



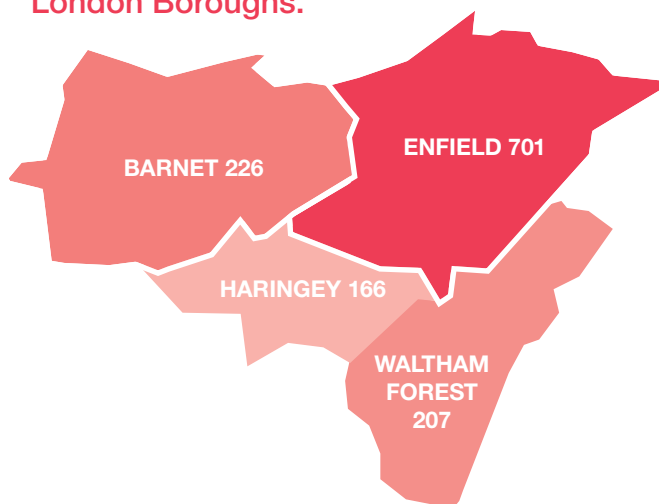
Our Performance 2008/2009



Positive stories

Over the last year we have started five major new developments for rent and for clients with special needs.

As at 31st March 2009 we owned or managed 1,300 homes in four North London Boroughs.



Your Homes

Christian Action owns or manages 1,300 homes located across 4 North London Boroughs:

Enfield	701	Barnet	226
Haringey	166	Waltham Forest	207

HIGHLIGHTS FROM THE YEAR

- Lettings made to 78 local families, couples and individuals
- 243 residents housed by our Supported Housing projects
- 19 properties brought back into use or re-lifted through our Temporary Social Housing programme
- Aids & Adaptations carried out to 24 homes in order to meet the particular needs of tenants

OUR PERFORMANCE 2008/2009

Key Performance Indicators

We monitor our services against key performance indicators for a range of services. This enables us to set targets for our performance and compare the standards that we achieve with our performance in previous years.

Voids and Lettings

For 2008/2009 we set ourselves the target of achieving an average relet time for our general needs properties of 15 days. Our actual performance was 40 days. Although this performance is disappointing, it was in part due to the retention of a significant number of management voids during the year, reflecting the need to decant the Association's scheme at Cyril Smith House which was due to be demolished in advance of redevelopment.

Vacant and available general needs properties

For 2008/2009 we set ourselves the target of having just 0.5% of our available general needs properties empty at any one time. We achieved a performance significantly better than this with 0.14% void.

General needs properties vacant and not available

These are properties that are undergoing major works before being relet. The percentage of properties involved fluctuates during the year, and as at 31st March 2009 0.89% of our properties were vacant and not available for letting, a slight increase on the 0.50% achieved in 2007/8.

Condition of our properties

We are steadily reducing the number of our homes that fail to meet the Government's Decent Home Standard, and we set a target of 6% for 2008/2009. In fact we did better than this reducing the number to 4.46% as at 31st March 2009, coming down from 5.7% in March 2008.

Repairs Performance

We aim to keep all our homes in good condition, and for repairs to be carried out quickly. For emergency work, our target is to respond within 24 hours. For urgent work we aim to have a repair completed within 5 working days, and for routine minor repairs we set a target of 20 days to respond.

Other non-urgent work should be carried out within 60 days of tenants notifying the problem to us. In 2008/2009 we completed 2,825 repairs in response to requests from our tenants.

Repair Types	Repairs Notified	Target Working Days	Repairs Completed Within Target %
Emergencies	811	1	98
Urgent	1350	5	95
Routine	664	20	95

We improved the performance for emergency repairs (up from 95% in 2007/2008) and for urgent repairs (up from 92% in 2007/2008). 99% of repairs appointments were kept by our contractors.

NEW RESIDENTS

In 2008/2009 Christian Action housed 78 households. These were referred to us from various sources:

Homeless persons nominations	21%
Internal transfer	12%
Other Local Authority nominations	48%
Direct applications	1%
Voluntary agencies	18%

Equal Opportunities

We monitor the ethnic origins of our tenants to ensure that we do not unintentionally exclude anyone who is in housing need. Last year we let general needs homes to people from the following groups:

White	52%
Black (including Black British)	23%
Asian (including Asian British)	7%
Chinese or other ethnic	0%
Mixed	18%

RENTS

By the end of March 2009, 89% of our tenants were "assured tenants" with rents set in accordance with Christian Action's Rent Policy. 11% of our tenants were "secure tenants" with fair rents set by the Rent Officer every 2 years (although subject to a cap by Christian Action at our own Policy Rent level). The average increase in our rents during the year was 4.7%.

Since April 2002, all of our rents have been moving towards the "target" rent levels calculated in accordance with Government guidance.

Average weekly Net Rents

(excluding service charges) of Christian Action properties as at 31st March 2009 were:

	Secure Rents	Assured Rents
Bedsits	-	£70.18
1 bedroom	£78.32	£81.55
2 bedroom	£85.32	£95.83
3 bedroom	£99.12	£108.80
4 bedroom	-	£118.24

Rent Collection

For our general needs housing we collected over 97% of the rents that were due, and we maintained our arrears level at 5.76%, comparable to 2007/2008 although still slightly above our target of 5%.

The Association is always willing to give advice and assistance to tenants who have difficulty paying their rent, and we offer a "Debt Smart" service which is provided for us by Enfield CAB. However, we have a duty to those that do pay their rent on time that appropriate action is taken if residents are continuously or significantly in arrears. In 2008/2009 13 tenants were evicted for non payment of their rents.

Rents - How do we compare?

