

PRESS RELEASE

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Pavilion receives results of recent short notice inspection

Pavilion are pleased to announce that they have received the results of their recent short notice inspection conducted by the Audit Commission; with results showing some positive improvements since the last inspection in 2004.

The Audit Commission introduced short-notice inspections for housing associations to give inspectors a clearer and more realistic view of the services that tenants receive. Associations are given just five days notice of the inspection before services are assessed.

The results show that in Pavilion's estate management service, inspectors found that strengths outweighed weaknesses. This reflects an improvement from the findings of the last inspection undertaken by the Audit Commission.

Inspectors also felt that Pavilion has a very good Resident Involvement structure in place and that residents were increasingly involved in shaping services. In terms of access and customer care inspectors judged that strengths and weaknesses were in balance.

However, more work needs to be done to improve Pavilion's strategic approach to diversity and value for money and as a result these elements were viewed as weaker than others.

Sára Kulay, the Audit Commission's Lead Housing Inspector for the South East, said:

'Pavilion is providing good-quality estate management services to its residents, and this is reflected in high levels of satisfaction among residents. Our assessment of resident involvement was more mixed - a lot of work is being done to get people involved but tenants could be more involved in monitoring performance and shaping the overall direction of the Association. More work still needs to be done to improve Pavilion's approach to diversity and value for money.'

Donald Macgregor Chair of Pavilion Housing said:

'We are delighted that the Audit Commission was able to identify that Pavilion has been focussed on improving local services and involving residents in how we run our organisation. We were especially pleased that inspectors were able to report that Residents generally felt the service had improved over the last few

years and rated the inspected services very highly. This means that our direction of travel is right and with the Audit Commission action plan currently being discussed with our residents we shall continue to move forward to our goal of delivering significantly improved services.

Pavilion resident Steve Newport is also pleased with Pavilion's progress: 'As each year goes by Pavilion make further improvements to their Estate Management and Resident Involvement services. Even some of the smaller tasks that were once left and forgotten are now being addressed, for example the garages on the estates.

Credit has to be given to Pavilion for the way they involve their tenants and communities in not only identifying issues but ensuring residents are empowered to provide solutions. Resident involvement is an active part of the organisation and people have a chance to be involved at all levels in different ways.'

The full report is available to view through the Audit Commission website at www.auditcommission.gov.uk/housing or Pavilion's website www.pavilionha.co.uk

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For further information, please contact:

Ursula Tavender, PR & Communications Executive

Email: ursula.tavender@firstwessexhg.co.uk

Telephone: (07762) 226598

Notes to Editors

First Wessex Housing Group manages around 17,000 affordable homes primarily in Hampshire and with some activity in Surrey.

The group comprises Atlantic Housing Limited, First Atlantic Housing, Pavilion Housing Association, Portsmouth Housing Association, Fernhill Care Limited and Wessex Property Limited.

Portsmouth Housing Association: provides homes in Portsmouth, Fareham, Gosport and Havant. It also provides a wide range of community regeneration services across South East Hampshire.

Atlantic Housing and First Atlantic Housing: provide a full range of affordable housing including rented, supported, shared ownership and key worker housing. A large support portfolio includes housing for older people, extra-care housing, dementia care housing, housing for people with learning disabilities, people recovering from mental illness and some specialist accommodation. They cover a geographic area spanning Eastleigh, Southampton, Winchester and the New Forest.

Pavilion Housing Association: the largest provider of housing association homes for rent in the Aldershot, Farnborough, Ash and Farnham areas.

Fernhill Care: provides care services for tenants of First Wessex Housing Group and other landlords and for individuals in the community with support needs. It specialises in domiciliary, extra- and dementia care.

Wessex Property Limited: the group's in-house repairs and maintenance organisation.

www.firstwessexhg.co.uk www.pavilionha.co.uk