



Maynard Co-operative  
Housing Association

# Annual Report and Accounts 2023/24

# About us

Maynard Co-operative Housing Association (MCHA) has been providing quality affordable homes for local people for the past 47 years.

Formed in 1977, we own 117 homes in the Highfields area of Leicester and rent properties to people from a diversity of cultures.

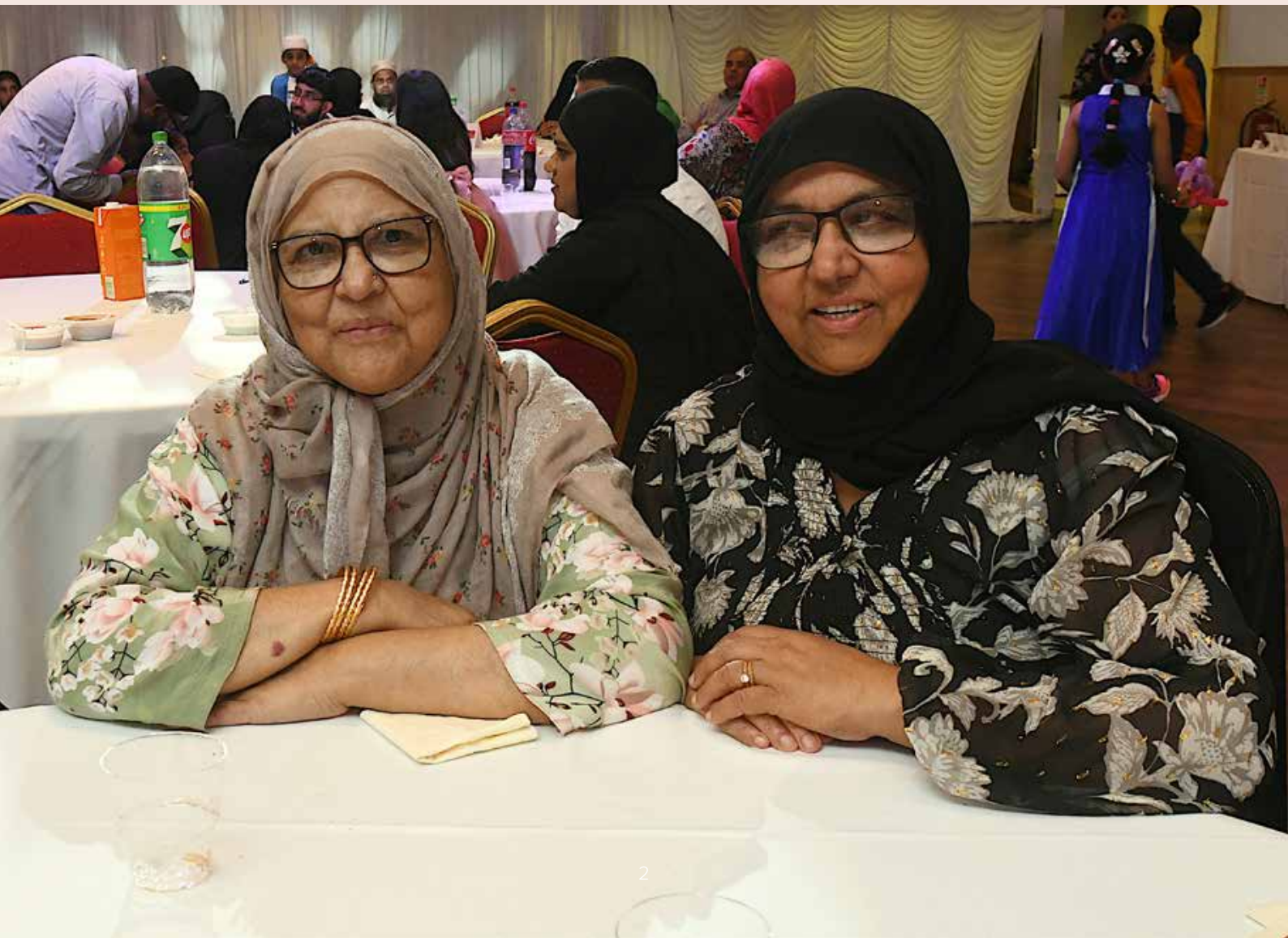
As a community-based housing co-op, our tenant members are at the heart of everything we do.

