



GUERNSEY
HOUSING
ASSOCIATION



Annual Residents' Report

2016/17

WELCOME



Welcome to the Guernsey Housing Association Annual Residents' Report for 2016/2017. We are delighted to share with you what we achieved in 2016 and some early insights into 2017. The aim of this Residents' Report is to give you a better idea of what we do, where the rental income we receive gets spent, and who you should contact if you need help or advice.

So what did GHA achieve in 2016?

Last year, we built and completed the phase two developments at La Nouvelle Maritaine, Vale and Le Grand Courtil, St Martin. This now gives us an additional 46 flats for extra care housing, which continues to make a big impact in giving islanders more housing choice with independent living, but with care and support on hand.

During 2016 we started the construction of 32 new properties. The aim is to complete 55 new homes by the end of 2017, providing a mix of one, two and three bed accommodation for singles, couples and families (more detail later in this report). Apart from providing much needed affordable housing, it also creates more local construction jobs.

The GHA now has ten sites programmed to be built on over the next three years producing a further 150 homes. This includes further partnership work with the States of Guernsey providing much needed accommodation for people with autism.

Our Housing Management, Maintenance and Finance staff continue to work hard to ensure we repair residents' homes, collect the rent, invest in keeping our estates looking attractive, and managing our finances.

At the year-end, we had 796 homes which we own and manage. This gives us a mix of 624 properties for rent and 172 properties for partial ownership. All these homes have been built over the last 15 years.

A major event for the GHA in 2016 was the official opening of both the extra care housing developments by the Bailiff, Sir Richard Collas, last September. The Bailiff creatively gave two very different opening speeches. The man who was not around to see the openings but had committed huge amounts of time and energy in the States to see the extra care housing happen, was Deputy Dave Jones, who sadly died last July.

We all miss Dave with his strong opinions, strong drive and strong sense of humour. He was a great supporter of the GHA and did a huge amount to get better accommodation for lower income local people. The Bailiff unveiled a plaque at La Nouvelle Maritaine, fittingly in the Vale, in memory of Dave and his incredible contribution.

We advertised for new Board Directors in March, who are all unpaid volunteers. We took on four new Directors including one through a Board Apprentice scheme. They will provide the Board with an extensive range of skills and experience. This is in advance of two long standing Directors stepping down in 2017, including our Chairman, Quentin Spicer.

We owe a great deal to Quentin for giving up masses of his time over the last 15 years to guide the GHA from its beginnings in 2002 with zero homes to a portfolio now of just under 800 homes, housing around 2,000 people in far better quality accommodation, thus improving their general health and well-being.

Steve Williams
Chief Executive

DID YOU KNOW?

WHO WE ARE

The Guernsey Housing Association (GHA) is an independent not-for-profit company, governed by an unpaid Board.

Part-funded and regulated by the States of Guernsey, the GHA works in partnership with Housing staff to deliver social housing.

WHAT WE DO

The GHA offers social rented housing and homes sold as partial ownership for lower income local people whose needs cannot be met in the private housing market, and extra care housing where there is a need for additional support.

HOW WE WORK

The GHA offers rented housing using the same income criteria as the States – offers are made dependent on peoples' circumstances and availability of suitable accommodation.

The GHA offers partial ownership for those who cannot raise a deposit or obtain a full mortgage for a property in the private sector, (subject to criteria).

WHAT HAS BEEN ACHIEVED?

Since 2002 the GHA has provided over 790 new homes, improving the quality of life and living conditions for over 2,000 local people.

A pressing housing need remains in Guernsey with issues around affordability for younger households and the specialist needs of an ageing population.

For more information call:
01481 245530

Or visit our website:
www.gha.gg

OUR HOMES

The Guernsey Housing Association was formed in 2002 as a not for profit company working in partnership with the then States of Guernsey Housing Department (now under the remit of the Committee for Employment and Social Security). We started out with zero properties.



Our
796
properties include:

469 General Needs Homes

148 Partial Ownership Homes

139 Extra Care Rented

16 Key Worker Homes

24 Extra Care Partial Ownership



AVERAGE RENT	1 BED – £188
PER WEEK	2 BED – £228
FOR OUR	3 BED – £273
HOMES IN 2016	4 BED – £321



In 2016 we reviewed our rents compared to similar standard private rented housing. In order to keep our rents affordable and below market levels, we agreed a rent freeze for our one and two bed flats in 2017, whilst increasing the rents on our houses as they were well under market levels. We will continue to keep our rents under review, in discussion with the States, whilst also needing to be able to meet our loan payments on the funds we have borrowed to finance all our housing.

DID YOU KNOW?

