



Annual Report and Accounts 2025/26

Maynard Co-operative
Housing Association



About us

Maynard Co-operative Housing Association (MCHA) has been providing quality affordable homes for local people for nearly half a century.

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 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, Leicester City Council 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

2025/26 was a challenging year, as we grappled with rising costs, contractor issues and a changing landscape in terms of legislation and regulation surrounding social housing.

Ultimately, we are under increasing pressure to do more with less, which sometimes means we have to make tough decisions to protect the interests of our co-op, our homes and our tenant members.

Over the past year more tenants than usual moved out of our homes. This was generally for positive reasons, such as families managing to buy their own home, which is always great to hear.

This meant we had to spend more of our budget on work to make these empty homes ready for other people to move in. However, I am pleased our team rose to the challenge and welcomed a number of new tenant members to the Maynard co-op community.

I was also delighted with the results of our annual tenant satisfaction survey, which showed a significant improvement in many areas – not least, the repairs service. We continue to work with you, our tenant members, to further improve our performance.

Our social events, including the AGM, Tenant Members Conference and various day trips, remain well supported, bringing Maynard families together in an enjoyable and welcoming environment.

I would like to thank our committee members and managing agent for their hard work in ensuring our co-op's continued success.

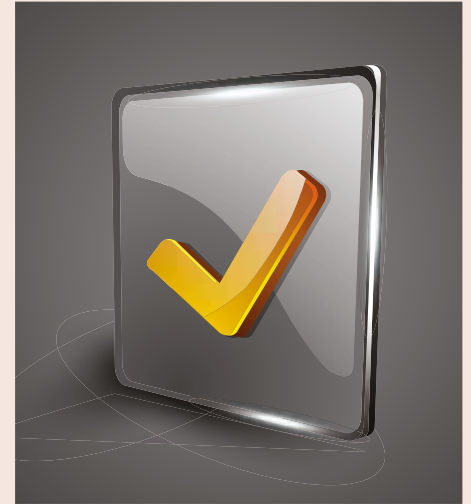
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Acting on your feedback

Our annual tenant satisfaction survey allows you to make a real difference. By telling us where we are doing well and where we can do better, you help us work out how we can improve our homes and services.

We were delighted that so many of you gave your views in last September's survey, with 82% of Maynard residents completing the questionnaire.

The 2025 results showed a mostly positive trend, with significant improvements in many areas compared to the previous year.



- **82%** of tenant members were satisfied with Maynard co-op's overall service *(86% in 2024)*
- **80.5%** were satisfied with the overall repairs service *(53% in 2024)*
- **76%** were satisfied with the time taken to complete their most recent repair *(55% in 2024)*
- **83%** agreed their home is well maintained *(80% in 2024)*
- **97%** felt we treat them fairly and with respect *(86% in 2024)*
- **89%** agreed we make a positive contribution to their neighbourhood *(69% in 2024)*
- **85%** were satisfied with our approach to anti-social behaviour *(53% in 2024)*
- **83%** were satisfied we keep communal areas clean and well maintained *(80% in 2024)*
- **84.5%** agreed we provide a safe place to live *(91% in 2024)*
- **78%** felt we listen to your views and act upon them *(77% in 2024)*
- **86%** agreed we keep you informed about things that matter to you *(80% in 2024)*
- **61%** were happy with how we handle complaints *(compared to 75% in 2024)*



We were pleased that our hard work to improve the repairs service is paying off, with higher satisfaction in this area. Our team is continuing to closely monitor repairs and seek to resolve any issues promptly.



However, some of you said you were unhappy with how long it takes us to respond to complaints. During 2025/26 we did not meet the response timescale in some cases. This reflects a period of change with the systems, processes and backlog for our managing agent. Performance has improved following these changes.

Upgrading our homes

Despite the challenging financial climate, we continue to invest in Maynard homes with our ongoing programme of maintenance and modernisation work.

Contractor issues meant we were unable to replace any kitchens or bathrooms in 2025/26, but we:

- replaced **15** boilers
- carried out significant fire risk assessment work at **9** schemes
- did external maintenance work (such as painting and clearing gutters) at **32** homes

- carried out various work (such as rewiring and damp proofing) at **9** empty homes before re-letting them.