Run by and for our tenant members, 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.

“Formed in 1977, we own 117 homes in the Highfields area of Leicester ...”

Our managing agent, PA Housing, 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 build thriving, vibrant communities where people are proud to live.



# Welcome



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

We are currently in a climate of great change, as a new government lays out its plans to ‘re-set’ the UK with a shake-up of policies affecting many aspects of our lives – from social housing and health to transport and the environment.

It remains to be seen how this will impact on organisations such as our housing co-op, local businesses, our families and us as individuals. But be assured that we are committed to protecting the interests of our co-op and our communities, whatever the future holds.

Maynard has also experienced various changes on a local level over recent months. We have welcomed Krishan Mistry as our Housing Management Officer, after Shereen Sheikh moved to a new role as an Extra Care Scheme Manager with PA Housing.

In addition, we have been getting to know Anzar Umar as Ross Walk co-op’s new Housing Management Officer after Pankaj Rathod became both co-ops’ trainee surveyor.

I am also pleased to say that Michael McDonagh, PA Housing’s new Chief Executive, has been very

involved with our activities and keen to engage with our team and tenant members.

In this report, you can find out more about his commitment to our co-op. You can also read about our performance and achievements in 2023/24 – including work to improve the repairs service, following the feedback you gave us during our tenant satisfaction survey.

I would like to encourage Maynard residents to get more involved with the co-op by making the most of our social activities and also by considering joining our management committee. Just contact us for more details.

Finally, I want to say a big thank you to all our tenant members, committee members, managing agent and valued partners for their dedication to Maynard housing co-op throughout the past year.

“Maynard has also experienced various changes on a local level over recent months.”

# 'Special relationship' nurtures thriving communities



The 'positive energy' of Maynard's 'thriving communities' has been praised by our managing agent's new boss.

Chief Executive Michael McDonagh has also pledged his commitment to nurturing PA Housing's 'special relationship' with Maynard Co-operative Housing Association.

Having met our team and some of our residents during a visit in October last year, Michael recently joined us for this year's Tenant Members Conference where he chatted to tenants and answered questions.

He said: *"The Maynard and Ross Walk co-ops have played a significant part in the history of PA Housing over the years and I'm extremely proud of our relationship with them, and of the work of colleagues in helping to support these thriving communities.*

*"Whenever I have visited residents in their homes, or simply said hello to people on the street as I walk past, I'm always uplifted by the welcome I receive and the positive energy that these communities have fostered over the years.*

*"I look forward to this special relationship continuing for many years to come and look forward to playing my part in ensuring it continues to thrive."*



## Thumbs-up from auditors

Auditors gave us their top rating for our repairs process and performance monitoring procedures after assessing these areas of our work in December 2023.

Independent specialists TIAA concluded there was 'substantial assurance' that we have a robust system of internal controls which effectively manage risks and achieve objectives.

For repairs, they praised our detailed inspection reports and reliability in meeting response time

targets. But they advised carrying out more post-work quality checks and closer monitoring of repairs delayed by tenants not allowing access to their home.

For performance monitoring, they were impressed with how we address potential issues by considering key risks and the way we verify data to ensure accurate reporting. They recommended additional measures such as quarterly performance reports explaining why certain targets were not achieved.

# What you told us

Maynard housing co-op constantly seeks and takes on board your views, so we can keep learning lessons and improving our services. One way we do this is by conducting regular satisfaction surveys.

We carried out a tenant member satisfaction survey in September 2023 to establish where we are doing well and where we can do better.

A total of 79 tenant members answered our questions, and these were the key findings:



**84% of you were satisfied with the co-op's overall service**



**89% were satisfied with how we handle complaints**



**92% said we provided a safe place to live**



**92% were satisfied we treat them fairly and with respect**



**59% were satisfied with the time taken to complete their most recent repair**



**66% were satisfied with the overall repairs service**



**67% were satisfied that the co-op makes a positive contribution to their neighbourhood.**

We are now working hard to improve in these areas. This includes holding regular meetings with our repairs team to assess performance.

## Complaints performance

Over the past year, we have carried out a self-assessment to ensure we comply with the Housing Ombudsman's Complaint Handling Code.

Our findings reflect the co-op's ongoing work to improve services. The assessment revealed that no complaints were escalated to stage 2 and most complaints were related to property maintenance.

