

Annual Report

Lorna



Alan – Maintenance



Iza



2014/15

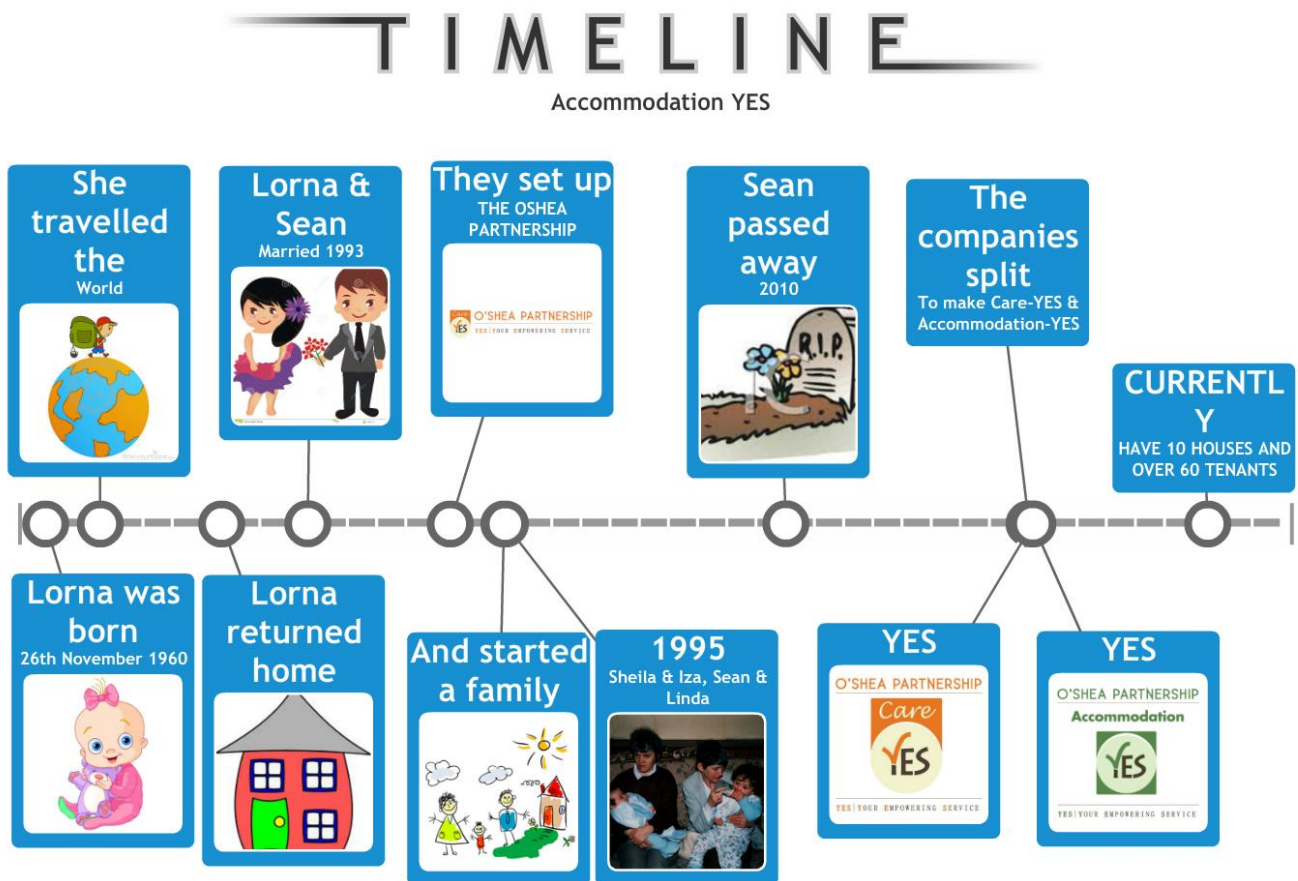


Mission Statement

We provide both inspirational and positive support and housing services to vulnerable adults. Our key aim is to empower all our tenants to live full and fruitful lives.

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History of the Company



In 1989 after travelling the world and having a career in nursing, Lorna O'Shea started her own business.



She brought and renovated her first residential home, 239 Boxley Road, which she herself lived in with a small number of clients.



She did everything from property maintenance to support and she has done and continues to do a wonderful job – seen in the fact that Sheila, Kevin and Aaron are still with us today.

Lorna's ultimate goal was to provide her tenants with a level of independence they had previously not experienced and ultimately empower them to become their own bosses.