In 2026/27, we plan to replace:

- **12** kitchens
- **12** bathrooms.



Families celebrate at AGM

Tenant members, family and friends enjoyed a celebratory evening at Maynard housing co-op's annual general meeting last autumn.

Nearly 200 guests – including co-op committee members, staff, contractors and community partners – joined us for the event, our 48th AGM, at The Platinum Suite in September 2025.

MCHA Chair Alam Navsa reported on the co-op's achievements over the previous year and its future plans, before the social activities got under way with dinner, entertainment and a prize draw.

Tenant members of all ages had a feast of fun, with face painting, balloon modelling, a photo booth and the sweet cart to entertain us throughout the evening.





Thumbs-up for tenant conference

Yoga, laughter sessions and top-notch refreshments lightened the mood amid the serious business of our Tenant Members Conference last year.

More than 70 tenant members attended the annual day-long event, hosted at The Platinum Suite in October.

There was a series of informative talks covering important subjects ranging from gas safety and fire prevention to damp and mould, repairs and how we learn from complaints.

The day kicked off with an informal ice-breaker, followed by yoga sessions and laughter exercises during the packed programme of activities – plus refreshments, a prize draw and goody bags for everyone attending.

Tenant members got the opportunity to chat to our contractor Aaron Services about their gas servicing, heating and hot water queries. They were also able to raise any repairs or other housing management issues with members of the PA Housing team.

Our residents fed back:

- **89% were satisfied with the event overall**
- **100% said it was well organised and should be held annually**
- **33% were first-time attenders**
- **100% are likely to recommend the event to other tenant members.**

Their highlights included:

- **The opportunity to get together with other tenant members**
- **Interesting discussions**
- **Good food.**





Your committee

Attendance

Committee member	Meetings attended April 2025-March 2026
Mr A Navsa	6 out of a possible 7
Mr Lorgat	7 out of a possible 7
Mrs Lorgat	7 out of a possible 7
Mr Hussain	7 out of a possible 7
Mr Tim Clarke (co-optee)	6 out of a possible 7
Mr M E Yakub	5 out of a possible 7
Mrs Kureshi	5 out of a possible 7
Mr S Gaffar (co-optee)	2 out of a possible 7
Mr Butt	4 out of a possible 7 <i>(removed 15/9/25)</i>



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



We are always keen to welcome new members to our management committee, and we offer support and training to help you in your role.

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

Sharing new ideas

Members of Maynard's management committee explored the challenges and opportunities confronting housing co-ops at a national event last October.

Along with PA Housing staff, they attended the annual Confederation of Co-operative Housing Conference in London – themed around 'Building a Better World Together'.

Speakers discussed a range of subjects, including Awaab's Law requirements for dealing with damp and mould, decent homes and energy efficiency standards, funding, complaints, self-assessment requirements and a new mutual exchange scheme.



Looking to the future

The MCHA committee recently drew up a new business plan, setting out the co-op's goals for the next three years.

Key objectives include:

- Making better use of technology so we can continue to cut our carbon footprint.
- Focusing on costs and quality, to deliver value for money.
- Ensuring we meet the latest requirements of Awaab's Law.
- Encouraging tenant members to use the My PA online portal and app – the easiest way to manage your home and access our services.

Supporting Maynard families

Over our almost 50-year history we have been proud to support successive generations of Maynard families, providing a safe place to live and working to create a thriving community.

In 2025/26, we re-let a total of nine homes. This is an unusually high turnover for us as our tenant members tend to stay with us, due to the popularity of our homes, neighbourhood and landlord services.

The year's re-lets included housing the grown-up children of two existing tenant member families, and another two tenants internally transferring to different properties more suited to their needs.

We also let four homes to people on Leicester City Council's housing list.



When you move out of your Maynard home, please leave it 'clean and clear':

- Take away all your belongings
- Report any necessary repairs
- Let us in to carry out inspections or work
- Notify us if you need to change an appointment with us.

Here to help

Our Housing Management Officer, Krishan Mistry, regularly attends local neighbourhood meetings to represent Maynard co-op and our tenant members.

