

ANNUAL REPORT

2015/2016





Who we are, what we do

Rosebery Housing Association was formed just over 20 years ago and today owns more than 2,200 affordable homes across Surrey and West Sussex, ranging from one-bedroom flats to four-bedroom family homes. We are a charitable registered provider and committed to providing good quality homes and services. The focus of our property portfolio is in Epsom and Ewell, where we own three-quarters of all affordable housing. We are proud to be a local business that creates sustainable communities by forging strong local partnerships, working closely with residents and communities and creating local jobs.

Rosebery Housing Association Limited is a charitable registered society under the Co-operative and Community Benefit Societies Act 2014. Registered No. IP27671R. Registered Provider LH4026. Rosebery Housing Association Limited, Third Floor, Newplan House, 41 East Street, Epsom, Surrey KT17 1BL

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Value highlights of the year



TURNOVER
£17.0m



SURPLUS
£2.3m



PROPERTY ASSETS WORTH
£164.3m



DELIVERED **24**
NEW HOMES IN 2015/16



BUILT **146** HOMES
OVER THE LAST THREE YEARS

Foreword

There is no doubt that our industry has faced significant challenges over the past year.

We have been working continuously to improve efficiency across all aspects of our business and that has helped us deliver good surpluses year on year. It was encouraging that, despite the government's cuts, we ended the year with a surplus in excess of £2 million, which will be invested in new homes.

During the year we changed the way we work, including making increased use of technology for customer services and how we deliver repairs, which is the most important service to our customers. All of this has contributed to an increase in overall satisfaction, moving from 82.5 to 90.07 per cent. In January, we were presented with the 'Best customer impact' award by the National Housing Maintenance Forum, recognising the value of our work for families in need of temporary accommodation. But the challenges still remain.

We know that many of our customers who rely on our services are coming under increasing pressure to make ends meet. We are mindful of this pressure and remain fully committed to providing quality homes and services at a price that is fair and represents good value.

The year ahead will no doubt prove just as challenging as the last but Rosebery is a dynamic organisation, ready to adapt and reshape itself to meet changing needs.

I look forward to working with my colleagues, stakeholders, partners and Rosebery staff to ensure the business remains resilient.

Stephen Barklem
Chair

Our Board

The purpose of the Association's Board is to direct the affairs of the organisation. All Board members share in the responsibility for Board decisions and as such act at all times only in the interests of Rosebery. The Homes and Communities Agency (HCA), as the Regulator for the Association, expects the Board to ensure that the Association's interests are protected. In order to discharge their responsibilities for the direction of the organisation, Board members have annual appraisals which look at their skills and capabilities and the Board also undertakes a collective appraisal each year. Members of the Board also sit on one or more of the Association's standing committees: the Audit and Risk Committee, the Investment Committee and the Remuneration Committee.

Rosebery's Board is remunerated and its remuneration levels are within the recommended guidelines of the National Housing Federation (NHF) and are subject to review every three years. Our Board is committed to upholding the NHF's 'Code of Conduct 2012' and adhering to its high standards.

Governance statement

In accordance with the Governance and Financial Viability Standard (HCA's Regulatory Framework 2015), the Association's Board is required to annually certify

compliance with the Governance and Financial Viability Standard. The Standard also requires the Association to adopt a Code of Governance. The Board of Rosebery Housing Association Limited has adopted the NHF's Code of Governance 2015 'Promoting Board Excellence in Housing Associations'. This Code has been chosen as it is sector specific and focuses on our residents, customers and stakeholders. The Standard requires the Association to comply with the adopted Code and provide a reasoned statement where there are any areas of non-compliance.

Statement of compliance with the HCA Governance and Financial Viability Standard

The Association's Board has received assurance and is satisfied that all reasonable steps have been taken to ensure compliance with the requirements of the Governance and Financial Viability Standard during the financial year 2015/16.

Statement of compliance with the NHF Code of Governance 2015

Rosebery Housing Association Limited has adopted and complies in full with the principles and provisions of the NHF's Code of Governance 2015 'Promoting Board Excellence in Housing Associations' during the financial year 2015/16.

Board members



Stephen Barklem (Chair)

Stephen was co-opted to the Board in January 2012 and became a full Board member and Chair in September 2014. He has over 30 years' experience in working as a Lawyer in Industry, and was Head of Legal Services for Alfred McAlpine Plc until 2008.



Paul Williams (Vice Chair)

Paul Williams was elected as a Board member in 2010, and became Vice Chair in May 2014. He also chairs the Association's Audit and Risk Committee. An accountant by profession, Paul is currently Director of Resources at B3Living. He has almost 30 years' experience of the social housing sector, having held senior roles at the English Churches Housing Group, the Downland Housing Group (now Affinity Sutton) and the Housing Corporation. Paul has also served as a management consultant in PricewaterhouseCoopers' Jamaican offices. Paul brings to Rosebery extensive financial, audit, treasury, investment and governance experience.

