

Residents' Annual Report 2011
Shaped by our residents





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About Gateway

Gateway is a housing association committed to residents in east London. We began life in 1926 as Bethnal Green and East London Housing Association.

Since then we have seen several mergers with other east London associations. Gateway was formed in April 2008 when Bethnal Green and Victoria Park Housing Association merged with Labo Housing Association.

We have over 2,600 homes in management, including supported housing, general needs, sheltered housing, shared ownership and leasehold properties.

If you would like to learn more about our history, then please visit our website at www.gatewayhousing.org.uk

Our mission, vision and values

Mission and vision

Our mission and vision is for communities to flourish and thrive in Tower Hamlets. We will achieve this by working with residents and partners to deliver excellent housing services.

Our values

We strive to:

- put the needs of communities and residents first;
- listen carefully and engage with residents and the communities we serve;
- be responsive to new and emerging housing needs;
- treat people with respect and promote neighbourliness;
- value and rejoice in diversity;
- be forward looking, flexible and ambitious on behalf of those we serve;
- take decisions on the basis of research and evidence;
- be honest and fair, open and accountable, in all our transactions;
- work effectively in partnership with other agencies, including our local authority partners and
- seek to improve from year to year.

Foreword Together

We have always been committed to making sure that we provide the best possible housing service for all our residents'.

We have worked with a group of residents, the Co-Regulation Group, who have overseen the co-regulation process and with an independent consultant New Mill. We are very proud to say our 'Gateways offer to Tenants' and 'Gateways offer to Sheltered Tenants' documents were launched in March 2011. These are our pledges to improve the services we provide to our residents.

We appreciate that many residents were unable to attend meetings and so, in December 2010, to ensure we received as many views as possible we carried out door step consultation with residents and gained feedback from around 200 residents on our existing service standards and their priorities for our offers.

What are local offers?

Local offers are tailored social housing services that are based on what you have told us you want. We will tell you more about the agreed local offers throughout this report. Each local offer is for the period between March 2011 and April 2012.

Please note that the local offers listed in this report have been summarised. If you would like a full version of our offers to tenants, please visit our website at www.gatewayhousing.org.uk or call Resident Involvement on 020 8709 4381.

We would like to thank all our residents that have contributed to producing 'Gateway's Offer'.

Producing this report

We would also like to send our thanks to all residents and others that got involved in producing this report including:

Jackie Gooding, Ian Marks, Brian Lafferty, Sue Izzet, Janice Hatt, Lee Houghton, Kobir Miah, Daisy Woodard, Deka Mohammed, Alimul Islam, Saleh Ahmed, Kian Stevens and all resident that gave their feedback at the Resident's Fair.



Message from the Chair

Welcome to the Residents Annual Report 2010/11.

We have certainly seen many changes since your last report. The current financial climate has without a doubt had an impact on business and staffing. However, we are not going to let this affect the services that we provide to you. We are confident that you will see more improvements and we want to assure you that we will continue to make positive changes throughout the following year.

I would like to take this opportunity to say a fond farewell to Dino Patel who gave Gateway many years of dedication and support as Chair. And wish Adrian Greenwood, who successfully led Gateway for 35 years as Chief Executive, a very happy retirement. We are also delighted to welcome Sheron Carter as our new Chief Executive.

Of course we would not have been able to make improvements to our services without your help. I would like to thank all of you who have supported Gateway and for volunteering your time. Your contributions and continued dedication to Gateway is invaluable.

Jon Rosser, Chair of Gateway Housing Association



Message from the Chief Executive

I would like to thank the Board, staff members and residents that took part in my recruitment for giving me the opportunity to lead this vibrant and dynamic association. Gateway has a strong ethical base and deep connections with the diverse communities that we serve which I greatly admire.

I have however joined the association at a time when the country is facing considerable economic constraints and the social housing sector is going through some of the biggest changes that I have witnessed for a generation. There is no doubt that there will be challenges ahead but we remain committed to delivering the best services we can within our resources, to improve the quality of our homes particularly homes for older people and to further develop our involvement and engagement with Gateway's residents and local communities.

Many thanks to the staff, residents, and other key partners, that contributed to this report. I hope you enjoy reading about the things we have done in the past year to deliver housing services to you.

Sheron Carter, Chief Executive



Tenant Involvement and Empowerment Standard

The standard states that we must:

- provide choices, information and communication that is appropriate to diverse needs;
- have an approach to complaints that is clear, simple and are resolved promptly, politely and fairly;
- offer you a wide range of opportunities to be involved in the management of your homes;
- consult with you and act reasonably in providing you with opportunities to agree local offers;
- provide you with a range of opportunities to influence and scrutinise how we meet all the TSA's standards;
- provide you with support to build capacity to be more effectively involved;
- treat you with fairness and respect and
- demonstrate that we understand your different needs.

You said:	We did:
<ul style="list-style-type: none"> • you wanted complaints handled promptly and efficiently. 	<ul style="list-style-type: none"> • handle complaints quicker during 2010/2011 than the previous year.
<ul style="list-style-type: none"> • that more local based consultation was your priority for resident involvement. 	<ul style="list-style-type: none"> • work in partnership with residents to produce 'Gateways local offers'.



