

BROADWAY PARK HOUSING ASSOCIATION LTD
Annual General Meeting 2009
Chair's Report

Despite difficult economic challenges in the wider world, the year to March 31st 2009 was another successful one for Broadway Park. Turnover increased by 2.4% over 2008 and, despite increasing costs in the year, the Association still showed a surplus of £90,366. This is kept within the business and will be used to improve the Association's existing stock and increase that stock where possible.

The major area of expenditure in the year was on maintenance with £94,976 being spent on routine maintenance and £106,901 on major repairs. Major repairs included five heating upgrades, eight replacement kitchens, five replacement bathrooms and five replacement boilers. There were also three developments where cyclical redecoration was carried out. The Board took the decision in the year that, where possible and where funds permitted, heating upgrades should now move tenants from electric to gas power supplies. With this in mind we have just completed the installation of gas central heating at three houses in Capstone Place, Bournemouth and plans are already underway to convert Broadway Mews to gas later in the year.

Development opportunities for the Association continue to be difficult. The Association converted a garage to a fourth bedroom with en suite shower room at Broadmayne Road and purchased the outstanding 50% of a shared ownership property in Twyford Way, thus converting it to general needs rented accommodation. There has been no new building in the year but we are currently working on plans for two possible sites in local area conurbation and these will hopefully come to fruition in the near future.

In December 2008 our regulator, the Housing Corporation, ceased to exist and its duties were passed to the Tenants' Services Authority (for regulation) and the Homes and Communities Agency (for investment in new housing). The vision of the TSA is to involve tenants in regulation as far as that is possible. Broadway Park supports that aim and is looking at ways of involving our residents in the decision-making processes of the Association in greater ways. The start of this was a satisfaction survey sent to all residents in June 2009 asking a range of questions about the services provided by the Association. 88% of respondents were satisfied with the service provided, but 30% felt that there should be some improvement in keeping residents informed. We will be working on ways to inform and involve more residents in the coming year.

There were several changes in both staff members and Board members in the year. Tudor John and Claire Dickinson both resigned as Board members at the last AGM, but three new Board members were co-opted in January 2009. They are Michael Ganderton, Helen Garner and Angie Newnham. Helen has decided not to become a full Board member at this stage, but Michael and Angie are signing up for a three year term. I would like to take this opportunity to formally welcome them both as full Board members.

In terms of staff members, Brian Griffiths joined the Association in July 2008 as a replacement for Nichola Deacon. He has developed the role of Property Services Officer to become more hands on and now undertakes many minor repairs himself, thus saving the Association money. Catrin Promitzer left the Association in May 2009 and Nicky Harris has been appointed as the new Housing Officer. Nicky is settling in well despite the shock of coming from a large housing association to a small one.

We are certainly appreciating her skills. Hopefully she is also learning from us. Finally, Roy Winkup retired in July 2009 after eleven years with Broadway Park. His great knowledge and building wisdom will be missed, but we felt that he deserved a rest at 78! Annina and Fiona continue to work for the Association and they have now clocked up service of ten and eleven years respectively.

And so to the future. Broadway Park remains independent and viable and we look to continue to serve our current and future residents as well as we can. There will be challenges in the coming year, not least the possibility of making ends meet with rent decreases a probability, but we will strive to meet them and to grow slowly and where possible. This is my last AGM as a Board member and as Chair of the Association. I would like to thank all members and staff for their support and wish the Association well for the future.