



OUR JOURNEY CONTINUES...

**NEW WORLD
HOUSING ASSOCIATION
ANNUAL REPORT TO RESIDENTS 2018**

'Welcome to the New World Housing Association Annual Report 2018. This year we are looking back at our achievements and moving forward with our plans for 2018 and beyond.'



MESSAGE FROM OUR CHAIR

I would like to open this report with a big thank you to everyone who has helped make this our most successful year ever. We started the year with the acquisition of a new housing scheme at Lambourne Court and during the year have laid the foundations for further growth.

During the year we completed a survey of our residents and I am delighted that the results were so positive – with residents reporting increased levels of satisfaction with our services and the properties they live in. The survey looked at many aspects of our work and we always use them to see what further improvements we can make, but it was great to see the comments and support from our residents with very positive views on the Association overall.

Our finances remain strong and we are committed to increasing our size over coming years – we set ourselves a target of owning 500 homes by 2020 and we remain on course to do this. We also set up the New World Charity this year and have ambitious plans for it – watch this space for more.

It is the hard work and commitment of our staff and my colleagues on the Board that help ensure we remain on target and I thank them for their hard work and support during the year.

Richard Robinson, Chair



LAMBOURNE COURT

‘It is the hard work and commitment of our staff and my colleagues on the Board that help ensure we remain on target and I thank them for their hard work and support during the year.’

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*...a big
thank you
to everyone*

LOOKING FORWARD

At the start of the year we made a commitment to grow the Association further and aim to own 500 homes by 2020.

We bought 20 homes during the year and should have another 20 or so completed by the end of 2018. We have revised our business plan and put in place the steps to raise further funding to ensure that we get to this target on time, with the continuing support of Barclays Bank and others.

We hope to complete on our first Shared Ownership scheme in the next few months, and are looking at our existing properties where there might be opportunities to further develop them.

We look forward to the coming year with enthusiasm and a commitment to continuing to provide excellent standards of service to all.

LOOKING FORWARD...



Our last residents' survey showed that our services are well received and considered to be of a high standard and we look forward to being able to make further improvements in consultation with residents in the future.



RESIDENT CONSULTATIONS

During the coming year we will be looking for ways to interact even more closely with residents and ensure that their voices are not just heard, but their requests are acted upon where possible.



'We look forward to the coming year with enthusiasm and a commitment to continuing to provide excellent standards of service to all.'

Ian Weightman
Chief Executive

THE LAST FIVE YEARS

Over the last five years we have:

Purchased a sheltered scheme which gives the elderly more access to communicate with others, more possibilities to join in health and wellbeing events, and allows their larger property to be available to overcrowded families.

Improved our IT systems Housing Officers have the ability to attend homes equipped with encrypted information to assist tenants more effectively, assist tenants within their homes with applications, text messaging systems to track repairs. Contractors are working with our computer systems so we are aware of all completed repairs.

Updated our website with a new design and improved accessibility.

Recruited a new Board - now with paid members.



LAMBOURNE COURT OUR NEW SHELTERED SCHEME



WHERE WE HAVE BEEN THE LAST FIVE YEARS

Our journey over the last five years...

“ Just keep doing what you’re doing. You are on the right track. Well done. ”

NWHA Resident

THE NEXT FIVE YEARS

We are adapting to a changing world, and over the next five years we will:

Assist tenants to maintain their tenancies – working with their changes of circumstances (welfare reform), help with budgeting skills, job search, re-skill.

Look at different tenures for example Shared Ownership.

Looking at developing on existing land we own.

Maintain the ethnic core of the association whilst expanding/embracing our tenants varied culture.

