

**Annual Report and Accounts  
April 2020—March 2021  
Cossington Housing Co-operative**

*Our office at 131 Loughborough Road, Leicester LE4 5LQ*



This annual report covers the period  
1st April 2020—31 March 2021

# Welcome

**This last year has been challenging and difficult due to Covid-19 pandemic however I am pleased to report that we have carried on delivering our services with minimal impact.**

The good news is that this year we have completed all our electrical and repair testing works on our properties as per our stock condition survey in 2018-2019.

In addition, we have planned in our external cyclical programme of works. This has initially started and will continue over the next 6 months for all our properties.

Our office is now open Monday - Friday, 9am - 5pm for any housing related enquiries.









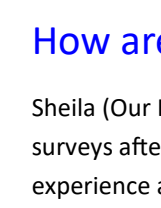
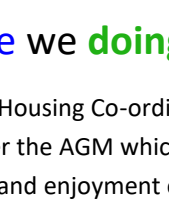
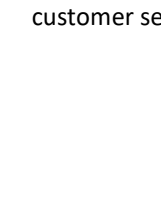
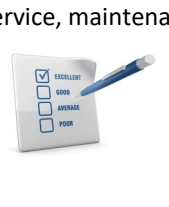


I would like to thank our committee members, staff, managing agents (Pinnacle Group) and partners for all their hard work and dedication over the last year, which has made these achievements possible.

Finally a BIG thank you to our tenant members for playing their part in making Cossington Housing Co-operative a tremendous success.



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

## Our **Committee Members** Attendance **over 2020/2021 period**

Committee Member	Committee Meetings Attended April 2020 – August 2021
 	Sunil Hemraj (Chair) 8 out of 8 attended
 	Mukesh Limachya 7 out of 8 attended
 	Mina Hemraj 8 out of 8 attended
 	Parul Rajani 8 out of 8 attended
 	Hina Modi (Secretary) 8 out of 8 attended
 	Mahesh Shah 2 out of 8 attended
 	Avinder Mistry (Treasurer) (joined Feb 2021) 3 out of 8 attended
	Poonam Rajani 8 out of 8 attended

### How are we **doing?**

Sheila (Our Housing Co-ordinator) will be conducting tenant satisfaction surveys after the AGM which is a great way to receive feedback on tenants' experience and enjoyment of the property, community, amenities, customer service, maintenance, and management.



## Our year

### *Improving Homes*

Tenant members have benefitted from a variety of work that we have carried out to our homes over the last year making us compliance as landlord.

This has included:

- ◆ All our properties are now filled with Carbon Monoxide and Smoke Alarm Detectors. Also we have installed USB sockets. All our property consumer units have been tested and are up to date.



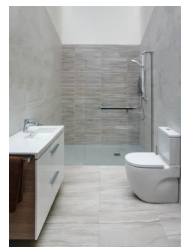
## Foreseeable Future

### *Cyclical Work Programme*

Tenant members have benefitted from a variety of work that we carried out to our homes over the last year and for the foreseeable future.

This has included:

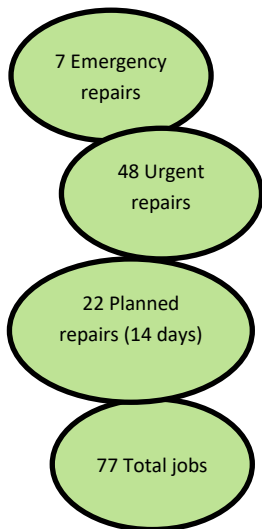
- ◆ The 1st phase is the External Painting Programme: to paint front and rear external window sills, white including top floor external sills and paint front and rear timber passage doors. The programme does not include the painting of brick walls.
- ◆ Cossington Housing Association are working in partnership with Pinnacle group to deliver a planned programme of new kitchens and bathrooms in properties where units have been identified in the need of replacement as per stock condition report.



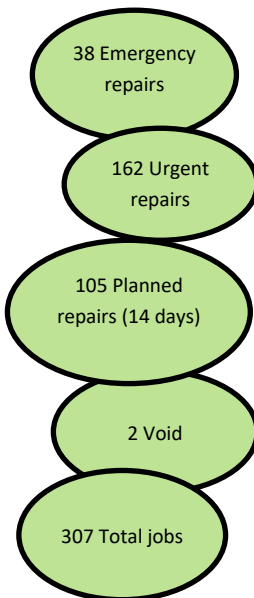
# How did we do?