Customer Services, Choice and Complaints

How we meet the standard

We meet this standard by:

- introducing recorded telephone calls to customer services to improve the quality of responses;
- training staff in customer care, focussing on phone answering and dealing with the query;
- having phone pick up groups to improve phone answering;
- providing a telephone answering service that is available from 9am to 5pm Monday to Friday;
- providing a 24 hour emergency call out service on weekends and bank holidays;

- giving you the ability to contact us through an enquiries email address;
- providing a variety of service standards leaflets;
- giving you the option to ask for translated or interpreted publications;
- giving you the option to view information via our website at www.gatewayhousing.org.uk;
- providing all staff with identification badges that must be worn at all times and
- monitoring the number of complaints and assessing your satisfaction.

How we did in 2010/11

In 2010/11 the customer service team responded to 43,129 phone calls. We received 33 compliments to staff and maintenance workers. We also received 134 complaints; this is 48 less than the previous year.

Complaints Performance	2010/11	2009/10	2008/09
New complaints	134	182	216
Stage 1 complaints dealt with within target	97	62	54
Stage 2 complaints	23	20	18
Stage 2 complaints dealt with within target	17	4	2
Stage 3 Complaints	6	5	2
Stage 3 complaints dealt with within target	1	0	0
Complaint referred to Ombudsman	1	0	2
Councilor enquiries	141	139	91
Councilor enquiries answered within target	121	74	54
MP enquiries	30	15	15
MP enquiries answered within target	28	6	8
Petitions received	9	5	0
Average number of days taken to respond to stage 1 complaints = 9 days. Our target is 10 days.			

Customer Service Performance	2010/11	2009/10	2008/09
Satisfaction with reception service	88%	84%	84%
Calls answered within 30 seconds	70.95%	66.15%	-
Abandoned calls	4.9%	6.3%	-
Respond fully to mail within 10 working days	82.16%	53.92%	79.6%

Residents Involvement and Empowerment

How we meet the standard

Throughout 2010/11 we provided you with many ways to get involved with us including:

- the Residents Scrutiny Panel was set up in April 2011;
- reviewed Open Door in consultation with residents;
- residents sit on the Board who monitor our performance;
- residents assist us when organising the annual Residents' Fair;
- sheltered residents can raise concerns and feedback to us through the Sheltered Housing Forum;
- leasehold residents can raise concerns and feedback to us through the Leaseholders' forum;
- mystery Shopping involves residents assessing our services and feeding back on our delivery and
- the Reader Approved group reviews our publications and provides us with feedback before they are published.

Co-regulation

We have worked with the Co-Regulation Group, a group of residents, and an independent consultant New Mill to produce our offers to tenants. The offer documents were launched in March 2011. These are our pledges to improve the services we provide to our residents.



Residents working with Gateway and New Mill consultants to agree local offers to residents.

Community Development

Residents can get involved in the wider community development plan. STEP UP was launched last year and is a joint community development strategy between Gateway Housing, Tower Hamlets Community Housing (THCH) and Spitalfields Housing.

Since the launch all three associations have been working hard to achieve the commitments made in the STEP UP strategy, which includes:

STAR in the Community Awards Scheme



This scheme recognises and rewards residents who volunteer to make their neighbourhoods better places to live. Residents

nominate other residents and an independent panel of resident judges decide the winners. Last year Gateway had two winners Sue Izzet won Inspirational Resident of the Year and Muna Mohammad was the joint winner for the Community Cohesion award of the year.

Sue Izzet said, *"I was really surprised to win last year. I think the STAR awards show that it is good to bring communities together and celebrate people's achievements. I know that I wouldn't have won my award without the help of the people in my community."*



Residents Fair 2010

Residents' Fair



Residents Fair 2010

The Residents' Fair 2010 was a great success, with over 160 people attending the event. The annual fair gives you the opportunity to feedback on key issues and services affecting you and the Association. It also gives you a chance to meet new people and have fun.

"I had a nice time and the food was good. Thank you." says Simon Haeems, resident of Wapping.

Training

We also provide training opportunities for residents who are regularly involved, including:

- training for Board member to improve their skills and
- training for Mystery Shoppers.

How we are doing

Over 400 residents got involved from our diverse communities during March 2010 - April 2011. Below are just some of the ways residents got involved.

160 residents attended the residents fair

11 residents form the Resident Scrutiny Panel

5 residents complete Estate Inspections

24 residents are mystery shoppers, which takes place twice a year

6 tenant and resident associations

200 residents took part in door step consultation on the priorities for local offers

Our local offer

We will:

- offer a range of ways to get involved;
- publicise and provide training opportunities;
- provide budget for training;
- reimburse reasonable expenses for residents who attend training;
- review annually our local offers;
- undertake a satisfaction survey at least every two years;
- provide feedback on how your views have been taken into account;
- hold an event for tenants and leaseholders once a year;
- hold at least three local consultation events each year;
- hold at least three community events with other landlords and
- feedback on consultation events within 30 days.

Understanding and responding to diverse needs

How we meet the standard

We are very proud of our cultural and diverse mix of residents and communities and support residents' needs by:

- encouraging all residents to get involved with us;
- collecting resident profiles so that we can cater for individual needs;
- translating and interpreting publications on request;
- providing sheltered accommodation for Asian and Somali elders;
- employing scheme managers to support elders living in sheltered accommodation;
- providing a warden call system for use outside of the scheme managers working hours;
- providing wheelchair access to 18 flats;
- supporting first time buyers through shared ownership;
- engaging with young people through a Joint Youth Group in partnership with THCH and Spitalfields Housing Association;
- engaging with women of mixed cultures through the Women's Group and
- providing the means to view our website in a larger text and in seven different languages and listen to an audio version of the website via Browsaloud.

