



# Metropolitan Housing Trust Annual Report to Residents

Metropolitan Housing Partnership Annual Review 2008–09

## INTRODUCTION

01

## ACHIEVEMENTS

02

## WORKING WITH YOU

05

## PERFORMANCE

08

## SPENDING

10

### INTRODUCTION

I am delighted to report to you on MHT London's activities for 2008–09. This report provides highlights of our achievements and performance in our first year as MHT London.

We have faced challenges this year in regard to our repairs service and recognise that our service has been below expectations at times. We are addressing these matters by either changing service providers or putting into place actions to ensure difficulties are resolved.

MHT London's plans for 2009–10 are led by the objectives of MHT, our parent company, however, our main theme is clearly 'Getting the Basics Right' through our London Improvement Plan. We are aiming for high quality services with the continuing long term aim to provide renewed and focused excellent services to residents.

Our Area Voice Panels and other resident forums, including our 'virtual' panels, have been running on a quarterly basis to ensure residents' voices are heard. We have also been busy recruiting to the London Board who we will be accountable to and who will shape our business in the future.

Our Community Investment and Neighbourhood Investment teams have been carrying out outstanding work in the community and their plans for 2009–10 will continue to build on this.

I am confident that MHT London can deliver improved services this year and for many years to come.

**Neil Mawson, Managing Director, MHT London**

## OUR ACHIEVEMENTS

In 2008–09 the MHT London teams installed approximately:

- 400 new boilers
- 300 new kitchens
- 200 new bathrooms
- 250 new electrical rewires

In addition 3,000 homes were redecorated, 100 homes had major aids and adaptations works and 60 homes received major refurbishments.

In a survey, MHT London received a 90% satisfaction rating from residents responding to questions about cyclical decorations.

90%

- As part of our continuing drive for efficiency and to improve repairs, we entered 10-year partnering contracts for London for responsive repairs and for cyclical decorations.
- The new Moorlands and Chalkhill community centres were opened in Brixton and Wembley respectively.
- MHT London launched the Community Awards to recognise residents and the positive impacts they make in their community.
- MHT London's Angela Carter Close scheme in Brixton won the Smaller Project of the Year Award at the Inside Housing Awards.
- MHT London won a Leadership of Place award at the 2009 Homes and Communities Academy Awards for the regeneration of Green Horizons in Edmonton.
- Regeneration works began at Strongbridge Close estate in Harrow.



Homes and Communities Academy Awards

## WORKING WITH YOU

- With a multi-disciplinary staff of 10, the Community Investment team invested more than £750,000 into the communities where we work. This past year, we reached more than 1,500 residents through more than 125 activities and projects focused on sport, health & wellbeing; employment & training; social inclusion and developing young people.
- We established the Leaseholders Virtual Panel so leaseholders can email comments and be involved in the meetings without attending in person. Our Resident Involvement team also held Area Voice Panel meetings, Supported Housing & Older Persons Forums and Black and Minority Ethnic Forums on a quarterly basis.
- MHT London recruited residents to inspect properties and mystery shop our services.
- We went out on the road during the summer to meet residents at various locations around London and the surrounding areas.

## HOW WE PERFORMED IN 2008-09

### MHT London general needs lettings

- Local Authority 391
- Decants 24
- Transfers 57
- Other 2
- Move on\* 35
- Refugee 16

**Total lettings 525**

\*Move on describes people moving from temporary to permanent accommodation.

### MHT general needs referrals by ethnic origin

- Asian/ Asian British 5%
- Black/ Black British 41%
- Irish 2%
- Mixed 5%
- Other ethnic groups 5%
- White British/ White other 35%
- Refused 5%

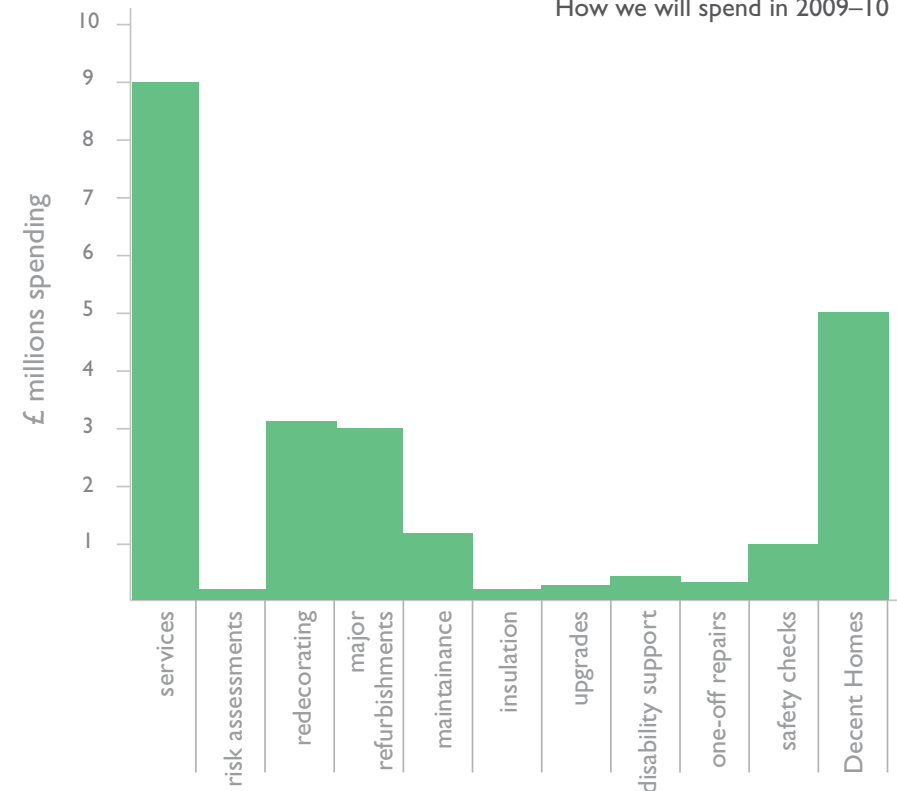
### Anti-social behaviour

- In 2008-09, MHT London recorded 23.5 new cases of anti-social behaviour per 1,000 properties.
- 115 cases of anti-social behaviour were resolved.

## WHAT WILL WE SPEND IN 2009–10

- We will spend £9 million on services including the cleaning and grounds maintenance of our properties.
- £5 million will be spent on the Decent Homes programme, replacing kitchens, bathrooms, windows, doors, and boiler and heating systems as part of our commitment to meet the Government's Decent Homes standard by 2010.
- £3.1 million will be spent in the first year of our rolling 5-year programme to ensure that all properties in London are redecorated.
- £3 million will be spent on major refurbishments to 60 homes across MHT London.
- We will spend £1.2 million on servicing and maintaining our communal heating systems.
- £1 million will be spent on the testing and upgrading of electrical systems to ensure they meet current standards, including safety.
- Upgrade works include installing new consumer units and the installation of hard wired smoke detectors.
- Over £300,000 has been set aside to spend on aids and adaptations to support MHT London residents with disabilities.
- £250,000 has been set aside to carry out one-off replacement works for kitchens and bathrooms and other works identified through our repairs service.

How we will spend in 2009–10



- £150,000 has been allocated to carry out a programme of loft and cavity wall insulation at properties identified as being poorly insulated.
- £150,000 will be spent surveying our properties for asbestos, and Fire Risk Assessments and surveys to assess our schemes for compliance under the Disability Discrimination Act.

