

Residents
annual report
2015/16





A message from Bernadette O'Shea Managing Director, Triathlon Homes



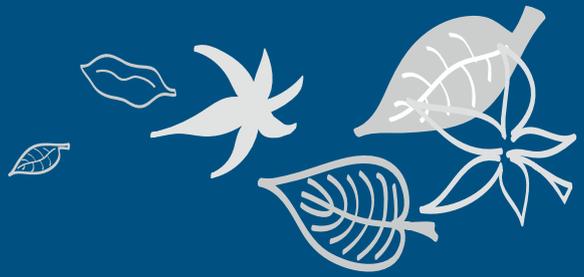
Welcome to the Triathlon Homes Annual report, in these pages we update you on what we have been doing over the last year.

As part of my job I visit the village almost every week, this enables me to see the day to day changes and developments in the village and in the surrounding area, and so much is happening! New shops and cafes, new apartments being built, sports and arts activities in the public realm, the thriving school and the expanding health centre.

Continuing to support village life has been a key commitment of Triathlon Homes, so we work closely with Get Living London and Team East. This includes jointly funding the activity programme run by the Community Engagement team; it is so good to know that these events have been really well supported. The payback is in fewer incidents of anti-social behavior. It does take time to get to know your neighbours, and it now looks as if that is happening.

Jacqui and her team at East Homes do a great job managing your day to day requirements, so I want to use this opportunity to thank them for all their on-going effort and commitment. In my view the stable team at East Homes is another sign of a thriving village.

The Rio Olympics in the summer reminded me that we are now four years on from the dream; in my view the dream has turned into the reality of a new district for London where families and individuals can thrive. Congratulations to everyone involved in this adventure.



About Triathlon Homes

Our mission

To provide good quality, well managed and affordable housing in East Village, as well as bringing together a cohesive and happy community.

Our values

- Provide good quality, affordable homes for people on low and middle incomes
- Focus on high quality, customer focused service
- Be a trusted landlord – combining best of public and private sectors
- Appeal to new audiences for affordable housing tenures





Our Performance

We are measured against London's 15 largest housing associations.

Anti-social behaviour – satisfaction with handling of the case



Benchmark	70.30%
Jul – Sep 15	99.07%
Oct – Dec 15	83.33%
Jan – Mar 16	75%
Apr – Jun 16	80%
Jul – Sep 16	75.06%
Year average	82.49%

Rent and Service charge collection



Benchmark	98%
Jul – Sep 15	99.07%
Oct – Dec 15	100.35%
Jan – Mar 16	101.25%
Apr – Jun 16	100.21%
Jul – Sep 16	102.61%
Year average	100.69%

Average number of days to complete repairs (not defects)



Benchmark	11 days
Jul – Sep 15	5.71 days
Oct – Dec 15	10.62 days
Jan – Mar 16	5.89 days
Apr – Jun 16	8.9 days
Jul – Sep 16	9.46 days
Year average	8.11 days

Average time to re-let empty property



Benchmark	30 days
Jul – Sep 15	23 days
Oct – Dec 15	22.21 days
Jan – Mar 16	22.9 days
Apr – Jun 16	10.23 days
Jul – Sep 16	7.24 days
Year average	17.11 days

Total complaints received



Jul – Sep 15	21
Oct – Dec 15	20
Jan – Mar 16	31
Apr – Jun 16	18
Jul – Sep 16	4
Year total	94

Joint inspections with Team East Village on all blocks & communal areas on a monthly basis:



Jul – Sep 15	100%
Oct – Dec 15	100%
Jan – Mar 16	100%
Apr – Jun 16	100%
Jul – Sep 16	100%
Year average	100%



You asked, we did...

-  Following a leaseholders meeting held at Chobham in conjunction with East Village Residents' Association, we created a new Leaseholders/Shared Owners Handbook and established a shared owners and leaseholder panel. This panel, which features a representative from each plot, focuses on issues and ideas affecting shared owners and leaseholders and meets regularly with senior members of the Triathlon Homes team.
-  You told us that parking was an issue and that you felt there were not enough spaces for you, so we worked in partnership with Get Living London to obtain a further 100 parking bays for Triathlon Homes residents.
-  Leaseholders and shared owners raised concerns about the annual maintenance of their Elson Units so we worked in partnership with ELE to provide a new maintenance package for our residents.
-  Some residents said that they needed local welfare advice so we now provide a weekly drop in welfare advice service that assists residents with welfare benefit claims, Housing Benefit and income maximisation
-  Feedback from our customer survey told us that some residents felt that our communication was poor when dealing with complaints so we updated our complaints process to ensure that our staff are prompted to keep residents updated and informed until a complaint is concluded.

Residents enjoy events at East Village.





