

# CETRA Housing Co-operative Limited

## ANNUAL REPORT

**This year's  
Annual General Meeting  
will take place on**

**WEDNESDAY 27TH SEPTEMBER 2023**

**AT 6.30PM**

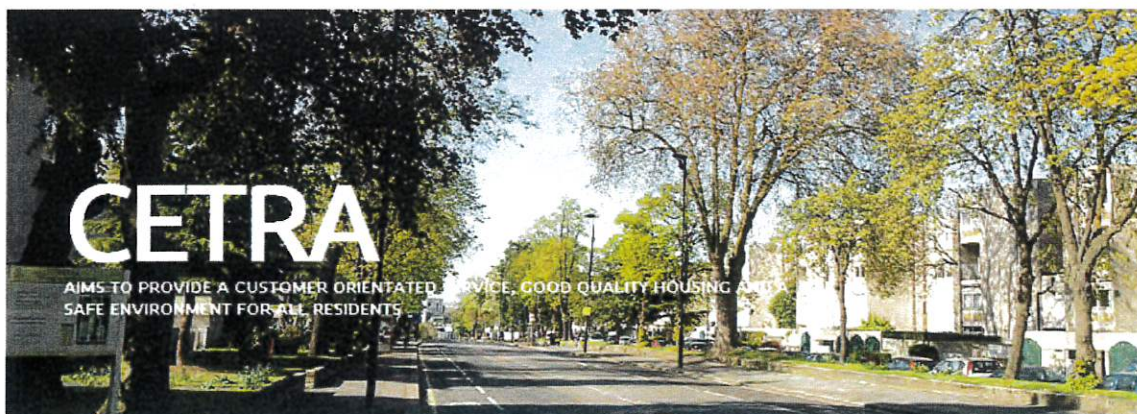
**CLAPHAM BAPTIST CHURCH,  
823 WANDSWORTH ROAD,  
SW8 3HL**



**Please come along and enter our free prize draw. The lucky  
resident will win a £50 Marks and Spencer Voucher.**



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# Report from the Chair

My first task as Chair is to sincerely thank all the committee members for their hard work and support.

I would also like to thank the staff in the Housing Office for their continued service, which they provided throughout the year. For the year 2022/2023 CETRA's Housing Office has continued to meet all but one of their Housing Management targets (please see Managers report).

During the last few years, we have had to cope with a worldwide pandemic and now a cost of living crisis. However, during this period CETRA has assisted our residents and shared local advice, support services, Fuel and food bank information and how to access various grants. We are committed to continue to support our residents during these demanding times.

In April 2022 the Management Committee made a decision to use our budget to replace several external Tenant Doors, replacement of Garage Doors, Tarmac works, Cobblestone Renewals, Painting of Railings, and the Painting of Bin Chute, Chamber Doors and Security Gates. These works have greatly enhanced the look of the estate.

One of the requirements of being a committee member is to ensure we have the necessary competencies to carry out our duties. In June 2022 committee members attended the National Federation of TMOs (NFTMO), Conference over two days, and took part in workshops on Mental Health First Aid, Running a TMO as a Small Business, Managing Conflict, Managing Complaints & What the Ombudsman Expects, Getting to grips with being an employer, Preparing for and Surviving Council Reviews, An introduction to UK GDPR for TMOs, and "The Board - collective or individual responsibility?". All the courses were very informative, and beneficial for the running of our estate.

The 5-year Continuation Ballot also took place in May/June 2023, and I would like to say a big thank you to all our residents who took time to vote. We had a tenant Yes vote of 95.6% and a leaseholder Yes vote of 98%. Overall, 96.8% voted Yes. Over the next few years, we will be working hard to continue improving the services delivered to you.

After a long-anticipated wait for CETRA's annual Pantomime trip to return I was extremely happy that we were able purchase tickets to show of 'Snow White and the Seven Dwarfs', at the Wimbledon Theatre, in December 2022. The residents who attended confirmed they had a wonderful time and were pleased to see its reintroduction.

Residents may recall that a very generous Resident had kindly donated £10 and £20 gift vouchers for Asda and Tesco to try and help those in need during the current Cost of Living Crisis, aka The Cost of Greed Crisis. The bundle of vouchers was very popular and were snapped up almost immediately. I would like to place on record my thanks to this very generous, considerate Resident for arranging everything, and for thinking of her Neighbours during such a tough period for the majority of people.

Finally, 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 delighted to give you an update on the Estate Management Activities of CETRA Housing Co-operative Limited.

