



Ability
HOUSING ASSOCIATION

Joining together



Statement from Ability

By joining together with REAP we have increased our capacity and capability to achieve the aims of both Ability and REAP. We can offer a comprehensive range of housing and support services throughout the South of England to a diverse range of vulnerable people who wish to live more independently.

The range of client groups supported will include: people with physical or sensory impairments; people with learning difficulties; people with mental health issues; people experiencing substance misuse; single people, couples and families experiencing homelessness; young people and older people.

The range of services on offer will include: housing for shared ownership or rent; supported living with care; supported housing and supported move-on housing; floating support; preventative and short-term intervention services; and drop-in advice surgeries that help customers to access housing, health and community facilities; home adaptations and accessible housing registers.

REAP brings an excellent reputation for high quality floating support that perfectly complements Ability's specialism in supported housing services.

Together we have available an improved infrastructure to support better and more consistent service delivery, are able to operate more efficiently and have greater capacity to invest in staff and systems development. To begin with, we will employ a total of 175 staff and have a combined annual turnover of over £7.5million.

We look forward to working with new and existing partners to continue our quest to be the first choice provider of housing and support services for people who want to live more independently.

David Williams
Chief Executive

Statement from REAP

REAP is a registered charity operating in Berkshire and in the London Borough of Hounslow, working primarily, although not exclusively, with single vulnerable people with support needs. We help vulnerable people to access appropriate housing and we provide housing related floating support services.

Following a strategic review last year REAP decided to embark on the next phase of its evolution by seeking a partner organisation to merge with, who would build on the work that has been undertaken to date and develop our services to the next level.

We sought an organisation with similar values that was as committed as we were to making a real difference to the lives of vulnerable people, with experience and a track record of providing housing related and floating support services to vulnerable people with multiple support needs.

Following a comprehensive selection exercise, we chose Ability as our preferred partner. Our trustees found that Ability demonstrated compatible values to REAP with a strong commitment to excellent customer service and to staff development.

Our staff and clients have been consulted about this move. We are looking forward to joining with Ability and the opportunities this will bring to take forward our work for the benefit of vulnerable people.

Rita Nath-Dongre

Director

Questions and answers...

Q: WHY ARE ABILITY AND REAP JOINING TOGETHER?

A: Both organisations have recently undertaken a review of their business plans and decided to diversify their interests. We both recognise that the environment in which we work is changing and presenting new challenges. Our biggest challenge is to improve the quality of our services at the same time as reducing our costs. By combining our resources, skills and expertise, we can streamline our operations, deliver better services and become more efficient.

Q: WHO WILL RUN THE COMBINED ORGANISATION?

A: The existing Ability board will continue to govern and two REAP trustees have agreed to join the board to ensure that REAP's customers' interests are looked after. The Chief Executive will be **David Williams**, whilst **Rita Nath-Dongre**, REAP's Director, will join the senior management team as Customer Services Director.

Q: WHAT IS THE NAME OF THE COMBINED ORGANISATION?

A: The new organisation will still be called Ability Housing Association (or 'Ability' for short). All of Ability's legal registrations, as a charity, a company and an RSL, will be unaffected. REAP's contracts and staff will be transferred to Ability. We consider that this is a better option than creating a completely new organisation with a new name that is familiar to no-one.

Q: WILL THERE BE CHANGES IN STAFF AND MANAGEMENT?

A: Strenuous efforts have been made to minimise changes and make the most of the available talents. We are delighted that there have been no compulsory redundancies as a result of the two organisations coming together. An organisation chart is provided on page 5 to help you to identify where individual managers fit into the combined organisations.

Q: WHAT GEOGRAPHICAL AREA WILL THE ORGANISATION COVER?

A: The combined organisation will operate in the South of England, from Dorset to Oxfordshire, to Essex to Sussex, including Greater London. This is shown on the service map on pages 7 & 8. The REAP services being transferred are in Reading, Slough and Bracknell, where Ability already operates, plus the London Borough of Hounslow.

Q: WILL ABILITY CONTINUE TO DEVELOP AND MANAGE NEW HOUSING?

