

## It's all about you...!



We're sending you this annual report to let you know how we measure up to the six national standards set by our regulators, the Tenant Services Authority (TSA). We've been working to these standards since April 2010, along with 11 local standards which you helped us develop after our inspection by the Audit Commission. Through residents' groups and surveys, we asked more than 3,000 of you what you think is important. Your responses are helping us shape the services we deliver. So thank you, this annual report is actually all about you. When Martin Kendrick and Rosemary Nelson were asked by fellow residents to help produce this report, they were very clear.

'Keep it simple,' they said. 'People don't want information overload, and think of all those trees!' Members of our residents' group, Community Connections - which influences services by supporting Magna's board and staff - have also had the opportunity to comment on the draft of this report. So we've summarised huge amounts of information to give you a flavour of how we're doing and where we need to improve. If you would like to know more, please visit [www.magnaha.org.uk](http://www.magnaha.org.uk) - or call Mark Best on 01305 214075. You can also speak to him if you would like to comment on this report or find out more about the standards or to request a hard copy version.

Our analysis shows we comply with the TSA standards but we need to improve some things.

For example, we will be doing more work on:

- improving our complaints procedure
- how we involve you in developing our services.

So if, after reading this report, you have any comments to make or you would like to be involved, please [contact us](#). Magna, and our services to you, will be all the better for your input.

## The TSA's six standards



Registered providers of social housing like Magna are working to six national standards. These are:

- **Resident involvement:** customer service and choice; involving residents in managing their housing; responding to complaints; and meeting individual residents' needs
- **Home:** quality of accommodation and repairs and maintenance
- **Tenancy:** letting homes fairly and efficiently; rent; and types of tenancy.
- **Neighbourhood and community:** looking after communal and other areas; working with local partner organisations; and tackling anti-social behaviour
- **Value for money:** making the best use of our resources
- **Governance and viability:** how we make decisions; being accountable for them; and looking after our money.

These set out what is expected of Magna. Overall, we feel we are meeting the standards and this report details how. More information about the TSA and the six standards can be found online at [www.tenantservicesauthority.org](http://www.tenantservicesauthority.org) or [contact us](#).

## Magna's local standards

You have helped us develop 11 local standards in addition to the national standards. These are:



We've been featuring the details of the standards in our quarterly residents' magazine, Opendoor. In this issue, for example, we focus on our estate management service standards.

You can also get leaflets on each of the local standards by contacting us or for more information, [click here](#).

## How we measure our performance:

We're committed to providing you with a quality service that's value for money. We're passionate about doing our best.

We regularly compare our performance with other housing organisations.

You help us to test our services in a variety of ways including:

- regular surveys
- mystery shopping by residents
- reviewing cases
- monitoring response times
- monitoring complaints
- working with [residents' groups](#) who focus on particular services

We also use the professional services of companies like [Housemark](#), Housing Quality Network and Quality Housing Services to compare ourselves with other social housing providers and to make sure we're doing the right things.

It's important that you can rely on the facts and figures we produce.

To do this we use a variety of methods, including reviews by external experts like auditors, comparing ourselves with similar organisations and asking residents and staff to check we've got it right.

Once a year, our [financial statements](#) are published on our website. If you want to see these figures, please contact us.

## Resident involvement

More and more of you are getting involved in Magna. We have active working groups and residents on the board.

Last year our survey to find out how you would like to be involved led to the launch of the new residents' group, Community Connections, in April 2010.

### Customer service, choice and complaints

We communicate with you in lots of different ways, such as face-to-face, by letter, text and email and by phone, including a repairs freephone number.

We have a telephone-based translation service, staff trained in sign language, hearing loops, large print and Braille documents and audio versions of publications.

Our complaints process is very simple and is managed by a dedicated team, but we do want to review it.

### Understanding and responding to residents' diverse needs

Our equality and diversity officer organises training to comply with new legislation.

Much of the training is compulsory for staff and members of the board and Community Connections.

Our residents' equality and diversity group helps give us information to better tailor our service to suit you.

### Involvement and empowerment

Community Connections members are helping us to draw up strategies and policies. They are also involved in scrutinising our performance.

You work together with our staff on various working groups to help shape our services. Residents' groups also organise community events with the help of our staff. We had a residents' conference, Talkfest, in October 2009, and we have Magna 60, a group of residents from which we seek regular feedback.

[For more information, click here.](#)



## Home



Your home is important to us. We want to make sure it's comfortable and safe, and that repairs are

carried out on time and cost-effectively.

### Quality of accommodation

We're carrying out work to make sure all our homes meet the Government's Decent Homes Standard by December 2010.

Our own standard exceeds that requirement.

When you responded to our property improvement questionnaire, your priorities included fencing and paths.

So we spent £1 million on carrying out the work you said was important. This included new garage roofs and doors, replacement road surfaces, relaying paths and fencing.

We're improving the quality of the local area by carrying out environmental work,

working closely with other organisations to combat crime and provide adaptations for disabled people.

Our insulation policy was approved by the board in November 2010.

### Repairs and maintenance

We offer you choices on colour and layouts of new kitchens and bathrooms.

In 2009/10, we had a 96 per cent satisfaction rate for this type of work.

We work closely with the Care and Repair agency and occupational therapists when people need adaptations carried out in their homes.

In the last year, a gas safety check has been carried out on 99.9 per cent of homes with gas.

We regularly test fire alarms, carry out risk assessments, include safety articles in Opendoor, update our asbestos management programme and have programmes for water hygiene and electrical testing and remedial work.

[For more information, click here.](#)

# Tenancy

It's important for us to make the best use of our properties so that they meet your needs.

