

ANNUAL REPORT

2011



**SHROPSHIRE
RURAL HOUSING
ASSOCIATION LTD**

SHROPSHIRE'S RURAL HOUSING CHARITY

www.ShropshireRural.co.uk

A Review of the Year to 31st March 2011

The year to March 2011 has been a year of continued growth for the Association. The completion of our new scheme in Prees has added a further 20 homes into management. The allocation of homes on this development - the largest mixed housing development we have undertaken to date, was undertaken through Shropshire Homepoint using a local lettings plan agreed with the Parish Council and Shropshire Council thus ensuring homes were allocated to local people. We hope that the diverse community created will thrive over the years to come.

Whitebrook Meadow was our second development of homes using low carbon Ground Source Heat Pumps to provide hot water and heating. The development was also built with a high standard of thermal insulation to make these homes both affordable to rent and keep running costs to a minimum.



Whitebrook Meadow
Prees

The Association was also successful in obtaining grants from The Homes and Communities Agency and Shropshire Council for the construction of six new homes off Almond Avenue Gobowen. These homes will be ready for occupation in the Winter of 2011.



Whitebrook Meadow, Prees

We have also continued with our planned improvement programme for our existing homes. New windows have been fitted to our schemes at Trefonen, Onibury and Shawbury. The benefit of windows, up to modern insulation standards, has been warmly received by our residents who have reported lower running costs and better comfort levels. Our programme is continuing to reduce CO2 emissions and help our customers stave off the ever increasing costs of energy for domestic heating.

During the year we have produced newsletters for our customers giving them updates on items that might affect their lives and to consult on issues affecting the way we deliver our services. The newsletters are also available online.

Sadly in August 2010 we lost John Morrison as a tenant Board member following his death. John had been a Tenant Board member for four years and made a huge contribution to debates on behalf of tenants. His contribution will be missed.

As we look forward to the new financial year the prospects of continuing our growth through grant funding are going to be challenging. We are however committed to continued growth in the new world in which we find ourselves, as well as continue to improve our existing homes for the benefit of our customers.



Bryan Powell Chief Executive

Introduction by The Chairman

The Association is committed to continuing to develop more homes in rural settings as well as our market towns across Shropshire. This year has seen the completion of our biggest general needs housing development to date in Prees. The homes delivered include two four bedroom homes for larger families which were much needed in the area.

We are also concerned that our tenants household budgets could be seriously affected by the cost of energy for their homes. I am proud that we have continued to improve our older housing stock through provision of additional insulation as well as energy efficient windows and doors to cut drafts and energy loss.

Our new housing will always be built to reduce peoples heating bills using excellent insulation and energy efficient heating systems to reduce running costs. Ground source heat pumps, as used at The Meer's, Chorley and now at Whitebrook Meadow, Prees, are delivering low carbon heating with running costs well below more traditional heating systems. We will continue to strive to find ways to introduce this type of technology to our existing housing stock to reduce heating bills and our carbon emissions. The hard work put into developing the Almond Avenue site in Gobowen over the last year will mean that six new homes will be available in the coming year.

The amount of funding available from Government to build new housing for the future is greatly reduced and Shropshire Rural will have to find more innovative ways to continue to build much needed homes. We have decided not to opt for putting some of our existing property rents up to the Governments preferred rent of 80% of market rent. We felt that this was unaffordable to our tenants and would not deliver sufficient benefits to the Association.

I would like to thank the staff for another year of hard work and initiative in doing things a bit differently to improve our services. Our Staff and Board Members are second to none and I appreciate their help and support over the last year. We will all strive to continue to give our tenants good service and support in the future.

Heather Kidd

Heather Kidd Chairman SRHA



You have your say.....

About the Replacement Windows at Shawbury

Mr and Mrs Jones "Highly delighted with the quality of the windows, and the professionalism of Heritage Glass fitters."

Mrs Arthur " I have had a big drop in my electricity bill this quarter compared to this time last year (not had to pay) so the new windows and doors have definitely made a huge difference."

Mrs Titley " Lovely windows and they make the rooms brighter"

Mr Smith " Very pleased so much quieter with the new windows, can't hear the helicopters night flying "

Mr and Mrs Hadwen "The new windows have made a big improvement all round , the court looks as if it has been spring cleaned and polished.. Heritage glass were very efficient , tidy and accommodating, highly recommended. Thank you SRHA".



About our Repair Service

Mrs Shemmell, a tenant from Hadnall, who is dependent on Oxygen, had to make an emergency call at 2 am, when her electrics failed. Jeremy, an electrician from Total Response arrive within the hour. All electrical systems were checked, together with electrical items. The fault was eventually found to be in the meter cupboard, a fine spray of water from a pipe in the cupboard was found to be the cause of the problem. Jeremy was unable to turn the stop cock off so called out Simon Johns his supervisor, who was able to turn the water off with the appropriate key. The whole operation took approximately three hours. Mrs Shemmell could not thank Jeremy and Simon enough for all that they did in a pleasant and efficient manner.

