



Hexagon

Connecting with residents

Annual Report to Residents 2010/11



Introduction

The staff and Board of Hexagon and the residents who helped put together this annual report are committed to providing all our residents with an honest account of how we performed during the last year, 2010-11, against the standards set by our regulator, the Tenant Services Authority (TSA). Each section of the report covers one of the TSA's standards.

In some areas we have met our targets and achieved a lot and in other areas, we have not done so well. We set out what we are planning to do to improve. We have included in the report information about how we are doing in meeting the commitments we made in the "local offers" we drew up with residents last year.

Government makes changes to social housing and welfare

In 2010 and 2011 we are seeing major changes affecting the world of social housing. These will have an impact on residents, and we tell you more about them in the report (with updates in Home News). The Tenant Services Authority is due to be abolished at the end of 2011/12 and the new regulator will focus mainly on financial viability. This means that it will largely be left to the Boards of providers like us, working with the residents, to ensure that standards of performance on the services affecting residents are maintained.

The Government has changed the way social housing is funded. This means that providers like Hexagon, who want to continue to

build new homes for those who need them (and there is massive need in London), will need to raise rents on new lettings as well as borrow more privately and sell more properties in order to pay for the new homes. Hexagon **will** continue to build new homes although we will ensure that our new higher rents can be supported for those on low incomes by the welfare system which the Government is also changing. These changes will affect residents new to Hexagon and those existing residents who move. Existing residents remaining in their current homes will remain on social rents which are the kind of rents Hexagon residents have been paying for the last 20 years.

Resident involvement in this report

The design and content of this report was decided by the Annual Report Group. This is a group of 11 residents drawn from the Readers' Panel and from residents who worked on the 2010 Annual Report.

The Annual Report Group met with Hexagon staff to agree the style, presentation, information and text of this report.

The Group also considered the results of the residents' feedback

We want your feedback

We would really like to know what you think of the report. Tell us what you think of this report:

- **Email:** getinvolved@hexagon.org.uk
- **Text** us on 07537 400 527. Please make sure you include your name and/or your address.
- **Telephone** Customer Services on 020 8778 6699 and say you want to make a comment about the annual report



from the 2010 Annual Report and this has helped to influence the look and overall content of this year's report.

“Hexagon help” Local offer

We developed a “Local Offer” during 2010 which covered the services Hexagon provides to those residents who need occasional help.

There are services which Hexagon does not provide directly but that you may need e.g. advice on debt management, claiming welfare.

We partnered with **Evelyn 190 Centre** who provide a free Money Advice Surgery once a month at our Sydenham Road office providing help with debt management, benefits advice, budgeting and basic bank accounts. 26 tenants used this service.

We partnered with a telephone advice service **Money Advice Plus** who provide free help with debt management, benefits advice, budgeting and basic bank accounts. You can be referred to this service by your Housing Officer. 14 tenants were referred to this service.

We have details of other national charities which offer money advice. Also under your tenancy agreement, you are responsible for some smaller areas of repair and maintenance. If you need help with this you may be able to access a Handyperson Service provided in your borough.

We have details of money advice charities and local handyperson services which can be requested from your housing officer or customer services and is available on the website and in our leaflet Hexagon Help.

During 2010/11, we did 6 internal decorations for our residents over 70. This means that we have covered everyone on the waiting list.



We will respond to your requests to carry out adaptations

Requests can be made by residents, carers or concerned others. We received 75 requests and responded to 100% within our target of 20 days providing a named Project Surveyor to oversee the process.

We completed 55 minor adaptations which were assessed by the Project Surveyor. 20 major adaptations needed an Occupational Therapy assessment, all of which were approved, these being 11 level access showers and 9 lifts and hoists.





Involvement & Empowerment standard

Resident Involvement

Hexagon believes in delivering the best possible services to our residents and that means knowing what you want and listening to what you have to tell

us. There is a menu of activities by which you can get involved, and a selection of these is shown in the table below.

The highlights of the year are:

How you got involved	What you told us	What difference it made
Hexagon's Local Offers	<p>The Residents Forum identified those service areas they would like to see covered in a Local Offer.</p> <p>Standards and commitments of Local Offers developed at residents focus group meetings.</p> <p>Wider resident consultation took place at the Residents Day.</p>	<p>Six Local Offers developed and in place by 1st April.</p> <p>The Local Offers set out how we target the service to meet your expectations</p>
Residents Forum	<p>Need to collect a wider response rate on residents' satisfaction with the complaints process. To achieve this, the Forum suggested carrying out surveys by post as well as by phone.</p> <p>It needs to be made easier to find the progress of a complaint when residents contact Hexagon to ask what's happening with their complaint.</p>	<p>Following the Forum's recommendations we now:</p> <ul style="list-style-type: none"> • seek residents satisfaction on the complaints process via postal questionnaires as well as phone surveys. • have implemented a system where each complaint is given a unique reference number
Mystery Shopping	<p>When your phone call is being transferred, you are not always told who the call is being transferred to</p>	<p>Customer Service desk now ensures that the caller is advised of the name and section to which the call is being transferred.</p>
Residents' focus groups	<p>Help to promote recycling facilities for existing homes and use sustainable materials when constructing new homes</p> <p>Would like to see something done to improve insulation of existing homes</p>	<p>Residents' priorities for improving the sustainability of existing homes and for new homes are reflected in the 3 year Sustainability Strategy</p> <p>Introduced a new service of draught proofing as part of 2011/12 Cyclical Decorations programme.</p>
Contractor Selection Panel	<p>Various suggestions on improving the cleaning & grounds maintenance service on estates</p>	<p>Residents' priorities were uppermost in the appointment of the Area 2 cleaning & grounds maintenance contract and in the Cyclical Decorating repairs contract</p>
Performance Review Group	<p>Provide a repair service that is convenient for residents who are at work during the week</p>	<p>Saturday morning appointments now offered.</p>

Complaints

Hexagon is constantly trying to improve our services and the way in which we carry them out. Unfortunately, there are times when we don't always get it right. On such occasions we would like you to tell us where we have failed to put something right. We have a procedure to help ensure that complaints are resolved quickly and we use complaints to focus on where we need to improve our services.