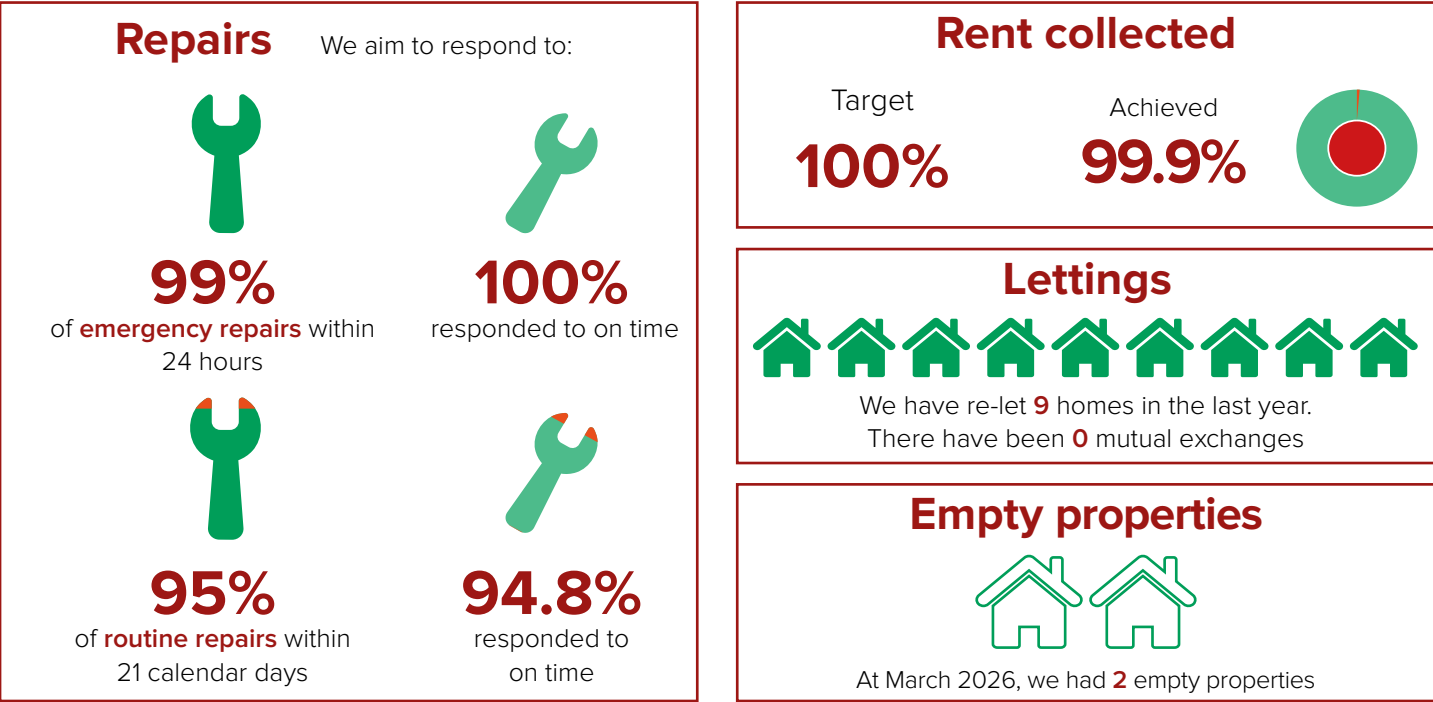
Over the past year this has included Wesley Hall's coffee mornings, where people can chat to police and community group representatives, and Wycliffe Community Meetings where residents can discuss neighbourhood issues with local councillors.

Krishan said: *"I would urge any tenant members who are concerned about or interested in things happening in the local area to come along to one of these meetings. Alternatively, they can talk to me about their queries so I can attend on their behalf to get answers."*



How are we doing?

Here is a summary of our performance from 1st April 2025 to 31st March 2026.



How do we compare?

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

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

Below are some key figures from our performance in 2025/26.