Lorna's favourite part of work has been the memories she's created with her clients.

There was one in particular incident that has stuck with Lorna since the very beginning of the company. One of the tenants pointed out to Lorna that the carpet was coming up, so Lorna decided to hammer it down with a nail but unfortunately she'd punctured a pipe. It was only when she went downstairs to the cellar that she had realised she'd inadvertently converted the cellar into a temporary swimming pool.

Lorna +



=



In 1993 Lorna married Sean O'Shea and the O'Shea Partnership LTD was founded shortly after.



O'SHEA PARTNERSHIP
YES | YOUR EMPOWERING SERVICE

Following their recent marriage, both Lorna and Sean decided to start a family which resulted in Lorna taking a step back to raise her four children and Sean taking a more prominent role in the company. The O'Shea partnership set itself up as a

family run and owned business with the O'Shea children; "Small" Sean, Iza, Tiarnan and Brendan always taking part in activities and helping out wherever they could around the office or alongside clients.

Sheila & Iza

1995

Sean & Linda



Recently Iza has decided to follow in her mother's footsteps work for the company, while Brendan on his school holidays loves to come in and help around the office.

Sadly Sean, Lorna's husband of almost 20 years passed away in 2011 due to a brain tumour. From then on, through trials and tribulations Lorna has both strived and succeeded to maintain the ideals and standards of the company. It's in remembrance of Sean's passing away that our company's main beneficiary is the charity "Brain tumour support" and the Coastguard service, the latter due to his love of the water.



In recent years the business has fluctuated to consist of over ten homes which all together have the capacity to provide housing for over 60 service users, and we are still ever-expanding. Even with our tremendous success, The O'Shea Partnership will always remain a small family-owned and operated business priding itself on the ability to help people make a difference to their lives.



In 2014 the company was split into two sub- companies; Care YES and Accommodation YES.

Care YES is now led by a fantastic, new dynamic Manager, who is at the forefront of Care and whose ideas are helping to further create change and bring exciting new prospects to the company.

O'SHEA PARTNERSHIP

Accommodation



YES|YOUR EMPOWERING SERVICE



YES|YOUR EMPOWERING SERVICE

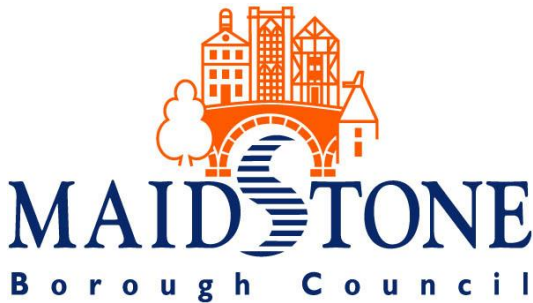
Accommodation YES is directed by Lorna and deals with all your landlord and tenant related needs to maintain your home to the highest of standards.

All homes are selected based on their proximity to prominent town locations and each home's focus differs to suit the need of the individual tenants. This means anything from self-contained flats to single room accommodation with communal areas (for example a lounge and kitchen).

Over the past 25 years, O'Shea Partnership Ltd. has been at the forefront of providing housing and care for a wide range of vulnerable adults and we hope for another 25 years of the same.

Financial Report

At the end of every year we calculate how much money we have received in total and how much we have spent. Our main revenue has come from our 75% occupancy rates of our properties. And our biggest outgoings have been on year-round property maintenance and development.



Maidstone Borough Council have continued to be a big help towards our company and our clients giving us **funding** towards our houses throughout the year. The money they have contributed to our cause has been intended for developing our company, in particular our housing to **better serve** our Tenants. We're grateful for their consistent support without which we would not be able to fully fund our projects and endeavours.

With their added help and support, over the course of the year our company has had a steady supply of income which has allowed us to make **drastic improvements** towards our properties, spending the money on **property development** and **house refurbishment**.

Achievements over 2014

- **New double glazing windows** have been put into some of our housing. While it's a costly process the effect this has had on our Tenants has been worth it. So far we have had two properties fully fitted with new windows and others with broken windows redone with double glazing. The projects were completed efficiently and over the course of 2015 we intend to get more done.



The installation of our new double glazing windows is for added energy efficiency meaning our Tenants are warmer in the winter months while also having to spend less on heating meaning they have more money left for other essentials.

We have also started to put **more time and effort** into the aesthetics of our properties with huge refurbishments taking place across almost all of our properties with each of them having their roofs redone. We've converted a few bedrooms into en-suites, put in new furniture to some of the communal spaces and renovated and decorated some bathrooms, to list just a few of our additions. On top of that we've hired a gardener who has already revamped the gardens to all our properties and will continue to maintain their upkeep year-round.



