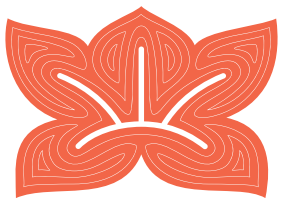


Annual Standards Report 2009/2010



Shared ownership
and intermediate
market rent



Nottingham Housing

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Welcome



This is Notting Hill Home Ownership's first Annual Standards Report to our residents.

This new approach to what and how we report back to you was introduced by our new regulator, the Tenant Services Authority (TSA). The report tells you how we are performing against four standards which the TSA think all landlords like us should be achieving. We hope you like the new approach of telling you how we have done and the actions we are taking to improve our services further.

I'd be really interested to know what you think about this new way of reporting which has been developed with residents. Please take a moment to fill in the attached questionnaire and we will use your feedback to improve the report next year.

We have recently decided to conduct a review of our leasehold services and have sought the views of over 150 leaseholders. Please see your copy of Newsroom, the leasehold newsletter for more details about the review. You can also find details on our website.

The TSA want to make sure that our residents are at the centre of our services and our decision making. We believe that our inclusive approach to the review of leasehold services will really help us to make the improvements that you want to see in our services. We've also made significant efforts to work more closely with you in the last year, and I hope that you can see this reflected throughout the report and in particular in the sections on how we currently meet the TSA standards.

Most importantly we believe in the coming year you will see more positive changes to how we deliver the services you need and should expect from us as your landlord.

A handwritten signature in black ink that reads "Andy Belton". The signature is written in a cursive, flowing style.

Andy Belton Chief Operating Officer

Residents' working group



The National Standards Working Group

We were invited to work with staff on the Annual Standards Report in May to represent Notting Hill Housing and Notting Hill Home Ownership's residents and make sure our views and ideas were a central part of the report. Together we formed the National Standards Working Group.

Being involved from the beginning means that we know staff have taken the points and issues we raised seriously and that this final document reflects those views. We were listened to when we felt that Notting Hill Housing still had some improvements to be made that were not in the original baseline position and the report reflects this.

The process has been long but rewarding. There have been meetings and quite a bit of paperwork to read through and comment on. But it has also been challenging and interesting and we feel that we have made a significant difference to the document you are now about to read. Our aim was to make it straight forward and interesting and we hope you feel that we have achieved this.

All of us agree we have learnt a lot about our landlord. We have enjoyed working with staff and meeting residents from different areas. Sharing our different experiences as either shared owners or permanent rented housing residents has been particularly interesting.

We believe that this is a report for residents, which we can all read and understand that reflects our experiences. We hope you will use this document from time to time to check you are receiving the service you should be.

If you have thought about being involved with Notting Hill Housing then we would definitely encourage you to do so and contact residentinvolvementteam@nhhg.org.uk

Jagoda Bak, Annette Bascombe, Joanne DeRoche, Anita Everett, Bryana Fleming, Wilson Hinson, Donna Lawton, Terence Murphy, Mahdi Pour Nezami, Julie Quinn, John Sullivan, Anna Tomaszewska

National Standards Working Group

Introduction

The way in which landlords like Notting Hill Housing are monitored and regulated has changed. There is now a new regulator called the Tenant Services Authority (TSA) which replaced the Housing Corporation in December 2008. In April 2010 the Tenant Services Authority produced new regulations which landlords like Notting Hill Housing have to meet.

One of the key changes is the scope of this new regulator. Under the Housing and Regeneration Act 2008 this new regulatory body also has responsibility for making sure that landlords are meeting their requirements for shared owners and intermediate market rent tenants. This means that the new standards developed by the TSA also apply to the way Notting Hill Housing delivers its services to our residents in shared ownership and intermediate market rent properties. These new standards set the outcomes the regulator wants the landlords they monitor to achieve for their residents.

They are split into five separate standards and there are a number of categories under each standard.

A requirement of the new regulations was the need for all landlords like Notting Hill Housing to work with residents to see how they meet the standards that most affect residents:

- Tenant involvement and empowerment.
- Home.
- Neighbourhood and community.
- Value for money.

A fifth standard on governance and financial viability will be checked by the TSA separately. Details of where you can find the full regulatory framework and standards can be found at the back of this report (see page 28).

