



COMMUNITY

COLLABORATION

OPPORTUNITY

NEW WORLD

FUNDING

STRATEGY

annual report  
to residents 2016



# New World HA

## Annual Report to Residents 2016



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 tị nạn việt nam

**OUR MISSION**

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# Introduction from the Chair

I am again delighted to report on the work of the Association over the last twelve months and report on another successful year for New World.

As a Board we have seen a number of changes – with one or two long standing Board members going and a few new faces joining. We will continue to renew our Board over the coming years to bring in fresh ideas and ensure that we collectively have the skills needed to run the Association.

During the year as a Board we approved our new business plan setting out our ideas for the future and how we intend to continue to grow. Although funding for new homes is scarce and government spending is being cut across all areas, we recently secured new funding with Barclays Bank to enable us to provide more new housing. It is our intention to start developing again during the coming year – with the aim of having over 500 homes within the next two years. As a small Association our ambition is to grow – not just to make the Association more financially secure, but to help meet the need of our residents now and in the future.

We will look not just to provide our traditional social housing, but may also extend into the private housing sector as we believe we can provide specialist housing at less than the current market rents. ‘Pay to stay’ and ‘Tenancies for life’ are areas where we are working with local councils to ensure our customers’ needs are at the focus of discussions.

This year was the most financially successful the Association has ever had – we were able to spend a considerable amount on improvements to properties and planned maintenance – new boilers, new windows and a programme of new kitchens and bathrooms. Despite this spend, we made our largest ever surplus which will allow us to continue to invest in our homes in coming years. We have a comprehensive stock condition plan that will see us continue to spend money on our current homes now and into the future. All this happened despite cut backs on welfare reform spending by central government. We are also confident that even after the government reducing the rents by 1% in the sector our planned projection shows we continue to be able to provide a range of services and improvements without breaking the bank.

*I would like to take this opportunity to thank my fellow Board members, our staff, our volunteers and everyone who has worked with us over the last year for all their efforts in making the last year one of our most successful ever.*



RICHARD ROBINSON, CHAIR

INTRO



**new faces**  
have joined our Board



**new developments**  
are planned for next year



this year was our most  
**financially successful**

# Report on New World



we held a  
**housing tour**  
to visit our  
recently built  
schemes

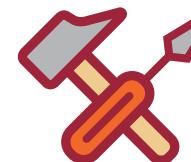


The Association ran a number of resident involvement exercises during the year including an open day at Kenneth Lee House (our Vietnamese / Chinese elder scheme in Greenwich), consultation on starter tenancies and IT training and support courses for residents.

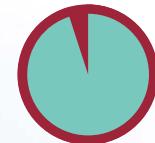
We held a Housing Tour – an opportunity for Board members and residents to get together and visit various schemes which have been built over the last few years, view a few empty properties to gain first hand insight into required void works, listen and talk to each other and discuss the work of the Association and how we could get even better. These tours are held every few years and as part of the tour this year we got some of our Board members to judge the gardening competition, giving out prizes to the winners as they went around South London.

This year the Association engaged with deeplake to provide a tailored text service for our tenants. The communication between our contractors, tenants and ourselves have been much more streamlined and transparent. Text messages are used in group settings, one-to-one with contractors and tenants as well as with the staff team. Surveys are carried out by this service allowing for a much quicker and reliable response.

The Association completed over 1,100 responsive repairs during the year – with over 95% of them completed on time. Satisfaction levels continue to be high – many of our residents complete a brief survey after repairs are carried out and we use the results to monitor the work of our contractors. We are delighted that once again the overwhelming result is one of satisfaction and pleasure with the service.



**1,100**  
responsive  
repairs were  
carried out



**95%** were  
carried out  
on time

**REPORT ON...**



The Association let 16 homes during the year – a mix of relets and mutual exchanges.

The Association managed to reduce rent arrears during the year – we do appreciate that many of our residents can face financial difficulties and cuts to benefits, and we work very hard with many residents to ensure that they claim all the benefits they are entitled to, and work with everyone to keep any arrears to a manageable amount.



