



Oxford Citizens Housing Association

# RESIDENTS' BUSINESS PLAN

# 2009|10

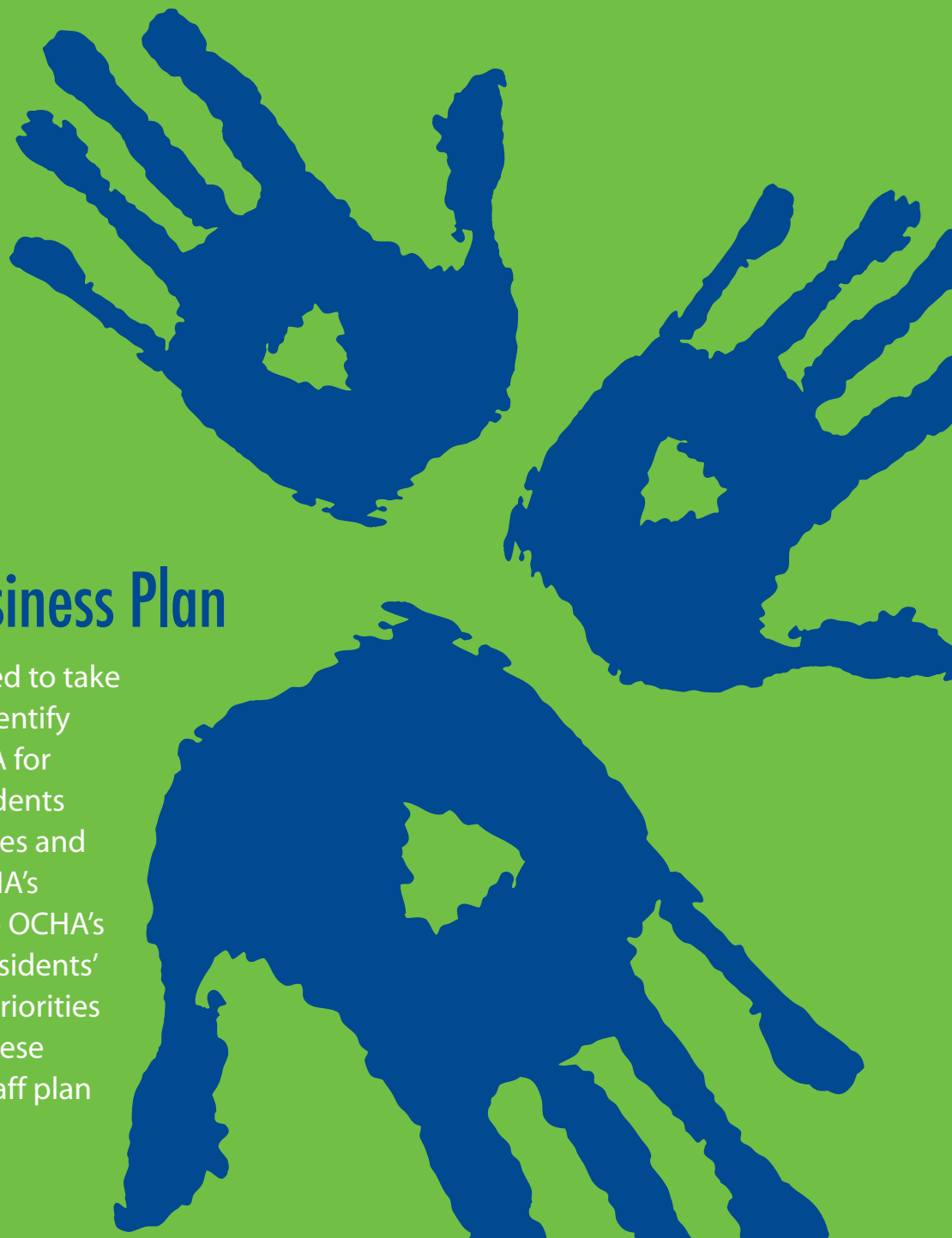


**Oxford Citizens** Housing Association  
*housing people – building communities*

COVER:  
Winning entry of the 2008  
OCHA Residents Business Plan  
Cover Competition.  
Conor Maguire (Age 6), from  
St Nicholas C.E. Infants School,  
Wallingford.