Board members (continued)

Mak Akinyemi



Mak Akinyemi joined the Board in September 2014 and comes with 20 years' experience in property services and asset management. Mak started his career in private practice with a Chartered Building Surveying firm in 1994, before working in Registered Social Landlord and Charity sectors. Mak is a Fellow of The Chartered Institute of Building and is currently the Director of Property Services at Gateway Housing Association.

Florence Barras



Florence joined the Board in February 2012 and chairs the Association's Remuneration Committee. She has over 20 years of successfully developing Public Private Partnerships in Health and Social Care, Education and Regeneration, including Housing, for the benefit of local communities. She is a Partner of Anagennao Developments, a consultancy, and a development and investment company specialising in social infrastructure.

Jon Milburn



Jon joined the Board in January 2010 and chairs the Association's Investment Committee. He has over 25 years' experience in housing with particular expertise in development and regeneration in the private and voluntary sectors. He was Group Regeneration Director at social housing providers Horizon Housing Group and was a Director of construction consultants MDA Consulting. Jon is currently a Director of Development at The Guinness Partnership, having previously worked as Director of Home Ownership at Guinness.

Mark McJennett



Mark joined the Board in September 2014. He has over 35 years of experience of sales, marketing, property and asset management at senior management and Board level within the leisure industry. He worked for Bass Plc throughout the UK in various senior roles managing brands and sales. Further, while at Bass Plc he managed and developed large estates of public houses at regional board level. Further he spent almost 15 years as Sales and Marketing Director at Shepherd Neame Limited where he was responsible for the development of all Sales, Brand development and Marketing in the UK and international markets. He has in the past been a non executive director of the NHS, the Probationary Service and is currently a non executive director of Worthing Homes and the Royal Navy Sports charity.

Sukhraj Singh Dhadwar



Sukhraj Dhadwar was elected as a Board member in September 2014. He has been active in the housing and not-for-profit sectors for more than five years and previously sat on the Radian Group Audit Committee and Finance Committee and served as non-executive Vice Chair on the Board of Radian Support Limited. Sukhraj is an accountant by profession and has over 20 years' financial management experience in plc and high growth SMEs in the commercial sector including care homes, healthcare, retail, leisure and media. He is currently Director of Finance and Resources at SeeAbility.

Deborah Pike



Deborah is Chief Executive at Rosebery Housing Association and was elected to the Board in September 2014. She is MSc qualified in Business Administration and has a breadth of experience in the housing sector. She is also Chair of the National Housing Federation's South East and London Housing Management Forum.

Our vision

We are committed to making a positive difference to people's lives by providing good quality, affordable homes.



Our values

We care about our customers – defined as anyone who touches our business in any way, at any time. Ours is a performance culture focused on four core values.

Excellence in customer care

We will listen and positively include our customers in the design of some features of their homes, so they have a direct say in shaping services and ensuring choice where achievable at a price that is competitive and good value.



Communication

We will actively listen, communicate effectively and positively – ‘can do’ creating credibility and trust.



Achievement

We will set ourselves challenging targets, compare ourselves with others and continually improve our individual skills and collective performance.



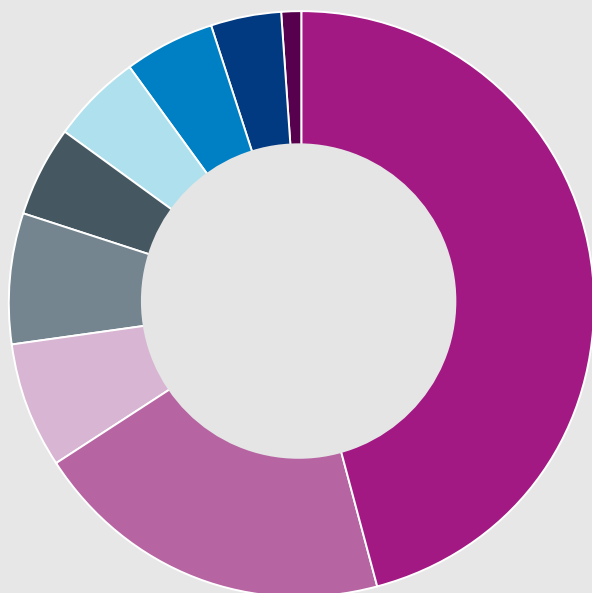
Respect and diversity

We believe that strengths are not only in the similarities but in the differences, providing equality of opportunity, ensuring that individuals, groups and communities are valued and that differences are embraced.