This Annual Standards Report is the result of that work. The aim of this report is to give feedback on activity in 2009/2010, show residents how Notting Hill Housing is currently doing against each of the TSA standards, the 'baseline position', and set out our plans for improving further in 2010/2011. This also includes how we plan to enhance some elements of the standards in consultation with residents to achieve a 'local offer' (see page 18).

Due to the increase in scope of the new regulator to include intermediate market rent we recognise there is still some work to be done to meet these standards for our tenants living in intermediate market rent homes. Please see page 19 for details of how we aim to achieve compliance over the coming year. Because of this the bulk of this report applies to the services shared owners receive.

A separate report is available for permanent rented housing and Home Support residents.

The key below should help to show at a glance how we are doing against each standard.

Next year's Annual Standards Report will show how we have done in meeting the gaps identified and the standards set for 2010/2011.

The National Standards Working Group recognised that some of the words used in the report were terms that were difficult to understand. As a result we have included a glossary which explains some of the words we couldn't avoid using. You can find this at the end of the report on page 23.

How we are doing indicators

Each standard in the baseline position will have an indicator to show at a glance how we are doing. The key below shows the three options.



= We meet this standard.



= We meet the requirements of this standard but more work is needed.



= We do not meet this standard and work is required to achieve the standard by April 2011.

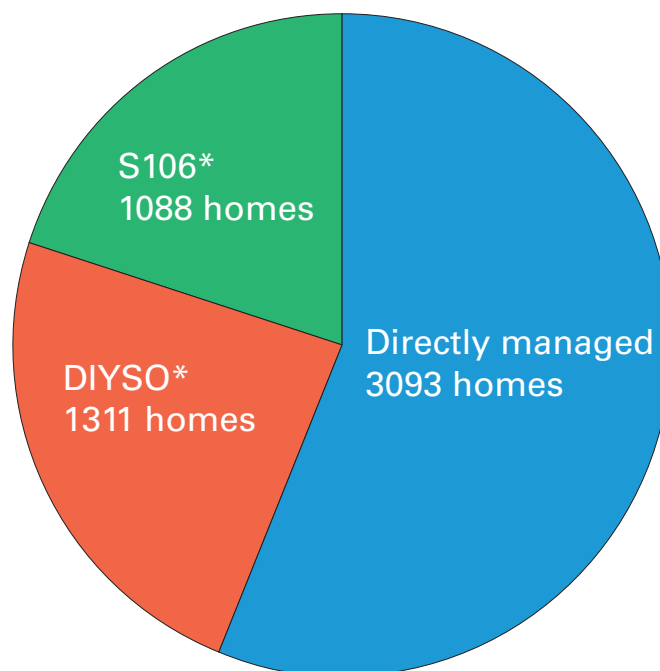
Review of 2009/10

This report mainly concentrates on how we are meeting the Tenant Services Authority (TSA) standards. However the residents who contributed to this report also asked for performance figures for 2009/2010 particularly on repairs performance and customer satisfaction to be included.

In 2009/2010 resident satisfaction with the services they received from Notting Hill Home Ownership increased from 59% (2008/2009) to 69%. Although this is a positive increase we want to make sure more residents are satisfied and in this report details are given on work being undertaken in 2010/2011 to improve things further.

Looking at repairs, of the 1,560 repairs raised in the year 87% were completed on time. Although this performance was good residents have told us that there is still further improvement required in the delivery of the repairs service. Again this is an area being addressed in 2010/2011.

Residents also thought a breakdown of the Notting Hill Home Ownership stock would be of interest. As at March 2010 Notting Hill Home Ownership owned 5492 shared ownership homes. The breakdown of this is below:



*Definitions of the types of shared ownership are included in the glossary on page 23.

In addition to improving performance, we have also worked to improve consultation on cyclical works and have introduced a published schedule of inspections for communal areas. A dedicated repairs team was also created to help improve communication. In addition there has been an increased focus on involving residents in decision making through the creation of a leasehold forum called the Action Group and an increase in how often we seek shared owners views on particular issues through, for example, focus groups.

How can we be sure that our services are meeting the Tenant Services Authority's (TSA) standards?

