

**Residents
Annual
Report**

2019

Welcome



HELEN EVANS

Chair of the board

This year's annual report sets out the range and depth of services and achievements across all JRHT teams. These services are central to ensuring residents in our homes remain independent and well and have a real opportunity to shape the community they live in.

The effect of the COVID-19 pandemic has been far reaching. Our people, whether working on the frontline or offering support from the back office have demonstrated unwavering commitment to our values and to the communities in which we work.

2020 has brought many challenges, and inevitably and rightly changes to our planned activity. Unchanged will be our focus on the health and wellbeing of our residents, communities and colleagues, while we as an organisation and the wider housing sector adjust to the new operating environment.

Contents

02 - Welcome

04 - About JRHT

06 - More people live in a decent, affordable home

15 - More people are independent and well

17 - More people are shaping our communities

22 - More people can improve their prospects

24 - What we are working on now and our plans for the future

About JRHT

Joseph Rowntree Housing Trust (JRHT) is a registered Social Housing and Care Provider with properties in York, Scarborough, Leeds, Hartlepool and outlying

towns and villages. The Regulator of Social Housing and the Care Quality Commission, oversee our work to ensure we comply with all relevant legislation.

Over the last year, JRF and JRHT have embedded a series of values with our staff. These values are core to the way we work and are at the heart of everything we do. They show what we care about, help us make decisions and show us how to behave together.

JRHT's values are:

- We're built on trust
- We show we care
- We make a difference

Our outcomes

We have a vision which we share with the Joseph Rowntree Foundation (JRF) - to have a prosperous UK without poverty. To help us to achieve this, we have developed a set of outcomes. These outcomes will enable us to measure the real difference that we make to individuals and communities.

More people are shaping our communities



We work closely with residents to build inclusive communities, where people can live well together in a supportive environment.

More people can improve their prospects



We work with residents to reduce outgoings, increase income and provide advice to access benefits and support. By working closely with organisations across Yorkshire and the North East, we enable people to improve their prospects through education, training, volunteering and employment.

More people live in a decent, affordable home



We are a responsible landlord, ensuring that properties are maintained to a high standard, while maximising energy efficiency. We encourage more people to access their own home, by building new properties with a variety of ownership options.

More people are independent and well



Ensuring more people are independent and well is the primary focus of our care services, but also reflects how we deliver housing services which go over and above the more traditional landlord role.

Value for Money (VfM)

We are committed to achieving value for money across all of our services. We have focused on reducing costs and wastage across the organisation, while ensuring that quality is maintained or improved.

Examples of Value for Money

We have retendered catering suppliers and achieved **3%** savings on fresh vegetables!

We have saved **£25,000** on furnishings at Lamel Beeches

We now work with a single contractor to support our repairs services as a more cost effective way

We have replaced all our fire extinguishers with new ones, which means we no longer have to carry out annual testing - saving **£70,000** per year



More people live in a decent, affordable home

We manage and provide a broad range of accommodation, with over 2,500 homes for residents with varying levels of housing, care and support needs in York, Leeds, Scarborough, North Yorkshire, and Hartlepool.

- **1,290** are general needs homes, let at social housing rents;
- **285** are rented housing specifically for older people, again let at social housing rents;
- **80** homes provide owned supported housing;
- **497** homes are provided on a shared ownership basis from between **1%** and **99%** ownership options;

- **155** homes are **70% owned** leasehold accommodation in sheltered housing schemes;
- In 2019, we increased our bed spaces to **45 residential care suites** and **57 extra care apartments** where residents can access on site care support as part of their assessed care needs;
- At **Hartrigg Oaks** there are **152 bungalows** which is part of a continuing care community. The majority of the bungalows are fully owned and linked to the care setting;
- There are also **33 fully owned homes** at **Hartfields** for which JRHT has retained a full repair responsibility.

New Lodge

The first stage of construction for New Lodge was completed in 2019 with the first residents moving in from their previous homes within Red Lodge. Teams from the organisation worked together to support this process. Residents settled into their new homes and staff adapted to their surroundings and updated facilities.

Phase one, a **45-bed care home** and **57 one-and two-bedroom apartments** within Rowntree Lodge and Parker Court.

