



Fair Community Housing

Annual Report for residents

2014/2015



Celebrating our performance and achievements

All about Fair

Fair Community Housing Services (FCHS) is a Tenant Management Organisation which means tenants are in charge of their own housing service.

Local residents sit on the Board to steer the organisation to deliver exactly what the local community wants and needs.

Any one of our residents can become a member of FCHS and join our Board. It's a great opportunity for local people to make a real difference to the way their housing service is run and improve their community to make it an even nicer place to live.

FCHS is managed by us – those that live on the seven estates that make up the Fair Community. We employ a small team of dedicated staff, based in our local Housing Office in Fair Street. Our staff undertake a broad range of services that cover three areas with a particular focus on Housing and Repairs and Environment:

Housing & Repairs Services:



- **Repairs** – includes carrying out repairs directly (if you are a tenant or the issue is our responsibility) OR contacting London Borough of Southwark (LBS) to undertake any repairs relating to the structure and fabric of the building itself or a contract held by the LBS.
- **Managing empty properties**
- **Collecting rent**
- **Providing housing advice**

We are the second largest TMO in Southwark.

Community

Community



- **Supporting older members of our community**
- **Big Lunch**
- **Days Away**
- **Being inclusive**



Environment



- **Safer** – includes lighting on our estates and working closely with others to make our estates safer e.g. Neighbourhood Police Forum
- **Greener** – includes maintaining our green areas and working with others to improve our environment with more greening e.g. Team London Bridge and Potters' Fields Park Management Trust
- **Cleaner** – includes cleaning communal areas and looking at how we work to make our environment better for ourselves e.g. inside and outside our buildings

We work in partnership with others to deliver this amazing array of activities OR we 'do it ourselves' at Board level by rolling up our sleeves and sorting it out. We work hard to keep our community informed and involved through good communications.

We deliver all these services and activities to over 550 homes in seven estates along Tooley Street:

- Devon Mansions
- St Johns Estate
- St Olaves Estate
- Lewes House
- Coxson Way
- Fair Street
- Hartland House



Message from the Chair

Teddy Amoyaw

It's has been another successful year for FCHS. We have continued to develop our plans to improve our area and support the development of our vibrant and diverse community.



A TMO is all about listening and responding to local needs. I'm delighted that, in response to requests from residents, this past year has seen some major transformations to brighten up the neighbourhood.

Our green wall, vertical garden and wild flower meadow are now flourishing. For example, our partnership with Potters' Fields Management Trust means our vertical garden is now being professionally maintained and it looks stunning. The wild flower meadow brings the countryside right into the heart of the city – we all need more green! Plus, we have more flower boxes along Devon Mansions. These are just some of the colourful additions to our neighbourhood that have made a huge difference to the look of our local area. We've received a lot of positive feedback – both from members of our community and people who walk through our estates. These environmental

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Thank you to all the FC#S residents, staff, Board members and partners who have helped make the past 12 months a success."

improvements really brighten up the whole area. This could only happen through a TMO.

And it's not just the flowers that are blooming! Our Board is also flourishing, with members providing clear guidance on what the local community want.

We are continuing to work from our business plan which identifies how we can improve life for the whole community including developing projects that benefit residents of all ages and cultures. We have also strengthened our staff team to deliver excellent, value for money services for the local community.

We have continued to work with key partners including Team London Bridge and Potters Fields Park Management Trust over the past 12 months to provide benefits and improvements for local people. You can read more about these achievements inside this report.

The past year has also seen a re-launch of our newsletter into a colourful, engaging magazine that is sent to every household four times a year. It's really important that we keep residents up to date with our news and achievements so that everyone who lives in a FC#S home can see how we are working to make the neighbourhood a nicer place to live and visit.

Thank you to everyone who has helped to make the past 12 months a success. I look forward to another successful year in 2015-16.

Teddy Amoyaw, Chair of the FC#S Board

Our vision

FCHS was set up in 2003 to take over housing services from Southwark Council to deliver a more bespoke service for this community.

Listening to what local people want and shaping our services around local needs means higher satisfaction rates.

We aim to deliver excellent housing services and improve the area to ensure it remains a great place to live and raise a family.

We work to make sure the neighbourhood is safe, green and clean and that our community is vibrant, friendly and respectful.

We work to deliver services that offer value for money and that are valued by our residents.

