

FAIR COMMUNITY



HOUSING SERVICES

Fair Community Housing

Annual Report for residents

2015/2016



Celebrating our performance and achievements



Message from the Chair

Teddy Amoyaw

It's been a busy year for everyone at Fair Community Housing, and the last 12 months has seen real progress in terms of driving forward exciting changes for our community.



We have started working on our five year Business Plan which sets out our goals and ambitions to improve our local community and make it an even better, safer and cleaner place to live. The Business Plan is being developed in partnership with local people and outlines how we will meet our future challenges, improve the service and grow.

We've welcomed two new key members of staff; Estate Manager Jon Harford and Service Improvement Manager, Victoria Maduaka. They have already had a big impact on the way we work; liaising with and listening to residents to ensure our services meet the needs of our local community. We are using your feedback to help us develop and grow.

...the last 12 months has seen real progress in terms of driving forward exciting changes for our community.

“ It was great to see so many faces from our community come together to celebrate being part of this fantastic neighbourhood.”

You have told us that repair and maintenance is a key area. We have made considerable improvements in these services, particularly the way we communicate repairs information to you and we ran a feature on this in our summer 2016 newsletter.

We enjoyed some terrific community events over the past 12 months with The Royal Big Lunch in June 2016 being a particular highlight. It was great to see so many faces from our community come together to celebrate being part of this fantastic neighbourhood.

Although there is a lot to celebrate there are undoubtedly challenges ahead. The major changes to the welfare reform system are going to have a big impact on many of our residents, affecting household budgets and the ability of tenants to pay their rent. The Housing and Planning Act 2016 also contains measures that will present challenges to all social housing providers. Working together I am confident we can rise to these challenges by growing our service and becoming a leading community organisation in SE1 and beyond.

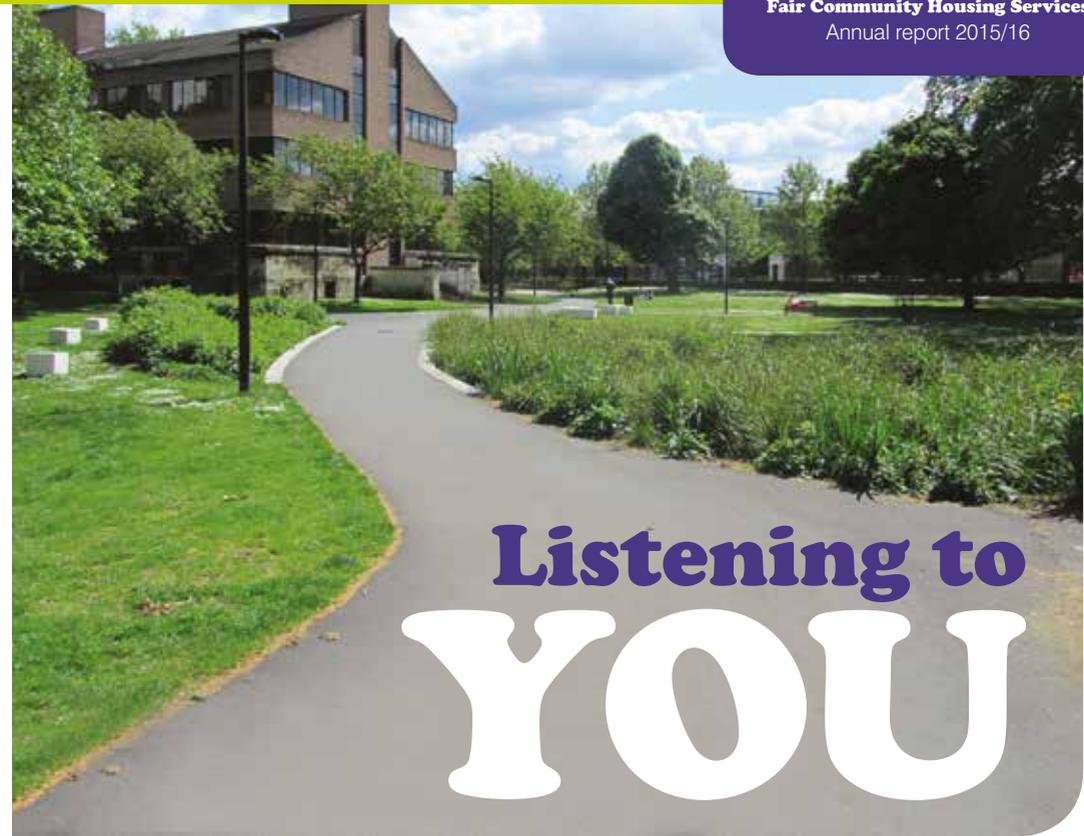
Teddy Amoyaw, Chair of the FCHS Board

All about Fair Community

Fair Community Housing Services (FCHS) is a Tenant Management Organisation which means we are run by tenants for tenants living on the seven estates here.

