

Annual Report and Accounts 2017-18

cossington

HOUSING CO-OPERATIVE

Celebrating 40 years



This annual report covers the period
1st April 2017 to 31st March 2018

Welcome

In this, our 40th anniversary year, I'm pleased to report how well we've settled in with Pinnacle PSG as our new managing agent. It heralds a fresh era, with a very different look and feel for our co-op.

It has been a time to reflect and take pride in our roots as a co-operative housing society. The change-over has also served as a reminder that this is your co-op, so we need your help to run it – please get involved, or at least tell us what you want from us as an organisation.

We are currently in the initial stages of a stock condition survey of all our homes, which will give a complete picture of all maintenance and repair work which needs to be done so we can prioritise the most urgent jobs and agree a plan of work over the next couple of years.

Please help us by letting us into your home to carry out the assessment and by preparing a list of repairs needed ready for when our surveyor is due to visit.

Since Pinnacle took over, we have successfully cleared a backlog of maintenance jobs by employing extra contractors – so we would welcome your feedback on their work. We want to hear good and bad things so we know what we are doing right and what we can improve on.

Remember, we are not a call centre – we are your local housing co-op, owned and managed by our tenant members. Our office is now open Monday-Friday, 9am-5pm, with no lunch-time closure – so please come and see us!

As we reflect on our achievements of the last 40 years, I hope you will join us in celebrating this milestone while looking forward to future successes.



**A message from
Sunil Hemraj,
Chair of
Cossington
Housing
Co-operative**

Our committee

Attendance



Committee member	Meetings attended April 2017-March 2018
Mr Sunil Hemraj (Chair)	7 out of a possible 7
Mrs Hemraj	7 out of a possible 7
Mr Hitesh Prangivane (Treasurer)	6 out of a possible 7
Mrs Savadia (Vice-Chair)	6 out of a possible 7
Mr Valand	6 out of a possible 7
Mr Savadia	5 out of a possible 7
Mrs Joshi (Secretary)	4 out of a possible 7
Mrs Vara	3 out of a possible 3 (previous Vice-Chair, resigned January 2018)
Mrs Yash Sharma	1 out of a possible 7 (co-opted membership ended May 2018)
Mrs Parul Rajani	1 out of a possible 1 (joined May 2018)
Miss Poonam Rajani	1 out of a possible 1 (joined May 2018)

Join us

To join our management committee, you can either put yourself forward for election at the annual general meeting or, if you can't attend, you can be appointed by attending meetings another time and as long as there are spaces.

We run a learning and development programme to improve our committee members' knowledge and skills, so we can provide the best possible leadership for you, our tenant members.

Committee members:
Mr Hemraj, Mr Prangivane,
Mrs Savadia, Mrs Joshi
Mrs Hemraj, Mr Savadia,
Mr Valand, Mrs Vara,
Mrs Rajani and Miss Rajani.

"Since joining the committee, I've learned about lots of things such as health and safety, co-op rules and regulations and tenant rights. I've also gained a better understanding of other people and how to help solve their problems. By getting involved, you can take part in shaping our co-op." – **Minaxi Hemraj**



"As women, we look at tenants' issues from a different perspective and bring balance to the committee. Being a committee member is also a great opportunity to build a bank of skills which can be used in other environments. We discuss and share ideas at our meetings, which are very informal – and don't let a lack of English stop you joining, as you can speak in your own language." – **Bina Savadia**

40 glorious years

Where it all began

Cossington Housing Co-operative (CHC) has been providing quality affordable homes for local people for the last 40 years.

The co-op was officially founded on 13th November 1978 – the year that the world's first test-tube baby was born, James Callaghan was Prime Minister and the film 'Grease' was a huge box office hit!

In Leicester concern was growing about the housing crisis in the north of the city, as more and more people struggled to find good homes at reasonable rents. Cossington was the third of four housing co-ops formed in the area to tackle the problem.