In 2010/11 353 complaints were received. 81% of all complaints were responded to within our target of 15 days. 56% of complaints were about repairs, home improvements or defects.

Of the 110 formal complaints received, just over a third were upheld in the resident's favour, with another 20% partly upheld.

Complaint outcomes 2010/11



We collect feedback from residents who have complained. 28 residents who made formal complaints responded to our satisfaction survey. Of these, 17 people said that they were dissatisfied with the outcome of their complaint.

What we're doing to improve our handling of complaints

After listening to the suggestions from the Residents Forum and two resident focus groups held on this issue, as well as taking on board the results of the complaints satisfaction survey, we have brought in a monitoring

system to the whole of the organisation. This will help us to keep up-to-date records of all complaints received and staff can easily track the progress of any complaint on request of the person submitting the complaint.

Diversity

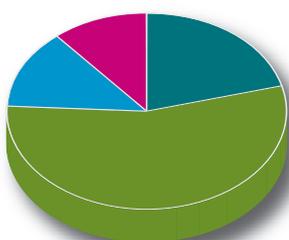
Hexagon is committed to equality and diversity in the provision of housing and related services. This means that we will always treat you with respect and understand your needs. In encouraging you to get involved, we are keen that the overall

profile of involved residents is close to the overall profile of all residents.

Broadly, the profile for involved residents closely reflected the profile of all Hexagon residents, although young people are under-represented.

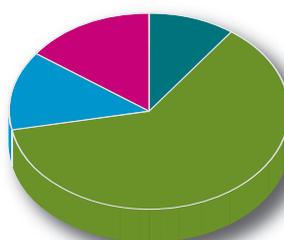
Age range of Hexagon Residents

All residents



21%	under 35	10%
55%	35-44	62%
13%	45-64	13%
11%	65 + over	15%

Involved residents



Getting involved

More and more of you are choosing to get involved with Hexagon. During 2010/11 we offered a variety of ways for you to become involved in the housing service. 152 of you got involved in one of the many activities organised by the Resident Involvement Team. We will provide you with support to get involved. This includes paying transport costs, assistance with childcare, and free training. Last year, involved residents received training in the contract tendering process, scrutinising your landlord, estate service standards and mystery shopping.



What we plan to do

- Improve the percentage of complaints responded to within our target of 15 days.
- Improve resident scrutiny through Residents' Inspection. This is where a team of residents will examine in depth aspects of the housing service and report their findings directly to Hexagon.
- In the New Year we will send you a menu of involvement activities and ask you which you would like to take part in. We will then let you know when the activity of your choice is due to take place.
- Communicate better with young people about Hexagon activities via Facebook



Home standard

Quality of accommodation

What we achieved last year:

- 100% of our homes meet Decent Homes
- All homes are kept up to this standard, as a minimum, through a programme of renewals
- We started a review of the way we deliver the planned improvement service and provide information to residents on what is planned and when.
- We targeted for energy efficiency work our older homes that are poor in terms of energy rating. We aim to have no home with lower than SAP 40 (energy rating)
- We now use PVC-U as the usual material for window replacement which gives value for money and is rated well for sustainability.
- We have tackled over crowding by getting external funding for loft conversions and have now completed 6 lofts, including those done in the previous year.
- We have completed fire protection work to over 400 properties

Energy Efficiency Performance

The “SAP” rating (Standard Assessment Procedure) is a measure of energy efficiency. The average rating in London housing associations is 68.

Average SAP ratings

Hexagon’s average SAP rating



SAP rating improvement

Number of homes with a SAP rating under 50



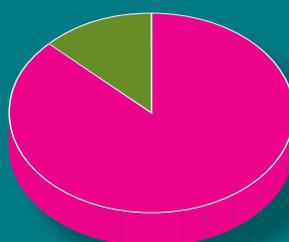
We have targeted the homes which have low energy performance and have installed energy efficient boilers and increased the levels of insulation. This is reducing the number of homes with a low “SAP” (energy efficiency) rating and reducing the carbon emissions from our stock.

Type of work	Number replaced
Kitchens	55
Bathrooms	40
Roof renewals	17
Windows	58
Boilers	148
Adaptations to help people with disabilities	75
Major refurbishment of homes including sound insulation	19
Loft conversions	4
Floor covering (blocks)	17
Digital TV aerials ready for 2012 (blocks)	50



Improving fire safety in blocks

We have completed all works to communal areas in 424 blocks. We still need to get into 62 flats to do work to the doors. We need your help to provide access for these works.



