

Residents' *annual report* 2017/18





A message from Susanne Coleman Managing Director



Welcome to the Triathlon Homes annual report. I'm delighted to have recently taken on the role of Interim Managing Director for Triathlon Homes. Our annual report lets you know some of the things that have been happening in the last year.

In the short time that I've been here, I've been getting to know East Village and I'm already so impressed by what I've seen. It's clear that our team who manage the estate are doing such a good job alongside the other partners who work with Triathlon and residents to make this a vibrant, thriving and diverse community.

The last year has seen some changes such as the merger of East Thames (who historically have been contracted to deliver the management services for Triathlon Homes) with L&Q.

You will also have seen the new building work that is taking place on East Village by our neighbours, Get Living. The growing neighbourhood will make the Village an even more attractive location for shops and restaurants to come and add to our community.

We have had enjoyed some fantastic events during the past year such as the Easter egg hunt, the Eid party and, of course, the World Cup screening. I'm looking forward to joining you for the next one!

There are always some challenges and I know, for example, that some of you are experiencing issues with windows. We are working hard with our partners and specialists to get an effective solution.

Looking to the year ahead, there's a lot happening. We're looking at the channels we use to communicate with you, to make sure we're as open and accessible as possible.

We are committed to delivering great service and value for money. You'll see our 'You asked, we did' section in this report and we're always keen to hear your suggestions for new services or ways in which we could improve.

I'm looking forward to working with everyone at East Village and hopefully meeting many of you.



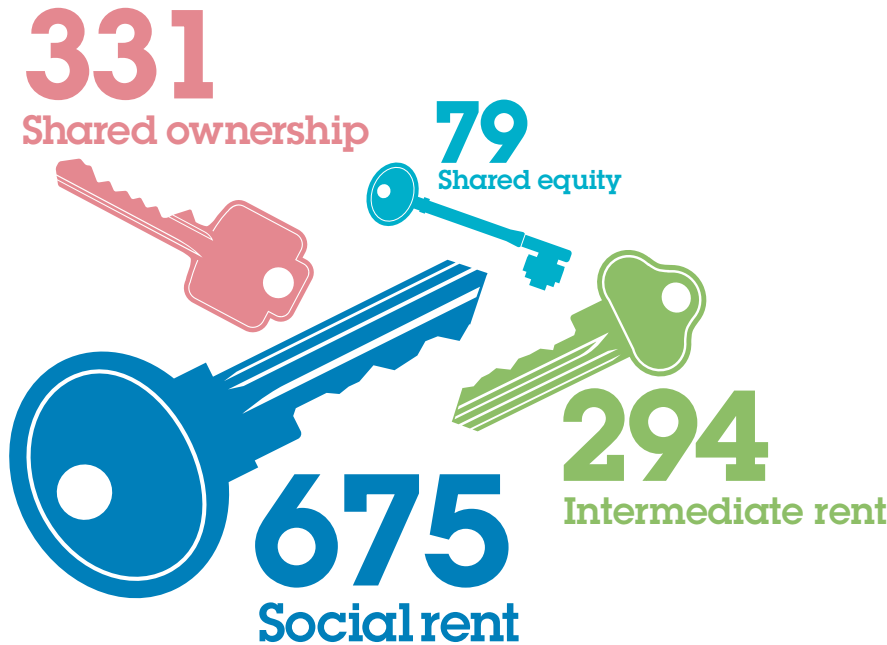
About Triathlon Homes

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

Rent and Service charge collection



Jul – Sep 17	100%
Oct – Dec 17	98%
Jan – Mar 18	99%
Apr – Jun 18	99%
Jul – Sep 18	99%

Average number of days to complete repairs (not defects)



Jul – Sep 17	6.7 days
Oct – Dec 17	7.7 days
Jan – Mar 18	7.2 days
Apr – Jun 18	4.4 days
Jul – Sep 18	8.1 days

Average time to re-let empty property



Jul – Sep 17	9.1 days
Oct – Dec 17	9.1 days
Jan – Mar 18	9.7 days
Apr – Jun 18	12.7 days
Jul – Sep 18	15.6 days

Total complaints received



Jul – Sep 17	35
Oct – Dec 17	76
Jan – Mar 18	49
Apr – Jun 18	44
Jul – Sep 18	29

Monthly joint inspections with Team East Village on all blocks and communal areas



Jul – Sep 17	100%
Oct – Dec 17	100%
Jan – Mar 18	100%
Apr – Jun 18	100%
Jul – Sep 18	100%



You asked, we did...