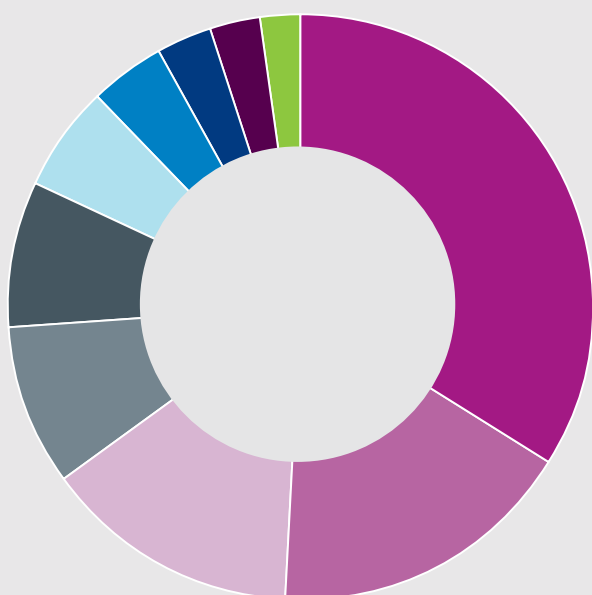
Our income and expenditure

How we generated our income



- General needs rent (46%)
- Reserves (20%)
- Service income (7%)
- Profit from the sale of properties and developments (7%)
- Rent from Sheltered Schemes (5%)
- Shared ownership rent (5%)
- Temporary accommodation rent (5%)
- Leaseholder income (4%)
- Garage rent (1%)

How we spent our funds during the year



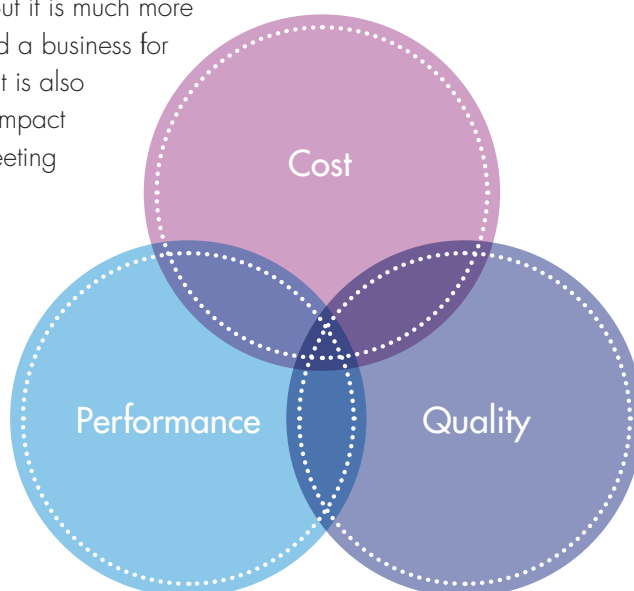
- **Loan repayment (34%)**
Throughout the year we repaid £7.5m of our loans, reducing future interest costs. This was paid from a combination of cash reserves and the surplus generated in the year.
- **Interest (17%)**
Payments for loans which finance our property holdings.
- **Repairs and maintenance (14%)**
Spend on maintaining our properties to a high standard.
- **Staff costs (9%)**
The amount we pay and spend on our staff.
- **Service and community development (8%)**
The cost of services provided, such as grounds maintenance, communal cleaning and communal heating and lighting.
- **Housing Development (6%)**
The amount we spend on constructing new houses.
- **Major Repairs (4%)**
Spend on major repairs such as new bathrooms and kitchens
- **IT and communications (3%)**
Spend on upgrading our IT capability which will reduce overheads in the future.
- **Insurance, banking and professional (3%)**
The cost of insurance, banking and other professional services we use.
- **Premises and office running costs (2%)**
The amount we spend on renting and running our office.

Value for Money



In its purest sense Value for Money, or VfM, is 'the optimal use of resources to achieve the intended outcomes'.

For Rosebery, VfM means managing our resources economically, efficiently and effectively to provide quality services and homes. But it is much more than a financial equation. As a responsible landlord and a business for social purpose, delivering VfM is not purely financial – it is also the value we deliver to the community and the positive impact on people's lives. We measure VfM in the context of meeting our objectives and we aim to fulfil our objectives by implementing the strategic direction that is defined in the Corporate Plan, with each activity reflecting our vision, 'To make a positive difference'. This is why we continue to focus our efforts on providing the services that are most important to our residents. Ultimately, for Rosebery, Value for Money is about effectively and efficiently managing the triangulation of cost, performance and quality – three interdependent criteria that form the basis of our VfM strategy.



VfM objectives in relation to our stakeholders

Value for Money has a different emphasis for each of our stakeholders.

Residents

Current residents want their homes properly maintained and an efficient service. New residents want new homes giving them a choice of tenure and house type.

Staff members

Staff want to feel valued and motivated in order to reach their potential.

Funders

Funders focus on the overall financial performance and viability of the organisation and also on the condition of the properties on which their loans are secured.

Taxpayers

As we have historically received substantial capital grant from Government and also receive Housing Benefit as a substantial part of our rental income, we owe a duty to the taxpayer to ensure that we are maximising this investment.



Resident-led scrutiny

Our Residents' Panel works with us to ensure the views of our residents continue to sit at the heart of our business.

The Panel has a direct link to the Board, to ensure a two way channel of communication and it has the power to hold the Executive to account. The Residents' Panel Chair regularly attends Board meetings.

