

We can still transform people's lives



We're tapping into hidden depths



and talents

The tough economic conditions have brought out the best in us this year.

Like everyone in the sector, we're having to tighten our belts, but we're determined to keep up our high standards for homes and services.

Our staff have been quite amazing. They've pulled out all the stops and worked as one to find new and better ways of doing things.

Our Board members have also done a great job in making secure plans for the future.

Financially we're in control, with sound, well organised systems, complemented by the sale of all our shared ownership homes, well ahead of target. Now we're looking at alternative ways of financing developments and taking the organisation forward.

We're still building lovely new homes, all of which are in great demand. We've also put a lot of time into making our services and systems run like clockwork and we're more than ready to take up new opportunities in the future.

left: Wendy Pridmore, Chief Executive and Trevor D'Cruz, Chairman

Doing things well



is what we're all about

We've found hidden reserves and talents to help us do more with less.

In March we published new service standards, clearly setting out what we will do, to what standard and the time it will take.

Now our residents can see exactly what sort of service to expect, and what to do if we fall short.

For example, we've set out the basics of the gardening service we'll provide for schemes - from how often we'll do the weeding, pruning and mowing in the summer to edging paths and clearing leaves in the autumn.

The fact that most of our residents are very happy with our services is entirely due to the great team of people who work for Rosemary Simmons.

Despite the extra pressures this year, nearly every one of our staff find their jobs challenging yet enjoyable, according to our recent survey, as summed up in one of their comments: "Our jobs change people's lives for the better."

left: Jean Cooper, Walsingham Lodge Green-fingered Jean loves watching her garden grow. She creates a striking display with her pots of flowers, adding a dash of colour to the sheltered scheme. "I've been here since the scheme was built and there've been a few changes but it's always been a very nice place to live."

Our homes are the first choice



for many people

Our new homes certainly have the ‘wow’ factor. Residents say they really enjoy the generous space and maximum light – not to mention ensuite bathrooms – which we’ve designed in.

Quality is all important to Rosemary Simmons and is one reason why our shared ownership homes get snapped up so quickly. They’re also in great locations.

Wardur Court and House, with 20 new shared ownership and rented flats in Walton, Surrey is a good example.

The scheme opened in the depths of winter but residents kept warm through the snow thanks to the biomass wood pellet boiler which provides all hot water and underfloor heating – plus savings on energy bills.

Wardur Court replaces an unpopular sheltered bedsit scheme and we’re planning to do something similar at Dunmow House in Byfleet.

Like a giant blue-clad beach hut by the sea, Swinburne Court in Worthing is becoming something of a local landmark. Many of the residents of the 20 new flats also enjoy fabulous seaside views!

left: Adam Hobill, Wardur House Talented footballer Adam, 10, plays for the premier elite league team Elm Grove Colts. Moving to Wardur House with his mum, Karen, gives him a stable base to train and start senior school from. Karen: “We really love our new home. There’s great security and we’ve got a bathroom each!”



We're ready to make the most of

new opportunities

We've gone back to basics to make sure that all our systems are in tip top order. We think this will help us take full advantage of new opportunities when they come along.

For a start, we've had a really good look at our health and safety procedures and toughened them up.

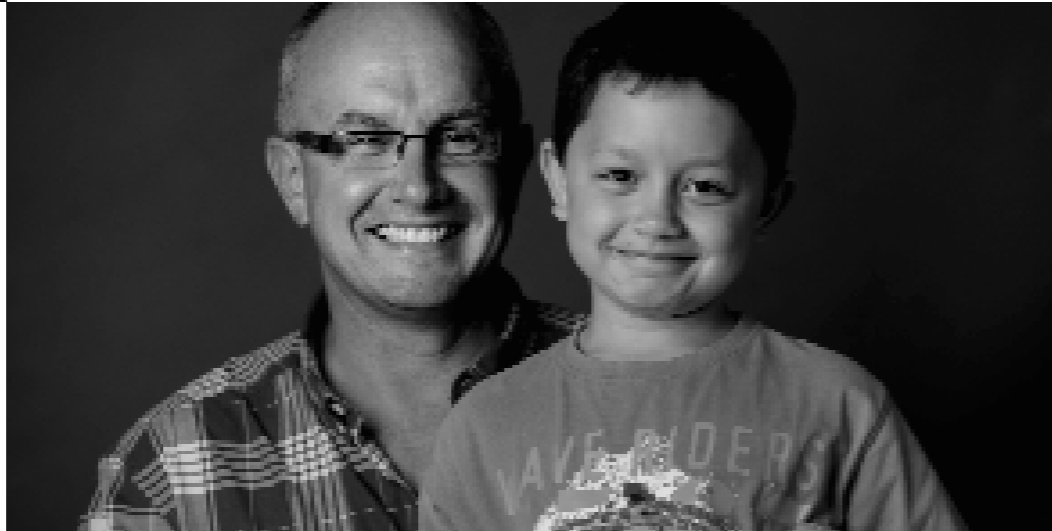
The result is a Health and Safety Action Plan which ticks all the boxes, taking us from being 'fairly good' to 'excellent' in this area.

