



Ekarro Housing Co-operative Ltd
Annual Report 2017



Ekarro Housing Co-operative Ltd

Ekarro House, 49A Guildford Road, London SW8 2DT

Annual General Meeting

Friday 8th December 2017

7.00 – 8.30 pm

AGENDA

- | | |
|---|---------|
| 1. Present and Apologies | 5mins |
| 2. Minutes from Dec 2016 AGM | 10 mins |
| 3. Chairs report | 10 mins |
| 4. Director report | 10 mins |
| 5. 2016/17 Audited Accounts | 20mins |
| 6. Election of Management Committee 2016/17 | 30mins |
| 7. Date of next AGM - 7th December 2018 | 5mins |
| 8. Date of next MC- 25 th January 2017 | 5mins |



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CHAIRS REPORT 2017

Report Author: Medg Sullivan - Chair

- 1 This year has been a very challenging one for Social housing overall, not least because of the dreadful consequences of the Grenfell Tower Disaster and the ongoing lack of investment into Social Housing by the State. As a housing co-operative we are very fortunate to have a membership base which is both 'the tenant' and 'the Landlord' operating concurrently; in other words, any work we do or fail to do impacts all of us directly or indirectly, as landlord or as tenant.
2. As a result of the Grenfell disaster, Ekarro Housing Co-op has embarked on a comprehensive 'Fire Safety and Regulations' compliance checks on all our properties, furthermore as part of this process we are also undertaking an occupancy and 'condition' survey on all properties.
- 3 With respect to the day to day operations of the organisation, we have appointed an external part time Accountant who is dealing with all aspects of the co-op's finances, including overseeing the budget, advice on rent/arrears accounting and providing any ad-hoc training required on an ongoing basis. We have also appointed a maintenance officer/surveyor, currently on contract from an Agency, due to the unsuitability of those who applied for the post. However, the intention is to employ a part time maintenance officer/surveyor directly, so as to avoid further agency costs. This to be undertaken as soon as possible in the New Year.
- 4 The pilot scheme for the Bathroom renewals project is now underway and is scheduled to be completed by the end of the first quarter of 2018, when a full review of this phase of the programme can be evaluated. The Tenant Satisfaction Survey (TSS), as agreed at the last AGM, has yet to be undertaken. However, the Accreditation process, which we hope to be

'revitalised' in the New Year can incorporate the TSS as part of the overall exercise.

- 5 I can report that the Management Committee meetings have been well attended and the business of the co-op constructively managed. I would like to take this opportunity to express our sincere appreciation to the staff for the work they are doing, the Management Committee and all members of the sub-committees. I hope members will continue to participate in the affairs of the co-op with renewed dedication and vigour.



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Annual Report 2017

Covering the period April 2016-March 2017

Report Author: Directors Report- Mike Thomas

- 1.1 The 2016/17 year was a very busy period for the Co-op both for staff and the Committee members. This report highlights some of the key actions and activities that have been completed during 2016/17
- 2 **Responsive Maintenance**
 - 2.1 During the year routine maintenance works has been carried out as required and within the response times.
- 3 **Heating**
 - 3.1 **Gas Servicing**

A centralised spreadsheet is used to regularly monitor the gas servicing and gas cooker inspections. Ekarro has also employed Corgi consultants as a gas auditing consultant to advise the DOH and Committee on the standard of gas installation during the year eighteen domestic and two communal boilers were serviced
- 4 **Planned Maintenance**
 - 4.1 **Communal Boilers- Mondragon House**
 - 4.2 In June 2016 the communal boilers at Mondragon House were replaced with 3 new valiant boilers. The original boilers were over 30 years old. The electrical relays were also replaced. The new boilers are more efficient and thus will lower the heating costs and this will be reflected in reduced heating charges
 - 4.3 **Boiler replacement programme**
 - 4.4 Over the course of 2016/17 five domestic boilers were renewed in Ekarro properties
 - 4.5 **Communal Doors -Barnabas Lodge**
 - 4.6 The communal doors in for flats 3-6 Barnabas Lodge were renewed In October 2016 along with the intercoms and door locking system. The door locking systems is now

on a magnetic locking system which is very secure. The communal doors for flats 1-2 Barnabas Lodge were overhauled and new intercoms were installed for the two flats

4.7 **Garden path – Mondragon House**

4.8 The garden path at Mondragon house was in a poor state of repair and needed replacement. The replacement of the path took place in April 2016.