The Residents' Panel has adopted a fully 'hands on' approach to tackling their reviews.

The Panel's hard work and dedication was recognised when they were shortlisted as finalists for the Customer Scrutiny Inspection (CSI) Awards 2015 in the categories of:

- Most Inspiring Scrutiny Panel
- Excellence in Tenant Inspection and Mystery Shopping

This is their second nomination for an award and it is testament to their ability to work together as an influential group.

As they move into 2016/17, the Panel will be looking at new ways that they can continue to engage with residents. They currently have their own dedicated page on the Rosebery website, as well as a dedicated group email address that residents can use to contact them or ask questions.

Benefits of our listening approach

6 PANEL MEMBERS
SERVICE REVIEWS



RECOMMENDATIONS
FOR IMPROVEMENTS

MOST INSPIRING
SCRUTINY PANEL

EXCELLENCE IN TENANT
INSPECTION AND
MYSTERY SHOPPING



Customer Scrutiny Inspection (CSI) Awards 2015

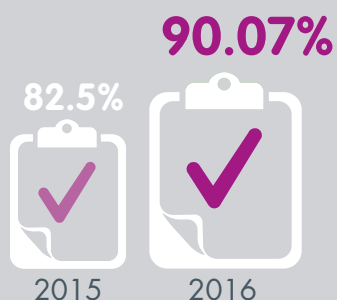


The value of listening to our customers

Customer satisfaction

Customer satisfaction is at the forefront of our business. Our residents have told us that, overall, we provide value for money with a generally good quality of services. We are pleased to have seen an increase from 82.5% in 2015 to 90.07% in 2016.

INCREASE IN CUSTOMER SATISFACTION



CUSTOMER SATISFACTION WITH:

OVERALL
LANDLORD
SERVICE



90.07%

COMPLAINTS
HANDLING



88.89%

ESTATE SERVICES



84.12%



Recognising our commitment to customer impact

In December 2015, Rosebery was shortlisted for an award by the National Housing Maintenance Forum (NHMF). The 'Best customer impact' award is made in recognition of 'a project or scheme delivered by asset management services which had a direct impact by improving the quality of life for one or more residents.' As one of three entries shortlisted under this category, our submission was based on our innovative work on the refurbishment of West Hill Court and the positive impact it has had on the lives of families in need of temporary accommodation. The awards were presented at the NHMF Conference and Awards Dinner in January 2016, in Birmingham. We were delighted to be announced as the winners of the Customer Impact Award, which was accepted by Jason McIntyre, Director of Repairs.

Opportunities for residents

Providing our residents with opportunities to develop their own potential is one of our priorities. We work closely with the ETHOS Project, an organisation which helps residents search for employment online and supports them in applying for jobs or training and writing their CVs.

Nejib*, one of our residents, had been out of work for three years and was claiming Jobseeker's Allowance. Although we often referred him to ETHOS, he was not comfortable about using the service. After several months of declining, Nejib finally started engaging and receiving the help he needed. Due to his ongoing health issues, Nejib was limited in the kind of work he was able to do. ETHOS Employment Advisor Nanette created an action plan, which included redrafting his CV and uploading it to Universal Job Match. Nejib found the weekly Job Hub particularly useful as it provided him with regular access to the internet (which he did not have at home), hands-on IT support and help in finding vacancies and writing job applications. With this support and encouragement, he was able to apply for more job roles than he had done previously and he started to secure interviews. Nejib was soon offered a permanent job, working locally, 26 hours per week. The support given to this resident has had a dramatic, positive impact on his circumstances, it has given him confidence and a new sense of purpose and direction.

* name has been changed to protect identities



As training is one of the key factors to finding employment, we also offer funding to help residents with the cost of training courses. Our Brighter Futures Fund enables residents to apply for up to £1,000 to use towards a course. We also work with the Workers' Educational Association (WEA) to provide free training courses for residents to develop new skills at no cost to them.

Development highlights

Providing new homes is important because of the current shortage in housing supply. Against a backdrop of government cuts Rosebery takes its responsibility to provide new homes seriously and although we don't boast a large programme, it's a key strategic aim of our Board.

Teddington Close and Burnet Grove – 19 new homes

We are currently developing two sites in Epsom, Teddington Close and Burnet Grove. At Teddington Close we are delivering 16 apartments, five as general rented accommodation and 11 shared ownership, while at Burnet Grove, we are delivering three houses for shared ownership.

Ormonde Avenue

We have demolished the garages at this site and we have obtained planning permission from Epsom & Ewell to build two new homes.