A: Yes. Ability is an active member of the Sovereign and Wayfarer development consortia operating in South East and South West England and also develops housing in its own right in London and the East region. Ability has its largest ever development programme and will continue to develop and manage housing for its traditional client groups, but also now for a wider range of client groups.

Q: WILL THE RESPECTIVE SPECIALISMS OF ABILITY AND REAP BE DILUTED?

A: No. The combined organisation will continue to provide services that are specialised but is better placed now also to provide generic services, drawing on the expertise of both teams of staff and managers.

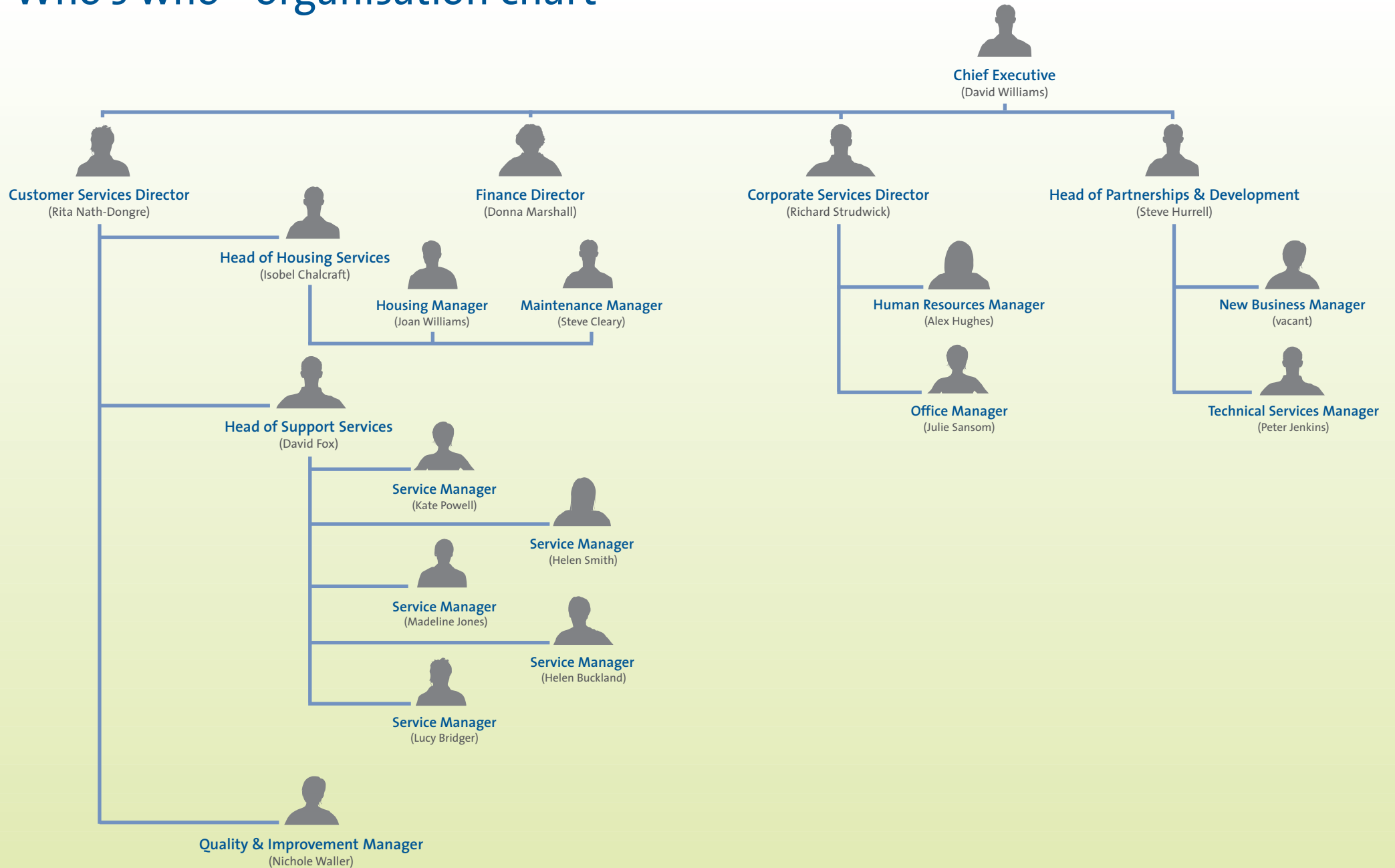
Q: HOW MUCH EFFICIENCY WILL BE REALISED?

