

Residents
annual report
2014/15





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



Triathlon Homes owns almost 50% of all the homes in East Village. We are proud of the fact that we can provide a range of affordable homes for Londoners. Our job is to ensure that all our residents are able to enjoy warm, safe, well maintained homes in this unique setting. There is nowhere else like this in London.

Everything we deliver to you is managed through our partners and hopefully you are becoming familiar with the names, the faces and the roles. Let me introduce them:

- East Homes delivers the housing management service for Triathlon Homes; from a small base in the village they organize the lets; collect the rent; deal with day to day tenancy matters and liaise with other agencies to ensure the needs of residents are catered for.
- East Village Management Limited is a jointly owned company (with QDD who own all the other properties in the village); EVML is sometimes known as Team East and they are responsible for all the management and maintenance of the 'common parts' and the 'public realm'. We work in close liaison with EVML to ensure you get value for money for the service charge.
- Defects Ltd; this is a specialist provider who has been managing the defects process for us over the last two years. We have now commissioned them to oversee the 'end of defects' process, this is a rolling programme of final visits to all the Triathlon Homes to ensure that all defects from the original build have been identified and dealt with. Once this is complete all day to day maintenance inside your homes will be facilitated by East Homes and their specialist contractor 'Interserve'.

We also work closely with Get Living London to support community activities in the village and ensure joined up communications with all residents. Our vision is to create a place where everyone feels included and where there are numerous opportunities to socialize with each other...just like a typical village.

From my perspective I have to acknowledge that we have had some challenges in the first year: communicating effectively with everyone; ensuring that residents in the intermediate market rented homes understand their contracts; responding to concerns about the heating system and noise nuisance. So there have been challenges. Some of these matters are on-going so we need to continue with improvements.

I have been in post for just over a year and I have witnessed the village as it has come alive. The most important part of that has been the active engagement of residents themselves. I have never before seen such an array of activities and groups; the energy in the village is fantastic and hopefully infectious.

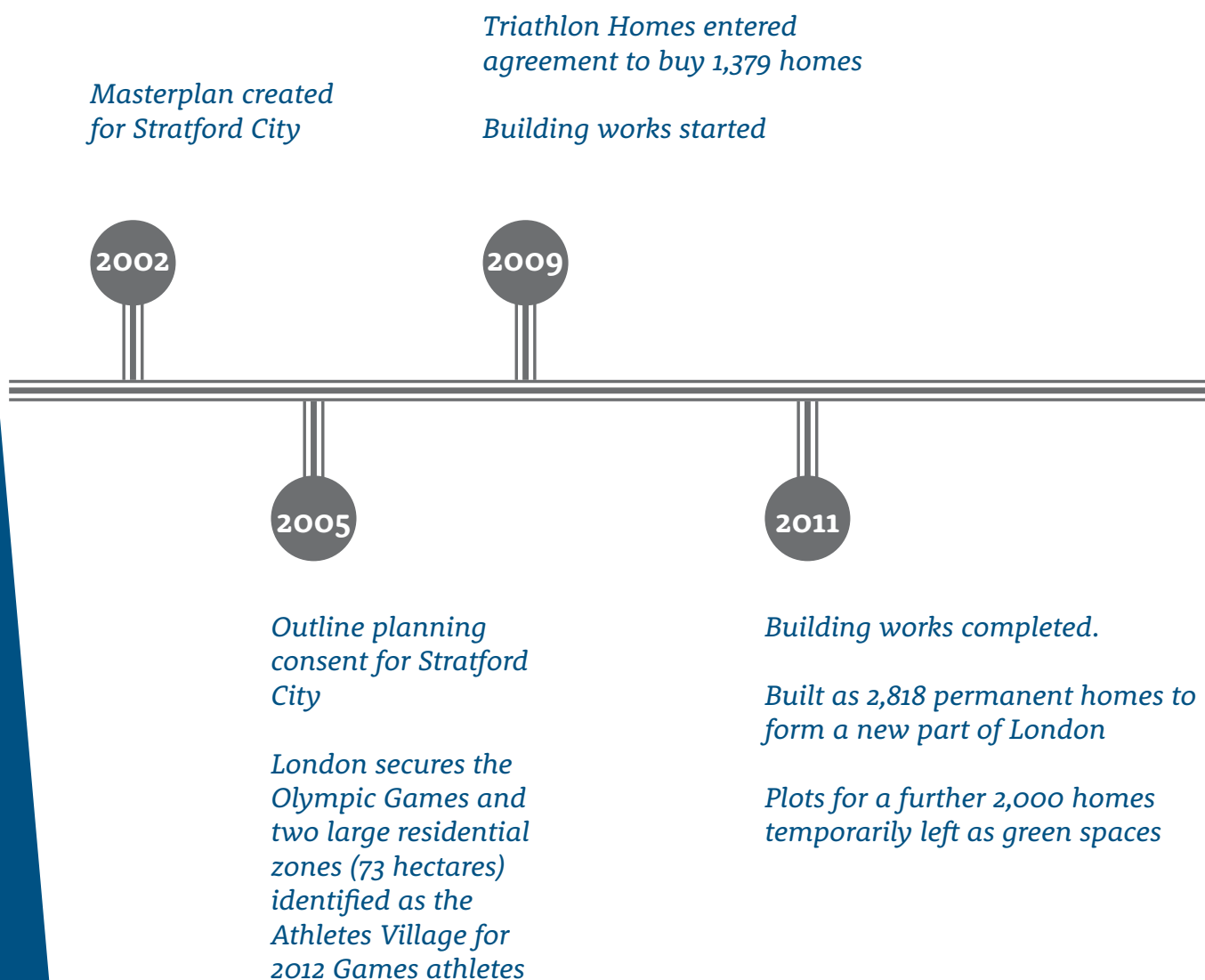
I hope you share my view that the village is a great place to live, I am certainly very proud of all that has been achieved.





