



Maynard Co-operative
Housing Association

Annual Report and Accounts 2019-20

About us

Maynard Co-operative Housing Association (MCHA) has been providing quality affordable homes for local people for over 40 years.

Formed in 1977, we now own 118 homes in the Highfields area of Leicester and rent properties to people from a diversity of cultures.

As a community-based housing co-op, we are run by and for our tenant members. So you, our tenant members, are at the heart of everything we do.

We reinvest any profits into improving our homes and services. We are also looking to invest in buying new homes, to expand our housing stock further.

Our managing agent is PA Housing, which delivers various services on our behalf. These include managing waiting lists, allocating homes, collecting rent and maintaining and repairing properties.

We work in partnership with our tenant members, local residents, funders and other partners to develop vibrant and sustainable communities where people are proud to live.

“So you, our tenant members, are at the heart of everything we do.”



Welcome



A message from Alam Navsa, Chair of Maynard Co-operative Housing Association

Welcome to our 2019/20 annual report, where you can read about some of the exciting projects that have been going on at Maynard Co-operative Housing Association.

Over the past 12 months our staff and management committee have been working on a number of initiatives to improve services, upgrade homes and modernise the way we do things.

This includes drawing up plans to update our governing rules, reviewing our repairs and complaints procedures and looking at better ways to gather your feedback through tenant surveys.

Our continuing work to maintain and improve your homes has included carrying out electrical upgrades to ensure our properties are safe and up to date.

Last year we hosted our popular Tenant Members' Conference and this year we ran

training courses to enhance the skills of our management committee members.

Recent months have, of course, been very challenging as we all seek to cope with the impact of the coronavirus crisis. Inevitably, social events have been cancelled and normal services affected. We have had to make significant alterations to our services such as surgeries and repairs, and our committee meetings have been held online.

Rest assured that your co-op is still working hard to keep vital services running and to look after you, our tenant members.

I want to thank all of you – our tenant members, committee, managing agent and partners – not only for your contribution over the last year, but also for your dedication and patience during the past few difficult months.

These are tough times but, by pulling together, we will get through. I look forward to us resuming our normal services and varied calendar of social activities as soon as we are able.

“Rest assured that your co-op is still working hard to keep vital services running and to look after you, our tenant members.”

Tenant conference success

We were delighted to see so many of you join us last year for our hugely successful Tenant Members' Conference.

There was an excellent turnout of Maynard tenant members who all gave lots of great feedback about this enjoyable and informative event.

Visitors got the chance to pick up invaluable fire safety advice, find out how to join our committee and learn more about our gas contractor and the



support available from our Tenancy Sustainment Team.

During the event, held at the Sapphire Suite last June, we also recruited people to join our new Scrutiny Panel. This tenant-led group has been set up to monitor how well we are doing and help us improve our services.



“really enjoyed it”

“useful, friendly and professional”

“great conference”

“a lovely day!”



Day trip adventures

A total of 132 Maynard residents enjoyed our summer day trip to Chessington World of Adventures in July last year.

The theme park and zoo visit was followed by our winter trip to Birmingham and the Bull Ring shopping centre in November.



Moving with the times

Maynard housing co-op has been working hard behind the scenes over the last year to make sure we are up to date and prepared for whatever the future might hold.

Our team has been looking at the rules that govern the way we run the co-op and assessing how we can improve them.

We have concluded that our current rules, drawn up in 1981, are out of date so we are hoping to replace them with new ones drafted

by the Confederation of Co-operative Housing (the national representative body for housing co-ops).

When the current national lockdown allows, we plan to hold a special general meeting for our tenant members so that we can formally agree to update our rules.

As well as being clearer and more detailed, the rule changes cover:

- electronic communication with committee and tenant members
- a commitment to diversity, equality and respect
- committee size, election and nominations
- disputes.

Electrical safety work

Electrical upgrades have been carried out on our homes to ensure they are kept up to a good and safe standard.

This ongoing programme of work includes installing new light fittings, sockets, USB points and extractor fans in kitchens and bathrooms.

We have been offering a free USB plug as an incentive to encourage our tenant members to allow us access to homes so we can conduct this essential work.

It follows inspections on Maynard homes by our electrical contractor Dodd Group, which highlighted where modernisation was needed.



Lights and extractor fans to be installed

Repairs contract update

Day-to-day repairs in your home are continuing to be carried out by PA Housing, after we extended our contract with them until March 2021.

Boosting skills



Committee members benefited from a range of training earlier this year which will help them in their role managing Maynard housing co-op.