We introduced a security presence following a high volume of courtyard complaints.



We worked with EVML (East Village Management Ltd) to address the issue of commercial bins making pavements very dirty and the unpleasant odour from restaurants on the corner of Sunrise Close.



Our Community Engagement Officers held a number of community events, including an Easter egg hunt and an Eid party.



We have started a repeat utility meter reading monthly request service, so residents don't have to request readings every month.



We have painted and decorated the following communal areas:

Vega House, Ursa Mansions, Tucana Heights, Burgundy House, Astrid Heights, Festuca House, Chroma Mansions and Kaleidoscope House.

Meander House – Painting started in October 2018 and was finished in January 2019. We trialled a new paint called Airlite which will be in place for a five-year period.

This new paint has many benefits over traditional paint. It has less smell, dries quicker and reduces particles in the air, which makes the corridors cleaner. We will review the paint after the five-year period has ended.



We will be adding FAQs to the Triathlon Homes website.










Residents enjoying 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:

-  Digital screens in foyers went live during October 2017 giving residents access to news and updates
-  Work started in February 2018 to the SKY Q upgrade and was completed on 7 October 2018. EVML have an agreement with the installation company, Love Digital, for any residents who want to upgrade
-  Seagull scarers were erected on roofs in March 2018 and sonic sounders are being piloted and have had some success. An additional plan was implemented for pest control to attend on a weekly basis. They collected any unhatched eggs and replaced them with dummy eggs. This was a successful deterrent as the mothers moved on when they realised their eggs weren't hatching
-  The EVML Security team were commended by the Metropolitan Police for their hard work in helping to keep East Village safe
-  The Annual Residents Survey was sent out in May 2018. We have acted on the points raised and have achieved the following positive outcomes:
 - EVML employed extra security staff to patrol the courtyards in the evenings
 - Courtyard nuisance was dealt with effectively over the summer period
 - Sky Q was rolled out successfully
 - There will be a list of FAQs going on to the Triathlon Homes website
 - The issues with the seagulls have been dealt with successfully.
-  The World Cup Final was shown on The Big Screen in East Village in July 2018
-  Following the merger, East Thames' share in Triathlon Homes transferred to L&Q from 1 April 2018.



Investing in our community

ECHO (Economy of Hours)

Triathlon Homes supports Echo to deliver its programme of online and offline engagement for residents in East Village. Echo is a community sharing network where members trade the skills and resources they have for those they need, using a currency called Echoes. The exchange rate is simple: 1 Echo = 1 hour of someone's time.

What makes Echo special is that everyone's time is valued equally. Everyone can get involved, no matter what skill they have to offer - whether it's business or creative skills or cooking or language lessons.

Echo members have traded more than 2500 hours of skills and services in the last 12 months – everything from swimming lessons to business



coaching, photography to bike fixing. They have hosted 12 events and workshops led by Echo members, including Event Management and Social Media Strategy.

Echo has also supported 52 entrepreneurs through the Echo++ enterprise support programmes, including 16 East Village residents. At the Echo++ Weekender, in September 2018, 27 local entrepreneurs got together to test their ideas, build networks and learn skills in finance, marketing and business modelling.



Investing in our community continued...

Community Chest Scheme

In 2018, Triathlon came on board as one of the founding partners for the new Park Community Chest Scheme. The Chest offers small grants of up to £2000 alongside a pot of Echo currency and support to residents with great ideas to create a positive impact in their local community.

The first round of the scheme was launched in 2018, receiving eight applications from East Village residents. Five projects were selected to receive support, including two projects run by Triathlon Homes residents.

Some local community projects initiated by Echo members, such as the Trowbridge Silver Surfers, has attracted a number of East Village residents to volunteer.



E20 Football Foundation

L&Q supports the E20 Football Foundation which is a programme offering E20 residents of all ages free football development sessions, tournaments and league matches. They are located at Chobham Academy's Sport Centre and have recently welcomed their 1000th member.

The programme offers children, young people and adults of all backgrounds and abilities the opportunity to enjoy and participate in training mentored by qualified and experienced coaches.

Triathlon Homes residents have benefited from the free football sessions and have received professional coaching by a network of coaches over the last 5 years.

Many members have also gone on to complete coaching courses and have been given employment opportunities within the organisation.

We are pleased to announce that E20 Football Foundation won the Newham Community Project of the Year award at the Newham Business awards in October 2018. They also received 170 nominations for the London Football Awards and have been shortlisted for their Community Project of the Year award in 2019.








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 7am-8pm
Saturday - an out of hours service will answer your calls when you ring this number. 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