**IN 2016
WE...**

COLLECTED
£7.4
MILLION
IN RENT AND
SERVICE CHARGES

CARRIED OUT
3698
REPAIRS TO OUR
PROPERTIES AND COMMUNAL
AREAS AND UNDERTOOK
PLANNED MAINTENANCE
WORK

PROVIDED
46
NEW EXTRA CARE
HOMES FOR LOCAL
PEOPLE IN NEED
OF HOUSING

INCLUDING: Installation of new CCTV at Cour Du Parc

- Increased signage in grounds and internal communal areas across various sites
 - Replacement of fence panels and posts at numerous sites
 - Replacement of bin store cladding at the Rue des Marais and Rue Clouet
- External decoration at three locations – Delancey Court, Rue Clouet and 5 Hauteville
 - Internal decoration of communal hallways at La Chaumiere, Amballa, Delancey Court, Hougue a la Perre
 - Hard surface repairs to external pathways at Rue des Marais
- Extensive grounds works, planting and thinning out of existing plants at numerous sites

HOUSING MANAGEMENT REPORT

The Housing Management team has seven staff which Jemma Bachmann heads up as Housing Manager. Rachel Bichard, Rachel Le Flock, Sarah and Jo are the Housing Officers, assisted by Tyler, who are here to help you with any issues regarding your GHA tenancy. If you are unsure of who your Housing Officer is, then please go to our website to find out or enquire when you contact the office.

TENANCY TEAM

CONTACT NAME:	TELEPHONE:
Jemma Bachmann, Housing Manager	240865
Rachel Bichard, Housing Officer	240864
Rachel Le Flock, Housing Officer	240874
Sarah Jarvis, Housing Officer	240862
Jo Tostevin, Housing Officer	240873
Tyler McKane, Assistant Housing Officer	240860

In 2016 we housed 101 households, with 46 in new properties and 55 into our existing properties which had become available during the year.

Extra care

In 2016, we completed phase two of Le Grand Courtil and La Nouvelle Maraitaine, giving us an additional 46 flats for those people requiring some care and support but who are able to live semi-independently in their own flat. There is a team of trained Health and Social care staff on-site 24 hours a day who offer care and support that is tailored to each individual's needs. There are a wide range of facilities and activities for both the public and residents. This includes restaurants, exercise classes, hairdressers, and the library.

We now have a total of 163 extra care flats with a mix of one and two bedrooms for rent or partial ownership. To be eligible you need to have a minimum care or support requirement of four hours per week.

For more information, contact Housing on 756522 or go to www.gov.gg and search extra care housing.

Partial ownership

Partial ownership offers a realistic way to get local people onto the property ladder when they cannot afford to buy a property in the private market. If residents are able to get

a mortgage but the bank cannot lend sufficient to purchase a property suitable for their needs, then partial ownership can be an option. By purchasing as little as 40% or as much as 80%, residents can start building up equity in their partial ownership home. Eventually they can sell back their partial ownership property to the GHA at the new market value and buy in the private sector.

For many, living in a partial ownership property is a stepping stone to move on and purchase their own home outright. For over 20 residents, this has become a reality, one of which we are very proud.

The GHA currently have 148 partial ownership properties both for general needs and extra care. In 2017 and into 2018, we will be building over 40 new partial ownership properties with a mix of one, two and three bed homes.

Who is eligible for rented housing or partial ownership property?

The tenancy team often get asked this question by the public. We feel it is important for people to join the waiting list so that we are aware of how many households need help. Understanding the kind of properties that people need, will play a huge part in how we plan our new developments. Remember existing homes do become vacant and new homes are being built, so please consider applying.

To be eligible for partial ownership housing you must

- be 18 years old and over
- be a locally qualified resident living in Guernsey
- have sole or joint income of less than £56k for 1 bed, £68K for 2 bed and £80K for 3 bed
- be able to finance acquiring at least the minimum percentage
- not have used an overdraft facility of more than £300 over the last 3 months
- have minimum savings of £1,750 to cover the legal and mortgage fees
- have no outstanding rent or maintenance arrears, or have broken any tenancy agreement conditions.

To be eligible for GHA rented housing, you must

- be between 18-65 years old, living independently with no dependent children
- be a locally qualified resident living in Guernsey

- not own or part own any property anywhere worldwide
- have weekly earnings and savings under the stated maximums according to your circumstances
- have no outstanding rent or maintenance arrears or broken any tenancy agreement conditions.

To be eligible for rented housing with the States of Guernsey, you must

- have dependent children, or
- be aged over 65 years old, or
- have a medical need for ground floor accommodation.

WHAT DO THE GHA RECEIVE THE MOST CALLS ABOUT?

Parking

We have to regulate the parking so that your housing community is more attractive to live in. Many calls from our tenants are about why they have received a Terre à L'Amende ticket. We use these tickets to enforce our parking rules.

To avoid the £50 fine, you need to remember the following things:

- You're only allowed to use your own allocated parking space.
- Don't block access to any parking spaces, turning area or pavement.
- Visitor spaces are for guests and guests can park in any visitor space on the estate.
- Your visitor can only stay overnight in a visitor's car parking space for one night a week.
- If you'd like to rent an additional parking space for £27 a month, subject to availability, contact your Housing Officer.

Pets

We need to know what pets are living in our properties and if they are suitable. Before you obtain a pet, please contact your Housing Officer to ask permission.

