

CETRA

ANNUAL REPORT

2018 / 2019

CETRA



CETRA aims to provide a customer orientated service, good quality housing and a safe environment for all our residents

CETRA



AGM AGENDA

1. MINUTES OF THE
LAST AGM
2. ANNUAL REPORT
ON THE BUSINESS
OF CETRA HOUSING
CO-OP
3. AUDITED
ACCOUNTS
18/19
4. APPOINTMENT OF
AUDITOR
5. ELECTION OF
MANAGEMENT
COMMITTEE
MEMBERS
6. VOTE TO
CONTINUE
MANAGEMENT OF
THE ESTATE

CETRA OFFICE
020 7926 7555

CETRA NEWS

Dear Resident
This year's
Annual General Meeting
will take place on

**Wednesday 25th September
2019**

AT 6.30PM

**CLAPHAM BAPTIST CHURCH
823 WANDSWORTH ROAD,
SW8 3HL**

*All residents are welcome to
attend the meeting.*

CONTENTS

Chair's Report ♦ Our mission statement
TMO Managers Report ♦ Treasurer's Report

Report from the Chair

I would like to thank all current and past committee members for their support. As chair I would also like to thank the staff in the Housing Office for their continued service. For the year 2018/2019 CETRA's Housing Office has continued to meet all their Housing Management targets set by Lambeth Council despite a reduction in staffing levels.

The Management committee has continued to work hard to accomplish its objectives these include: ensuring good management and services to the Cedars Estate.

As an organisation we focus on ensuring we continue to improve our financial performance. This in turn allows us to generate a surplus which is then utilised in making improvements to the estate and services. During the last financial year the Management Committee made a decision to use our budget to make improvements to the Paving on the estate and replace the 21 boarded garage doors in the Chase Garages. During our AGM in 2018 it was agreed that in the year 2019/2020 we would carry out an upgrade to the Playground area, repairs to the garden walls, and carry out tarmac repairs.

2018/2019 saw us working hard as a committee to improve our skills and competency levels, to allow us to run the estate on your behalf. Members attended training sessions on Business Planning, Finance Training and Planning, Finance Training and Managing Staff.



Planning, Finance Training and Managing Staff. We also attended the National Federation of TMOs (NFTMO), Conference and took part in workshops on GDPR, Financial Management for TMOs, Understanding the governance basics, Performance monitoring under the management agreement, Leaseholder Management and Responsive Repairs and Maintenance.

One of the most satisfying areas of work we have carried out during the financial year is to develop our community activities and agree to setting up an Elderly Social club for our residents to combat loneliness, and create a positive environment for them to come together. This began in April 2019 and the feedback from those attending has been very encouraging.

In December 2018 we organised a community draught busting training session for our residents which was well attended. The training covered staying warm in the winter for less, how to

Our Vision / Mission Statement

Cetra aims to provide a customer orientated service, good quality housing and a safe environment for all our residents.

how to switch to the most affordable energy tariff and managing debt to your energy supplier.

Our annual Big Lunch Event was held in June 2018 and was a big success. We hope everyone who showed up had an enjoyable time. Residents got together, brought their home cooked food, children enjoyed the bouncy castle, Gladiator duel game, Karaoke and DJ with some fancy face painting being done.

On behalf of all the committee members, I would like to thank all the Tenants and Leaseholders for their co-operation and support over the year and we would appreciate your continuous encouragement and support in the management and development of our estate.

Eulalee Francis

Chair

Manager's Report

Dear Resident,

As the manager with responsibility for the services delivered to you, I am pleased to give you an update on the Estate Management Activities of CETRA Housing Co-operative Limited.

We aim to deliver the best landlord services in the entire London borough of Lambeth and to aspire to more robust national standards. We also aim to build a community where everyone is valued and respected and to deliver a service that meets the needs and expectations of all our residents.

During the previous year we have been focusing on the Garage Door upgrades programme and a number of estate management issues that will enable us to drive our vision of providing a safer estate, good quality homes, and a customer focused service for the residents of Cedars estate.

