

ANNUAL REVIEW TO TENANTS 2016



**family
mosaic**

Part of
the
Family
Mosaic
Group



old oak

HOUSING ASSOCIATION

FOREWORD



CLLR
WESLEY
HARCOURT
CHAIR
OLD OAK
HOUSING
ASSOCIATION

2016 has seen your board of trustees taking a step back to review where we are in uncertain times, and where we want to focus our energy as an organisation for the years to come. It is a time of both threat and opportunity.

The board has continued to keep a close eye on core housing services with repairs and maintenance, and community safety, being two key issues. This year our parent company, Family Mosaic, brought in new responsive repairs contractors on an interim basis whilst a full re-procurement exercise was undertaken. I am pleased to report that we will have new contractors from October this year and the board will be closely monitoring them. Whilst reported crime remains very low we received a number of reports of anti-social behaviour during the year, although many of the key perpetrators are not Old Oak Housing tenants. Despite this we continue to try and tackle these issues through close partnership working with the Council and our local Safer Neighbourhood Police officer, who is now co-located with our housing team at our local housing office.

Our Community Health Champions Project continues to go from strength to strength, empowering local residents in a whole range of health and wellbeing initiatives, and we have secured funding for the next 3 years. The Maternity Champions Project is reaching the end of its initial period and has also been a great success. The Community Centre has expanded both the range of activities on offer and opening times including on weekends. Two key staff – Jackie Feeney and Rebecca Willett – moved on from their roles at the centre during this year and I would like to pass on my thanks for all their hard work in establishing the Community and Children's Centre and helping it to become a beacon in the community.

HS2 and the massive proposed redevelopment of Old Oak Common is fast becoming a reality and presents huge opportunities for the area, whilst at the same time we are obviously concerned about the potential for significant disruption during the construction period. To this end we have been developing links with the Old Oak and Park Royal Development Corporation to determine ways to minimise disruption.

Finally may I pass on my thanks to the staff at the housing office and community centre for all their hard work during the year. We have also recently launched our new website and I recommend you to visit for updates and information – www.oldoakhousing.co.uk.

YOUR STORY JEAN INSLEY

Jean Insley is a true local of the Old Oak neighbourhood. She has only ever lived in two properties on two streets in East Acton since she was born. Over the years, she has seen many changes. From different families moving in and out, to building renovations and street improvements.

After retiring as a Manager in the NHS, Jean decided that she wanted to become more involved in her local community. She has since become a very committed community member of the Old Oak Children's and Community Centre: "I run our Friendship Club every Monday afternoon. It's the over 60's friendship club and it's our sixth year now. We serve dinners and run bingo. Our members come and they have their dinner. We run bingo on a Wednesday so that we all have a chance to get together to have some fun."

Jean also organises outings for the Friendship Club with their most recent trips being to Southend and Eastbourne. "We have about 12 members and we organise a few outings together throughout the year. Christmas this year is already organised. We're going to the Pantomime and then for a pub dinner together," said Jean.

Last year Jean became unexpectedly ill and needed to stay home for a some time to recover. During her recovering, the Old Oak Children's and Community Centre motivated her to get back on her feet:

.....
"THEY WERE A GREAT
HELP AT THE COMMUNITY
CENTRE, ALL OF THEM ARE
VERY GOOD. THEY HELPED
A LOT AFTER I GOT ILL.
ALL OF THE ACTIVITIES
THAT ARE ON, THE THINGS
THAT I HELP TO RUN, IT
MAKES YOU GO THERE.
OTHERWISE YOU JUST SIT
INDOORS AND THAT'S IT."
.....



WE CAN GET BETTER BY WORKING WITH YOU

INVOLVING YOU

We are expanding local tenant involvement in key areas at Old Oak, so that they are represented at different levels throughout the organisation:

- ▶ Joined up with the Safer Neighbourhood team to offer 'Cuppa with a Copper' sessions
- ▶ Introduced new I.T. skills classes to help those with limited I.T. skills wanting to upskill and get back into work
- ▶ Run monthly employment services for individuals wanting to get back into training or work
- ▶ Recruited and trained 43 local volunteers
- ▶ Held several Saturday film club events
- ▶ Re-designed our website for ease of access.

YOUR TENANCY

- ▶ Carried out environmental improvements on Old Oak Common Lane
- ▶ Consulted with residents and introduced parking controls at Heathstan Road
- ▶ Completed five full modernisations of vacant properties
- ▶ Started reviewing our new fixed term tenancies
- ▶ Made further improvements to minimising paper use and better use of I.T. technologies.

YOUR OLD OAK ANNUAL REVIEW



.....
 WE HAVE RUN QUARTERLY
 OLDER PEOPLES EVENTS WHICH
 HAVE BEEN WELL ATTENDED
 AND WIDELY ENJOYED.



YOUR STORY

KEN GEORGE

For many in the local community, the Old Oak Children's and Community Centre is a place for leisure, friendship and learning. For Ken George though, the Centre has become even more: it's become a bridge towards his new life.

After over 30 years of drug and alcohol addiction, Ken struggled to see a way out of his destructive life. Feeling trapped by his addiction, it wasn't until a visit to his local council to sort out his arrears that he was confronted by a staff member about his drug use. Hammersmith and Fulham Council then contacted Old Oak and referred him to a support worker. After meeting with him, Ken learnt that he could move from his two bedroom flat to a one bedroom. "When I heard that it was a like a light switched in my head. It was a chance to get out of the hellhole I had been living in for 30 years," said Ken.

After completing a drug referral program which gradually reduced his drug intake over five months, and then undertaking a substance abuse rehabilitation program for seven months, Ken was for the first time in over 30 years, not engaging in substance or alcohol abuse.