The Tenant Services Authority has published information comparing the rents of Housing Associations in each local authority area as at 31st March 2008.

Below are the average rents for Christian Action properties in Barnet, Enfield, Haringey and Waltham Forest, and the average rents for all housing associations for comparison.

		Net Rent	Service Charge	Gross Rent
Barnet	Christian Action	£82.48	£34.15	£116.63
	All Barnet Housing Associations	£78.82	£28.75	£105.85
Enfield	Christian Action	£71.02	£47.28	£118.30
	All Enfield Housing Associations	£75.57	£27.80	£102.72
Haringey	Christian Action	£58.11	£12.79	£ 70.90
	All Haringey Housing Associations	£73.70	£31.08	£100.53
Waltham Forest	Christian Action	£66.48	£28.80	£ 95.28
	All Waltham Forest Housing Associations	£71.38	£26.93	£ 93.18

Detailed figures for all sizes of properties and all Housing Associations, can be found in the Tenant Services Authority's Regulatory & Statistical Returns Survey, website: www.rsrsurvey.co.uk

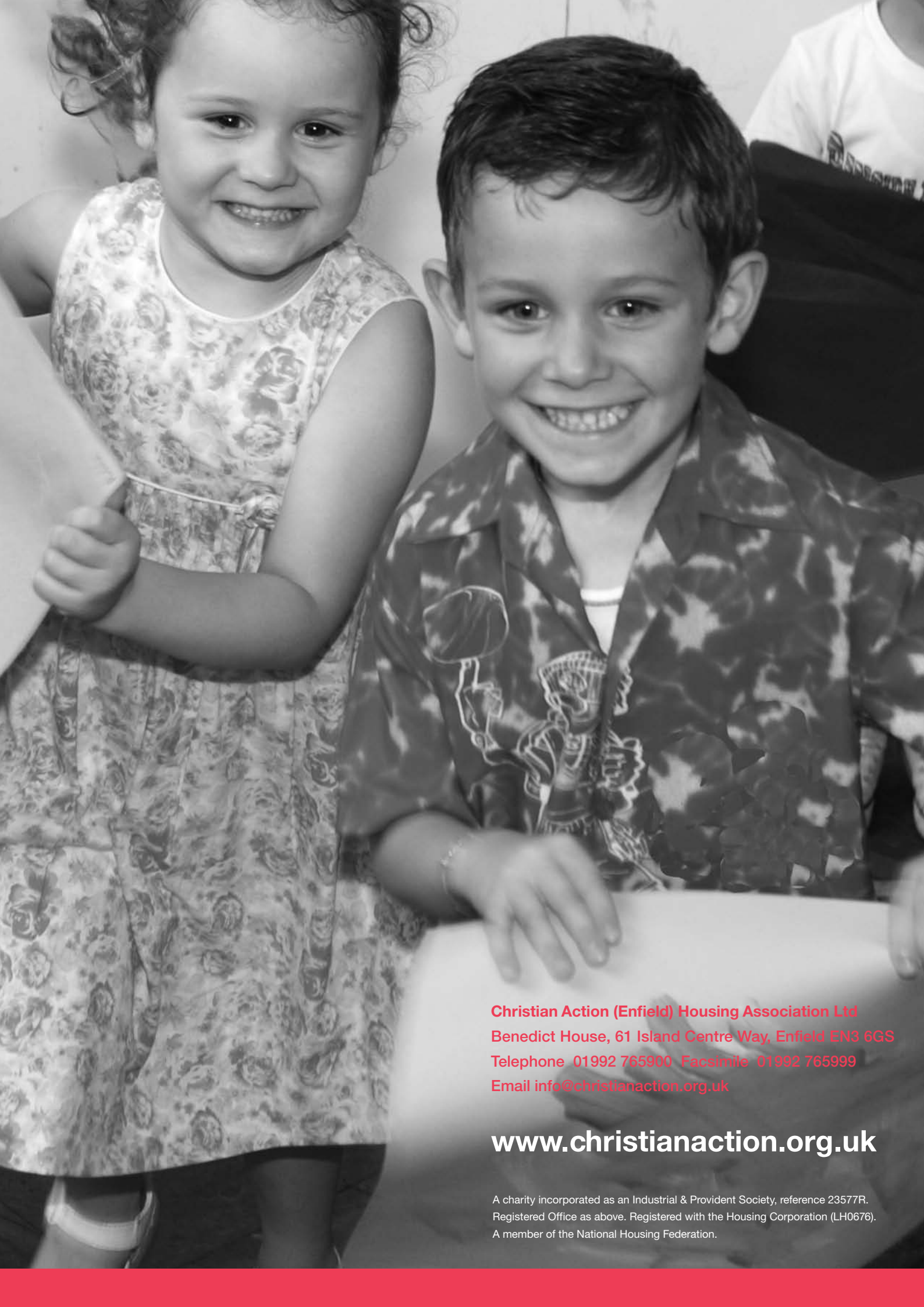
SUPPORTED HOUSING

In addition to our general rented housing, we run a range of supported housing projects serving residents who receive additional support services.

Tenants are referred to us by Local Authority Housing or Social Services departments and/or various specialist agencies. In 2008/2009 we housed 243 people in our supported housing schemes. We set targets for the performance of our supported housing and during 2008/2009 we achieved:

- 100% service availability, ahead of our target of 97%
- 88% utilisation of our service, against a target of 90%
- 98.3% of our contracted support hours were worked against a target of 95%
- 121% through put of residents against a target of 92%
- 93.3% residents moving on through planned departures, against our target of 90%
- 93.3 of residents living independently compared to our target of 100%





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