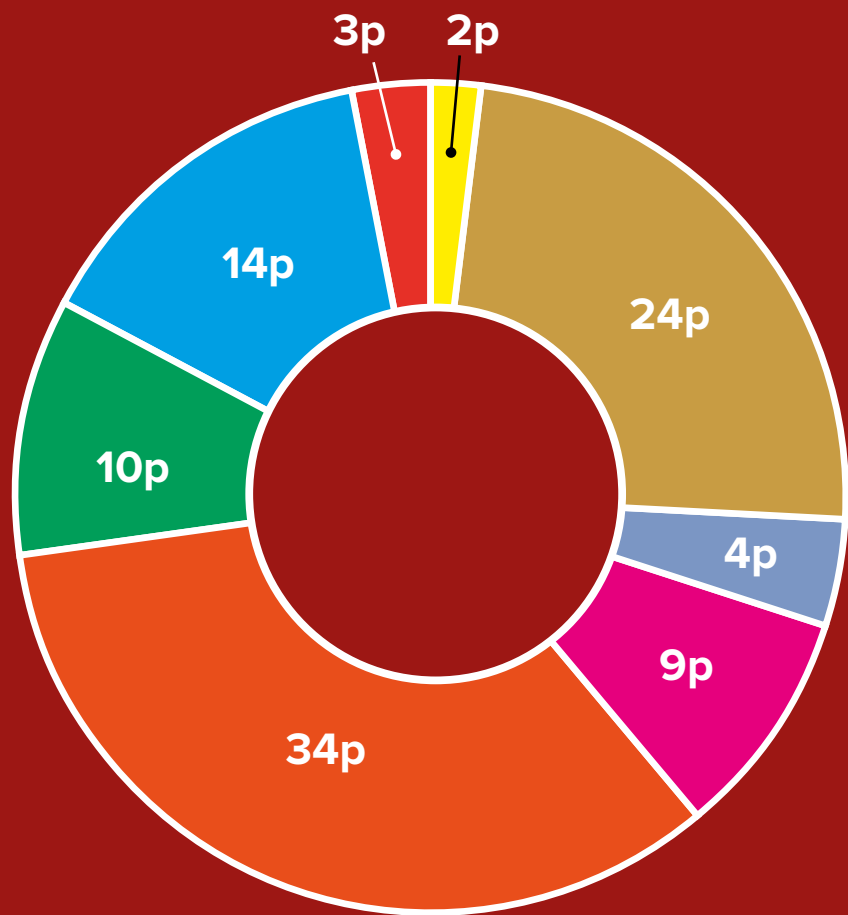
	Maynard	Peer group median (mid figure)
Tenants satisfied with their landlord's overall service	82.2%	83%
Tenants satisfied with repairs service	80.5%	90%
Tenants satisfied their home is well maintained	83.3%	83.3%
Tenants satisfied their home is safe	84.5%	84.5%
Tenants satisfied their landlord listens to and acts on their views	78.3%	78.3%
Stage 1 complaints per 1,000 homes	76.27	13.3
Stage 2 complaints per 1,000 homes	33.9	1.46

Money matters

Statement of Comprehensive Income		
INCOME	2026 £'000	2025 £'000
Rent Receivable	644	619
Service Charges	8	7
Social Housing Grant	30	30
Other Grants	12	12
Total Income	694	668
EXPENDITURE		
Services	12	15
Managing Agent Fees	171	169
Insurance	26	24
Other Management Costs	68	68
Routine Maintenance	245	172
Bad Debts	–	1
Major Repairs/Planned Maintenance	100	104
Depreciation	97	80
Total Expenditure	719	633
OPERATING SURPLUS	(25)	35
Interest Receivable	12	20
SURPLUS FOR THE YEAR	(13)	55

Statement of Financial Position		
	2026 £'000	2025 £'000
FIXED ASSETS	3,146	3,105
Current Assets	993	1,108
Creditors (<1 Year)	(162)	(179)
NET CURRENT ASSETS	831	929
Total Assets less Current Liabilities	3,977	4,034
Creditors (> 1 Year)	(1,771)	(1,813)
TOTAL NET ASSETS	2,206	2,221
SHARE CAPITAL AND RESERVES	2,206	2,221

How we spent each £1 of your rent in 2025/26



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)
- Sanjay Foods (caterers)
- The Platinum Suite (Tenant Members Conference and AGM 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)
- Word Association (communications)
- Assured Alarms (office security works)
- Roberts Coaches (travel provider)
- TIAA (auditor)

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