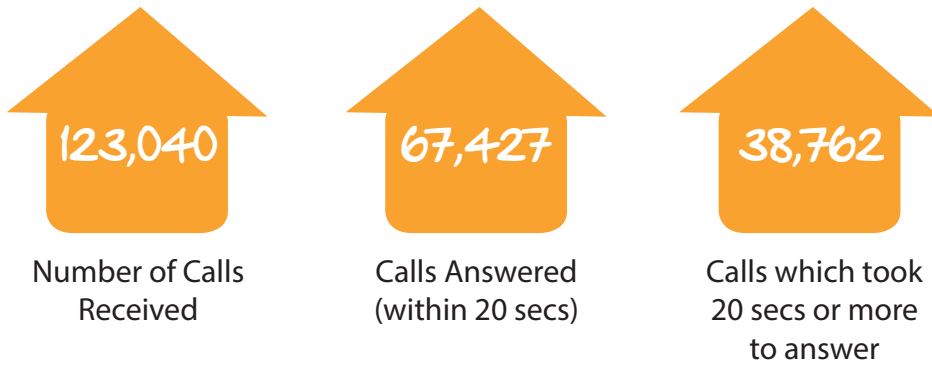
This year our TRA's have set up a number of youth clubs throughout the borough, successfully delivered by fully trained volunteers and involved nearly 200 children from Six Town neighbourhoods.

Not only do our TRA's build community spirit and help to empower our customers but they also provide a vital link directly to our neighbourhoods enabling the organisation to keep in touch with local needs and ever changing demands. See the "Get involved" section of our website for more on TRA's in your neighbourhood or how to set them up!



Community Development Worker Debbie Standing with Dorothy Wood, Chair of Abbey Close TRA

# Customer Calls - how we handled



## Did you know

76,489 calls were received in 2010-2011



### You asked

We log all customer feedback that we get through all customer interactions. For example, you asked for a Community Events Calendar.

### You got it

Working with your ideas we now have this information online, on Facebook, on Twitter and in our newsletter.



### Where we could improve

We are working to increase the number of calls answered within 20 seconds and reduce the number of abandoned calls.

We know we can always improve on handling calls. To improve this, we have now merged the call centre with our Business Support Team so that they have more resources and we continue to improve other ways to access our services such as online.

## Your Compliments and Your Complaints

Performance Indicator	2009/10	2010/11	2011/12	Target	Comments
Number of complaints logged	270	188	123	N/A	We are continuously improving and working with tenants (see below) to pro-actively manage experiences of dissatisfaction by resolving problems before they become complaints.
% of complaints resolved within 10 days	67.4	81.8	80.7	90	A similar figure to last year, which we are working to improve.
% of complaints completed within policy	87.2	95.2	95	100	We are under target but are now ensuring through our Customer Involvement Lead that this is monitored carefully and improved.
Number of complaints escalated to Stage 2	56	38	19	N/A	A great reduction on previous years. This shows that complaints are being resolved much better at an early stage.

Our complaints range from being unsatisfied with the length of time a job took, to dissatisfaction with a job. This year we have had 65 less than the previous year and half the number of 2009/10.

All complaints are taken very seriously and we have a Complaints Quality Assurance Group (which tenants are involved in) that meet regularly to make sure that our complaints system is constantly improving.

**We also received 155 compliments! These ranged from comments about our staff to repairs work carried out.**

## Equality and Diversity

We ensure we support all our Bury Council tenants in any way possible and encourage involvement from every individual regardless of who they are. We make sure that when working with tenants, we always consider equality and diversity.

There has been lots of working taking place this year on equality and diversity matters, for staff and customers. We have:

- Updated our **Equality and Diversity framework and action plan\*** showing our commitment to treating people fairly and valuing people's differences.
- Launched our equality objectives, together with an action plan to show customers and staff what we will do to deliver on these objectives.
- Signed up to the **Team Bury Equality Charter** showing our commitment to the principles of equality diversity and human rights.
- Established our **Equality and Diversity Action Group** which has started to meet to embed our commitment to equality and diversity across the organisation.

