

ELTHORNE
1ST
TENANT
CO-OP
ANNUAL
REPORT



28th September

2021

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Welcome to our 2020/21 Annual review.

I was re-appointed Chairperson in September 2020, and again, have to thank those who have and continue to support Elthorne First Tenant Co-Op.

As we reflect on the challenges of last year brought about by the COVID 19 Pandemic, I wish to extend my condolences to those who have been impacted by COVID – 19.

The impact of coronavirus has been far reaching for many in particular there still remain concerns about the health and wellbeing of EFTC residents. As Chair, I am committed to ensure our services meet the need of those most vulnerable.

We also recognised that the year ahead will hold many challenges, with rising fuel prices and the government's furlough scheme ending in October.

Again, this year's Annual Report provides residents with a snapshot of EFTC performance between 1st April 2020 and 31st March 2021. If you require a more detailed breakdown or further information on any area of the report, please contact myself at Chair@elt-1st.co.uk

Over the last year, EFTC operated with the many challenges faced against the backdrop of the COVID-19 pandemic, which as you know has affected households and economies worldwide. This, in turn has impacted on local organisations such as ours especially in the way that we deliver services and the way staff have worked. We thank you for not only your patience, but also your kind words of support.

To this end, we will be embarking on a review of offer to residents to ensure EFTC have the right resources to provide first class services. With this I would urge you to make contact with us to tell us about what is working well, what would you like to see change and what would you like to see more of from your Co-op.

Over the coming week's we will be reviewing our offer and therefore want to hear from you. The main themes going forward will be:

- Shaping our Future
- Improving Service Standard
- Value for Money

Board Changes

This year we have had some changes in our board due to the stepping down of our Treasurer, Ashlea Turpin and Committee Annette Mencke, who was leading on Community Safety and Chair of the Elthorne Neighbourhood Watch.

We are pleased to welcome Will King as our new Treasurer and local resident, Sally Mijit as new members of the board.

Over the past year, we have learned a lot, and recognise the amount of work that is still outstanding in order to improve governance and not least, further engaged our community to ensure we are able to deliver a professional and expert service where needed.

I am extremely proud of the expertise and work our new and invigorated board have been doing, and would like to personally thank them for all their support over the last year.

In closing, I extend my thanks to the staff during these very challenging times – Michelle Small the Co-Op Office Manager, Lyn Tuckfield, Scott Paton the Caretaker/Handyperson.

I would also like to thank all of you who are participating at today's AGM and those of you who have supported us throughout the year.

As we look forward to a brighter tomorrow, I ask that you continue to show your support by providing us with information that will further enhance your Co-op and improve the lives of the residents it supports.

Thank you for allowing me to be your Chair.

Sandi Phillips

Chair



2. About

Elthorne First Tenant Co-Op (EFTC) has a close working relationship with the Council, although it is a completely separate entity.

EFTC is managed by a Management Committee comprising currently of nine elected tenant and leaseholder members. The rules allow for up to a maximum of 15 members. The Chair of the Board is Sandi Phillips.

- Sandi Phillips, Chair
- Will King, Treasurer
- Tim Bleach, Secretary
- Ashlea Turpin, Committee Member
- Nasreen Halim, Committee Member
- Victoria Gamble, Committee Member
- Sally Mijit, Committee Member
- Joe Heekin, Committee Member
- Margaret Deasy, Committee Member
- Darren Dear, Committee Member

The Committee meets on a regular basis to monitor how well the TMC is doing, agree plans for the future and decide on policies. The Office Manager, Michelle Small, appointed by the Management Committee, has overall responsibility for the successful operation of the TMC, and for ensuring that the Management Committee's decisions and policies are carried out.

The Council pays a Management and Maintenance and Void Allowance to the TMC to enable it to carry out its functions. For April 2020 to March 2021, we were paid a total of £167,789.

3. How are we performing?

Estate Repairs carried out by Elthorne 1st Co-Op

Over the course of the year 2020/2021 (1st April 2020-31st March 2021) Elthorne 1st Co-Op carried out 113 Repairs. These numbers relate to the

number of jobs carried out and not the number of visits, which is much greater because some jobs require multiple visits. This number does not include those jobs reported through the Co-Op office that are the responsibility of LBI and their contractors.