As a result, the management committee has focused on our repairs contract, seeking to reduce complaints by holding quarterly performance meetings, managing expectations and measuring tenant satisfaction following any repairs.

To find out more about how to make a complaint to the co-op, check out <https://maynardcoop.org.uk/how-to-complain/>

# Focus on improving services

Over 70 residents joined us for our informative Tenant Members Conference last year.

The event, held at The Platinum Suite in July, focused on listening to tenant members and using their feedback to improve our services.

During the day there were presentations about the Confederation of Co-operative Housing, property services, housing and repairs. In addition, we discussed the results of our satisfaction survey and held a 'Question Time' session with our Chair and Vice-Chair.

Tenant members also had the opportunity to chat to local police, firefighters, Neighbourhood Watch representatives, councillors, other community partners, contractors and PA Housing staff.

As well as a three-course lunch, the event featured a prize draw and goody bags for every resident who attended.

Feedback from tenant members included:

- **94% were extremely or very satisfied with the event**
- **88% said the sessions were excellent or very good**
- **100% said the event was well organised**
- **94% were extremely or very satisfied with the catering.**

Some commented:

“ I think the organisers did a great job to make the event successful. ”

“ It was a lovely event. ”

“ The question-and-answer session was good. ”

“ Wonderful lunch, and it was good to talk to police officers and firemen. ”



# Feast of fun at AGM

A fabulous turn-out ensured Maynard's 46th annual general meeting was a huge success last year.

We were pleased to welcome over 210 tenant members and guests (including local councillors, police officers, PA staff and contractors) to The Platinum Suite in September.

The evening event included a three-course meal, a sweet cart and selfie mirror, along with face painting and balloon modelling for the children, plus a draw

with a first prize of £100 in Love2Shop vouchers.

MCHA Chair Alam Navsa said: *"I was delighted to see such an impressive turn-out for our AGM. It was great to chat with so many of our tenant members, who I hope will continue to come along and enjoy our various social activities."*



# Your committee

## Attendance

Committee member	Meetings attended April 2023-March 2024
Mr A Navsa	7 out of a possible 7
Mr Lorgat	7 out of a possible 7
Mrs Lorgat	6 out of a possible 7
Mr Butt	6 out of a possible 7
Mr M E Yakub	6 out of a possible 7
Mr Tim Clarke (co-optee)	5 out of a possible 7
Mr S Gaffar (co-optee)	4 out of a possible 7
Mr Hussain	5 out of a possible 6
Miss L Hubbard	3 out of a possible 6



Top row, from left to right - Mr Navsa, Mr Lorgat, Mrs Lorgat, Mr Yakub. Bottom row: Mr Clarke, Mr Gaffar, Mr Hussain, Miss L. Hubbard. *(Mr Butt not pictured).*

We are always on the look-out for new members to join our management committee, and we offer support and training to help you in the role.

- Find out more about how you can get involved by calling Nicola Parlby on **0116 257 6800**.

## Business achievements

Maynard's management committee regularly reviews the co-op's future plans, taking into account changing challenges and opportunities.

Committee members also assess how well we are performing against the goals outlined in our annual Business Action Plan.