As a Tenant Management Organisation (TMO), we manage a total of 380 properties consisting of 197 tenanted dwellings, 181 leasehold properties and 2 freehold properties with service charges.

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, respected, and to deliver a service that meets the needs and expectations of all our residents.

CETRA again invite you all to let us know 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 located in the CETRA Housing Office. 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.

Your opinions are important and is used to informing the way we design and deliver our services for 2023 and beyond.

## Objectives achieved during the year 2022/23

The objectives within our 2021 /2024 business plan which sets out the values and key aims have been achieved in the following areas.

- Retendered our Gas Servicing, Repairs, Ground Maintenance and Cleaning contracts so we can deliver a value for money service.

- Continued the Painting Programme of the metal railings and balustrades to the remainder of the estate.

- Painted the Bin Chute, Chamber doors and white security gates.

- Replaced and repainted Garage Doors which were affected by wear and tear.

- Replaced several external Tenant Doors.

- Carried out Tarmac works to various areas of the estate.

- Carried out our annual Elderly & Vulnerable Resident Welfare Checks.

- Achieved an end of year surplus after meeting the costs of estate improvements which will be used for future investment in the community.

- Maintained, and Improved resident satisfaction levels.

- Replaced the missing cobble stones on the estate



## Our Vision / Mission Statement

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



## PERFORMANCE ON CETRA'S SERVICES - 2021/2022

We have a responsibility under our Management Agreement with Lambeth Council to maximise their rental income. However, it is recognised that both Lambeth Managed properties and TMO's face a particular challenge around rent collection due to the cost-of-living crisis and general economic climate. Against this backdrop CETRA missed the target for rent collection by the small margin of 0.3% against a target of 99.5%. We have provided our tenants with support when they were facing financial difficulties by offering benefit advice, how to maximise their income, dealing with debt, and ensured where possible the housing element of universal credit was paid directly into rent accounts. .

### Rent Collection

#### Rent Collection

Description	Lambeth Target	TMO Outturn 2022/2023
Rent Collected In Year	99.5%	99.2%

### Service Charge Collection

Description	Lambeth Target	TMO Outturn 2022/2023
Service Charges Collected	105%	151.00%

CETRA ended the year collecting 151.00% on service charges, which exceeded the target by 46%.

### Email Communication

In our August 2023 Newsletter, we launched an email communication initiative, to expand the ways in which we communicate with you. This has helped us communicate with our residents in their preferred method of email communication regarding rent, service charge letters, statements and to send you updates about urgent block repairs etc.

If you are one of those residents that haven't quite got round to doing it, It's very simple, just drop us an email at [cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk) and title it 'Preferred Method of Communication'.

## Void Management

Description	Lambeth Target	TMO Outturn 2022/2023
Average re-let time for Short Cycle Voids	25 days	No Lets

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. CETRA had no lets throughout 2022/23.

## Gas Servicing

Description	Lambeth Target	TMO Outturn 2022/2023
%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 in 2022/2023.

## Repairs Completed On Time

Description	Lambeth Target	TMO Outturn 2022/2023
Repairs Completed on time	97.0%	100.0%

The delivery of a customer friendly responsive repairs and maintenance service is a key business priority. TJ&H our repairs contractor is maintaining excellent satisfaction levels and attendance on call-outs are to target.

You can report a repair in person, by phone, via our website or by emailing us on [cedars@lambeth.gov.uk](mailto: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 Lambeth Repair Manual 2022 or visit our website. If you are a Leaseholder, please refer to your Homeowners handbook.





## FIRE RISK ASSESSMENTS (FRA'S)

During the year Lambeth's Health and Safety Officers have been carrying out FRA's to ensure that we follow their most up-to-date good practice. CETRA have been proactive in completing FRA's assigned to them throughout the year.

## Lambeth Council TMO Client Team Comments on our performance

*CETRA have kept up the momentum relating to performance from 2021/22 into 2022/23 in terms of meeting KPI targets. With the exception of rent collection all KPIs were met. The TMO have put measures in place to assist them in achieving the target for Rent Collection in 2023-24. Performance on Service Charge collection improved substantially and reversed the underperformance of the previous year.*

*The foundations are clearly in place for a successful 2023/24 in terms of continuing to meet the key performance targets and delivering services to a high standard for residents.*

*In summary, it has been a good year with regards to performance with most targets having been achieved.*

## Percentage of Tenancy Checks

Description	Lambeth Target	TMO Outturn 2022/2023
Tenancy Checks	10%	12.18%

CETRA exceeded the target for tenancy checks during 2022/23 and ended the year completing 12.18%, exceeding the 10% target by 2.18%, which equated to completing 24 tenancy checks.

