

Annual Report to Residents 2007

2007 年租戶年報



Pine Court Housing
Association



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Another successful year for the Association. We can be very proud of our performance and the difference we have made to local communities.

Pine Court is the biggest black and racial minority Registered Social Landlord in Merseyside offering bi-lingual housing and community services to our tenants, customers and members of the local community.

We continued to work with our partners to provide quality homes in Neighbourhoods where people want to live.

Growth

Throughout the year, the Association was on site at Upper Warwick Street, Liverpool 8, building 26 homes for rent. We worked closely with the Local Authority over nominations and the Rialto Neighbourhood Council to ensure that our new residents settle in and take advantage of their new homes and facilities.

In addition to the Upper Warwick Street scheme, Pine Court saw a high level of demand for our properties throughout 2007, consistent with previous years and highlighting the increasing levels of need amongst Black and Racial Minority groups in Merseyside. We are in a position to recognise these needs and provide quality homes and services to diverse communities. By the spring of 2008, The Association will own and manage over 440 homes in Merseyside.

As well as our new build schemes, we are also keen to grow via stock transfer and continue to liaise with local larger RSLs and Local Authorities about this to realise Pine Court's ambitions.

Performance

We can report excellent performance again this year – particularly our lettings to racial minority households.

Our target of 50% was exceeded – our lettings to racial minority households was 59%. During the year, 22 properties became void resulting in a turnover rate of just 5.25% with nearly all of our void properties being relet within 3 weeks.

Rent Collection remains good – arrears are just 5% of the annual rent roll and this includes housing benefit arrears. Throughout the year, we advocated on behalf of many of our tenants to ensure that housing benefit queries were dealt with efficiently and any outstanding payments were paid to help clear arrears.

Our maintenance performance is excellent and has improved overall this year. Mean void period for 2007 was 1.68 weeks compared to 1.73 weeks last year. We are committed to improving further in 2008.

We conducted a Tenant Satisfaction Survey earlier in the year as we wanted to establish tenant satisfaction with the housing services and identify areas for improvement. The Association's bi-lingual Housing Officers ensured that we received a 51% response rate by personally contacting most of the Association's minority tenants. 67% of the Association's minority tenants responded. Overall satisfaction levels are excellent. 92% of our tenants stated that they are very or fairly satisfied with the overall service provided by the Association. 73% are very or fairly satisfied with the opportunities for participation in management and decision making. Of those responding, 92% stated that they were very or fairly satisfied with the way the Association deals with repairs and maintenance issues.

Staffing

The Association benefited from a stable and balanced staff team this year – we welcomed Houston Fung as a new Housing Officer (replacing Winnie Wu) and she has settled in well. Our other Housing Officer, Richard Lau became professionally qualified and is now a Corporate Member of the Chartered Institute of Housing. Other staff continue to study for professional qualifications to enhance their personal and professional development.

Challenges

As ever, our main challenge is to ensure that we grow to enable us to continue to deliver quality housing and services and redress disadvantage and discrimination suffered by minority communities in Merseyside.

Pine Court is keen to involve our customers more than ever before and our Resident Involvement strategy and Resident Involvement Statement were revised and launched in 2007. We are committed to having a Tenant Board member in place by the summer of 2008 to enable the Association to be even more responsive to our tenants and the wider communities within which we work.



Performance Information 2007

Lettings

Members have adopted a target of 50% of lettings to those from minority backgrounds. This is a tough target to meet compared with peer group performance of 12% in Liverpool and under 4% in Wirral. Our lettings of approaching 60% to minority groups is exceptional.

By Ethnicity	Liverpool	Wirral	Total	Percentage
Chinese/South East Asian	9	4	13	59%
Black/Black British	0	0	0	0%
White British	6	3	9	41%
Other Racial Minority	0	0	0	0%
Total	15	7	22	100%

Lettings to those nominated by Local Authorities continues to be low. Even if additional properties are included where we offered the property but the authority was unable to identify a tenant within reasonable time the total offered rises to only 27% of lettings.

By Source	Liverpool	Wirral	Total	Percentage
L.A. Nomination	1	0	1	4%
RSL Nomination	0	0	0	0%
Direct Applicant	12	6	18	82%
Internal Transfer	2	1	3	14%
Total	15	7	22	100%

We must balance this against lettings to minorities which have never come via the nominations route.

We do however expect to achieve significantly better figures for 2008. Our new build scheme in Upper Warwick Street completes in Spring and we are certain that all properties offered for nomination will be taken.

The number of economically inactive new tenants continues to be very high at 45%. The percentage working full or part time is virtually the same as last year at 32%.

By Economic Status	No.	Percentage
Working	7	33
Job Seeker	5	19
Retired	6	33
Not Seeking Work	4	11
Long term sick or disabled	0	4
Total	22	100

It is difficult to draw substantive conclusions from such small numbers of lettings.