	May 2011
Fully Complete Properties:	424
Non Complete Properties:	62
Totals	486

Repairs

We developed “a Local Offer” for Responsive Repairs with our residents last year. Some of the commitments in the local offer and our performance are shown in the table below

Local offer commitment	How we did in 2010/11
We will measure residents satisfaction with the most important aspects of the repairs service	82.9% satisfied with repairs ¹ 93% satisfied with the last repair 91% repairs fixed at 1 st visit 
Contact you by phone (where possible within 24 hours) after the repair has been carried out to ensure that the job has been completed to your satisfaction.	We did 150-250 surveys per month but we know that many residents did not get a survey for a variety of reasons. We want this feedback so this needs to improve 
We will respond to any queries you raise about the job and will learn from your feedback so we can improve our repairs service	We reviewed your feedback at monthly contractor liaison meetings. One change as a result is that our external contractor now has a dedicated member of staff for front line administrative enquiries 
Inspect a sample of completed jobs for quality assurance purposes.	We exceeded our 5% target and focused on repairs where we have received a complaint regarding poor workmanship 
Provide a gas safety service, so that your home can expect a gas safety check every 12 months.	Our year end performance was 99.8%. Tenants are chased up and legal action taken if needed. 
Complete repairs within the following timescales: Emergency repairs within 24 hours Urgent repairs within 7 days Routine repairs within 28 days	Emergencies – 95% on time ² Urgent – 95.3% Routine – 95.6% Some of this is due to contractors not filling in their completions properly but others are genuinely late. 

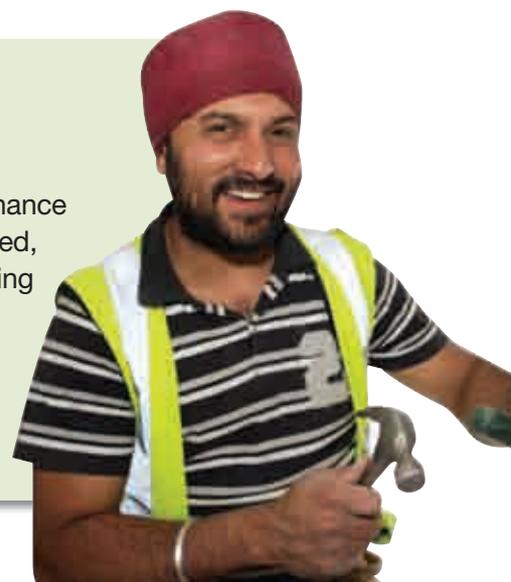


What we plan to do

- Improve the “end to end time” of most repairs from 12 days in 2010/11 towards our target of 8 days within 3 years and meet our targets on response times
- Increase the number of telephone surveys done following completion of a repair.
- Increase the controls on ordering and authorising extra work
- Manage our repairs budget to avoid over-spending
- Catch up on the fencing repairs we have had to postpone in previous years by increasing the fencing budget for 2011/12 by £60,000
- Complete our review of the Home Improvement service and implement a new Local Offer for this service

Controlling what we spend on repairs and getting value for money

One of the problems we had last year was overspending the budget for maintenance work by £218,000. We analysed where we were spending more than we expected, such as repairing empty properties. We have tried to ensure that we are budgeting as accurately as possible in 2011/12 and for the future. We are also working on improving the controls on approving extra work, over that originally ordered, as this was highlighted in an audit report³ at the end of the year. We have sometimes had to postpone external work like fencing and repairing brick walls in order to keep within budget.



¹ Repairs telephone survey results · ² Repairs response times from IT system



Tenancy standard

Rents – what we did in 2010/11

We set our rents according to Government guidelines, with all rents aiming at a “target rent” over a 10 year period to 2012. (For more details, see the leaflet “Your rent explained”.)

Our rent levels are mostly lower than those of other housing associations in the boroughs in which we have homes. (See table. Source: TSA rents data)

Average rents including service charges £ per week at March 2010

	1 beds		3 beds	
	Hexagon	All HAs	Hexagon	All HAs
Bexley	85.15	81.46	98.90	111.28
Croydon	80.83	88.78	109.63	112.36
Greenwich	83.63	84.99	98.91	111.05
Lewisham	78.00	80.69	97.78	97.26
Southwark	81.43	90.85	109.57	114.16



Our service charges are on average lower at £5.51 than those of other housing associations at £7.78 (Source: TSA 2010 rents data)

Performance in collecting the rent

Hexagon had a record year in collecting the rent that was due.

This puts us in the top quarter’s performance for housing associations in London. (TSA Performance Indicators)

Current Rent Arrears



Most residents had a reduction in their net rent last year. In 2010/11 the Government guideline for rent increases, linked to the Retail Prices Index, was for a 0.9% reduction which we implemented.

Those residents whose rent was still moving towards the target or where their service charges increased had a small increase in charges.

What we plan to do

- Existing tenants who stay in their current home will remain on social rents determined by the target rent guidelines
- In order to continue to build new homes, we will be charging a “sub-market rent” on all new homes which are funded from 2011 onwards and on about half of our empty homes. This change is a result of a major reduction in Government funding for new homes. We will provide more information on the level of these sub-market rents to transfer list applicants and to residents generally through Home News.



Family homes at Blackfen Road

Tenure – what we did in 2010/11

Our general needs tenants and most of our supported housing tenants have an assured tenancy or a (pre-1989) secure tenancy. We do not use introductory tenancies.

Across Southwark and Lewisham we have 30 flats in Supported Housing for ex-rough sleepers where all re-lets are issued with a Fixed Term [2 year]

tenancy in order to assess that the tenants can manage the responsibilities of a tenancy. At the end of the 2 years, the tenant is supported to access the private rented sector, or an extension is granted, or they are referred to long term supported housing. This process ensures we can continue to offer homes to people who have been street homeless.

Allocations – what we did in 2010/11

Letting homes to people who have a housing need is at the very heart of the reason why Hexagon exists.

Most of our homes are for people who need ordinary housing (what we call “general needs”); we also provide Supported housing for those who also have a need for support.

During the year 2010/11, we let 135 “General Needs” homes (houses and flats) and 62 homes in Supported Housing. 35 of the General Needs lettings were brand new homes being occupied for the first time.