A: It is difficult to say precisely how much. Some of the immediate efficiencies realised by eliminating duplication will be offset by some short term integration costs - eg new IT systems. We have put in place an efficiency plan that will examine all aspects of the combined organisation's activities and will measure savings generated as a result.

Q: WHERE WILL ABILITY BE BASED?

A: Our registered office will be in Staines but we will continue to operate services from REAP's current offices in Reading and Slough. REAP's office in Bracknell will close and staff will be relocated to Ability's office in Bracknell. A list of main office locations and contact details are provided on the outside back cover of this brochure.

Who's who - organisation chart



Arun District Council



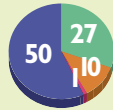
Total Customers : 19

Bournemouth Borough Council



Total Customers : 32

Bracknell Forest Borough Council



Total Customers : 88

Cherwell District Council



Total Customers : 13

East Hampshire District Council



Total Customers : 18

Epping Forest District Council



Total Customers : 10

Havant Borough Council



Total Customers : 30

London Borough of Croydon



Total Customers : 5

London Borough of Ealing



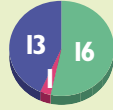
Total Customers : 1

London Borough of Hillingdon



Total Customers : 12

Worthing Borough Council



Total Customers : 30

Wokingham District Council



Total Customers : 17

Woking District Council



Total Customers : 10

West Oxfordshire District Council



Total Customers : 3

West Berkshire Council



Total Customers : 5

Waverley Borough Council



Total Customers : 16

Swindon Borough Council



Total Customers : 24

Spelthorne Borough Council



Total Customers : 12

South Oxfordshire District Council



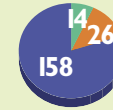