Highlights from the year

With so much going on at East Village every week, we thought we would share some of our events and news highlights from the past year:



-  In September East Village was named Development of the Decade at the RESI Conference 2016. Judges praised the scheme for fuelling further development in surrounding areas, bringing much-needed investment and jobs for the local community and creating a brand-new part of modern London. Voters were impressed that 6,000 people and 23 retailers now call East Village home, all on land formerly occupied by low-rent industrial units.
-  East Village residents were among the first to receive Hyperoptic's new Fibre Light broadband product, offering unlimited fibre broadband with no need for a phone line or any set-up costs.
-  New lighting was installed across Victory Park in January, providing an enhanced route through the park to ensure the area is accessible all year round.
-  In January Stratford's three stations moved from Zone 3 to Zone 2/3 as part of the Mayor's plans to create a new cultural hub in Queen Elizabeth Park called "Olympicopolis". The Stratford stations now straddle Zone 2 and 3, meaning no extra cost for commuters to and from the area, but potentially very significant savings.
-  East Village Market launched in June – a weekly event championing the talents and produce of local traders. The market features a changing and growing line-up of London's most talented traders, from artisan bakers and cheese makers to craft brewers and fresh bean baristas.



In September we held the East Village Story Spectacular in Victory Park. The Dr Seuss-themed event was delivered by the East Village community engagement team, in partnership with Discover Children's Story Centre and Stratford Library, to inspire young readers to experience the magic of literacy. More than 300 residents joined in activities on the day, which included creating a digital book, a treasure hunt, and a reading challenge alongside a series of interactive Dr Seuss-themed stories and games.



The event also kicked off the East Village Reading Challenge which encouraged residents borrow books and attend events at Stratford Library to be in with a chance of winning prizes.



Nearly 200 residents attended the free East Village Sports Day at Chobham Academy in August. Building on the success of last year's event, this year's Sports Day was bigger and better than ever. Young and old alike were able to try their hand at a wide range of different sports under the guidance of professional coaches from numerous sporting organisations including Essex Cricket, England Athletics and the London Lions.



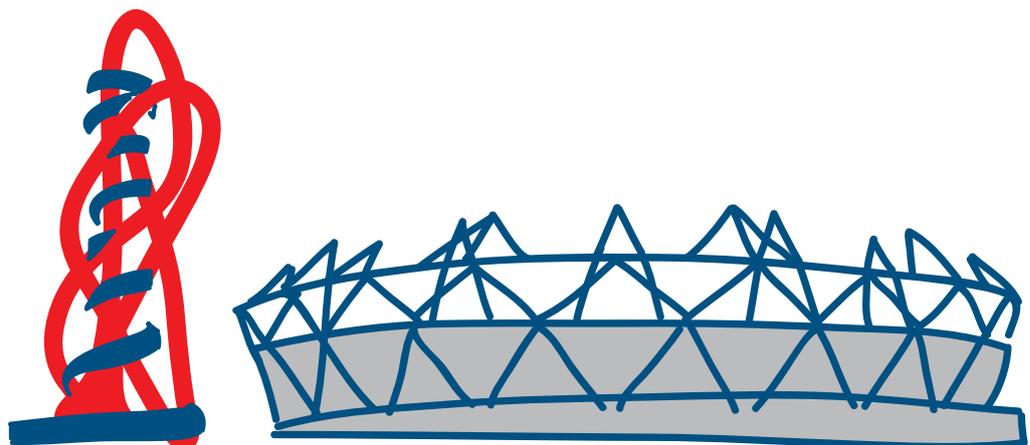
We welcomed a number of new and exciting retailers to East Village this year, including Hand café, RedYellowBlue café bar and digital art gallery, Milkmade bar and restaurant and gelato makers La Gelatiera.



Throughout the year, East Village residents have been able to take advantage of a wealth of events, activities and discounts, including creative workshops, film festivals, a spectacular firework display and reduced price theatre tickets.



Victory Park played host to the Albion Kids Show in August, with hundreds joining in the fun at this free event. Our younger residents had the opportunity to listen to music, play on the pirate ship, learn circus skills and games, create kites and much more besides.





Your Triathlon Homes team



Contact information

There are a number of ways you can contact the Triathlon Homes Team.

-  **By telephone:**
020 8522 2012
Monday to Friday 8:30am-8:30pm.
Saturday 9am – 12.30pm.
You can call the same number outside of these hours for emergencies.
-  **In person:**
East Village Management Office,
80 Celebration Avenue, London
E20 1DB
Monday to Friday, 8:30am – 6pm
Saturday 9am-12.30pm.
-  **Online:**
Email: info@triathlonhomes.com
Website: www.triathlonhomes.com