You first need to complete the application form, read the Pet Policy and check the list of acceptable dog breeds (if applicable). If your Housing Officer feels you live in an appropriate property, then the GSPCA will carry out a home visit for £10 to assess your suitability. The GHA will contact you with a final decision.

Rent

In 2016 a total of £6,938,568 was collected in rent. The total amount outstanding and owed for 2016 was £44,831, this equals arrears of 0.6%. This figure is significantly reduced from 2015, showing a 32% decrease. The Housing Officers work tirelessly to keep this amount down.

Unfortunately we had to take residents to Petty Debts courts to recoup outstanding debts and evicted three households, one for rent arrears and two for anti-social behaviour. We cannot afford to take on responsibility for these payments as our aim is to run on a sound financial basis and residents need to pay for their accommodation.

"We were called on a Friday to ask if we would like to live here and told it would be a fortnight before we would know if we had been allocated a flat. The Monday morning, we received a call to say we had the flat. Now that's service. We love our home. It's beautiful. Thanks."

Resident of Baubigny

"The fact that everything is new and very well insulated, also the Clos is a lovely place."

Resident of Clos L'Ecole

"As your property portfolio is growing ever larger, it can sometimes feel that as a tenant, you are now becoming more of just a number. So it's very important to keep the inclusive feeling between landlord and tenant (that was there at the start of the Guernsey Housing Association)."

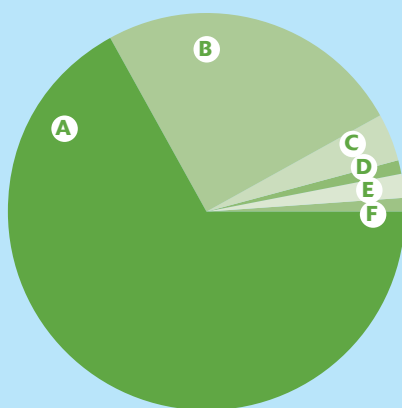
Anonymous

RESIDENT SATISFACTION SURVEY 2016

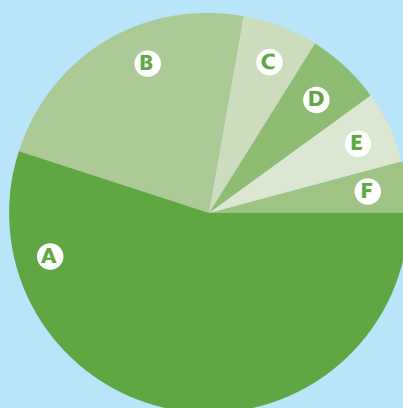
Every three years, the GHA sends out a Resident Satisfaction Survey to all its residents. This survey is really important as it helps us to understand what our residents think about their homes, the services we provide and what they would like us to change or improve.

We received 287 responses, which was a 37% response rate. Thank you to everyone who gave your valuable opinions and information on the service we provide. All of the residents who returned the surveys were entered into a prize draw to win a £50 voucher of their choice. There were four winners and they were residents from Roseville, Rue Jamouneau, Clos L'Ecole and Hougue a la Perre.

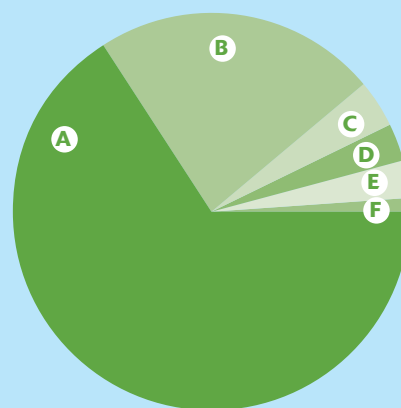
How satisfied or dissatisfied are you with the overall quality of your home?



Generally how satisfied are you with the way GHA deals with repairs and maintenance?



Taking everything into account how satisfied are you with the service provided by GHA?



KEY: A Very satisfied B Fairly satisfied C Neither D Fairly dissatisfied E Very dissatisfied F Not applicable

How did we do?

Overall, **89%** were satisfied with the services that the GHA provided and **92%** with the quality of their homes.

What did they like about their homes?

- Location, convenient, accessible, quiet
- Modern, spacious, light and airy, secure
- Warm, low running costs, energy efficient
- Open plan, good size rooms
- Garden
- Lots of storage, well thought out layout
- Good wheelchair accessibility

What would some like to change about their home?

- Noise and mess from neighbours
- Bath instead of shower or vice versa
- More parking both for residents and visitors
- Lack of storage both inside and outside the property

- More lighting in communal areas such as in the car park and hallway
- Different fixtures and fittings such as taps, toilets

How do you feel about your neighbourhood?

90% of respondents were satisfied with their neighbourhood. Over a third of tenants continue to be concerned equally about parking and the amount of rubbish and litter in their neighbourhood.

Whilst we cannot introduce more car parking spaces, we can manage where people park. The Tenancy team will be employing a temporary parking assistant in 2017 to manage cars parking in places where they shouldn't be and handing out Terre à L'Amende tickets, where necessary.