Rent Comparisons

Property Details

Last year we reported a decision to utilise tolerance at both interim and final stages in the process. Rents for one and two bedroom properties are now at this level. We have a little more to do with three and four bedroom homes but expect achievement well before the extended deadline in 2017.

Average rents charged by other RSL's appear to be significantly below

ours. We do not yet understand the reasons for this as all target rents are calculated from the same formula.

Location	Number Bedrooms	Average £ Per Week	Target Plus tolerance £ per week	Average all RSL's £ per week
Liverpool	1	62.22	62.83	51.58
	2	67.32	68.73	58.85
	3	74.71	74.61	61.40
	4	85.94	85.06	69.11
Wirral	1	57.40	57.27	50.41
	2	64.37	64.76	57.78
	3	73.71	73.18	61.66
	4	81.69	80.46	70.47

Rent Arrears

At year end there were 309 (74%) tenants in arrears. The total amount outstanding was £79 thousand. Last year the equivalent figure was £63 thousand.

We estimate that £54 thousand was owed by Housing Benefit at year end.

Even including this sum, arrears were marginally over 5% of rent roll. Relatively good performance at two thirds of levels reported by our peers.

Band £	No Tenants	Total £
1 - 100	63	3,593
101 - 500	220	49,758
501 - 1000	16	11,268
>1000	10	14,389
Total	309	79,008

Void Periods between Lettings

During the year just 22 properties became vacant. A turnover rate of 5% compared with our peers at double this level.

The average period of rent loss is under 2 weeks and the distribution is shown in the above table.

Void Period (weeks)	No	Percentage
1	10	45%
2 - 3	10	45%
4 - 5	2	10%
Total	22	100%

Peer group performance is around 6 weeks so our turnaround time remains excellent with rent losses well below 1% of the rent roll.

Maintenance Performance

During the year we processed 1820 responsive repair requests an increase of 19% over the previous year.

The percentage classified as either emergency or urgent reduced to 33% from 39% last year.

Priority	Target Days	Total Jobs	On Time	Percentage
Emergency	1	77	72	94%
Urgent	3	537	527	98%
Essential	14	273	269	98%
Routine	28	933	914	98%
		1820	1782	98%

Our reported performance continues to be good. We believe success is underreported in both emergency and urgent categories. Attention to issues concerned with computer recording systems in the current year promises to correct underreporting for our next report.



Richard Lau (Housing Officer) with new tenants at Yates Street , L8

房屋服務進展

2007 年松園憑著良好的業績及對本地社群的表現, 使我們感到自豪的一年。

松園是墨西郡最大的少數種族房屋協會, 為我們的住戶、顧客和本地社群的成員提供雙語及社區服務, 並繼續與我們的合作伙伴為社區發展優質的房屋。

擴展業務

在全年中, 松園在利物浦第八區的 Upper Warwick 街興建 26 間房屋作出租之用。並為我們的新住戶提名事上與地方政府及 Rialto 街坊理事會互相配合和緊密合作, 確保新住戶能夠安居樂業。

松園在 Upper Warwick 街的新屋落成中, 理解到我們的房屋在 2007 年供不應求, 反影在墨西郡的少數種族對房屋的需求日漸增加, 我們辨識這些需求, 並藉此提供優質的居所和服務多元化的社群。在 2008 年的春季, 松園將在墨西郡擁有和管理 440 個單位。

除了興建新的房屋之外, 我們也致力透過房屋轉讓來擴展, 及不繼與大型房屋協會和地方當局合作, 實現松園的抱負。

業務表現

我們今年的表現十分之好, 特別是對到少數種族的家庭出租率高達 59%, 已超越松園所訂的 50%。在過去一年間, 我們只有 22 間房屋空置, 搬遷率 5.25% 和所有房屋在空置 3 星期內皆能租出。

收集租金依然良好 - 逾期欠租之金額佔全年總租金收入 5%, 這已包括房屋津貼的拖欠。在這年度, 租戶在我們協助之下, 確保有效地追收逾期拖欠的房屋津貼, 減低欠租。

我們今年的整體維修表現良好和改進了很多。2007 年的平均空置期是 1.68 週相比去年的 1.73 週, 我們在 2008 年仍會致力改進。

我們在年初進行了一次租戶滿意調查, 以了解租戶對房屋服務的滿意程度及鑒定某些需要改善的地方。在松園的雙語房屋事務主任協助之下, 有 51% 的少數民族住戶是直接回應及有 67% 少數民族住戶回覆。總括地說, 所有的滿意程度是極好的。92% 的租戶表示他們非常滿意或滿意由松園所提供的綜合服務。73% 表示非常滿意或滿意與對松園的管理和在決策上參與的機會。從其他回應中, 92% 表示非常滿意或滿意松園處理維修及保養方案。