Our new homes were a mixture of houses and flats in Nunhead, Croydon and Blackfen. The remainder were what we call ‘re-lets’ – an existing property where someone has moved out.

What we plan to do

The Government will shortly allow social housing providers like Hexagon and Councils to start to use “fixed term” tenancies of 2 years or more for new general needs tenants.

- In consultation with our residents we will develop a policy during 2011/12 on whether to use these fixed term tenancies
- In recent years, the focus of many Supporting Housing schemes has changed from long stay to shorter stay where service users are supported to develop their skills for independent living and assisted to move on to independent flats/houses. In our high support services we are responding to this change by looking to use Assured Shorthold Tenancies to ensure it is clear that receiving support is an essential part of living in the accommodation.

Allocations – what we did in 2010/11

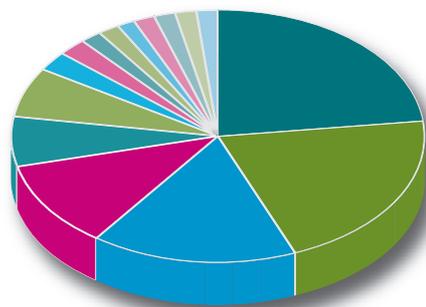
Where do new Hexagon residents come from?

The majority of our new tenants are people who were nominated to us by a Local Authority (Council). This accounts for 78% of all the General Needs lettings. The remainder, 22%, were let to existing Hexagon residents who were on the transfer waiting list. 97% of Supported Housing lettings went to people on the local authority's register or from the local health trust.

The biggest single reason people needed housing in General Needs housing is because they were overcrowded in their previous home. We let 5 homes that have been specially built or adapted for someone with a disability, and health reasons accounted for 14 people whom we housed in general needs housing.

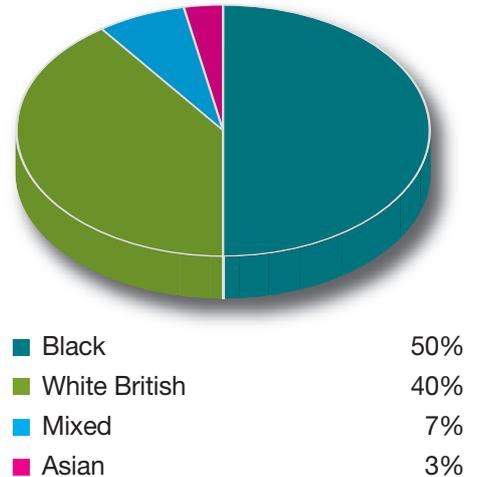
Altogether, we housed people from 13 different ethnic backgrounds.

Reasons why people moved into Hexagon homes during 2010/11



We are very proud to provide housing to people from a very wide range of backgrounds. The pie chart shows the ethnic origin of all Hexagon's new residents. The different ethnic groups have been grouped into broad categories such as 'black'. This includes different ethnic backgrounds (such as African, Caribbean etc).

Ethnic origin of all new residents during 2010/11



Where do Hexagon residents go?

Over 100 Hexagon residents moved out of their General Needs homes last year.

- 26 of these moved via a transfer to another Hexagon property.
- 26 people moved via a mutual exchange – where one tenant can 'swap' their home with another tenant, subject to certain rules.
- 16 households got re-housed by a council or housing association
- 11 households were evicted (eight for rent arrears, three because they were not living at the property).
- 3 households moved into the private rented sector.

61 residents moved out of Supported Housing, just over half into other social housing,

three into other Hexagon homes and eight into the private rented sector.

The Hexagon Transfer Waiting List

The Transfer Waiting List is the list of Hexagon residents who want or need to move. There are currently 400 Hexagon tenants on the waiting list. Via transfers, mutual exchanges and other means, around 70 residents came off the waiting list during the year. Other residents are joining the list all the time though, so the total number of people on the waiting list is staying more or less the same.

Is your home the “perfect fit” for you?

During the year, we continued with a special effort to encourage people to move if they are living in a home that is bigger than they need. We are part of a South East London scheme called ‘Perfect Fit’ and through this scheme, we helped three under-occupying families to move out (two families went

to live at the seaside), and the homes they moved out of have been offered to severely overcrowded families.

We are very keen to do more of this, so if your home is bigger than you need and you are interested in something a bit smaller, please let us know!

Getting empty homes ‘ready for letting’ as soon as possible

Whenever a house or flat becomes vacant, we have to do repair work to prepare it for the next tenant. We aim to get empty properties ready as quickly as possible. During 2010/11, we took an average of 39 days – just under 7 weeks – to get General Needs empty homes ready for letting (this figure does not include homes that required major repairs or improvements). This is longer than we would like, so we are aiming to get this average down to 33 days this year.



In Supported Housing, where referrals of people needing support often take a while, it took us 49 days, which was well outside our target of 35 days.

Housing Fraud - Making sure Hexagon homes are being used by the right people

Unfortunately, a small minority of Hexagon residents abuse their position, by moving out and sub-letting their home to someone else. We are determined to stamp out housing fraud. We always investigate where we suspect it is taking place and, if we have enough evidence, we always take action.

During 2010/11, we took part in a special project working with other housing associations and councils to employ some specialist expertise in tackling housing fraud.

This work led to 42 tenancies being investigated, resulting in 10 homes being vacated for use by people with housing needs, and another six still going through the legal system.

We also stop fraud at the application stage. Three applicants nominated to us by the local authority for housing were investigated and their fraudulent applications were subsequently rejected.