Litter and rubbish continued to be an issue and the GHA spend considerable funds each year dealing with this. By viewing the activity on CCTV, the GHA see who the offenders are and can recoup the costs by recharging them.

Ground maintenance and cleaning

82% were happy with the grounds maintenance and of those that there were dissatisfied, the issues were around the upkeep of the grounds.

In 2017 outside contractors will start a fresh programme of works to look at planting, maintaining communal grounds, mowing lawns, cutting hedges.

Maintenance

78% of respondents were satisfied with repairs and maintenance that we carry out and only **10%** needed an emergency call out. We are more concerned with the **22%** that weren't satisfied so we will be looking into this and getting back to those who have raised concerns.

Some concerns centred on residents not knowing when the maintenance team have attended their fault. In response to this, the GHA will be producing a "while you were out" card which will inform residents of the visit. We will only enter your property with prior permission.

10% of residents said that they had needed an emergency call out on issues such as heating, water leaks, keys.

Many of these issues could potentially have been reported the next day and saved the resident and the GHA money.

Maintenance staff will be working with residents to make sure they better understand which service to use.

Communication

The GHA are also looking into the ways we communicate. **72%** of you said that we had dealt with your query in a reasonable time and that we were helpful and friendly.

We will continue to phone you and send out letters and newsletters. We will be using social media as well as the website more as it allows us to send out up-to-date information more efficiently. We will also be adding answers to a frequently asked question section on the website. It would be really helpful if the public and residents start to follow and engage with us on Facebook and Twitter.

The GHA are really pleased to see that 91% of those that responded, agreed that the GHA had a good reputation, providing a service they would expect from a landlord and treated residents fairly. The GHA strive to provide excellent customer service, ensuring that repairs are dealt with in a timely way and that all residents are dealt with in a professional manner.

In response to – What do you like about your home?

"It's like living in a palace. Our last place was so cold and dark. This is heaven."

Resident of
Metivier House

"I love having my own front door. Also particularly my outside patio and views of this field. Watching the sunrise, stars and moon from my windows."

Resident of La Nouvelle
Maritaine

"Open plan feel, the layout is lovely, the garden is a lovely size. It is a lovely place to live."

Resident of
Clos de la Fosse

"I am very happy. It is warm. Lots of space. A very nice kitchen and bathroom, a nice view from the lounge."

Resident of
Clos Gravier

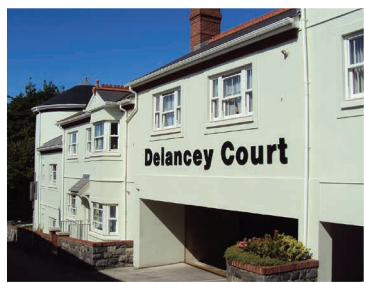
"That the design of the flats and overall area are on a par with that of the most modern in the private sector. Its design of comfort, light and airy space and community feel."

Anonymous

"It has been a few years since I had a flat as I have lived in rooms. Now I have my own toilet and shower and I love my flat."

Resident of
Hougue a la Perre

A LOOK BACK OVER GHA'S FIRST 15 YEARS



2002

Guernsey Housing Association was formed on 1 March 2002 with a Board of Directors which included Quentin Spicer as Chairman, Simon Thornton, Paul Le Tissier and Carol Steere.

Peter Jones and Laurie

Gavanagh from Winchester Housing Association were GHA's first employees in 2002.

From 2002, the GHA bought its first properties – Lion Cottage, 5 Hauteville, and three flats in Carinthia House. Delancey Court was the GHA's first newly built housing development with 34 flats and was completed in 2004.

By 2006, Carol Steere had left the Board, with Jill Bray and Michelle Levrier joining, giving the GHA five Board Directors. Peter Jones and Laurie Gavanagh left the GHA.

Steve Williams joined in August 2006 as the new Chief Executive, managing a portfolio then of 167 properties.

2008

Amballa was built in 2008 to accommodate 10 hospital keyworkers to assist the States Health and Social Care Department.



2009

In 2009, 77 flats and houses were completed at Hougue a la Perre, Guernsey's former bus garage site. This included 31 properties for partial ownership and 46 for rent.

New homes followed at Sir John Leale Avenue with the GHA providing 58 new properties with a mix of older person bungalows and partial ownership houses.



2005



In 2005, over 90 new homes were built at Rue des Marais and La Chaumiere.



2012

GHA redeveloped the old Grand Bouet estates. This estate had 201 very poorly built houses and flats in a barracks style design constructed out of stramit, a cement and straw panelling with very poor energy and sound insulation. The GHA demolished and rebuilt this in phases with new attractive homes at Rue Clouet and Rue Jamouneau, these are a mix of rented and partial ownership homes.



2006

Roseville, with its mix of 36 new flats and partial ownership houses, won a RIBA design award in 2006.

GHA sold its first 10 partial ownership homes. This had followed three years of legal work to create a new leasehold legislation.



2013

In 2013, 24 new properties for rent were built at a new clos called Clos Barbier in St Martin.