\*More details, plus frameworks and actions plans, can be found on our website.

## Help us improve our customer profiling information!

If you contact us over the coming months you may be asked for some additional information so we can check our records are correct and can work on tailoring services to your needs.

The profiling information we have has already influenced how we work – see page 10 for an example of the work done once we could identify vulnerable tenants.

Our Equality and Diversity Action Group, open to tenants, has:

- agreed a calendar of celebration days that we will promote next year
- decided on what information we are going to collect about customers, so we can really start to tailor our services to customers with different needs, such as:
  - promoting the adaptation service to those customers we know have a disability.
  - target known vulnerable customers with having an annual visit so we can signpost them to support agencies
  - provided financial support to Bury's Employee Equality Groups and allowed staff to attend these groups, ensuring staff with protected characteristics have a forum and voice to comment on our policies and a support network...amongst many other examples! See page...of attached newsletter for more info and how to get involved.

## All about you – the future

Dave Howell, tenant;

"Being a tenant and a member of various tenant groups they provide, I've really noticed more ways to get involved with decisions and services.

With the new groups gaining members we're really excited about the future.



The new website has just been launched and with all the new online methods as well as the Customer Review Groups and Neighbourhood Matters meetings - we are really looking forward to seeing what we can do together in the coming year!"



# Your home

## Repairs and Maintenance

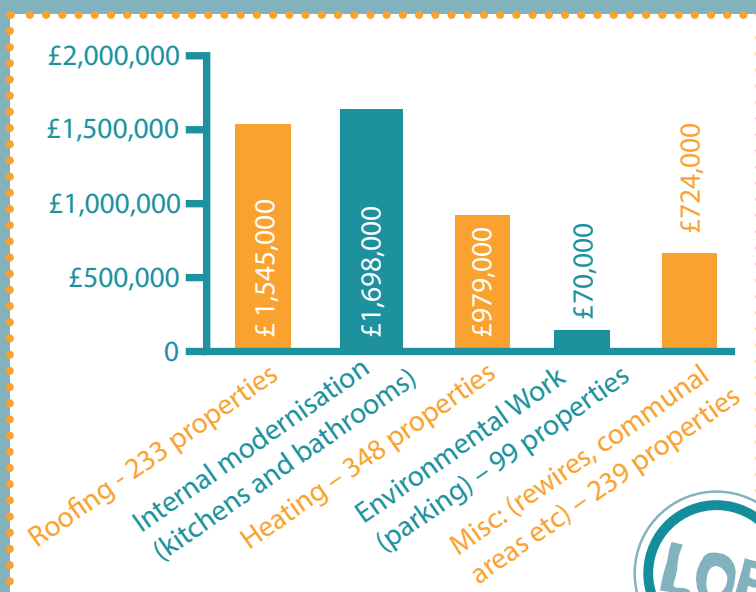


Our Repairs and Maintenance team became fully mobile this year, meaning they will spend more time in your neighbourhoods. This improved performance with over 99% of repairs completed within target is even better than last year and customer satisfaction rose from 93.4% to 93.6%.

**End to End time – reactive repairs/adaptations**  
Our Target for 2011/12 was 6 days.

End to End time – reactive repairs/adaptations	2009/10	2010/11	2011/12
Blackpool Coastal Housing	N/A	3.78*	3.18*
Rochdale Boroughwide Housing	12*	9.66*	9.34*
Six Town Housing	7.28	5.54	3.04

## Capital work programme – update



We've had another busy year and made significant progress when it comes to providing you with high quality homes.

## Urgent repairs completed within target time

Percentage of urgent repairs completed within target time	2009/10	2010/11	2011/12
Ashfield Homes	N/A	99.6	99.57
Blackpool Coastal Housing	99.1	99.34	99.6
Derby Homes	92	92	97.28
Northwards Housing	98.24	N/A	98.92
Rochdale Boroughwide Housing	96.55	97.39	96.8
Salix Homes	99.5	98.6	98.84
Six Town Housing	N/A	97.4	99.35

We also saw the launch of our Repairs D.I.Y scheme – see page 9 for details!