## Residents' Business Plan

All residents were invited to take part in workshops to identify their priorities for OCHA for 2009/10. A team of residents then refined the priorities and presented them to OCHA's senior managers and to OCHA's Board. The following Residents' Business Plan lists the priorities that have come from these discussions and how staff plan to deliver on them.





## Safer Homes and Communities

What you want	What will we do	When it's been done	Further information
<ul style="list-style-type: none"> <li>&gt; Make homes more secure.</li> <li>&gt; More emphasis on better home security.</li> <li>&gt; Act quickly if things are broken.</li> </ul>	<p>Have a security pot of £15,000 that can be applied to by staff/residents for small security measures on their estates. E.g. if extra window and door locks are needed.</p>	<p>Feedback mid year and at end of year to residents in the Citizens magazine.</p>	<p>Larger security measures to be bid to the Planned Maintenance Programme or Estate Improvement Fund.</p>
<ul style="list-style-type: none"> <li>&gt; More alarms, CCTV, and better door locks.</li> </ul>	<p>Investigate setting up a scheme for burglar alarms for residents. Repayments scheme to be agreed.</p>	<p>Residents will be informed on whether the scheme is to go ahead.</p>	<p>Staff will meet with Crime Prevention Officers to see if and where burglar alarms are recommended.</p>
<ul style="list-style-type: none"> <li>&gt; More patrols after 11pm, more community representatives.</li> </ul>	<p>Publicise Neighbourhood Watch to all our communities.</p>	<p>Neighbourhood Watch set up where residents wish to do so.</p>	<p>Work alongside the Police and Street Wardens to ask for more late night patrols.</p>
<ul style="list-style-type: none"> <li>&gt; Police to patrol communities more.</li> </ul>	<p>On each estate focus one estate inspection visit each year on security.</p>	<p>Security focussed estate inspections will have taken place on all estates with more than 30 properties.</p>	<p>Ask Crime Prevention Officers to attend these estate inspection visits.</p>
<ul style="list-style-type: none"> <li>&gt; Voluntary code of practice for residents.</li> </ul>	<p>Promote this in the Citizens magazine and work with residents on any estate where the idea is taken up.</p>	<p>Estate agreements established where residents give the idea their support.</p>	

# Resident Involvement and Community Activities

What you want	What will we do	When it's been done	Further information
<ul style="list-style-type: none"> <li>&gt; More activities for young people.</li> <li>&gt; Involvement in schools and youth clubs.</li> </ul>	Continue to support and expand the SHOUT! youth and community project. Also aim to get community bus onto all schemes with more than 30 properties.	Residents will benefit directly from activities for young people on all estates with more than 30 properties.	We will maximise the impact through continued partnership working, this includes working with schools and youth clubs.
<ul style="list-style-type: none"> <li>&gt; Planning for teenagers and young children.</li> </ul>	Employ youth support worker.	The young people, their families and other residents in the area will all benefit from the support.	The worker will liaise closely with Housing Officers and SHOUT! workers.
<ul style="list-style-type: none"> <li>&gt; More help for people on low incomes.</li> </ul>	Fund welfare rights and debt advice.	Residents will be able to obtain debt advice when needed.	We will explore the network of Oxfordshire welfare and debt advice agencies and seek partnership opportunities where we can enhance the service delivered to the benefit of our residents.
<ul style="list-style-type: none"> <li>&gt; Community projects on estates.</li> <li>&gt; Involvement of residents in general.</li> <li>&gt; Recruit, train and develop community representatives.</li> </ul>	Pilot Community Link scheme to find residents who will be trained to act as links between residents and OCHA in the area that they live.	Report in the Citizens magazine every six months.	We will pilot this on our One Community estates. The scheme will be researched and recruited to during the One Community programme so that the Community Links are in place when the One Community programme ends on that particular estate.
<ul style="list-style-type: none"> <li>&gt; Setting up residents' training courses.</li> </ul>	Train residents as Resident Board Members, Scrutiny Panel members, Resident Inspectors and Mystery Shoppers.	These residents will have been trained.	This will be done jointly with Westlea Housing Association residents.
<ul style="list-style-type: none"> <li>&gt; Resident Inspectors to track progress on Residents' Business Plan.</li> </ul>	OCHA will ask the Scrutiny Panel to monitor the plan, and they will be working with the Resident Inspectors.	Report in the Citizens magazine every six months.	
<ul style="list-style-type: none"> <li>&gt; Promotion of OCHA via the media.</li> </ul>	OCHA will meet with residents to discuss plans for media coverage.	Report in the Citizens magazine every six months.	This will be done with the help of the GreenSquare Communications team.