Tower Hamlets Asian Women's Aid (THAWA)

THAWA is a service run by us that provides temporary safe accommodation for Asian women who live in Tower Hamlets. This consists of self-contained family units, rooms with shared facilities, for women and their children who are experiencing and fleeing from domestic violence. We also provide a support service for women not living in a refuge but are escaping domestic violence.

Between March 2010 and April 2011 the THAWA team has helped and supported 38 women.

"Thank you guys you have all been there for me at some point, even if it's just when we spoke. You do a great job and have really helped me. Keep up the excellent service that you provide. I will always be grateful to THAWA for helping me. Many many thanks." Message from a services user to the THAWA team.

Sheltered Accommodation for Asian elders

We have two specialist schemes that reflect the needs of the community, Mosque Tower and Bustaan Radaa. These schemes are specifically for Asian and Somali elders aged 55 and over. Both schemes have a full time scheme manager and communal facilities and a prayer room. The scheme managers arrange activities for the residents that are culturally-relevant.

How we are doing

The information below is based upon the details that all residents have chosen to provide us. The information below is for general needs and sheltered tenants only and does not include leasehold, shared ownership supported or those who do not wish to give information. Due to this the figures do not reach 100%.

Female residents	51%
Male residents	46.7%
Residents aged 16-24	2.5%
Residents aged 25-44	28.4%
Residents aged 45-64	33.8%
Residents aged 65+	31.4%
BME residents	44.8%
Disabled residents	20.8%

Our local offer

We will:

- improve communications by maintaining and reviewing information about your needs;
- provide publications in an alternative format upon request;
- seek to engage with our diverse communities;
- monitor who engages with us and aim for this to reflect our communities and
- carry out adaptations to your home recommended by the occupational therapist.

Case study A Tower of Strength



Siraj is a Scheme Manager at Mosque Tower. He remembers moving in on 16 February 2002, the day his daughter was born, and recalls it was a memorable hectic day. He has now worked at Mosque

Tower for over nine years and tells us what has kept him motivated to continue his work.

What is unique about Mosque Tower?

Mosque Tower sheltered housing was specifically designed for Asian elders. I was part of a team who put together the concept for the scheme; there was a great need for such facilities within the Asian community. The demand still exists today and Mosque Tower accommodation is very popular with local Bangladeshi communities.

What is your role as Scheme Manager?

My job is to encourage and empower older residents to engage in positive learning experiences through our tenant involvement activities. In recognition of tenants' contributions and achievements we give out certificates to those who take part. We have undertaken a number of initiatives to involve our residents in decision-making, planning activities and running small projects themselves. These include: forming a tenant association; running health and well being project; vegetable garden project and educational activities which includes the signature project and my history project.

What do you enjoy about your job?

I enjoy making a difference to older peoples lives', helping them to be more independent and

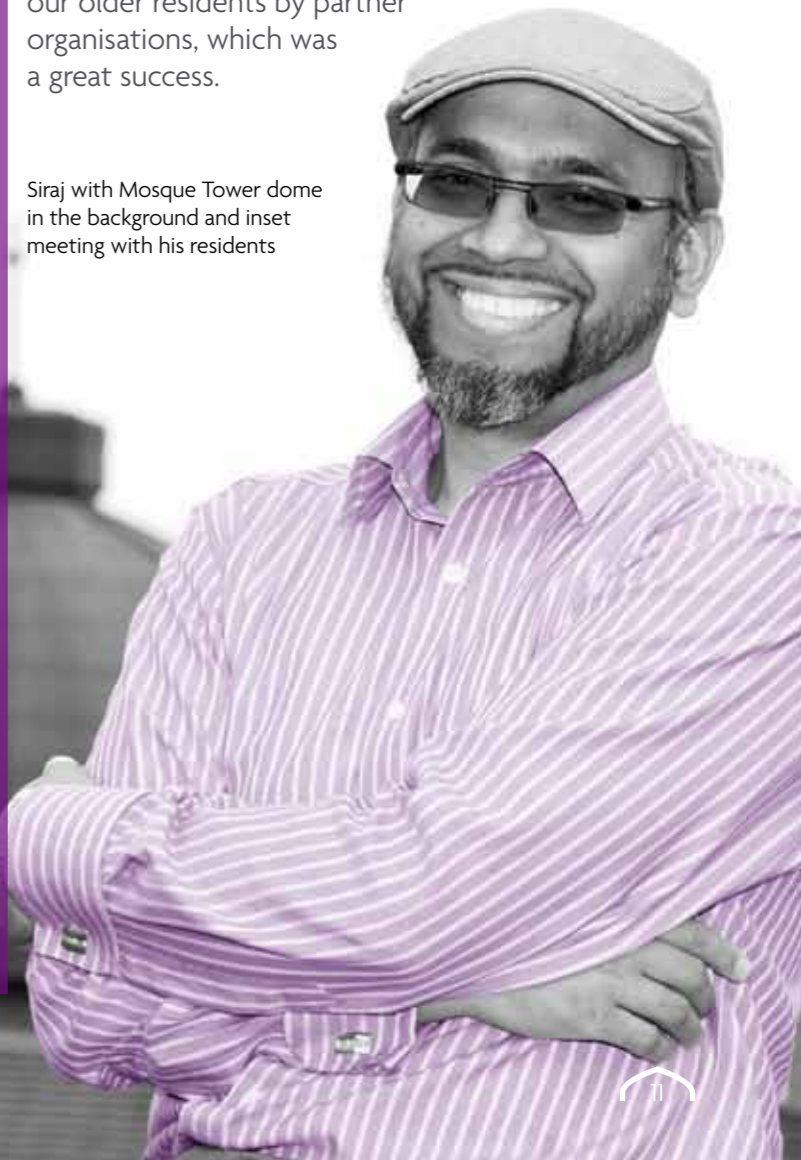
make decisions for themselves, which gives them greater control of their life. It is very heartening to see people with complex support needs begin to take charge of their situation and slowly make positive contributions to their life as well as for others living in the sheltered scheme.