Lastly but perhaps most importantly we are proud to announce that we have set up a **Board of Directors**. Establishing this will ensure that our already **high standards** will continue to be met and **perhaps surpassed** over the coming years.



Our Goals for 2015



Our upcoming targets and aspiration have not been set for us, but for our Tenants; both current and future. We've chosen nothing but the best instalments for our upcoming renovation on 12 Tonbridge Road (our former office building) to provide the Tenants who move in, with a house they can truly call their home. This is our biggest upcoming project and has got all of us at Accommodation YES excited. We're looking into fitting the property with state of the art technology such as **underfloor heating**, **solar panels** and **3-phase electricity** to make the future tenants lives as **comfortable** as possible for the duration of their time with us.

Comfortable living is our main aspiration at Accommodation YES. We set ourselves targets far higher than our competition because we believe that the vulnerable adults we deal with both require and deserve easy living.

The old office will be converted into 9 individual self-contained units with a variation of different sizes to meet the needs of each individual.

We've had architects design the building and spoken to multiple businesses to get the **best possible renovation** done. It's something we're all looking forward to seeing and can't wait for the finished product.

We're also having the driveways to three of our properties redone with block paving to provide easier access to the houses for both our Tenants and their visitors. The instalment of block paving specifically will ensure it needs little maintenance and should withstand all weather.

Team Leader House Reports

239 Boxley Road

Over the past year 239 has had some refurbishments that have had benefits to the individuals living here. Two of the ensuite facilities were renovate and the Individuals were happy with the results.

Also 3 bedrooms had new carpets this year colours all chosen by the Individuals, some very bright bedrooms!

The house also benefited from Double glazing throughout which has made a huge difference to everyone living here. Everyone agrees that the house is much warmer and no drafty windows.

For one Individual in particular having the new double glazed windows, made so much difference to her quality of life as noise levels were dramatically reduced.

All the residence of 239 were happy with work completed on their home in 2014 and the professionalism of the people carry out the work.

Karen Gowers

Homes manager



54 Buckland Road

54 Buckland road feel that the work that was done (for example the garden) was done well and enjoy that fact that there is a regular handy man so they know who will coming to do the jobs. The tenants are always happy with the work that is completed.



They tenants are looking forward to the new tenancy agreement to be in place so they are able to understand it more.

The tenants at 54 Buckland Road are really looking forward to the windows being double glazed and the driveway being resurfaced throughout 2015 and feel comfortable that if they have any other home improvements to be done they can ask Lorna.



80 Buckland Road

80 Buckland road are really pleased with the work that was done on the garden and are looking forward to summer 2015 so they can have a BBQ round there. Tenants at 80 have said they feel supported by Lorna and are happy that if they have a problem she will come a fix it.

The tenants at 80 Buckland road are really looking forward to having the drive resurfaced. The tenants are also happy that Iza is on the landlord team and enjoy seeing her around the house.



Input from Jeremy and Helen.

Savana Crosby
Team Leader



43 Kingsley Road

I have listed below the feedback that I got from the service users for all the work that has been done in the house at 43K over the past 12 months.



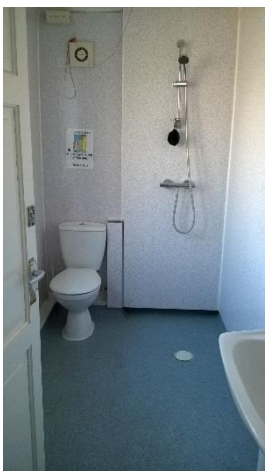
:- NEW LAUNDRY ROOM - all the service users are happy that they have a separate room where they can now do there washing instead of having to use the upstairs kitchen where they prepare food.



:- NEW KITCHEN - all the service users are delighted with their new kitchen and breakfast bar. They said it is better to prepare their food as they feel there is more room.



:- TOP FLOOR BATHROOM - P.K. And E.T are pleased with the upstairs bathroom as they have a nice new shower and the old bath has been taken out and a new toilet put in.