We're also sharpening up our repair service. We've joined SHAPE – Small Housing Associations Pursuing Excellence – so that we can compare ourselves with similar associations and learn from each other.

If you asked us to sum up Rosemary Simmons we'd say 'professional yet caring', qualities which we believe helped us to secure a new contract this year, to manage Walsingham Lodge sheltered scheme in Barnes.

Resident Jack Sogan says: "I'm very, very happy here. You couldn't wish for more."

left: The Weedon family, Wardur House; top left, Bailey, 12 and Jaden, 8, and with parents Robert and Tamzin "It's like winning the Lottery", says Tamsin Weedon of her spacious new home. Since the family moved from their damp, over-priced privately rented flat, Bailey has also seen his asthma attacks reduce.



Beating the odds



left: Abi Groombridge,
Wardur House

Abi's been through tough times to pursue a career with horses. She kept up her apprenticeship while homeless but today she's loving her new flat in Wardur House. "Life is a lot better now, I'm very happy with my new home."

How it all adds up

Where the money comes from	2010/11	2009/10
	£	£
Rent	1,391,081	1,317,877
Service charges	182,038	152,358
Leasehold service charges	279,068	266,808
Interest receivable and similar income	7,561	5,502
Shared ownership sales	1,031,250	140,000
Other income	60,157	51,676
	2,951,155	1,934,220
Surplus/(deficit) on sale of properties	66,978	1,378,471
	3,018,133	3,312,691

Where the money goes	2010/11	2009/10
	£	£
Rented service charges	223,396	185,650
Leasehold service charges	275,295	266,095
Routine maintenance	220,400	256,658
Major/planned repairs and Decent Homes	158,794	232,335
Depreciation of properties	236,983	181,732
Housing management	395,993	574,271
Development services	79,363	46,219
Shared ownership costs	749,700	97,017
Interest payable and similar charges	393,721	294,671
Others	54,059	32,284
	2,787,704	2,166,933
Surplus/(deficit) for the year	230,429	1,145,758

It's all about breathing and balance



left: Pauline Pightling,
The Fairings, Hershham

She says it's all about breathing and balance ... tai chi is just one of the energetic activities which superfit resident Pauline enjoys. "Once you're with Rosemary Simmons and you become one of their residents they look after you. Not many landlords do that. For me it's just the fact that you have no worries. You're not thinking about how much things will cost because you trust your landlord."

Keeping the books

Balance sheet	Year ended 31 March	
	2011	2010
	£	£
Housing properties net of grant	16,494,053	14,410,839
Other fixed assets	1,240,472	1,269,605
Short term investments	1,828,165	1,894,661
Net current assets	(251,296)	153,584
	2,817,341	3,317,850
Total assets less current liabilities	19,311,394	17,728,689

Capital and reserves

Creditors falling due after more than one year	8,574,253	7,223,003
Provisions	0	0
Non equity share capital	27	24
Revenue reserves	10,737,114	10,505,662
	19,311,394	17,728,689

Income and expenditure

	2011	2010
	£	£
Turnover	2,943,594	1,928,718
Operating costs	(2,393,983)	(1,872,262)
	549,611	56,456
Surplus/(deficit) on sale of properties	66,978	1,378,471
Interest receivable and similar income	7,561	5,502
Interest payable and similar charges	(393,721)	(294,671)
Surplus/(deficit) for the year	230,429	1,145,758

Further detailed financial information is available on request.