Our surveyor, Jan Wolloff, ran an informative session in February about asbestos and the findings of such surveys on your homes.

This was followed in March by a workshop run by Dawn Cooke, Independent Living Manager at PA Housing, about safeguarding and tackling different types of abuse.

All participating committee members rated the training 'excellent' or 'good'.

Comments included:

"Really found this useful. The tutor was very good and clear."

"Good course material and very easily understandable."

Welcome Jan

MCHA was delighted to welcome back a familiar face last year when we appointed our new full-time surveyor.



We recruited Jan Wolloff last autumn to expand our team and improve our maintenance service.

The father-of-two, from Wigston, previously worked for us between 2002 and 2017 in various roles including property services manager, surveyor and contact centre repairs coordinator.

Jan said: "I had a great time working with the co-ops in the past, so I'm relishing the opportunity to play my part in improving our services for tenant members."

Farewell Patrick



We recently said goodbye to a longstanding supporter of the co-operative movement who has been involved with MCHA for many years.

Patrick Taylor, Executive Director of Customer Services, left PA Housing this spring.

He began his career in 1993 with Family First, which became part of asra Housing Group and then PA Housing in 2017.

Patrick said: "I've enjoyed working at PA Housing. I do believe that the organisation is in a strong position and will continue to provide great services to customers."

Listening to tenants

Our team has spent considerable time over 2019/20 formulating a new way to gather your feedback on our homes, neighbourhoods and services.

Instead of the tenant members' survey usually carried out at our AGM, we have appointed independent specialist consultancy Acuity to help us collect your views.

The new surveys will ask many similar questions as before but also some new ones, in order to better understand how well we are performing.

There will be a postal survey of all our tenant members, possibly followed by a phone survey. The coronavirus lockdown has delayed roll-out of this new approach but we hope to agree a date soon.

Looking to the future

Maynard housing co-op has various plans in the pipeline for the coming year, subject to the easing of the current coronavirus restrictions.

These include proposed changes to our rules, tenant surveys and repairs and complaints procedures, as outlined here in this annual report.

We also hope to complete a full stock condition survey and explore the possibility of acquiring more homes.

Repairs and complaints shake-up

Over the course of the last year we have reviewed the way we deal with repairs and complaints.

Independent auditors TIAA assessed our procedures and made various recommendations to improve these areas of our work.



Repairs

TIAA found that we regularly exceed our targets for attending emergency and routine repairs.

To improve further, their report recommended:

- reviewing our repairs policy to ensure it is up to date
- amending our repairs leaflet to clarify the target for routine repairs
- reporting post-inspection and tenant satisfaction survey results to the management committee.

Complaints

The auditors agreed that our new complaints system will help ensure cases are managed in an efficient manner.

They recommended:

- reviewing and amending our complaints policy where required
- ensuring we stick to our targets for acknowledging and responding to complaints
- including in reports to the management committee dates of significant actions relating to complaints.

Your committee

Attendance

Committee member	Meetings attended April 2019-March 2020
Mr A Navsa	7 out of a possible 8
Mr Lorgat	7 out of a possible 8
Mr Sheikh	8 out of a possible 8
Mrs Lorgat	6 out of a possible 8
Mr S Gaffar (co-optee)	6 out of a possible 8
Miss Hussain	6 out of a possible 8
Mr M E Yakub	6 out of a possible 8
Mr Tim Clarke (co-optee)	5 out of a possible 8
Mr Makda	5 out of a possible 8
Mr Butt	5 out of a possible 8



From left to right -
 Top row: Mr Navsa, Mr Lorgat, Mr Sheikh, Mrs Lorgat, Mr Gaffar, Miss Hussain
 Bottom row: Mr Yakub, Mr Clarke, Mr Makda
 (Mr Butt not pictured)

Lend your voice

We are always on the look-out for new committee members to help us manage Maynard Co-operative Housing Association.

Being a member of the committee means you can influence how the co-op is run and shape

its future plans. You can have your say on different aspects of our work, including home improvements and service performance.

Meetings generally last no more than a couple of hours and we offer full training, out-of-pocket expenses and even child care support if needed.

If you'd like to find out more, please contact Nicola Parlby on **0116 204 4135**.

How we are doing

Here is a summary of our performance from 1st April 2019 to 31st March 2020

Repairs

We aim to respond to



99%

of **emergency** repairs within 24 hours

32

out of **32** jobs (100%) responded to on time



93%

of **routine** repairs within 14 calendar days

274

out of **320** jobs (85.4%) responded to on time

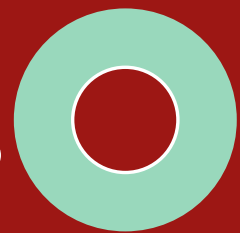
Rent collected

Target

100%

Achieved

100.21%



Lettings



We have re-let **3** homes in the last year

Empty properties



At March 2020, we had **1** empty property

You said ...