Total Customers : 6

Southampton City Council



Total Customers : 12

Slough Borough Council



Total Customers : 198

Royal Borough of Windsor and Maidenhead



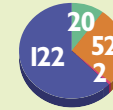
Total Customers : 2

Royal Borough of Kingston Upon Thames



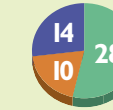
Total Customers : 8

Reading Borough Council



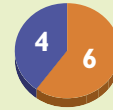
Total Customers : 196

Poole Borough Council

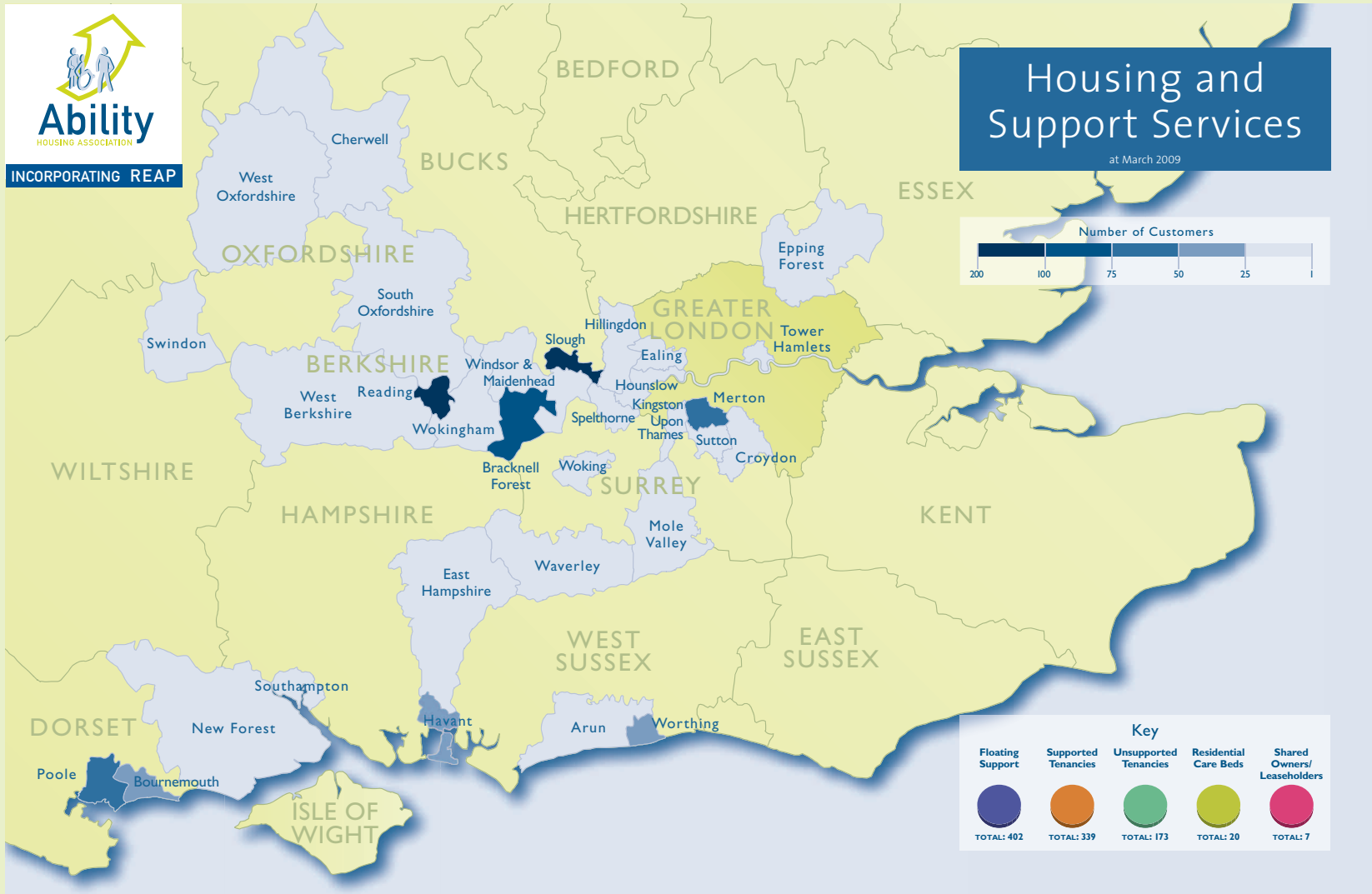


Total Customers : 52

New Forest District Council

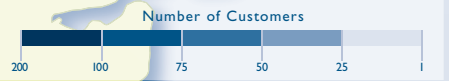


Total Customers : 10



Housing and Support Services

at March 2009



Key				
Floating Support	Supported Tenancies	Unsupported Tenancies	Residential Care Beds	Shared Owners/Leaseholders
TOTAL: 402	TOTAL: 339	TOTAL: 173	TOTAL: 20	TOTAL: 7

London Borough of Hounslow



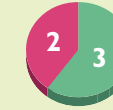
Total Customers : 18

London Borough of Merton



Total Customers : 59

London Borough of Tower Hamlets



Total Customers : 5

London Borough of Sutton



Total Customers : 7

Mole Valley District Council



Total Customers : 23

Ability Housing Association

REGISTERED OFFICE:

The Coach House
Gresham Road, Staines
Middlesex TW18 2AE

Telephone: 01784 490910

www.ability-housing.co.uk

Company limited by guarantee
Registered in Cardiff, Number 1261380
Registered Charity Number 271547
Registered with the Homes &
Communities Agency, Number LH 2174

HOUSING SERVICES:

Isobel Chalcraft
Head of Housing
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c/o The Coach House
Gresham Road, Staines

Steve Cleary
Maintenance Manager
c/o The Coach House
Gresham Road, Staines

Joan Williams
Housing Manager
Bournemouth Office
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SUPPORT SERVICES:

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