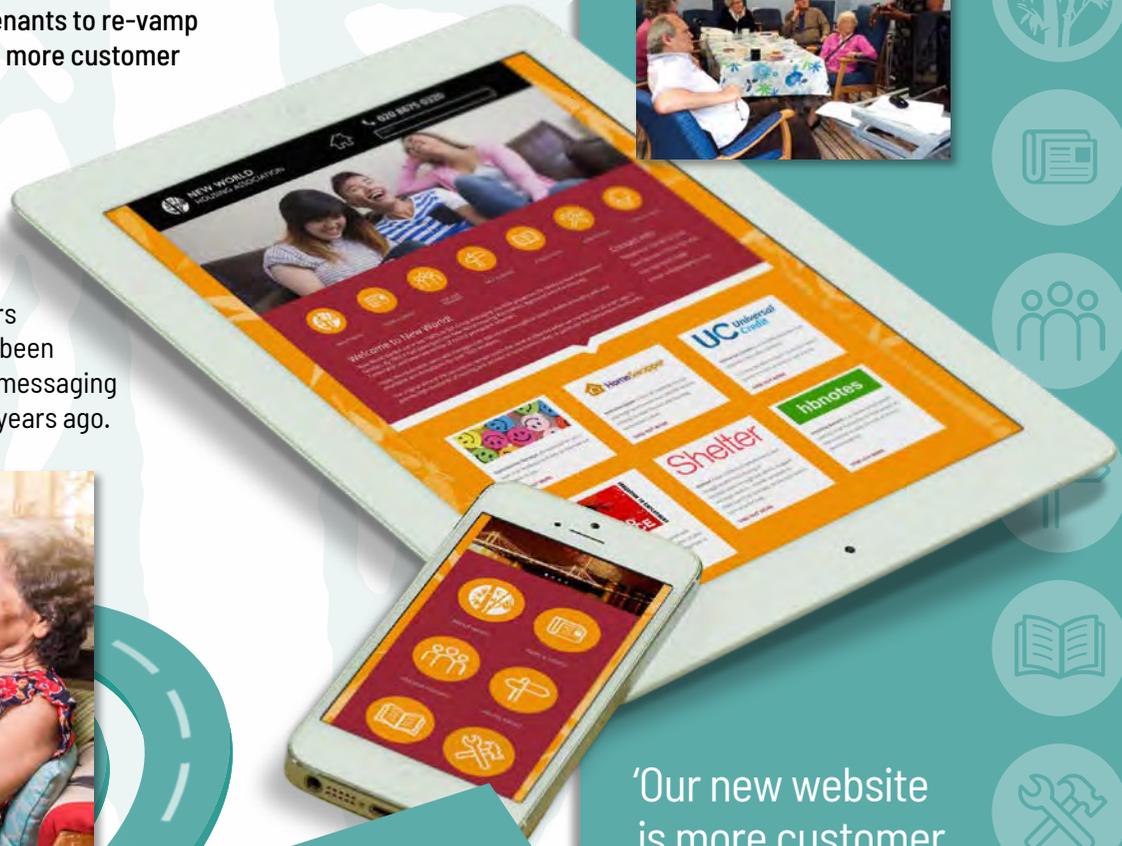


'We are looking forward to the challenges ahead.'

OUR NEW WEBSITE

We have worked with a number of tenants to re-vamp and re-design the website making it more customer friendly and easy to navigate.

The website is more dynamic and allows different headlines to be displayed according to the current climate. Tenants are getting more involved with us through the website as there are various links and pointers enabling more information. This has been a great boost since introducing text messaging for tenants to the Association some years ago.



'Our new website is more customer friendly and easy to navigate.'



STAR SURVEY RESULTS 2018

great improvements!



Percentage of Residents Satisfied:	in 2014		in 2018
Overall satisfaction	80%	+ 5%	85%
Quality of home	82%	- 2%	79%
Value for money: Rent	73%	+ 5%	75%
Value for money: Service Charge	67%	+ 5%	69%
Neighbourhood as a place to live	84%	- 1%	83%
Repairs & maintenance service: Overall	74%	+ 10%	84%
Repairs satisfaction: Reporting the repair	86%	+ 6%	92%
Repairs satisfaction: Making the appointment	77%	+ 9%	86%
Repairs satisfaction: Time taken before work started	67%	+ 13%	80%
Repairs satisfaction: Attitude of the contractor	79%	+ 10%	89%
Repairs satisfaction: Keeping dirt and mess to a minimum	81%	- 1%	80%
Repairs satisfaction: Being kept informed of progress	66%	+ 11%	77%
Repairs satisfaction: The repair being done in one visit	69%	+ 6%	75%
Repairs satisfaction: The speed of completion of the work	60%	+ 19%	79%
Repairs satisfaction: The overall quality of the work	77%	+ 4%	81%
Repairs satisfaction: Satisfaction with the last completed repair	83%	+ 3%	86%
Communication: Last point of contact	77%	+ 7%	84%
Communication: Kept informed	n/a		91%
Communication: Listens to views and acts upon them	51%	+ 23%	74%
Communication: Opportunities to make your views known	n/a		77%
Services: Improvements to your home	48%	+ 7%	56%
Services: Aids and adaptations	49%	+ 3%	52%
Services: Anti-social behaviour	53%	- 8%	45%
Services: Neighbour disputes	49%	- 3%	46%
Services: Moving or swapping your home (transfers and exchanges)	48%	+ 1%	49%
Services: Complaints	51%	- 3%	48%
Advice and Support: Advice on welfare benefits	63%	- 4%	59%
Advice and Support: Advice on rents and service charges	64%	+ 4%	68%
Advice and Support: Support for new tenants	60%	- 11%	49%

We have achieved our highest overall satisfaction score (85%) since 2014.

