

For the Record:

In the Financial Year to 31 March 2009 we

Replaced 6 kitchens;

Replaced 4 old heating system gas boilers with new energy efficient combination boilers,

Replaced old single glazed windows and doors for new thermally efficient double glazed units on 2 properties and new doors on a further 5.

Replaced two bathrooms,

Serviced and carried out gas safety checks on all our gas appliances,

Checked and replaced where necessary all our CO2 detectors and smoke detectors.

Carried out 30 periodic electrical safety checks and improved necessary components and wiring.

We also solved some historic problems of drainage in two properties,

In all we spent over £175,000 improving and maintaining our homes.

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Visit our new Web Site at www.southdevonrural.com

South Devon Rural Housing Association is an Exempt Charity registered with the Registrar of Friendly Societies No 14949 and the Housing Corporation LH0920
Registered Office (England & Wales) Forder Lane House, Dartington, Totnes TQ9 6HT



South Devon Rural Housing Association Limited Annual Report 2009



Village scenes in South Hams

'Small enough to Care'

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South Devon Rural Housing Association exists to provide quality affordable housing, and other related services, facilities and amenities to the community within Dartington, Totnes and surrounding villages.

Our key objectives are:

- Through providing affordable housing, and where appropriate, care and support services, enable the Association’s occupiers to be part of, and to contribute to the local communities within South Devon throughout their lifetime;
- By nurturing and developing the Association’s features of uniqueness, its culture of continuous improvement, its attention to the needs and influence of the occupiers and its programme of business efficiencies, ensure that value for money is achieved in all its activities;
- Through a robust governance and management structure, maintain the Association’s long-term viability whilst ensuring that the Association contributes to the local, rural economy;
- Ensure that in all its activities it is evident that people matter to the Association.

Our Values:

- Customer and beneficiary focused
- Striving for value and quality
- Continuously improving
- Promoting and valuing diversity and equality
- Openness, integrity and honesty
- People matter

A Brief History.

Dartington Housing Association was established in 1958 under a joint initiative between the, then, Totnes Rural District Council and The Dartington Hall Trust. Its purpose at that time was to provide housing for staff retiring from work on the Trust’s country estate.

The Association has evolved over the years into a strong, community based, organisation for South Devon. It has sound working links with the local communities, South Hams District Council, Social Services and other statutory and voluntary agencies. It has an enviable reputation in South Devon for the quality of its housing and services.

The Development of Dartington Housing Association.

Dartington HA benefited for many years from the skills and experience of a Chartered Surveyor who ran the organisation on a part time basis.

Location	Type of Housing	Number of Homes
DARTINGTON		
Forder Lane House	Registered Care Home	14 Rooms
Bramble Close	Family	8
Brimhay Bungalows	Retirement	18
Broom Park	Retirement	5
Huxhams Cross	Retirement	8
Shinners Bridge	Retirement/Family	6
Spedding Cottages		
Sutcliffe Close	Retirement	6
TOTNES		
Grove Close	Family	20
Tollit Gardens	Family	10
Walnut Close	Family	5
Westonfields	Family	1
STAVERTON		
Moor Road	Family retirement	6
RATTERY		
Garden Close	Family/retirement	11
CORNWOOD		
Church Park	Family/retirement	17
AVETON GIFFORD		
Pulleys Close	Family/retirement	8
DITTISHAM		
Shinners Cottages	Family	6
AVONWICK		
Orchard Close	Family	4
Meadow Cottages	Family	4
WOOLWELL		
Ferndale Close	Family	1
Forresters Drive	Family	1
Hawthorne Close	Family	1

Income and expenditure	2009	2008
Income from rents (including Care Home)	1,017,551	891,626
Administrative expenses	(831,371)	(718,404)
Operating surplus	187,184	173,494
Plus interest we received	65,855	63,027
Less interest payable	(223,265)	(183,049)
Surplus on ordinary activity	29,774	(371,994)*
Our Balance Sheet		
Fixed assets at cost	7,534,589	7,253,023
Social Housing Grant	(3,707,421)	(3,707,421)
Depreciation	(425,210)	(391,779)
Tangible fixed assets	3,449,408	3,186,412
Current Assets		
Debtors	63,693	52,559
Cash at bank and in hand	1,393,013	1,639,732
Creditors falling due within one year	(89,195)	(73,159)
Net current assets	1,367,511	1,618,732
Total assets less current liabilities	4,816,919	4,787,144
Creditors		
Amounts falling due after more than one year	4,000,000	4,000,000
Capital and Reserves		
Share capital	22	20
Capital reserve	39	40
Restricted Funds		
Minibus Fund	8,858	7,663
General Reserves		
Revenue reserve	808,000	779,421
Total	4,816,919	4,787,144

Copies of the full Financial Statements for the year ended 31 March 2009 are available on written request to the Secretary at the Registered Office of the Association. * includes loan breakage costs of £426,316 giving a surplus on ordinary activities of £54,372