Our residents and the TSA want to be sure that we check how our services are being delivered to make sure they meet the standards. This is known as 'validation'.

We were inspected by the Audit Commission in December 2009. The Audit Commission is an independent watchdog which aims to make sure that organisations which receive public money are efficient and effective and produce the right results for their customers.

Although the inspection focused predominantly on services for permanent rented housing residents, they also looked at our approach to areas known as 'cross cutting' because they are principles and practices that should apply across the whole organisation. These were:

- Access and customer care.
- Diversity.
- Value for money.

The table below shows how good the Audit Commission judged each of the cross cutting areas to be.

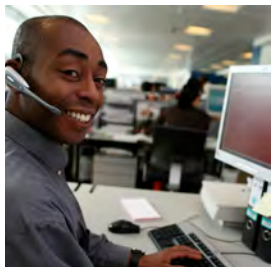
Service	Judgement	Equivalent star rating
Access and customer care	Strengths outweigh weaknesses	Two stars - Good
Diversity	Strengths outweigh weaknesses	Two stars - Good
Value for money	Strengths and weaknesses are balanced	One star - Fair

The Audit Commission inspection provided some validation for the cross-cutting services for all Notting Hill Housing residents irrespective of tenure. Throughout the report you will see references to the Audit Commission inspection as one of the ways in which we know we are doing well under a particular standard. They also identified areas for improvement and we have been working hard on this over the last few months.

We also check that services are being delivered in the way they should be using other methods for example mystery shopping and satisfaction surveys. We also have an audit programme where an external company comes in and checks the way things are being done to make sure we are following our agreed procedures and are doing things in the right way. We recognise more could be done to check or 'validate' our services and we will be working on developing further ways of doing this in 2010/2011.

TSA standards – our baseline position

Tenant involvement and empowerment



Customer services, choice and complaints

The TSA expects that registered providers shall:

- Provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards.
- Have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.



We meet the requirements of this standard but more work is needed

How are we doing?

Notting Hill Home Ownership is meeting this standard by:

- Providing shared owners with information on how to access the services Notting Hill Home Ownership provides when they move in. This is part of their new home pack.
- Providing information on how to access Notting Hill Housing's services on our website.
- Placing information on how to contact Notting Hill Home Ownership staff on notice boards in communal areas.
- Having a clear and transparent approach to complaints with information available in a leaflet and on the website about how to complain. We learn from complaints by monitoring what they are about and making sure any patterns in the types of complaint are identified and the reasons for them are dealt with.

How do we know this?

- The recent inspection by the Audit Commission found that strengths outweighed weaknesses in access and customer care.
- Overall satisfaction with our sales service was 85% in March 2010.

How can we improve?

We recognise that work is needed to develop clear and transparent service standards for our shared ownership service. We have worked with residents on the leasehold Action Group to devise a set of new service standards. We will now be working with residents to agree realistic but challenging targets against these standards and working to make sure they are met.

We will also make sure residents are clear about how to complain and that complaints are dealt with swiftly. We hope this, along with the leasehold review will assist in increasing resident satisfaction with the service.

How do we know this?

Recent resident consultation on compliance highlighted the need to make sure services were reaching a good standard in terms of communication and responses.

Leasehold satisfaction with the service was 69% in April 2010.

Responses to complaints in 2009/2010 were below target.

What will we do in 2010/11?

- A comprehensive review of the leasehold service is taking place to help make sure that residents receive a customer focused service.
- We will develop a set of performance targets to go with the agreed set of service standards for shared owners and leaseholders. These will be in place and we will report the results of the new performance targets from October 2010.
- We will also make sure that information about our performance when dealing with complaints is included in the service standard information that we publish four times a year.



Involvement and empowerment

The TSA expects that registered providers shall support co-regulation with their tenants by:

- Offering opportunities to be involved in the management of their housing, including the ability to influence strategic priorities, housing related policies and services.
- Consulting with their tenants and acting reasonably in providing them with opportunities to agree local offers for service delivery.
- Providing tenants with a range of opportunities to influence how providers meet all the TSA's standards, and to scrutinise their performance against all standards and in the development of the annual report.
- Providing support to tenants to build their capacity to be more effectively involved.



