



# Derwentside Homes

Annual Report 2009



## Contents

Introduction	1
Message from Outgoing Chair Carl Christer	2
Message from Incoming Chair Karen Stoker	3
Aims & Objectives	3
Keeping Our Promises	4
Bowling Back the Years	6
Putting People First	8
Investing in a Brighter Future	10
Aiming High	12
Making a Difference	14
School Projects	16
Growing the Business	18
Beating the Credit Crunch	19
Financial Summary	22
Performance Summary 2009	25
Governance	26
Tenants' Forum Committee	28
Contact Information	29

# Introduction

## Message from Geraldine Wilcox

Chief Executive of Derwentside Homes



### Welcome to our Annual Report for 2009

It has been another exciting and busy year for Derwentside Homes. I am pleased to report the association continues to show a clear record of service improvement and positive outcomes for customers. This report captures some of the year's highlights.

**We have been successful in Keeping our Promises.** In the past two years we have invested £32 million and improved the number of homes meeting the Decent Homes Standard from 61% to 83%. By the end of next year all our homes will meet or exceed the Decent Homes Standard.

By working together and **Aiming High** we have been able to reduce the average time it takes to relet our properties from 30.5 days in 2008 to 25.2 days in 2009 and reduced rent arrears by £166,457. We have also made major changes to the repairs and maintenance service by beginning a five-year commercial change plan. This has resulted in an increase in productivity from the workforce of 30% while preserving high levels of customer satisfaction.

**Making a Difference** is important to our communities and to us. This year we have launched our Community Investment and Resident Involvement Strategies. Through these strategies we aim to understand the needs of local communities and tailor services to meet local priorities. We have made progress with several projects, including our community partnerships with local schools that have seen children actively involved in developing improvements in their neighbourhoods.

We know that we can achieve more by working with key partners to **Grow the Business**, influence our customers quality of life positively and maximise available resources in the neighbourhoods in which we work. We therefore look forward to continuing to develop positive relationships with the Homes and Communities Agency, the Tenant Services Authority and Durham County Council. Most importantly through our Resident Involvement Strategy we will widen the role that tenants have in deciding how we develop and deliver services.

This year also saw the successful launch of our subsidiary company Prince Bishops Homes to **Beat the Credit Crunch** by providing good quality homes through an innovative "Rent then Buy" scheme.

We have achieved a lot during the year and there is still a lot more to do. Everyone associated with the organisation will continue to strive to improve the lives of our customers, their homes and the communities we serve.

I would like to thank our Staff, Board and Tenants for their support, feedback and significant effort to improve services over the last 12 months. I hope you find this year's annual report informative and I look forward to reporting to you next year.

Best Wishes

*Geraldine Wilcox*



## Message from outgoing Chair

Carl Christer

As I step down as Chair of the Board I would like to thank my fellow Board members, the senior management team, all the staff, our tenants and partners for their support over the last three years. Derwentside Homes has made excellent progress since transfer and I am proud to have led the Board during that critical period. It now gives me great pleasure to welcome Karen as Chair. I am sure that with Karen at the helm, Derwentside Homes will continue to flourish over the coming years.

*Carl Christer*



## Message from incoming Chair

Karen Stoker

I was delighted and honoured to become Chair of the Board of Derwentside Homes in April 2009 having previously been Chair of the association's Audit and Risk Committee.

The end of the year saw Derwentside Homes pass two major milestones. Firstly we set up Prince Bishops Homes to kick-start the housing market by buying properties on the open market and renting them on a rent to buy scheme. Secondly my sincere thanks go to Carl who has stepped down as Chair of the Board after three years of dedicated service. During this short period Derwentside Homes has made huge strides, gaining a reputation as a well-governed and well-managed association backed by sound finances. We owe Carl an enormous debt of gratitude for the leadership, time and enthusiasm he has put into the association.

As Chair my top priority is to make sure that we build on this solid foundation. To this end the Board and staff of Derwentside Homes are committed to ensuring the association remains a key player in the local housing market and that we continue to deliver improved services to all of our customers.

*Karen Stoker*



## Aims and Objectives

### Our Vision

'Affordable, attractive homes in strong, safe communities where everyone is valued'.

### Our Values

- Keeping our promises
- Achieve excellence
- Act with integrity
- Listen and respond
- Respect individuals
- Offer choice
- Work in Partnership
- Encourage innovation and learning
- Care about our environment

### Our Strapline

'Excellent homes, quality service, proud communities'.

### Our Corporate Objectives

- Keeping our promises
- Putting people first
- Aiming high
- Making a difference
- Growing the business

# Keeping Our Promises

We have made many promises to our tenants when we transferred from the Council. These are real promises checked by regulators, tenants and our Board to ensure we are delivering what we set out to achieve in 2006.

