

# Annual General Meeting – 10<sup>th</sup> September 2022

## WCO Annual Report for 2021/22

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## Board Report

Wrayburn Community Organisation went live as a TMO in April 2018 following a successful ballot and the organisation has been going on from strength to strength over last few years.

Though 21/22 was a tough year, we navigated through the pandemic to regain a sense of normality and delivered services to our residents successfully. We continued to provide a normal cleaning and grounds maintenance service and contractors undertaking repairs were able to deliver repairs that were put on hold the year before and bring all our repairs up to date. We have managed to deliver three OAP/ vulnerable residents decorations programs and we managed to convert wet rooms into conventional bathrooms for two of our tenants using our surplus.

We also managed to hold some community events, such as fixing the community garden and Queens Jubilee celebration saw new residents from different cultural and ethnic backgrounds joining in, bringing a delightful multi-cultural experience shared by all.



The new Bike shelter has been slightly delayed due to suppliers backlog, but it will be installed sometime in October or November.

We have also successfully secured £11K CGS grant for landscaping the former “illegal parking zone” towards the rear side of Wrayburn House on Llewellyn Street, to place large plant pots strategically to prevent fly tipping in Llewellyn St and for wildlife to flourish on Bevington St side by building arches to link the raised and toping up the beds with better soil and a Mediterranean herb garden.

The hedging and the flower beds a suffered a little bit due to the summer draught and in recent months the flower beds have been suffering from people allowing their children and dogs running through the flowers and causing some damage. We have reminded the contractor (Southwark Council) to water them more regularly and we are also applying for Tideway s106 funding to install metal fencing (hoop top railing) to prevent young children and dogs running through and damage the flower beds. Separately, we are also making an application for funding to plant tulips and daffodils in front and rear of Wrayburn House.



We also met with Councils tree department in July and they have agreed to plant additional memorial trees in honour of our late Chair (Em) and Vice Chair (Mike). a Tibetan cherry tree will be planted in the grass area opposite no27 and a Hawthorn tree in the grass area behind no 53. In addition, a Swedish birch by grass area near no3 (outside no3’s boundary fence) will also be planted. The trees will be planted in tree planting season between November and March but we hope to have memorial plaques ready to share with everyone at the AGM.

### **Other significant achievement and actions TMO has taken in the last year**

- We are continuing to work with ward councillors and Council’s FRA team to issue the EWS1 certificate at the earliest.
- We are also working ward councillors and asked the Council’s to review its parking decision on Bevington Street.
- The Board worked closely with other groups and ward councillors to stop the roof top building project in Wrayburn House.
- We have also devised a new 4-year Business Plan for the TMO and there are some major items such as inviting other neighbouring blocks to join the TMO will have to be voted on by members at the AGM
- We recruited 18 new members since the last AGM.
- Lift mirror – we worked with the Council to fit new lift mirrors in both blocks.

## WCO Membership, Committee and Structure

There's been a significant increase in our membership last year. TMO now has 47 members, that's an increase of 13 members but we lost 5 members through people moving or passing away.

Despite some COVID restrictions, we were able to hold the meeting in-person in the front garden with an excellent turnout, which we greatly appreciate. It was good to see both familiar and new faces. **AGM photos from 18 September 2021:**



WCO Board manages the organisation, and this is elected from the membership. The Board sets the strategic direction of WCO and is also responsible for managing the TMO Manager. We also have a **HR and Finance Sub-Committee** – overseeing audit, income and expenditure, arrears control, payroll, VAT, cheques, and payment authority signatories, financial reporting, recruitment, and human resource issues.

We also have a **Garden and Social Committee** (GSC). The purpose of this committee is to increase the sense of community spirit of residents of Wrayburn House and it's neighbouring blocks, keeping the TMO values of inclusivity and diversity at the forefront of the decision-making process; organise events and gardening for residents to achieve greater community involvement through social and gardening events. This will also be an opportunity for other TMO members and residents to be involved and give time for the benefit of themselves and the wider community.

### Relevant Experience of Board Members

The Board is made up of tenants and leaseholders from different backgrounds. A Board skills audit was carried out recently and it shows collectively the Board possess a wealth of skills and experience of being involved in various initiatives, programmes, projects, reviews, and participation structures. Below are some examples:

- Managing Change
- Organisational governance
- Leading teams/ organisations

- Board and Committee roles
- Campaigning
- Facilitation meetings
- Organising/ running events
- Successfully fund-raising and delivering projects, finance and accounting
- Representing residents in area forums/ the local Neighbourhood partnership
- Estate management, caretaking, and service users
- Gardening and landscaping/ estate walkabouts
- Tenant participation annual awards/ Southwark TMO Network
- Planning and organising various community events and fun-days

However, we have some lacking in IT, legal and HR and this is something we will be addressing this through Board recruitment plans and ensuring Board members also take opportunity of the Southwark TMO training program.