We meet the requirements of this standard but more work is needed

How are we doing?

Notting Hill Home Ownership is meeting this standard by:

- Expanding the variety of ways to get involved in 2009-10 with the development of the leasehold Action Group and the new cross tenure (the type of tenancy an individual has with Notting Hill) approach we have taken with some of the services and focus groups that are relevant to all residents.
- Being committed to making sure residents are kept informed of any consultations they have been involved in and regularly reporting on the difference resident involvement has made to services in the leaseholder magazine Newsroom.

How can we improve?

We recognise we need to continue to develop the ways in which residents can scrutinise and influence policy development and strategic direction. We want to increase the number of residents satisfied with the opportunities to be involved.

How do we know this?

In consultation exercises on how well we are meeting the standards residents expressed a desire for more residents to be involved in how Notting Hill Home Ownership is run. In particular they wanted this to happen to help make sure that residents are able to influence service delivery.

What will we do in 2010/11?

We will be developing a new structure for resident involvement that means residents will be able to scrutinise the services they receive from Notting Hill Home Ownership. This structure will give residents the opportunity to look at our housing services performance at a local level as well as how we are doing with delivering the four TSA service delivery standards.



Understanding and responding to the diverse needs of tenants

The TSA expects that registered providers shall:

- Treat all tenants with fairness and respect.
- Demonstrate that they understand the different needs of their tenants, including in relation to the seven equality strands and tenants with additional support needs.



We meet the requirements of this standard but more work is needed

How are we doing?

Notting Hill Home Ownership is meeting this standard by:

- Employing staff who will treat people fairly and respect residents and their colleagues.
- Providing customer services training to staff delivering the leasehold management service.
- Holding equalities, diversity and communication needs information on the majority of our residents and using this information to tailor our services e.g. making documents available in large print to those who need them.
- Involving residents in the recent review of our diversity strategy.
- Offering a variety of ways to communicate:
 - translations,
 - large print,
 - Braille and CDs,
 - telephone interpreting service,
 - a piece of technology called Browsealoud is available on the website which reads web pages aloud for people who find it difficult to read.

How do we know this?

At recent consultation meetings with residents there was a general agreement that we do enough to make sure we adapt our services to meet residents' needs.

How can we improve?

We recognise we need to continue to collect and update the information we hold on our residents' individual needs and requirements. We are investigating ways in which information technology can help us to make sure that staff are aware of an individual resident's needs and can tailor services and communication to the individual.

How do we know this?

The Audit Commission inspection made a number of recommendations in this area as part of its recent inspection. There are also a number of good practice recommendations that we are working towards.

Actions have also been identified as part of meeting the needs of residents with disabilities (Disability Equality Scheme).

Home



Quality of accommodation

The TSA expects that registered providers shall:

- Make sure that tenants' homes meet the standard set out in section 5 of the Government's Decent Homes Guidance by 31 December 2010 and continue to maintain their homes to at least this standard after this date.
- Meet the standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance, if these standards are higher than the Decent Homes Standard.
- In agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section 6 of the Government's Decent Homes Guidance.



We meet this standard

How are we doing?

Where applicable all our homes meet the Decent Homes Standard.

How can we improve?

What will we do in 2010/11?

- We will be developing a strategy to make sure that Decent Homes Standards are maintained and enhanced through further improvements relating to our homes.



Repairs and maintenance

The TSA expects that registered providers shall:

- Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time.
- Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.



We meet the requirements of this standard but more work is needed

How are we doing?

Notting Hill Home Ownership is meeting this standard by:

- Offering choices such as paint colours when cyclical or planned works are taking place.
- Making sure that as many repairs as possible are completed correctly the first time where this is our responsibility.
- Meeting all statutory requirements regarding cost effectiveness under the Commonhold and Leasehold Reform Act.
- Making available aids and adaptations where residents require access to a building for which Notting Hill Home Ownership is responsible.
- Complying with all statutory requirements regarding health and safety checks:
 - keeping an asbestos register which is regularly updated, with any issues being dealt with swiftly,
 - a fire safety register is kept for all areas for which Notting Hill Home Ownership is responsible and regular fire safety assessments are completed. Our Fire Risk Assessment Strategy has been subject to consultation with residents on the leasehold Action Group.
- Encouraging residents to make sure they carry out an annual gas safety check and service by offering reduced rates via our preferred contractor.