Getting down

Above: Jack Sogan,
Walsingham Lodge

Sculptor Jack, 89, turns clay and stone into striking heads. He lives at Walsingham Lodge where a garden shed serves as a studio, thanks to the efforts of Resident Manager Jackie. He says: “Jackie is wonderful; she is a very nice person, practical, conscientious and caring”.

Managing Services

We began to provide management services to the Barnes Workhouse Fund this year, in addition to our continuing to provide these for Eddystone Housing Association and The Fellowship Houses Trust (FHT). RSMHA is a corporate trustee of FHT.

Customer Complaints

We welcome complaints as they help us to spot where our service may have fallen short and to put things right. Last year we received 11 customer complaints.

Properties	RSMHA		FHT	
	2010/11	2009/10	2010/11	2009/10
Rented studio flat	13	13	24	24
Rented one bedroom	152	140	42	28
Rented two bedroom	56	44	14	6
Rented three bedroom	56	54	0	0
Rented four bedroom	13	13	0	0
Total	290	264	80	58
Leasehold properties	112	112	0	0
Shared ownership one bedroom	5	2	0	0
Shared ownership two bedroom	23	14	0	0
Total	28	16	0	0

Average net rents £	RSMHA		FHT	
	2010/11	2009/10	2010/11	2009/10
Studio flat	76.46	69.09	n/a	63.19
One bedroom flat/bungalow	88.99	84.98	70.84	68.40
Two bedroom flat/bungalow/house	104.22	99.90	84.01	81.37
Three bedroom house	121.68	116.51	n/a	n/a
Four bedroom house	132.79	124.89	n/a	n/a

Residents we housed last year	RSMHA	FHT	Total
Already housed by us	2	0	2
Applied to us directly	0	1	1
Nominated by council/choice-based lettings scheme	31	22	53
Other	0	0	0
Total	33	23	56



Above: Jackie Taylor,
Resident Manager,
Walsingham Lodge

Jackie's weekend retreat is a boat on the Thames so she's expert in keeping everything shipshape for Walsingham residents! “The most satisfying part of my job is in making sure everyone is as comfortable and contented as they can be.”

BOARD MEMBERS

LIFE PRESIDENT	Iris M Simmons MBE
Trevor D'Cruz	Chairman
Alistair Court-Smith	Deputy Chairman
Stephen Cooper	
Christopher Clarke	
Jenny Edwards	(Tenant Board Member)
Jill Gale	
Chelliah Krishnamoorthy	
Bernard Payne	
Bruce Roberts	
Ingrid Saffin	
Jane Worsley	

to the detail

How long were our properties empty?	RSMHA	FHT	Total
Less than one week	23	21	44
1 – 2 weeks	2	0	2
3 – 4 weeks	3	0	3
5 – 9 weeks	4	0	4
10 – 19 weeks	0	0	0
20 – 29 weeks	1	0	1
30 – 39 weeks	0	0	0
40 weeks or more	0	2	2

Lettings	RSMHA	FHT	Total
New homes	26	20	46
Older homes re-let	7	3	10
Total	33	23	56

Ethnic origin of lettings	RSMHA	FHT	Total
White British	25	16	41
White other	4	0	4
White Irish	0	1	1
Mixed White and Black African	0	0	0
Mixed White and Black Caribbean	1	1	2
Mixed White and Asian	0	0	0
Black/Black British – African	0	0	0
Black/Black British – Caribbean	0	0	0
Asian/Asian British – Indian	1	0	1
Asian/Asian British – other	2	0	2
Missing/not given/refused	0	5	5
Total	33	23	56

Homelessness status of new tenants	RSMHA	FHT	Total
Not homeless (legal definition)	23	2	25
Homeless (legal definition)	6	2	8
Homeless (by other definition)	4	19	23
Total	33	23	56



left: Betty Gravestock, Walsingham Lodge

'Handmade by Betty' says the sticker on every one of the beautiful cards created by the Walsingham Lodge resident who uses a huge array of bits and bobs to make her cards unique. "It's fantastic where we live. When you think what's happening in the rest of the world, what is there to grumble about?"



Cover quote from Wendy Pridmore, Chief Executive of RSMHA

Cover photo: Mavis Heyes, Walsingham Lodge

Mavis has a real talent for making friends. While she only moved into the scheme in April she says: "I've got to know the neighbours very quickly because I'm always interested in other people. I'm amazed that I haven't felt homesick at all but there are lovely people here and I'm really enjoying life."

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