

## A YEAR IN THE MAKING



### Regenerating Shenley

Shenley is a perfect example of how the Trust is committed to the creation of flourishing communities. In fact, Shenley is our top priority in terms of providing new homes and regenerating the Bournville Estate. The first phase of our work at Shenley Green has been completed. Twelve new bungalows now sit alongside a brand new Medical Centre and a parade of refurbished shops. We have also improved and redesigned public open spaces. Our work has given the whole area a real lift. The success at Shenley is very encouraging for our work on the rest of this part of the Estate.

### Audit Commission Inspection

These days, all housing associations are inspected and monitored by the Audit Commission. This is an independent body that makes sure public money is spent wisely in order to provide the best possible service to the public.

Audit Commission inspectors spoke at length with around 70 Trust residents. They also talked to Trust staff, Trustees and many organisations which work with Bournville Village Trust.

After spending almost two weeks looking closely at all aspects of our work, we were really pleased to be given the second highest possible rating.

The report praised several parts of our service. In particular, the Audit Commission liked:

- the way our repairs service responds to residents
- the way we tackle anti-social behaviour and nuisance
- how we work effectively with the Police and other agencies
- the fact that residents are involved in shaping our services

It was good to know that every single area of our service reached at least the standard expected from a housing association. That's not to say there isn't some room for improvement in a few areas. We need to tighten up on our paperwork and procedures, for example. And we need to make sure that our tenants are kept better informed about things such as planned maintenance programmes.

We are drawing up an action plan to tackle any issues identified by the inspectors. These issues will be built into our Business Plans.

## FUTURE HOMES, FUTURE STANDARDS

The Trust made some notable achievements in 2003. Now, we're looking forward to new achievements and even higher standards in the future.