What will we do in 2010/2011?

We will be retendering our responsive repairs service which will make sure that the amount we are charged for this service by contractors is competitive and good value for money and that the service provided increases customer satisfaction.

Neighbourhood and community



Neighbourhood management

The TSA expects that registered providers shall:

- Keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They will work in partnership with their tenants and other providers and public bodies where it is effective to do so.



We meet the requirements of this standard but more work is needed

How are we doing?

Notting Hill Home Ownership is meeting this standard by:

- Having a clear schedule of inspections for communal areas that is advertised.
- Writing to residents with details on when inspections are taking place with an invitation to join the Leasehold Officer to help make sure that the contracts are being delivered to an acceptable standard for residents.
- Consulting the leasehold Action Group on the inspection schedule.

How can we improve?

We recognise we need to make sure residents are fully aware of the services they pay for.

How do we know this?

Recent consultation with residents on compliance identified a need to make sure that information on what is agreed for cleaning and gardening is available on each scheme where Notting Hill Home Ownership supply the services in question.

What will we do in 2010/2011?

- All schemes are being provided with notice boards on which times of inspections, cleaning sign off forms for contractors and the information about gardening and cleaning will be displayed.
- The Estate Management specification will be developed in consultation with the leasehold Action Group.



Local area cooperation

The TSA expects that registered providers shall:

- Cooperate with relevant partners to help promote social, environmental and economic wellbeing in the areas where they own properties.



We meet this standard

How are we doing?

- We work closely with a large number of local authorities in and around London particularly where we provide a high number of homes or services, or where the impact of these services is high and significant to the local authority.

For more information on our work with local authorities please see page 21.



Anti-social behaviour

The TSA expects that registered providers shall:

- Work in partnership with other public agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.



We meet the requirements of this standard but more work is needed

How are we doing?

Notting Hill Home Ownership is meeting this standard by:

- Making sure we follow good practice in dealing with anti-social behaviour. We are signed up to the RESPECT Housing Management Standards which sets out the good practice that landlords should be following in order to deal effectively with anti-social behaviour.
- Making residents aware of their rights and responsibilities from the start of their tenancy.

How can we improve?

What will we do in 2010/11?

- A new service standard for responding to anti-social behaviour reports will be developed in consultation with residents.

Value for money



In meeting all TSA standards, including their local offers, registered providers shall:

- Have a comprehensive approach to managing their resources to provide cost-effective, efficient, quality services and homes to meet tenants' and potential tenants' needs.



We meet the requirements of this standard but more work is needed

How are we doing?

Notting Hill Home Ownership is meeting this standard by:

- Having a clear corporate focus on value for money which means staff are aware of the importance of being as cost effective as possible without compromising the quality of the service being delivered.
- Using modern procurement methods (the way we buy items and services) which are producing savings and efficiencies that are being used to improve resident services.

How can we improve?

We recognise we need to do more work on comparing our performance with the highest performing landlords so that we can increase awareness on whether services could be improved and how better performance could be achieved.

How do we know this?

The recent inspection found that our strengths and weaknesses are balanced in this area.

Further information on value for money can be found on page 20.

The year ahead – 2010/2011

Leasehold services review

The primary focus for the leasehold service in 2010/2011 is to review how we deliver that service. Overall satisfaction with the service has recently improved, but we recognise there is more to be done in some areas such as repairs and maintenance where satisfaction remains low. We also think more can be done to achieve greater value for money within the service.

The review will look at ways to improve the service you receive. This will include looking at how you communicate with Notting Hill Home Ownership, who will be your main contact and how your queries are dealt with. The review will also make sure that the service developed is as cost effective as possible.

Local offers

The TSA wants all landlords to offer residents services over and above the national standards for three of the standards:

- Tenant involvement and empowerment.
- Home.
- Neighbourhood and community.

They have called this the 'local offer'. We recognise that our different types of housing require a different approach to how we will deliver local offers.