This year's highlights include: -

- Investing £19m to fund over 8,000 improvements to our tenants' homes.
- Investing over £32m in our homes since transfer bringing 83% of homes above the Decent Homes Standard.
- 91.6% of customers being satisfied with the quality of our repairs.
- Providing energy efficiency advice, free benefit checks and home insulation in partnership with Go-Warm to 5,979 households.



91.6% of customers are

- Taking a firm approach to neighbourhood nuisance and breaches of tenancy with 17 tenants evicted for nuisance and anti social behaviour.
- Developing services for older people and beginning work to redevelop Haven House and Magdalene Court from bedsit-style accommodation into modern one and two bedroom flats.
- Carrying out 620 Aids and Adaptations costing almost £500,000 to help people live more independently in their own homes. Satisfaction with the Adaptations Service is high with an average rating of 9.09 out of 10.
- Spending £4.63 million on repairs and maintenance.
- Our Handy Van service, set up to assist elderly and disabled tenants, carrying out a further 805 minor household jobs.



*satisfied with the quality of repairs*

# Bowling Back the Years



The residents of Stanley Court are getting used to the sound of strikes as local resident Gladys racks up the points on their new Nintendo Wii.

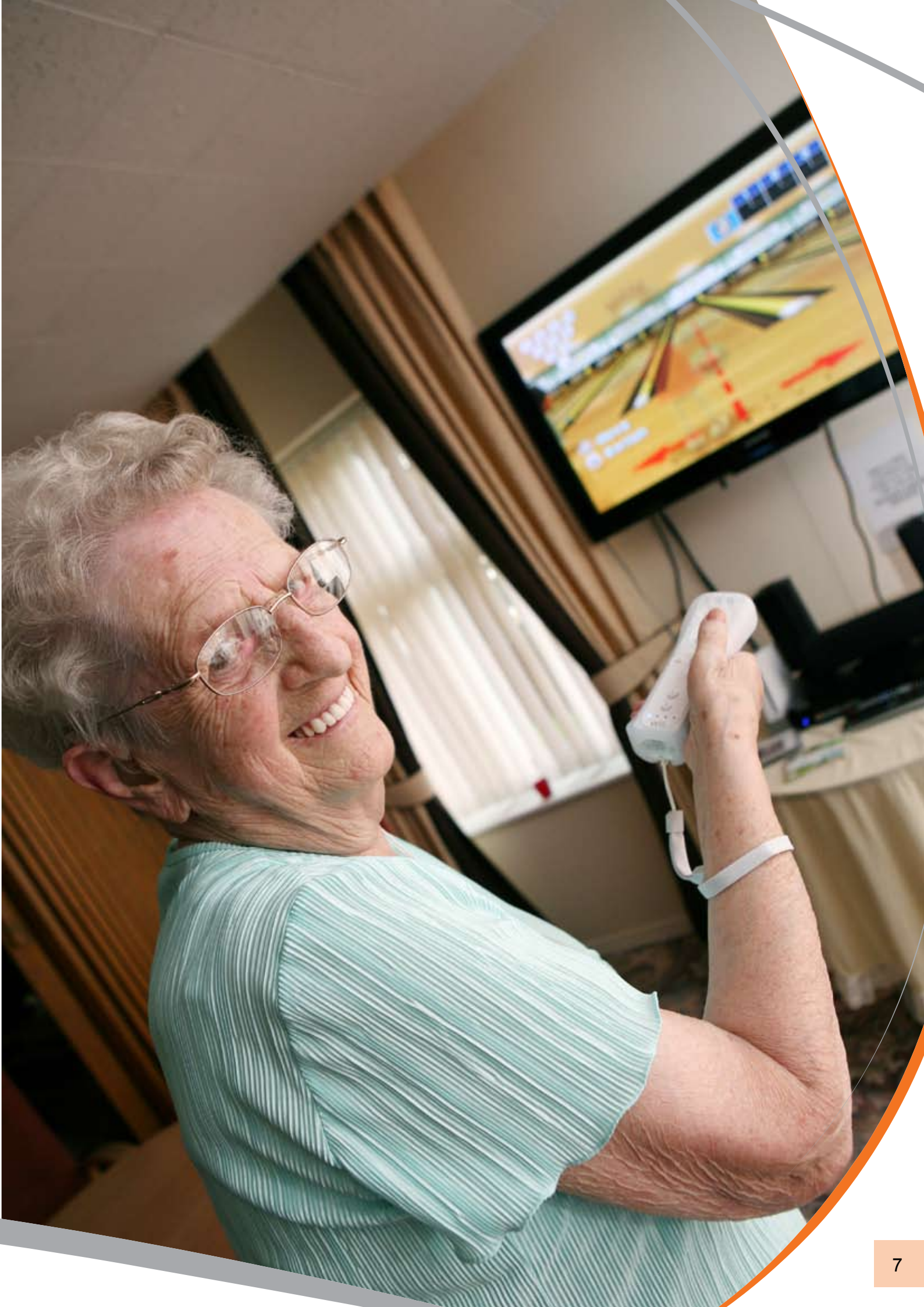
Stanley Court Tenants' Association received a grant from Derwentside District Council and Derwentside Homes' Small Community Grant scheme to buy a home cinema entertainment system, Wii console and WiiFit for their communal lounge.