## **The Board**

The WCO rules allow for board members to sit for a fixed term of three years. To remain accountable and provide the opportunity for new committee members whilst ensuring continuity of expertise gained through training; it is intended that one third (4 members) will stand for re-election each AGM in rotation if there are more nominations than Board vacancies. We currently have 8 elected Board members, elected in September 2020 AGM and they can all serve for up to September 2023. We have four re vacancies this year and we are urging others to join the Board.

We are keen to ensure a strong balance in terms of tenancy, age, gender, ethnic background, disability. We are therefore particularly keen to encourage applications from tenants, men, younger people, black and ethnic minority individuals, and disabled people (please see enclosed our equalities and diversity action plan).

All new members of the Board will be offered induction training to bring them up to speed on the roles of officers and activities of WCO, including an introduction to the rules, governance, equal opportunities key policies and agreements.

A Board skills audit was carried out recently and we have identified some gaps and would particularly welcome Board applications from anyone with legal, HR or IT skills and knowledge. Anyone interested should contact the TMO Manager (Siraj) on 020 7018-5355 or email [wcomanager@outlook.com](mailto:wcomanager@outlook.com).



## Our performance on key service areas

We are delighted to report we have achieved or exceeded all our key targets despite a pandemic hit year. Our performance across a range of indicators is shown within the rest of this report:

### Income, Expenditure and Surplus

The management of the TMO's resources represents one of its strengths. This is achieved using monitoring tools and having effective controls in place. For example, monthly reconciliations by TMO Manager and the Treasurer and the scrutiny of quarterly management accounts by the Board.

Overall, the combined efforts of the Treasurer and the TMO Manager consistently produced efficiencies/savings which in turn have been reinvested in the community or undertaking more repairs for the tenants.

The table below shows the TMO's income, expenditure, and surplus for last 4 years:

	Income	Expenditure	Surplus
2018/19	£79,130	£54,148	£24,972
2019/20	£76,221	£74,149	£2,072
2020/21	£90,679	£56,562	£34,117
2021/22	77,004	£68,609	£8,395

### Income Management (Rent Collection)

The collection of rent is a key priority function performed by the TMO. Much of efforts by TMO Manager over the covid period went into ensuring tenants receive good advice and supported for benefit claims. This was alongside a robust regular monitoring of rent accounts which resulted in a favourable performance over the period – with a collection rate of **101%** attained against a target of 99% in the period.

Our overall goal remains to continuously reduce the level of aggregated arrears over the years which in turn will help fund investment more back into the community and carry our more repairs for our tenants. Table below shows TMO's performance over the last 4 years.

	Target	Achieved
2018/20	98%	99.3%
2019/20	98%	108 %
2020/21	98%	101.24 %
2021/22	99%	101%

During covid pandemic our TMO Manager worked closely with tenants facing financial difficulties and assisted in applying for universal credit or directing these residents to benefit agencies.

## Responsive Repairs

Repairs to homes under the TMO's management remains one the most important service delivered by the organisation.

TMO are now taking on larger jobs and carrying more repairs than the Council did. We have contracted with more suppliers last year to improve the repairs service and added an experienced technical repair consultant in our books.

We are exceeding our overall repairs performance and results show tenants generally are satisfied with our repairs service.

The tables below show's TMO's annual performance in this area over the last 4 years;

### 3.1 Repair completions on time:

	Target	Achieved
2018/19	90%	91.5%
2019/20	90%	98 %
2020/21	90%	94%
2021/22	90%	95%

### 3.2 Repair first time right:

	Target	Achieved
2018/19	N/A	N/A
2019/20	90%	93%
2020/21	90%	95%
2021/22	90%	97%

### 3.4 Repair satisfaction:

	Target	Achieved
2018/20	N/A	N/A
2019/20	N/A	N/A
2020/21	90%	96%
2021/22	90%	97%

## Reletting of Empty Properties (VOIDS)

Average void relet period - minor voids (from void date to let date); plus, major voids (from ready date to let date)

	Target	Achieved	Number of VOIDS
2018/19	20 days	12 days	1
2019/20	20 days	None	None
2020/21	20 days	None	None
2021/22	20 days	20 days	1

## Estate Inspections

Monthly formal estate inspections held are attended by the TMO Manager, a committee member and the contractor's representative. Feedback from residents are also discussed at the monthly inspection meetings and where the service standard and inspection scores are placed under scrutiny. Target is to achieve 80% A or B during the monthly inspections.