Starting with just a handful of homes, CHC quickly expanded thanks to the dedication of the original members who became its driving force and who secured support from Leicester City Council and the Housing Corporation.

In 1979 the Leicester Federation of Housing Co-operatives (LFHC) was set up to manage the four co-ops, overseeing their rapid growth. In 1988, they all moved to a new office at 131 Loughborough Road.

In 1991, after LFCH ran into financial difficulties, the co-ops transferred their management to Leicester Housing Association – later to become asra Housing Group, then PA Housing. In 2017, Pinnacle PSG became CHC's managing agent.

CHC, which now has 139 homes, continues to play a vital role in meeting local housing need. It also offers people the chance to belong to a community-based organisation which puts its members and their families first.





A personal view

Don Greening, a tenant member for 34 years, served as Chair of the CHC committee from 1992 to 2015.

He said: "In the early days of the co-op, there was a big commitment to fitting all our houses and flats with security locks, showers and double glazing.

"As committee members, we attended a lot of conferences and learned a lot. It was really interesting and felt good to be part of a housing community.

"I will always remain passionate about the housing co-op movement. It is generally looked upon as the nearest thing to actually owning your own home, as you are a member of the co-op with the right to join the management committee and influence decisions affecting your home and community."

Looking to the **future**

Let's talk!

As we celebrate our 40th anniversary this year, we are launching 'The Cossington 40' initiative.

We are appealing for a total of 40 tenant members to spare just one hour of their time, to allow us to tell them more about our co-op, how they can get involved and how they might benefit from the experience.

So please pop in at our office or give us a call to find out more.

Getting social

We are also delighted to be launching a trial of using Facebook to communicate with our Cossington tenant members and the wider community.



Our target is to have 40 friends on Facebook by the end of this, our 40th year.

Check us out at <https://fb.me/CossingtonCooperativeHA>

Our **people**

A new era

Committee members gathered for a celebratory dinner when they signed the Cossington co-op's agreement with Pinnacle PSG to become our new managing agent last October.



Sweet treats

Sweet-toothed tenant members were in for a treat when they gathered for our winter trip to Cadbury World in Birmingham.





Family fun

Cossington families enjoyed a feast of fun-filled entertainment following our annual general meeting last September.



Our **year**

Improving homes

Over the last year we have completed an external painting programme of work on all our homes.

We are now looking for opportunities to extend our existing properties where possible, although we will not be carrying out loft conversions. So, if you think your home might be suitable to be extended, please get in touch.



Benefiting residents

We now share ownership of the old Belgrave Area Office with Belgrave Neighbourhood Co-operative Housing Association and have extended our opening times for the convenience of tenant members.

The Housing Officer's weekly surgeries – offering general advice and support, debt counselling, benefits information and signposting to additional help – are also proving popular. Our help has been particularly useful to older residents who have had their benefits reviewed.

How did **we do?**

Here is a summary of our performance from 16th April 2017 to 31st March 2018.



Repairs

Total jobs raised = 227

We aim to respond to:

95%

of **emergency** repairs within 24 hours



38 out of 40 jobs responded to on time (95% - on target)

95%

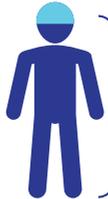
of **urgent** repairs within 5 working days



95 out of 97 jobs responded to on time (97.99% - exceeded target)

95%

of **routine** repairs within 14 calendar days



84 out of 90 jobs responded to on time (93.3% - below target)

Access remains a concern, so we are working to address this issue.

Lettings



We have let 3 homes in the last year.

Empty Properties

At March 2018, we had 3 empty properties.



Rent Arrears

Total rent and service charges to collect over 12 months: **£301,624.16**

What we collected: **£266,846.89** (88.47%)

Current rent arrears (what remains to be collected): **£20,148.49** (6.68%)

Rent arrears target: **£9,048.72** (3%)

Performance is off target by: **£11,099.77** (3.68%)

CHC has developed an action plan to address the increase in arrears over this transitional period.