Local offers plan for shared owners

The Leasehold Services Review will mean that services are developed which are specific to the needs of Notting Hill Home Ownership leaseholders. This 'local offer' will include specific standards on:

- Communication and customer services.
- Dealing with repairs.
- Availability of information on estate management services.

The local offer will be discussed with residents as part of the Leasehold Services Review in September 2010. The local offer will then be in place as part of the implementation of the findings of the review by 1 April 2011.

Residents will receive regular updates on how the review and the development of local offers are developing through the quarterly leasehold magazine, Newsroom.

Intermediate market rent

Plan for dealing with non-compliance

Notting Hill Home Ownership currently has a small number of properties which are let to residents as 'intermediate market rent' homes. Traditionally these are properties which are available for key workers such as teachers, nurses etc. where someone can rent a house or flat at less than the market rate. The rent charged is usually about 20% lower than what you would expect to pay for a similar home in a similar area if you were renting from a private landlord.

The Tenant Services Authority (TSA) standards apply to intermediate market rent as well as shared ownership. Notting Hill Home Ownership recognise that their current approach to intermediate market rent, although in line with general practice for private rented properties, does not currently meet the TSA standards which now apply.

In order to make sure that the standards are met for this type of rented property, Notting Hill Home Ownership's intermediate market rent section are working on a number of service improvements which will be achieved by April 2011.

These improvements include developing ways in which intermediate market rent residents can be involved with Notting Hill Home Ownership as their landlord. More details of how we have done in meeting these standards will be included in the Annual Standards Report 2010/2011.

Value for money

Value for money, is something we want to make sure we achieve with the funding and the rent we receive from the Government and you, our residents.

Essentially it means being able to deliver services which meet the requirements of our residents at the best possible cost.

As reported in the baseline position there is currently a clear corporate focus on value for money which means our staff are aware of the importance of being as cost effective as possible without compromising the quality of the service being delivered.

In order to make sure we do this as much as possible we are reviewing the way we buy services and award longer term contracts. This has been a key piece of work for 2009/2010 and will continue into 2010/2011.

The short notice inspection by the Audit Commission looked at our approach to value for money across all areas of the business and found that strengths balanced weaknesses. This clearly told us from an external point of view that the work we are planning to do on value for money in 2010/2011 is needed in order to improve the service we provide for our residents.

We recognise we need to do more work on comparing our performance with the highest performing landlords so that we can increase our understanding of whether services can be improved and how better performance can be achieved. We will also be undertaking more work on understanding why some of our services cost more for us to run than for other landlords.

In 2010/2011 we will be re-tendering the day to day repairs contract for all residents and we will make sure we achieve the best possible price for the service required as agreed between residents and staff.

We will work to make sure that services are assessed for cost effectiveness and value for money and will report back to residents on this in the Annual Standards Report for 2010/2011.

Local area cooperation

(part of the neighbourhood and community standard)

The Tenant Services Authority wants landlords to publish the roles they are able to play within the areas they have properties, including how they help local authorities in meeting their strategic housing function.

The information below sets out the work Notting Hill Housing Group does in the local authority areas where we either have a large presence or where we think that the work we do has a high positive impact on some of its residents. The number of units given are an indication of the leasehold, permanent rented, Home Support and temporary accommodation (Home Options) properties we have in that area.

Hammersmith and Fulham – over 4000 properties

A large proportion of our accommodation is in this borough and we recognise the need to work closely with the local authority and other stakeholders. We regularly attend strategic housing meetings such as those relating to allocations and anti-social behaviour (ASB). In relation to the development of new homes we are also a joint commissioning partner in this borough.

Royal Borough of Kensington and Chelsea – over 4000 properties

As one of our larger areas of operation, Notting Hill Housing recognises its role in working jointly with the local authority on issues such as anti-social behaviour and strategically Notting Hill Housing contributes significantly to the local authority's ability to meet its requirements regarding homelessness.

In relation to development we are also a joint commissioning partner in this borough.

Ealing – over 2000 properties

Notting Hill Housing liaises with Ealing on specific issues regarding our residents in the area and attends Ealing's Registered Providers forum. We also work with Ealing in the development of new homes as a joint commissioning partner.