Bahram Road

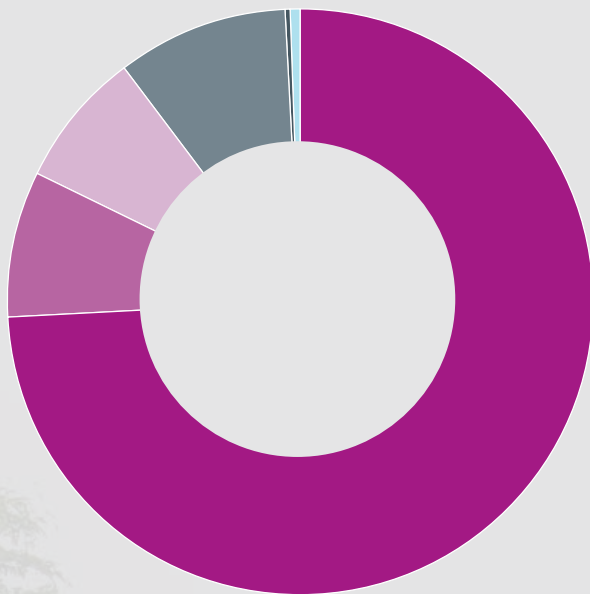
We will be starting on site this year to build five new homes, as approved at the March 2016 Epsom & Ewell planning committee.

West Hill Court

Last year we reported on the completion of phase one and work on phase two at West Hill Court, a scheme that we completed in May 2015. As well as saving money by managing the project in-house, we disposed of two other property sites which were no longer suitable for our use, and we reinvested the funds into the new scheme. We also identified an opportunity to reconfigure an office into a three-bedroom house and communal areas to form two additional one-bedroom flats. As a result, 72 residents now enjoy high quality accommodation and communal facilities, with free Wi-Fi and a laundry included in the rent. The scheme has been fully occupied since it was completed.



Our property portfolio



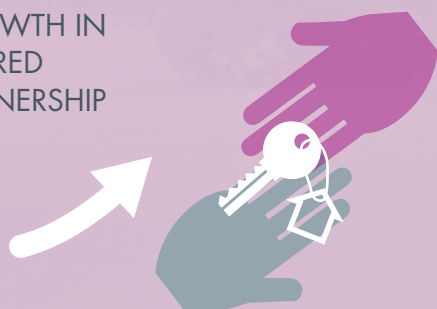
Number of properties owned:

| | |
|--------------------------|-------|
| General Needs | 1,713 |
| Housing for older people | 185 |
| Temporary accommodation | 173 |
| Shared ownership | 219 |
| Keyworker | 4 |
| Intermediate | 8 |

2,302
PROPERTIES

96%
OF OUR STOCK
IS IN EPSOM

GROWTH IN
SHARED
OWNERSHIP



To ensure the investment in residents' homes remains up to date and thereby ensures quality homes, we regularly update our stock condition data. Our performance in providing quality homes is measured by 'Decent Homes' compliance which remains at 100%. Over the past three years, we've invested £13.3m in repairing and maintaining the quality of our properties.

APPROVED

100%

OF OUR HOMES MEET THE
DECENT HOMES STANDARDS



REPAIRS AND
MAINTENANCE



£13.3m
INVESTMENT

Size

1-BED

26%



(443)

2-BED

34%



(577)

3-BED

37%



(639)

4-BED

3%



(51)

5-BED

0%



(3)

Customer experience

The goal of our dedicated Customer Experience Team is to deliver first class customer facing, frontline services in line with the Customer Offer.

TOTAL SUM OF
INVESTMENT



£2m

CUSTOMER
SATISFACTION



98%

Supporting tenants and reducing arrears

Arrears as a percentage of yearly rent

GENERAL NEEDS (GN) AND
HOUSING FOR OLDER PEOPLE (HFOP)



2.2%
2014/15



2.05%
2015/16



Dealing with Anti-Social Behaviour



USING EQUIPMENT
TO RECORD AND
MONITOR ASB



59

2014/15

DECREASE IN THE
NUMBER OF ASB
CASES REPORTED

20

2015/16

Repairs (including voids)

Many of the improvements we put in place during 2015 have begun to deliver the required impact in terms of our repairs efficiency. These improvements will all be taken forward as part of our new Rosebery Repairs service which we will launch in May 2016, in direct response to the needs of our customers. The feedback they gave in the previous (year ended 31 March 2015) report provided us with the opportunity to review how we delivered the service and consider how we could do better. We recognised that we needed to make a significant commitment to improving the quality of the service. Bringing our repairs business in house will enable us to take direct control of the day-to-day running of the repairs and maintenance service, increasing efficiency and flexibility.