Residents are able to get together to watch films, sport or royal celebrations and socialise. The Wii and Wii Fit enables gentle exercise, helping with fitness and mobility and creates more social opportunities.

Stanley Court has also gone through some major refurbishment works such as rewire, kitchen and bathrooms, conservatory, new furniture and carpets in the communal room and state of the art wet rooms. Updates to the scheme reflect current lifestyles and promote independent living.

**“The improvements have made such a difference to our lives, we have modern facilities which meet our needs and create a happy and secure place for us to live in”.**

Mrs Gill  
Resident of Stanley Court



# Putting People First

We want to make sure that we do what matters. We do this by placing customers at the centre of all we do, enabling involvement and influence that has an impact. We will make sure that everyone working with us is passionate about what they do and that we value and support their work.

This year's achievements include:

- Publishing a "Menu of Involvement" which gives our customers the opportunity to become involved in the services that affect them at a level they feel comfortable.
- Setting up Customer Panels, which meet regularly to scrutinise our core services. These panels allow more focused involvement and have already been instrumental in helping us to develop and improve services.
- Restructuring our front line housing services following feedback from tenants. Our tenants told us they had difficulty in contacting us and requested a named officer for each community. We have listened to our customers and restructured housing services to create a generic approach to tenancy and estate management where tenants have an individual officer for their community.
- Holding a highly successful Tenants' Conference on the theme "Money Money Money" took place over two days in September 2008 and around 200 tenants attended. The conference covered money matters and financial facts to help tenants cope with debt, rising prices and bill payments. The Shontal theatre production "One Family's Story", showed how easy it is to get into financial difficulty.
- Expanding our apprentice training programme to recruit three new electrical apprentices.



- Establishing our SoWat? Group to inspect our estates and quality check our services. We have developed a training programme for mystery shoppers and provided workshops to train and encourage more tenants to become members of the group as tenant inspectors.
- Continuing our “Step It Up” programme to make sure that customers are at the heart of all that we do and how we work. Step It Up is focused on changing our culture by enabling our staff to be innovative and creative in helping our customers. As part of the initiative we have recognised staff who have shown excellent customer service in their daily work through our Customer Services Awards.

**The Step It Up Award** went to the Capital Works Reheat Only Team in recognition of how hard they have worked to ‘step up’ their service to customers. This has resulted in high satisfaction levels.

**The Outstanding Contribution to Customer Service Award** went to Mary Allanson and Geoff Johnston from our Neighbourhood Services Team who ‘donned rubber gloves’ to help out a vulnerable tenant who needed support to get his flat ready for improvement works.

**The Colleague Care Award** went to Gordon Peel. Gordon, a Management Information Officer, is popular and approachable. He is always helpful to his colleagues and uses his vast experience to offer good sound advice and solve problems.

**Liz Jackson**, a Business Systems Analyst received a special commendation for her strong commitment and patience in supporting colleagues while introducing new IT programs into the workplace.

“Given the current economic climate it was really appropriate that the tenants’ conference delivered great advice to help over 200 tenants with their finances through this difficult period.”



Derek Robson  
Chair of the Tenants’ Forum



# Investing in a Brighter Future



This year Derwentside Homes recruited three electrical apprentices; Louise Hagri, Thomas Leighton and Adam Brown, doubling the total number of apprentices employed by the company. Derwentside Homes now employs six apprentices and two trainee quantity surveyors. All are progressing well and show what we can achieve through Putting People First and investing in local people.

