



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

CETRA



AGM AGENDA

1. MINUTES OF THE LAST AGM
2. ANNUAL REPORT ON THE BUSINESS OF CETRA HOUSING CO-OP
3. AUDITED ACCOUNTS 15/16
4. APPOINTMENT OF AUDITOR
5. ELECTION OF MANAGEMENT COMMITTEE MEMBERS
6. VOTE TO CONTINUE MANAGEMENT OF THE ESTATE
7. AOB

CETRA OFFICE
020 7926 7555

CETRA NEWS

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

**Wednesday 2nd November
2016**

AT 6.30PM

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

*At the start of the AGM there will be a
Meeting regarding the Major works on
the estate.*

*All residents are welcome to the
meeting.*

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TMO Managers Report ♦ Treasurer's Report

Report from the Chair

The last year have been filled with many challenges, which the Committee and staff have been able to endure with great determination. Many of our challenges have been associated with the Lambeth Housing Standard (LHS) and Energy Company Obligation (ECO) funded works being completed to the standard you deserve. The combined works to the Cedars estate was the largest amount of money spent on a Lambeth estate in the financial year 2015/2016.

We have tried to ensure the above works which were project managed by Lambeth was completed to a high standard. However despite our efforts unfortunately Lambeth could not achieve this task fully and some of the ECO rendering works to the blocks were not up to the required standard. The committee, Manager and staff continue to put pressure on the Council to ensure the works is satisfactory and the matter of remedial works is ongoing.

When I took on this role our vision as a committee was to make the estate more pleasing on the eye, energy efficient and to deliver excellent services.

To this end we have achieved this and have managed our finances excellently and built up year on year surpluses. We were then able to use our surplus to improve the look of the estate and continue our self-funded front door replacement programme. Some of our leaseholders were also included in the programme and benefited financially from the economies of scale.



Our performance in rent collection, void turnaround, gas servicing, repairs and tenant satisfaction have been consistently excellent.

Finally I would sincerely like thank our Manager, staff and fellow committee members for all their hard work.

I urge you to join the committee. If you are tolerant and respectful of one another, ready to work together as part of a team, be self-motivated and committed to building a community for the benefit of all we need you.

ZENA KNOTT
Chair

Our Vision / Mission Statement

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

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 379 properties consisting of 198 tenanted, 179 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 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 Major Works programme and a number of estate management issues that will enable us to drive our vision of providing good quality homes, a pleasant estate and a customer focused service for the residents of CETRA Housing Co-op.



With a committed and well-informed Management Committee and a true belief in the staff and the contractors we employ I have great confidence in the potential of the organisation to make remarkable progress in the years ahead. The organisation has set itself ambitious targets in improving the services and the look of the estate.

During the last year we remain one of the best performing housing organisations in the London Borough of Lambeth despite the distraction of the Major works.

Objectives achieved during the year.

The objectives within our 3 year business plan which sets out the values and key aims have been achieved in the following areas.

- Completion of the LHS works – Kitchens, Bathrooms, electrical rewiring, new boiler installations, Windows/Patio doors, roof works, installation of new integrated reception system (IRS), repaint of landing and paladin bin doors, painting of estate railings and new Flues for Leaseholder properties.
- Completed the external cladding ECO works using the £3.5 million CETRA secured from British Gas. Ensuring your properties are energy efficient.
- Continued to Monitor the remedial Major works to ensure Lambeth deliver a project to an acceptable standard.
- Replacement of 21 Tenant doors
- Established a demographic profile of residents and monitor access to services, TMO and committee membership.
- Continued our Annual Pantomime visit. Unfortunately due to the location of the Major works contractors compound we were unable to host our annual Big Lunch event.
- Created a surplus for future investment in the community.
- Renegotiated and signed the new Management Agreement with Lambeth Council in January 2016.
- Improve performance and satisfaction levels.

Over the next few months we will be developing our Business Plan for 2016/2019 in consultation with all our residents.

PERFORMANCE 2015/2016

Rent Collection

Description	Lambeth Target	TMO Outturn 2015/2016
Rent Collected In Year	99.5%	100.0%
% of Rents and Arrears collected (BV66a)	94%	98.3%

CETRA have continued strong performance in this area. Last year we were the top rent collector in Lambeth (based on BV66a overall performance). This year performance has slipped slightly by 0.5%, making CETRA the third best performer in Lambeth.

Service Charge Collection

Description	Lambeth Target	TMO outturn 2015/2016
Service Charges Collected	100.5%	97.8%

This is the one area where CETRA has not hit the end of year target. This is because we had an exceptionally good collection rate for some years. The total arrears at year end were only £1,194 for the whole estate – this works out at £7 per Leasehold property. This is far less than any other estate in Lambeth and a small fraction of the average arrears across Lambeth which are £324 per leasehold property.

This is very good performance and it is pity that the headline figures do not always reflect the good work by the staff.

CETRA has since improved in this area post year end and are currently exceeding the target.

Void Management

Description	Lambeth Target	TMO Outturn 2015/2016
Average re-let time for Short Cycle Voids	25 days	7.0

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 7 days makes CETRA the best performer across Lambeth.

Gas Servicing

Description	Lambeth Target	TMO Outturn 2015/2016
% 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. In September 2015 the Gas Servicing Plan outside of the new boiler replacements had been completed. CETRA were the first Housing office in the Borough to complete their Gas plan for the 3rd year running.

Repairs Completed On Time

Description	Lambeth Target	TMO Outturn 2015/2016
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.