## FACT!

We managed to complete the capital programme on time and within budget – and customer satisfaction is 100%!

We are working to keep homes decent and 43% of the staff working on the programme are from Bury

## Eco Fact!

Energy efficiency for homes - We achieved 71 SAP\* rating (target of 69) this should help customers keep their energy bills down too.

\*SAP is the Governments 'Standard Assessment Procedure' for energy rating of dwellings. SAP ratings are expressed on a scale of 1 to 100, the higher the number, the better the rating.

\*We compare statistics from similar sized ALMO's to Six Town Housing, where they have been made available to us.



## D.I.Y with Tenants

We now offer tenants the chance to “do it yourselves”, with D.I.Y training sessions held by their fully qualified repairs and maintenance team.

The sessions are free and teach all the valuable basics that tenants need to manage minor repairs in their home.

Once tenants have completed the course they are also supplied with a free “Handy hints” book to take home with D.I.Y hints and tips.

After the success and tenant feedback of the sessions, the project is now being rolled out across the borough.



## FACT!

**You asked - Why do we have to wait so long for gas boiler repairs?**

**We did -** The delays arose from getting parts, and now we ensure our gas contractor can order parts straight away, making an appointment with you on the spot and getting parts delivered to a 'lock box' to save delivery time.

0.24% of our properties do not have current gas safety certificates, our target is zero and we're looking into ways to gain access to properties to ensure this essential work is done.

## Sheltered Housing

A significant achievement this year, working with our partners Adult Care Services, has been our progress in letting our retirement living properties following the outcome of Bury Council's sheltered housing review.

As part of the review, Six Town Housing made sure that schemes across the borough received upgrades ranging from modern décor to installing wet rooms. They also have regular events and activities held by Six Town Housing and Adult Care Services, for residents to get involved in.

The number of empty retirement living properties has halved which has resulted in over £100,000 of additional income being brought in for the year which is being re-invested in homes across the borough (See “Your money” on page 15). If you are interested in looking at what our retirement homes have to offer see our website [www.sixtownhousing.org](http://www.sixtownhousing.org) or call 0161 686 8000 and ask for Retirement Services.

## Retirement Housing in Bury re-vamped and Joan is a big fan!

Joan McCormick, 92, had never considered retirement housing, but after watching the transformation of a scheme across the road from her family home, she decided to give it a try.

“I've lived in the area all my life and did not want to move away, I wasn't sure what to do. I knew my house was too big and not very convenient. I watched Harwood House being built many years ago, then refurbished in 2011, so I thought it'd be nice to have a look inside. I loved how homely it was and thought it would be great to have people around too, with the added security of care when I needed it”.



Joan with her daughter Patricia

## Red Bank Extra Care Living

We are proud to have opened the doors to Red Bank, our Retirement Living with Extra Care that we run in partnership with the Adult Care Services.

The pioneering project provides modern accommodation for older people in a spacious environment offering independence and security, within gardens and communal areas that offer residents opportunities to share each others' company.



## Home Improvement Agency

**It has been a busy and successful year for the HIA team, delivering required major and minor adaptations to homes across the borough.**

The team delivered 50% more minor adaptations than the target within the year, with the same level of resources. This was achieved through efficiencies, new mobile working arrangements and joint work with Adult Care Services (ACS) colleagues.

We also successfully piloted providing work to private homes to support customers who are not eligible for Disabled Facilities Grants administered by the Council, generating around £5,000 of additional income this year.

As a result of a review, the services are now being opened to private sector customers. With this challenge comes the opportunity to gain increased income that can be reinvested back into our services to tenants.



## Vulnerable tenants

We do a lot to support our customers, including vulnerable tenants, who may require additional support. Creating a Tenancy Sustainment Team has been critical to this area of our work and in the last twelve months, key achievements include:

- 571 reassurance visits to vulnerable customers;
- 67 tenancy starter packs to new tenants, with 96% of these new tenancies still being in place for over six months;
- Supported 11 ex-offenders to secure a Six Town Housing tenancy; of which nine have been sustained with no problems;
- Offered assistance and support to over 32 victims of domestic abuse.