Above all, we aim to give tenants and leaseholders an opportunity to become involved in shaping the estate and the way we are run.

Our values

Our values reflect our commitment to empowering our community and making sure our estates are fantastic places to live.

We always strive to involve residents in decision making.

We are open and transparent and accountable to our members.

We view excellent housing and customer services as a right and not a privilege.

We understand our best chance of success is working in partnership with others.

We are a fair organisation - open to all and committed to serving all.

We strive to provide excellent, value for money services that meet local needs.

What local people have told us

Listening to our local community is what FCHS is all about. Here are some of things that our residents have told us.

"FCHS is a friendly community."

"It's a great location near famous sights."

"We have a strong and diverse community."

"The estate and the gardens are well kept."

"Improved lighting makes me feel safe."

"FCHS is becoming more accessible and responsive."

"The office always responds quickly."

2014-15 Achievements

Celebrating a successful year

Some of the highlights of past 12 months include:

Continuation ballot

There was a successful ballot held in June 2014, when residents voted for the Fair Community Housing Services to continue managing their homes for another five years. The turnout was 45.6%, which was an increase on the turnout for the previous ballot.

- 80.6% of tenants voted in favour of the Tenant Management Organisation continuing.
- 76.8% of leaseholders voted in favour.

Big Lunch 2014

We worked in partnership with our neighbours, Shad Thames Residents Association and with Potters Fields Park Management Trust to organise a fantastic community event. It was a great day out for everyone especially the kids with the bouncy castle and the punch and judy show. And the adults had fun too!



Christmas Lunch 2014

Older members of our community had a great time celebrating Christmas together in a local restaurant. All over 60s had the opportunity to join in the fun, get out and socialise.





Fair Street Green Wall Project



We worked with Team London Bridge to install a living wall of plants in Fair Street. Local people got involved with the planting during a fun horticultural event at Easter. The project has been such a success it has become a local landmark and all who pass by enjoy this extra greenery. It has even been extended – but more of that in our next Annual Report!



Wild Flower Meadow



Working with Team London Bridge we have created a wild flower meadow in the grassed area at Druid Street (between Lewes Estate and St Olaves Estate). The meadow helps to attract wildlife and provides a calming space in the heart of the urban jungle for local people to sit and relax.



Repairs and maintenance

The TMO carried out 703 repair jobs during the year, with 92% of the jobs completed on time, at a cost of £104,768.



Communications



Keeping you informed

Our colourful newsletters keep residents up to date with our news and promote our partnership working with local organisations.

We've also been pleased to help advertise local initiatives that our residents can get involved with such as free cultural activities at The Unicorn Theatre.

Helping local people understand the welfare reforms

With lots of changes to the benefits system we know how important it is that our residents understand how they will be affected. Our regular newsletters have included money advice articles to help people prepare for any changes to their benefit payments.



Our performance in 2014-15

The traffic lights show you how we have performed.



A green light means we have met or exceeded our target.



An amber light means we are just short of our target.



A red light means we did not meet our target and need to do better.

Overall, this has been a good year particularly given the changes we have faced as an organisation. Our long standing TMO Manager left the organisation in July 2014.

We appointed a temporary TMO Manager shortly afterwards, with other positions within the organisation held through temporary post holders. We decided to hold recruitment in 2015 to 2016 to give us time to review the job description and all HR services. More of that in our 2015 to 2016 Annual Report.

We collected

99.71%

of rent owed



We carried out

703

repair requests

92%

of repairs were completed on time



We received 13 complaints

61.54%

of complaints were responded to in the target time



Our people

The FCHS Board

FCHS is managed by a tenant-led Board. Together they make sure that the organisation is listening to the local community and delivering exactly what local people want. They steer the staff team and set targets.

Teddy Amoyaw

Chair

Helen Cadwallader

Vice Chair & Chair HR sub-Committee

Adesoji Adenowo

Treasurer (Resigned November 2014)

David Monaghan

Treasurer

Christine Nicholls

(Appointed January 2015)

Abdulkarim Ali

(resigned April 2015)

Emily Dent

(Elected October 2014)

David Goodchild

Chair Procurement sub-Committee

Ifra Khan

(Elected October 2014)

Inocente Novo

(Elected October 2014)

Leslie Smith

(resigned February 2015)

Ebun West

(resigned December 2014)

Deborah Youens

(resigned October 2014)

Vanessa Shone

The FCHS staff team

The services provided by FCHS are delivered by a small team of staff based in the Housing Office at Horselydown Mansions, 2 Fair Street. The Housing Office is open Monday to Friday for local residents to pop in with any housing queries, providing a convenient and friendly service.