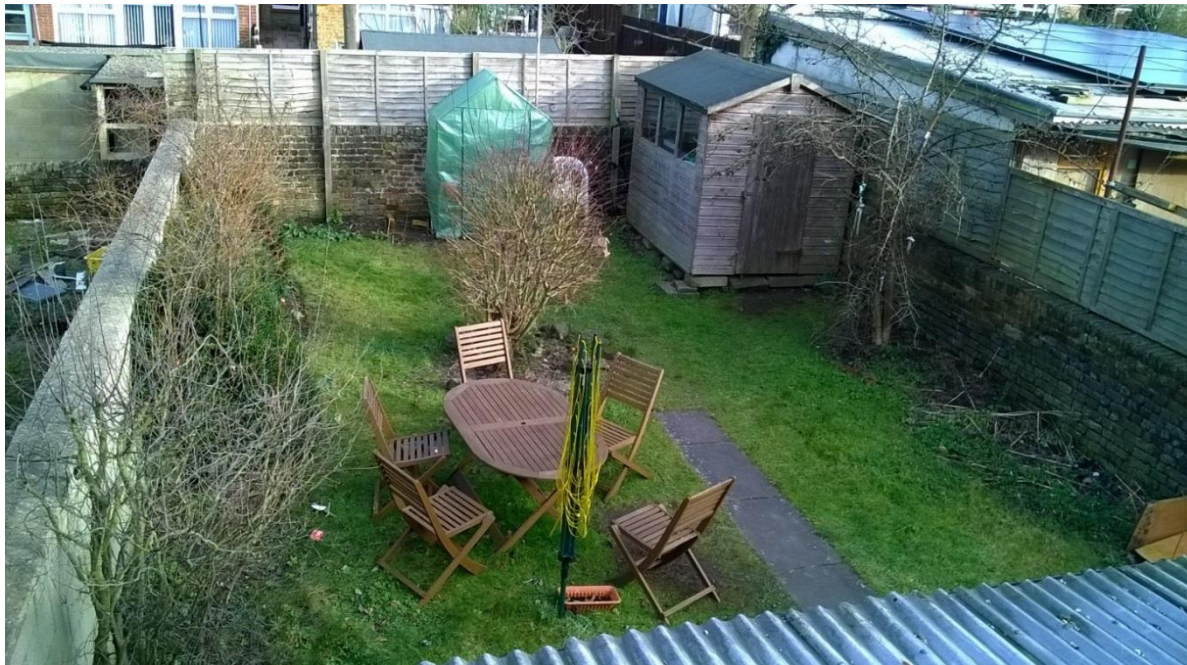
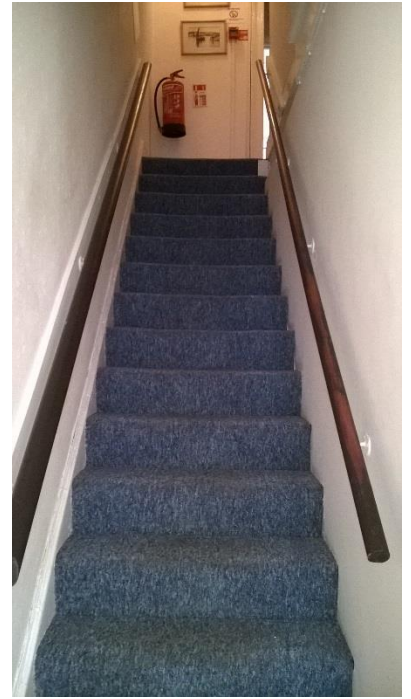


:- 1st FLOOR BATHROOM - N.G. , M.D.W. Are both pleased with the bathroom as it's all been decorated and new flooring put down.

:- NEW CARPET - all the service users are thrilled with the new carpet that was put down throughout the house (stairs and upstairs hallways). The service users said it made the house look smart and they don't have to worry about tripping on the old carpet anymore.

:- FLAT 7 NEW SHOWER & TOILET - M.R. Said he is loving having his new shower and toilet in his room. M.R. Said this has made life a lot easier for him when he needs to use the toilet during the night.

:- NEW GATE & FENCE - Service users are happy with the new gate and fence that have been put up at the side of the house. The service users said they feel safer as people can't get round the back of the house or gardens anymore.



**Dean Cheeseman
Team Leader**

Landlord Improvements for 9 Terrace Road in 2014

In august we welcomed a new tenant to flat 1, Ruth Stroud came from 80 Buckland road after sadly losing her partner, she now receives support to guide and promote her independence. She has settled in very well!

In November we welcomed another new tenant in flat 5, Karen Hammond. She has chosen to move into these premises to promote her independence, something she has never had. So a big welcome to these guys.