A number of our repairs fall in the category of 'basic plumbing'. If any resident knows of someone local who is an experienced Plumber, has an up- to- date enhanced DBS check, and is fully insured who they feel may be interested in carrying out these types of works at competitive rates, please speak to Michelle.

IMPROVEMENTS

Elthorne 1st Co-Op, resident, Shirley Kirwan who lives in Duncombe Road, is looking after the Co-Op garden and the communal garden. Shirley is doing a wonderful job.

Charmian Walker-Smith, who is a Mulkern Road resident, has also offered to help Shirley.



4. Estate Repairs – London Borough of Islington

In addition to the repairs carried out by the Co-Op. Elthorne 1st facilitates repair orders to Islington Council. This way the Co-Op can keep track of job numbers (should it be necessary to chase) and provide background information should it be necessary.

Paving repairs and repairs to fabric of the building are the responsibility of Islington Council but the Co-Op facilitates these repairs by quarterly meetings with Estate Services at Holland Walk to highlight any areas of concerns.

1. FINANCE

The breakdown for expenditure was as listed below:

	2020	2021
Housing Management		
Repairs and voids	<u>£63,018</u>	<u>£31,805</u>
	£63,018	£31,805
	=====	=====
General Expenditure		
Wages & salaries	£68,610	£68,883
Social Security costs	£ 7,086	£ 7,079
Staff training	£ 175	£ -
Staff pension costs	£ 5,382	£ 5,338
Committee expenses	£ 320	£ 84
Office costs	£ 723	£ 961
Power, Heat & Lighting	£ 702	£ 496
Insurance	£ 5,606	£ 5,807
Computer running costs	£ 3,212	£ 3,450
Hire of equipment	£ 1,466	£ 1,466
Travelling expenses	£ 215	£ 1,538
Professional subscriptions	£ 228	£ 719
Legal & professional fees	£ 1,543	£ 1,516
Book-keeping services	£10,208	£14,373

Accountancy	£ 800	£ 825
Audit fees	£ 4,478	£ 4,853
Bank charges	£ 1,594	£ 1,564
Printing & stationery	£ 1,113	£ 1,287
Advertising	-	£ 180
Telecommunications	£ 1,980	£ 1,665
Sundry expenses	£ 733	£ 281
Depreciation	<u>£ 1,958</u>	<u>£ 1,698</u>
Total	£118,132	£124,063

NEW BUILD

Islington Council's new build project started in February this year. Unfortunately, there continues to be a number of issues, particularly affecting our resident who lives at no.142 St John's Way, which is adjacent to the build.

In addition, there are issues regarding the contractors Mulalley having blocked off the pedestrian access in St John's Way, so residents are having to walk across the grass verge.

This was not in the plans, and is totally unacceptable.

The Co-Op Manager and a number of residents have raised this with Andrew Hunter who is Islington's Project Manager for this build.

We are told that level access is going to be created along St John's Way imminently (especially given that the wet weather will soon be with us).

6. TENANCY UPDATE

TENANCY – allocating homes in 2020-2021. We had three empty properties (known as voids).

Unfortunately, one of those was due to our long-standing resident Doreen Hallett sadly passing away.

Doreen moved from her maisonette in Mulkern Road where she had lived since 1993, into a 1- bedroom property in 2019.

One of our tenant's in St John's Way downsized from her three bedroom maisonette, and moved into Doreen's 1 bedroom flat.

This meant that the three- bedroom maisonette was able to house a new family.

Sadly, Kim Duffield passed away in April 2021.
Kim had lived in St John's Way for a very long time.

We endeavour to re-let all properties within 6 – 8 weeks of their becoming vacant however because we have to advertise and allocate all our empty properties through London Borough of Islington it is sometimes difficult to keep to timeframes laid down by Co-Op.

RENT ARREARS

Our Rent Arrears Officer Lyn Tuckfield continues to monitor the rent accounts closely and draw up payment plans for Tenant's to pay their regular rent plus some of the arrears.

Well done to those of you who made efforts to pay large sums off your rent arrears and the end of March 2021 (the end of the financial year).

Rent arrears at the end of the last financial year, 31 March 2021 were £35,549.57.

Rent arrears at the end of August 2021 were £26,476.91.