About East Village

Set in 27 hectares of parkland, East Village is the new identity of the Olympic Athletes' Village, providing 2,818 homes for thousands of residents. 1,370 of these are high-quality, affordable homes owned by Triathlon Homes available for sale and rent via low cost home ownership and affordable rental options.









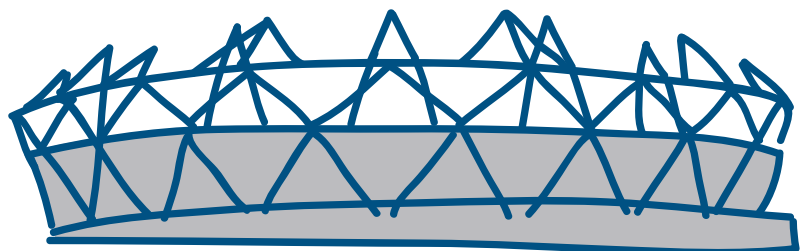
A home to over 17,000 Olympians and 4,200 Paralympians from 165 countries

Works commenced after the Games to complete the apartments for their long term use

2012



-  **2,818** mixed tenure homes, designed for modern, sustainable living
-  **2** landlords manage the homes
-  **1,439** homes owned by Get Living London for private rental
-  **1,379** homes owned by Triathlon Homes for sale and rent via low cost home ownership and affordable rental options