Garden - Lorna has instructed Alan (maintenance) to work very hard on the garden



As you can see the gardens are looking lovely, Lorna has also purchased new shrubs ready to plant for this year

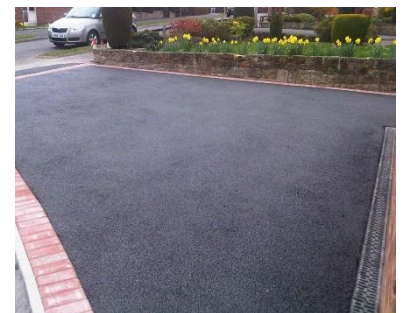
Also the garden gate has been painted and now has a clear sign and fence panels have been painted, gates were put in place to ensure the safety of the premises and service users



Plans for 2015



New Double Glazing windows to be put in



Driveway to be resurfaced



New intercom entry system

**Debi Miles
Team Leader**

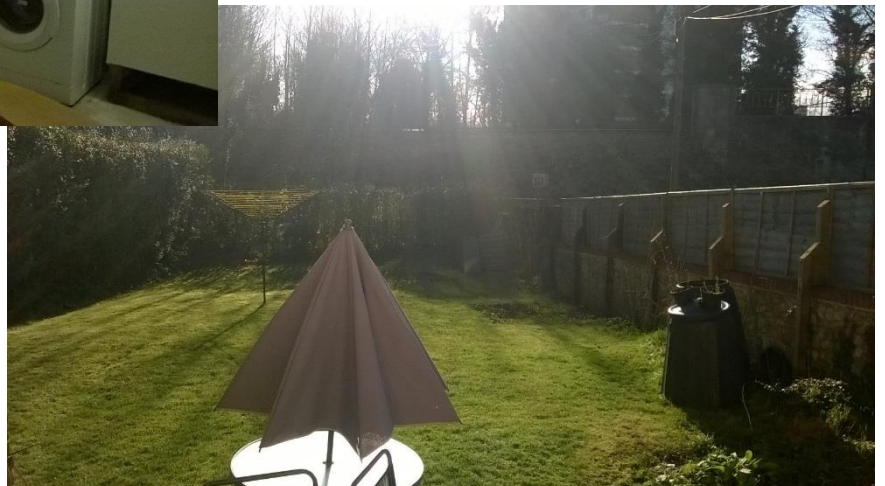
27 Ashford Road

At 27 Ashford Road the windows have just been replaced



Over the year the communal areas (such as the lounge) were redecorated and a few tenants chose for their personal rooms to be redecorated

Recently the cellar has been refurbished to make it more comfortable for tenants to use it as a laundry room



