

# Delivering Excellent Results

Achievements 2008/2009



Enayet Sarwar  
Chair of Mitali

## Mitali Housing Association - Part of Network Housing Group

### Governance

- Mitali can now boast an even more diverse and representative Board after completing a successful round of Board recruitment. As a result the Board acquired four new members, of whom three are women and three are from BME communities.
- We have enhanced governance through a number of improvements to the governance framework, including recruitment and retention, learning and development, appraisal and induction.
- We appointed a new Managing Director - Nazir Hafezjee - who has already re-energised staff and the Board. The most recent Network Housing Group staff survey also found Mitali staff to be the most satisfied compared to other staff across the Group. This positive attitude means that the motivated staff team will continue to provide excellent customer service.

### Environmental Sustainability

- We implemented our environmental sustainability strategy and action plan aimed to achieve our corporate target of a 15% reduction in carbon emissions by 2013. Actions included sending all residents energy efficiency leaflets in both English and Bengali and free energy saving light bulbs. We set up a dedicated energy page on our website and we carried out a fuel poverty survey inspecting 53% of Mitali homes.



### Continuous Growth

- We took a positive step towards increasing Mitali-owned stock by successfully negotiating the transfer of nine units at Berner Terrace, Tower Hamlets. This will allow Mitali to house even more families in need.
- We were selected by Stadium to manage a further 16 properties along the vibrant Commercial Road, which will bring in additional income and continue to improve the efficiency of frontline services.
- We succeeded in further raising the profile of Mitali within Network Housing Group by developing positive relationships with key departments and managers and a proactive affiliation with NHG's new CEO, Tom Titherington.

### Improving Performance

- We made a surplus of £239,956 in 08/09, beating our projected surplus of £12,000 through improved service efficiency and by implementing innovative ideas.
- We dramatically reduced void turnaround times from 89.6 days in 07/08, to 39.8 days in 08/09. This has enabled more families to be re-housed, including those previously living in temporary accommodation.
- We hit and even exceeded some Key Performance Indicators this year. These include:
  - ⇒ Rent collection rate was 100.7%
  - ⇒ 98.4% of routine repairs completed within target
  - ⇒ 95.7% of urgent repairs completed within target
  - ⇒ 83.3% of emergency repairs completed within target
  - ⇒ 100% of units with a gas safety certificate
  - ⇒ 100% of complaints responded to within target

# Building Stronger Communities

Achievements 2008/2009



Nazir Hafezjee  
Managing Director

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### Resident Involvement

- We worked proactively with residents in Cranberry Lane, Newham; Backchurch Lane, Tower Hamlets; and Beech Court, Redbridge to set up their own active tenant and resident associations. Cranberry Lane TRA successfully secured a grant of £27,000 for estate projects with our help.
- We set up a residents' forum that is working with us to further improve service delivery. The forum has already elected its first Chair - Kimmi Jasper - who said "This is a chance to work closely with our landlord and service providers to tackle residents' issues, take action and grow our communities together".
- We revamped our resident newsletter, making it more dynamic and resident focused. We also have Residents on the *Mitali News* Editorial Board.

### Key Relationships

- Network Housing Group was selected as preferred development partners in Newham and Waltham Forest, and Mitali will be managing homes on their behalf. This will allow Mitali to contribute to the development of affordable homes in our 4 key boroughs: Tower Hamlets, Hackney, Newham and Waltham Forest.
- We joined the Tower Hamlets' Common Housing Register through effective partnership with the borough's lettings team. This has improved re-housing opportunities for overcrowded families. Two of our families have already been successfully re-housed

### Community Development

- We Invested £60,000 into the innovative Job Ready Programme, run by Tower Hamlets Summer University. Job Ready provides unemployed young people aged 16-25 with a unique opportunity to learn new skills and exposes them to professional environments like fashion giant Burberry. More than 17 young people successfully went on to employment or further training after completing the programme.
- We set up a 3-month trainee volunteer programme designed to help unemployed locals get back into work by giving them real hands on experience and building their confidence. All of our volunteers successfully went on to gain permanent, paid employment.
- We launched our new 'Celebrating Diversity' Agenda with a successful Eid Cultural Day. More than 150 residents attended and feedback was overwhelmingly positive.

### Future Priorities

- We will continue to work closely with our residents and use feedback to develop resident services - particularly the repairs service
- We will meet the Decent Homes 2010 Target
- We will develop more homes in East London