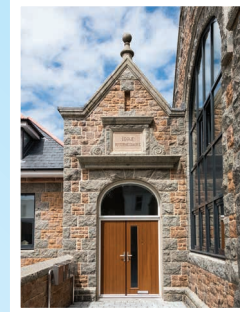
Phase two of Clos Barbier is to be completed in 2017 providing 10 properties for partial ownership and 14 for rent.

Buildings with a difference.

Although most of the 796 GHA homes provided to date have been newly built, we have also extensively refurbished some interesting older buildings such as a military arsenal, Baubigny Arsenal, dating from the 1800's and an 11 storey tower block, Cour du Parc.



Renamed as Clos L'Ecole, it now provides 40 properties for rent and partial ownership, 10 of which have been sympathetically incorporated into this historic building.



2016

In 2016, GHA completed phase two construction of Le Grand Courtil and La Nouvelle Maritaine, with another 46 flats. There are now 163 flats providing valuable accommodation for people who require some care and support but can live semi-independently retaining their pride and dignity in their own flat.

In February we moved offices from the Bridge to our current location at Newlands House in the Lowlands estate, above Scope Furnishing Ltd.



2017

By spring 2017, the GHA had 799 homes in management for rent and partial ownership for singles, couples, families, keyworkers, older people and those requiring some care and support. The future is looking bright with five sites under construction with properties due to be completed from summer 2017 onwards.

GHA currently has 8 more sites programmed to be built on over the next three years producing 150 more new homes.

By 2017, the Board has evolved with Simon Thornton, Paul Le Tissier and Michelle Levrier all gradually stepping down. Following public adverts and interviews, new Directors joined the GHA - Ian Bloese, Chris Hill, Richard Francis and more recently Derek Brown, Darren Etasse, Rachel Copeland and Jody Newark. This now provides the Board with an extensive range of skills and experience.

Quentin Spicer leaves the GHA as our chairman for the last 15 years and we thank him for all those hours he has given, unpaid, to help guide the Association.

Quentin has overseen the GHA grow and fulfil the need to provide more affordable housing for local lower income people. He leaves the GHA financially secure and established to continue providing an excellent service to around 2,000 customers living in their GHA homes.

We must also thank the States Housing staff and Board (now the Committee for Employment and Social Security), and States Policy & Resources, for their continued support of the GHA with land or grant funding to be able to provide subsidised accommodation for people on lower incomes. We work closely with States housing staff in order to assist them to deliver their island wide housing objectives.

The GHA is of course not part of the States, as we are a not-for-profit company with charitable objectives, overseen by an unpaid Board of Directors who give up their valuable time to assist the community.

2014

In 2014, the GHA completed the first of the extra care housing at Le Grand Courtil, St Martin and La Nouvelle Maritaine, at the Vale, comprising 117 flats and associated

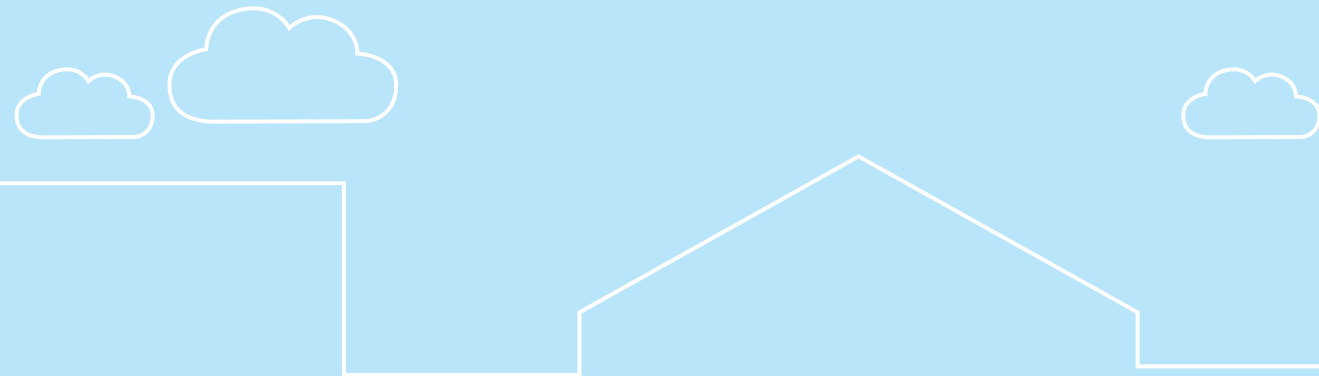
communal facilities. A great deal of staff and Board Director time went into making these projects a success.



2015

GHA developed the site of the former old Boys Grammar School in 2015.