What we plan to do

- In April 2011, we launched the Local Offer for residents on the transfer waiting list which was developed in consultation with residents. It sets out the minimum service you can expect from Hexagon if you apply to go onto the Transfer Waiting List.
- We will give details about how we have performed against some of the targets in the Local Offer next year, when the Offer has been in place for a year. We have already met some of the commitments in the Offer including:
 - improving the website with more information about all the options available for people who want to move
 - sending out up to date information to everyone on the Transfer Waiting List
 - made sure that 25% of all lettings have gone to existing Hexagon residents
- Carrying out a comprehensive review of our Allocations Policy to make sure it is up to date, and in particular, is ready for some of the changes to the way in which homes will be let under the new ‘Sub-Market Rent’ system
- Continuing to identify under-occupiers to see if they are interested in moving to a smaller home.
- Improving the relet time in Supported Housing



Neighbourhood & Community standard

Looking after the neighbourhood

Hexagon staff carry out 65 estate inspections every month, aided by 16 estate champions - residents who volunteer to help maintain the appearance of the estate where they live by reporting problems, and monitoring the work of the cleaning and gardening contractor. We re-tendered one of our contracts and obtained better prices which residents will benefit from through their service charge.

Our resident-led estate grading scheme was started as a trial scheme.

What we plan to do

- The estate grading scheme will be extended to more of our estates during the summer of 2011
- We will carry out a satisfaction survey of our estate services in the autumn of 2011

What we did in 2010/11 to invest in the community



The Academy

This is Hexagon's project supporting unemployed residents of all ages in to work. It is based around work placements in Hexagon's own teams and gives those taking part the option to access courses and employment advice.

Candida Manuel, a resident from Catford, was unemployed after leaving the supermarket industry for family reasons. Having decided that the time was right to return to work, Candida approached the Academy for support.

Working to support mail-outs in the Hexagon office gave Candida good experience of being back in the workplace and

Candida also used the Academy's advice to support her to decide what to do next. Undecided between a career in the security industry and her dream to work in catering, Candida took up the offer of support to start her own catering business through the Hexagon Home Business Champions project.

The Academy in numbers

Training Courses	89
Work Placements at Hexagon	75
Information, Advice & Guidance Appointments	34
Residents supported in to work	21
Employability Workshops	4



Candida

Future Jobs Fund (FJF)

Nineteen long-term unemployed young people have taken up the opportunity of six months' paid work with Hexagon funded by the Future Jobs Fund. The young people were employed throughout Hexagon in lots of teams and have made a real difference.

Twenty-four year old Georgia McCarthy was employed through the Future Jobs Fund as a Development Team Assistant. Prior to gaining this post, Georgia had been unemployed for two years. Georgia was a real success, proving herself in a very short time to be a very valued member of her team.

Georgia said of the scheme: *"The opportunity was rewarding as I had been out of work for some time. It gave me a chance to get experience in an office environment and learn new skills. I would really recommend it."*

At the end of Georgia's FJF role she successfully applied for another job within Hexagon and is now employed on a temporary contract covering maternity leave as a Stock Improvement Administrator. This represents the next step on the career ladder and is giving Georgia more experience of the different kinds of work involved in a busy Housing Association.



Georgia

Building Communities Local Offer

The Building Communities Local Offer developed last year with residents makes clear Hexagon's commitment to supporting residents and the wider community to build safer, stronger, healthier and more

cohesive communities. It gives a commitment to engage with residents to do this and explains how developing neighbourliness and building partnerships are the key elements of our approach.

Building Communities Local Offer - Progress to Date

We Said:	We Did:
Through grant funding, we will support the work of residents and community groups who run inter-generational projects.	Our new Neighbours & Community Fund small grants scheme funds inter-generational projects.
We will develop work with our young residents which supports them to take a central role in building communities and improving their quality of life.	The Community Investment Team is developing projects with young people in West Thamesmead and Bexley.
We will reward young people's achievements through the Hexagon Young Achievers scheme.	Hexagon Young Achievers offers up to £175 for young residents to apply for. Most funding goes towards driving lessons or computers.
We will offer projects for new and existing residents to meet and get to know their neighbours.	Two trips to the seaside are planned for Summer 2011 for residents of Southwark and Greenwich boroughs.
Where Hexagon has built new homes, we will support residents to stage a social event within six months of everyone moving in.	Five events are planned with the first two to take place in Summer 2011 at Southbridge Place and George Mews
We will offer projects that reward neighbours supporting other neighbours through the development of a small grants scheme targeted at joint applications between neighbours	Our new Neighbours & Community Fund small grants scheme funds projects jointly applied for between groups of neighbours.
We will train front line teams on the service standard for signposting and referring.	A service standard is being put in place and training will begin in the summer of 2011.

What we plan to do

- We will monitor the Building Communities Local Offer making sure that we are really doing what we said we would do. As projects that give neighbours the opportunity to get to know each other begin, we will work to ensure that the projects are effective and do support communities.
- We will make the Academy available to unemployed residents in all Hexagon boroughs and offer a wide variety of other employability support projects. These will include a jobs fair, employment support workshops for our co-op residents, and a 'get online' employability project. Through the Hexagon Home Business Champions project, we will support self-employment and demonstrate it as an opportunity for others.
- We will support apprenticeship opportunities within Hexagon and with our contractors.

Co-operating with other organisations in local communities



We contributed with other housing providers to the development of a Safeguarding agreement during 2010 with Lewisham Council. This commits us to training our staff and operatives to be able to recognise and report any concerns they see when visiting

our residents for the well-being of vulnerable adults and children. Our Care and Support Manager is the designated lead officer to whom concerns are reported and, where appropriate, referrals are made to Adult Social Care or Children's Social Care.

Anti-social behaviour – what we did in 2010/11

What is anti-social behaviour (“ASB”)?