Landlord improvements for 3, London Road in 2014

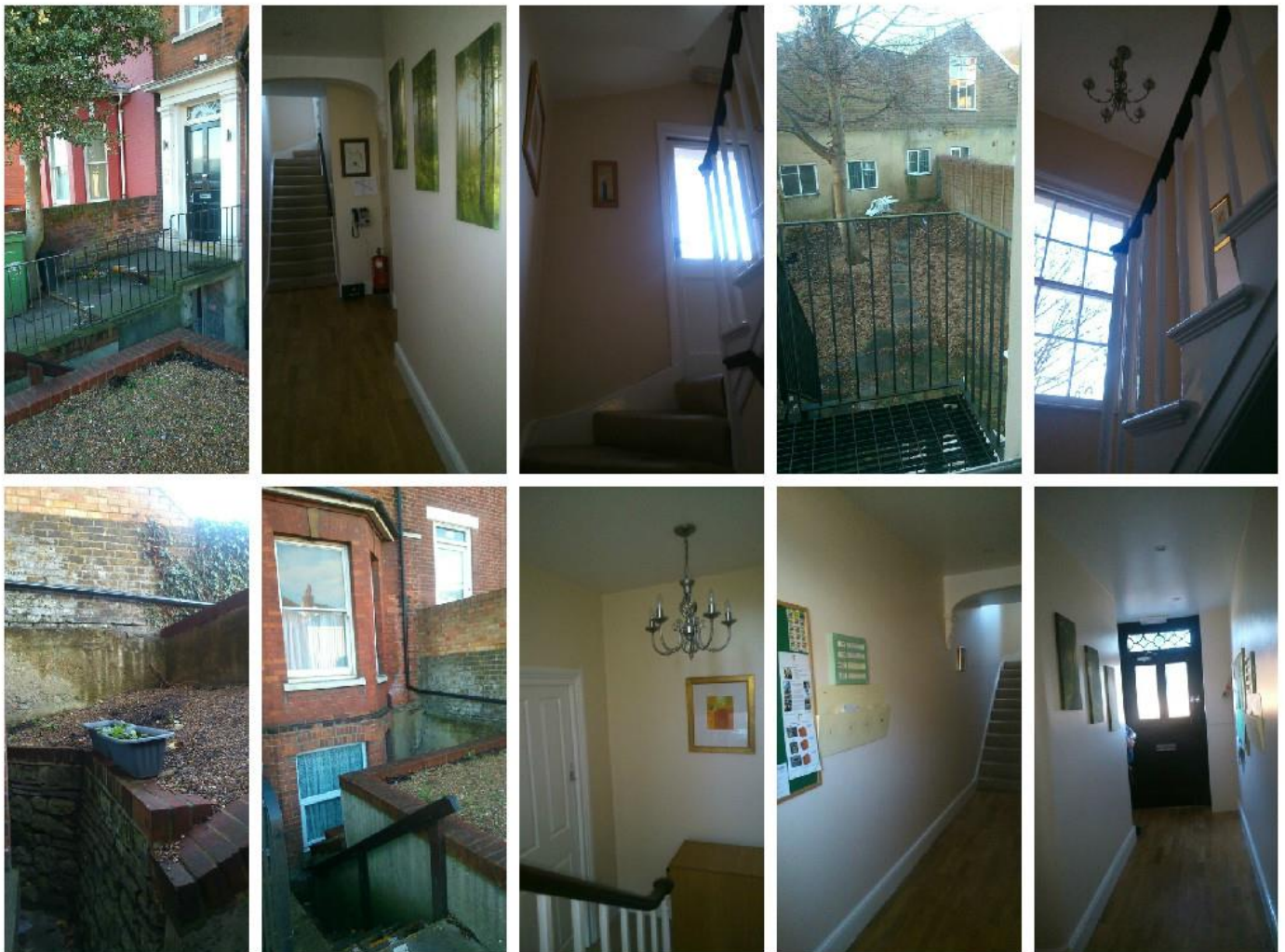
Sadly we said a goodbye to a tenant in flat 2, he moved to become more independent and to live with his family.

Garden – the front garden has had a huge tree removed and tidied up, the back garden had shingle laid and a table placed for the guys to socialise together in the summer, and this now looks more homely.

Interior – all hallways have been painted

Flat 3 had new carpets and lino fitted

Basement flat had drain covers placed due to flooding and a new carpet in the doorway installed after it rotted due to the floods.



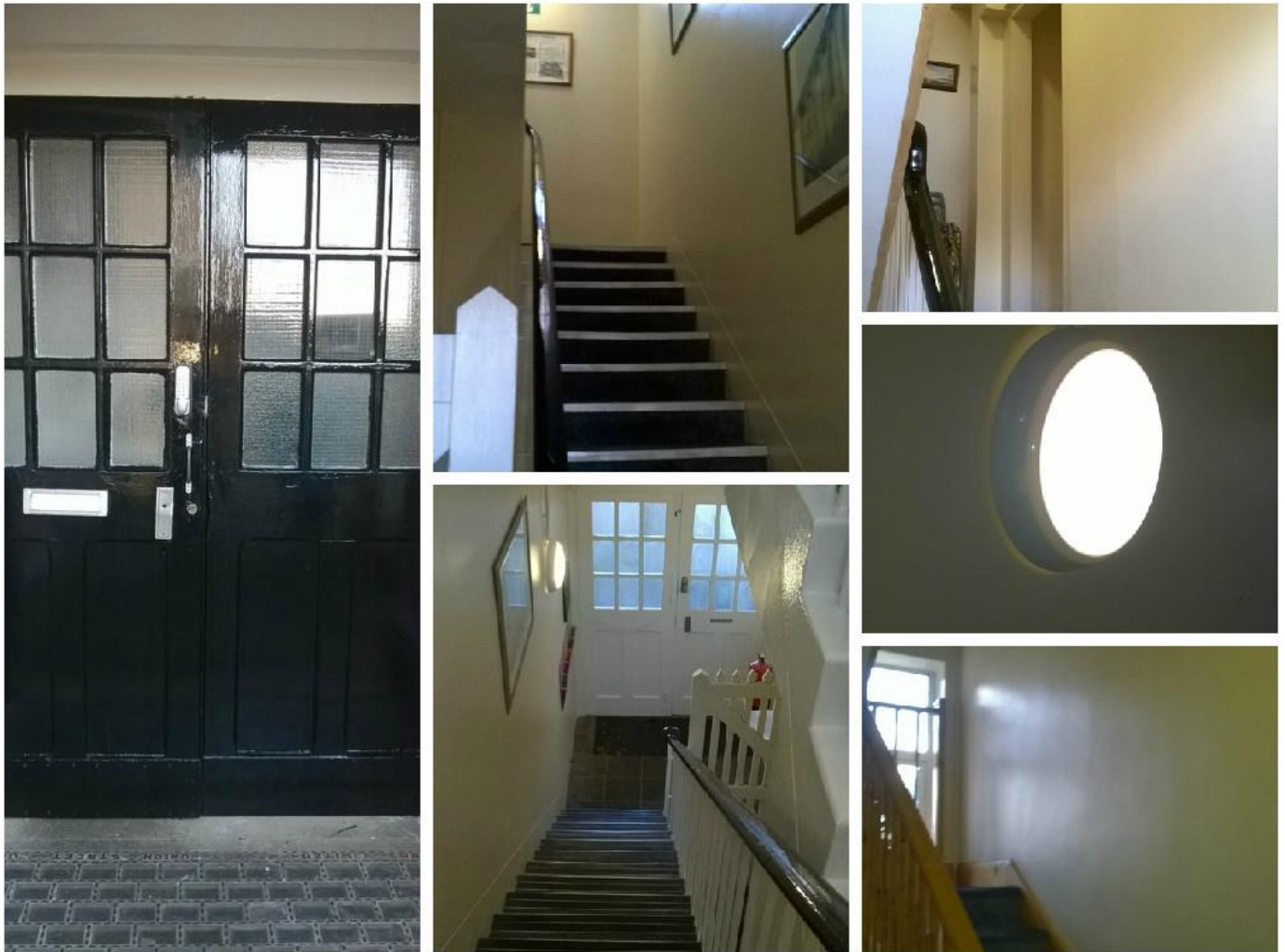
In 2015, 3 London Road will also see the addition of double glazing windows!