As an organisation we welcome any

comments you have about the estate services we provide to you. You can send your comments good or bad via email, telephone or use our suggestion box which is located in the main reception. Residents are welcome to provide their comments or suggestions relating to issues such as repairs, cleaning, grounds maintenance, ideas to improve the estate and more.

CETRA takes any issues you have very seriously and uses them as a tool for organisational learning and to help us to improve our services.



INTERNAL AUDIT REPORT 2018/19

In 2018/2019 Lambeth Council carried out a Lambeth wide TMO Audit Programme based on an agreed cycle of Audits as set out within the Modular Management Agreement (MMA). Sub-processes under the following key headings were reviewed:

1. Governance
2. Human Resources & Payroll
3. Financial Monitoring
4. Procurement Management
5. Housing Stock Maintenance

Following our Audit the Auditors reported that CETRA has good systems of internal control in place and this is reflected in the number of areas tested where no exceptions were found. The level of assurance received from the Audits was Substantial and is the highest rating a TMO can receive from the process. This means there is a sound control environment with risks to key service objectives being reasonably managed. CETRA are pleased with this rating and I would like to take this opportunity to thank all the committee members and staff in the office for their hard work in achieving this Level of Assurance.

Objectives achieved during the year.

The objectives within our 2017-2020 business plan which sets out the values and key aims have been achieved in the following areas.

- Self-funded a 21 Garage Door replacement programme in the Chase Garages.
- Replaced the broken and repaired the uneven paving slabs throughout the estate.
- Continued our Annual Pantomime visit.
- Held our annual Big Lunch in June 2018.
- Agreed to the setting up of a Social Morning Club for Elderly residents on the estate.

- Created a surplus for future investment in the community.

- Maintained, and Improved performance and satisfaction levels.

- Received the highest Assurance rating from our Lambeth TMO Audit 2018/2019

PERFORMANCE 2018/2019

CETRA manages all aspects of Tenant Rent arrears and is authorised to administer the collection of Rents due from tenants. During the last year we remain one of the best performing housing organisations in the London Borough of Lambeth.

Rent Collection

Description	Lambeth Target	TMO Outturn 2018/2019
Rent Collected In Year	99%	100.4%
% of Rents and Arrears collected (BV66a)	95.8%	98.0%

This year's BV66A performance was a slightly less than last years but still made CETRA the boroughs second highest performer.

Service Charge Collection

Description	Lambeth Target	TMO Outturn 2018/2019
Service Charges Collected	100.5%	106.62%

We are responsible for managing Service Charge and Ground Rent arrears, and to take recovery action in respect of all service charges in accordance with our Management Agreement with Lambeth.

Void Management

Description	Lambeth Target	TMO Outturn 2018/2019
Average re-let time for Short Cycle Voids	25 days	3.5

This performance measures how quickly we let empty properties from when someone moves out to when we carry out the necessary repairs and get a new tenant to move in. The TMO outturn of 3.5 days makes CETRA the best performer across Lambeth.

Gas Servicing

Description	Lambeth Target	TMO Outturn 2018/2019
%Gas Servicing completed within 12 months of previous service	100.0%	100.0%

We have a legal requirement to carry out gas servicing in tenanted properties every twelve months this is also in the interest of health and safety. CETRA were the first Lambeth Housing Management Provider to complete their Gas Servicing programme.

Repairs Completed on time

Description	Lambeth Target	TMO Outturn 2018/2019
Repairs Completed on time	97.0%	100.0%

The delivery of a customer friendly responsive repairs and maintenance service is a key business priority.

Our aim is to ensure that we achieve a 100% customer satisfaction with the repairs and maintenance service which was achieved in 2018/2019.

You can report a repair in person, by phone, via our website or by emailing us on cedars@lambeth.gov.uk. We can give you a morning or afternoon appointment, at a date appropriate to the urgency of the repair. To avoid any confusion about which repairs are CETRA's responsibility and which are yours please refer to your TMO Repair Handbook or visit our website.