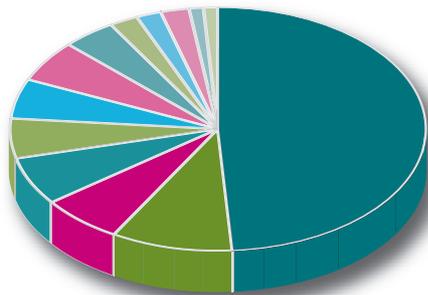
“Behaviour causing disturbance, distress, harm or fear which has a significant effect on people’s lifestyles and routines”

This means unreasonable behaviour by one person (or people) that is having a bad effect on another person or people. Examples include noise, or using aggressive or abusive language. Domestic Violence or Harassment (which is where someone is being deliberately targeted, perhaps due to their race or their sexuality) are not the same as anti-social behaviour.

How are Hexagon residents affected by Anti-Social Behaviour?

Very few residents – just 3.5% of general needs residents - reported anti-social behaviour or harassment or domestic violence to us last year.

Types of ASB Cases reported to Hexagon



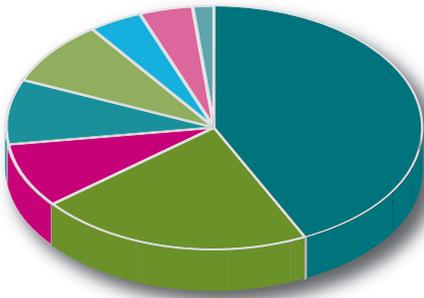
Most reports of anti-social behaviour that we receive are to do with noise. We do get reports about a wide range of other problems, but in much smaller numbers. Of the noise complaints, most involve just two households, where one is complaining about the other. After noise, the second biggest category is what is classified as ‘verbal intimidation, threats or abuse’. This is usually where two neighbours have had a disagreement that has got out of hand.

■ Noise	46
■ Verbal harassment/intimidation	9
■ Domestic Abuse	6
■ Misuse of communal areas	6
■ Alcohol related	5
■ Pets and animal nuisance	5
■ Criminal Behaviour/Crime	5
■ Vandalism/damage to property	4
■ Drugs/Substance misuse	2
■ Vehicle nuisance	2
■ Physical violence	2
■ Garden Nuisance	1
■ Litter/Rubbish/Fly Tipping	1
Total	102

Our response to anti-social behaviour is tailored to the problems being reported and often includes taking very practical steps to deal with the problem. These practical steps can be simple, such as sorting out car parking arrangements, through to bigger steps such as helping a resident to get carpets installed, to reduce noise complaints.

We ‘closed’ 70 cases of anti-social behaviour during 2010/11. The biggest single reason is ‘no further complaints received’, where – usually following intervention by Hexagon staff – a problem has resolved itself or not been repeated and so no further complaints have been made to us.

ASB - reasons why cases were closed 2010/11



■ No Further Complaints	30
■ No Action Required	15
■ Case Resolved	6
■ Complainant moved away	6
■ Reason not known	6
■ Perpetrator moved away	3
■ One-off action	3
■ Closed but unresolved	1

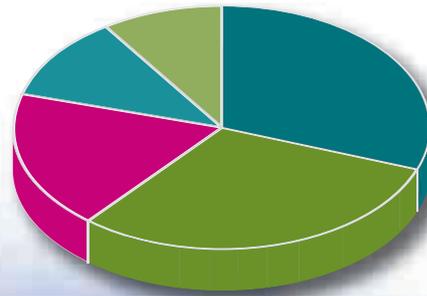
Some issues of anti-social behaviour that are reported are actually 'neighbour disputes' – where neighbours have a disagreement or conflict about something, but where neither party is in breach of the terms of their Tenancy. In these cases we will offer advice, information and some support but we do not normally get too involved.

We try to get feedback from everyone who has reported ASB to us.

Overall 61% of those who gave feedback were satisfied or partly satisfied with the way their report had been handled, but 30% were dissatisfied.

Although the number of Hexagon residents affected by anti-social behaviour is low, for those that are affected it can be very serious and distressing. We have a policy and procedure that sets out how we will deal with anti-social behaviour. We have also developed in consultation with residents a set of Service Standards and a Local Offer, where we set out what you can expect if you have to report anti-social behaviour to us.

Customer satisfaction with the way their ASB report was dealt with 2010/11



What we plan to do

We need to improve on our satisfaction rating for dealing with ASB, so we are working hard on this. In particular, we recognise that we need to get better at:

- Discussing what we plan to do with the complainant and where possible agreeing it with them.
- Keeping people up to date about what is happening whilst a case is ongoing.
- Being clearer from the start where we are not able to get involved.
- 'Close' inactive cases so we can concentrate on problems which are ongoing.



Value for Money standard

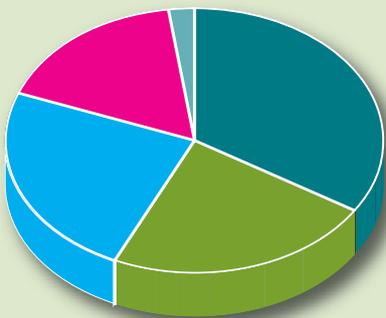
What we mean by value for money

One of our corporate objectives is 'to be cost effective, efficient and competitive' – i.e. to offer good value for money in the way we provide our services. Operating as efficiently as possible has been one of Hexagon's key objectives for a long time.