Our Key Performance Indicators	2009	2008
Rent Owed by our tenants	1.50%	1.59%
Rent due from Housing Benefit	3.68%	2.63%
Rent Collected	99.08%	99.71%
Void Loss (inc Care Home)	0.25%	0.55%
Housing Only	0.10%	0.06%
Vacant dwellings at 31 March	0	0
Average re-let times	7 days	3 days
%age of repairs Completed on Time		
Emergency	100	100
Urgent	92	97
Routine	90	95
% age Satisfaction with Repairs Service		
Made appointment	91	89
Completed repairs on time	91	97
Quality of work good/very good	91	94
Quality of service good/very good	91	90
Average Rents		
1 Bedroom	59.63	55.00
2 bedrooms	68.96	64.44
3 bedrooms	76.49	71.27
4 bedrooms	86.77	79.20
Average rent	67.09	62.39
Average (net) rent increase	2.76%	2.73%
Number of tenants very or fairly satisfied with the service SDR provides	95%	91%
Number of tenants who feel the rent represents very or fairly good value for money	85%	96%
Number of tenants stating the condition of the property was very or fairly good	89%	92%
Number of tenants who found staff helpful	94%	96%

Location	Type of Housing	Number of Homes
IVYBRIDGE		
	Family Flats	5
Boringdon Park	Family	1
BUCKFASTLEIGH		
Avalon House	Supported Housing	10
STARCROSS		
Longfields	Family	1
Warboro Terrace	Family	1
Hamilton Grove	Family	2
Barley Walk	Family	1
EXMINSTER		
Gissons	Family	2
OGWELL		
Ogwell	Family	1

What our Tenants Say

The Association continues to receive favourable feedback from tenants on the services the Association provides and the services our contractors provide which we appreciate. However, we will not be complacent and will continue to monitor satisfaction surveys and complaints to ensure we continue to provide services which are tenant orientated.

We continue to investigate how we can save tenants money on energy and water costs. We provide information to tenants on how they can contribute to reduce global warming along with providing free energy saving light bulbs and water saving devices. This coupled with a programme of upgrading the thermal insulation of our properties since 2005 means a substantial saving in the amount of carbon released into the atmosphere. When the Association looks at reinvestment plans from 2010 (the end of our current cycle) consideration will be given to materials and components which contribute to water and energy efficiency. The Association will also look at initiatives to introduce renewable energy sources such as ground and air source heat pumps.

Future Housing Development

During the year the association has acquired another 4 properties under the SHIRE scheme, bringing the total to six. These properties are bought off the open market and made available for rent at 80% of open market rents thus providing much needed affordable housing in South Hams. The association is actively developing in South Devon and is extending its management services to other landlords to increase efficiency.



Following changes to the social housing sector in the late 1980's, and their senior employee's wish to retire, it was decided to appoint a full time manager. Between 1994 and 2000 the Association increased its housing stock by one third. It also participated in a number of initiatives including the Tenants Incentive Scheme, local authority funded and joint funded projects and the purchase of existing satisfactory houses. Dartington HA continued to strengthen its already well established relationships with South Hams District Council and Social Services and developed its work with Teignbridge District Council. The association provided its first supported housing project for young single vulnerable people and a small community hall for local people at Cornwood. The association changed its name to South Devon Rural Housing Association Limited in 2009 following consultation with tenants and stakeholders believing the name better reflected the area in which it operated.

SDR as a "Housing Association"; what does it mean?

South Devon Rural HA is one of more than 2000 housing associations of different types in England 98 of which are in the South West Region. As with the public sector, these not-for-profit organisations have social objectives at the heart of their work, while like the private sector at its best they are entrepreneurial and flexible. Whether they be in the core business of providing affordable rented or shared ownership homes, or one of the many forms of housing related support services, all share a system of values about service to tenants and other "customers", and to the community.

In formal terms, the "South Devon Rural Housing Association *Limited*" is *incorporated* under charitable rules as an *Industrial and Provident Society*.

The Board of Management

Gordon Ruwald	Chairman	Rod Hewett	Vice Chairman
Aaron Gray	Tenant Member	Tracyann Tweedie	Board Member
Michael Hicks	Board Member	Irene Taylor	Board Member
Ruth Tune	Board Member	Eric Adams	Board Member
Stella Ewen	Tenant Member	Brian Evans	Board Member
John Taylor	Board Member	Vacant	Board Member

Steven Prime Chief Executive

Staff Team

Ann Turner	Senior Customer Services Officer
Michelle Smith	Housing Officer
Carol Bateman	Customer Services Officer
Claire Barnett	Finance Manager

Care Home

Elizabeth Shinner	Care Manager
Angela O'Connor	Duputy Manager
Monika Pike	Day Care Coordinator
Helen Budd	Day Care Assistant

Supporting People

Simon Bute	Support Worker (Older People)
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