Lambeth Council TMO Client Team Comments on our performance 2018/2019

CETRA have kept the momentum developed during the first half of 2018/19 by ending the year exceeding their targets. CETRA are proactive in maintaining high standards that have been consistently achieved.

The TMO continues to remain in a healthy financial position, with a strong and committed Board.

The foundations are clearly in place for a successful 2019/20 in terms of meeting the key performance targets and delivering services to a high standard for residents.'

ESTATE CLEANING

We have been carrying out the regular monitoring of this area to ensure proper cleaning standards are achieved and maintained.

Cleaning Schedule

1st Floor Hopper heads and bin chambers will be pressure washed once a month and ground Floor bin rooms will be swept twice a week. On each Wednesday the bin rooms will be washed, litter picking carried out, dog bins emptied, and The Chase garages and Playgrounds will be swept.



<i>Blocks</i>	Monday	Tuesday	Wednesday	Thursday	Friday
1-107 Cedars Road					
121-189 Cedars Road					
2-180 Cedars Road					
194-300 Cedars Road					
5-107 Victoria Rise					
109-179 Victoria Rise					
6-88 Victoria Rise					

We also need the following help from our residents to keep the estate clean so please:-

- don't drop litter on the estate
- Comply with the tenancy agreement and clean the area immediately outside your front door.
- Use our free bulk refuse collection service on Tuesdays and Fridays. Please call the office for collection details.
- don't let your dog's foul the estate
- Please do not leave rubbish bags outside your property or under stairwells.
- When the bins are full in your block please use another blocks bin and do not leave rubbish bags in or outside the bin chambers.

Pigeons

Despite several newsletter articles advising against pigeon feeding there is still an issue with pigeons on the estate. Food is the most important factor determining the size of any pigeon population, and the best known, long-term solution to pigeon problems is to restrict its availability.

We ask residents to be vigilant and report any sightings of anyone seen feeding pigeons so that we can take the appropriate action.



GROUND MAINTENANCE

This is an important area for the Cedars estates and the service aims to improve the environment our residents live in and create an estate everyone is proud of. During the financial year CETRA authorised the planting of additional shrubs in various locations around the estate which has visually enhanced the estate.

Grounds maintenance also includes looking after:

- Grassed areas
- Trees (Removal of Epicormic Growth)
- Hedges
- Shrubs

If you have any queries with the grounds maintenance work please report them using our quick website contact form or email us.

ANTI SOCIAL BEHAVIOUR

Dealing with Anti-social behaviour (ASB) is a priority for CETRA and can affect people in different ways.

For some people it might be noisy or nuisance neighbours. It can also include feeling intimidated by individuals or groups. We want you to feel safe in your home and neighbourhood. If you are suffering from anti-social behaviour, please tell us about it so we can help

Reporting Noise Nuisance

Since the end of 2018 reporting a noise nuisance has got easier for Lambeth residents thanks to a new improved service.

The noise service now operates an out of hours responsive noise service that can be accessed by phone between the hours of 8pm-4am on Thursdays, 9pm-5am Fridays and Saturdays, and a daytime responsive service (DTR) 9am to 5pm Monday to Friday. Residents are required to contact Lambeth's noise nuisance team directly on; 020 7926 5000. If officers attend your home, they will usually have to conduct an assessment from within a habitable room. Habitable rooms include living areas and bedrooms. If officers are unable to conduct an assessment as described above, it is unlikely that any action can be taken.

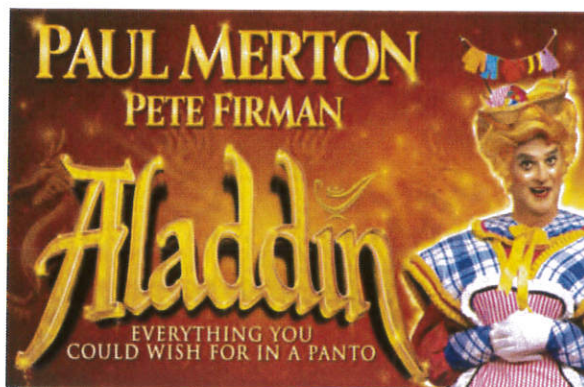
ANNUAL WELFARE VISITS

We have continued CETRA's commitment to the elderly residents and twice a year we carry out elderly and vulnerable resident welfare checks by visiting their homes and contacting our residents by phone.