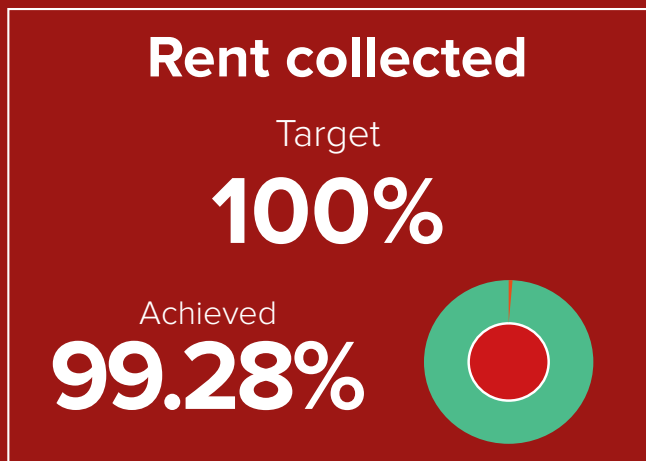
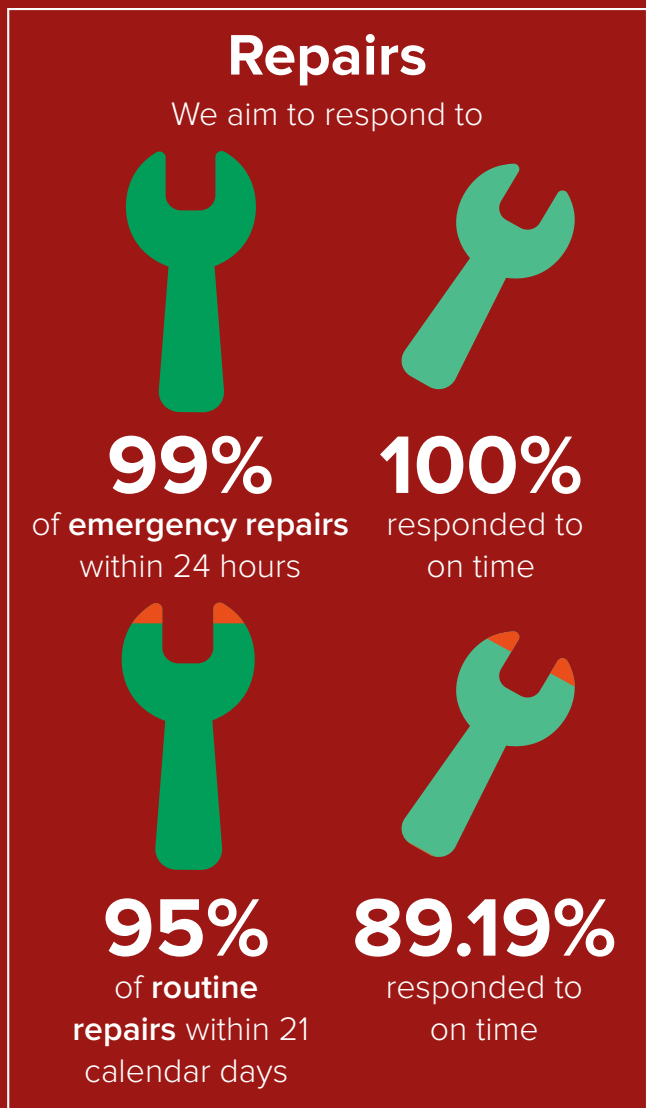
Highlights of our performance over the past year are listed below.

Action	Outcome
Visit all tenant members every year, to check on any issues or changing needs	Visits are ongoing, although some tenant members did not let us into their home despite three attempts
Make better use of technology to continue reducing our carbon footprint	Work is ongoing in this area
Explore options for altering homes to create more bedroom space, such as converting lofts or second bathrooms	Options are being considered, subject to current financial constraints
Ensure our committee is balanced, in terms of gender and race	Work is ongoing to recruit more committee members, particularly women



# How are we doing?

Here is a summary of our performance from 1st April 2023 to 31st March 2024



## How do we compare?

Maynard Co-operative Housing Association is a member of the West Midlands Benchmarking Club, which allows us to compare our performance with other similar-sized housing associations in the region.

This helps us to assess how well we are doing and identify areas where we can learn from other housing providers.

Below are a few key figures from our performance in 2023/24.