4.10 **Pumps**

4.11 Due to water pressure issues two pumps were installed in properties within Ekarro house

5 **Health and Safety works**

5.1 **Bike Hangers – Ekarro**

Following the recommendations of the fire risk assessment new bike hangers were installed in the communal hallway in Ekarro house in April 2016

6. **Cleaning**

6.1 Over the course of the year staff have completed several cleaning inspections and have highlighted areas of concern to the cleaning company

7 **Brockley Housing Co-op**

7.1 Ekarro staff are working closely with Brockley Housing Co-op for example one member of Brockley housing co-op sits on the Ekarro allocation panel. We are also sharing information and advice between the two Co-ops

8 **Housing Management**

8.1 As noted in the report in April 2016, the Co-op arrears stood at £47,340 or 10.9 % and as at 30th March 2017 they have reduced to £42,497 the total reduction being £4,843. The arrears percentage now stand at 9.6% .The staff have an arrears day on Thursdays where weekly contact is made with residents to update them on their rent arrears and to agree repayment plans. NTQ are being served and court applications are now made when required.

9 **Surveying**

9.1 During the year a surveying company was employed to draw up the external features of: Ekarro, Mondragon and Barnabas house in preparation for roof works and window replacements.

10 **Legal**

10.1 During 2016/17 the following legal actions were taken:

- four NTQ were served
- three cases were referred to Lambeth County Court
- two suspended possession orders were obtained

Additionally, letters, phone calls and office interviews were conducted

11 Voids

- 11.1 Ekarro had four void properties during 2016/17 and all have had void works completed and have been successfully allocated and let during the year.
- 10 Mondragon house – let on 26/9/2016
 - 15 Ekarro house – let 24/10/2016
 - 3 Ekarro house- let 13/10/2016
 - 6 Ekarro House- let 9/1/2017

12 Complaints

- 12.1 May 2016- complaint regarding allocations

13 Memberships

- 13.1 Ekarro is both a member of Co-op UK and the small HA group- G320 and the DOH attends the quarterly 320 meetings

14 Sub Committee

- 14.1 The Management Committee, Finance and Maintenance Committee met regular throughout the year along with the Employment Committee

15 Volunteer

- 15.1 During 2016 two volunteers from Southbank University were recruited and worked along with the staff team on areas such as estate inspection, low arrears cases, repairs, reception service. With the experience they have gained and with the training of the staff they have gone on to gain full time roles within the housing sector

17 Future areas of work for 2017/18

17.1 Bathroom replacement programme

- 17.2 A Bathroom Committee has been formed during 2016 and are working along with a Consultant to commence a rolling programme of bathroom replacements starting in 2017