*£32 million invested in home*

## Electrical Apprentice

Adam Brown

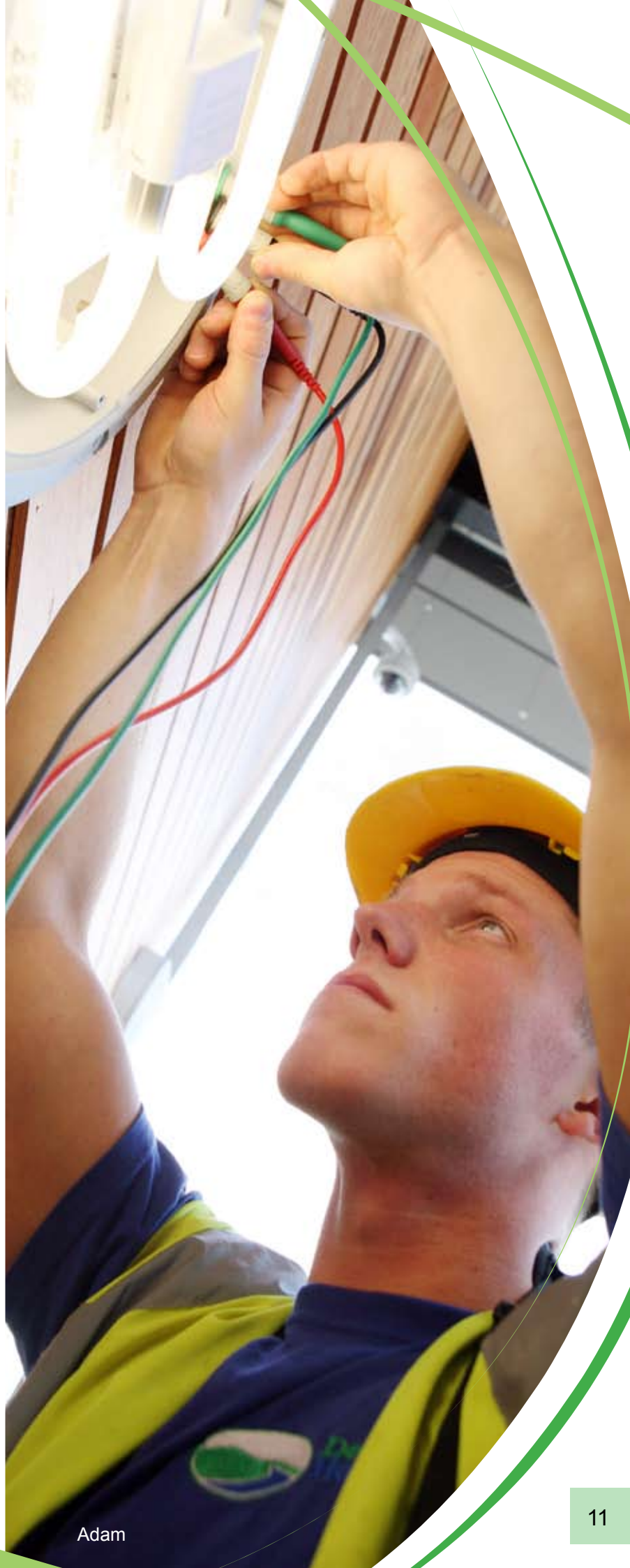
Adam Brown is an apprentice electrician for Derwentside Homes. To gain experience and help his apprenticeship, Adam worked with the electrical contractor carrying out installation work on our new head office Greengates House.

Derwentside Homes deals mainly with the residential market so the secondment has given Adam a valuable insight into working in the commercial industry while developing his skills.

Derwentside Homes received praise from the site manager of the main contractor of Adam's excellent work ethics, behaviour and his willingness to learn. We are proud that another company has recognised and praised a member of our staff. Our apprentices are a credit to our company and role models for others in what we are trying to achieve through "Step It Up".

"Working with Derwentside Homes contractor on the new office has been an excellent experience for me. I hope to continue my learning with Derwentside Homes and use my skills for the benefit of our customers".

Adam Brown  
Electrical Apprentice



*improvements*

# Aiming High

We aim to be the best in all that we do and strive for excellence in achieving our performance targets and delivering our services.

By listening and learning from our customers' comments and complaints we are developing a performance driven culture focused on continuous improvement.

This year's achievements include:

- A full review of the Tenancy Income Service. Key initiatives such as a rent arrears "Pay to Stay" scheme with the close involvement and support of the Tenants' Forum throughout the review provided a firm base on which to build an improving service. A Rents and Money Matters Customer Panel enables tenants to help shape the service for the future.
- Improving our estates through regular Estate Inspections. During the year we completed 90 estate inspections, attended by tenants, residents, councillors and staff, resulting in 1,300 untidy garden letters issued to tenants. We understand some of our tenants are unable to manage their gardens because of age or disability. Since introducing our Gardening Scheme we now have helped 560 elderly and disabled tenants to maintain tidy gardens.
- Delivered savings in labour and material costs through our membership of NE Procurement. Our tenants have full involvement in the procurement process and have taken an active role in selecting materials and contractors. In many areas this has delivered improved quality at no extra cost, and in others has delivered savings for the same quality.
- Set up a continuous improvement working group looking at improving services and performance while maximising value for money. As a learning organisation we benchmark with other similar housing organisations to seek best practice to improve delivery of services to our customers. We have a continuous improvement framework in place, which ensures staff regularly review their services to assess whether we deliver efficiently to customers in a way that suits them.



98.84% of emergency repairs  
were completed on target



# Making a Difference

As the area's largest landlord we have a role to play in the wider community. We understand our tenants' social and economic needs are not met by bricks and mortar alone. The well-being of our tenants is essential to our success. We support the communities in which we work and invest to make sure they are strong and sustainable.