Local people can shape the way their housing service is run by becoming a member of FCHS. Members can stand for election to sit on the Board. Being a Board member means you can steer the organisation to deliver exactly what you and your neighbours want to see in your local area.

By putting local people in charge we can ensure we deliver exactly what the community wants and work towards making this area cleaner, safer and greener.



Listening to YOU



By putting local people in charge we can ensure we deliver exactly what the community wants...

As we're run by residents we know exactly what local people want to see. As a result the improvements and investments that we have made are in direct response to local needs. These include:

Brightening up the neighbourhood
We have funded a green wall, vertical garden and wild flower meadow to make our neighbourhood greener plus we've installed flower boxes along Devon Mansions. We are also working with Potters Fields Park Management Trust to ensure local people are involved in the future planning of how to develop St Johns Churchyard.

Linking with the wider community
We work closely with local organisations including The Potters' Fields Park Management Trust and Team London Bridge to bring about benefits for local people.

Bringing the community together
Together with Shad Thames Residents Association and Potters Fields Park Management Trust, we helped to organise The Royal Big Lunch in June 2016. We also threw a festive Christmas lunch for our older residents to get together and organised a wide range of fun, summer activities.

What we do

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 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 to undertake any repairs relating to the structure and fabric of the building itself or a contract held by the LBoS.
- Managing empty properties
- Collecting rent
- Providing housing advice

Community

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

We work hard to keep our community informed and involved through good communications including a regular colourful and engaging newsletter for residents.

We deliver all these services to 557 homes in seven estates along Tooley Street:

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

We are the
second largest
TMO in
Southwark

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

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.

2015-16 Achievements

Celebrating a successful year

Some of the highlights of past 12 months include:



Repairs and maintenance

The TMO carried out

684

repair jobs during the year, with

97.8%

of the jobs completed on time.