18 Working with consultants

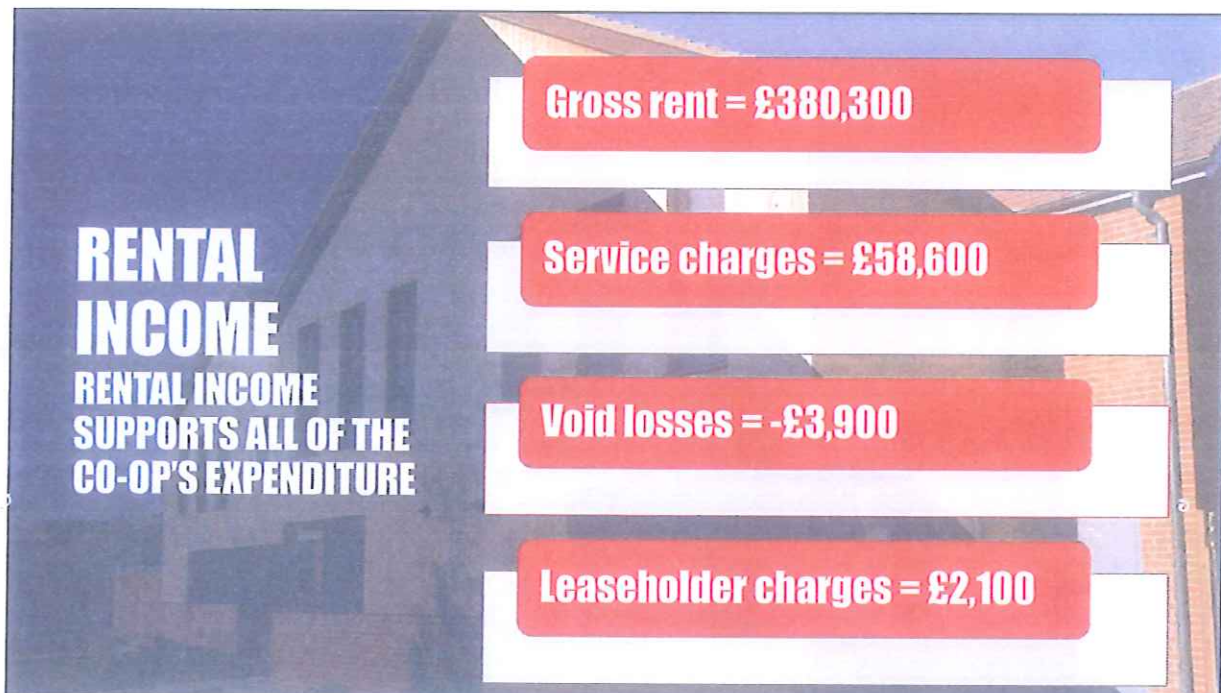
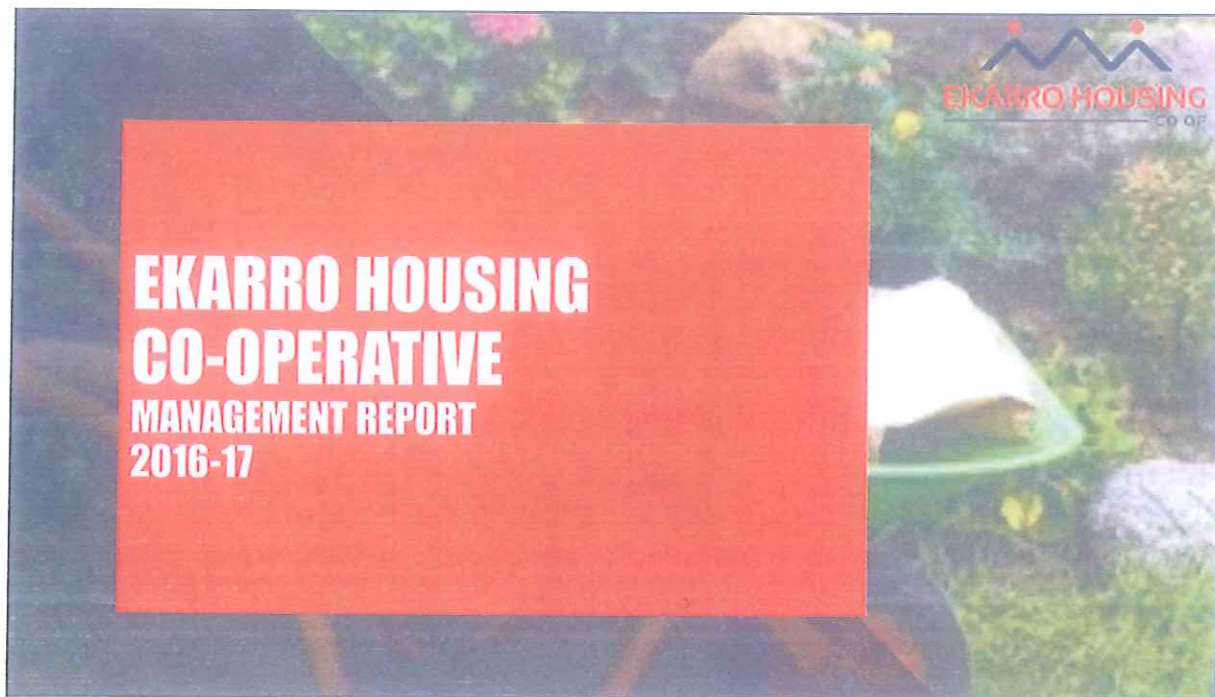
- 18.1 The DOH has commenced working with the Consultant who is advising on several new areas of work: the Ekarro roof -as we have several leaks, renewals of some communal windows in Barnabas house which is being queried with Lambeth to confirm if it is a correctly noted as a listed building.