In 2018 we agreed to the setting up of a Social Morning club for our elderly residents to alleviate loneliness and create a positive, fun and learning environment. This began in April 2019.

INTRODUCTION OF SAFEGUARDING POLICY

As a Housing Management service provider CETRA adopted a safeguarding policy in 2018/2019. CETRA's Safeguarding policy aims to be responsive and sensitive to the needs of vulnerable people. We will work with partner organisations and Lambeth



Housing Management to provide a co-ordinated approach to assist vulnerable residents. Safeguarding children, young people and adult's means protecting them from abuse or neglect, getting the right support in place as early as possible and creating an environment in which they feel safe and healthy.

ANNUAL PANTOMIME

This is one of CETRA's anchor calendar events. CETRA have continued to provide annually subsidised tickets for our residents and provide the coach journey to and from the Theatre. Last year's Pantomime was Aladdin, held at the Wimbledon Theatre and was attended by 38 of our residents.

ESTATE WORKS

Replacement of the damaged Chase Garage Doors

CETRA successfully completed a 21 Garage Door replacement programme using our Allowance and surplus.

Repairing damaged External Wall Insulation (EWI)

In September we conducted an estate inspection of the EWI and identified 29 areas of damage that required repairing. Of the 29 items, 9 were in relation to cracking of the EWI which is covered under warranty. The other items range from bird damage, to flue removals by Leaseholders (rechargeable), to minor holes/damage.



Paving Repairs

During the year we completed the replacement of the broken paving slabs and re-bed uneven slabs on the estate. The main cause of the damage was due to contractor, delivery vans and residents parking their vehicles in the blocks. We have now installed no parking in the block signs to warn residents of this practice and to prevent any future damage.

CETRA Manager



Treasurer's Report

Accounts report for the Year ended 31st March 2019

As the treasurer I am responsible for the financial records of the Co-operative, reporting to the committee and the rest of the co-operative ensuring they are informed of the state of the Co-operatives finances.

In the opinion of our Auditors CBHC LLP Chartered Accountants, our accounts for the year ended 31st March 2019 have been properly prepared in accordance with the Industrial and Provident Societies Act 1965, the Friendly and Industrial and Provident Act 1968 and applicable accounting standards.

At the end of the financial year we generated a small surplus. This means more money has been received than spent and is a key indicator of profitability and efficiency. These savings have been made even with the expenditure we incurred towards The Chase Garage Door replacement programme, EWI repairs, and the replacing and re-bedding of the broken and uneven estate paving.

All surpluses made in this year, and in previous years are held in reserve and a portion is reinvested for the future benefit of the estate and residents.

Maria De Sousa
Treasurer

CETRA Housing Co-Operative Committee 2018/2019

OFFICERS:

CHAIR: Eulalee Francis

SECRETARY: Sonia Ellis

TREASURER: Maria De Sousa

COMMITTEE MEMBERS:

Martin Williams, Gloria Morales,
Essam Arafa, Ms E Bickers,
Mr A Essenga, Peter Forde,
Damian Carrington

USEFUL NUMBERS

Transco Gas Safety - 24 hr (for gas leaks)
0800 111 999

Clapham Town Safer Neighbourhood Team:
020 8721 2825

Lambeth Council:
020 7926 1000

CETRA Office:
020 7926 7555

Heating & Hot Water:
Gasnet - 020 8655 3330

Out of Office Emergency Repairs:
020 7926 6666

Noise Nuisance - Out of Hours Responsive
Noise Service 8pm - 4am on Thursdays
9pm - 5am Friday & Saturday, and a day
Time Responsive Service (DTR) 9am to 5pm
Monday to Friday
020 7926 5000

CETRA'S EMAIL ADDRESS:
cedars@lambeth.gov.uk
www.cetra-housing.co.uk