This year's achievements include:

- The launch of our Community Investment Strategy which enables our customers and communities to tell us about local issues, agree local solutions and help us to realise potential projects to develop.
- Working closely with two credit unions in Derwentside as they go through a merger. The two groups covering the East and West of the district have now set up the Prince Bishops Credit Union, which will cover the County Durham area.
- Our first Enterprise and Employment day was held on the 20th March 2009 at Annfield Plain Methodist Church in partnership with Be-Enterprising and Emerge, Derwentside Council's Economic Development Team. The day gave people the opportunity to find out more about small businesses start up grants and support available to them. Derwentside Training were also on hand to give advice on getting back into work and training. To make sure that the day was fun for everyone, a range of small businesses promoted their services including face painting, balloon modelling, spray tans and hair braiding.
- Offering tenants the opportunity to apply for loans to set up small businesses through a new Enterprise Fund. The fund has been set up to support the growth of new small businesses and encourage entrepreneurship. The fund, which is being managed by Derwentside Enterprise Agency (DEA), will bring £50,000 of new investment to create employment and wealth within the area.

*Healthier, Safer, Smarter, Wealthier*

St Marys Special Needs Club



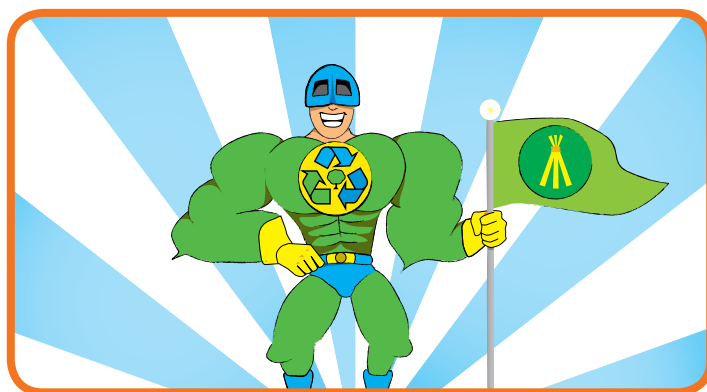
- A Community Grants Scheme, offering tenants the opportunity to apply for a grant to fund a community project. We have given £4,150 to St Mary's Special Needs Club in Blackhill which supports people with people with severe learning disabilities. Thirty five people regularly attend the club and of those, 8 live in Derwentside Homes' properties so the group is providing a service for our tenants and their families.
- A Community Partnership Protocol with 3 schools across the district and our first 'Play it Safe' project at Tanfield Primary School with our contractor Frank Haslam Milan explaining the dangers of playing near construction sites to the children. We have also held the first of our Community Rangers' events with young people from three primary schools going out and about in the community to tell us what they think about their area. The children have pointed out such problems as graffiti, litter, dog fouling and vandalism in their play parks. The Partnership links parts of the National Curriculum with what we are trying to achieve in neighbourhoods and gives us the opportunity to engage with young people living in our estates.

*Greener, Friendlier, Cleaner*

# School Projects

As part of our commitment our Community Investment Strategy we have developed partnerships and links to schools throughout the district. We have involved local schools at Benfieldside, Catchgate and Dipton in our

Community Rangers Project and our Eco Warrior Competition. The Eco Warrior competition was a huge success and we received over 200 entries for an environmental mascot. Due to the high standard we had winners from Benfieldside



Primary School and Catchgate Primary School. Both received a Nintendo Wii and vouchers for educational materials.

The Community Rangers at Dipton School will get to see changes in their local community over the coming months. On a recent walkabout with staff from Derwentside Homes and Dipton Collierley School the children identified problem sites within their community including a garage

site, which had begun to attract vandalism and other forms of anti social behaviour. As a result we have now decided to demolish the garage site, which the children felt would improve their estate and create a safer environment for their community.

Benfieldside Primary School



# Growing the Business

We must continue to be financially viable so we keep investing in our homes, services and communities in the future. We will consider new business opportunities while making sure they support our vision and our core business.

## **This year's achievements include:**

- Setting up Prince Bishops Homes to kick-start the housing market by buying properties on the open market and renting them on a rent to buy scheme.
- The purchase of 9 brand new properties on the open market in Burnhope and Craghead to rent at affordable rent levels with grant from the Homes and Communities Agency.

## **Looking ahead:**

- Derwentside Homes will continue to work closely with the new regulatory bodies, the Tenant Services Authority (TSA) and Homes and Communities Agency (HCA) in order to attract investment in affordable housing to the area;
- We will work in partnership with Durham County Council at a strategic level and through its Area Action Partnerships (AAPs) to identify and tackle housing issues in local communities.
- The association has now moved into its new head office, which is an environmentally friendly building, providing improved facilities for staff all under one roof and available for tenants to drop in to discuss issues, access the Internet and relax in our café.