**Grade A** – An exceptionally high standard that is unlikely to be maintained at all times but is the aim during the cleaning and servicing operations.

**Grade B** – The scheme/site is not totally free of litter and dirt but the extent of it is unlikely to be noticed by many and will not cause an adverse perception of the cleanliness of the scheme being surveyed.

**Grade C** – The issue (litter, dirt etc) is widespread in the area being monitored and many people would notice its presence. Some residents may complain.

**Grade D** - particularly poor standard for this issue, with a heavy presence throughout the area. Majority of people would notice the issue in question and its presence is likely to cause an adverse perception for many

We achieved or exceeded targets in all our inspections for last four years;

	2018/19	2019/20	2020/21	2021/22
Target	80% A or B	80% A or B	80% A or B	80% A or B
Achieved	95 % A Or B	95 % A Or B	100 % A Or B	100% A or B

## Anti-Social Behaviour

The TMO is duty bound to follow Southwark Councils ASB policy to respond and investigate reports of ASB within the timeframe set out in the Councils policy;

Type of AB	Response times
Category 1 (Harassment, drug dealing & dangerous dogs & prostitution)	24 Hrs
Category 2 (e.g. large items being thrown over the balcony)	3 days
Category 3 Noise (Domestic noise, loud music & party, rough sleepers, use of communal space, graffiti, etc).	5 days
Low level or informal reporting are not logged but usually acted upon swiftly.	

Table below shows number of cases and whether target was met in responding to reports of ASB;

	2018/19	19/20	2020/21	2021/22
No of cases	3	2	7	3
Target met	100%	100%	100%	100%
No of actions generated	17	12	46	17

## Formal Complaints and Members Enquires

We are committed to providing high quality, efficient and effective services to all its residents. However, we recognise that from time-to-time people may have a cause to express dissatisfaction with our services or projects and they are able make formal complaint or raise matters with their local councillors or MP's.

Table overleaf shows number Formal Complaints or MP/ Members enquires for last 4 years. These have all been investigated, dealt with, and responded to within time frames set by the Council in MMA;

<b>Formal Complaints</b>	2018/19	19/20	2020/21	2021/22
No of cases	2	0	1	0
Target met (to provide a full response within 15 days)	100%	N/A	100%	N/A

<b>Members Enquiries</b>	2018/19	19/20	2020/21	2021/22
No of cases	1	0	1	0
Target met (to provide a full response within 10 days)	100%	N/A	100%	N/A

## Tenancy Checks

TMO's are required to compile a comprehensive log of the dates of tenancy checks undertaken by property, and we are required to carry out 100% tenancy audits over two years period.

Tenancy checks provide an opportunity for the TMO to carry out additional housing management functions and assess condition of the property and identify any repair & maintenance issues; identify any housing or social support needs, but most importantly to make sure that the right people occupy the dwelling.

In addition to above Wrayburn TMO keeps a record of all vulnerable and disabled tenants living on their own and carries out welfare checks every six months.

	2018/19	19/20	2020/21	2021/22
No of audits	32 tenancies	5	0	12
Target met	86%	14%	Paused due to covid	Yes – restarted from Feb 2022.

## Some Future Plans & Priorities

- Continue to look into options to improve the flooring in both foyers.
- Carry out a detailed training needs analysis for Board and Committee members and encourage participation in TMI training programs and ensure Board skills gaps are met.



- Consider options for CCTV installation - the board will continue to monitor the need and it will ensure that this will be a good investment.
- The poor state of Llewelyn Street – we will continue to work with ward Councillors to see if the road can be resurfaced and it should remain an estate road for resident parking only, and leaseholders not to be recharged for this work.
- **Use of surplus** - we have set aside £25000 of our surplus (savings) for improving tenant's properties such as carry our OAP decs, bathroom improvement for 1 tenant & renewing extractor fan etc. This also includes £1200 for launching a new website and £8k for lobby improvement voted and agreed in previous AGM. Members will be asked to vote on above new items at the AGM.
- **Business Plans Update** - Please see attached extracts (pages 17-19) from TMO's 2022-26 Business plans and key objectives for members to give comment and also vote on whether TMO should invite Micawber House to join Wrayburn TMO.

We very much welcome ideas from residents and any idea can be put forward for considerations.

[END]