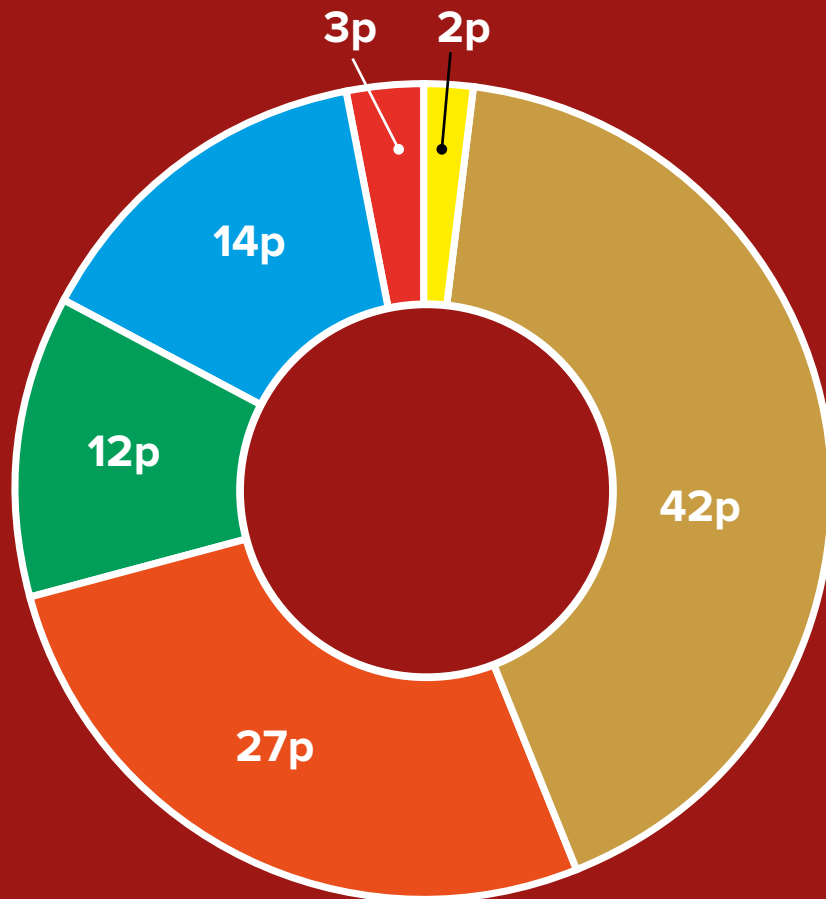
	Maynard	Peer group median (mid figure)
Tenants satisfied with their landlord's overall service	77%	81%
Tenants satisfied with repairs service	63%	81%
Tenants satisfied their home is well maintained	63%	78%
Tenants satisfied their home is safe	87%	87%
Tenants satisfied their landlord listens to and acts on their views	66%	70%
Stage 1 complaints per 1,000 homes	59	10
Stage 2 complaints per 1,000 homes	0	0
Current tenant arrears	0.68%	2.83%

# Money matters

Statement of Comprehensive Income		
	2024 £'000	2023 £'000
<b>INCOME</b>		
Rent Receivable	583	545
Service Charges	5	16
Other Income	–	–
Social Housing Grant	30	30
Other Grants	12	12
<b>Total Income</b>	<b>630</b>	<b>603</b>
<b>EXPENDITURE</b>		
Services	12	19
Management	240	236
Routine Maintenance	119	143
Bad debts	–	2
Major Repairs/Planned Maintenance	121	64
Depreciation	81	77
<b>Total Expenditure</b>	<b>573</b>	<b>541</b>
<b>OPERATING SURPLUS</b>	<b>57</b>	<b>62</b>
Interest Receivable	18	0
Interest Payable	–	–
<b>SURPLUS FOR THE YEAR</b>	<b>75</b>	<b>62</b>

Statement of Financial Position		
	2024 £'000	2023 £'000
<b>FIXED ASSETS</b>	<b>2,293</b>	<b>2,938</b>
Current Assets	1,226	1,183
Creditors (<1 Year)	(124)	(126)
<b>NET CURRENT ASSETS</b>	<b>1,102</b>	<b>1,057</b>
<b>Total Assets less Current Liabilities</b>	<b>4,025</b>	<b>3,995</b>
Creditors (> 1 Year)	(1,855)	(1,897)
<b>TOTAL NET ASSETS</b>	<b>2,170</b>	<b>2,098</b>
<b>SHARE CAPITAL AND RESERVES</b>	<b>2,170</b>	<b>2,098</b>

# How we spent each £1 of your rent in 2023/24



# 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 agent)
- The Venue (venue)
- Sanjay Foods (caterers)
- The Platinum Suite (2023 Tenant Members Conference venue)
- Confederation of Co-operative Housing (training and business planning support)
- Acuity (committee members training)
- Furry Dice Promotional Goodies (stationery suppliers)
- Rogers Spencer (auditor)
- Neil Plumb Photography (photographic services)
- Woods Coaches (travel provider)
- Word Association (communications)
- Assured Alarms (office security works)
- Roberts Coaches (travel provider)
- TIAA (auditor).

## **MAYNARD CO-OPERATIVE HOUSING ASSOCIATION LIMITED**

3 Bede Island Road, Leicester, LE2 7EA

Tel: 0116 257 6800

Email: [info@maynardcoop.org.uk](mailto:info@maynardcoop.org.uk)

[www.maynardcoop.org.uk](http://www.maynardcoop.org.uk)