The final stage of construction will consist of **building 48 one and two bedroom apartments** within Unwin Court & Seebom House. This phase will also include a communal lounge for residents living within the extra care apartments which is expected to be completed by August 2021.

FACT

The New Lodge development is due to complete in 2021 and will provide:

45

residential care suites

-

105

extra care apartments



Quotes from residents living within apartments at New Lodge

"I feel very lucky to have my apartment. I love it. The management and staff are kind and helpful. The gardens are beautifully done and the building has been very well designed. Perfect!"

"Compliments to the staff who run the complex, I have found them very helpful and I appreciate the way we receive newsletters keeping us up to date."

Derwenthorpe

By the end of 2019, we had built **482 properties** within our new community of Derwenthorpe, of which **41% are affordable homes**. We plan to start building another **40 new homes at Derwenthorpe in 2020**.



Derwenthorpe

All properties built in 2019

	Rental properties built	Shared ownership built	Care suites	Properties built for full sale	Changes to existing properties	Total
Derwenthorpe	23	10	-	2	-	35
New Lodge	47	10	45	-	-	102
Existing properties	-	-	-	-	3	3
TOTAL	70	20	45	2	3	140

CASE STUDY: Hartlepool - Housing Heroes

One of our projects in Hartlepool is the Housing Heroes project. This project works with young care leavers and other partners to design and create their own sustainable homes by refurbishing empty properties. In 2019, four young care leavers took up tenancies within the homes they had created. A second property has now been purchased with refurbishment planned for 2020.

Improving our existing homes

As well as building new homes, we continue to invest in our existing properties. In 2019, major improvements were made at Bedford Court, Lamel Beeches and Hartrigg Oaks. The improvement work included new flooring, soft furnishings, and the decoration of communal areas, as well as a new coffee shop and updated reception area at Hartrigg Oaks.

We also invested more than **£1 million** in the modernisation programme for our housing stock:

- **36 new kitchens and bathrooms** were fitted;
- **61 properties** have been **painted** externally;
- **91 new boilers** and heating systems were fitted;
- **206 properties** were fitted with **new windows and doors**. The majority of our homes in New Earswick now benefit from double glazing.

Review of our Sheltered Housing

JRHT has **14** sheltered housing schemes across York, Leeds, Scarborough and outlying villages. We are increasingly aware that these schemes may benefit from improving accessibility externally and internally within communal areas. In 2019, we undertook a thorough review of all of

our sheltered housing sites in order to assess if any improvement works were required or recommendations to be made. The findings of that audit will be reviewed in consultation with residents and, where appropriate, implemented during 2020/21.

Sales and lettings

We offer a range of tenures which give residents the flexibility to move into a property which is affordable for them. This flexibility is reflected in the range of sales and re-lets which took place in 2019:

- **44** rented properties
- **1 conversion** sale to rent
- **4 conversion** rent to sale
- **35 new properties** at Derwenthorpe
- **12 mutual exchanges**
- **34 sales** including **27** shared ownership sales

FACT

We re-let our empty homes very quickly

In 2019 we let homes within 9 days. This puts us amongst the best performing Housing Associations in the country.

Income management

As a social landlord, the money which is generated from rent and other services is reinvested into our existing properties and helps us to build new homes for people who really need them. Therefore, it is important that we work alongside residents and tenants to collect rent regularly. We understand that at times, residents and tenants' circumstances change beyond their control, making it difficult to pay rent and bills. We are committed to working with residents and tenants to help them to maximise their incomes and help to ease financial worries.

At the end of 2019, the total value of current tenant rent arrears was **£250,282**, (reduced from £258,286 at the end of 2018). The table below shows a steady improvement in arrears since 2015. We acknowledge that there is still more we can do to improve our performance and therefore a review of income management will take place in 2020.

Current tenant arrears	2015	2016	2017	2018	2019
Arrears as a % of rent receivable	3.89%	3.18%	2.93%	2.83%	2.65%
Number of arrears cases	606	436	408	340	325
% of tenancies in arrears	27%	19%	18%	15%	14%

The percentage of households in arrears was just **14%** in **2019**, compared to 27% at the end of 2015 which is a significant improvement.

At the same time our **Money and Benefits Advisor**, helped residents to access **£60,234** of additional income in 2019 by assessing residents benefit eligibility and helping to secure benefit entitlements.

The money owed to us by former residents and tenants in 2019 has reduced to **£69,215**. The number of arrear cases has fallen from **103** down to **75** cases and the number of leaseholders in arrears has also fallen from **60** down to **44** cases.



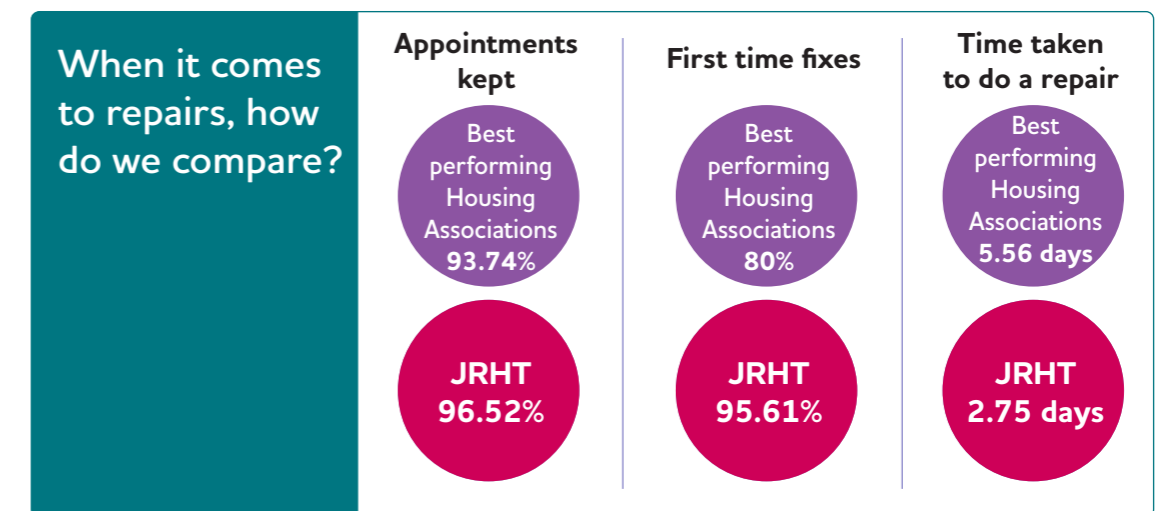
Martin Bell
money & benefits advisor

Repairs

The repairs service is our residents main priority and over recent years we have achieved a significant improvement in service delivery.

The number of repairs carried out in 2019 was just over **10,000** which is **2,000** fewer than in 2018. This is because we are now carrying out more planned and modernisation work which reduces the number of reactive repairs reported by residents.

We have seen improvement in the average number of days taken to do a repair. This has fallen from **7 days** in 2018 to **2.75 days in 2019** and appointments kept and repairs done at the first visit are now both above **95%** placing us amongst the best performing Housing Associations.



Health and safety

Health and safety remains a key priority for us to protect residents and our homes. In 2019, we achieved **100% compliance** in the key areas of gas, electricity, lifts, fire, and Legionella.

Fire safety continues to be utmost in our minds and in 2019, the main Fire Compartmentation project for properties is entering its final phase, with most schemes completed.

An audit of external cladding was completed and produced some welcome assurance regarding our approach to this issue and highlighting the planning of some minor works to be undertaken in 2020.

CASE STUDY: Gas Safety Compliance

In 2019 we achieved **100% compliance** and the checks by an external specialist audits carried out at the end of the year were very positive scoring **100%** on quality of the work and **95%** on the quality of paperwork - well above the national average.

All JRHT catering sites achieved **five-star** environmental health audits (which is the highest rating possible)

Customer services

The customer services team, based at The Garth within New Earswick provides a single first point of contact for all our services. During 2019, the team received more than **40,000** calls.

Year	2018	2019
Telephone calls	40,353	40,117
Emails	11,365	11,551
Visitors	9,933	8,444

Complaints and compliments

We always welcome feedback from residents and tenants. It is important and helps us to keep improving our services. During 2019, we received a total of 139 complaints from residents and tenants, of these 65% related to Housing Services, 27% to Care Services and 6% related to development. Only 7 complaints out of the total number of 139 were escalated to stage 2 of the complaints procedure and 84% of complaints were dealt with successfully within the response timeframe.

Complaints

Year	2017	2018	2019
Total JRHT complaints	119	136	139

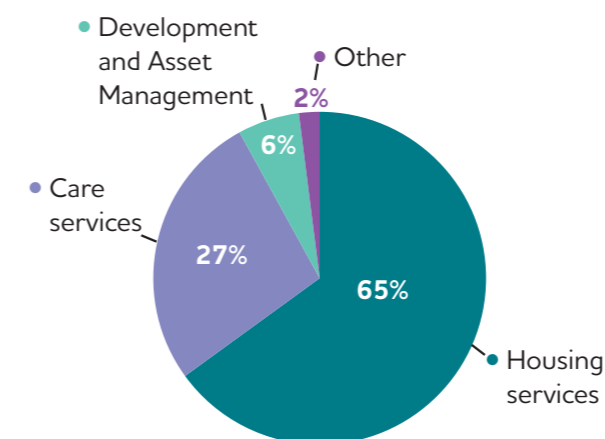
The majority of complaints were about the repairs service, which is our highest volume service with in excess of 10,000 repairs each year. Whilst we recognise there is room for improvement, it is perhaps expected that this service area receives the highest volume of complaints.

In 2019 84% of complaints received were completed within the target response time.

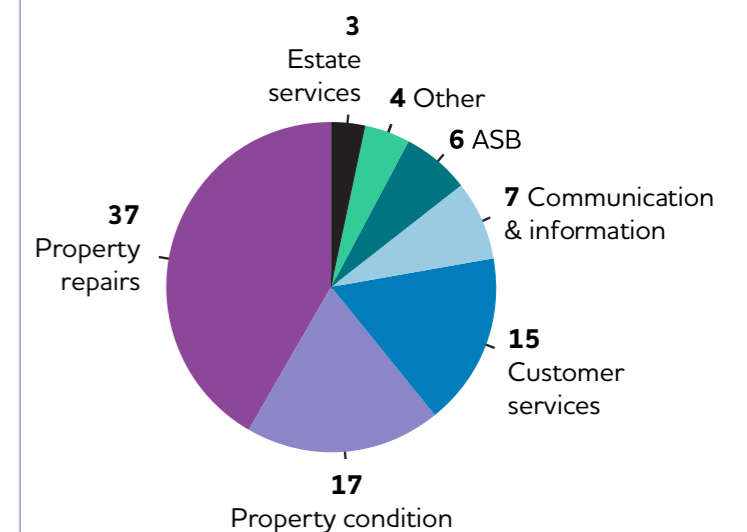
FACT

In 2019 84% of complaints received were completed within the response timeframe

JRHT complaints 2019



Complaints by service area 2019



Compliments

In 2019, we received 72 compliments about our services.

"Really pleased with fitters and how tidy they were fitting new backdoor."

"Appreciates the flexibility in recent property transfer."

"I am so pleased with Money & benefits Advice."



More people are independent and well

We are committed to providing services which maximise the opportunities for residents and tenants to be independent and well. This is a primary focus for our care services whether it is resident involvement with our dedicated activities co-ordinators across care sites, or delivering care directly into people's homes.

We also work proactively across the organisation and with partners to achieve this outcome and maximise our impact. In 2019 **25** local not-for-profit organisations were awarded funding for projects which reduce social isolation and poverty across six of the most deprived areas in York. More than **5,700 people** within York benefited as a direct result of the funding. JRHT oversees and manages the operational activity of the York Committee in consultation with JRF and all grants are funded by JRF.

CASE STUDY: A Magic Table in Hartfields

Hartfields in Hartlepool, has a number of activities and initiatives designed to support residents and the local community.

JRHT staff and residents worked hard together to fundraise and have installed a 'Magic Table' - a high-tech piece of equipment, enabling people living with dementia, to interact in light games. This encourages movement and stimulation, which is extremely beneficial for people living with cognitive impairments. The table has also been used for sessions with Hartfields' residents and for a young adult with autism.

Hartfields also provides internships for young adults with learning difficulties and is home to a coffee morning for a local Parkinson's support group, The Nostalgia café continues to provide a social hub for residents and the wider community.

Hartfields is also focusing on the importance of a good diet and exercise, with nutrition advice, light exercise classes, yoga and tai chi, some of the many activities on offer.

A closer look at New Lodge

During 2019, we were delighted to complete phase one of the New Lodge development which included a 45-bed residential care home as well as 57 one and two-bedroom apartments for people aged over 55. The new development has been built to include many features which promote independence and well-being, as demonstrated through its fully accessible and dementia-friendly design throughout. In October 2019, we welcomed existing residents from Red Lodge into their new home within New Lodge. Meticulous logistical planning and detailed communications with residents and their family to ensure smooth transition and minimal disruption.

Following the opening of New Lodge, the Folk Hall catering team has been preparing nutritious and balanced home-cooked meals for people living within the residential care suites.

The new eatery at the Folk Hall will also provide residents within the New Lodge apartments a homely place to eat and socialise as an alternative to cooking in their own apartments. Activities within the new development reflect the excellent opportunities on offer across all our care homes including regular music sessions, resident led group word searches and a gardening club which is also available to the wider community.

Music sessions and resident-led group word searches, since opening, New Lodge has launched a number of well-received new activities. Students from the University of York delivered an interesting programme called Life Stories to the residents and a highly enjoyable and popular weekly visit from pupils from the local infant school sharing art and craft and singing sessions have taken place.



Quote from a Red Lodge resident who moved into New Lodge

"Great. Wonderful. The standard of the building is superb, it's like staying at a hotel. Any little niggles are dealt with quickly. The staff are all so friendly and helpful. Highly satisfied."



More people are shaping our communities

We work closely with residents and tenants to ensure they are empowered to shape their communities; facilitating, supporting and working alongside individuals and groups to build inclusive communities where people feel proud to live.

We have continued to focus on our three main communities - New Earswick and Derwenthorpe in York and Hartlepool. During 2019, we have also focused on some of our smaller communities such as Plaxton Court in Scarborough and Foxwood in York where strong partnership and links have been established and we plan to develop these further in 2020/21.



Forage and Fodder, new shop within New Earswick in York

A parade of shops in New Earswick has seen increasingly vacant units, which have been empty for some time. In 2019, we consulted with residents to identify their preferences for shop leasing. Reflecting overwhelming resident feedback a greengrocer and florist shop opened in 2020. The early signs are that the shop is a huge success and it has already extended its product range.



New Earswick

The Folk Hall is fully up and running after a full refurbishment in 2018 and provides a strong community hub incorporating the library, the Post Office and much improved café and eatery. The Discovery room is now home to a weekly youth group and after school activities. The Open Shop successfully relocated to the Folk Hall at the end of 2018 and in 2019 has continued its role to provide a place for people to meet, learn and have fun. It is fundamental to the delivery of our aims to reduce social isolation and improve prospects.

CASE STUDY: Hartlepool - Stronger Neighbourhoods

The “**Stronger Neighbourhoods**” project aims to rebuild strong connections between neighbours and to restore a stronger sense of community in their neighbourhoods. Success in 2019 is reflected in a street party which engaged around 75 local people and subsequently generated interest from a group of local people in making changes in the area.

We also own and manage a number of community facilities:

- The **shops in New Earswick**, one of which was re-let in 2019 to provide a new venture and an additional affordable home.
- The **Folk Hall** – the **hub of the community in New Earswick** which underwent a major refurbishment in 2018.
- **The Super Sustainable Centre in Derwenthorpe** which is used as a hub for the local community.

Derwenthorpe

Community engagement continues to develop at Derwenthorpe as the last few homes become occupied and the community is complete. Based around the Super Sustainable Centre (SSC), the number of activities continues to grow and the diversity of those activities ensures that there is something for everyone. Many of the activities are offered at a subsidised level – or free – to ensure they are fully accessible.

CASE STUDY: Derwenthorpe - Nature Group & Action against Climate Change

In 2019, 2 new groups emerged in Derwenthorpe. The Derwenthorpe Nature Group & Derwenthorpe, Action against Climate Change. Both resident-led groups have held a number of community events within Derwenthorpe. The Greener Transport Week in July was one of several community events aimed at raising awareness around sustainable transport, food, recycling, “**smarter choices**” and approximately **300** people from Derwenthorpe and the surrounding areas attended the launch event.

Residents getting involved

2019 has been a good year with many residents involved across our communities building new relationships and partnerships.

We want to thank everyone who gave us feedback, attended a scheme champion coffee morning, organised local get togethers, supported their local residents' association or community group gardening or nature group. Every little bit helps in building and shaping stronger communities where people want to live alongside great neighbours.

Hartfields

Staff and residents are collaborating to develop a good neighbour agreement, a welcome coffee morning for new residents supported by existing resident volunteers and making wider community links within Hartlepool. The Hartfield's Residents' Association hosts regular meetings for residents and managers to share information and raise any concerns. There are also a number of great social events, including a community singalong with Eric throughout the year.



We have had a greater presence in Woodlands and the Foxwood area this year, engaging with local community groups as well as supporting the weekly Foxwood Community Hub. Summer holidays events (a climbing wall, York Knights, play group session and a pay as you feel café) were well received by young people and families and we hosted a Tea and Talk for World Mental Health Day in October followed by a weekly 'Open Shop' session at the Foxwood Community Centre to enable residents to drop in and connect with others. This inspired a ten week Poetry and Paint course for 2020



Scarborough

In Danes Dyke and Keld Close residents are active in making where they live a great community. They host regular coffee mornings and fundraise for local charities. Residents in both schemes take great pride in their gardens and received commendation from Scarborough Council with the Muddy Boots garden awards.

Supporting social activities

As well as regular estate walkabouts and the provision of trips, residents groups in New Earswick and Huntington plan great days out for residents with some subsidy ensuring those on a tight income can still be part of the community. In 2019 this included day trips to Whitby,

Harrogate Flower show, Diggerland and the Christmas Pantomime. New Earswick Residents Forum oversees the allocation of a community improvement budget supporting a wide range of initiatives and groups within the village.

Residents voice

Residents' Voice is open to residents from all communities to link together and discuss common issues, hear updates from senior managers and contribute to service improvements. Members have been supporting the following work;

- Community Fun Day and events in Woodlands area;
- A review of key Policies - Aids & Adaptations policy, Tenants Choice Modernisation and Repairs policy;

- Contributed to the City of York Older People's accommodation consultation;
- Joined with The Rowntree Society trip to Scarborough to hear about the story of the Rowntree family and the local history speaking about Scarborough schemes in future;
- Hosted a Christmas get together at Dower Court for sheltered housing residents.

Tenants & Residents Scrutiny Panel (TRSP)

The Tenants & Residents Scrutiny Panel contributes to service improvement by carrying out reviews of services from a resident perspective, collaborating with staff and reporting to the Board. They completed a review of the advice and support available to help residents access welfare benefits. They link with tenants and residents from other landlords in Yorkshire and the North East to share good practice.

Together we will review how scrutiny works at JRHT and encourage new people to get involved.

‘A grand day out’ – community fun day

One of the highlights of 2019 was the Wallace & Gromit inspired Community Fun Day at Homestead Park. And what a grand day out it was, with more

than **2500 people** enjoying a splendid day meeting with key staff teams and community groups.



Supporting the wider community – York Committee

The York Committee (JRF funded) makes grants to organisations that are seeking to help solve poverty in York. Current funding priorities are the delivery of high quality advice to people experiencing or affected by poverty and work to reduce social

isolation for those experiencing poverty. In 2019, the York Committee awarded almost £112,000 to 25 groups supporting and delivering services, within some of the most deprived wards in York.

Examples of organisations supported by York in the Committee

- **Bell Farm Community Association** - community club providing services to local residents, including access to welfare benefits, advice, budgeting and debt management
- **Qdos Creates Ltd** – Creative arts sessions for isolated women and children from York Women’s Refuge;
- **Community Sparks 2019-2020** - A social and creative group for adults with disabilities and their carers;
- **Balanced Lives Foxwood** - Improving physical, mental and social wellbeing of older people in the area.

Finally at the end of 2019 we wrote to all residents inviting them to get more involved in a variety of different ways depending on their interest. More than **120 residents responded** and we’re looking forward to linking them in with new ways of working when circumstances allow.



More people can improve their prospects

Poverty is seldom the result of a single factor. Unemployment, low wages and insecure jobs; a lack of investment in skills; an inadequate benefits system; and high costs are some of the most

important causes. We provide a range of services to our residents, tenants and staff to reduce their risk of falling on hard times.

Money and benefits support

During 2019, our advisor supported 187 residents with money and benefits advice helping them to secure a total of £60,234 additional income through unclaimed benefits and grants. In addition, we started a new initiative with the Leeds Credit Union, who offer a range of accounts and access to affordable loans at a fair rate of interest for residents. The Leeds Credit Union (LCU) and JRHT have jointly launched a range of low-cost financial products to replace our original in-

house loan offer. The LCU products were launched in October 2019 and include a Christmas club, an account to facilitate bill paying as well as standard accounts and loans alongside money and debt advice services.

In Hartlepool, the Hartlepool Action Lab (HAL) reached its goal to generate £1 million for local people, achieved through savings including reduced energy costs, water meter switches, and redistribution of food waste.

Jobs and employment

An important way of improving people’s prospects is to provide them with opportunities to gain qualifications and training. We work with organisations across Yorkshire and the north-east to enable residents and people living and working within our communities to improve their prospects through education, training, volunteering and employment opportunities.

In 2019, we continued to work with the Catcote Academy in Hartlepool to provide learning and development opportunities, for a wide range of students with learning difficulties or disabilities. The Working Hart project provides students with real life work experience in a variety of work areas (maintenance, domestic, catering, reception, administration). The scheme offers the students a real insight into several work environments to enable

them to gain valuable knowledge and experience of the world of work. The students come to Hartfields one day a week to put their skills to practice in a real -life environment. The success of the project was recognised at the 2019 SEND awards, where Catcote won the category for Special Educational Needs Champion for excellence in careers.

We also continue to support apprenticeships and in 2019 9 apprentices joined our properties services team covering various trades.

Within care services, we continue to explore ways in which we can grow and develop our staff. We have supported 36 staff working within care services to study for diplomas in Health and Social Care at various levels including Level 5 Leadership in Health and Social Care. In the later part of 2019, we worked with NHS Health

England on a pilot trainee Nursing Associate Programme which began in Spring 2020.

As an organisation, we work with a wide range of contractors and suppliers and so when we decide who to work with – we always consider their offer in terms of training and development. Wates have been our construction partner for New Lodge since 2017. As part of their commitment to training and development in 2019, Wates employed 5 apprentices and 1 new permanent position (Traffic Marshall), hosted a work experience placement as well as providing career workshops and a site visit.

In addition, through our Efficiency North partnership and our procurement framework, Efficiency North have funded an apprentice for two years.

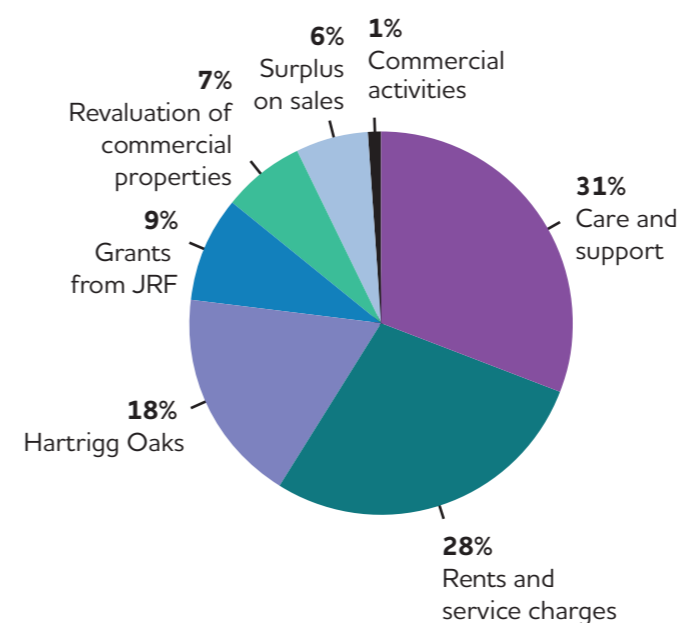
Helping residents to buy their own home

In 2019, we have helped 12 residents to purchase a share in a property through the Shared Ownership

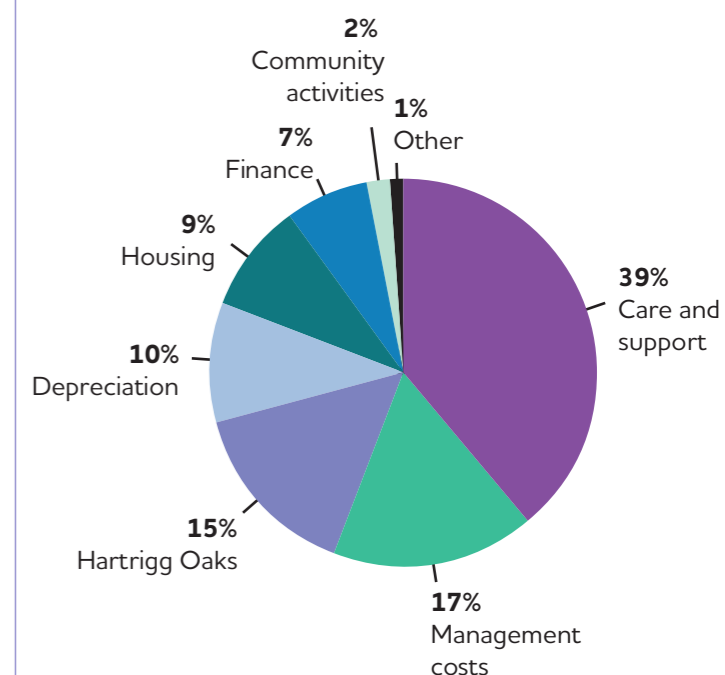
Scheme. In addition, 3 current residents have been able to buy a larger % of their property.

How do we spend your rent and service charge

Where each £1 of income comes from



How we spend each £1



What we are working on now and our plans for the future

Impact of coronavirus in 2020

Our plans for 2020 were developed before the emergence of the Coronavirus pandemic in March 2020. This has meant that some of these priorities have been put on hold due to the lockdown restrictions in place.

The pandemic has also meant that new and emerging priorities have superseded the original planning strategy, with a number of emergency protocols taking place and management staff re-deployed to care settings.

As we exit the initial wave of the pandemic, JRHT is hoping to move back into a 'business as usual' model and will continue to execute the 2020 plan as far as possible.

Ways of working

It has been some time since we last reviewed our staffing structures to ensure that we make best use of our resources and deliver services that people need in the way they want them. We started this process in 2019 and in 2020 we will set in place a structure to take our work forward, improving and modernising our services.

Rent policy

We are reviewing our approach to rents, within our regulator's requirements and comparing what we charge with other similar Housing Associations. This will help inform the rents we set in the future, for our development programme of new homes.

Resident engagement policy

We will be reviewing our approach to resident engagement with the aim to increase the level of resident involvement by providing different opportunities including the increased use of digital applications.

Sheltered housing review

The sheltered housing review is already underway and has included an accessibility audit of all our sites. We will further develop this review to look at our wider provision of housing for older people across all our sites and how we can improve our provision and ensure it meets the diverse range of needs and expectations of residents.

Development Strategy

In December 2019, we launched our development strategy which sets out our ambitious plans to build 1,000 new affordable homes over the next 10 years. In addition, the development sub-committee was formed which consists of Dan Gray, Executive Director of Property at Aspire Housing, Helen Evans, CEO Network Homes, Angela Lockwood, CEO North Star Housing, David Lunts, Executive Director of Housing and Land at the GLA, Andy Hill CEO of Hill Group all bring a wealth of knowledge and experience. The sub-committee's role is to challenge, support and provide rigour to enable the successful delivery of the JRHT Development Strategy.

Incorporation

In April 2019, we consulted with tenants and leaseholders about a proposal by Trustees to convert JRHT from an Unincorporated Charity to a Community Benefit Society, which is a different type of charity. This process is known as incorporation.

Taking account of the responses we received from tenants and leaseholders the Trustees confirmed the decision to proceed with incorporation which was completed in early 2020. There will be little noticeable difference in JRHT operations as we will be keeping the same name and bank account and the same staff will continue to provide services to our residents.