# Investments in homes

What you want	What will we do	When it's been done	Further information
<ul style="list-style-type: none"> <li>&gt; Improve appointments system for repairs.</li> <li>&gt; Improve communications on repairs.</li> </ul>	<p>Review appointments system to see if we can offer appointments for any more of our contractors than already offered.</p> <p>Improve communications over repairs using texting.</p>	<p>Residents offered more appointments for repairs.</p> <p>Residents receive more communications by text.</p>	<p>Phil to progress the use of texting technology with GreenSquare.</p>
<ul style="list-style-type: none"> <li>&gt; Focus on sorting out non-resident parking problems.</li> <li>&gt; Review resident parking issues.</li> </ul>	<p>Review resident parking issues.</p> <ul style="list-style-type: none"> <li>&gt; Review the design brief to ensure that OCHA residents' car parking spaces are properly identified.</li> <li>&gt; As part of the Estate Inspections – assess the issues of parking and whether designated and identified parking spaces will reduce antisocial behaviour.</li> </ul>	<p>For new developments, parking space for OCHA residents will be identified.</p> <p>Where needed and possible, parking spaces will be designated.</p>	
<ul style="list-style-type: none"> <li>&gt; Building more homes.</li> </ul>	<p>100 new homes are planned for 2009/10.</p>	<p>The homes will have been built and/or purchased.</p>	
<ul style="list-style-type: none"> <li>&gt; Set budgets with enough money to meet residents' priorities.</li> </ul>	<p>Submit budget bids for all items in this plan that require extra funding.</p>	<p>Sufficient funds will be available for the plan to be carried out.</p>	





## Staff and Management

What you want	What will we do	When it's been done	Further information
<ul style="list-style-type: none"> <li>&gt; Improve information feedback to and from residents.</li> </ul>	Develop up to two pages residents' insert in the Citizens magazine.	Residents will be able to read the insert in the Citizens magazine.	Residents will be involved in the development of this.
<ul style="list-style-type: none"> <li>&gt; Provide better information on how the money in OCHA gets spent.</li> </ul>	Include breakdown of how £1 of rental income is spent in the Citizens magazine.	Residents will see this in the Citizens magazine.	
<ul style="list-style-type: none"> <li>&gt; Frequent updates to Board and Board updates.</li> </ul>	Scrutiny Panel will make regular reports to Board. Board updates will be posted on the website and included in the Citizens magazine.	Residents will see the updates in the Citizens magazine.	
<ul style="list-style-type: none"> <li>&gt; Improve continuity of staff on the frontline.</li> </ul>	Remember the impact of internal movement of staff on delivery of frontline services. Develop page on the website where residents can look up who their named Housing Officer is.	Report in the Citizens magazine every six months. Information will be available on the website.	



“We are very excited to have our first Residents Business Plan. It shows how OCHA is responding to what our residents see as important. We are very grateful to the residents who spent time on developing this plan. Now we will work to implement it.”

**Andrew Smith**  
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