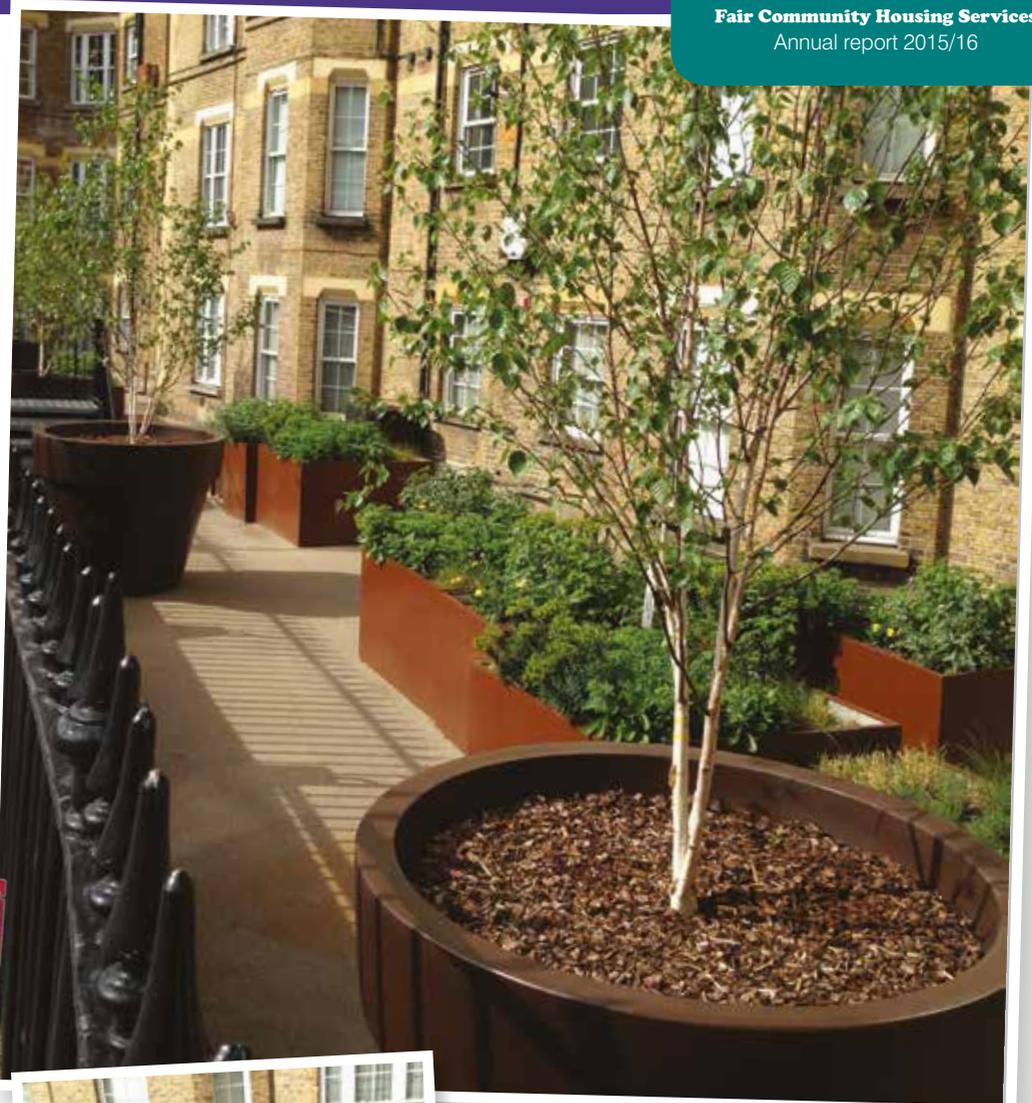
Big Lunch 2016

We worked in partnership with our neighbours, Shad Thames Residents Association and with Potters Fields Park Management Trust to organise a fantastic community event including Punch and Judy, maypole dancing and a visiting farm.

Supporting Older Members of Our Community

Christmas Lunch 2015

Our over 60s had a great time celebrating Christmas together in a local restaurant.



Sunken garden

After residents told us they wanted more green areas to brighten up the neighbourhood we created a sunken garden to act as a 'pocket park' for residents to escape the hustle of the capital and feel closer to nature. This was the culmination of a long term strategy and was part of the original vision of the TMO.





Fair Street Green Wall Project

Our partnership with Team London Bridge has created a living wall in Fair Street, that local people helped to plant.



It has even become a local landmark!



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) to attract wildlife and provide a green area to for local people to enjoy.



Providing more opportunities for involvement

We have worked hard to increase the range of ways that people can get involved with FCHS and have their say about the way their neighbourhood is run. We held an open event in July 2015 and invited the whole community to tell us their views and ideas at a special open event at Southwark Council offices and we had a stall at The Big Lunch event. We have also recruited more 'block reps' for people to represent their neighbours and liaise with us to resolve any concerns or issues.

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 2015-16

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.

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

Tim Gadd

Treasurer and Chair of Finance and Procurement Sub-Committee

Christine Nicholls

Secretary

Vanessa Shone

Delegate to Southwark TMO Committee

Alika Agidi-Jeffs

Seval Tashin

David Goodchild

resigned August 2016

Emily Dent

resigned June 2016

Ifra Khan

resigned June 2016

Inocente Novo

resigned June 2016

David Monaghan

resigned June 2016

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.

Jon Harford

Estate Manager

Victoria Maduaka

Temporary Service Improvement Manager

David Johnson

Repairs Team Leader

Maurice Fike

Repairs Operative

Dixon Kamara

Repairs Operative

Jennifer McLean

Temporary Housing Officer

Brigitta Balazs

Temporary Monitoring & Support Officer

Hakeem Ellis

Administrative Assistant

Fair Community Housing Services Limited

Income and Expenditure Account

Year ended 31 March 2016

Income	2016 £	2015 £
LB Southwark - allowances	756,572	748,191
LB Southwark - leaseholder service charge adjustment	6,438	6,462
LB Southwark - other income	-	3,710
Net income/(expenditure) from rental activity	13,117	(2,751)
Other income	3,117	3,996
	779,244	759,608
Expenditure		
Estate Costs	417,631	419,712
Administration costs	162,555	158,186
Legal and professional costs	10,510	8,775
Committee & community expenses	11,750	10,549
	602,446	597,222
Interest receivable	5,940	4,387
Taxation	(1,188)	(877)
Surplus/(deficit) for the year after taxation	181,550	165,896

Balance Sheet

as at 31 March 2016

FIXED ASSETS	2016 £	2015 £
Tangible assets	2,706	2,234
CURRENT ASSETS		
Debtors	58,736	69,259
Cash at bank and in hand	1,146,483	1,054,124
	1,205,219	1,123,383
CREDITORS: amounts falling due within one year	(146,664)	(245,906)
NET CURRENT ASSETS	1,058,555	877,477
TOTAL ASSETS LESS CURRENT LIABILITIES	1,061,261	879,711
CAPITAL AND RESERVES		
Called up share capital	26	26
Reserve fund	836,475	692,295
Surplus fund	224,760	187,390
	1,061,261	879,711

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