

# ANNUAL REPORT TO TENANTS 2010



This leaflet sets out the services we offer to our residents and invites you to tell us what matters most to you. As your landlord we value your opinions and welcome any service improvements you can suggest.



# Looking after your home

- All our homes meet the national Decent Homes Standard;
- Average energy running costs are between £6 and £10 per week;
- Last year we spent nearly £400,000 on major improvements such as replacement windows and heating;
- On day to day repairs over 96% of jobs were completed on time and 95% of tenants were happy with the work;

Is there anything you would like to change or improve about the repairs service?



# Your neighbourhood

- We work closely with local councils and others to provide a safe, clean environment;
- We will visit you in your home or contact you by letter/email on request;
- We take account of your views when carrying out environmental improvements;

Do you have ideas or suggestions for how your neighbourhood area could be improved?



# Tenant Involvement

- We have two tenant representatives on our Management Board;
- We consult you before we carry out work or service improvements;
- We support residents who want to set up local groups or residents associations;
- 96% of residents surveyed said they rated Radcliffe's service highly;

Would you like to become more involved or set up a Residents Association?

# Your Tenancy

- Empty homes are refurbished and let to people in need usually from Council lists;
- Rents increase in line with inflation and service charges are based on the cost of providing the service;
- From 2011 all rents will increase on a single fixed date of April 1st;

Do you have any comments to make about your tenancy generally?



# Value for Money

- We tender contracts to get the best service at the lowest cost;
- Our average property management costs are £12 per week compared to £21 nationally;
- Any surplus we make is put back into the business which is a charity;

Do you have any suggestions for how Radcliffe might improve services or keep costs down?

# Governance and Finance

- Radcliffe is run by a voluntary board;
- Financial accounts are published every year and are available to any resident;
- We have a Business Plan to make sure enough money is coming in to fund repairs to your homes and to build new ones;

Please let us know if you would like to know more about how Radcliffe is run and managed.



The full annual report which can be downloaded from the web site [www.radcliffehs.org.uk](http://www.radcliffehs.org.uk)

## Getting in Touch

**If you have any comments or would like more information about Radcliffe Housing Society please contact us in the following ways:**

By email: ([debbie@radcliffehs.org](mailto:debbie@radcliffehs.org))

By Post: Write to us at our offices at  
Radcliffe House, Riverhead

By Phone: 01732 459 144



Radcliffe Housing Society is registered with and regulated by the Tenant Services Authority (Registration number L2159). It is a not for profit organisation and has charitable status. It is registered under the Industrial and Provident Societies Act 1965 (17284R) and is affiliated to the National Housing Federation.