19 Fire Assessment works

- 19.1 During the course of the year a number of fire assessment works will be completed

20 Website

- 20.1 The DOH along worked with one of the volunteers and has been populating a website created by the IT consultant. It is hope that the website will be realised in early 2017



OUR OPERATING EXPENSES

THESE ARE THE MAIN ITEMS OF EXPENDITURE INCURRED IN RUNNING THE CO-OP. THEY EXCLUDE INTEREST PAYMENTS

Estate costs = £142,700

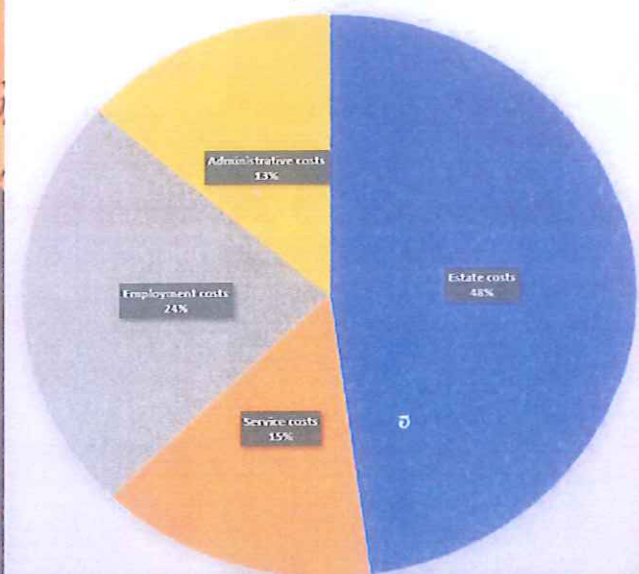
Service costs = £43,000

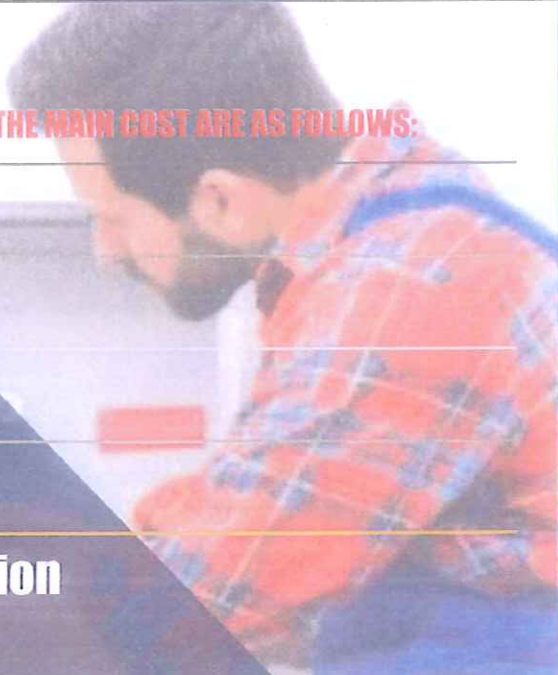
Employment costs = £71,300

Admin costs = £39,800

COMPARISON OF OUR MAIN EXPENSES

Total operating costs





ESTATE COSTS
THIS IS THE BIGGEST AREA OF EXPENDITURE. THE MAIN COST ARE AS FOLLOWS:

- Routine maintenance**
- Planned maintenance**
- Void maintenance**
- Major repairs**
- Housing property depreciation**



OUR ASSETS AND LIABILITIES

- Housing land and buildings = £3,238,600**
- Plant and machinery = £3,500**
- Debtors = £33,900**
- Bank accounts = £694,600**
- Short-term liabilities = £89,300**
- Long-term liabilities = £3,494,900**
- Capital & reserves = £386,400**



CAPITAL PROGRAMME
DURING THE NEXT FEW YEARS VARIOUS COMPONENTS OF OUR HOUSING PROPERTIES WILL HAVE TO BE REPLACED

Roof
Boilers
Water pumps
Kitchens
Bathrooms
Electrics