CETRA ANNUAL REPORT 2016 / 2017

CETRA
CEDARS

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

CETRA
CEDARS

AGM AGENDA

1. MINUTES OF THE LAST AGM
2. ANNUAL REPORT ON THE BUSINESS OF CETRA HOUSING CO-OP
3. AUDITED ACCOUNTS 16/17
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

This year's Annual General Meeting will take place on

Wednesday 8th November 2017

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

As Chair of CETRA my first task is to sincerely thank the voluntary members on the committee for attending our meetings in their spare time and the support they have given me and the office staff. What is not visible to the human eye is the phenomenal amount of time and effort that Committee members have contributed to these meetings to enable Cedars estate to progress year after year.

I would also like to thank the previous chair, Manager, our contractors and all the staff in the Housing Office for maintaining a high standard of service and customer care to the residents of the Cedars Estate. Statistically the Housing Office continues to perform in the top tier amongst the 11 TMOs and 6 Lambeth Housing offices.

Much of our time this year has been spent concentrating on the many problems associated with the Lambeth Housing Standard (LHS) works completed by Lambeth Housing Department and their contractors. A vast majority of the works completed is substandard, using poor replacement parts and presents a real problem to residents and CETRA in future years. This is an ongoing issue as is our negotiations with Lambeth which is to ensure they take full responsibility for their poor standard of work within many of our tenant's properties.

During the first few months of the year our committee produced CETRA's Business Plan. The Business Plan covers the next 3 years from 2017 to 2020 and sets out what we are about as an organisation and what our key tasks will be for the next three years. It forecasts how much money we will have to spend and sets out our priorities. It also looks at some of the things that may go wrong and how we plan to deal with them. If you would like to know more please contact the office.

Over the next three years the government has decided to reduce tenant's rents by 1% a year and this will inevitably have an impact on our Annual Allowances which will probably be reduced by 5% during 2018 - 2020. This will present us with a huge challenge in maintaining our services. However CETRA is in a strong financial position by building up our reserves, reducing our contractor costs and making hard choices in reducing staff costs within the organisation. These early actions will lessen the impact of the looming cuts to our budget.

On a positive note I am fortunate to be able to reflect on the progress CETRA has made on the Cedars estate during the year and to report this to you. This year a proportion of our garages have benefitted from a replacement / painting programme. These are responsibilities of Lambeth Council but due to the lack of funding from them the committee agreed to use our efficiency savings/ surplus to replace the 92 garages on the estate in two phases.

As well as improving the estate and services provided by CETRA there has also been a continuation in the social development of our organisation. Our subsidised Annual Pantomime visit to Wimbledon Theatre was a great success and in June we held The Big Lunch after a one year absence due to the major works. The big lunch is a very simple idea from the Eden Project. The aim is to get as many people as possible across the whole of the UK to have lunch with their

Our Vision / Mission Statement

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

neighbours once a year in a simple act of community, friendship and fun. The Big Lunch Event was held on Saturday 17th June and went extremely well! I would like to thank all our residents who showed up and hope everyone had an enjoyable time.

We look forward to organising this event next year! We also hope that more residents will attend and add to the success and joy of this national event.

It is the committee's intention to build on the rich vibrant community spirit that dwells in our residents. Future plans include looking at the feasibility of an after school club, Saturday school and other activities for the young. Also currently being considered is the establishment of text messaging for communication with the office and key committee members.

Some of you may recall that Lambeth Councils Survey of Tenants and Residents (STAR), took place in October and November 2016. Lambeth Tenant Management Organisation's average results were significantly higher than the Lambeth managed estates in all areas. CETRA, with 84.62% of residents satisfied overall, were the 3rd highest amongst Lambeth's 11 TMO's and the 6 Lambeth Council area Housing Offices. In relation to the areas of Ground Maintenance, the Quality and condition of your home (tenants) and Leaseholder service charge value for money satisfaction, CETRA were ranked 1st in the borough of Lambeth. We were also ranked 2nd place for satisfaction with estate cleaning. I would like to thank all the residents who took part in the survey for their continuous endorsement of our endeavours.

In the spring of next year we will be holding our continuation ballot. Every 5 years we have to ballot the residents of Cedars Estate asking if you wish CETRA to continue managing your estate. If successful we will be working hard to continue improving the estate and services delivered to you.

On behalf of all the committee members, I would like to say a big thank you to 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.