員工訊息

松園今年擁有一支穩定和均衡的員工隊伍 - 我們歡迎新上任的房屋事務主任馮小姐, 接替已離任的伍小姐, 她現已適應新的工作環境。劉源成先生已考獲房屋處專業資格, 並成為皇家房屋處會員。其他員工也不斷自我增值及進修專業的資格, 增強個人和專業的發展。

挑戰

一如過往, 松園的主旨是不斷地持續發展, 並繼續肩負及致力為少數民族提供更優質的房屋和相關服務, 其次是糾正墨西郡少數社群的劣勢和不平等對待。

松園比以往更致力於客顧參與, 住戶參與政策及聲明已被修訂, 並在 2007 年開始進行。在 2008 年的夏季, 我們將會委任住戶成為委員會成員, 這能促進松園協會對住戶及社區的回應。

二零零七年業績報告

出租率

少數民族的 50% 出租率目標已被員工採用，這是一個堅決的目標，相對在利物浦同業只有 12% 及在偉盧區低於 4%。我們對於少數民族的出租率稀有地接近 60%。

通過種族劃分	利物浦區	偉盧區	總數	百份比率(%)
中國/東南亞裔人士	9	4	13	59%
英籍黑人	0	0	0	0%
英籍白人	6	3	9	41%
其他少數族裔	0	0	0	0%
總數	15	7	22	100%

地方政府提名仍然持續偏低，即使我們額外增加房屋配額，但是地方政府不能在合理時間上提供合適的租戶，使到在出租率的總考慮次數上升到 27%。

通過租戶來源	利物浦區	偉盧區	總數	百份比率(%)
地方政府提名	1	0	1	4%
其他房屋協會提名	0	0	0	0%
輪候冊上申請者	12	6	18	82%
內部調遷	2	1	3	14%
總數	15	7	22	100%

我們必須平衡對少數民族的出租率，但一定不會從地方政府提名這方向。

我們期望 2008 年持續達到明顯更好的數據。位於 Upper Warwick Street 的新屋將會在春季竣工，同時我們肯定地方政府提名的人士會接納所有新的房屋。

非經濟動力的新租戶數持續上升至 45%。全職及兼職工作者與去年的 32% 大致相同。

通過經濟狀況	數目(人)	百份比率(%)
在職者	7	33
尋找工作者	5	19
退休人仕	6	33
待業者	4	11
長期病患者	0	4
總數	22	100

我們很難以從這些微小數據得出清楚的結論。

租金比較

在去年報告上, 我們決定在這過渡期和最後的階段使用規定公差價。壹房及兩房的租金已達到這個水平。三房和四房差一些達到指標, 我們預期在延長的最後期限 2017 年之前達到。

其他房屋協會的平均的租金似乎顯著地在我們的之下, 我們真不理解為甚麼從同樣的計算公式會有不同的目標租金。

地區	房屋類型	平均租值 (英鎊)	指標租值 + 差價 (英鎊)	墨西郡其他房屋協會
利物浦區	壹睡房	62.22	62.83	51.58
	兩睡房	67.32	68.73	58.85
	三睡房	74.71	74.61	61.40
	四睡房	85.94	85.06	69.11
偉盧區	壹睡房	57.40	57.27	50.41
	兩睡房	64.37	64.76	57.78
	三睡房	73.71	73.18	61.66
	四睡房	81.69	80.46	70.47

欠租

在年結時, 有 309 (74%) 個租戶逾期欠租。欠租總額為七萬九千英鎊。去年同期欠租總額為六萬九千英鎊。

我們估計 五萬四千英鎊的款項是房屋津貼拖欠。

即使包括房屋津貼的拖欠, 欠租只是租金總值的 5%。相等於同業三份之二。

組別 (英鎊)	租戶數目	欠款總額 (英鎊)
1 - 100	63	3,593
101 - 500	220	49,758
501 - 1000	16	11,268
超過 1000	10	14,389
總數	309	79,008

物業空置

在這年度, 我們有 22 所單位空置。大概是 5% 的流動率, 是其他同業的一半。

空置單位租金損失仍然低於 2 星期, 有關數字可參閱圖表。

同業的空置期平均接近 6 個星期, 所以松園的表現仍然良好, 租金損失佔總數 1% 以下。

空置期 (週)	數目	百分比
1	10	45%
2 - 3	10	45%
4 - 5	2	10%
總數	22	100%

維修表現

在這一年度, 松園處理 1820 維修個案, 比上一年度上升 19%, 而非非常緊急和緊急維修個案比去年下跌 39%。

報告顯示我們的表現繼續良好。我們相信在非非常緊急和緊急維的類別中被估計過低。來年我們專注有關電腦系統記錄的問題, 下一個報告才可保證不會有誤差。

維修工作分類	指標期(日數)	維修總數	達到指標期	達到指標的百份比(%)
非常緊急	1	77	72	94%
緊急	3	537	527	98%
一般	14	273	269	98%
例行	28	933	914	98%
		1820	1782	98%

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