## Home improvements – honest, reliable, great value



Mr Hinge received various improvements in his home which have greatly increased his independence and freedom.

Adaptations ranged from a large ramp to his doorway, to expanding each doorway for easier access.

Mr Hinge (pictured) said; "The personal service, advice and support is excellent. I found the work was honest, reliable and provided great value for money. I also have a great deal more freedom than before thanks to the work that's been done"

See our website for more information on the HIA.

## FACT!

2,271 jobs completed

100% satisfaction

£383,000 spent

Completed 100 major and 325 minor repairs

## Did you know

We also have a handy person service who completed 316 jobs and 206 healthy home checks

## Your home - The future

Under the Government's Rent Policy, council house rents across the borough were due to increase on average by 7.6% - after a decision by Bury Council this was reduced to 6.2%. It means, however, we will have £2 million more than last year to spend on council housing across the borough.

With various tenant review groups in place monitoring and helping with performance we will be addressing all areas of work on your home. See our website or the Spring 2012 issue of Neighbourhood News at Six for how and where we are investing money into home improvements during 2012/13.



# Your neighbourhood

We made really exciting developments over the past year to help improve our neighbourhoods. The launch of our Integrated Neighbourhood Management (INM) approach has made a huge impact, ensuring we deal with neighbourhood issues in a coordinated way.

Significant progress has been made since the launch of INM, delivering lots of new community led projects over the past year as a result.

Adam Greenhalgh –  
Radcliffe

Alison Leach –  
Prestwich and Whitefield



Michelle Smythe –  
Bury East

Janet Brindley –  
Ramsbottom  
North Manor  
Bury West

For example, we now have a Neighbourhood Co-ordinator for each area in the borough, (pictured above). They provide a local focus to see that priorities and issues affecting your neighbourhood are quickly identified, actions to fix them are co-ordinated and standards we set are monitored. This way of working has also allowed us to deliver projects such as “Neighbourhood Matters” (see page 4) and we are planning much more to follow!

We also introduced a **Better Neighbourhood Strategy** to make sure the work we do to improve our communities is as effective as possible. This can be found on our website.

## FACT!

Over 300 tenants gave feedback at events which are being used to shape new neighbourhood plans – which you can find on our website



## Creating Community spaces



A large piece of land on Toon Crescent, neglected for many years, was refurbished after the community expressed an interest in growing fruit and vegetables there. We provided funding to kickstart the project and our volunteers (see page 12), with help from Community Payback, helped turn the land into a site that is now a base for local ex-offenders to train in horticultural and social enterprise, offering gardening services to the community. Any training being provided for the ex-offenders, is offered to tenants and residents too!

Our caretaking team responded to over 100 fly tipping and 34 graffiti removals.

## FACT!

15 environmental projects e.g. page 12



# Local youth club is flying high

Six Town Housing worked with Youth Services, Primary Schools and the local Police to help bring to life youth projects such as the opening of Victoria Youth Club in Whitefield.



## FACT!

£4,126 awarded to local projects

## FACT!

17 youth and school initiatives supported by Six Town Housing



## Green corner

### Keeping green with Six Town Housing's Volunteers Squad

The "Six Town Housing Volunteer Squad" (STHVS) sees staff drop their normal job for a day to volunteer in the community. Staff have helped numerous projects such as the "Incredible Edible Nursery" at Phillips Park - digging, weeding and clearing so tenants can grow plants, flowers and fruit bushes in their neighbourhood.

The successful launch of Six Town Housing's Volunteer Squad has seen five projects completed by staff during the year. The great work done includes:

- the redecoration of a community centre
- the creation of a wet land area for a local school
- the distribution of 320 winter warmer packs to vulnerable tenants at Christmas

# Your environment



## 'Walkabout Wednesdays'

We now "walkabout" (on Wednesdays!) across our neighbourhoods with tenants, councillors and anyone else who want to be involved to check how our estates look. We have developed a 'health check' system, to assess the look and feel of each neighbourhood to ensure our actions and investments are more focused in the future. We can let you know what changes or improvements are being made if you sign up for our e-news, follow us on Facebook or Twitter, look at your neighbourhood pages on our website or in our newsletters.