RESIDENT INVOLVEMENT – Since the last AGM we have held two General Meetings via Zoom.

Thank you to those who have joined us. It is greatly appreciated.

Unfortunately, Covid cases continue to rise, which means that we are unable to have any General Meetings in the Co-Op meeting room as it is a small space. Also, Caxton House are not currently hiring out any space to new customers.

7. NEIGHBOURHOOD AND COMMUNITY



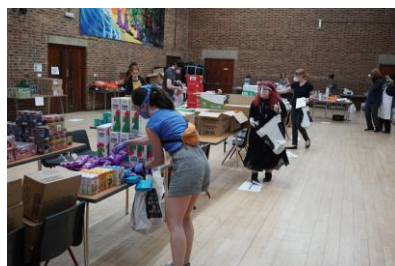
Community Voices Unlimited Opportunity

Elthorne Pride is a resident lead organisation committed to ensure residents are empowered to support those in their community, especially during the last year.

Over 35 volunteers stepped up to help deliver food parcels and keep residents company (in line with government guidelines).

The service provided by Elthorne Pride was based on the feedback of residents across the area. Over the past year support has included: the setting up of a food hall with store cupboard essentials offering advice on preparing cost effective meals, preparing and delivering meals, providing online supplementary support for those children whose education was impacted by school closures and also counselling for families. We also kept in touch by offering online craft and wellbeing sessions some of which were delivered by residents on the Elthorne Estate.

For more information on Elthorne Pride and how you can get involved www.elthornepride.org.uk



Elthorne Pride – Your Big Local



Neighbourhood Watch Scheme

As mentioned in the Summer Newsletter, the former Neighbourhood Watch Co-ordinator Annette no longer lives on the estate, therefore there is currently no Neighbourhood Watch Co-ordinator.

Neighbourhood Watch Schemes are resident led; therefore, a local resident would need to register on the Neighbourhood Watch website which is ourwatch.org.uk.

The local Police Hillrise Safer Neighbourhood Team Officer is PC Wayne Scott. He can be contacted on Wayne.Scott@met.police.uk.

8. WHAT NEXT?

Value for money

The Co-Op is keen to increase the number of approved contractors that it has on its books.

If any resident can recommend qualified, reliable Trades, who are fully insured and have an enhanced DBS check, please let Michelle know. It's important that the Trades are efficient, cost effective and provide a high standard of work.

9. RESIDENT ENGAGEMENT

Over the last year EFTC has had to be realistic on how it can reach out to residents during pandemic and subsequent lockdowns. Health and Safety has been paramount and therefore staff in the office have been proactive in ensuring our most vulnerable residents were not forgotten about. Engagement included an introduction of large print newsletter and regular telephone calls, especially to those residents who are vulnerable/live on their own.

Residents were able to come to the Co-Op office garden when restrictions did not permit office visit for a friendly cuppa and to discuss any concerns they had.

Once restrictions eased, residents were able to attend the office by making a pre-booked appointment.

Quotes from residents

“Thanks for phoning me and keeping in touch to make sure I’m ok. I really do appreciate it.”

“Thank you so much for your lovely text.
That is so thoughtful of you and very much appreciated.
It’s nice to know that you care.”

“Thank you for doing all that I know you have done to try to help and I do so appreciate it all.”

“Thank you so much Michelle. I know how busy you are and do appreciate your help.”

“Thanks, I’m much obliged.”

Good News

Michelle made a submission on behalf of EFTC to Elthorne Pride for a small grant of £500, and was successful in having this approved. This

meant that the Co-Op could continue to help residents stay safe by providing hand sanitisers in the blocks, as well as a supply of masks.

ELTHORNE 1ST Tenant Co-op

Staff at Elthorne First Tenant Co-Op

- **Co-Op Manager – Michelle Small**
- **Finance/Rent Arrears Officer – Lyn Tuckfield**
- **Caretaker/Handyperson – Scott Paton**

The Management Committee

Sandi Phillips, Chair
Will King, Treasurer
Tim Bleach, Secretary
Ashlea Turpin, Committee Member
Nasreen Halim, Committee Member
Victoria Gamble, Committee Member
Joseph Heekin, Committee Member
Margaret Deasy, Committee Member
Sally Mijit, Committee Member
Darren Dear, Committee Member

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