Abiola Olatunji

Estate Manager (left June 2014)

Owen Ramsay

Interim Estate Manager (joined July 2014)

David Johnson

Repairs Team Leader

Maurice Fike

Repairs Operative

Adebowale Mayaleke

Housing Officer (left October 2014)

Jennifer McLean

Temporary Housing Officer (joined October 2014)

Fiona Farish

Administrative Assistant (left January 2015)

Brigitta Balazs

Temporary Monitoring & Support Officer (joined September 2014)

Income and Expenditure Analysis

Year ended 31 March 2015

Income	2015 £	2014 £
LB Southwark - allowances	748,191	747,793
LB Southwark - leaseholder service charge adjustment	6,462	11,473
Other LB Southwark income	3,710	-
Sundry income	3,996	3,780
Net rental activity	(2,751)	(13,981)
	759,608	749,065
Expenditure		
Staff Costs		
Salaries	111,895	132,343
Employer's NI	11,490	13,999
Pension contributions	1,337	3,531
Staff recruitment & other costs	7,581	5,991
Agency staff	80,127	48,790
	(212,430)	(204,654)
Estate Costs		
Response repairs and maintenance	104,768	123,838
Cleaning & grounds maintenance	144,440	151,465
Heating & system maintenance	47,356	50,538
Communal repairs & security	8,164	13,660
Door entry system	28,731	52,364
Decoration allowances	-	2,258
Estate lighting	3,814	-
Consultants fees	3,537	19,444
	(340,810)	(413,567)
Administration Costs		
Stationery & postage	6,289	5,592
Computer expenses	603	5,257
Subscription & publications	397	386
Telephone, fax & alarm	3,727	4,251
Office machinery maintenance & leasing	1,185	2,151
Lease provision cancelled	-	(7,000)
Bank charges & interest	784	733
Payroll administration	1,046	969
Travel & general expenses	1,377	1,430
Depreciation	745	1,968
Office costs	1,027	1,720
Office cleaning	4,013	3,459
Insurance	3,465	3,561
	(24,658)	(24,477)
Legal and Professional Costs		
Auditors remuneration - statutory audit	7,200	7,680
Auditors remuneration - other services	1,150	2,280
Legal & consultancy	425	9,400
Other	-	620
	(8,775)	(19,980)

	2015 £	2014 £
Committee and Community Costs	(10,549)	(4,183)
	(597,222)	(666,861)
Other		
Interest receivable	4,387	5,516
Taxation	(877)	(1,103)
	3,510	4,413
Operating surplus for the year	£ 165,896	£ 86,617
Major reserve fund spend		
Internal Improvements	£ -	(243,371)

Balance Sheet

as at 31 March 2015

	2015 £	2014 £
Fixed assets		
Tangible assets	2,234	2,614
Current assets		
Net rent arrears	98,892	96,711
Less: Provision for bad debts and slow collection	(69,870)	(65,652)
VAT Refund	2,272	14,404
Prepayments and other debtors	9,318	12,310
Other debtors	28,647	7,126
Cash at bank and in hand	1,054,124	1,001,155
	1,123,383	1,066,054
Current liabilities		
Rent received in advance	54,790	48,112
PAYE/NIC	1,804	3,653
Corporation tax	877	1,103
Trade creditors	11,005	101,117
Accruals and other creditors	177,430	200,868
	245,906	354,853
Net current assets	877,477	711,201
Total assets less current liabilities	£ 8 79,711	£ 713,815
Financed by:-		
Representing		
Surplus fund	187,390	165,180
Reserve fund	692,295	548,609
	879,685	713,789
Share capital	26	26
	£ 8 79,711	£ 713,815

These statements form an extract from the accounts approved by the Committee on 15 September 2015 and are available from the Co-operative's office on request. The independent auditors' report was unqualified.

We'd love to hear from you!

If you would like more information about anything in this Annual Report, have a good idea of how we could improve your local area or would like to get involved with FCHS please get in touch.



Pop in for a chat

Horselydown Mansions, 2 Fair Street, London, SE1 2XA



Give us a call

020 7378 0547



Drop us a line

faircommunity@southwark.gov.uk