We are here to help. If you are struggling to pay your rent please talk to your Housing officer, Dawn Dudding (her surgery is held every Wednesday). She can advise you on benefit entitlements and help you with debt advice to ensure you do not lose your home.

Feedback

Formal complaints	0
Compliments	4
Quick fix' complaints (resolved within 5 working days)	4
Ombudsman cases	0

100-day promises

8 promises made by Pinnacle PSG, all delivered within 100 days.

Our **money**

Income and Expenditure				
	£'000	2018	£'000	2017
INCOME				
Rent Receivable		577		576
Service Charges		12		12
Social Housing Grant		37		37
Other Grants		2		2
Total Income		628		627
EXPENDITURE				
Services		19		11
Management		128		118
Routine Maintenance		131		185
Bad debts		23		(1)
Major Repairs/Planned Maintenance		64		111
Depreciation		87		23
Total Expenditure		445		447
OPERATING SURPLUS				
Interest Receivable		0		1
SURPLUS FOR THE YEAR				
		187		181

The above 2018 accounts are from a mixture of two housing service providers:

1st April 2017 to 30th September 2018 - **Previous provider**

1st October 2017 to 31st March 2018 - **Pinnacle PSG**

The service level agreement signed with Pinnacle PSG is costed on services provided, and we hope to provide further details in future.

Balance Sheet			
		£'000	2018
		£'000	2017
FIXED ASSETS		4,254	4,153
Current Assets		1,255	1,126
Creditors (<1 Year)		(151)	(122)
NET CURRENT ASSETS		1,074	1,004
TOTAL ASSETS LESS CURRENT LIABILITIES		5,328	5,157
CREDITORS (> 1 YEAR)		(2,272)	(2,272)
TOTAL NET ASSETS		3,096	2,885
SHARE CAPITAL AND RESERVES		3,096	2,885



Our **future plans**

We are committed to providing, maintaining and improving homes for our tenant members.

Over the coming year our management committee will discuss priorities with our new service provider, Pinnacle PSG, to plan what work should be carried out on our homes. This will include:

- starting a stock condition survey of all our homes
- reviewing the planned bathroom replacement programme
- reducing rent arrears and encouraging a payment culture
- continuing to strengthen committee members' skills and knowledge through a personal development programme
- reviewing policies, practices and procedures.

Thank you

We would like to thank all our contractors, suppliers and partners who have worked with us over the last year for their ongoing support. These include:

- Pinnacle PSG (managing agents)
- Sapphire Suite (January community event)
- Milans (caterers)
- Rogers Spencer (internal auditors)
- Neil Plumb Photography (photographic services)
- Woods Coaches (travel provider)
- Word Association (communications)
- Tom Hopkins (consultant)
- Leicester City Council
- All our current contractors providing repairs and Maintenance delivery

જો આ સમાચારપત્ર વાંચવા માટે આપ દુભાષિયાની મદદ ઈચ્છતાં છો તો, મહેરબાની કરી 131, લોગબોરો રોડ ઓફિસની મુલાકાત લો અથવા 0116 257 6800 નંબર પર ફોન કરો.

यदि आप चाहते हैं कि दुभाषिया आपको यह समाचार-पत्र पढ़कर सुनाए, तो कृपया कार्यालय में 131 लोबोरो रोड पर आएं या 0116 257 6800 पर टेलीफोन करें।

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਦੁਆਰਾ ਤੁਹਾਡੇ ਲਈ ਇਹ ਸੂਚਨਾ-ਪੱਤਰ ਪੜ੍ਹਿਆ ਜਾਣਾ ਪਸੰਦ ਕਰੋਗੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 131 ਲਾਓਬੋਰੋ ਰੋਡ ਵਿਚਲੇ ਦਫਤਰ ਵਿੱਚ ਕਾਲ ਕਰੋ ਜਾਂ 0116 257 6800 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Cossington Housing Co-operative

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