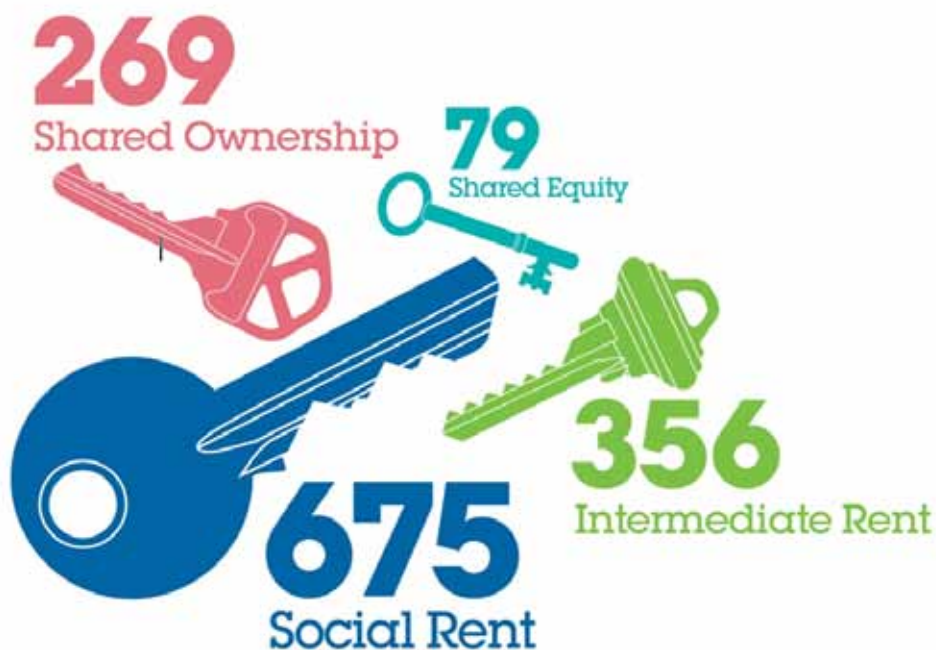


About Triathlon Homes

Our Mission and Values

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

- 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

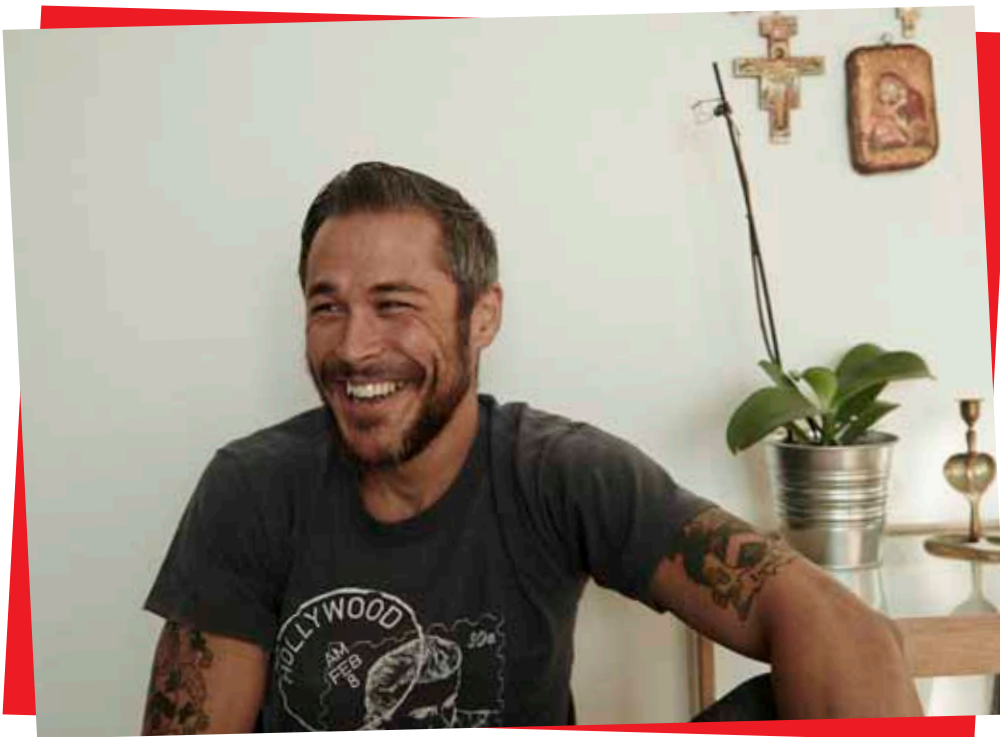






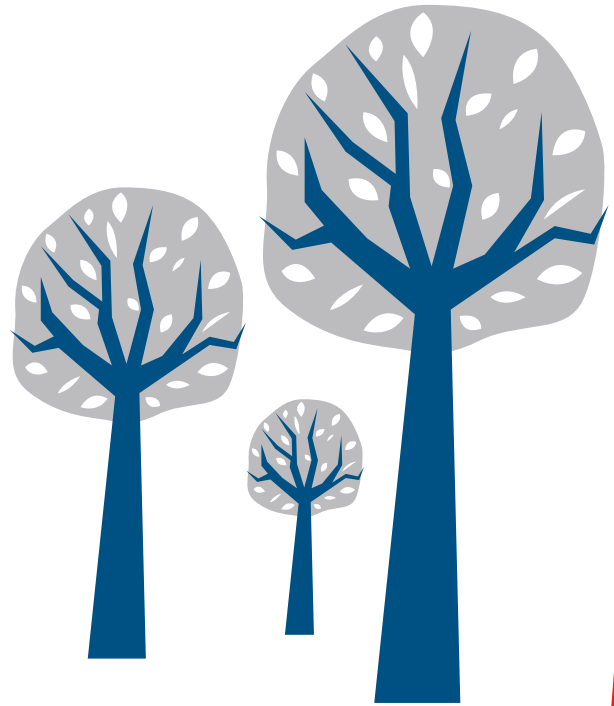
Our Residents

- We have a little over 3000 residents in our homes
- There are over 600 children living in our homes of which 278 are under six
- The ethnic mix is very diverse, our residents hail from all corners of the world
- The vast majority of Triathlon households have ready access to the internet and we have email addresses for 80% of households



“I love the attention to detail at East Village. It feels more Scandinavian than British.”

Rodrigo arrived from Brazil just over a decade ago, settling in east London. Since then, he’s seen the area transform but for Rodrigo, it still very much retains the dynamism that first attracted him to the area. Rodrigo works in the creative industries as a digital marketing manager, and particularly appreciates world-class cultural facilities such as the Theatre Royal Stratford and Elevator Gallery on his doorstep.



Laura: “Our old house was tiny – we were desperate to move somewhere the kids could have their own room.”

David: “I said to myself, ‘I want one of those flats’ and now I do.”

Laura lives with her husband David and young son Jordan. David was born and bred in Bow whilst Laura is from Brighton, and after stints abroad they have always come back to East London. One thing the parents have noticed is just how happy Jordan is in his new home. As Laura says, “There’s much more outdoor space for him to play in and he’s made so many new friends here. There’s a real sense of community and it’s getting tighter all the time. It also feels really aspirational. It seems like, as with us, lots of people have moved here for a fresh start, and to improve their lives.”