Of the 29 areas of satisfaction measured, 19 have increased since 2014, compared to eight decreasing over the same period (the other two measures were not comparable due to not being measured in 2014).

In particular, the results suggest that it is the repairs service which is perceived to have improved most consistently, with several of these measures consistently and substantially increasing over time.



OUR PERFORMANCE 2018

MAINTENANCE PERFORMANCE ▶



“Keep on improvements in homes”

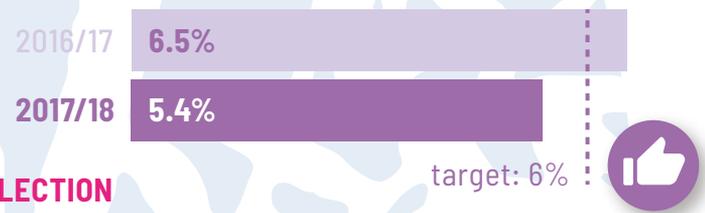
NWHA Resident

VOIDS

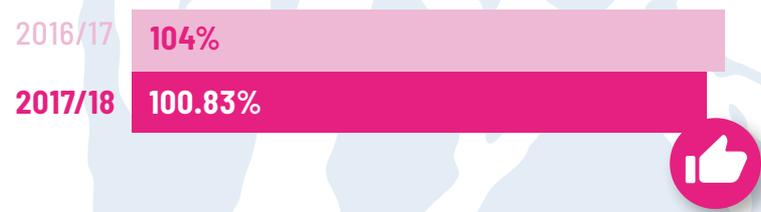


target: 3% or less of revenue

RENT ARREARS



RENT COLLECTION



GREAT PERFORMANCE!

VOLUNTEERS...

We have engaged with a number of different organisations to provide training, development and experience to students wanting to work in all various stages of housing.

Being a diverse organisation we are able to offer and enhance their skills in customer services, marketing, communication, accounting, asset management, arbitration and estate services.

Our voluntary workers have come from schools that offer work experiences, interns from various European countries and resettling youngsters/communities.



HUY GIA DINH NWA VOLUNTEER

Huy Gia Dinh

VOLUNTARY WORK PLACEMENT

Whilst doing voluntary training at New World I carried out a lot of tasks which included; Learning to answer and handle phone calls, scanning and handling letters, preparing and sending letters to tenants, supporting the meeting at sheltered scheme, sorting out the folders.

Designing leaflets for sheltered scheme's meeting was a task I loved. Once I was trained on searching the internet sites I really took pleasure in training the tenants in the sheltered scheme how to use the internet to do shopping. It was very funny to see the first item some wanted to buy was a case of wine.

I am supported by the housing officers and the manager, so I have opportunities to develop my communication skills and basic office skills.

Thao Hoang

VOLUNTARY WORKER

After leaving school in Germany I wanted to pursue a career in medics. So in between leaving school and awaiting for my Uni to start, to broaden my experience of working with people I approached New World to offer voluntary work so I could gain experience working in the housing setting.



THAO HOANG
NWA VOLUNTEER

My experience at New World has been a life lesson. I was amazed at how much information the staff give to the tenants and how little some tenants knew about services available to them from various networks.

Seeing the organisation having so many links and interactions with other professional organisations such as, housing providers, social services, probation services, contractors, local police, agencies, and local councils was pleasing to see as working within this structure I felt the organisation was part of a larger community and not just a housing association. The experience and skills I have gained in such a short time have really helped me to research and share information, hold discussions on difficult topics and be open minded when listening to others.

AND INTERNS AT NEW WORLD

Joanna Stefanova Markileva

INTERN

While working as an intern in New World, the duties that I found most useful were practicing in rent arrears. Checking the tenants rent statements and writing a report really helped me to understand them better.

Working on the Newsletter 2017 was a particular highlight for me. I found it very entertaining and I feel glad to have the opportunity to design and write a newspaper which all the tenants are going to read and enjoy later. As well I think it was a nice experience to have the opportunity to chat with some of the tenants and interview them for the Newsletter.

By the end of my weeks with New World what I found the most useful was to continue with the phone experience. I feel that I am getting much better at it: understanding tenants, answering their questions and solving different matters for them has really given me the confidence to be an advocate for vulnerable people.



JOANNA STEFANOVA MARKILEVA NWA INTERN

Regina Yang Jianing

INTERN

After one week's internship from China to working with New World I worked at Kenneth Lee House. Previously I had no knowledge of this type of scheme until everything was explained to me.

After working with the tenants and Scheme Manager, I think this scheme is very meaningful and helpful, especially for older people.

Helen the Scheme Manager is already of retirement age but she can handle all the things in Kenneth Lee House, and manage the residences so well, I think that's impossible in China. I found so many things I can learn from her.