Gaynor Griffiths of Welshampton commented on the 'outstanding work' carried out when her guttering and downspout had become detached.

Mrs Durham of Cockshutt suffered a blocked shower drain: Mrs Durham commented 'Thank you for the quick response.



Visit our updated web site

During the year we have upgraded our web site to offer a portal for our customers to get information on such items as benefits, energy switching, debt advice, home ownership options and local services provided by Shropshire Council.

These and other links are available from our "useful links" web page at www.shropshirerural.co.uk.



S.R.H.A Schemes 2011

North Shropshire	CLIVE	7
	COCKSHUTT	9
	HADNALL	10
	HARMER HILL	7
	HINSTOCK	12
	IGHTFIELD	6
	SHAWBURY	23
	TERN HILL	5
	WESTON LULLINGFIELDS	4
	WELSHAMPTON	3
	WEM	6
PRES	20	
Oswestry Area	GOBOWEN	3
	MORDA	7
	OSWESTRY	10
	RUYTON-XI-TOWNS	10
	ST. MARTINS	8
	TREFONEN	12
	WEST FELTON	1
	WESTON RHYN (The Meads)	3
	WESTON RHYN (Sycamore Park)	18
	WHITTINGTON	2
Central Shropshire	BAYSTON HILL	2
	MINSTERLEY	5
	PONTESBURY	10
	SHREWSBURY	6
	WILCOTT	3
	BROCKTON, WORTHEN	4
South Shropshire	CORELEY	8
	ONIBURY	8
	BURWARTON	6
	CHORLEY	6
	KINLET	8
	STOTTESDON	6

Our total number of homes owned is 258



Delightful planting by tenants at Burwarton and Cockshutt



Mr and Mrs Edwards' garden at Oswestry

REPAIRS during 2010 - 2011

RESPONSE TIME (Target = 100%)

Emergency - out of 84 repairs 82 were carried out on time	98%
Urgent 48 hour - out of 198 repairs 151 were carried out on time	76%
Urgent 7 days - out of 219 repairs 191 were carried out on time	87%
Routine - out of 238 repairs 201 were carried out on time	85%

The Financial Year

Financial Summary

How each pound is spent	Rents	£	990,414	
	Cyclical/Planned Maintenance	£	177,239	17.9%
	Services	£	50,096	5.1%
	Response Repairs	£	122,855	12.4%
	Management	£	193,525	19.5%
	Rent Losses from Voids	£	7,854	0.8%
	Loan Interest	£	145,934	14.7%
	Development Administration	£	36,456	3.7%
	Bad Debt	£	4,189	0.4%
	Reserves	£	146,616	14.8%
	Depreciation	£	108,335	10.9%
	Interest Receivable & Other Income	-£	2,685	-0.3%
		£	990,414	100.0%

Accounts 2010-2011

Investment in Housing Development	£	17,237,911
Total Rent & Other Income	£	990,414

Summary of Balance Sheet Year Ended 31st March 2011

Fixed Assets	£	7,822,160
Net Current Assets	£	232,833
Total Assets less Current Liabilities	£	8,054,993

Financed by:

Long Term Loans	£	5,778,255
Called up Share Capital	£	64
Reserves	£	678,672
Income & Expenditure Account	£	1,598,002
	£	8,054,993

Average Weekly Rents

1 Bedroom Bungalows	£	75.99
1 Bedroom Flats	£	57.25
2 Bedroom det Bungalows	£	76.10
2 Bedroom Houses	£	78.06
2 Bedroom semi Bungalows	£	73.37
3 Bedroom Bungalows	£	80.84
3 Bedroom det Houses	£	94.81
3 Bedroom Houses	£	84.07
4 Bedroom Houses	£	100.30
Secured	£	74.80

The people behind the scenes

The members of Shropshire Rural Housing Association's Board are:

Mrs. H. Kidd	Chairman
Mrs. P. W. Sears	Secretary
Mrs. R. Abbiss	Chairman of Housing Management
Mr. J. Alvey	Vice Chairman of Housing Management
Mrs M. Lomas	Chairman of Strategy and Resources
Mr. A. Vanderhook	Vice-Chairman and Vice Chairman of Strategy and Resources
Mrs. D. M. Shineton	
Mr. T . Davies	
Reverend E. Ward	
Mrs S Howells	
Mr. A. Newall	Tenant Member

Pastoral Visitors are:

Mrs. R. Abbiss
Mr. J. Alvey
Mr. J. Cadwallader
Mrs. P.W. Sears
Mrs M Lomas

The Association's Staff are:

Mr. M. Clarke	Director	(Retired 31st October 2010)
Mr. B. Powell	Chief Executive	(Appointed 1st November 2010)
Mrs. R. Fullwood	Financial Accountant	
Mrs. L. Talbot	Housing Officer	
Mrs. M. Williams	Administrative Officer	
Mrs. P. Marston	Rent Officer	
<i>At Shawbury:</i>		
Mrs. A. Hadwen	Warden for Shawbury - Telephone: (01939) 251404	

Staff are located in the Association's offices at

The Maltings, 59 Lythwood Road, Bayston Hill Shrewsbury, SY3 0NA
 Telephone: (01743) 874848 Facsimile: (01743) 874003
 Email: enquiries@ShropshireRural.co.uk Web site: www.ShropshireRural.co.uk

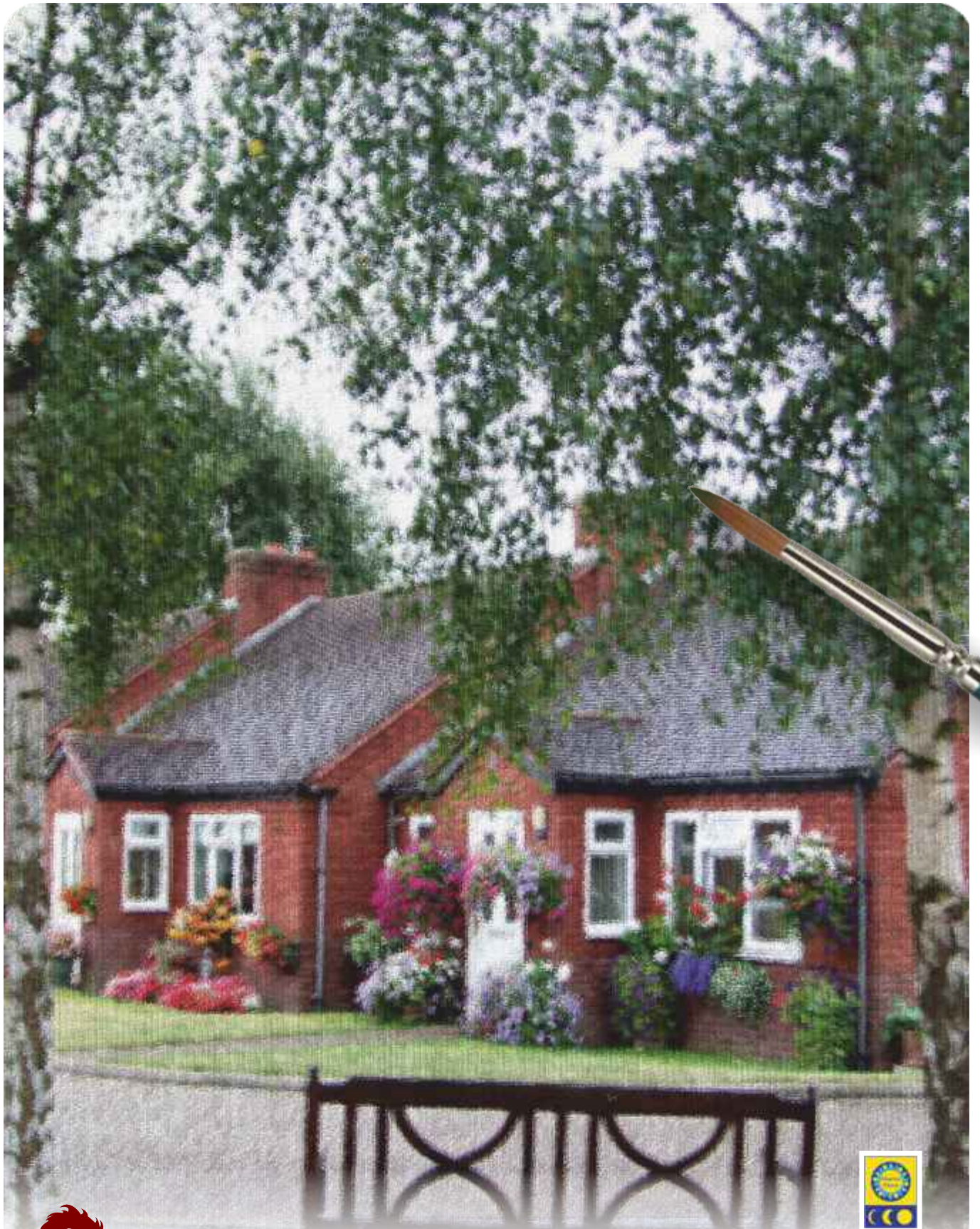


The S.R.H.A. offices at Bayston Hill near Shrewsbury

Financial and Legal Services are provided by

Bankers	National Westminster Bank Plc.
Funders	The Homes & Communities Agency The Nationwide Building Society The Royal Bank of Scotland Shropshire Council
Auditors	Whittingham Riddell LLP, Shrewsbury
Solicitors	KJD, Stoke-on-Trent HBJ Gateley Wareing, Birmingham
Financial Services	Congleton Computer Service





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