DAY TRIP TO HASTINGS



The Association continues to make various promises to residents each year. These promises having been agreed by residents. Our promises are to :

- Provide great customer care
- Carry out repairs in a professional way
- Respond effectively when things do go wrong
- Contribute to clean, safe and peaceful neighbourhoods
- Act effectively on all reports of anti-social behaviour
- Allocate homes fairly and welcome new residents effectively
- Be straight in our communications and support resident involvement

One of the highlights for the year was our annual outing with residents and their families – in 2015 we took coaches to Hastings on the south coast. These days out are always popular, and allow residents and staff to mix in a more informal way – something that we do not always have time to do during a normal week.

*Finally, we would like to thank everyone who was involved in organising and attending the various trips and meetings we had during this year and look forward to welcoming you again in years to come.*

# Working in Partnership

*We thought you would like to know a little bit more about our maintenance contractor, Klassic...*

## Main Tasks of Klassic

Klassic is a contractor that has been working with New World Housing Association for a long time. Their services are diverse: cleaning, gardening and maintenance are all provided. They also offer additional services which include plumbing, painting and decorating and electrical work and gardening, like pruning and weeding, is another main area that they work on.

## Working with Housing Associations and the Private Sector

Klassic provides services to both housing associations and private sectors, though they offer more or less the same services, the requirements of their clients vary a lot. The main difference is that when they work for housing associations they are concerned with only communal areas.

## Flexibility of Staff

Most of Klassic's staff are very flexible in catering for the needs of their clients. There are several gardeners, some of them are good at deep cleaning and some work well in other areas like carpentry, plastering and tiling and void work.



**KLASSIC**

Their maintenance staff are able to multitask, carrying out work like plumbing, flooring, roofing and electrical work. Instead of sending different people to carry out various work, the outstanding flexibility of Klassic's staff enable them to do a lot for each property at one time.

Furthermore, their staff drive vans which are well equipped with different kinds of tools and materials like light boxes, sockets and fuses that all are needed for their work. As a result, they can provide efficient services to their clients by not wasting time in purchasing the required materials instantly.

## Impacts of Reducing Social Housing Rents on their Business

Klassic believes that reduction or increase in social housing rents has no considerable impact on their business as they provide services that are needed. However, the reduction may result in having more new buildings which will possibly become new business to them.

## Klassic Apprenticeship

Klassic offers apprenticeship schemes in gardening and cleaning. If there are any opportunities, they will let the housing association know so that tenants can receive information about them.



## Most Rewarding Part of Klassic's Work

The most rewarding part of their roles is that the services they provided are needed. They are glad to offer quality services to their clients and receive positive feedbacks from them. They keep on growing, aiming to diversify their services so as to cater different needs of their clients.



## *and One Stop, our gas & plumbing services contractor*

### **Main Tasks of One Stop**

One Stop is another contractor that has worked with New World Housing Association for a long time. As a company providing gas and plumbing services, One Stop specialises in installation and maintenance of different kinds of gas appliances like boilers, gas water heaters and cookers; while matters related to plumbing like leaks, blockages and power of flushing are also concerned.

### **Working with Housing Associations and the Private Sector**

One Stop feels that there is not a big differences between the work they do with the housing association and that with private sectors. As they provide services to tackle the problems in gas and plumbing, which are more or less the same; no matter who they are working for, the most important thing is to get the problems solved.

### **The Staffing Team at One Stop**

One Stop is registered with the Gas Safety Register, so that their engineers are qualified and legally allowed to carry out installation on different gas appliances. They can also be trusted as they wear uniforms and carry identification cards with them while working. Provided with regular training, One Stop's engineers are flexible, being able to handle most of the problems related to gas and plumbing. Whenever there is something challenging, they get the job done by working together. In case of emergencies, they can respond swiftly as they provide daily 24 hour services throughout the week.

### **Impacts of Reducing Social Housing Rents on their Business**

One Stop believes that reduction in social housing rents has no significant impacts on their business since installation and maintenance on gas and plumbing are always needed.

### **Most Rewarding Part of One Stop's Work**

The most rewarding part of their roles is that they are able to get everything done and solved efficiently. They are also glad to be reputed as a professional and trustworthy company, with thousands of customers who are satisfied with their work and continue to use their services.