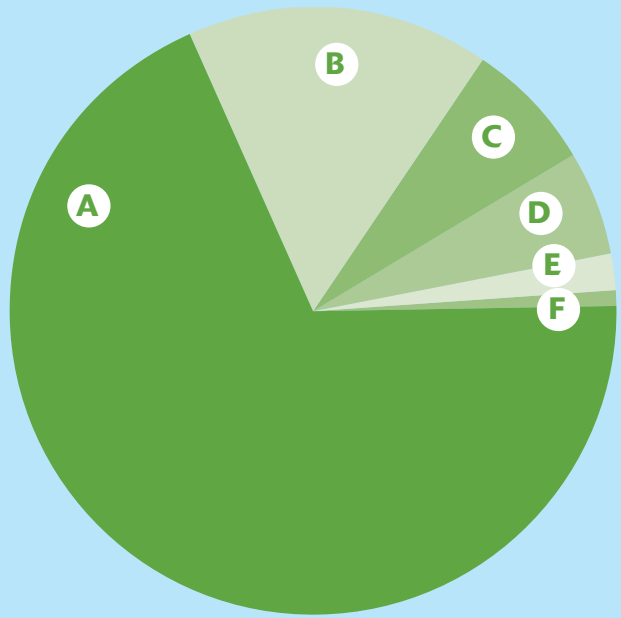




VALUE FOR MONEY

As a not for profit organisation, where do we get our income from?

In 2016, we received over £7.4 million in income. The chart below shows that the largest proportion of our income comes from our general needs rented properties which totals over £5.1 million.



Rental Income and Service Charges in 2016 totals £7,397,103

A General Rented Accommodation	£5,093,033
B Extra Care Accommodation	£1,178,199
C Partial Ownership	£520,547
D Service Charges	£414,910
Covering communal costs incurred by the landlord (GHA) for example long term road, path and drainage maintenance, landscaping, window cleaning and lift maintenance.	
E Key Worker Accommodation	£146,789
Employees of Health and Social Care, such as Nurses.	
F Parking	£43,625



Sadly this will be my final Report as having assisted in setting up the GHA some fifteen years ago, it is now the right time for me to stand down from the Board. I feel the GHA is in a good place – it is well established, has long term financing in place, a professional Board and is evolving to undertake the development of non-States sites.

Over the last year we have recruited four new directors to the Board. They all bring with them experience in their own particular areas of expertise such as social work, property development, finance and mechanical engineering. One of these directors is Jody Newark. She was engaged as an apprentice under a local training scheme and has graduated to become a full director which is a first for Guernsey. The Board are all unpaid volunteers and have taken our internal procedures to a very professional level.

When I look back over my involvement, I think I would be taken aback as to how the GHA has progressed - nearly 800 new homes in 15 years. Having grown up in the UK in the 1950s in Austerity Britain, I always wondered

why social housing was not built to a decent standard. I do realise that things were tough then.

So our aim in Guernsey was to build a housing quality of which we would be rightly proud. With our team we have used some locally pioneering innovative building techniques, and I believe that we have achieved that aim. To the extent that others in the local property industry imply that we build and fit out to a higher building standard. I believe that our tenants appreciate this.

Whilst it has not been an easy ride as Chairman for example negotiating with banks, initiating legislation, dealing with the States, I have enjoyed working with my co-directors. I have really appreciated their support and willingness to contribute their time and experience to see the end product through.

I also would like to thank Steve Williams and his team. Many of them have been with us for some years and I have enjoyed seeing them mature into their respective roles. They have given us continuity which is essential to our projects.

So I am confident that together with our dedicated staff, the GHA is in good hands and is ready to meet its future challenges with new ideas and enthusiasm.

Quentin Spicer, Chairman

WHAT WE SPENT OUR INCOME ON IN 2016

The GHA is a relatively new organisation, only 15 years old, which has had to borrow money from both the banks and the States of Guernsey in order to develop the homes in which you live. A large proportion of our rental income goes towards repaying the loans and the interest on the loans (this equates to 65p in every pound), just like paying off a 30 year mortgage.

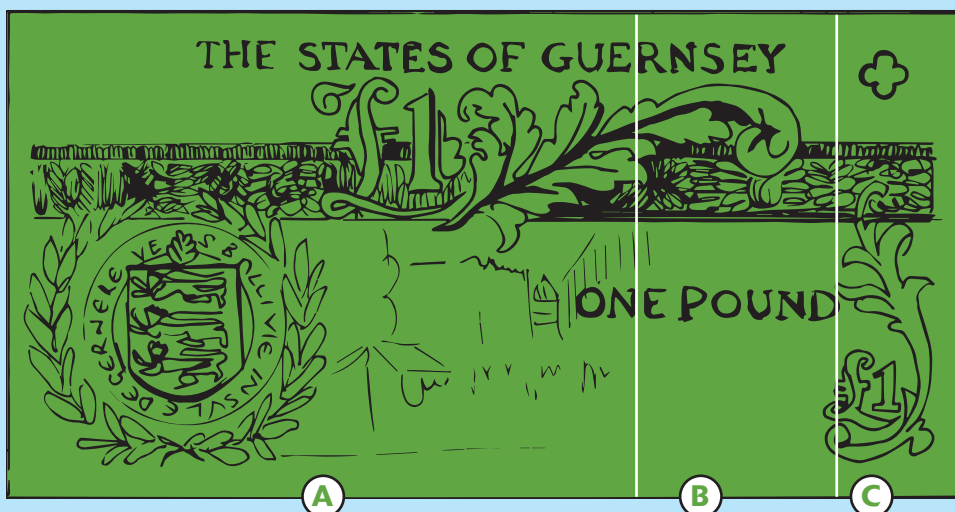
GHA total expenditure in 2016 was £7,113,769.