Since we introduced our new way of working in your neighbourhoods, 37 estate inspections have been carried out, resulting in 718 issues being dealt with, from untidy gardens to day to day repairs.



## Green Facts!

- As a result of new procedures and training;
- 354 tenants warned about the condition of their garden since September 2011
- 325 have made their gardens acceptable
- 18 recharged for gardening work carried out
- £73,774 spent on environmental projects

### Grow it yourself

We have offered a bit of G.I.Y ("Grow it Yourself") to tenants too) helping people to grow fruit and veg themselves. Suzy Scott, tenant on the estate, said "It's great to learn about how we can grow so much food in our own gardens. It's even better that it's healthy and it's a lot cheaper than the supermarket too!"





# Your environment

## The future

In total, £300,000 was allocated to deliver environmental projects aimed at improving your neighbourhoods. These funds continue to be used to tackle the priorities identified during our Neighbourhood Vision events held in 2009/10 (see website for info). In 2012 /13, works include creating or improving car parking arrangements in 16 areas.

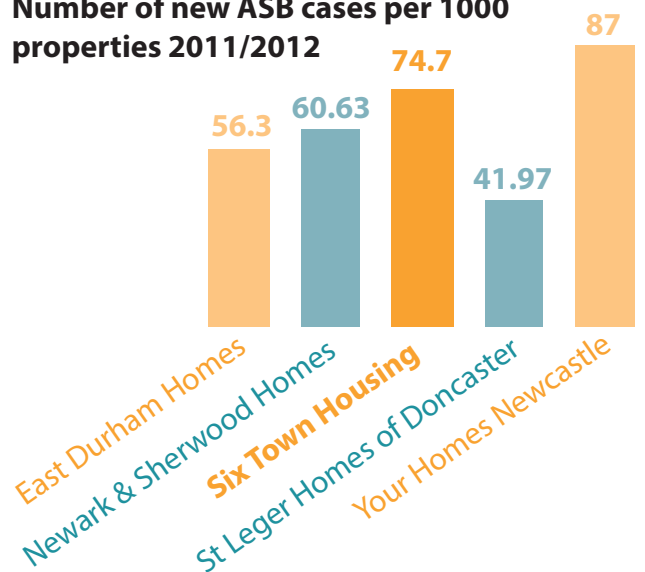
£140,000 is also available to tackle day to day environmental issues such as graffiti, fly tipping and small scale improvements.

## Where we can improve

The need to improve the look and feel of our neighbourhoods was identified as a key priority by tenants following various consultations and feedback, but to do this, additional investment will be required.

We are working on plans involving investment into environmental issues and will keep you updated on progress through our website, Facebook and newsletters.

### Number of new ASB cases per 1000 properties 2011/2012



This compares to Six Town Housing 2010/2011 - 71.54

## Anti Social Behaviour – ASB

### Making our neighbourhoods and homes safer

During the last year we have strengthened our approach towards anti social behaviour (ASB). Following a reorganisation we now place a greater focus on early intervention and prevention.

Our ASB team works closely with partner agencies and have delivered a range of initiatives aimed at raising awareness and preventing ASB. See page 14 for some examples!



After



Before



## Safer neighbourhoods - did you know?

We have:

- Almost 93% of our ASB cases successfully resolved
- Secured over 60 Notices of Possession
- Secured 7 legal orders against ASB perpetrators, including 4 evictions
- Introduced Sanctuary Scheme which made 12 properties safer for victims of domestic abuse in the last twelve months. This meant people could stay in their homes

# Improving Security for Council Tenants

**Six Town Housing teamed up with the Police to improve safety by providing additional security advice and equipment to tenants in Bury West.**

The "Spring Security" event was held to raise awareness of personal and property safety, in response to a number of safety issues reported in the area. The police provided a mobile information unit on site and together with Six Town Housing staff, local police were on hand to give advice on how to make homes more secure and information to help people feel safer in their community. Similar events are being planned across the borough as a result of positive feedback from the day.