## Re-housing

We allocate homes to suit the size of your family, hold our own transfer register, support schemes that allow you to move to different properties, run our own mutual exchange scheme and help you downsize or move to a bigger home. We use choice-based lettings schemes because they let you choose where you would prefer to live.

We try to allocate purpose-built homes or those adapted for disabled people to those most suited to the property.

When someone wants to give up their home, we agree with them what they should do to the property before they leave.

To make sure homes are not empty for too long, we arrange a viewing as soon as the keys come back to us. Our mystery shoppers inspect empty properties before homes are re-let to make sure they meet the required standard for you.

We relet our properties very quickly – 10th fastest out of 65 other housing providers in the region.



If a property doesn't need a lot of redecorating, residents are given paint vouchers so they can decorate to their liking.

## Rents and tenure

Our rents, which we review annually, are in line with government policy. We offer the most secure forms of tenancy agreements which were drafted by a housing barrister and, in most cases, exceed legal requirements.

We have translated tenancy agreements into other languages.

We have our own staff trained in sign language and we have a money matters advisor who provides help for residents worried about their finances.

[For more information, click here.](#)

# Neighbourhood and community



Successfully looking after the area around your homes is really

important. No-one likes noisy or abusive neighbours, a litter problem or unkempt grass verges. We take problems seriously and have a zero tolerance approach to anti-social behaviour (ASB).

## Neighbourhood management

We did 736 estate inspections and 169 walkabouts. We employ community caretakers to manage communal areas, have cleaning and window cleaning contracts and grounds maintenance schedules. There's a tenancy and estate management working group and clear ASB policy and procedures. We do regular health and safety checks, fire risk assessments and fire alarm testing.

## Local area co-operation

Our community development team work with you and local area partnerships

to improve well-being. We work with community groups on various projects and events, including carnivals, activities for children and fun days.

We're currently working with an organisation to help residents interested in setting up their own business. We've worked with councils and other organisations to build nearly 100 affordable homes in 2009/10, with another 435 planned over the next three years.

## Anti-social behaviour (ASB)

Our ASB team's commitment makes a real difference to everyday lives. Residents can easily report ASB, knowing they will have our backing because it's something we won't tolerate. Dorset Police presented our ASB manager with the award for outstanding contribution to engaging local communities.

The Audit Commission gave this service its highest possible rating.

[For more information, click here.](#)

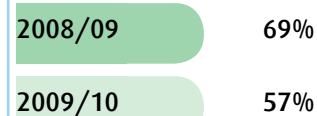
# How did we do?

Full performance statistics are available on our website or by contacting us. What follows gives you a flavour of how we're doing:

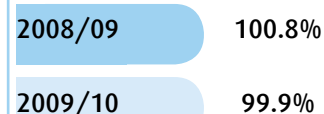
## Satisfaction with ASB service:



## Satisfaction with complaints handling:



## Percentage of rent collected:



## Percentage of homes failing the decent homes standard:



## Average time (days) to complete a repair:



## Average time (days) to let an empty property:



## Value for money



Value for money is a common thread through all the services

we provide. We have a value for money strategy and action plan which we review regularly.

Your feedback has led to improvements such as:

- More staff to increase how often we cut the grass
- A discretionary decoration scheme to help less physically able people
- An incentive scheme to encourage people to move into smaller homes
- Investing an extra £1 million in work on our estates that you asked for.

### Where the money goes

Our income for 2009/10 was nearly

£26 million. We built and bought 99 more affordable homes. There are three main areas of spend: maintenance, management and interest payments.

### We spend:

- £15.8 million on maintenance
- £5.6 million on management
- £4.1 million on interest payments.

We borrow money to buy and build homes. We repay our borrowings just like a mortgage over 30 years or so. All staff know how important it is to control our budgets, which are closely monitored, and they have to justify all spending.

We regularly review and manage costs, with efficiency at the forefront. We regularly review all our services to ensure they are delivered in the most effective way possible.

[For more information, click here.](#)

## Governance



The TSA said the board - our governing body - supported by

appropriate governance and executive arrangements 'maintains satisfactory control of the organisation'.

The board considers performance reports and directs any action it thinks necessary. All its members have to go through induction and training and are regularly appraised.

We have a risk management policy which is reviewed annually.

We follow stringent financial regulations and detailed policies. We manage our loans from the bank to keep our interest payments as low as possible.

The TSA has given us the highest rating possible for financial viability.

[For more information, click here.](#)

## Our plans for 2010-11

Analysis shows we comply with the TSA standards, and your comments have helped us shape our own local standards. However, we do need to improve some things. Our future plans include:

- Developing service standards for complaints
- Deciding how to involve you more in developing our services
- Developing service standards for how we co-operate in your area with other organisations like the police
- Standardising how we consult you and act on your feedback
- Agreeing a programme to review regularly our current service standards and what we will do if we fail to meet them
- Replacing kitchens or bathrooms in 497 homes, 359 doors, 67 roofs and new windows for 107 homes
- Using our own staff to carry out repairs in Devon
- Increasing the amount we spend on aids and adaptations by 20% to £120,000



- Publishing the eviction policy on our website
- Reviewing the attractiveness of our existing sheltered accommodation
- Further work with partners to prevent and tackle anti-social behaviour
- Developing a specific policy to maintain and improve the neighbourhoods around our homes by the end of March 2011.

You can see the full [improvement plan](#) on our website, where there is also a [timetable for reviewing our own Magna standards](#) or you can [contact us](#).

**Contact Mark Best on 01305 214075 if you would like to know more about anything you have seen in this report or visit [www.magnaha.org.uk](http://www.magnaha.org.uk). Please also let us know if you have any comments on this report or would like to get more involved in shaping and monitoring our local standards.**