Our Performance

We are measured against the top performing fifteen housing associations in UK.

Anti-social behaviour – satisfaction with handling of the case



Benchmark 70.30%

| | |
|-----------------|-------|
| Sept – Dec 14 | 70.3% |
| Jan – Mar 15 | 70.4 |
| April – June 15 | 75% |

Rent and Service charge collection



Benchmark 98%

| | |
|-----------------|---------|
| Sept – Dec 14 | 101.36% |
| Jan – Mar 15 | 100.29% |
| April – June 15 | 96.38% |

Average number of days to complete repairs (not defects)



Benchmark 11 days

| | |
|-----------------|----------|
| Sept – Dec 14 | 5.2 days |
| Jan – Mar 15 | 5.4 days |
| April – June 15 | 4.1 days |

Average time to re-let empty property



Benchmark 30 days

| | |
|-----------------|----------|
| Sept – Dec 14 | 0 days |
| Jan – Mar 15 | 8.5 days |
| April – June 15 | 7 days |

Total complaints received



Sept 14 – June 15 110

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



| | |
|-----------------|------|
| Sept – Dec 14 | 100% |
| Jan – Mar 15 | 100% |
| April – June 15 | 100% |



The year in pictures



Urban golf: May 15
Photo credit: EVML



ShareEast walk: May 15
Photo credit: Neil Andrews



East Village football tournament: Aug 15
Photo credit: E20 Football Academy



Eid: Oct 15
Photo credit: Leah Evans



Halloween: Oct 15
Photo credit: Clara Priestly



Halloween: Oct 15
Photo credit: Anna Banka






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.
-  **On-line:**
Email: info@triathlonhomes.com
Website: www.triathlonhomes.com