What we did in 2010/11

Here are a few examples of the actions we took in the last year to improve value for money:

How every pound was spent



■ Planned maintenance & home improvement programme	34%
■ Interest on loans	24%
■ Responsive repairs	23%
■ Housing management and tenant participation	17%
■ Community development	2%

- We accessed over the last 18 months £112,000 external funding to provide a programme of employment support including 75 work placements through the Hexagon Academy and provided jobs for 19 young people through the Future Jobs Fund with £115,000 of funding
- We tendered the contract to provide scaffolding for cyclical painting, saving around £35,000 a year.
- We used Government funding for an investigator to tackle unauthorised occupation of our tenancies (see also page 11)
- Meetings are held with our main responsive maintenance contractors every month to look at problems reported by residents and how these can be avoided in future.
- We made savings of 30% by changing the specification for windows to PVC-U and between 15-30% by changing contractors on kitchen and bathroom refits.
- We reviewed our central costs and made more than enough savings on office cleaning and some IT costs and by reducing office staffing to offset the cost of paying Board members for the first time
- Every little counts... by better use of printers, we have reduced our use of paper by 7% compared to last year



How we aim to provide value for money for you

We have been working to a three-year value for money strategy that focuses on where we spend the most money and where we think we could be more efficient. In particular, it looks at the following areas:



- Building new homes.
- Responsive repairs.
- Planned maintenance and our home improvement programme.
- Managing supported housing properties.
- Interest costs on the money we have to borrow to build new homes.

The strategy largely achieved its aims by the target date of March 2011, as shown below

What you should see	Achieved?	Results
All of Hexagon's new homes built to the Code for Sustainable Homes level 3, a high standard of energy efficiency that will save occupants money in their fuel bills	Partly	Of the 30 new homes completed in 10/11, 7 were at the target level, the others receiving the older ratings of Ecohomes very good or excellent. Nevertheless, all of the new homes had a SAP (energy efficiency) rating of at least 70.
A responsive repairs service that achieves high satisfaction levels but costs around 2% less than in 2009/10.	Partly	Resident satisfaction with the repairs service increased from 69.6% in 2008/9 to 82.9% in 2010/11. But cost levels also increased by 5% since the previous year.
A home improvement programme that increases the average energy efficiency of Hexagon properties from 65 towards our target of 67 on the "SAP" energy efficiency rating scale. The chart on page 6 shows that some of Hexagon's properties have very low ratings, below 40 and we are now tackling those first.	Yes	The average SAP energy efficiency rating of Hexagon properties rose from 65.5 in March 2010 to 67 in March 2011
Hexagon providing better quality support services, while still meeting cost targets.	Partly	All support services have reached our target quality level of at least B, on a scale of A to C, and the cost targets have been met overall. However, we have withdrawn from providing some services rather than cut costs to the level required to win tenders.
Low interest costs, not just for now but for the long term.	Yes	In 2010/11, our average interest costs were 3.8% (compared to 3.9% in 09/10), saving £114,000.

How we compare

Hexagon's rents are generally lower than those for other housing associations who work in the same areas – see the table on page 8 for more details.

We subscribe to several benchmarking services, so we can compare our costs, services and resident satisfaction rates with those of other housing

providers. This enables us to report to you on how we compare to others and focus attention on services where we need to improve.

The latest benchmarking results (March 10) are below. (Source: Housemark)

Cost comparison	2009/10	Quality comparisons	2009/10
Responsive repairs		% of respondents satisfied with the way landlord deals with repairs & maintenance	
Major works and cyclical maintenance		% residents satisfied with the general condition of their property	
Housing management		% of rent collected	
		% residents satisfied that their views are being taken into account	
		Average time to re-let empty properties	
		Tenancy turnover	
Estate services		% residents satisfied with their neighbourhood as a place to live	
Overhead cost per property		Percentage of staff turnover in the year	

- Means Hexagon's results were better than 75% of other landlords in the sample.
- Means Hexagon results were better than 50% of other landlords in the sample, but not in the top quarter.
- Means Hexagon's results were at the average
- Means Hexagon's results were worse than 50% of other landlords in the sample, but not in the bottom quarter.
- Means Hexagon's results were worse than 75% of other landlords in the sample.

Hexagon performs well compared to other social landlords in London, achieving low costs and high quality. Staff turnover was high during that year, as it includes staff who left as a result of the planned closure of our Eltham & Mottingham nursing home.

How you can help us to improve value for money

- Pay your rent by direct debit if you can. It only costs us 40p per payment compared with over 51p if you pay over the counter at the Post Office or a Pay Point shop.
- If you find you cannot make an appointment we have made, let us know in advance to save us a wasted journey
- Dispose of your bulk refuse as your local council recommends. It adds to your service charge bill if we have to pay to clear up a mess!

Income and Expenditure Account

for the year ended 31 March 2011

Group	2011 £000's	2010 £000's
Turnover	22,973	21,557
Cost of sales	(1,984)	(931)
Operating costs	(15,024)	(15,509)
Operating surplus	5,965	5,117
Interest receivable	5	14
Interest payable and similar charges	(3,091)	(2,892)
Surplus on sale of properties	112	470
Surplus for the year	2,991	2,709

What we plan to do

- Devise a new 3 year value for money strategy
- Reduce the unit cost of repairs over the next three years to the average cost for associations in London and the cost of repairing void properties by 10%

The surplus is the amount by which income exceeds expenditure. Hexagon's surplus is used to pay for home improvements and to repay loans.