# Beating the Credit Crunch

Derwentside Homes recognises that money problems are affecting an increasing number of people. It is important also that we continue to receive rental income so we can keep investing in our tenants' homes and communities. 2008/9 has seen Derwentside Homes focus on financial inclusion and helping our tenants to avoid losing their homes through getting into rent arrears.

## The Pay to Stay Campaign

Rent arrears have fallen by £166,000 over the past two years through several measures. We have taken a proactive approach to making sure that our tenants do not get behind on their rent and the publicity campaign launched around the scheme features several hard-hitting posters stressing the risks of falling into arrears.

Although the campaign has sent out a firm message that we will not tolerate non-payment of rent, we are also keen to stress that we can offer support to anyone in financial difficulty. Members of the Tenants' Forum have backed the campaign and supported us throughout.

## Supporting Credit Unions

While the Pay to Stay stresses how important it is to pay rent on time we also recognise the pressures that dealing with debts can have. With potentially 70% of our tenants the target of doorstep lenders, Derwentside Homes take an active role in warning of their dangers.

To help our tenants access affordable loans, Derwentside Homes is supporting plans to merge East Derwentside Credit Union in Stanley with West Derwentside Credit Union in Consett. We have provided £5,000 of funding and members of staff are working closely with both credit unions, while Durham County Council and County Durham PCT have also given their support.

The merger will provide a lifeline to people experiencing personal debt or unemployment. The proposals have already gained the backing of Durham County Council, the Department of Works and Pension, Financial Services Authority and Derwentside Council for Voluntary Services.

The Prince Bishops Credit Union will work throughout County Durham and will provide access to affordable loans.

“Merging the area’s two credit unions into one will benefit our tenants, and that’s why we chose to support the proposals”



Keith Tallintire  
Director of Finance and Corporate Services.



# Prince Bishops Homes

In order to boost the local housing market Derwentside Homes created a subsidiary organisation called Prince Bishops Homes. The new company opened for business in October 2008. The company aims to buy up to 200 unsold properties over 18 months and make them available to rent, with an option to buy through an innovative “Rent then Buy” scheme. The scheme enables tenants to buy their home after four years, sharing in any equity gained during that time. The tenant can then use this equity share as a deposit when accessing a mortgage to buy their home.

The objectives of the company are to:

- Provide first time buyers with an innovative route into buying their home through a “Rent then Buy” option. The tenant builds up a deposit while renting for four years, which they can then use as a deposit when applying for a mortgage. There are no extra costs to the tenant and they do not have to buy their property after renting it first.
- Help restart stalled housing developments within Derwentside by buying properties from builders, and in doing so, protecting local jobs
- Make available a mortgage rescue service whereby people in financial difficulties can sell their properties to Prince Bishops Homes and continue living in their properties through renting. Tenants will then have the opportunity to re-purchase their property after four years, while sharing in any increase in equity during that period.

Sales Consultant, Marie Joyce, 38, lives in Derwent Walk in Stanley. She risked being denied a mortgage after going bankrupt until she heard about Prince Bishops Homes “Rent then Buy scheme.”

Marie, a mum-of-one, said; “I got into mortgage arrears when I lost my job and separated from my partner.

“At one stage, I was working three jobs to try and sustain myself but I couldn’t do it and I eventually went bankrupt because of the number of loans I’d taken out.

“The rent then buy scheme provided me with a lifeline and a second chance I might not otherwise have had. It has also provided my son with stability as the whole experience has been very stressful and we’ve had to move three times.”

Marie Joyce  
Prince Bishops Homes Tenant



# Financial Summary

Income and Expenditure Account for the year ended 31st March 2009

	2009 Year £'000	2008 Year £'000	Non-accountants' guide
<b>Turnover</b>	22,150	21,454	Money received from rents and service charges.
<b>Less: Operating costs</b>	-12,549	-11,805	What we spend on providing our service, repairs etc.
<b>Operating surplus</b>	9,601	9,649	
<b>Surplus on sale of housing properties</b>	116	891	Money we get from Right to Buy/Acquire sales.
<b>Surplus on sale of other properties</b>	59	0	Money we get from the sale of other properties.
<b>Interest receivable and other income</b>	388	733	Interest earned on money we invest.
<b>Interest payable and similar charges</b>	-1,021	-661	Interest paid to the bank on money we borrow.
<b>Surplus for the year</b>	9,143	10,612	Money we have available to spend on home improvements, service improvements, new homes etc.