What are your highlights of the job in the last year?

I was successful in securing work placements for six graduates to work in our sheltered schemes with older residents and ran motivational activities for older people, including our IT and Internet project.

We secured a grant with help from Gateway's IT department for the first IT and Internet project for our older residents. Three new computers with internet connection were installed at the scheme and training was provided for our older residents by partner organisations, which was a great success.

Siraj with Mosque Tower dome in the background and inset meeting with his residents





Home Standard

The standard states that we must:

- ensure that homes meet the Decent Homes standard by 31 December 2012 and continues to maintain the homes;
- meet the standard that applied when the home was built, if these standards are higher gain financial assistance;
- ensure local offers are not set at a level less than required in the Decent Homes Guidance;
- provide a cost-effective repairs and maintenance service to homes and communal areas and
- meet all applicable statutory health and safety requirements.

Our gas safety is excellent having achieved gas safety certificates for 100% of our homes.

Quality of Accommodation

How we meet the standard

The Decent Homes standard, which all social housing must meet by 31 December 2012, was achieved in all but five homes due to planning permission for new windows in a listed building. Work is now underway to deal with noise and warmth issues. We will continue to keep your homes in a good state of repair by:

- surveying properties every five years so that we can plan ahead and allocate funding to where it is needed;
- residents' having significant input into standards for void properties and
- working with our day to day repairs contractor, Morrison Facility Services, to find ways to improve our service.

Development

We are a developing association and a member of the North River Alliance with Tower Hamlets Community Housing, Islington and Shoredich Housing Association and Christian Action Housing Association as developing associations and with Spitalfields Housing Association, Bangla Housing Association, North London Muslim Housing Association and Providence Row Housing Associations.

Through this partnership working we have secured a grant from the Homes and Community Agency and have employed teams of consultants and builders to develop new homes. All our new developments are built on land owned by Gateway to reduce the risk and cost involved in buying land to develop.



Constant and Holmsdale (pictured above) is the first vertical extension that Gateway has delivered. We have created seven flats, which includes three family homes, by making use of the space at the top of the existing building.

Emerald Court and John Band Court is our greenest development to date, achieving Code for Sustainable Homes Level 4. An interesting feature is the inclusion of Swift Bricks. These feathered friends fly here for the summer from Africa. This is an attractive development in a desirable location, which ensured that three quarters of the shared ownership flats were reserved within the first two months of completion. This development also includes Beale Place.



Mandela House (pictured above) is a development of four flats that were built on existing land formerly used as a car park.

Topaz Court is a development of 26 homes for social rent. Gateway acted as the development agent for Spitalfields Housing Association, enhancing an already successful relationship. The building was opened by Mayor of Tower Hamlets, Lutfur Rahman.

How we did in 2010/11

Home Improvements

	Units 2010/11	Units 2009/10
Kitchens	49	87
Bathrooms	35	24
Boilers	110	97
Windows	68	8

Our local offer to you

We will:

- keep the structure and the outside of your home in good condition;
- repair and maintain shared areas;
- in consultation with residents, ensure that we meet a quality standard;
- measure compliance against this standard through surveys each year;
- ensure homes we let meet a standard agreed with residents;
- carry out adaptations for specific needs and funds available;
- not unreasonably refuse requests for you to improve your home;
- consult with you on improvements to your home and
- ensure our contractors comply with the Code of Conduct.

You said:	We did:
• you want the job completing first time.	• improve 'right first time'.
• you want the contractor to keep the appointment made.	• improve the number of appointments kept.

General needs repairs performance

	2010/11	2009/10	2008/09
Emergency repairs completed on target	95.95%	68.50%	88.80%
Urgent repairs completed on target	93.62%	86.60%	89.30%
Routine repairs completed on target	92.31%	82.60%	96.60%
% of appointments kept	81.2%	75.22%	71.04%



Case study

Moving on

Lee was a leasehold resident of Gateway who has lived in east London all of his life. After visiting our office recently to finalise the sale of his property, he suddenly realised that it had been almost 13 years since he purchased his shared ownership one bedroom flat from us.

Lee remembers that all those years ago he had suffered a terrible experience. And so when he was offered an interview, and then was successful in securing his new home, he felt like he had been given his break in life. Lee was extremely grateful for our support, that before then, he never knew existed.

Lee eventually purchased a 65% share of his home and over time purchased further shares, known as staircasing, up to one 100%. Recently he exercised his statutory right and extended his lease by another 90 years.

Lee said: "This process gave me an aim in life and the flexibility to buy my home little by little. I'm sad that I'm moving on but will always be thankful for the opportunity, support, encouragement and caring sensitivity that Gateway has shown me. So, here is to the future and may you change many other lives like you did mine."



Lee finalising the sale of his leasehold property.