Whilst working in the office, I learned some relevant knowledge about renting houses and this industry.

Although I learnt so much whilst at New World, checking and recording the letters from Lewisham council, recording housing benefit amounts, dealing with contractors by chasing or reporting a repair was a very new and positive learning experience for me. I would like to thank New World and the staff for this very valuable experience.



REGINA YANG JIANING
NWA INTERN



BRITANY WITH A TENANT OF
KENNETH LEE HOUSE



SERENA ...ALL IN A DAY'S WORK



STEPHANIE WORKING HARD...

'Thank you to all our interns and their invaluable assistance over the last year'

OUR FINANCES

STATEMENT OF COMPREHENSIVE INCOME	2018	2017
<i>For the year ended 31st March 2018</i>	£	£
Turnover	3,008,876	2,926,422
Operating Expenditure	<u>(1,680,227)</u>	<u>(1,594,950)</u>
Operating Surplus	1,328,649	1,331,472
Interest receivable and other income	1,586	3,116
Interest payable and similar charges	<u>(422,035)</u>	<u>(461,669)</u>
Surplus on ordinary activities before taxation	908,200	872,919
Taxation on surplus on ordinary activities	-	-
Total Comprehensive Income for the year	<u>908,200</u>	<u>872,919</u>

STATEMENT OF CHANGES IN RESERVES

Balance brought forward	7,991,558	7,118,639
Surplus from Statement of Comprehensive Income	908,200	872,919
Balance carried forward	<u>8,899,758</u>	<u>7,991,558</u>

All activities reported above, both in the current and preceding year, relate to continuing activities.

The Auditors have given an unqualified report on the statutory financial statements. Copies of the full statutory financial statements are available on request by contacting the office.

STATEMENT OF FINANCIAL POSITION

As at 31st March 2018

	2018	2017
	£	£
TANGIBLE FIXED ASSETS		
Housing Properties - Depreciated Cost	19,905,686	19,940,762
Investment Property	100,000	100,000
Other Fixed Assets	<u>10,900</u>	<u>20,729</u>
	20,016,586	20,061,491
CURRENT ASSETS		
Debtors	206,233	240,272
Cash and Cash Equivalents	<u>1,262,388</u>	<u>627,024</u>
	1,468,621	867,296
Less:		
CURRENT LIABILITIES		
CREDITORS: Amounts falling due within one year	<u>(907,002)</u>	<u>(736,607)</u>
NET CURRENT ASSETS	561,619	130,689
CREDITORS: Amounts falling due after more than one year	<u>(11,578,432)</u>	<u>(12,100,607)</u>
TOTAL NET ASSETS	8,999,773	8,091,573
CAPITAL AND RESERVES		
Share Capital	15	15
Unrestricted Reserves	8,999,758	7,991,558
Revaluation Reserve	<u>100,000</u>	<u>100,000</u>
	<u>8,999,773</u>	<u>8,091,573</u>

These financial statements were approved by the Board of Directors on the 19th June 2018.

STAFF, BOARD, LEGAL & ADMINISTRATION

Staff

Ian Weightman Chief Executive
Robert O'Flaherty Finance Manager
Sandra Francis Housing Manager
Helen Kon Scheme Manager,
Kenneth Lee House
Thanh Nguyen Housing Officer
Lauren Panton Housing Officer
Steve Edwards Maintenance Officer
Hannah Simpson Administrative Officer
Phu Tao Housing Officer

Board

Richard Robinson Chair
Elinam Attipoe Secretary
Matthew Doman
David Taylor
Patricia Umunna
Charles Culling
Lisa Rae
Karen Harris
Dawn Stephenson



Registered Auditors

Knox Cropper
Chartered Accountants
8/9 Well Court
London EC4M 9DN

Principal Bankers

Royal Bank of Scotland PLC
5th Floor, 135 Bishopsgate
London EC2M 3UR

Barclays Business Banking
PO Box 544
1st Floor, 54 Lombard Street
London EC3V 9EX

Principal Solicitors

Zhong Lun Solicitors
10-11 Austin Friars
London EC2N 2HG

OUR MISSION

To provide high quality and affordable homes, primarily to people in housing need from the Vietnamese refugee community.

提供品質高, 平宜租金住宅主
要配給有需要房屋的越南難民

cung cấp nhà cửa phẩm chất cao, tiền thuê vừa phải, đặc biệt cho người cần nhà trong cộng đồng tỵ nạn việt nam

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New World Housing Association is registered under the Co-operative and Community Benefit Act 2014 and is also registered with the Homes and Communities Agency No: LH3980



LAMBOURNE COURT NEIGHBOURHOOD MEETING WITH LOCAL POLICE