Here is a summary of our performance from:

April 1st 2020-  
March 31st 2021



April 1st 2020-  
August 31st 2021



## Rent Arrears

Total Rents and Service Charges collected over 12 months: **£640,488.51**

What we collected: **£639,538.34**

Current rent arrears (what remains to be collected): **£39,191.87**

**CHC has had a successful year in net rent arrears by 37% .**

We encourage tenant members to raise concerns or dissatisfaction through the complaints process. Currently, tenant members can raise a complaint with us via:

Email: [BelgraveandCossington@pinnaclegroup.co.uk](mailto:BelgraveandCossington@pinnaclegroup.co.uk)

Phone: [0333 6002500](tel:03336002500)

A letter or in person.: 131 Loughborough, Leicester, LE4 5LQ

This will follow the Housing Ombudsman's compliant handling code produced this year:

[www.housing-ombudsman.org.uk/wp-content/uploads/2020/11/Complaint-Handling-Code.pdf](http://www.housing-ombudsman.org.uk/wp-content/uploads/2020/11/Complaint-Handling-Code.pdf)

## Lettings



We have left **0** home this year

## Empty Properties



We have **1 (with insurance)** empty property

# Our Money

Income and Expenditure		
	£'000 2021	£'000 2020
<b>INCOME</b>		
Rent Receivable	631	636
Service Charges	12	9
Social Housing Grant	37	37
Other Grants	2	2
<b>Total Income</b>	<b>682</b>	<b>684</b>
<b>EXPENDITURE</b>		
Services	29	85
Management	126	155
Routine Maintenance	191	128
Bad debts	1	5
Major Repairs/ Planned Maintenance	291	148
Depreciation	83	91
<b>Total Expenditure</b>	<b>721</b>	<b>612</b>
<b>OPERATING SURPLUS</b>	<b>45</b>	<b>185</b>
Interest Receivable	0	0
<b>SURPLUS FOR THE YEAR</b>	<b>45</b>	<b>185</b>

Balance Sheet		
	£'000 2021	£'000 2020
<b>FIXED ASSETS</b>	<b>4,167</b>	<b>4,226</b>
Current Assets	1,526	1,489
Creditors (<1 Year)	(126)	(154)
<b>NET CURRENT ASSETS</b>	<b>1,400</b>	<b>1,333</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<b>5,567</b>	<b>5,560</b>
CREDITORS (<1 Year)	2,115	2,154
<b>TOTAL NET ASSETS</b>	<b>3,451</b>	<b>3,405</b>
<b>SHARE CAPITAL AND RESERVES</b>	<b>3,451</b>	<b>3,405</b>

## Winter Trips

Due to COVID, we were not able to organise any Summer trips however we are planning a Winter trip depending on government guidance going forward for our tenant members and we are keen for as many of you as possible to join us for the day.

The outlining will take November/ December 2021 but we want your ideas about where we should visit this year. Any suggestions, please contact Sheila on 07308479891 or Pinnacle on below email address [belgraveandcossington@pinnaclegroup.co.uk](mailto:belgraveandcossington@pinnaclegroup.co.uk)



### Community Events



## Community Engagement Event



Cossington Housing Co-operative will be organising a Community Engagement Event soon where activities will be organised for tenant members to attend. This will also give an opportunity for tenant members to meet other members of the Coop Committee Members and Pinnacle Staff Team.

The Community Engagement event will also give you an opportunity to show your concerns and celebrate compliments.

If you have suggestions/ ideas, then please let Sheila know on 07308479891 or email: [s.bhagat@cossingtoncoop.org.uk](mailto:s.bhagat@cossingtoncoop.org.uk)

### 2021 HOLIDAY CLOSURES

## Office Closing Dates

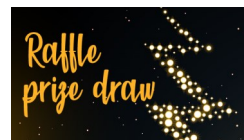
Christmas Eve closing at 12pm

Christmas Day closed

Boxing Day closed

New Year's Eve closing at 12pm

New Year's Day—Closed



## AGM Raffle Prize

### Asda Vouchers

1st Prize - £70

2nd Prize - £50

3rd Prize - £30

# 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 Housing Team
- ◆ Advance Property Services (Leicester) Ltd
- ◆ Bob Property Maintenance
- ◆ CDC Drain Services
- ◆ Drincare
- ◆ Injecta Dampworks
- ◆ Intisaa Consulting Limited (Jay Hussain –Advisor on SLA)
- ◆ JCP Electrical Services
- ◆ NDA Plumbing & Heating Services
- ◆ NDR Electrical
- ◆ Pinnacle Group (grounds maintenance)
- ◆ Ocean Construction (Leicester)
- ◆ RMG Property Services
- ◆ Smyle Painting Contractors
- ◆ TIAA (Internal Auditors)
- ◆ Timberwise
- ◆ THA LTD (Tom Hopkins – Advisor & Trainer)
- ◆ Ultrashield Windows Ltd
- ◆ Vinshire Gas Services Ltd
- ◆ Rogers Spencer (External Auditors)
- ◆ Sapphire Suite (AGM Event)

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## Cossington Housing Co-operative

131 Loughborough Road, Leicester, LE4 5LQ

Tel: **0333 6002500**

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