Tenancy Standard

The standard states that we must:

- let homes in a fair, transparent and efficient way taking into account your housing needs;
- demonstrate how we make the best use of available housing, our compatibility and contribute to local authorities' strategic housing function and sustainable communities;
- be clear about the application, decision-making and appeals processes;
- charge rents in accordance with the objectives and framework and
- offer and issue the most secure form of tenure compatible with the purpose of the housing and sustainability of the community.

You said:	We did:
<ul style="list-style-type: none"> • you want us to be more sensitive when dealing with older, vulnerable residents . 	<ul style="list-style-type: none"> • work in partnership with Look Ahead Housing Association to provide floating support for vulnerable tenants.
<ul style="list-style-type: none"> • you wanted an improved format of statements. 	<ul style="list-style-type: none"> • hold a resident session on understanding rent statements.

Allocations

How we have met the standard

- We are a landlord of the Tower Hamlets Common Housing Register and work with Tower Hamlets council and other agencies to reduce overcrowding and prevent homelessness.

Our local offer

We will:

- support you if you want to move home;
- advise you on the options available;
- be realistic about your chances of being moved;
- keep relevant information in order to assess overcrowding and under occupancy;
- visit you at home on request to check your transfer needs;
- work with residents to secure more suitable homes;
- wherever possible offer choices;
- aim to re-let properties within 36 days on average;
- ensure that our lettings processes are transparent and fair and
- ensure information about everyone on our transfer list is correct every two years.

How we did in 2010/11

	2010/11	2009/10	2008/09
Average days for re-let	41.78 days	64.59 days	101.2 days
Number of general needs and sheltered housing re-lets	118	128	-
Dwellings vacant and available	0.36%	1.15%	0.96%
Dwelling vacant and unavailable	0.05%	2.3%	1.97%

CASE STUDY

The Original Islander

Daisy, also lovingly known as ‘the original islander’, was born and has lived on the Isle of Dogs all of her life. She is very well known around the Cubitt Town area where she grew up.

Daisy has many memories of the Island during the Second World War and tells of how her home, where she lived as a young girl, on Glenn Garrick Avenue was bombed. This led to her and her family having to live under the arches at Millwall Park, which are still standing today, during the raids. Her knowledge of the War has been of interest to many living in the area and has led to her being heavily involved with the Island History Trust.

Daisy had always been dubious about living in sheltered accommodation as she thought it would not give her the living space she needed. Gardening has always been a passion too and so she was concerned about not having any outside space. She is now converted and thinks that anyone who has a phobia about sheltered should give it a go.

Daisy loves sheltered accommodation and regularly takes part in the events that take place at the scheme. Inset Daisy (left) after the war and (below) during the war.

Daisy said: “I love living in sheltered accommodation it gives me the freedom of having my own space, which includes a small garden area, but I also have the flexibility of being able to step out of my door and enjoy the activities going on in the scheme. Nicky is great a warden who responds quickly to our needs and she always keeps us busy by organising trips and events. I can’t think of anywhere I’d rather be.”

Rents

How we meet the standard

We:

- held a resident session on understanding rent statements.
- set our rents in line with the Government’s formula, to make sure that similar properties are charged a similar rent and
- subscribe to a debt and financial advice programme called Money Matters, run by Fair Finance. You can ask to be referred to this if you are having money troubles.

Our local offer

We will:

- send out rent statements every three months and copies upon request;
- provide a range of ways to make payment;
- provide advice on how to claim housing benefit and other benefits;
- give you advice on managing any debt;
- promise to deal with rent arrears quickly and sensitively and
- seek to improve the format of our rent statements.

How we did in 2010/11

	2010/11	2009/10	2008/09
Rent collected	100.07%	100.77%	97.29%
Rent arrears	4.85%	3.61%	7.08%
Rent arrears in housing benefit week	3.25%	4.18%	-
Former tenant arrears	1.31%	2.16%	3.2%

General Needs Average Rent 2010/11

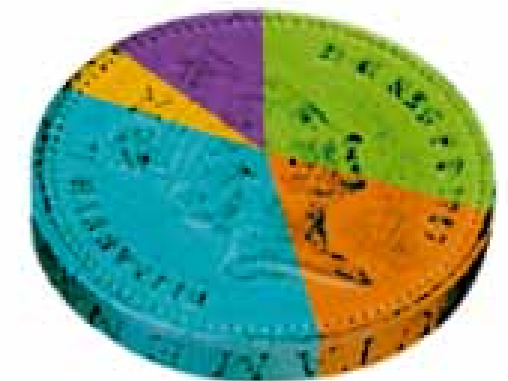
Property Type	Assured Weekly Rent	Secure Weekly rent
Bedsit	£69.22	£65.15
1 bed	£84.24	£76.04
2 bed	£97.13	£83.51
3 bed	£114.76	£103.38
4 bed	£126.88	£112.88
5 bed	£134.74	£121.27
6 bed	£139.62	£136.33

Sheltered Average Rent 2010/11

Property Type	Weekly Rent
Bedsit	£73.63
1 bed	£84.92
2 bed	£103.95

How your rent was spent

Managing your home	31p
Services costs	16p
Routine repairs	35p
Depreciation	6p
Planned maintenance/major repairs	12p





Neighbourhood and Community Standard

The standard states that we must:

- work in partnership with you and other agencies to keep neighbourhoods and communal areas clean and safe;
- co-operate with partners to promote social, environmental and economic well being and
- work in partnership with other public agencies to prevent and tackle antisocial behaviour.

