

**BANCROFT**

TENANT MANAGEMENT CO-OPERATIVE

**ANNUAL REPORT**

**2017 - 2018**



## ABOUT US

We are a not-for-profit company set up to deliver high quality housing services for residents living on Bancroft Estate.



Number of Homes  
we Manage: **603**



### Number of Tenures:

Tenanted: **318**  
Leasehold: **241**  
Freehold: **44**



### Type of Dwellings:

Houses: **55**  
Bedsits: **33**  
Flats: **475**  
Maisonettes: **33**

## CHAIR'S MESSAGE

Dear Residents,

I am pleased to introduce this years' Annual Report as the Chair of the TMC. I took on the role of chair when Abdul Quddus stepped down from the position last year. I have only been in the position for a short while but would like to say how well the TMC has done with improvements on the estate over the last 12 months.

Next year the TMC will be celebrating 25 years since it was founded and the fact we are still flourishing is a reflection on the many residents, over many years, who have selflessly offered up their time to take part in this local decision making process that we call the Management Committee.

We have the advantage of local knowledge and know our residents as we are based on the estate. We are able to monitor services and respond to problems unlike other housing providers who are often looking after larger numbers of homes spread across a wider geographical area.

The year ahead is likely to present both opportunities and challenges for the TMC, not least as we seek to improve on what has been at times somewhat fractious relationship with Tower Hamlets Homes (THH) and the TMC. It is our role to ensure the residents of our estate are treated in a fair way and offered the same opportunities and allocation of resources as those afforded to other estates. We will continue to petition stakeholders as and when the interests of residents arise. The proposed redevelopment of our office compound will hopefully lead to further opportunities for our residents and we are looking forward to a new community center from which our office will be based.

This year the National Conference of the TMO's was attended by five Committee Members including myself. We were accompanied by our Director where we enjoyed a weekend of training and networking with likeminded persons, all of whom like us have resident's interests at heart. The Community Garden goes from strength to strength and with a bit of help from the unusually hot summer, all plot holders are looking forward to bumper crops. The annual coach trips to fruit picking and seaside were enjoyed by residents, all of which help to sustain community spirit.

Finally, it is with sadness that I refer to the tragic passing last December of our caretaker, Godfrey Mahari who worked with us for nearly four years.

**Abdul Ahad**  
Chair

# MANAGEMENT REPORT



## Modular Management Agreement:

- Successfully recovered incorrectly withheld allowances resulting in nearly £100,000 extra monies.



## Estate/Staff:

- We currently have one member of staff on maternity leave
- