



SPECIALIST PROVIDERS OF AFFORDABLE HOUSING
AND HOUSING SUPPORT SERVICES

GOLDEN JUBILEE

1960 - 2010



The Late Peggy Bartley
Founder & First Honorary Secretary

ANNUAL REPORT

2010

MISSION STATEMENT

“The Trust seeks to provide an effective, efficient and caring service to its Customers”



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CORPORATE OBJECTIVES

1. To enter the 21st Century as a medium sized Housing Association managed by enthusiastic volunteers contributing to housing need in Dorset.
2. To play a tangible part in the voluntary housing movement, ensuring continuity of suitable management and enhancing our charitable status.
3. To encourage everyone to share in the Trust’s success.
4. To ensure that tenants are housed in comfort and in a satisfactory environment, encouraging a sense of community and mutual respect.
5. To maintain a financial balance between income based on affordable rents and the need to meet running costs and future development expenditure.
6. To strive for efficiency without undue bureaucracy maintaining close contact between Management and Tenants.

TRUST REGISTRATION DETAILS

The Trust is a Charitable Industrial & Provident Society and as a member of the National Housing Federation complies with the Federation Code of Governance 2000.

Tenant Services Authority - L0519
 National Housing Federation - 533
 Industrial & Provident Society - 16946R
 Company Number - 242811

Front Cover: Mrs M.E Bartley, Founder
 Above: Head Office Faulkner House



Chairman's Report 2010

Fifty years ago Peggy Bartley, a determined lady, a Doctor's wife and mother of four children, someone who was quite prepared to 'tilt at windmills' and who fought and found ways through legal and bureaucratic mine fields, purchased a caravan and installed it in her garden to house a desperate mother with a sick child who had no accommodation. From this stark beginning was formed Wimborne Area Housing Association – what is now known as East Boro Housing Trust.

Its first property to be developed for social housing was at No. 1 Station Road in Wimborne. Today the Trust has 40 sites with 316 units of housing. The Trust properties stretch right across Dorset. Today, the Board and staff of EBHT feel immensely proud to have protected this legacy and to have built on the foundations set by Peggy 50 years ago.

It was later in 1961 that a young and energetic Chartered Surveyor and Engineer called Ray Faulkner offered his services to the Housing Association and was warmly welcomed into its fold. That now not so young but still energetic professional is still actively involved in East Boro Housing Trust. Mere words will never be able to express the thanks and appreciation of the Trust for Ray's work, commitment and total dedication over nearly 50 years.

It is a great privilege, and yet humbling, to be writing this Report in our 50th year when so much has been achieved by the efforts of so many over these last 50 years. The Board and staff of EBHT look forward to celebrating our 50th anniversary with you, our shareholders, our customers and stakeholders at the numerous events that we will hold throughout the year.

The year just completed has been another successful and progressive one. We have expanded our units under management by 46 through the purchase of Weymouth ANA Housing (42 units) as well as the purchase of 88 West Borough which will form part of the 2010/2011 development programme and, when completed, will provide two 1 bed and one 2 bed unit for tenants with learning disabilities.

The redevelopment of Cyril Wood Court (a Cyril Wood Memorial Trust property) has been completed on schedule providing 6 new units plus a new Community Room. There has also been the total refurbishment of 18 existing units. A feature of this redevelopment is that the work has been to Code 3 level of Sustainable Homes for new build, and ECO Homes Very Good standard for the refurbished units. As Corporate Trustee for Cyril Wood Memorial Trust we were delighted to have negotiated a favourable Loan Agreement valued at £250,000 with the Performing Rights Society, PRS for Music, who now have some nomination rights for lettings.

Going forward we are excited about the mutually beneficial working arrangement with the Performing Rights Society, PRS for Music. We had a very successful formal opening of the redeveloped scheme in May where the guest of honours were Sir and Lady Tavener. The Cyril Wood development would not have been possible without the £1,267,350 financial grants we obtained from the Homes & Communities Agency (HCA.)





A separate and additional grant of £2,530,000 was received from the HCA for the Weymouth ANA purchase. Further funds have also been pledged from the Campus Reprovision Scheme which will help deliver the 2010/2011 planned programme.

We continue to develop further support services through our Handy Van and Visiting Support Contracts, as well as the Support Contract to residents at Shaftesbury Court and Talbot Field Bungalows in Bournemouth. It is the Board's intention to achieve further income streams of

this nature, as well as through the work of our subsidiary East Boro Housing Services Limited. We consider this essential to our financial planning where the rents we can charge are controlled, but where our corporate objective is to provide the highest level of maintenance and improvements to our properties.

The Trust will continue to look for new development opportunities, but recent changes in the process of grant allocation suggests that it will become more difficult for small associations to obtain grant in the future. We will be watching this issue very carefully and will work with our partners in Source Development Consortia to ensure that we are always best positioned to bid for and win grant in the years ahead. The purchase of Weymouth ANA Housing resulted in an immediate increase in our staff numbers of 24. This, together with the organic growth in business, has meant our overall staff numbers have increased by 26 this year.

Financially we are well positioned. We achieved a surplus this year of £123,801 which represents a 17% improvement on last year's figures. We have taken out Mortgage Loan facilities of £3,661,593 (within the Authorised Limit of £5 million) to help finance purchases and will be making proposals to the AGM to increase the level of these facilities to take advantage of various opportunities that we see coming available in the near future.

Looking ahead, at a less prestigious but nevertheless important milestone this September is the completion of 10 years with the Trust of our Chief Executive Kevin Hodder. Kevin has transformed the working of the Trust these last 10 years and has overseen its remarkable expansion to the position achieved today. Meanwhile, at Board level, at the last AGM we accepted the resignation of Marilyn Osner from the Board after seven years involvement with the Trust, and wish her success as she continues to serve the public via her Local Authority responsibilities. Reg Grimston, a Co-opted Member, replaced Marilyn as a full Board member. In May this year we welcomed Michael Soper as a Co-opted Board member and look forward to his contributions to the Board and to the Trust.

To conclude I wish to thank my fellow Board members for their outstanding commitment this past year. We, as a Board, wish to thank, in turn our staff and CEO for their tremendous efforts this year which has provided such success and momentum for the Trust. A great deal has been achieved from a very simple beginning, and I have every confidence that the Trust can look forward to continued success in the years to come to cement the legacy of Peggy Bartley.



David Cawdery, Chairman.

Top left: Sir and Lady Tavener officially open Cyril Wood Court (photo credit Judy Totton)
Bottom right: Cyril Wood Court, Bere Regis



Maintenance and Investment

"Taking care of existing housing stock to invest in accommodation for the future"

The 2009/2010 year has been another busy and successful year for the Trust's maintenance division, which now includes East Boro's Direct Labour Team, Handy Van Service and other new contracts taken on in recent months including Poole Safer Homes and the Handy Van Security Service.

Direct Labour Team

East Boro's Direct Labour Team continue to provide a response repair service to Trust tenants as well as deliver the annual planned maintenance programme, which this year has included kitchen refurbishment works following a stock condition survey of the Trust's entire housing stock, plus the ongoing bath/shower replacement programme started in 2006. During the 2009/2010 year East Boro's Direct Labour Team has completed a total of 2884 jobs, spending £201,087 on repairs, planned maintenance and refurbishment programmes.

Handy Van Repair Service

East Boro's Handy Van Repair Service (for people aged 60+ that live in Bournemouth and Poole in receipt of some form of benefit support) has completed a second successful year, with over 3000 jobs now carried out to date. Working in partnership with Bournemouth Borough Council and the Borough of Poole, there are no labour costs and no membership fees, customers only pay for the cost of materials required for their repair. More information can be found on our website; www.ebht.org.uk



Above: kitchen refurbishment at Blake

Poole Safer Homes Project

Previously directly provided by the Borough of Poole, the Poole Safer Homes project is now administered by East Boro to deliver a home safety scheme to people living within the Borough.

Handy Van Security Service

East Boro's Handy Van Security Service is another additional contract taken on during the year to provide a home security service to people aged 70+ living in Bournemouth and Poole, completely free of charge to the customer. An extension to the original Handy Van contract, this service is again provided in partnership with the Bournemouth Borough Council and the Borough of Poole, as well as Dorset Police.



Development

“Continuing the tradition of the Trust’s founder providing affordable housing for local people”

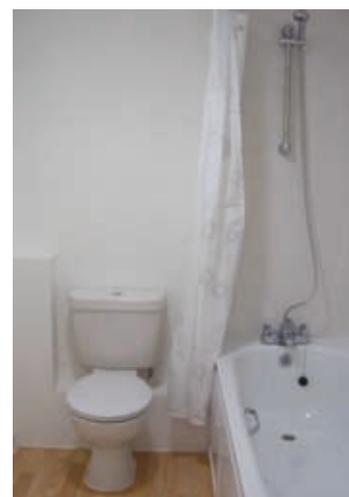
Property Development

In the past year East Boro has continued to increase its levels of housing stock, namely with the purchase of seven properties in Weymouth. Previously owned by a private landlord, the transfer of these properties to East Boro, as a registered social landlord, now gives the existing tenants security of tenure.

Also purchased during 2009/2010 was a Wimborne based property at 88 West Borough, currently under development to provide accommodation for adults with learning disabilities. Other development plans include projects at The Ridgeway, Broadstone and Poundbury near Dorchester.

Meanwhile, as Corporate Trustees of Cyril Wood Memorial Trust, East Boro has completed one of its biggest redevelopments to date. The 12 month build project has resulted in the total modernisation of the scheme, which now houses 24 self contained one and two bedroom flats. Other on-site facilities include a new Community Room for retired writers, artists, musicians and craftspeople. Supported by the PRS for Music it is hoped the extensive redevelopment will benefit both existing and future tenants alike.

The economic conditions of the last year have provided numerous opportunities for East Boro in the development of its housing stock portfolio and, as ever, the Trust continues to seek opportunities wherever they may arise. The West Borough, Ridgeway and Poundbury developments will provide a further 17 units of accommodation.



*From top, left to right:
Elevation plans for The Ridgeway,
Bathroom modernisation works at Cyril Wood Court, before and after,
A new Weymouth property.*



Organisational Development

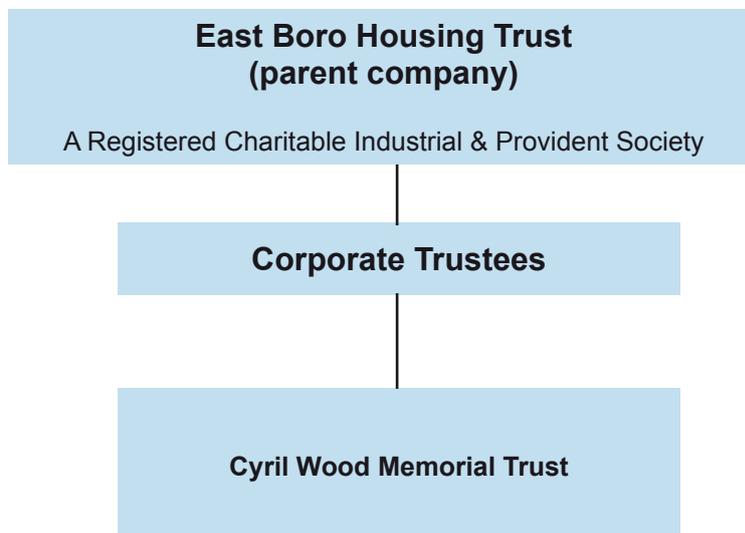
Since the early days of the Trust in the 1960's East Boro has come a considerable way in its organisational development and growth. In the last year alone the number of lettable units of accommodation owned and managed by East Boro has increased by 39, tenant numbers have risen by more than 45

and staff numbers again increased due to additional service contracts. These additional contracts include the Handy Van Security Service and the adoption of a new role as Dorset Supported Lodgings Provider, providing a commissioning, inspection, payment and quality assurance role for other Supported Lodging Providers in Dorset. The Trust has also taken the lead role in a Move On Project for Adults with Learning Disabilities with Dorset County Council's Learning Disability Partnership Board.



Over the last fifty years, East Boro has steadily grown in size and gone from strength to strength as a local Wimborne based company, building firm foundations from which to operate for the next fifty years and beyond. Indeed, the Golden Jubilee coincides with the planning and introduction of a subsidiary company, East Boro Housing Services Limited, which will be formed in the Summer of 2010. This company will primarily provide maintenance services to the private market, the profits of which will be donated back to the Trust for its charitable housing activities. The new company will also serve as a development agent for East Boro Housing Trust as it takes on new property development projects and housing schemes. This brand extension of the East Boro name signifies the growing strength of the company and allows the Trust to remain competitive whilst not straying away from its ethos and value of "big enough to cope but small enough to care" in the commitment, attention to detail and dedication by staff to its customers and in the services provided.

Company Structure *(as at 2009/2010)*





Support Services

"There when you need us for service you can rely on"

Throughout the 2009/2010 year the Housing Support Department has been as busy as ever. The various Teams within the Department continue to deliver support services to our tenant customers as well as customers living in the wider community. East Boro's Support Services continue to go from strength to strength with excellent working relationships with Supporting People at the Borough of Poole, Bournemouth Borough Council and Dorset County Council.

Sheltered Housing Support Service

East Boro's Team of Sheltered Housing Officers provide a daily support service to our sheltered housing tenants, visiting tenants seven days a week throughout the year. East Boro also operates an out of hours phone line reassurance service so that, in conjunction with the visits, tenants have access to support staff 24 hours a day. This service currently supports over 180 tenants across 12 housing schemes.



*Above:
Visiting Support
Worker with Customer*

Supported Living Support Services

East Boro provide a range of support to tenants in its supported living properties which include adults with learning disabilities, our biggest client group in this category, 'mother and baby' single parent families and young people in emergency housing need. Within the Learning Disability Support Team, the support service provides personalised support tailored to each individual's needs to help tenants live independently. The addition of the Weymouth properties this year has seen this Team grow considerably and overall, the service currently supports over 120 tenants across 19 housing schemes.

Visiting Support Service

East Boro's Visiting Support Service works in partnership with the Borough of Poole to provide personalised support to people aged 55+ that live within the Borough, free of charge to the customer. Support ranges from advice and information on benefits, activities in the local community like lunch clubs and computer lessons, to help dealing with correspondence and assistance accessing specialist services like doctors, all with the aim of helping people to live independently in their own homes. During the 2009/2010 year, over 130 people have used the service.



Housing Related Support Service

East Boro's Housing Related Support Service is provided under contract with Bournemouth Borough Council to adults with physical disabilities living at two housing schemes in Bournemouth. Again, support is tailored to meet individuals needs and this year marks a successful first year running this service. Support is currently provided to 21 individuals and ranges from assistance within their home, help accessing education and employment opportunities to support to live independently and where possible move on to alternative accommodation.

Dorset Supported Lodgings Service

East Boro recently attained this new contract with Dorset County Council to oversee other Supported Lodgings Providers and provide support and guidance as to best practice on accommodation and support services for adults with learning disabilities. The project covers the County of Dorset and has enabled Dorset County Council, as the Supporting People Commissioner, through East Boro as the contract holder, to streamline the service available through a consistent approach and delivery of housing and support, also ensuring that consistent standards are achieved for the benefit of the customer.



Learning Disability Move On Project

Acquired in April 2010, this project runs in partnership with Dorset County Council and the Dorset Learning Disability Partnership Board, helping adults with learning disabilities living in the Weymouth and Portland areas to find more permanent, independent living accommodation.



The project leader works at the Trust and networks with service users, their circles of support, landlords and local housing authorities, and will assist in forming an easy to follow "pathway" of information for adults with learning disabilities to enable individuals to move to independent living within the community. This project will provide the foundation for this pathway approach to be replicated throughout all areas of the County in the future. The approach to this project demonstrates the Trust's keenness to work in partnership with other organisations to ensure that adults with learning disabilities have full access to all housing choices and opportunities within the communities in which they live.

Top right: Customers at Shaftesbury Court.
Left: Visiting Support Work with Customer.

Financial Statement

Balance sheet As at 31st March 2010

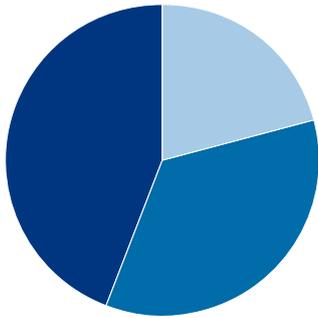
	2009/2010	2008/2009
FIXED ASSETS		
Housing Properties -		
Gross Cost Less Depreciation	13,709,152	9,873,507
Less Housing Association Grant	6,898,649	4,368,649
	6,810,503	5,504,858
Other Assets	108,466	76,001
	6,918,969	5,580,859
Current Assets	906,881	1,747,779
Creditors falling due within 1 Year	876,419	1,693,671
Net Current Assets	30,462	54,108
Net Assets Less Current Liabilities	6,949,431	5,634,967
CREDITORS		
Amounts falling due after more than 1 year	2,504,836	1,667,586
Net Assets	4,444,595	3,967,381
CAPITAL AND RESERVES		
Called up Share Capital	63	65
Future Projects Reserve	0	0
Income and Expenditure Account	4,344,532	3,867,316
Investment Revaluation Reserve	0	0
Designated Maintenance Reserve	100,000	100,000
Total Capital & Reserves	4,444,595	3,967,381
TOTAL FUNDS	4,444,595	3,967,381

A full copy of the Trust's Accounts are available from the Trust Offices on request.

	2009/2010	2008/2009
INCOME		
Rental Income	997,166	843,743
Service Charges	354,643	307,107
Supporting People Grant	1,093,671	997,717
	2,445,480	2,148,567
Less Voids	133,292	72,012
Management Voids	187,825	171,038
	2,124,363	1,905,517
OTHER INCOME		
Donations and Bequests	6,256	4,105
Sundry Income	645,362	417,556
	651,618	421,661
TOTAL INCOME	2,775,981	2,327,178
EXPENDITURE		
Repairs & Maintenance & Refurbishment Costs	201,087	203,998
Management Costs/ Sundry Costs	1,188,891	1,202,641
Service Costs (Excluding Maintenance Services)	1,262,202	815,051
	2,652,180	2,221,690
OPERATING SURPLUS	123,801	105,488
Surplus on disposal of property	414,641	-
INTEREST		
Interest Receivable	812	10,607
Interest Payable	62,038	18,898
TOTAL SURPLUS	477,216	97,197

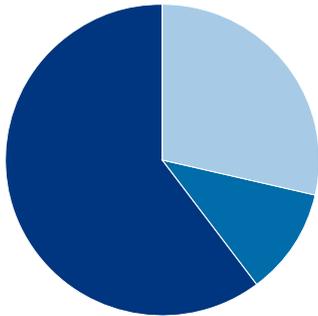
***Income and Expenditure
Account for the year
ended 31st March 2010***

Annual Accounts Graphs - 2010



Income

Donations, Bequests, Interest, Sundry Income & Sale of Investments	651,618	21%
Supporting People Grant	1,093,671	35%
Rent & Service Charges	1,351,809	44%
	3,097,098	



Expenditure

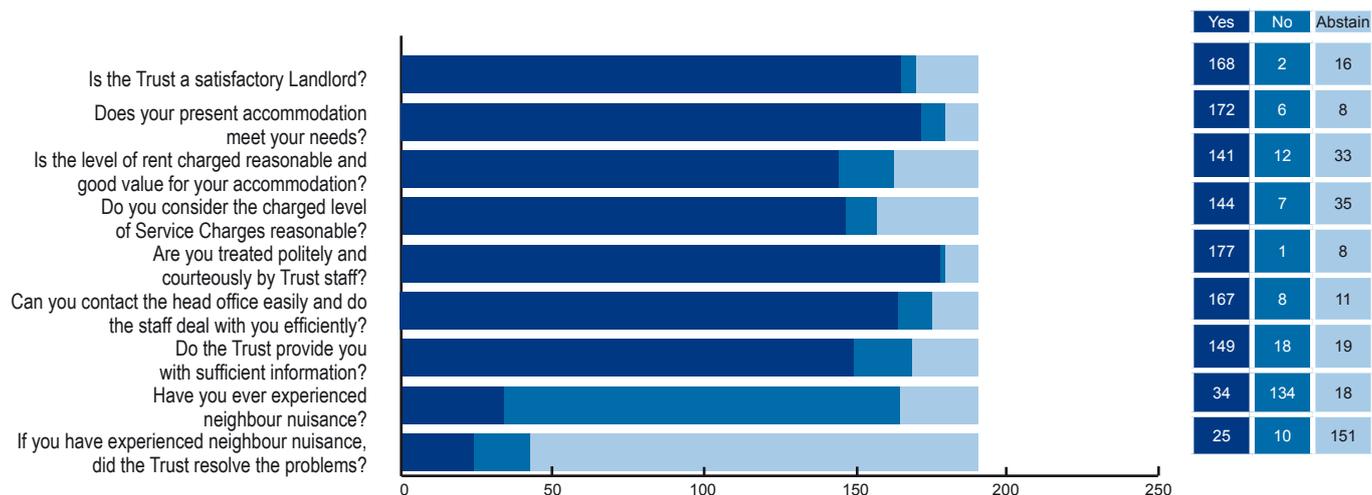
Services Costs	1,262,202	48%
Repairs, Maintenance & Refurbishment	201,087	8%
Management/Sundry	1,188,891	44%
	2,652,180	

Trust Performance Statistics

Key Performance indicators

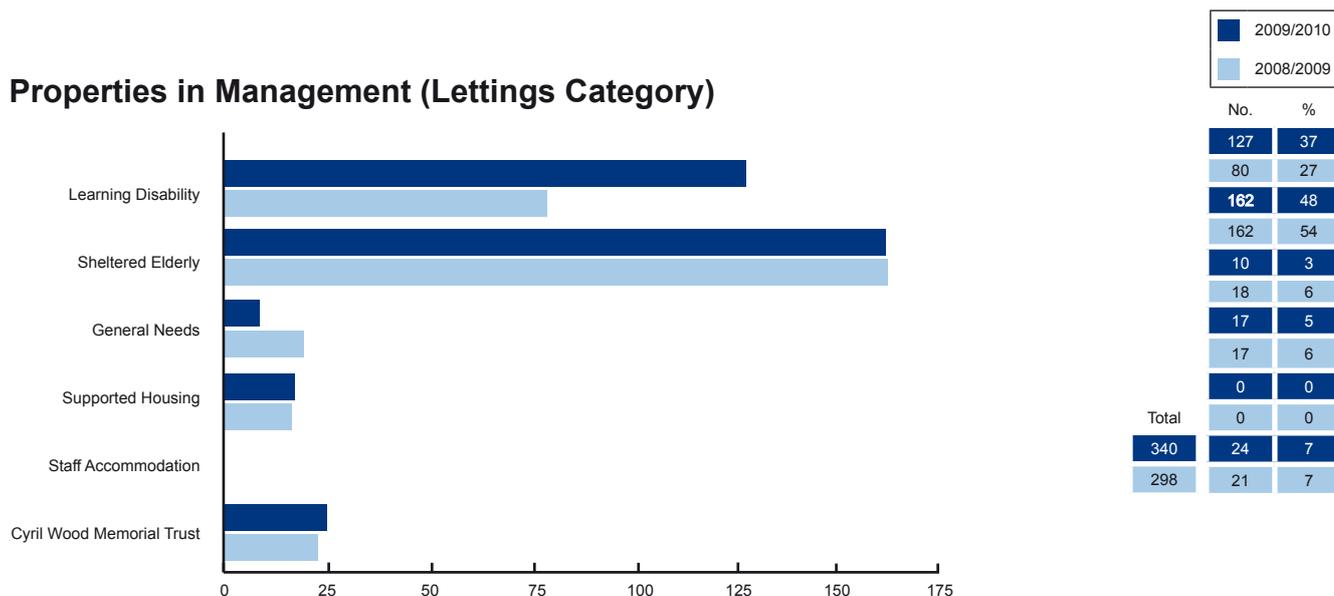
	2009/2010	2008/2009
Arrears as a percentage of gross income	7.7%	5.9%
Voids as a percentage of gross income (excluding management voids)	4.8%	3.09%
Average Void re let Time (Per day letting inc void and major refurbishment works)	22.42	20.3
Percentage of Units Available for Letting but not re-let	2.53%	2.1%
Total Lettings Made (of which 42 were new lets)	118	69
Lettings Made to Nominations from Local Authority	100	43
Lettings Made To;		
Adults with Learning Disabilities	47	19
Sheltered Elderly	37	22
General Needs	1	0
Other supported Housing	33	28
Households which were;		
White British	118	68
Irish	0	0
Other	0	1
Repairs Performance Achieved;		
Category 1 Emergency (24 hours)	99.32%	100%
Category 2 Urgent (5 Working Days)	99.60%	99.25%
Category 3 (4 Working Weeks)	99.44%	99.19%
Total jobs completed in above categories	2884	2049

2009 Tenants Satisfaction Survey Summary

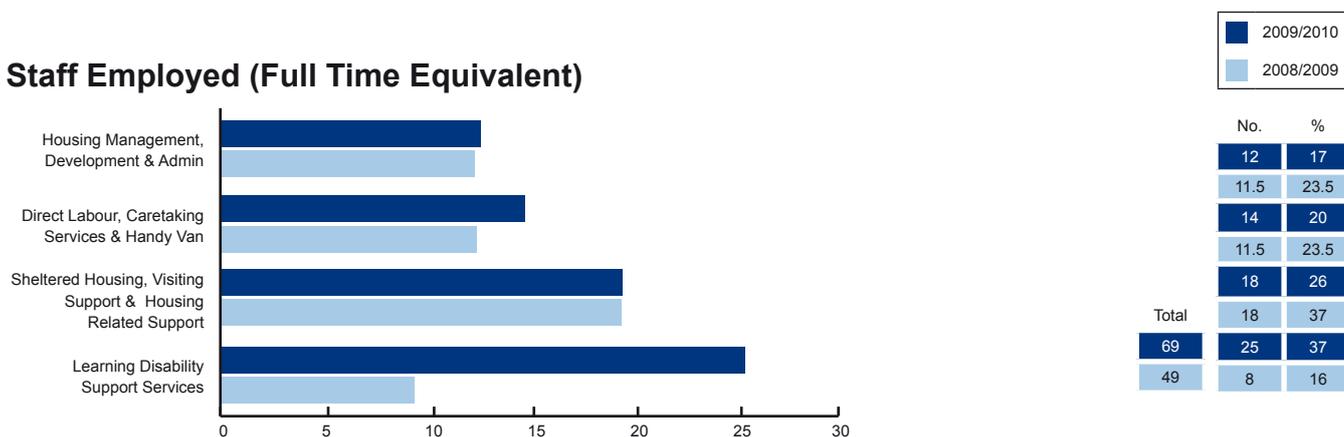


The Trust strives at all times to provide the level of service expected by its tenants. It is fair to say it is not always possible to undertake 100% of all requests and a balanced approach to considering requests at schemes where neighbours may have different views is adopted at all times.

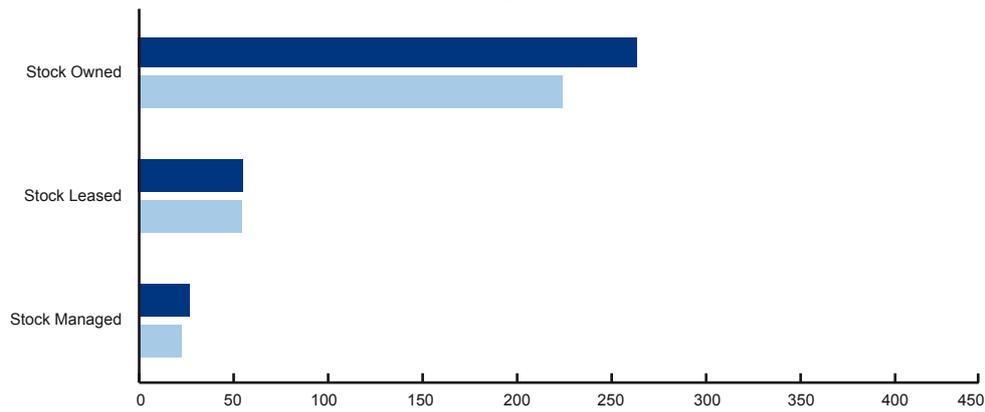
Properties in Management (Lettings Category)



Staff Employed (Full Time Equivalent)



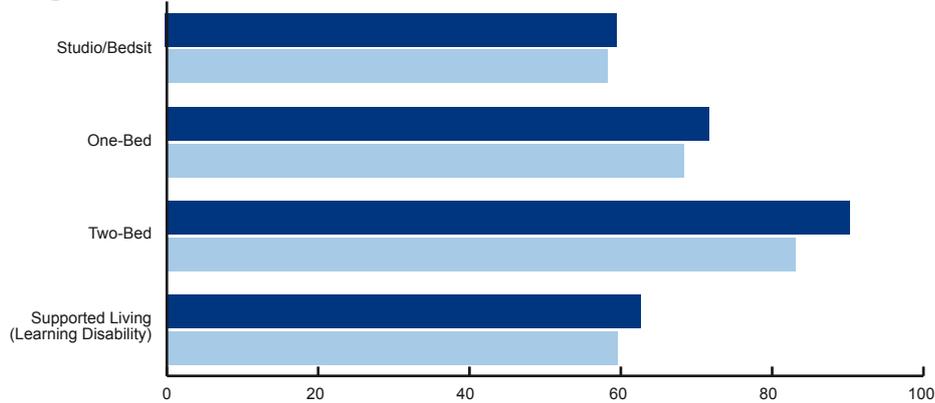
Total Stock Owned, Leased and Managed



■	2009/2010
■	2008/2009

No.	%
261	77
222	74.5
55	16
55	18.5
24	7
21	7
Total	
340	
298	

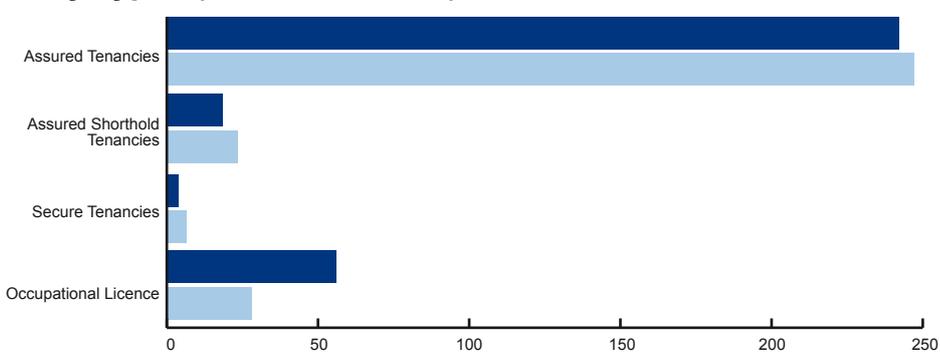
Average Rents



■	2009/2010
■	2008/2009

£59.68
£58.97
£70.07
£68.24
£89.72
£83.99
£63.83
£59.59

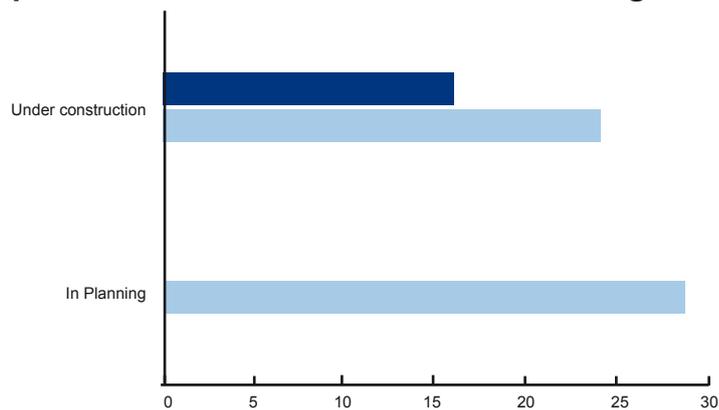
Tenancy Types (owned & leased)



■	2009/2010
■	2008/2009

No.	%
241	76
249	84
14	4
19	6
2	1
5	2
59	19
25	8
Total	
316	
298	

Properties Under Construction/with Planning Permission



■	2009/2010
■	2008/2009

No.	%
17	100
24	46
0	0
28	54
Total	
17	
52	



Involvement

"Engaging with our customers and listening to their views"

Tenant Involvement & Participation

As East Boro celebrates its fiftieth year tenant involvement is important now more than ever. Customer feedback is vital to how we develop our housing and housing services for the future and there are a variety of ways for tenants to get involved in the operational activities of the Trust, primarily through the Tenants Consultative Committee, more commonly known as the TCC.

The Tenants Consultative Committee has been running for two years and now has 12 Tenant Representatives from across the Trust's schemes, giving us advice and feedback on policies and procedures but also giving responses to topical subjects such as suggested kitchen and bathroom designs, views on services and contracts due for re-tender. The Committee also provides the opportunity for tenants to voice their opinions on East Boro's planned maintenance priorities and other issues relevant to them.

East Boro continually strive to improve the services it provides to both tenants and customers alike and the idea behind the Committee is that by engaging with our customer, and finding out what they want, we will better deliver the services in the future and meet the high expectations our customers have come to know.

During 2009/2010 East Boro also reinstated its annual Tenants Conference, providing another opportunity for tenants to express their views, provide the Trust with suggestions and pointers for improvements as well as meet with the entire Management Team. The Conference formed two parts, combining a group forum which replaces the previously held scheme based annual forums and conference style workshop sessions, each of which focused on different areas of service delivery within the Trust for tenants to comment on and ask questions of the relevant Department Managers.



*Above:
Chief Executive
Kevin Hodder with
tenants from East Boro's
Sheltered Housing
Tenant's Conference.*

Customer Feedback



Your kindness, help and expertise is so much appreciated.

Thank you again for the speedy, courteous and friendly services received, long may you continue!

Delighted with service, so good to have someone to rely on.

I think I was very lucky to be housed by East Boro Housing Trust, I feel the Trust cares for their tenants and are very approachable – like a big happy family.

Well & truly satisfied with EBHT and the maintenance team, and warden service.

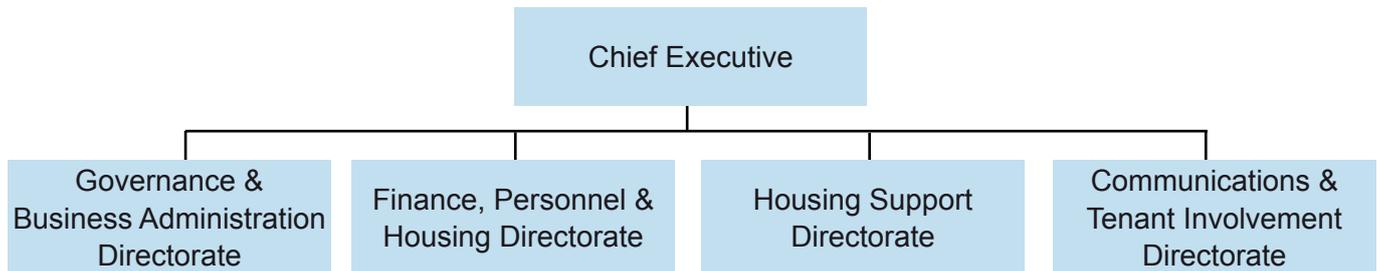
We have an excellent warden service.

Very, very happy, wonderful friendly workmen and very clean, tidy and trustworthy, with good sense of humour.

Very appreciative of your service. The workmen are better than any paid service.



East Boro's Management Team



Kevin Hodder MCIH
Chief Executive
Appointed September 2000



Cara Adams
PA to the Chief Executive/Governance Administrator
Appointed January 2008



Sarah Ball
FMAAT
Finance Manager
Appointed January 2008



Maggie Love
Cert CIH
Trust Services Manager
Appointed April 2003



Tracy Isbell
Chartered FCIPD
HR Consultant
Appointed March 2009



Mary Stepin
LDAF RMA
Housing Support Manager & Deputy to Chief Executive
Appointed April 2003



Emily Cambrook
BA Hons
Communications & Tenant Liaison Manager
Appointed July 2007

Chief Executive's Report 2010



The past twelve months has been a hugely important year for the Trust. The year has been one of preparation, planning and action. Significant focus has been on:

Service User Involvement: the Tenants Consultative Committee has expanded and is now having a real input on the decisions taken and services delivered by the Trust.

Inward investment into existing stock: this year has seen new kitchens, new bathrooms, new boilers installed to numerous properties as well as all response repair services continuing to be delivered within required service delivery time scales.

Increased service delivery: the new Dorset County Council Supported Lodgings Provider Contract was obtained and preparation made for an April 2010 start. This sees the Trust with delegated Commissioning, Contracting, Inspection, Payment and Training responsibilities from Dorset County Council Supporting People Team for 20 Supported Lodgings providers. The already established Trust Handy Van Service in Bournemouth and Poole was enhanced to also cover home security work for persons aged 70 plus living within their own homes in partnership with Dorset Police.

Planning for the future: new schemes and planning permissions have been obtained to help meet the National NHS Campus Re-provision Programme and the Trust will deliver these schemes in partnership with Dorset County Council, West Dorset District Council, The Borough of Poole, Dorset HealthCare NHS Foundation Trust, The Dorset Primary Care Trust and The Bournemouth & Poole Primary Care Trust in 2010/2011.

Preparation for the 50th year celebrations which include events at Trust Housing Schemes, Staff Events, the 50th Year AGM and community sponsorship of different events/activities throughout the year has also received sharp focus at this important time in the Trust's history. East Boro has become an important provider of Housing, Support and Housing Related Services throughout Dorset in the past 50 years.

The actions and achievements detailed throughout this Annual Report show what we have achieved in the past year and what a dedicated and committed organisation East Boro has become. We are committed to our Tenants and Service Users, the Communities that we work within, to working in Partnership with the Local Authorities that we deliver services with and for, and to our staff Team, who continually strive each day to satisfy all of our customers.

Peggy Bartley started an organisation 50 years ago that has built upon the foundations and ethos that she put in place. The weight of responsibility to ensure that the organisation continues to maintain the same *raison d'être* is considerable but is a challenge that is a pleasure for the whole staff team to strive to achieve every single day. It is one that with good preparation, planning and action we will continue to achieve as we look ahead to the next decade and beyond and to the next chapters of events for the organisation that was Peggy Bartley's conception.

Kevin Hodder, Chief Executive.

Board of Management



Mr David L. F. Cawdery
A.C.I.B.

IT Consultant. Co-opted to the Board in March 2003 and elected to the Board in June 2005. Served the Trust for seven years. Chairman of East Boro Housing Trust.



Mr Michael Butler
B.Sc. F.C.M.I , M.I.F.T

Company Director, Director of Rivermead House Ltd. Served the Trust for 11 years. Vice Chairman of East Boro Housing Trust.



Mr Raymond Faulkner
FRICS, C.Eng, MICE

Chartered Civil Engineer. Served the Trust for 49 years.



Pamela Hoyle
Dip.C.O.T., S.R.O.T.

Retired Senior Occupational Therapist. Served the Trust for 22 years.



Mrs Margaret Turner
B.A. Dip. Eur. Hum. (Open)
M.C.S.P.

Retired senior Physiotherapist. Served the Trust for 19 years.



Mr Malcolm Kell

Retired Local Government Officer. Served the Trust for 11 years.



Mr Andrew Lanham
B.Sc. M.R.I.C.S.

Chartered Surveyor and Company Director. Served the Trust for 13 years.



Mrs Patricia Pitkin

Retired Public Sector Administrator. Served the Trust for 13 years. Vice Chairman of the Finance Committee.



Mr John Garvin
F.C.A.

Chartered Accountant. Served the Trust for 19 years. Member of the Finance Committee.



Mr Nigel Spencer
B.A. (Hons)

Retired Managing Director of Care Home Company. Served the Trust for eight years. Chairman of the Finance Committee.



Mr Richard Teather
B. A. ACA

Chartered Accountant and University Lecturer. Served the Trust for five years. Member of the Finance Committee.



Mr Reg Grimston
C.Eng, MICE

Chartered Civil Engineer. Co-opted to the Board in March 2008 and elected to Board in July 2009. Served the Trust for two years.



Mr Desmond Fowler
BEM, MCIQB

Retired Company Director and Building Surveyor. Co-opted to the Board in 2008. Served the Trust for two years.



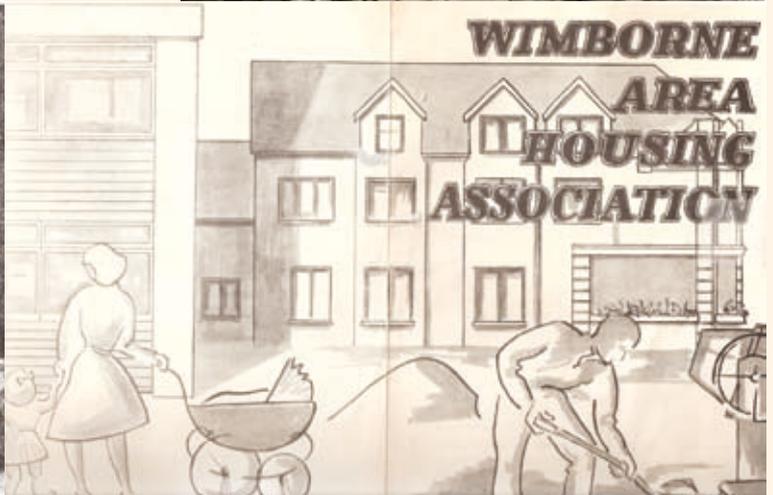
Mr Michael Soper

Managing Director of several companies in the Computer Forms Industry and Allied Trades. Former Deputy Chair of England & Wales Cricket Board & President of Surrey County Cricket Club. Co-opted to the Board in 2010.

East Boro Archive

Through the keyhole 1960 - 2010

Throughout the annual report there are a selection of images from the Trust's fifty year history. It has not been possible to capture all the housing schemes and people that have contributed to the Trust over this period but this small selection gives you a taster of the achievements that have been made to date.



Mrs O'Shea

Mrs MacIntosh

Dr Bartley

Ray Faulkner

John Parsons

Bill Sawtell

Sir Richard Glyn

Derek Burt

Mrs Balson

Mrs Bartley



SPECIALIST PROVIDERS OF AFFORDABLE HOUSING AND HOUSING SUPPORT SERVICES

Housing Management Services - Including Housing Applications, Property Allocations, Tenancy Management, Rent Account/Debt Management.

Housing Maintenance Services - Including the direct labour team, a caretaker cleaning service and gardening/grounds maintenance.

Housing Support - Including a Sheltered Housing Support Team for the elderly and a Learning Disability Support Team for those in Supported Living.

Handy Van Repair Service - A general maintenance service, for people living in their own homes in Bournemouth or Poole, aged 60 or over that receive some form of benefit support, that does not charge for labour!

Handy Van Security Service - The Handy Van Security Service is a home security service for people aged 70+ living in Bournemouth and Poole, providing home security works free of charge for eligible customers.

Poole Safer Homes Project - A home safety scheme for people aged 60+ living within the Borough of Poole, providing small repairs to improve the health, safety and welfare of residents.

Visiting Support Service - A free support service for people aged 55 years and over living in their own homes within the Borough of Poole.

Housing Related Support Service - A support service for people with physical disabilities living in Supported Living Schemes in Bournemouth.

Dorset Supported Lodgings Service - On behalf of Dorset County Council, providing a commissioning, inspection, payment and quality assurance role for other Supported Lodging Providers in Dorset.

Dorset Move On Project - A Move On Project for Adults with Learning Disabilities, working with Dorset County Council's Learning Disability Partnership Board to provide information to enable individuals to move to independent living within the community.

East Boro Housing Trust

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