You said:	We did:
<ul style="list-style-type: none"> • tackling anti-social behaviour was high priority. 	<ul style="list-style-type: none"> • review our anti social behaviour strategy.

Neighbourhood management

How we meet the standard

We have:

- adopted revised fire safety and health and safety inspection process for all internal communal areas;
- implemented an annual deep clean programme for communal carpets, stairs and refuse areas;
- implemented an improved in-house graffiti removal service;
- produced and distributed an Estate Cleaning Charter to all residents;
- communal window cleaning to all blocks and
- introduced 'Communal deep cleaning' to some areas.

How we did in 2010/11

	2010/11	2009/10
Number of estate inspections completed in published frequency	60.59%	100%
Schemes inspected that obtained exceptionally high standard (Grade A)	25%	20%

Our local offer

We will:

- provide a helpful, friendly and polite estate service;
- provide you with a dedicated named cleaner;
- display when we will be on your estate;
- bring 30% of our estate cleaning to the highest standard;
- offer you the opportunity to attend estate inspections every eight weeks;
- develop estate resident inspectors to ensure we

- comply with cleaning standards and Charter;
- identify and agree improvements that may be required following inspections;
- attend local resident meetings when asked;
- carry out regular unannounced spot checks;
- put in place local action plans where standards are not being met;
- monitor the number of inspections we carry out and
- remove bulky rubbish within one week.



Diego said: "I very much enjoy my work and meeting people from all walks of life, it keeps my mind healthy. I have made life long friends along the way and feel privileged to have a job considering work for many people is very difficult to find."

Diego cleaning at one of his many blocks.

Case study

On the go with Diego

Originally from Spain, where he worked as a chef, Diego moved to England 34 years ago to live with his late wife. He is a loyal and valued Gateway resident who has been with us for over 30 years. Not only is he a resident but also a highly regarded and respected cleaner.

Diego spent many years as a local chef but sadly

had to leave work to deal with an extremely difficult time in his life. Initially he started part time cleaning in his own block but now keeps himself very busy cleaning several other Gateway blocks.

Diego enjoys where he lives and feels that the area, situated close to parks and the Grand Union Canal, offers him and his large family a very nice life style. However, he has not forgotten his roots and often goes back home to visit the rest of his family.

Deka said: "I'm very grateful for the support that Gateway and the ELBA have given to me. This internship will give my CV a boost and increase my chances of finding permanent employment. It has also given me the ability to make a contribution into the household, and treat my sister to a visit back home."



The ELBA helped Deka secure her paid internship with Thompson Reuters.

placement, as she holds a first class degree and is very enthusiastic and motivated to work. Her personal career aim is to work for one of the biggest companies in the world and she has certainly taken the opportunity with both hands as she is now completing a paid internship with Thompson Reuters in Canary Wharf. She is making great progress and we are confident that she'll be successful in securing new and exciting opportunities.

CASE STUDY

Set for success

Deka and her family are Gateway residents in the Poplar area of Tower Hamlets. Her sister, Muna, has been an inspiration to her and was her motivation to succeed at school and university.

When meeting Deka, she presented herself as a perfect candidate for the ELBA to help find a

Local area co-operation

How we meet the standard

The majority of our properties are in Tower Hamlets, with a small number in Newham and Hackney. We are in the Tower Hamlets Partnerships, the Tower Hamlet Housing Forum (THHF), and various benchmarking groups with local housing associations.

We also have a joint Community Development Strategy STEP UP with local housing associations Tower Hamlets Community Housing and Spitalfields Housing Association. Specific areas of focus are:

- helping residents into employment and training;
- developing community relations, including inter-generational work and reducing anti-social behaviour this will change to celebrating resident volunteers during this year and
- working with our younger residents to develop activities and opportunities.



Young residents receive a guided tour of the Olympic Park in February 2011

Helping residents find work and training opportunities

We feel that supporting our residents into a career is a very important area of work and have done this by:

- distributing details of vacancies and training opportunities to unemployed residents on a regular basis;
- up until June 2011, we worked in partnership with Employment First, who are employment advisers and brokers, to ensure our residents have access to free support from our offices every Monday,
- working with East London Business Alliance (ELBA) who ran a job shop from our offices and invited residents to two Job fair's organised in partnership with THCH and
- published an Employment and Training Special which is available on our website at www.gatewayhousing.org.uk

One of our young graduates, Deka Mohamad did fantastically well in securing a 12 month paid internship with Thomson Reuters.

Young people

We have supported young people by:

- creating a joint youth group across the three organisations and have agreed a plan of action covering the following areas: help finding work and training; sports and physical activities and feeling safe;
- publishing a directory of services for young people that includes information and services under the previous three headings and
- supporting residents to gain funding of £900 for Streetdance and Zumba classes.

How we did in 2010/11

We have one young resident who has gained an internship through our community development partnership.

We have a database of 50 young people aged 25 and under of which 10 took part in the Youth Group.

Our local offer

We will:

- work in partnership with other organisations and take a joint approach when dealing with social, environmental and economic issues and
- each year review the outcomes of local area co-operation and value for money.

Anti-social behaviour (ASB) Ensuring Value-for-Money (VFM)

How we meet the standard

We have:

- reviewed our anti social behaviour strategy.
- introduced a dog owner agreement;
- a range of methods and tools to tackle anti-social behaviour and tenants are made aware of their responsibility when they sign a tenancy and
- We have signed the Tower Hamlets Partnership's minimum standards for dealing with anti-social behaviour.