## ESTATE INSPECTIONS

CETRA carried out a minimum of 3 visual estate inspections per week in 2022/2023. For the purposes of Lambeth's target, we conducted 12 estate inspections covering external repairs, Health and Safety risks including Fire Risk assessments in the year (one a month), and in doing so met the Lambeth target.





## ESTATE CLEANING

This remains a paramount business objective and the office have been actively monitoring the performance of the cleaning contractors Wettons to ensure proper cleaning standards are achieved and maintained.

The main problems we have encountered during the year is from residents leaving bulk rubbish out on non-bulk collection days as well as disposing of large refuse bags and other large items down the bin chutes which can cause the chutes to become blocked. To remind residents, the bulk collection days are Tuesdays and Fridays, and bulk is to be left out on the morning of the collection day. White goods such as Fridges and washing machines will not be collected by CETRA, and residents will have to make their own disposal arrangements.

## GROUND MAINTENANCE

This is a very important aspect of our housing management service as we have a lot of grassed areas for a relatively small estate. We regularly monitor this area and raise any issues with the contractor.

Ladybirds are contracted to cut the grass, remove leafs, maintain our hedges and, shrubs and remove the epicormic growth from the trees.

## ANTI SOCIAL BEHAVIOUR (ASB)

This remains a key estate management priority for CETRA. During the year we had issues regarding anti-social behaviour from dogs barking to loud parties being held. A few golden rules (plus the obvious ones), are:

- If you have any problems with your neighbours, try and talk to them reasonably in a calm and composed manner.



- Make sure your music or television can't be heard outside your flat.
- If the late evening and early morning is the time you do your socialising, cleaning, or home improvements, please remember that this is the time when most of your neighbours are sleeping.
- Our flats are not designed for large lively parties, local community centres can be hired at reasonable rates.
- If you spot anti-social behaviour, please report it to the office in confidence.
- Tenants and leaseholders are responsible for the behaviour of people they invite into their home or on to the estate.





## ANNUAL WELFARE VISITS

We have continued CETRA's commitment to the elderly residents and carried out our annual elderly and vulnerable resident welfare checks in 2022/2023.

### Services Provided by London Borough of Lambeth are as follows: -

- Tree Management
- Asbestos
- Major and Structural Repairs including replacements.
- Painting of external and common parts
- Fire safety works including completing fire risk assessments.
- Right to Buy administration
- Setting of Rents
- Refuse and Recycling collections.
- Housing Benefit and Council tax assessments
- Repairs over £5k
- Community Care Assessments

## FUTURE WORKS

During the next year 2023/2024 CETRA plan to: -

- Carry out a deep clean of the blocks and bricked walls.
- Paint the concrete above the sheds and garages.
- Upgrade the Estate Lighting.
- Replace/Paint Garage Doors.
- Ensure residents are involved in the decision-making processes and seek their views about the ways in which we can improve our services.
- Carry out Organic Garden improvement works.
- Paint the Private Balcony Railings.

**CETRA Manager**

### CETRA Housing Co-Operative Committee 2022/2023

#### OFFICERS:

**CHAIR:** Eulalee Francis

**SECRETARY:** Sonia Ellis

**TREASURER:** Peter Forde

#### COMMITTEE MEMBERS:

Martin Williams, Gloria Morales,  
Ms E Bickers, Mr A Essenga,  
Maria De Sousa





# Treasurer's Report

## Accounts report for the Year ended 31st March 2023

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 2023 have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014.

At the end of the financial year, we generated a £10,748 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 replacement of several external Tenant Doors, replacement of Garage Doors, Tarmac works, Cobblestone Renewals, Painting of Railings, and the Painting of Bin Chute, Chamber Doors and Security Gates.

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.

**Peter Forde**  
Treasurer

## 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 and Hot Water:**  
Smith and Byford - 0800 091 2140 / 020 8722 3436

**Out of Office Emergency Repairs:**  
020 7926 6666

**Noise Nuisance - Response Night Service 10pm - 3am**  
020 7926 5999

**CETRA'S EMAIL ADDRESS AND WEBSITE:**  
[cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk)  
[www.cetra-housing.co.uk](http://www.cetra-housing.co.uk)