Our customer satisfaction surveys for repairs (for November 2019-March 2020) showed:

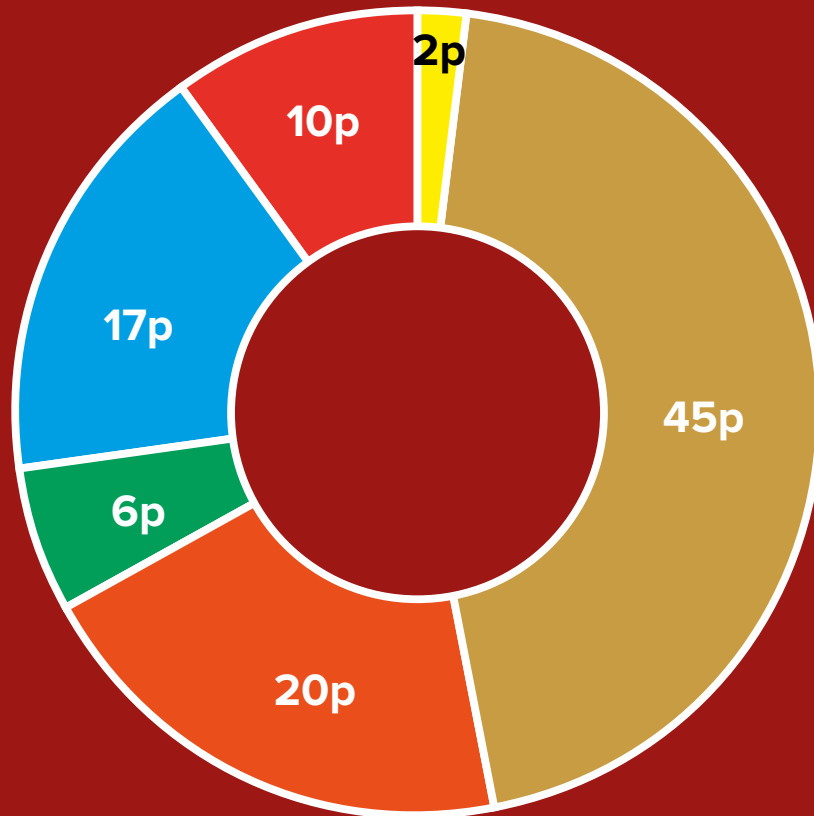
- ✓ the repairs contractor turned up on time – **100%**
- ✓ they were helpful and polite – **100%**
- ✓ the overall repairs service was good or excellent – **96%**

Money matters

Statement of Comprehensive Income				
	£'000	2020	£'000	2019
INCOME				
Rent Receivable		518		494
Service Charges		13		10
Social Housing Grant		30		30
Other Grants		12		12
Total Income		573		546
EXPENDITURE				
Services		8		12
Management		186		164
Routine Maintenance		82		82
Bad debts		-		1
Major Repairs/Planned Maintenance		68		45
Depreciation		71		66
Total Expenditure		415		370
Operating surplus		158		176
Interest Receivable		1		1
Interest Payable		-		-
Surplus for the year		159		177

Statement of Financial Position				
	£'000	2020	£'000	2019
FIXED ASSETS		3,031		3,073
Current Assets		798		610
Creditors (<1 Year)		(153)		(124)
NET CURRENT ASSETS		645		486
TOTAL ASSETS LESS CURRENT LIABILITIES		3,676		3,559
CREDITORS (> 1 YEAR)		(2,022)		(2,064)
TOTAL NET ASSETS		1,654		1,495
SHARE CAPITAL AND RESERVES		1,654		1,495

How we spent each £1 of your money in 2019-20



- Services
- Management
- Routine maintenance
- Major repairs
- Depreciation
- Planned maintenance

Thank you

We would like to thank all our contractors, suppliers and partners who have worked with us over the last year for their ongoing support. These include:

- PA Housing (managing agents)
- The Venue (AGM venue)
- Rafiq Catering (caterers)
- Confederation of Co-operative Housing (business planning support)
- Furry Dice Promotional Goodies (stationery suppliers)
- Rogers Spencer (external auditors)
- Neil Plumb Photography (photographic services)
- Woods Coaches (travel provider)
- Word Association (communications)
- Northstar (door replacement programme)
- Assured Alarms (office security works).

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