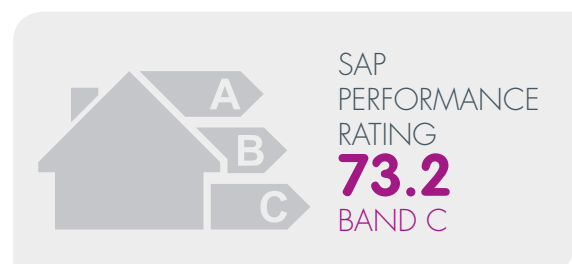
| | 2015/16 | 2014/15 | Year on year trend |
|---|---------|---------|--------------------|
| % of repairs completed first time | 84.77% | 72.4% | ▲ |
| Appointments kept as % of appointments made | 98.46 | 93.9% | ▲ |
| % of tenants satisfied with repairs and maintenance | 92.32% | 86.0% | ▲ |

- We have achieved 100 per cent in providing gas certificates for all of our properties ensuring all rented homes are serviced within 12 months and residents are kept safe
- Repairs – the average cost per job for the year is £85.56, which is a reduction of £47.44 since the previous year
- Our average void turn around time is 11.95 calendar days, which is a substantial improvement from the previous year of 20.44 days



Quality and energy efficiency

Part of our investment strategy is to ensure affordable warmth over the winter months, including an insulation programme and other schemes to help reduce our residents' energy bills. Our properties currently have an average SAP (Standard Assessment Procedure) performance rating of 73.2 against the sector average of 63.8 in 2011 (based on English House Survey 2011/2012).



Valuing our people

We deliver results because we recruit and retain good people who we nurture, support and encourage.

Our People Strategy is the foundation of our recruitment approach and it drives our commitment to find the right people for the right roles. Our holistic strategy embraces the health and well-being of our staff and is aligned with one of our four corporate objectives: to develop our people to deliver our potential.



The whiteboard contains handwritten notes and diagrams. At the top, it says 'VACATIONS' and 'UPPER LIMIT'. Below this, there are calculations: '2500 TOTAL', '2900 TOTAL', '600 - VARS', '3100 - REV', and '2200 X'. A central circle is labeled 'VOIDS'. To the right, there is a diagram with 'VACATIONS' in a circle, connected to 'RESP' in a circle, which is then connected to 'VAC' in a circle. There are also some numbers like '9/9' and '11'.

Investors in People Awards



IMPROVED CUSTOMER SATISFACTION

Health and well-being



SUBSIDISED GYM MEMBERSHIP



CHILDCARE VOUCHERS



FRESH FRUIT DELIVERY

Financials

The 2014/15 and 2015/16 statutory accounts comply with new accounting standard FRS102. The main difference is that Social Housing Grant is no longer offset against the housing property cost, rather it is booked to creditors and subsequently amortised over the life of the structure. Accounts prior to 2014/15 have not been restated.