Our local offer

We will:

- take all ASB reports seriously;
- investigate reports of harassment or domestic violence within one working day;
- offer a variety of remedies when tackling ASB;
- provide feedback to residents who have reported ASB;
- work in partnership with other agencies and to Tower Hamlets council's standards;
- aim for at least 80% of residents to be satisfied with the handling of the ASB;
- aim for at least 70% of residents to be satisfied with the outcome of the ASB and
- monitor ASB cases and levels of satisfaction.

How we did in 2010/11

	2010/11	2009/10
Number of anti social behaviour cases resolved	24	9
Satisfied with the outcome of their anti social behaviour case	55.55%	68.42%
Satisfied with the handling of their anti social behaviour case	55.55%	78.95%

The standard states that we must

In meeting all Tenant Services Authority (TSA) standards, including their local offers, registered providers shall have a comprehensive approach to managing their resources to provide cost-effective, efficient, quality services and homes to meet tenants' and potential tenants' needs.

How we meet the standard

To assist you with your priorities we have:

- reduced the number of staff by 21%, which includes 2 directors posts, so that more money can be used to meet your priorities;
- reviewed and reduced the number of Open Door newsletters we produce from 10 to four;
- a Long Term Financial Plan (LTFP), which is reviewed regularly to focus on the Association's strategic objectives;
- an annual budgeting and budget reforecast exercise, which prioritises resources based on outcome for residents';
- a VfM Strategy and an annual VfM Improvement Plan with realistic targets and
- a tenant body that is involved in the budgeting process on a limited basis where they are asked to prioritise areas of spend as part of a budgeting exercise.

Governance and Financial Viability Standard

The standard states that we must

Registered providers shall ensure effective governance arrangements that deliver their aims, objectives and intended outcomes for tenants and potential tenants in an effective, transparent and accountable manner. Governance arrangements shall ensure they:

- adhere to all relevant legislation;
- comply with their governing documents and all regulatory requirements;
- are accountable to tenants, the TSA and relevant stakeholders;
- safeguard taxpayers' interests and the reputation of the sector and
- have an effective risk management framework.

Registered providers shall manage their resources effectively to ensure their viability is maintained.

How we meet the standard

Gateway has adopted the National Housing Federation (NHF) Code of Governance July 2010 and the NHF Code for Excellence in Standards of Conduct. The Board demonstrates its accountability through its annual report, annual audited financial statements and annual general meeting (AGM) for shareholding members.

The Association is registered as an Industrial Provident Society with charitable objectives; the constitution is based on the NHF's Model Rules 2005.

We have the appropriate systems to make sure we do our work in an open, secure and accountable way, and feed back to residents and the TSA regularly. To help us achieve this we have:

- approved Standing Orders including Financial Regulations and procedures;
- an automated Performance Management Framework;
- a formal ongoing Risk Management Framework;
- the Board's approval of the annual Risk Management Strategy and Framework;
- policies and procedures detailing actions to be taken;
- a Code of Conduct for Board, Committee members and staff;
- a Whistle Blowing policy and procedure;
- a robust Long Term Financial Plan (LTFP);
- an annual budgeting and budget reforecast exercise and
- the Board's approval for the Annual Treasury Management Strategy.

We submit to the TSA all financial and regulatory returns including the Financial Forecasting Return and the Financial Viability Appraisal (FVA), within the agreed timescales.

The Board



Jon Rosser, BA MIH
Jon is a consultant, specialising in housing and the not for profit sector. He joined Gateway in 2010 and is the Chair of the Board and a member of the Risk and Audit Committee.



Ala Uddin, BA (Hons)
Ala is from the Tower Hamlets NHS Trust and is a Board member at Spitalfields Housing Association. He joined BGVPHA in 1994 and is a Board member and is on the Risk and Audit Committee.



Janet Davies, BA (Hons)
Janet is the Chief Executive of Women's Pioneer Housing. She joined BGVPHA in 1999 and is a Board member and is the Chair of the Risk and Audit committee.



Maabena Adae-Amoakoh, MSc, ACA
Maabena is the Head of Business Planning at Viridian Housing. She joined Gateway in 2008 and is a Board member and is on the Risk and Audit Committee.



Malcolm Potter, AA Dipl, RIBA
Malcolm is a Self-employed consultant architect. He joined BGVPHA in 1994 and is a Board member.



Brian Lafferty
Brian is a resident representative who also does part-time charity work. He joined Gateway in 2009 and is a Board member.



John Griffiths, MA
John is the Director of Rocket Science UK. He joined BGVPHA in 2002 and is a Board member.



Rashid Teladia, DipMS, MIBC
Rashid is the Managing Director of Newbridge Consulting Ltd. He joined Gateway in 2010 and is a Board member.