- Loan interest and loan repayment – this is the money we have to repay to the States of Guernsey for their Bond finance.
- Running costs – this includes staff salaries, office costs, professional fees, administration costs.
- Property costs – on average for each home we manage, we spent £1,523 on maintaining properties.



HOW WE SPENT EVERY POUND IN 2016

We always endeavour to create a small annual income surplus which goes towards the cost of any future major repairs such as bathrooms, kitchens, and roofs. It is also an emergency fund, and provides our banks with the security that we can meet our loan commitments.



A	Loan repayments and interests	£0.65
B	Property costs	£0.21
C	Running costs	£0.14

MAINTAINING YOUR HOMES

The GHA maintenance team is made up of office based staff and maintenance technicians. Suzanne Ozanne as Maintenance Manager, heads up the team of six. Paul, Ali and Jenny, our assistants, take your calls from 8am to 4pm Monday to Friday and pass on any maintenance related requests to the two Mark's and Jamie, the technicians, who are out on the road.



Paul Jackson – Maintenance assistant, Ali Martel – Part time maintenance assistant, Suzanne Ozanne – Maintenance manager, Stuart Johnston – Maintenance inspector, Mark Thomson – Maintenance technician, Mark Milford – Maintenance technician, Roy Stanford – Part time assistant maintenance technician.

Your requests are prioritised by urgency and responded to within our agreed timescales. By giving the office team as much detail as possible, they can pass the job onto the correct maintenance technician or external contractor.

Stuart's role as Maintenance Inspector, allows the GHA to assess what repair work needs to be done in our properties and ensures the work is carried out to an acceptable standard. We work with reputable local contractors across all areas which benefits our tenants and our ability to respond within agreed deadlines.

The technicians also carry out safety checks in communal areas. For example they ensure that the communal and refuse areas are kept clear to comply with fire safety regulations, testing fire alarms, carrying out emergency lighting checks.

This year our contractors carried out an agreed programme of ground works, looking at all the planting. They thinned out and replanted at other sites to keep the surrounding areas to a high standard. In addition they have a full schedule of works to maintain the communal grounds, mowing lawns, cutting hedges and weed killing. All trees are inspected by a tree surgeon regularly to ensure they are kept healthy.

When should I call the out of hours maintenance number?

We would advise you to call this number only in cases of fire, flood or if you are unable to secure your property.

If you have no heating or hot water after 4pm, it is not an emergency, it is an inconvenience. These types of problems should wait to be reported until the next working day. Out of office hours calls incur high costs and if a contractor is called out for this type of problem, you will be recharged for the costs if it is not a real emergency.

RESPONDING TO YOUR FEEDBACK

In 2016, we contacted residents to ask for feedback on repairs that had been carried out to their properties and 420 replies were received. 99% of all responses received were positive but we do need more tenants to return their feedback forms so that we can gain a better understanding of how we are doing.

In response to your feedback from the customer satisfaction survey, we have introduced a 'while you were out' card. When our technicians attend your property to carry out the required task, they will leave this card to say they have been and what they did.



Look out for these cards in 2017. Our maintenance technicians will leave the cards on your inside door mat or kitchen work top.

**MAINTENANCE NUMBER
(8AM TO 4PM MON TO FRI)**

240866

**EMERGENCY ONLY
(OUT OF HOURS) 07911 722353**

You can report your maintenance queries between 8am and 4pm Monday to Friday, excluding bank and public holidays and out of hours emergencies.

TIMESCALES

Emergencies (within 24 hours)
such as fire, burst pipes or home not secure.

Urgent (within 3 working days)
such as a blocked sink, leaking roof, partial loss of power or loss of heating and hot water.

Routine (within 21 days)
such as broken fences, decoration after a leak.

“When I have had to call out anybody, the problem was handled really quickly and done with no worries and whoever came was always nice.”

Resident of Baubigny

“In the 10 years we have been here we have enjoyed prompt attention and excellent repair service.”

Anonymous

“Maintenance always a pleasure to report and friendly chat. Nothing is too much trouble.”

Resident of La Chaumiere

“The customer care I have received has been super.”

Resident of Rue Jamouneau

IN 2016 WE CARRIED OUT

380 emergency repairs
– compared to 293 in 2015 and 224 in 2014

722 urgent repairs
– compared to 420 in 2015 and 326 in 2014

1783 routine repairs
– compared to 1600 in 2015 and 1270 in 2014

The number of maintenance repairs has increased by 25% since 2015.

This is as a direct result of the increase in the number of properties we manage and the additional maintenance needed as our properties become gradually older. The most noticeable increase is in urgent repairs, up by 72%.