## Zero tolerance

We have a "zero tolerance" approach to ASB and as a result of the INM (page 13) the following teams work closely together on ASB:

**Caretaking Services** - tackling environmental crime such as graffiti and flying tipping

**Neighbourhood Teams** - tackling tenancy breaches such as untidy gardens, delivering environmental improvements and work for victims of domestic abuse through the Sanctuary Scheme

**Anti-Social Behaviour Team** - prevention initiatives, investigating complaints of ASB, mediation services, support to complainants and enforcement action against perpetrators

**Tenancy Sustainment Team** – supporting our most vulnerable customers, including victims of domestic violence seeking refuge and ex-prisoners seeking rehousing.

# Be Safe Be Cool

Six Town Housing, Police and Fire Services, Youth Offending Service and Bury College worked together, going into schools to talk about anti social behaviour (ASB). We work with around 2,200 young people to increase awareness and make a positive difference in our neighbourhoods.



## ASB - The future

We are continuously developing and improving our approach to safety and security. We recently started working in partnership with Greater Manchester Police and TRA's to carry out a "Home Security Scheme" - a free of charge door to door service to ensure homes have adequate security measures.

We are also introducing an "Eyes Wide Open" campaign this year that provides useful and critical information to both staff and tenants to help make sure safety and security are being dealt with effectively – so keep an eye out in our newsletter for the latest on this.



## Did you know?

60% of the current complaints being dealt with by the team relate to noise nuisance. We are working closely with Bury Council's Environmental Health on how to deal with this

## FACT!

We contacted 100% of complainants within 24 hours where there are serious threats of violence or allegations of Hate Crime