346 Tonbridge Road

In 2014 346 saw ongoing general maintenance with organised communal cleaning.

Along with the installation of new censored lighting in the hallways

The communal areas were also redecorated, along with the front door being repainted.



In 2015 346 can look forwards to the fencing will be renewed around the car park area.

2 Postley

**In 2014, 2 Postley had ongoing Maintenance as issues occurred.
Mostly the planned work is going to take place in 2015**



**The garage is being rebuilt, double glazing will be installed,
gardens redone and redesigned & internally the house
communal areas will be redecorated.**



125 Boxley Road



Reopened in 2014 to house 2 new tenants... WELCOME!

**The main work for 2015 will see the installation of a new
heating system**



Director's Report

Hi All, Lorna here!

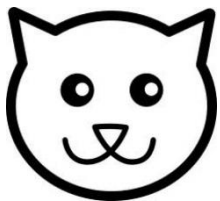
Firstly, Happy New Year to everyone!!!

I'd like to start by reiterating what a fantastic year we have all had here at Accommodation YES and I couldn't be happier with my team. Since splitting the company into two businesses I've taken on several new members of staff and they have each helped me make leaps and bounds to benefit you all.



Firstly I'd like to give them all a warm welcome to the company and I hope they enjoy the time they spend working with us all.

I, in particular, have had a fantastic 25th year at the company with both new and old tenants alike. I'm pleased to say that the tenants I started off with in my house-come-swimming pool; Sheila,



Kevin and Aaron are all still with me after these 25 long years! I've really enjoyed the hands-on role I've taken up and spending time with my tenants, as brief as it sometimes is, has really been a pleasure.



It's my duty as Director to do some of the boring bits and tell you all about how we're abiding the current rules and regulations in regards to the way social housing is run. Since registering with the HCA we've ensured we comply with their rules set out and have focused on the arrangements of the company so there will be more fairness, transparency and accountability. We've also begun to focus more on Tenant involvement, evident in the 'Our Voice' programme we set up earlier this year. There has been more focus applied to value for money

meaning our company strives harder to ensure services represent value for money for our Tenants.

I've also got to make you all aware that as a result of the ever-increasing prices of labour and utilities, our service charges, which is spent on cleaning, gardening, maintenance, lighting will be increasing in the New Year. This really isn't anything to worry about as the price rise will be barely noticeable – however what you will notice is the standard of service you receive as we've made some fantastic connections over the year with other companies to help with all manner of care for our houses including gardening, cleaning and repairs.

