

Rochford Charter 2016 – 2026

Purpose

This document sets out how Sanctuary Housing Association (SHA) will serve residents in Rochford district over the next ten years and how you can get involved.

Background

In 2006, residents voted in favour of transferring Rochford District Council's (RDC) housing stock to Rochford Housing Association (RHA).

The vote was based on a series of promises that were set to be fulfilled by September 2017. RHA promised:

- To spend £40 million on RHA homes, with £32.8 million invested as at February 2016;
- To bring homes up to the 'Rochford Standard', including new bathrooms, kitchens and heating;
- To improve local housing management services;
- To remodel and refurbish Spa Court and Britton Court sheltered schemes; and
- To create a board of management to ensure delivery of the promises.

The majority of the promises have been kept and the remainder will be delivered by March 2018.

This charter sets out the promises for the next ten years. These promises have been influenced by tenants, residents and the local authority.

Holding SHA to Account

The Sanctuary in Rochford Committee will hold SHA to account and ensure it delivers on the promises set out in this charter.

The chair of the committee will have the opportunity to escalate issues directly to Sanctuary's Group Housing Committee and, from there, to the Sanctuary Group Board. The Group Housing Committee holds responsibility for the oversight of housing management services nationally for Sanctuary.

The committee will consist of up to of five residents, two independents and three RDC nominees.

The committee will meet at least six times per year.

Customer Service

The Rochford local office will continue to serve tenants and residents. Standards of customer service will remain high. SHA will always strive to improve its repairs and maintenance service, and continue to deal promptly with anti-social behaviour. These standards will be monitored by the Committee.

SHA and RDC will work closely together to ensure we deliver on our joint objectives.

Local Housing Offers

SHA residents nationally will have the chance to inform Sanctuary what they think makes a good service. SHA provide local offers which are based on value for money and governance, neighbourhood, customer service, home, and moving home.

The committee will be able to challenge and influence the service and build on the local offer to improve performance. They will be able to report back to the scrutiny panel if there are any issues against the local offers, which in turn will be reported back to the Group Housing Committee.

Investment in Homes

SHA will deliver the remaining Rochford Standard funding by March 2018.

After March 2018, all homes will continue to meet the 'Rochford Standard' and investment and maintenance will be carried out as needed. SHA will have a three year rolling investment programme.

In addition, SHA will continue our significant development programme to have 500 homes, of a range of tenures, built or in progress by 31st March 2018.

Sanctuary will provide homes that local people need, based on local market conditions, demand and discussions with RDC.

Aids and adaptations

Investment in aids and adaptations will be driven by tenants and residents' needs with up to £114,450 per year available to spend on properties.

Concessionary schemes for gardening and internal decorating

SHA will offer £20,000 per year to run these concessionary schemes until 2019/20 when the schemes will be reviewed and alternative options will be investigated.

Community safety

SHA is committed to continuing to tackle anti-social behaviour (ASB) in the area and will take prompt action on nuisance, crime and ASB.

Investment in community development

SHA will invest £20,000 per year until 2020 in community projects and initiatives in Rochford. Investment in community projects will be in line with a community plan agreed on an annual basis between SHA and the local Council.

SHA will continue to operate 'Maureen's Gift' and invest £5,000 per year in the wider community. This is in addition to the £20,000 per year referred to above and will increase in line with inflation.

Resident Involvement

The committee will encourage SHA tenants to get involved in their services and local community.

There will be an annual budget available of up to £12,000 to support local resident involvement activity.