Hounslow – over 1500 properties

As part of its commitment to the local area, Notting Hill Housing attends the 'Safer and Stronger Communities Group'. The group includes representatives from the Police, voluntary sector, and local authority internal departments and seeks to deliver and promote community cohesion programmes within Hounslow. Similarly Notting Hill Housing also attends the monthly anti-social behaviour (ASB) action group meetings, Supporting People forums and Youth Strategy meetings when appropriate to do so.

Notting Hill Housing is a preferred partner of this local authority in developing new affordable housing.

Barnet – over 1100 properties

Notting Hill Housing works to make sure its approach to delivering housing services is in line with that required by the local authority. As a result we attend the Barnet Housing Association Liaison Meetings and work with Barnet council in developing new affordable homes as a preferred partner.

Hillingdon – over 500 properties

Notting Hill Housing is a member of the Hillingdon Local Housing Partnership and is committed to ensuring the objectives of the partnership are achieved. We are also a member of the Hillingdon Stakeholder Customer Engagement Group and the Supporting People providers forum and a preferred partner for development.

Camden – over 300 properties

We work closely with Camden in the development of new affordable homes as a joint commissioning partner.

Westminster – over 700 units

Notting Hill Housing attends the monthly forum for registered providers and in relation to developing new homes we are a preferred partner.

Newham – over 900 units

Our main area of work in this area is in the provision of our temporary accommodation service (Home Options) to Newham. We liaise regularly with the local authority to make sure that the service being offered is in line with contractual arrangements. We are a preferred development partner.

Regional activity

Our Development and New Business team meet regularly with each local authority's housing and planning teams.

As well as those boroughs identified above, we are preferred partners in **Harrow, Islington, Lambeth and Wandsworth**. We are recognised as joint commissioning partners in **Brent, Havering, Southwark and Spelthorne**.

Notting Hill Housing is a partner in the South West London Housing Partnership, and is therefore a preferred developer without partner status in **Croydon, Kingston, Merton, Richmond and Sutton**.

Glossary

The National Standards Working Group recognised that some of the words used in the report were terms that were difficult to understand. As a result we have included a glossary which you can find below which explains some of the words we couldn't avoid using.

Action Group	This is a forum for leaseholders and provides them with the opportunity to meet and discuss issues such as rent and service charges, contract and estate management and customer satisfaction.
Audit	Is an independent and objective way of making sure departments are doing the tasks they are meant to do in the correct way. Audits will also check that agreed policies and processes are being followed and will make recommendations where gaps or weaknesses are found.
Audit Commission	Is an independent watchdog which aims to make sure that organisations which receive public money are efficient and effective and produce the right results for their customers, in Notting Hill Housing's case our residents. They help improve the performance of housing associations through information on good practice and in particular a schedule of inspections.
Browse Aloud	A piece of technology which reads web pages aloud for people who find it difficult to read online. This makes using Notting Hill Home Ownership's website easier to use for those who have dyslexia, visual impairments or low reading skills for instance.
Cyclical works	This is when work is carried out periodically to avoid either expensive repairs or complete breakdown. This includes external painting and painting to communal entrances and landings.
Decent Homes Standards	The Decent Homes Standard is a minimum standard that triggers action to improve social housing. All housing associations must make sure their properties meet the Decent Homes Standard by 31 December 2010. This includes making sure properties are in a reasonable state of repair and that they have reasonably modern facilities and services.

Direct managed	These are shared ownership properties where Notting Hill Home Ownership manage services such as cleaning, gardening and general estate management.
Disability Equality Scheme (DES)	Since December 2006, there has been a legal duty on all public sector organisations to promote equality of opportunity for disabled people. Housing associations are expected to have a disability equality scheme which sets out what they are doing and will do to make sure their services are accessible to all.
Disability Discrimination Act (DDA)	A piece of legislation that promotes civil rights for disabled people and protects disabled people from discrimination.
Diversity Strategy	Sets out what Notting Hill Housing will do to make sure equality and diversity are promoted in the services they provide.
DIYSO	This was a scheme called 'Do It Yourself Shared Ownership' which was closed in 1999. DIYSO enabled you to find a home of your choice on the open market. Notting Hill Home Ownership would then purchase the lease to the property, and grant a shared ownership under lease to our customer.
Equality	This means recognising that while people are different and need to be treated as individuals, everyone is the same in terms of having equal value, equal rights as human beings and a need to be treated with dignity and respect.
Intermediate market rent properties	Traditionally available for key workers such as teachers, nurses etc. this is where someone can rent a house or flat at less than the market rate. The rent charged is usually about 20% lower than what you would expect to pay for a similar home in a similar area if you were renting from a private landlord.
Leasehold	Notting Hill Home Ownership uses this term to refer to both shared owners and those who own a 100% lease on their property