Future plans

- Repair the cobblestones and paving on the estate
- Improve and Increase the CCTV coverage on the estate
- Introduce a Saturday school for the young
- Improve estate recycling facilities
- Improve Fire Risks
- Negotiate allowances covering the period of 2017-2020
- Negotiate with Lambeth future capitol works for the estate

Eulalee Francis Chair

Manager's Report

Dear Resident,

I am delighted to give you an update on the Estate Management Activities for CETRA Housing Co-operative.

During the year we have been focusing on a number of estate management issues that will enable us to drive our vision of providing a high standard and customer focused service for the residents of the Cedars Estate.

A large proportion of our year 2016/2017 has been focusing on the Major Works issues as mentioned in the Chairs report. In summary Lambeth's contractors have installed substandard parts in many of our tenanted properties during the Lambeth Housing Standard (LHS) works. Many of these parts have deteriorated within an 18 month period and we are currently negotiating with Lambeth to try and resolve these issues as a latent defect. We will continue to update you as and when progress is made.

Over the last year we remain one of the best performing housing organisations with some of the highest resident satisfaction levels in the London Borough of Lambeth.

Some of the objectives achieved during the year.

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

- Replacement of 10 Tenant doors.
- Included leaseholders in CETRA's door replacement contract who were able to benefit from the economies of scale, saving them hundreds of pounds. 28 Leaseholders took up the offer.
- Agreed to self-fund a 92 Garage Door replacement / painting programme
- Established a demographic profile of residents and monitor access to services, TMO and committee membership.
- Continued our Annual Pantomime visit.
- Reviewed our staffing arrangements in preparation for the impending allowance cuts.
- Created a surplus for future investment in the community.
- Continued to improve our website including regular policy and procedural updates.
- Invested in training our staff to ensure they are able to deal with the introduction of the Bedroom Tax and Universal Credit.
- Improved performance and resident satisfaction levels.
- Completed our high powered jet wash clean of the estate bricked walls
- Produced for residents a Cedars Estate Operation, Care and Maintenance Manual for the EWI, Windows, Front Doors and Integrated Reception Systems (IRS)

PERFORMANCE 2016/2017

Rent Collection

Description	Lambeth Target	TMO Outturn 2016/2017
Rent Collected In Year	99.0%	100.0%
% of Rents and Arrears collected (BV66a)	95.8%	98.6%

CETRA have consistently exceeded its target on both rent collection indicators. We ended the year ranked 3rd in Lambeth on the in-year rent collection and 1st based on BV66a which measures the percentage of historic arrears collected.

Service Charge Collection

Description	Lambeth Target	TMO Outturn 2016/2017
Service Charges Collected	100.5%	112.7%

Throughout the year, CETRA exceeded its service charge collection targets ending in a 3rd place ranking. However in the areas of number of leaseholders in arrears, highest level of arrears, number of cases where arrears are greater than £2000 and the average arrears of leaseholders in arrears, CETRA was ranked the lowest on all these measure's out of all Lambeth's 11 TMOs.

Void Management

Description	Lambeth Target	TMO Outturn 2016/2017
Average re-let time for Short Cycle Voids	25 days	12.3 days

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 12.3 days and makes CETRA the 2nd best performer across the borough.

Gas Servicing

Description	Lambeth Target	TMO Outturn 2016/2017
%Gas Servicing completed within12months 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 all four quarters we completed all of our gas servicing within target.

Repairs Completed On Time

Description	Lambeth Target	TMO Outturn 2016/2017
Repairs Completed on time	97.0%	100.0%

The delivery of a customer friendly responsive repairs and maintenance service is a key business priority. Since the start of the year we have completed all of our repair jobs within the target time, helping us to exceed the target by 3%.

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.

Repairs Satisfaction

Description	Lambeth Target	TMO Outturn 2016/2017
Repairs Satisfaction	95.0%	100.0%