Following the rehabilitation program, he was referred to the Old Oak Children's and Community Centre. There, he joined a cookery course which he attended on Saturday mornings:

"THERE WERE FIVE OR SIX OF US IN THIS GROUP. THEY'VE GOT A BEAUTIFUL BIG KITCHEN INSIDE. WE COOK OUR FOOD THERE AND EAT IT. WHEN WE LEAVE THEY WOULD GIVE US ALL INGREDIENTS FOR THE MEAL SO WE COULD PRACTICE AT HOME."

When he was completing his cookery course, Ken saw an ad for an IT skills course. He has been attending the course ever since he completed his rehabilitation program: "Since I've come out of rehab, this place has been a lifesaver for me. The computer skills course has opened up a new life for me. Now I can express myself. I used to just be able to talk but now I can sit down on the computer and express myself on the screen as well. I can type. It's something I thought I could never do before. The Old Oak Centre has not only made me more motivated, it's helped me re-build my life."



WE CAN CREATE STRONGER COMMUNITIES

YOUR NEIGHBOURHOOD AND COMMUNITY

We have delivered a full programme of community activities from Old Oak Children's and Community Centre including:

- ▶ Celebrated the Queen's Birthday with a street party
- ▶ Installed four water fountains at Old Oak centre for centre users
- ▶ Ran Circus Skills workshops for those aged 5 – 11 to help develop co-ordination and increase social skills.
- ▶ Activities for under 5's to chair exercises for our older and less mobile members
- ▶ Two parenting programmes to support parents with young children
- ▶ Funded weekly junior youth programme that comprises of activities such as cooking, art, sports and excursions
- ▶ We provided trips for older youths to engage with youth workers
- ▶ Held an annual fun day for Old Oak estate

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**WE PARTNERED WITH
 QUEENS PARK RANGERS (QPR)
 TO DELIVER THE 'KICKS'
 PROGRAMME WHICH INVOLVED
 SATURDAY FOOTBALL
 GAMES AIMED AT ENGAGING
 LOCAL YOUTHS THROUGH SPORT
 TO HELP THEM INTO EMPLOYMENT
 AND TRAINING.**

YOUR OLD OAK ANNUAL REVIEW



WE ARE LOWERING COSTS AND RAISING STANDARDS

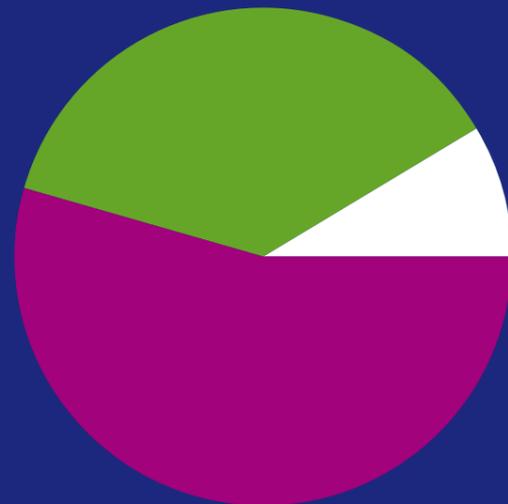
We secured funding for another 3 years for our Community Champions programme.

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WE ACCUMULATED 4300 VOLUNTARY HOURS THROUGH OUR MATERNITY CHAMPIONS PROGRAMME WHICH EQUATES TO OVER £40,000 CONTRIBUTION TO THE LOCAL HEALTH ECONOMY.
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We helped ten people back into work or further education.

We sourced funding to run holiday programmes for young people.

WHERE THE MONEY GOES



- Income from rents: £4.9M
- Cost of running Old Oak: £3.3M
- Interest payable on loans: £0.76M

YOUR OLD OAK ANNUAL REVIEW

AT A GLANCE

- ▶ 1,907 repairs completed during the year
- ▶ Average time to complete repairs
 - Non emergencies in 19 days
 - Emergencies in 5 hours
 - Out-of-hours in 35 hours
- ▶ The Handy Service carried out 216 repair jobs
- ▶ 100% of gas services completed
- ▶ 4.85% rent arrears
- ▶ 99.7% of rent collected
- ▶ 9 new anti-social behaviour cases and 1 case closed
- ▶ 14 new properties let this year
- ▶ On average 30.7 days to let a property.



OUR STAFF

THE TEAM:

Andrew Kimmance – Director

HOUSING OFFICE STAFF:

Carla Martin - Neighbourhood Services Manager

Tim George - Interim Neighbourhood Services
Manager

Juliette Walcott - Neighbourhood Manager

Pria Valand - Neighbourhood Manager

Deborah Kirby - Incomes Officer

Lola Aroun - Administrator

Beth Carlin - Administrator

COMMUNITY AND CHILDREN'S CENTRE STAFF:

Jennifer Murphy - Senior Family Support Officer

Caroline Lister - Community Champions Manager

Chantel Gordon - Early Years Co-ordinator

Muna Haji - Early Years Worker

Belina Louvrou - Family Support Officer

Carmela Obinyan - Maternity Champion Project
Officer

Narendra Valand - IT Tutor

Carol Evans - Administrator

Ashley Harrington - Trainee Administrator

OUR BOARD

TENANT MEMBERS:

Alan Engele

Kathleen Francois

Gracie Kutubu-Kamara

Entisar Abdulrazig

LONDON BOROUGH HAMMERSMITH AND FULHAM NOMINEE:

Cllr Wesley Harcourt (Chair)

Cllr Elaine Chumnerly

Tony Hennessy

Mark Higton

FAMILY MOSAIC NOMINEES

John Schofield

Jill Collins

Helena Peacock

Old Oak Housing Association

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Old Oak Housing
www.oldoakhousing.co.uk
Community and Children's Centre
www.oldoakcentre.co.uk