# ONE STOP



STEPHANIE TALKS TO ONE STOP



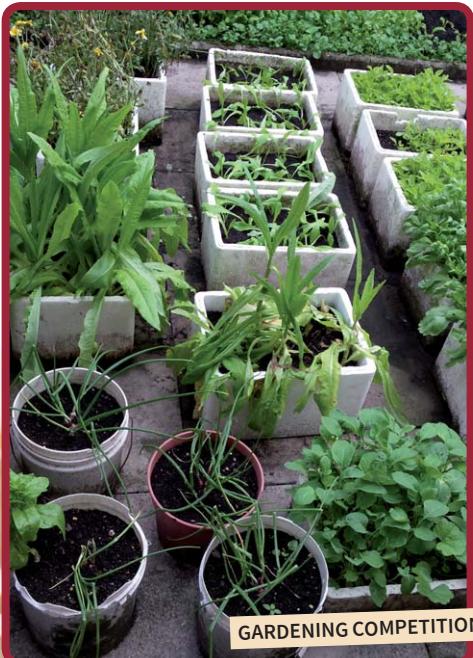
**working in  
partnership**



# 8 Our Performance

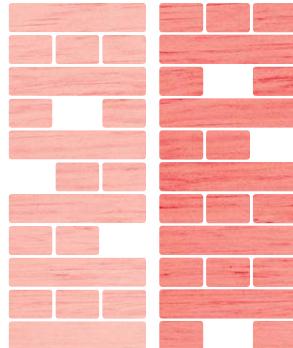
We continued to meet our targets in most of our Key Performance criteria.

We are particularly pleased to retain 100% for our emergency repairs; completing all emergency repairs within the target of 24 hours, and to achieve similar figures for urgent and routine repairs.



## emergency repairs

target: 24 hours

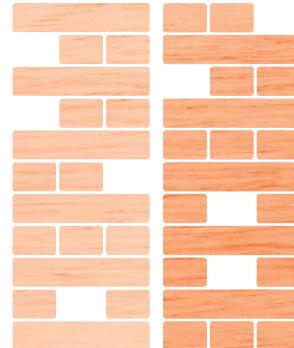


**100%**  
2014/15

**100%**  
2015/16

## urgent repairs

target: 5 days



**96%**  
2014/15

**96.88%**  
2015/16

## routine repairs

target: 28 days

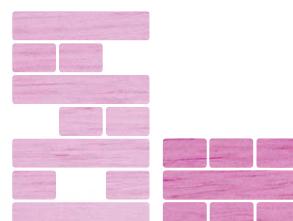


**98%**  
2014/15

**96.3%**  
2015/16

## voids

target: 3%  
or less of  
revenue



**0.6%**  
2014/15

**0.28%**  
2015/16

## rent arrears

target: 4%



**7%**  
2014/15

**6.65%**  
2015/16

**PERFORMANCE**



# Value for Money

The regulatory framework for the sector includes a specific standard for Value for Money (VfM). Our regulator, the Homes and Communities Agency (HCA), expects us to “have a strategy for optimising VfM, and systems to ensure that this strategy is delivered.”

## How we deliver Value for Money

- We have a Value for Money culture, ensuring all employees play a role in this
- We recognise that quality is important, and not just the price and this underpins our procurement system
- We compare ourselves to similar organisations, and benchmark ourselves to ensure that we remain competitive

During the year we froze or cut our budgets for nearly all areas of expenditure. We have during the course of the year managed to reduce our budget and spend in over 80% of our cost centres.



Achieving Value for Money  
is important for our business.



we balance  
**cost & quality**



we have **reduced spending**  
in over 80% of our cost centres



# 10 Our Finances

This is a summary of our accounts for the year.  
A full set of audited accounts is available from the office.



## BALANCE SHEET

As at 31st March 2016

### Tangible Fixed Assets

	2016	2015
	As restated	£
Housing Properties - Depreciated Cost	17,779,525	17,758,806
Investment Property	100,000	100,000
Other Fixed Assets	<u>31,562</u>	<u>41,178</u>
	<u>17,911,087</u>	<u>17,899,984</u>

### Current Assets

	2016	2015
	As restated	£
Debtors	254,784	324,268
Cash at Bank and in Hand	<u>2,464,293</u>	<u>2,532,713</u>
	<u>2,719,077</u>	<u>2,856,981</u>

Less:

### Current Liabilities

	2016	2015
	As restated	£
Creditors: Amounts falling due within one year	(803,727)	(1,164,013)

### Net Current Assets

	2016	2015
	As restated	£
	<u>1,915,350</u>	<u>1,692,968</u>

### Total Assets less Current Liabilities

	2016	2015
	As restated	£
	<u>19,826,437</u>	<u>19,592,952</u>

### Creditors: Amounts falling due after more than one year

	2016	2015
	As restated	£
	<u>12,607,783</u>	<u>13,053,305</u>

### Capital and Reserves

	2016	2015
	As restated	£
Called up Share Capital	15	15
Income and Expenditure Account	7,118,639	6,439,632
Revaluation Reserve	<u>100,000</u>	<u>100,000</u>
	<u>19,826,437</u>	<u>19,592,952</u>

## INCOME AND EXPENDITURE

For year ended 31st March 2016

	2016	2015
	£	£
Turnover	2,984,342	2,805,882
Operating Costs	<u>(1,802,518)</u>	<u>(1,508,207)</u>
<b>Operating Surplus</b>	<b>1,181,824</b>	<b>1,297,675</b>
Interest receivable and similar income	4,762	4,473
Profit on sale of fixed asset	-	-
Interest payable and similar charges	(507,579)	524,408
<b>Surplus on ordinary activities before taxation</b>	<b>679,007</b>	<b>777,740</b>
Taxation on surplus on ordinary activities	-	-
<b>Surplus for the year</b>	<b>679,007</b>	<b>777,740</b>
<b>Movement on Income and Expenditure Reserve</b>		
Balance brought forward	6,439,632	5,661,892
Surplus for the year	<u>679,007</u>	<u>777,740</u>
Balance carried forward	<u>7,118,639</u>	<u>6,439,632</u>



# SoLFed

New World HA is a member of the South London Federation of Small Housing Associations (SoLFed), operating in the London Boroughs of Greenwich, Lambeth, Lewisham, Southwark and Wandsworth.

The Federation is committed to the provision and management of affordable, good quality housing by small and locally accountable organisations.

We seek to achieve this through :

- Sharing resources and risks
- Joint procurement of consultants on projects of common interest
- Adopting common policies
- Setting up partnership arrangements for development and management of new schemes
- Benchmarking our performance and sharing information

Through SoLFed we jointly work with the Solomon group (another group of likeminded associations based in North London) and again took part in the annual joint staff day – a chance for everyone to come together and share best practice, learn from each other and get ideas that they can bring back to New World to implement for the betterment of our residents for the future.



we are committed to providing  
and managing affordable,  
**good quality housing**



# Staff & Board Legal & Adminstration

## New World HA Staff

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

## NWHA Board

**Richard Robinson**, Chair  
**Sol Mead**  
**Elinam Attipoe**  
**Matthew Doman**  
**David Taylor**  
**Patricia Umunna**  
**Charles Culling**

## Registered Auditors

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

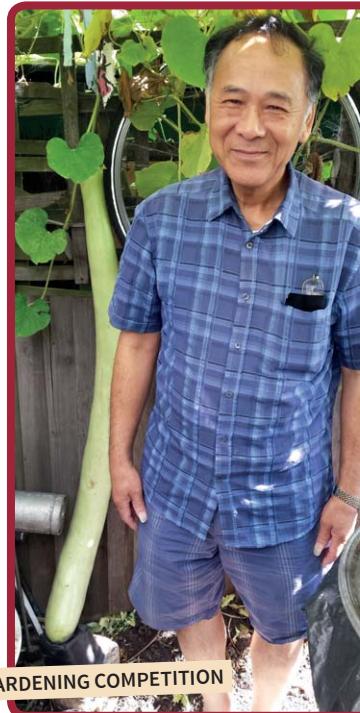
## Principal Bankers

**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



GARDENING COMPETITION



NEW KITCHENS



## Registered Office

8 Grange Mills, Weir Road, Balham, London SW12 0NE

Tel : **020 8675 0320** Fax : **020 8675 9388** Email : **info@newha.co.uk**

Web: **www.newha.co.uk**

New World Housing Association is an exempt charity and is registered under the Co-operative and Community Benefit Societies Act. New World is registered with the Homes & Communities Agency No: LH3980

**NEW WORLD HA**