Balance Sheet at 31 March 2016

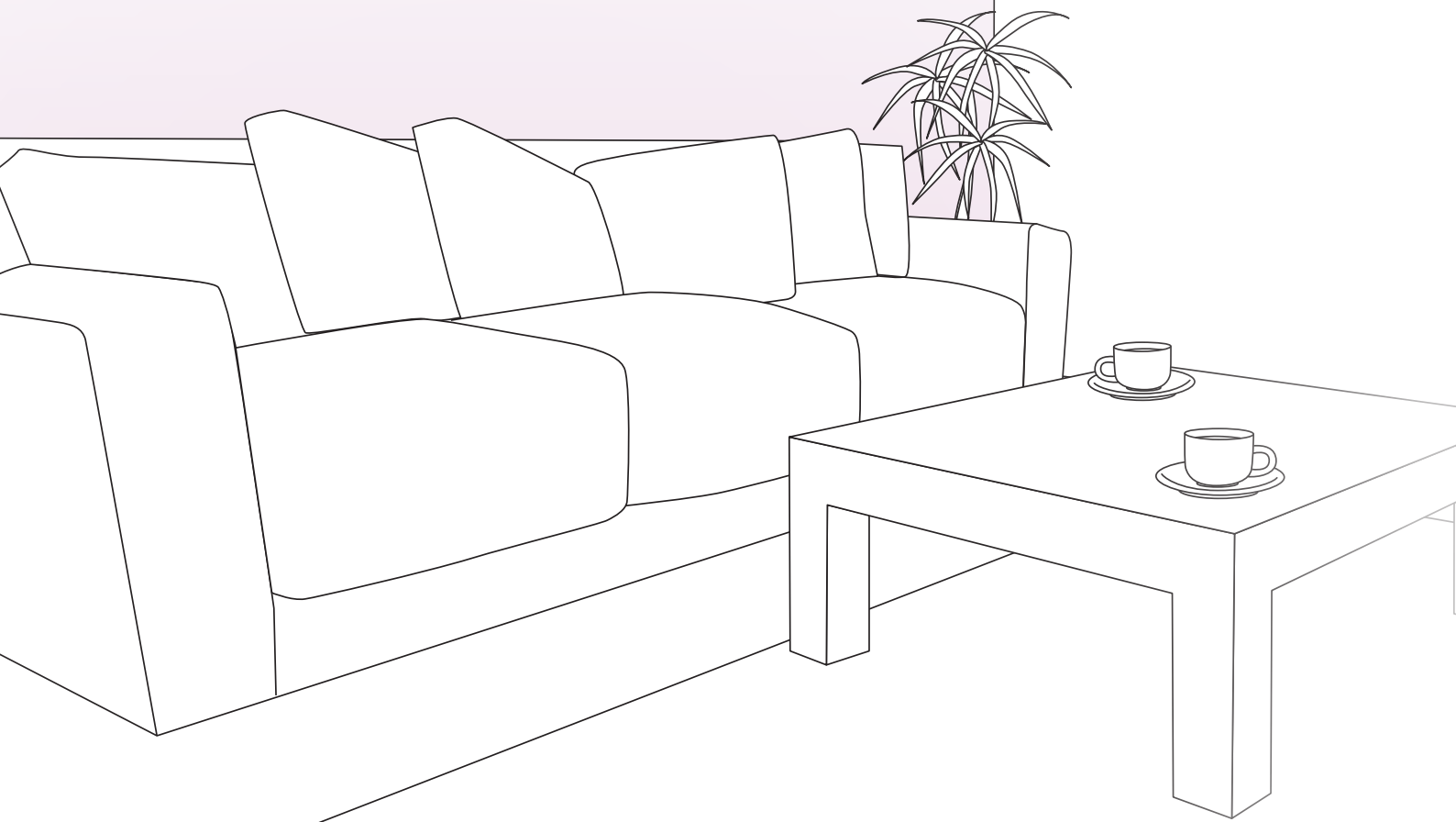
| | 2016 £'000 | 2015 £'000 | 2014 £'000 | 2013 £'000 | 2012 £'000 | 2011 £'000 |
|---|-----------------|----------------|----------------|---------------|---------------|---------------|
| Tangible fixed assets | | | | | | |
| Housing properties at cost less depreciation | 127,633 | 129,122 | 129,887 | 127,053 | 119,396 | 113,526 |
| Less Social Housing Grant | | | (33,394) | (30,854) | (30,685) | (28,356) |
| | | | 96,493 | 96,199 | 88,711 | 85,170 |
| Other fixed assets | 506 | 534 | 145 | 239 | 361 | 496 |
| | 128,139* | 129,656 | 96,638 | 96,438 | 89,072 | 85,666 |
| Current assets | | | | | | |
| Debtors | 883 | 1,201 | 876 | 764 | 842 | 467 |
| Stocks | 310 | 528 | 311 | 2,543 | 0 | 1,174 |
| Cash at bank and in hand | 5,343 | 10,237 | 7,303 | 2,307 | 10,511 | 9,505 |
| | 6,536 | 11,966 | 8,490 | 5,614 | 11,353 | 11,146 |
| Less Creditors | | | | | | |
| Creditors – Amounts falling due within one year | (3,485) | (4,092) | (4,092) | (3,491) | (3,712) | (2,209) |
| Net current assets/(liabilities) | 3,051 | 7,874 | 4,398 | 2,123 | 7,641 | 8,937 |
| Total assets less current liabilities | 131,190* | 137,530 | 101,036 | 98,561 | 96,713 | 94,603 |
| Creditors | | | | | | |
| Amounts falling due after more than one year | 108,509 | 116,982 | 85,368 | 85,117 | 85,339 | 85,302 |
| Provision for pension liability | 2,542 | 2,748 | 2,075 | 1,860 | 1,604 | 1,245 |
| Revenue reserves | 20,139 | 17,800 | 13,593 | 11,584 | 9,770 | 8,056 |
| Total assets less current liabilities | 131,190* | 137,530 | 101,036 | 98,561 | 96,713 | 94,603 |

* 2016 and 2015 are not directly comparable to previous years, due to a change in accounting rules

Income and Expenditure Account for the year ended 31 March 2016

| | 2016 £'000 | 2015 £'000 | 2014 £'000 | 2013 £'000 | 2012 £'000 | 2011 £'000 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| Turnover | 16,976 | 18,221 | 17,501 | 18,963 | 15,283 | 14,614 |
| Operating costs | (10,982) | (11,731) | (12,092) | (13,512) | (9,682) | (9,182) |
| Operating surplus | 5,994 | 6,490 | 5,409 | 5,451 | 5,601 | 5,432 |
| Deficit/Surplus on sale of housing properties | 1,792 | 876 | 27 | 0 | 0 | 0 |
| Interest receivable | 24 | 41 | 10 | 56 | 27 | 2 |
| Interest payable | (5,686) | (3,159) | (3,286) | (3,489) | (3,591) | (3,633) |
| Surplus on ordinary activities before taxation | 2,124 | 4,248 | 2,160 | 2,018 | 2,037 | 1,801 |
| Taxation | | | | | | |
| Tax on surplus on ordinary activities | 0 | 0 | 0 | 0 | 0 | 0 |
| Surplus for the year | 2,124 | 4,248 | 2,160 | 2,018 | 2,037 | 1,801 |
| Actuarial (losses)/gain in respect of defined benefit pension scheme | 215 | (135) | (151) | (204) | (323) | 123 |
| Total recognised surplus relating to the year | 2,339 | 4,113 | 2,009 | 1,814 | 1,714 | 1,924 |
| Retained surplus brought forward | 17,800 | 13,687 | 11,584 | 9,770 | 8,056 | 6,132 |
| Retained surplus carried forward | 20,139 | 17,800 | 13,593 | 11,584 | 9,770 | 8,056 |

Case studies



Case Study #1

Seeking to offer our residents a choice of properties appropriate to their needs is one of our guiding principles and one that we strive to achieve. It is important that our residents feel safe and comfortable in their own homes.