Shared ownership & leaseholders

Delivering Value for money

Re-tendering of estate services contract to achieve better value for money

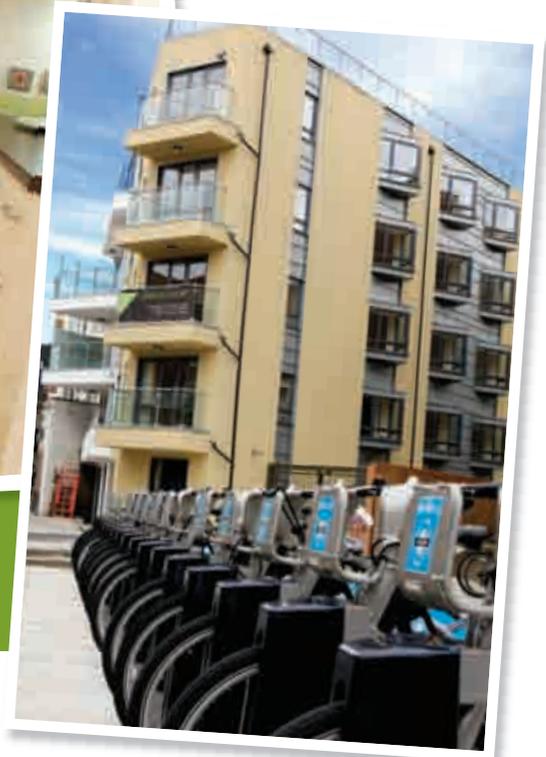
To make sure that shared owners are getting the best value for money from the service charges they pay, Hexagon has recently re-tendered the cleaning and gardening contracts that cover nearly all of our shared ownership schemes. There was a lot of competition for the contract, which was

eventually won by the current contractor, Groundscapes. The new contract, which starts in September, represents a considerable saving overall on the previous one, and these savings will be passed on to the shared owners via their service charges.





Patrick Court, Webber Street SE1, completed during the year offering 34 shared ownership homes.



Roof renewal at Solarium Court

The 25 shared owners and leaseholders at Solarium Court have seen the benefit of paying into a “sinking fund” as part of their service charges when the roof to their block needed complete renewal.

A sinking fund is a special reserve to which shared owners and leaseholders contribute, to build up funds for occasional or major repairs.

The existing roof had gone past its useful life and the top floor flats were suffering from leaks.

The cost of the new roof and associated work works was £130,000, a substantial amount, but the sinking fund collected from service charges was able to meet the costs. This meant that none of the leaseholders had to pay any extra service charge in the year, even though they have benefited from a brand new roof.

Whilst the scaffolding was up, we took the opportunity to carry out additional high level works such as concrete repairs, parapet rebuilding, additional safety rails and a communal digital aerial in preparation for the 2012 switchover to digital.

The roof has been covered with materials which accommodate the use as a roof terrace by the residents.

What we plan to do

- We will produce an action plan following our survey of Leaseholders.



Solarium Court



Governance

Hexagon's Board

Hexagon is run by a Board of 10 members, 4 of whom are residents of the association. Last year, we recruited a new Chair, Roy Coulter (pictured), who joined the Board in September.



Sadly, one of our Resident Board Members, Mike Dorling (pictured), who had been on the Board for 5½ years died in February. Mike had worked hard on the Residents Forum and as a Board member over several years to improve the repairs service for Hexagon residents. His place was taken by Adenike Williams who was the next placed candidate in the ballot held last summer.



The other Resident Board Members are



Steven Hodges



Doreen Davies



Juleen Simpson



Adenike Williams

Changing role of the board

The Government is changing the role of the regulator of social housing. In the future, there will be only "light touch" regulation by central government agencies of social housing landlords and there will be very few inspections. Instead, the Government expects Boards of housing associations to be responsible for ensuring that standards of service are maintained and improved.

Hexagon's Board members up till now have been volunteers who give their time freely. However, with the increased expectations of Boards, after a consultation exercise, the Board agreed in June that they should receive a modest payment for their work. This will be introduced during 2011.

The extra cost has been met by identifying savings in back office costs. (see also the *Value for Money* section on page 16)



What we plan to do

- The Board has agreed that each Board Member will take the lead and specialise in one part of Hexagon’s operations such as “managing our performance.”
- The Board will make a decision on how resident board members should be selected, once payment comes in.
- Resident scrutiny will be extended through a programme of resident inspections (see also page 5)

Increasing scrutiny by residents

The Government expects social landlords to provide opportunities for their residents to be involved in scrutinising the landlord’s performance. Hexagon already has a Performance

Review Group which has been doing this for the last 2 years. In April, the group had some training to build up their capacity and skills to extend their scrutiny role.

Translations and other formats

If you prefer to have this annual report translated into a language with which you are more familiar or prefer a large print or Braille version, please contact us, giving your full contact details.

Hexagon

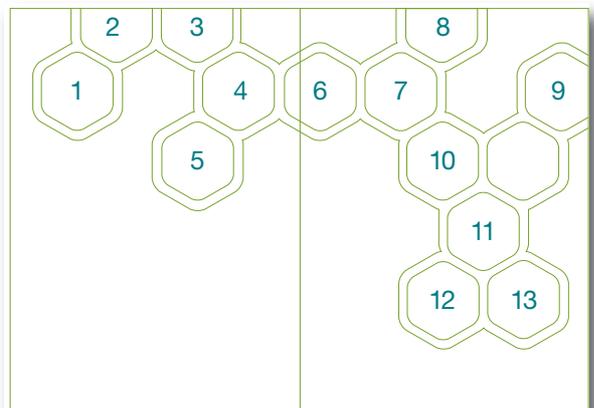


Hexagon

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 Website: www.hexagon.org.uk



Picture Key

- | | |
|--------------------|---------------------|
| 1 Endwell Road | 7 Southbridge Road |
| 2 Ledbury Street | 8 Benson Road |
| 3 Westbourne Drive | 9 Underhill Road |
| 4 Tatnell Road | 10 Westbourne Drive |
| 5 Jackson Way | 11 Dog Kennel Hill |
| 6 Perry Vale | 12 Blackfen Road |
| | 13 Endwell Road |