As you've already read we have a lot of big plans for 2015 in the hope that we remain a successful and well established company that can continue to be Your Empowering Service, and with your help and support, as always, I know we can make 2015 an incredible year.

Yours Sincerely,

Lorna O'Shea

Feedback and Social Media

Our highest priority is the wellbeing and comfort of each and every one of our Tenants, so if you have any feedback to give to us then please feel free to do so. We can be contacted via

Telephone: 01622 682 535

Email: lorna@care-yes.com or fincance@care-yes.com

And our offices are located at 23 County Road.

We have also just started a twitter account to keep our Tenants up to date with new projects and developments so for any twitter users, you can find us at

www.twitter.com/accomyes

Our site has also been set up to make it easier and more efficient for you to let us now if there's any issues. This has been captained by Lorna and our contracting team, as most of you will have seen about, from plumbers and painters to electricians and gardeners.

In 2014, 'OUR VOICE' was introduced as a way for tenants to vocalise their concerns/support in an alternative way. The community advocate played a big role in both making this an accessible service and ensuring its success. Our hope is for 'Our Voice' to soon take on the shape of a service run by tenants for tenants. The idea is for a 'Tenancy Council' to be established with a fair system in place to elect your ideal candidate to 'run' the council. If you're reading this and you're interested in the position then please see the back of this document for a job description and application form. If you wish to apply then fill in the form and hand it to a team leader.

Finally we're introducing a new 'feedback card' for any of you who have had work done on your rooms. This will give us an idea as to the efficiency and standard of work taking place in your spaces and will allow us to see whether or not the service you are receiving is the service you expect and deserve. So, when you receive one of these cards, please fill them in as they're helping us to help you.

We are now offering optional cleaning services to all our Tenants for a reasonable cost. Below, should you be interested, you will find an advertisement with the relevant details. If you decide you would like to have a cleaner after reviewing the advertisement then let your team leader know and we shall sort out the rest.

Accommodation Y.E.S Cleaning Service

A deep clean service for rooms and apartments will be available for the month of February for each Tenant.

Prices are negotiable.



*If you are interested please contact Iza on:
07736276128*

*OR
finance@care-yes.com*



Tenant's can also choose carpet cleaning as an optional extra (with extra charges)

Guidelines to maintenance – what we pay for and what you pay for

Landlord Jobs we will do for you:

- Property Maintenance
- Communal areas
- Outside and driveways

Things you pay for:

- Personal odd jobs you would like to be done (not essential things) in your flat/ room like moving things around or putting up shelves/ pictures
- Replacement or repair of things you have lost / broken (e.g. keys)

Here's a list of prices below – please note this is an estimate and before you get work done YOU must double check the price with the maintenance team and fill out the DIY referral form you will see on the next page.

½ Labour Maintenance work = £8

1 hour maintenance work = £16

Lost keys £15

Lost post-box or window keys £10

DIY REFERRAL FORM

Date: _____

Service User: _____

Address: _____

Details for referral:

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Referred To:	Lorna
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Service User Name
Signature /Print

Date

Supporting Staff Name
Signature/Print

Date

When referral has been made and appropriate action taken, the support plan must be updated and this completed form should be signed and sent to 24C.

Action Taken:

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Supporting |Staff/
Service User

Date

TENANCY COUNCIL APPLICATION FORM



Hi All,

As you've read on the last page we're hoping to turn 'Our Voice' into a Tenancy Council,

Your Empowering Service - run by You, for You!

This depends on how much we hear back from you all; if we get a lot of positive feedback and interest then we should be able to set it up very soon for you.



There will be a number of openings available in the council if we do set it up and ideally we would like all our properties to be represented by a member of each household.



The job role will broadly consist of:

- Representing yourself and your friends and other tenants' views at a three-time a year meeting.
- Sharing your views.
- Occasionally spending time with a Director of Accommodation – YES' Board at one of the Director's Board meetings.
- Supporting and promoting positive changes for our tenants.
- Discussing new possibilities to help make your life and your fellow Tenant's lives more comfortable.



If you're interested in applying for a position then please fill in the below details if you require support please ask your supporting teams and pass this application form once completed on to your team leader or support worker.

We look forward to hearing from you, and hopefully being able to work alongside you. Should you have any questions about the role then please feel free to head down to the office and discuss it with us if your team leaders can't answer your questions.

TENANCY COUNCIL APPLICATION FORM

PRINT NAME: _____

ADDRESS.....

CONTACT NUMBER (if you have one): _____

EMAIL (if you have one): _____

SIGNED: _____

DATE.....