LOOKING TO THE FUTURE

The future for Guernsey's housing is looking bright with more properties being built for future tenants and partial owners.

In 2016, the GHA completed phase two construction of Le Grand Courtil and La Nouvelle Maritaine, adding an additional 46 flats to its accommodation for people requiring some care and support. The GHA built three new chalet bungalows for rent at Rodley Park in March 2017.

Since late 2016 the GHA began construction on five sites. By 2018 GHA will be able to offer over 90 new properties to future tenants and partial owners.

These new sites are

- **Epworth, Rue Des Monts, St Sampson**
- **Clos Barbier, Rue Jehannet, off Saints Road, St Martin**
- **Clos Le Noury, Rue Perruque, Castel**
- **Longue Rocque, Guelles Road, St Peter Port**
- **Warry's, Grand Bouet, St Peter Port**

Le Grand Courtil



La Nouvelle Maritaine



Epworth provides five new one bedroom flats at the entrance to Rodley Park. Completed in July 2017, these flats in St Sampson will have a secure communal entrance and access to a small outside area, as well as parking.

The second phase of development at Clos Barbier will add a further 24 flats. Due to be completed in late summer 2017, the site in St Martin has 10 one bedroom flats for people to partially buy and the remaining 14 flats will be for rent.



Epworth



Rodley Park

In autumn 2017, Clos Le Noury will be completed with a mix of houses and flats for people to partially buy, or rent. The 23 properties in Castel are 7 two bedroom houses, 7 three bedroom houses, 4 one bedroom flats, 1 two bedroom bungalow and 4 one bedroom houses.

The contractors started on-site at Longue Rocque, Guelles Road, St Peter Port in February 2017 and are



Clos Barbier



Clos Le Noury

due to complete this development in early 2018. There are 20 one bedroom flats of which 12 will be for rent and 8 for partial ownership purchase.

Contractors are busy at the old Warry's site and are looking to have the 20 houses and flats ready by spring 2018. This development is only for people to partially buy. There are 4 one bedroom flats, 13 two bedroom houses, 2 three bedroom houses and a two bedroom bungalow.

The GHA continues to work closely with local contractors. These building tenders were won competitively by JW Rihoy and RG Falla.



Warry's

To start construction in late 2017

- **Le Vieux Jardin, Courtil Le Clement, Vale**
- **Courtil Reveaux, close to Les Islets Arsenal, St Saviour**

The GHA has worked closely with Create Architects to design 28 new properties at Le Vieux Jardin, next to La Nouvelle Maritainne, Vale. This development will provide 8 bungalows for tenants with autism, and 20 flats for rent and partial ownership. This is targeted to start being built by autumn 2017.

The development at Courtil Reveaux, St Saviour will have 6 flats and 3 bungalows, with a mix of rental and partial ownership. Building work is programmed to start by late 2017 with completion one year later.

OUR PARTNERS

Our working relationship with States housing staff and States of Guernsey Committees is of great importance to the GHA and vital to achieving positive results. We are keen to support local business and work closely with a range of local partners including developers, architects, banks, auditors and contractors, to provide homes that meet Guernsey's diverse housing needs. Where possible, we will use local contractors for all aspects of property development and maintenance, office administration and supplies.

We could not do without all of our partners and we thank them for enabling us to continue to create and develop better homes for lower income local people.

KEY PARTNERS

Part-funder and Regulator

Committee for Employment and Social Security

Edward T Wheadon House
Le Truchot
St Peter Port

Policy and Resources Committee

Sir Charles Frossard House
La Charroterie
St Peter Port

Specialist Housing partner

Committee for Health and Social Care

Le Vauquiedor
Rue Mignot
St Andrew

Auditors

KPMG

Glategny Esplanade
St Peter Port

Banking partners

RBS International

Royal Bank Place
1 Glategny Esplanade
St Peter Port

Skipton International Limited

Tudor House
The Bordage
St Peter Port

HSBC Bank plc

PO Box 31
St Peter Port

Legal Advisors

Collas Crill Advocates

Glategny Esplanade
St Peter Port

Ogiers Advocates

Redwood House
St Julians Avenue
St Peter Port

Construction partners

The GHA works with several local architects, engineers, quantity surveyors/employers agents, valuers, and contractors. Our first aim is to use local firms when the skills and experience are locally available, to keep our investment in new homes in the Guernsey economy.

GET CONNECTED SOCIAL MEDIA



The GHA are always looking into ways to communicate with its customers and partners. We are posting more information on social media and on the GHA website. Please follow and engage with us on Facebook and Twitter.

We will also be adding answers to frequently asked questions to our website, covering items that both Tenancy and Maintenance are regularly asked.

Facebook: [@GuernseyHousingAssociation](#)

Twitter: [@GsyHousingAssoc](#)

Website: www.gha.gg

Email: ghaenquiries@gha.gg

Remember if you have any comments or suggestions, then please contact your Housing Officer or email ghaenquiries@gha.gg

For more information call:
01481 245530

Or visit our website:
www.gha.gg

