

rising 112 stylish
 satisfaction improved homes affordable
 44 new homes
 GOOD NEIGHBOUR
2011 annual review
 new board chair QUIETER
 more homes planned modernisation
 energy efficiency



The end of our modernisation programme is finally in sight and, after a thorough overhaul, our 112 older homes are looking much much better, inside and out. They are also warmer, quieter and significantly more energy efficient

We are edging closer to completing a massive works programme that is improving most of our portfolio of properties and adding to it 44 new homes.

This will mean all of our homes exceeding the Decent Homes standard. And by adding one extra storey and 'bridging' the area over car parking spaces we are growing without increasing our land 'footprint' – a welcome achievement in an already densely occupied neighbourhood.

Ducane occupies a niche market, providing homes at below market rents for postgraduate students, research fellows and key workers.

Our homes have always been popular with our tenants. But they were built in the 1970s, and while the standards were high at the time, 40 years later much of the buildings' fabric was reaching the end of its useful life.

We have been upgrading almost all parts of each building, retaining the one aspect that exceeds current regulations – the generous space standards. Everything else, from front doors to water and electrical mains supplies, is being modernised to make these better homes to live in.

Every flat is getting a new kitchen, a new bathroom, replacement windows and doors and more advanced forms of space and water heating. Our homes are let furnished so the furniture is being replaced.

For our neighbours the most striking aspect of the programme is a vastly improved exterior. The completed flats are stylish and colourful, making Du Cane Road a much more pleasant place to live in, work in and pass through.

Our objective throughout has been to make Ducane the first choice of home in a competitive market for people visiting London to further their education or who work locally in key public services.

“I am so happy with the housing management team. They are so kind and friendly and their politeness and generosity has really inspired me and my family. I will share the experience with my own people when I go back to my home country. I'm so proud to be their tenant and maybe one fine day we will visit Ducane again.



Mohd Aidy Faizal Johari,
 PhD in aeronautics at
 Imperial College London



Prefabricated pods have been craned into position over the older 1970s blocks, creating a fourth floor of flats



Our modernisation programme was partly funded by a £5m loan from THFC and a £3m grant from the Homes and Communities Agency. We thank them, and also Octavia Housing for its help with grant administration.

Exceptional thanks are due to our tenants who have put up with months of disturbance as each block has in turn been improved and extended.

Our latest tenants survey shows satisfaction with our services rising. Once the building works are complete we hope to see this rise.

Our investment will also provide many more much needed homes at rents set below the market rate.

We mean to maintain this momentum. Our immediate neighbourhood includes a large London teaching hospital and several schools. Yet the cost of buying or renting privately is beyond the reach of most of the people serving or studying locally.

We have therefore secured an option to buy another plot of land next to our existing homes and will soon submit a planning application to build another 31 homes for rent by key workers.

A final mention for our retiring chair Robert Fulton. The current improvements and Du Cane House, our first new housing and office development in years, both began under Robert's stewardship. They will be completed, and our new plans carried forward, under new chair Pete Redman. Robert departed with our best wishes and our thanks for his much valued contribution to our work.

**MIKE WILKINS
CHIEF EXECUTIVE**



Dr Hatam Naase, clinical research fellow at Imperial College London (Hammersmith hospital campus) doing a PhD

“Maintenance is perfect. They’re here when we need them, without delay. Housing management is very professional. It is very convenient and useful living so near to the college and I get a very good impression of Ducane. The service is up to standard.

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