Local offer	This is a term introduced by the TSA. All landlords have to give residents the opportunity to receive services that are over and above the National Standards or which are more tailored to a particular group of residents needs and requirements. This may be due to locality or age or the type of tenancy a resident has, for example, having different 'offers' for permanent rented housing residents compared to Shared Owners.
Mystery shopping	Is a form of market research which assesses services from the customers point of view. At Notting Hill Housing residents receive training to observe, test and evaluate the customer service staff deliver. They do this by posing as a customer and undertaking a series of agreed tasks, which monitor the service delivery and the effectiveness of staff training.
Notting Hill Home Ownership (NHHO)	The company that owns and manages all leasehold properties as part of the Notting Hill Housing group. This includes shared ownership and intermediate market rent properties.
Planned works	Throughout the year Notting Hill Housing deliver a planned programme of works to maintain the quality of our homes. This may include, for example, window or kitchen replacements.
Preferred developer	A term used by some local authorities for the housing associations that have been selected to develop new homes in their area.
Procurement	Is how an organisation goes about acquiring goods, works and services.
Quarter / Quarterly	<p>Notting Hill Housing's business year runs from April to March and Each year is divided into 4 quarters for reporting purposes.</p> <ul style="list-style-type: none"> • Quarter 1 = April – June. • Quarter 2 = July – September. • Quarter 3 = October – December. • Quarter 4 = January – March.

RESPECT Housing Management Standards	<p>Were produced in September 2007 by the Government and are standards landlords are expected to meet in dealing with anti-social behaviour:</p> <ul style="list-style-type: none"> • Accountability, leadership and commitment. • Empowering and reassuring residents. • Prevention and early intervention. • Tailored services for residents and provision of support for victims and witnesses. • Protecting communities through swift enforcement. • Support to tackle the causes of anti-social behaviour.
Scrutiny	<p>This is the act of examining something closely. In the context of this report and the TSA standards there is a requirement that residents are given the opportunity to examine and comment on their landlords performance and the services they provide.</p>
Service standards	<p>Standards which clearly state what level of service residents can expect to receive within a particular service area such as repairs or customer services.</p>
Shared ownership	<p>Where a resident buys a share of a property and pays rent to the housing association for the remainder. Monthly outgoings therefore include repayments on any mortgage taken out, plus rent on the part of the property retained by the housing association.</p>
S106 properties / scheme	<p>This refers to the way a particular development will have been funded. The building is built by a private developer, who sells a number of flats to Notting Hill Home Ownership. This means that we rarely have any authority over the provision of services to the building. The building will usually be managed by an agent that is appointed by the developer. They will bill us for service charges, and we will pass these costs onto our residents.</p>
Tenant Services Authority (TSA)	<p>This body was created by the Housing and Regeneration Act 2008 and replaced the Housing Corporation as the independent regulator for affordable housing in England. They are responsible for working with landlords and residents to improve the standard of service residents receive.</p>
Validation	<p>The checks made to make sure that our services are being delivered to the standards required.</p>

Value for money	Being able to deliver services which meet the requirements of our residents at the best possible cost.
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Tenant Services Authority contact details

For more information or to get a copy of the Tenant Services Authority (TSA) regulatory framework and standards please contact the TSA on the details below.

Tenant Services Authority
Maple House
149 Tottenham Court Road
London
W1T 7BN

Phone: 0845 230 7000
E-mail: enquiries@tsa.gsx.gov.uk
Website: www.tenantservicesauthority.org

If you need any part of this information in Braille, on audio CD or explained in your own language, please contact us on the number below.

Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Farsi

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Portuguese

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.

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਆਂਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Somali

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.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Please call 020 8357 5000