Resignations during 2010 and 2011:

Chair: **Dino Patel**

Risk and Audit Committee: **Mel Aust** MA, MRICS, **Cathy Hampson** BSc, FCCA, MBA, **Rammy Turay** MBA, ACIB and Cllr **Josh Peck** BA (Hons)

Personnel Committee: **Wayne Donaldson** LLB (Hons), FCIPD

Residents' Panel: **Cheryl Oxley** BA (Hons), PGCE

Summary accounts at 31st March 2011

Income and expenditure account	2010/11	2009/10
	£'000s	£'000s
Income		
Rents	11,879	11,653
Service charges	2,065	1,633
Supporting people charges	895	959
Fees from managing agents	202	164
Other	445	1,189
	15,486	15,598
Expenditure		
Services	-1,877	-2,280
Management	-3,756	-3,803
Maintenance	-4,274	-4,372
Major repairs	-1,088	-855
Other	-2,439	-2,715
	-13,434	-14,025
What we have left	2,052	1,573
Surplus on sale of properties	256	285
Interest receivable	9	22
Interest payable and similar charges	-1,328	-1,328
Surplus for the year	989	552
Net transfer from designated reserves	298	-430
Revenue reserves brought forward	22,334	22,212
Revenue reserves carried forward	23,621	22,334

Balance sheet

	2010/11	2009/10
	£'000s	£'000s
Fixed Assets		
Housing properties at depreciated cost	186,628	182,063
Grants	-115,577	-113,330
	71,051	68,733
Other fixed assets	1,973	2,545
Current assets/liabilities		
Properties developed for resale	4,395	1,197
Debtors	1,195	3,615
Cash at bank and in hand	1,285	4,024
Current liabilities	-5,812	-6,673
	74,087	73,441
Capital and reserves		
Long term creditors	45,508	46,112
Share capital	0	0
Negative goodwill	3,551	3,588
Revenue reserves	23,621	22,334
Designated reserves	1,407	1,407
	74,087	73,441

Extract from independent auditor's report to the members of Gateway Housing Association Limited

We have audited, in accordance with International Standards on Auditing, the financial statements of Gateway Housing Association Limited for the year ended 31 March 2011 from which the summarised financial statements were derived. In our report dated 28 July 2011 we expressed an unqualified opinion on the full set of financial statements from which these summarised statements were derived.

In our opinion, the summarised financial statements are consistent in all material aspects, with the full set of financial statements.

For a better understanding of the association's financial position and the results of its operations for the period and the scope of our audit, the summarised financial statements should be read in conjunction with the full set of financial statements.

Beever and Struthers

Chartered Accountants and Registered Auditors, Wembley, Middlesex

Date: 28 July 2011

Senior Management Team



Sheron Carter,
Chief Executive

Sheron has nearly 30 years experience having started her housing career in 1984. She worked for three housing associations in the West Midlands before moving to London in 1992 to set up the homelessness charity Frontline Housing Advice.

She has since held several positions with London based housing associations including: Ujima Housing Association as Head of Community Development, Genesis Housing Group as Head of Regeneration and Arhag Housing Association as Chief Executive.

She was appointed Chief Executive at Gateway in May 2011.



Helen Routledge,
Director of Finance

Helen has worked in social housing finance for over 15 years mainly in the North East area of London. She originally qualified as a Chartered Accountant with a city firm.

In the past Helen has served on the National Housing Federation Finance Committee. Currently she is a Board member of Greenfields Community Housing.

Helen was appointed Director of Finance at Gateway in April 2011.



John Clark,

Director of Property Services
John has been involved in housing for over 45 years, first working with Greater London council tenants.

New Deal for Communities, stock transfers to Black and Minority Ethnic associations and development and asset management for Gateway.

John has held many posts within housing throughout his career starting as a trainee housing manager at London Housing Trust in 1969. He has since gained a vast amount of knowledge and experience working for six other associations/trusts. He has also been involved in other projects such as: Aylesbury

In the past John has been a school governor and a Councillor in Newham and on the Council of the National Housing Federation. Currently he is on the committees of Mitali Housing Association and CHISEL.

John was appointed as Director of Property Services in October 2010.



Stuart Veysey,

Director of Resident Services
Stuart has worked in housing for 27 years starting his career with Tower Hamlets council as an administrator in the Housing Department.

Stuart joined Bethnal Green and Victoria Park Housing Association in February 2004 as a housing manager and has since progressed.

He held many roles within Tower Hamlets council Housing Department over 19 years.

Stuart was appointed as Director of Resident Services in November 2006.

▪ Residents' Annual Report

You can ask for this document in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

▪ বাসিন্দাদের বার্ষিক প্রতিবেদন (রেসিডেন্টস' এ্যানুয়াল রিপোর্ট)
আপনি এই ডকুমেন্টটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন
ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন
০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

▪ Warbixinta sannadkii ee loogu talagalay dadka guryaha deggan
Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn,
iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. fadlan
nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

▪ Sprawozdanie roczne dla mieszkańców
Aby uzyskać ten dokument w większej czcionce, na kasecie
dźwiękowej lub w innym języku, proszę przedzwonić do nas
pod nr. 020 8709 4300. [Polish]

▪ Báo cáo Thường Niên của các Cư Dân
Quý vị có thể xin tài liệu này bằng khổ chữ lớn, băng ghi âm
hoặc ngôn ngữ khác. Xin vui lòng liên lạc với chúng tôi điện
thoại số 020 709 4300. [Vietnamese]

▪ 居民年度報告

你可要求這份文件的大字印刷本、錄音或其他社區語言的版本，
請致電 020 8709 4300 與我們聯絡。 [Chinese]

▪ رہائشیوں کی سالانہ رپورٹ
آپ یہ دستاویز بڑے حروف، آڈیو یا کسی کیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر
020 8709 4300 پر رابطہ کریں۔ [Urdu]

Gateway Housing Association Limited,

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Textphone 020 8981 3729

Repairs Freephone:

0800 052 9922 | Out of hours

emergency repairs: 0800 085 6064

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Website www.gatewayhousing.org.uk