Context

Mrs Bullen and her son had lived in their three-bedroom house in Scotts Farm Road, Epsom for over 25 years. Mrs Bullen suffers from medical complications and her son is her primary carer. Their home was in a state of disrepair as their health issues prevented them from taking care of the property and maintaining it in good condition. As a consequence, the house needed significant renovation. They also suffered from isolation, as the amenities they relied upon were a bus ride away from their home.

Action

In order for their home to undergo a makeover, the Bullen family moved into a one-level, two-bedroom flat in our sheltered accommodation scheme John Gale Court, Ewell village. The property has access to on-site

wardens and emergency pull-cords, which are ideal for the family if they need extra care assistance. To move their furniture and belongings into their temporary property, the Bullen family was quoted £4,000 by a private moving company – a cost which they simply could not afford. Their Neighbourhood Officer and Estate Services Officer helped to pack up their essential items and moved them into their new home with the use of a van and taxis – which added up to £1,000 in moving costs. All non-essential items were safely stored in two vacant garages at no cost to Rosebery, saving the Bullens a potential outlay of £3,000.

Value

Mrs Bullen and her family are delighted with their new home. It is just a 30 second walk from the highly desirable Ewell village with its variety of shops and facilities now on their doorstep. The adapted property is much better suited to their particular needs and they were so pleased with the move that they put in a request to make the temporary flat their new permanent home. Their former house was renovated into a modern, sought after, three-bedroom, temporary accommodation home, which is better suited for a mobile family and offers links to excellent schools in the area.

Mrs Bullen from
John Gale Court





Case Study #2

Home is where the heart is – it's a place where people can feel happy and enjoy their lives in peace and comfort. A fresh coat of paint can provide make a real difference. For many of our residents, our spring makeover scheme can often be the only opportunity they have to refresh their homes. This gives us a chance to help them maintain their homes in the best way possible.

Context

Every year, we help vulnerable residents give their homes a spring makeover. We carry out a redecoration for those who wouldn't otherwise be able to make changes to their property. Last year, with our spring makeover we helped over 20 people to refresh their homes.

Action

Once we have identified residents that are eligible for a home makeover, they can choose one room in their home that needs redecorating. We'll then decorate the room free of charge.

Value

This small change generates a lot of positive feedback from residents. The spring makeover scheme means they can update their home at no extra cost, building a positive relationship between Rosebery and our residents.

Feedback on the scheme from our residents

Mrs Toohey: "I had my lounge decorated as part of the spring makeover scheme. I am delighted with the work carried out, it looks wonderful. The workmen were friendly, professional and kept the area clean and tidy. I think Rosebery's decorating scheme is a fantastic idea as it means I now have a freshly painted room without the cost."

Mrs Elson: "We had our bedroom redecorated and had the option of choosing the colours, which was wonderful. The chap who did the work was very neat and tidy throughout and we are completely satisfied with the decoration. We are delighted that Rosebery offers residents the chance to have a room decorated for free."

Case Study #3

In our modern world where technology is rapidly evolving, it is becoming more vital for people to learn digital skills in order to access key services, save money, enhance their skills and improve their quality of life. According to GO ON UK, 23% of adults in the UK are considered to be digitally excluded. For these people, learning how to use a computer or tablet can seem daunting and many do not know where to start. Rosebery is working to promote digital inclusion to residents and to show how the internet and technology can help in their everyday lives.



Mrs Warwick from John Gale Court

Context

In February 2016, we hosted 'Tech and Tea' afternoons as part of the UK Online Centre 'Be Online 2016' campaign – a national scheme to make good things happen with digital technology. These events were hosted at our three sheltered schemes – Tomlin Court, Norman Colyer Court and John Gale Court. Residents talked about their individual digital needs and were given advice on how to use hardware, access different websites and find out where they can learn new skills.

Action

One resident from John Gale Court, Violet Warwick, attended the 'Tech and Tea' afternoon. Violet did not own a computer and had limited digital knowledge. After being introduced to a laptop and a tablet, she became interested in how to use a tablet and was taught how to use a search engine, what an app is, how to take a photo with the tablet camera and how to access the internet through the tablet. Rosebery recommended a local library course that offered free digital classes so that Violet could continue to learn about how to use a tablet. A few months later, Violet was visited by her Neighbourhood Officer and said that she had been attending the computer classes and enjoyed them so much that she was about to buy her first tablet.

Value

By introducing her to the digital world, we gave Violet the motivation, confidence and access to services to enable her to embrace vital new skills. She has shown that, regardless of age, digital skills can be picked up at any time. By introducing residents to digital skills, Rosebery has helped them to interact online, pursue their hobbies and interests and keep them in touch with their friends and families.

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