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. Our Repairs Officer provides help to our vulnerable and elderly residents with putting up curtains, clearing gardens and replacing light bulbs.



Lambeth Council TMO Client Team Comments on our performance 2015/2016

'CETRA continues to be a very professional and well-run TMO which has continued to consistently deliver on all the services that it provides to the residents on the estate. All staff members and Board members clearly understand their responsibilities and how to deliver a good service to residents.'

ECO WORKS

You have recently benefited from having external cladding energy efficiency works carried out to your home. Hopefully you are already feeling the benefits of these works and you will start to notice your energy bills coming down.

To receive the full benefits of the works we advise you to give regular meter readings to your energy supplier, so you always get up-to-date bills. Otherwise if you pay an estimated bill you may have overpaid for energy you haven't used.

To ensure you do not damage the Insulation please do not install fans and boiler flues without seeking permission from CETRA first. Residents are reminded that they cannot drill holes through the external cladding or fix anything to it such as washing lines or external lights. It is a tenancy and lease violation to do so.

Estate Cleaning

This remains a principal business objective and we 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 2015/2016 were from the Major Works debris.

We have now commenced a high powered jet wash clean of the estate bricked walls which has greatly enhanced the look of the estate.

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.
- Don't let your dog's foul the estate
- Please do not leave rubbish bags outside your property or under stairwells.



Ground Maintenance

The Cedars estate has more grassed areas than any other estate in Lambeth. We regularly monitor this area and raise any concerns with the contractor. In my last annual report I mentioned that due to the Major Works there was a significant erosion of our grassed areas. Our contractors Ladybirds have now completed the reinstatement of the grassed areas and hopefully we will be back to normal in the spring of 2017.





Anti Social Behaviour

In a busy urban environment like Clapham we can all expect a certain amount of noise and annoyance from others going about their normal everyday lives.

Loud parties, gatherings, Music, DIY works (during inconvenient times of the day/night) pets etc., and different lifestyles can lead to friction and disputes. While we want to be building a tolerant community where we respect our neighbours, we accept that there are circumstances where residents act unreasonably to their neighbours and fail to take their needs into consideration.

CETRA is committed to investigating your allegations of nuisance or anti-social behaviour from neighbours. Once you have reported the nuisance, the appropriate officer will usually write to your neighbour, advising them of the complaint but not telling them where it has come from. The letter will also state that if the complaint is proved or the behaviour continues, legal action may have to be taken. Your neighbour

will be invited to meet with our officer to resolve the problem. If this fails or the problem is more serious, the officer may refer your case to a senior officer that is trained to deal with complex anti-social behaviour. Legal action is the last step in the process and CETRA will not hesitate to take action against those who continually cause nuisance to our residents. Actions that we may take include: - Injunctions, Possession Orders and Anti-Social Behaviour Orders.

Annual Welfare Visits

CETRA is not just about Housing management, what is important is the welfare of our residents especially our vulnerable and elderly. Twice a year we carry out elderly and vulnerable resident welfare checks by visiting their homes and contacting our residents by phone. We check on their health, if they are claiming the correct benefits, how they manage their day to day activities, we inform the elderly about any schemes Lambeth Age UK is running, do they have help and also identify any repairs or improvements to their homes. If we have any concerns we will contact their next of kin or support workers.

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 Panto was Peter Pan, held at the Wimbledon Theatre and was attended by 40 of our residents.



ESTATE WORKS

Door Renewal Programme

We have continued our self-funding Tenant door replacement programme using our surplus fund. 10 Doors are scheduled to be replaced in 2016/2017.

Replacement /Painting of Garage Doors

CETRA's committee has agreed to self-fund a Garage Door programme using our surplus fund. This will involve repairing and painting of the garage doors. Tender documentation has been sent to several contractors and we hope for works to commence soon.

Over the next few months we will be working hard to continue improving the services delivered to you. Please look forward to our changes.

TMO Manager



CETRA Housing Co-Operative Committee 2014/2015

OFFICERS:

CHAIR: Zena Knott

SECRETARY: Sonia Ellis

TREASURER: Eulalee Francis

COMMITTEE MEMBERS:

Maria De Sousa

Oliver Jones

Martin Williams

Gloria Morales

Essam Arafa

Treasurer's Report

Accounts report for the Year ended 31st March 2016

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 2016 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.

The only significant finance issue during the course of the year was that the CETRA Committee had to make the decision to pay into its pension fund to address the deficit in the scheme. The scheme had a deficit as at 26 May 2015 as assessed by comparing the value of the scheme's assets to the scheme's liabilities calculated using an annuity buy-out basis. The figure of the pension debt is calculated by The Pensions Trust's actuary and amounted to a payment of £214,869.

The debt was partially paid by our reserves and partially paid by this year's surplus which is shown in our audited accounts. The defined benefit scheme has now been closed.

Despite the pension payment our accounts for the year ended shows a healthy surplus of £45,423. This means more money has been received than spent and is a key indicator of profitability and efficiency. These savings have been made through improved procurement, value for money and better financial management.

All surpluses made in this year, and in previous years are reinvested into the company for the future benefit of the estate and residents.

Eulalee Francis
Treasurer

Useful Numbers:

Transco Gas Safety – 24hr
(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:
Gasnet - 020 8655 3330

Out of Office Emergency
Repairs:
020 7926 6666

Noise Nuisance—Rapid
Response Night service
10pm –3am
(5am on Friday and
Saturdays)
020 7926 5999

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