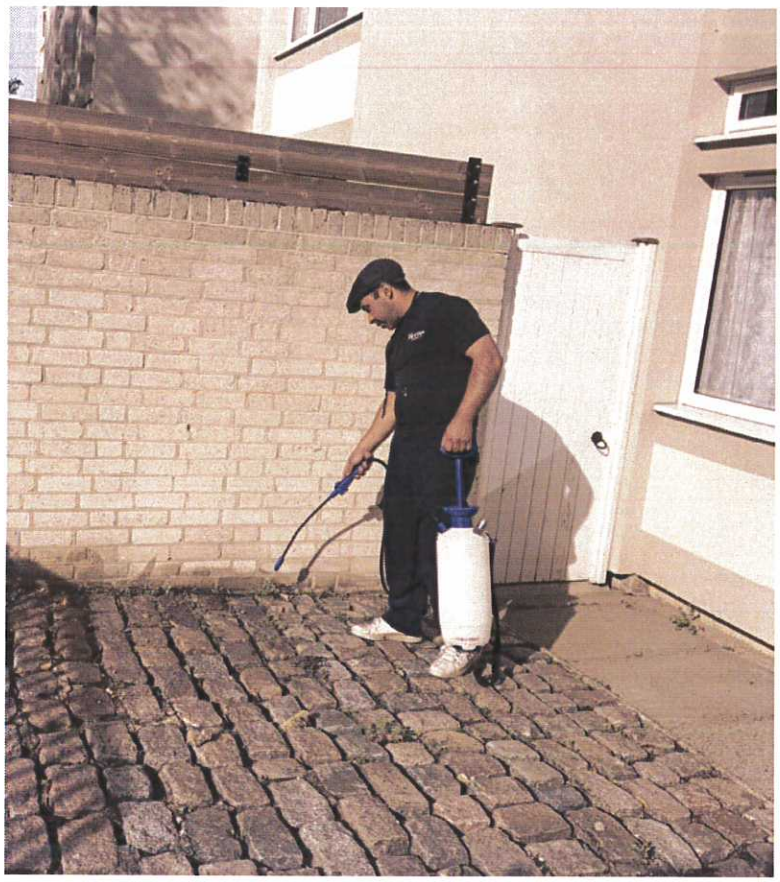
We received a 70% response rate from our post repair satisfaction surveys which was the highest of all Lambeth Housing offices and TMOs. Everyone who responded indicated that they were satisfied with the quality of the repair work undertaken.

Lambeth Council TMO Client Team Comments on our performance 2016/2017

'Performance wise 2016-2017 was a very good year for CETRA and the TMO remain in a healthy financial position. Governance at the TMO is good.'

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 STAR survey results gave CETRA the 2nd highest satisfaction levels in Lambeth.



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

Resident Satisfaction levels with our estate grounds maintenance service remain the highest in Lambeth in spite of the fact we have more trees and grassed areas than any other estate in the borough. We regularly monitor this area and raise any concerns with the contractor. During the year you may have noticed we have planted new beds and shrubs in 20 different areas which will greatly enhance the look of the estate.

Anti Social Behaviour

During the year we have largely had to deal with noise nuisance and parking issues from our leaseholder's sublets and are working with them to maintain and improve the high standards on the estate. Leaseholders are reminded they are responsible for the behaviour of their tenants and their visitors. You must ensure that your tenant does not cause any nuisance or harassment either in the flat or on the shared parts of the estate or in the surrounding area.

Reporting Noise Nuisance

At the beginning of 2016 Lambeth introduced a new policy regarding Noise nuisance. In future residents are required to contact Lambeth's noise nuisance team directly on; 020 7926 5000.

Lambeth's noise nuisance criteria when raising a nuisance complaint is as follows:

- Three or more complaints from three different households must be made about a residential premises within a month.
- Evidence must be gathered in order to progress matters.
- Keep a nuisance diary
- Send recorded evidence to support your allegations

Please note however, there are some nuisance complaints that Lambeth will not be able to deal with, regardless of the amount of complaints made, these are:

- Complaints received anonymously
- Complaints where the source of the noise is unknown
- Complaints of noise from ordinary domestic activity such as banging, heavy walking, closing of doors, vacuuming, washing machines, use of showers/toilets, children playing, loud talking, shouting etc. (this list is not exhaustive).

Annual Welfare Visits

At CETRA we pride ourselves in looking after our vulnerable and elderly residents. Once a year CETRA's Housing Officer carries 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. An additional call is made in extremely hot weather conditions.

Annual Pantomime

This is one of CETRA's annual social events. We have continued to provide subsidised tickets for our residents and pay for the coach journey to and from the Theatre. 2016's Panto was Dick Whittington, held at the Wimbledon Theatre and was attended by 42 of our residents.

ESTATE WORKS

Door Renewal Programme

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

Replacement /Painting of Garage Doors

CETRA's committee agreed to self-fund a Garage Door programme using our surplus fund. This will involve repairing and painting of the garage doors.

CETRA Manager

Treasurer's Report

Accounts report for the Year ended 31st March 2017

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 2017 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 healthy surplus of £64,196. This means more money has been received than spent and is a key indicator of profitability and efficiency. These savings have been made through a reduction in staff costs, improved procurement value for money and better financial management. Our financial health is vital as over the next 2 years CETRA and the other Lambeth TMOs are expecting a cut in our allowances.

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 2016/2017

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

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 - Rapid Response Night Service 10pm - 3am (5am on Fri & Sat)
020 7926 5000

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