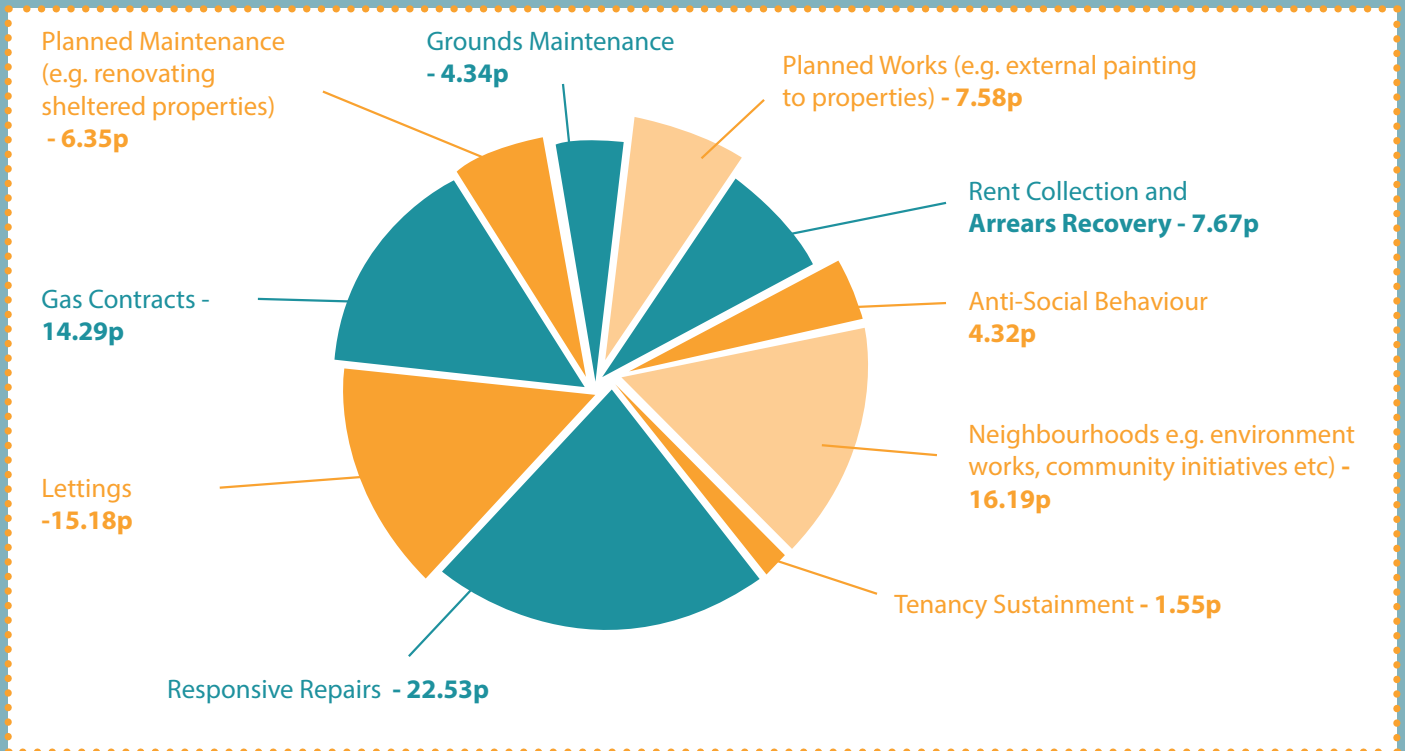




# Your money



We receive £12,737,000 a year as a management fee. Below shows how each £ is spent:



## Value for Money

Value for money (VFM) is extremely important to Six Town Housing and to yourselves. VFM means the right services, to the right people, at the right time, at the right cost. We run our services with a management fee provided by Bury Council. We are committed to achieving VFM across all areas of the organisation to make sure money is spent effectively and going back into our neighbourhoods and services.

As part of the VFM agenda we have continued to drive efficiencies throughout 2011/12. A target of 3% (£317,000) efficiency savings was set for the year and we actually achieved 3.6% (£377,300).

Over the last 12 months we have worked hard to review our services and the way in which they are provided in line with what you, as customers, want. We are working with our Customer Review Groups (see page 4), to help us think about how to save further money.



Later this year, we will be asking, as part of our Survey of Tenants & Residents, what you think about the value for money of Six Town Housing services.

Our full accounts will be available on our website by November.

## Great Saves

- £6,000 on staff travel and car allowances due to the relocation to new building in Knowsley Place
- £76,000 through more effective spending and business practices in the Knowsley Place offices
- £153,000 through more effective use of specialist contractors

## Did you know?

We saved around £2,000 on this Annual Report after consulting with tenants by looking into various print and design options



# Rents and Governance

About Rent	2009/10	2010/11	2011/12
Amount of rent owed	£486,875	£398,315	£394,655
% rent arrears of current tenants	1.91%	1.59%	1.49%
% of tenants owing over 7 weeks gross rent arrears	3.75%	3.53%	3.04%

**See page of attached newsletter...for more information on our rents.**

Our rent performance has been very good this year, with 99.49% of rent collected! We also manage to collect a large amount of rent arrears from previous years. We provide lots of information, help and advice when it comes to your money and rent. Just check out our website or call 0161 686 8000 to see how we can help.

## Governance

**Six Town Housing is managed by a Board of 14 members of which 4 places are allocated to tenants.**

For more information about our Board visit our website at [www.sixtownhousing.co.uk](http://www.sixtownhousing.co.uk)

## Contact us

**You can send your comments, compliments or complaints by e-mailing us at [enquiries@sixtownhousing.org](mailto:enquiries@sixtownhousing.org).**

**For general housing enquires ring us on 0161 686 8000 (9.00am – 5.00pm) Monday to Friday.**

**You can write to us at:**

**Freepost RSRE-BLSJ-SXBA  
Six Town Housing  
6 Knowsley Place  
Angouleme Way  
Bury, BL9 0EL**



**For alternative methods to view please visit our website at: [www.sixtownhousing.co.uk](http://www.sixtownhousing.co.uk)**



**/sixtownhousing**