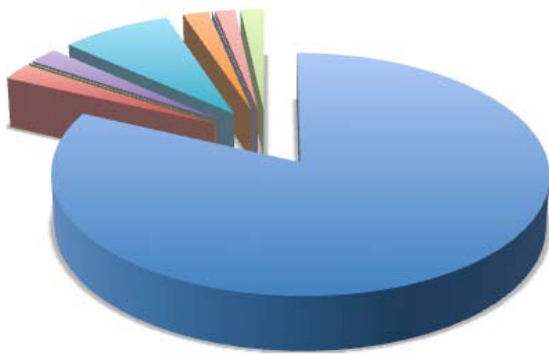
## Balance Sheet at 31st March 2009

	2009 Year £'000	2008 Year £'000	Non-accountants' guide
<b>Tangible fixed assets</b>			
Housing stock	37,840	16,142	The amount our properties cost after allowing for wear and tear.
Other tangible fixed assets	3,213	158	Non- Housing related assets including cost of new HQ.
	<b>41,053</b>	<b>16,300</b>	
<b>Current assets</b>			
Debtors	1,710	1,949	Rents and other monies outstanding and due to us.
Construction work in progress	152	89	Value of housing improvements not yet complete.
Cash invested and at the bank	1,192	14,247	Money held to pay short term debts.
	<b>3,054</b>	<b>16,285</b>	
Creditors: Amounts falling due within 1 year	-8,933	-6,006	Money which we owe to others i.e. suppliers, builders etc.
<b>Total assets less current liabilities</b>	<b>-5,879</b>	<b>10,279</b>	
Other liabilities > 1 year old	-2,087	3,365	Net deficit in the pension fund.
<b>Total assets less current liabilities</b>	<b>33,087</b>	<b>29,944</b>	
Creditors: amounts falling due more than 1 year	16,200	17,200	Amounts we owe on loans we have taken to improve our homes.
Income and expenditure reserve	16,887	12,744	Surpluses we have made to date to be used on improving our houses.
<b>Company's funds</b>	<b>33,087</b>	<b>29,944</b>	

# Financial Summary

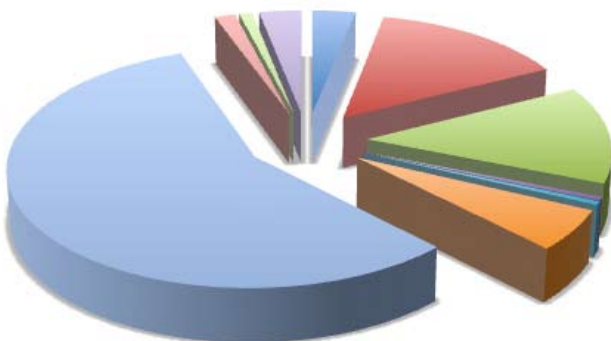
Balance Sheet at 31st March 2009

## Where does our money come from?



	<b>£'000</b>
General housing	18,395
Sheltered housing	527
Supported housing	17
Service charges	501
Water rates we collect	1,857
Income from garages	432
Income from leased properties i.e. shops	13
Other services / income	408
Interest received	388
	<hr/>
	<b>22,538</b>

## What do we spend it on?



Housing services	1,047
Housing and administration overheads	4,716
Maintenance to general housing	4,422
Maintenance to sheltered housing	166
Maintenance to supported housing	37
Water/sewerage and environment	1,846
Improvements to our properties	18,663
Depreciation	499
Others	315
Interest paid	1,021
	<hr/>
	<b>32,732</b>

# Performance Summary 2009

		Performance	Target	
<b>Letting our houses</b>	How long does it take us to let our properties	25.24 days	29 days	★
	Customer Satisfaction when given a new home (maximum score ten)	7.82	7.9	✓
<b>Carrying out repairs</b>	Percentage of emergency repairs completed within target	98.84%	99%	✓
	Percentage of routine repairs completed within target	90.48%	95%	✓
	Percentage of repairs where an appointment was made and kept	91.52%	95%	✓
	Customer Satisfaction with repairs service	9.16	9.0	★
<b>Gas Servicing</b>	Percentage of Properties with a valid gas safety check certificate	99.30%	100%	✓
<b>Decent Homes Standard</b>	Percentage of properties failing to meet the Government's Decent Homes Standard	17.15%	16.84%	✓
<b>Dealing with anti social behaviour</b>	Number of complaints received against the tenants for anti social behaviour	378		
	Number of evictions of Derwentside Homes tenants carried out due to anti social behaviour	17		
<b>Rent Arrears</b>	Amount of current tenant rent arrears	£703,797	£680,000	✗
	Former tenant arrears	£367,095		
<b>Customer Complaints SAP Rating</b>	Percentage of complaints received dealt with in 15 working days	92.65%	97%	✓
	Average SAP rating (energy efficiency) of stock	65.4%	64.2	★

# Governance

Derwentside Homes and its subsidiary Prince Bishops Homes is controlled and governed through the Board of the association, which comprises 15 voluntary non-executive directors, and up to three co-opted members who oversee the operations of the company. There are five Council nominees, five tenants and five independent people, appointed for their professional skills and knowledge across a range of relevant fields. Two new members have been co-opted during the year.

The subsidiary, Prince Bishops Homes, has its own Board, which comprises Watts Stelling, Geraldine Wilcox and former Chair of the Group Board, Carl Christer.

The Board recognises the importance of robust governance and has followed the National Housing Federation's Code of Governance. Members undertake a bi-annual appraisal of individual and collective performance.

The Board meets around eight times a year. Board members are bound by obligations that include a requirement to uphold the company's values and objectives, support its policies, take collective responsibility for decisions and respect confidential information. The maximum term of service for the Chair is four years.

The Board has delegated day-to-day management to Chief Executive Geraldine Wilcox, working with a team of four directors. The team leads more than 200 staff from the company's headquarters.

Management Team	Appointed
<b>Geraldine Wilcox</b> , Chief Executive	2006
<b>Keith Tallintire</b> , Director of Finance and Corporate Services	2006
<b>Steve Melvin</b> , Director of Development and Property Services	2006
<b>Samantha Gibson</b> , Director of Housing and Community Services	2007
<b>Anthony Cooke</b> , Assistant Director of Corporate Services	2006



# Board

Name	Appointed	Function	Employment Status
<b>Carl Christer</b>	2006	Council Member-resigned Chair and Board 24th March 2009	Healthcare Specialist Advisor
<b>Karen Stoker</b>	2006	Independent Member-reappointed to the Board 24th September 2008 and appointed Chair 24th March 2009	Chartered Accountant
<b>Denise Taylor</b>	2006	Independent Member-Vice Chair	Human Resources Officer
<b>Glynis Benson</b>	2006	Tenant Member	Retired
<b>Brenda Clark</b>	2006	Tenant Member- resigned 20th August 2008	Retired
<b>Ann Manley</b>	2006	Tenant Member	Retired
<b>Ann Parker</b>	2006	Tenant Member	Insurance Industry Employee
<b>Derek Robson</b>	2008	Tenant Member	Retired
<b>Jill Te-Aho</b>	2007	Tenant Member	Unemployed
<b>Bob Alderson</b>	2007	Council Member	Retired
<b>David Llewellyn</b>	2006	Council Member- resigned 24th March 2009	Supply Teacher
<b>Olga Milburn</b>	2006	Council Member- resigned 24th March 2009	Tenancy Support Worker
<b>Watts Stelling</b>	2006	Council Member	Retired
<b>Mark Davies</b>	2006	Independent Member-reappointed 24th September 2008	Solicitor
<b>Steve Errington</b>	2008	Independent Member	Chartered Accountant
<b>Jim Rafferty</b>	2006	Independent Member-resigned 14th May 2008	Managing Director
<b>Amy Redpath</b>	2006	Independent Member	Local Government Employee
<b>Andy Groves</b>	2008	Co-opted Member	Planning and Housing Consultant
<b>Phil Toal</b>	2008	Co-opted Member	Business Manager

# Tenants' Forum Committee

Members	Function
<b>Derek Robson</b>	Chair
<b>Reuben Soulsby</b>	Vice Chair
<b>Eddy Croney</b>	Committee Member
<b>George Lumley</b>	Committee Member
<b>Helen Westgarth</b>	Committee Member
<b>John Foster</b>	Committee Member
<b>Margaret O'Connelly</b>	Committee Member
<b>Margaret Storey</b>	Committee Member
<b>Norma Scott</b>	Committee Member
<b>Pat Turnbull</b>	Committee Member
<b>Cathy Eastwood</b>	Committee Member
<b>Rose Mary Robson</b>	Secretary

The Tenants' Forum gives tenants the opportunity to get involved in shaping services. Meetings are held on a monthly basis by tenants interested in the work of Derwentside Homes. In addition to the forum we also have a number of customer panels, which are dedicated to improving specific services and our SoWat? group focusing on monitoring and inspecting a quality of our services.

## Get Involved

Members of the forum and customer panels have a real say in shaping our services. If you would like to become involved at a level that suits you please contact Susan Gowland, Community Investment Manager on 01207 524284 or visit our website at [www.derwentsidehomes.co.uk/involving-you](http://www.derwentsidehomes.co.uk/involving-you) to download the "Menu of Involvement" leaflet.



Derwentside  
Homes

## How to contact us

### Write to us at:

Derwentside Homes  
Greengates House  
Amos Drive  
Greencroft Industrial Park  
Stanley  
Co Durham  
DH9 7YE

### Customer Services

0845 505 600  
or Freephone:  
0800 783 9295

### Website

[www.derwentsidehomes.co.uk](http://www.derwentsidehomes.co.uk)

### Email

[customer.services@derwentsidehomes.co.uk](mailto:customer.services@derwentsidehomes.co.uk)

**If you require this document in different formats, languages, large print, Braille or audiotape please contact us at the address above.**

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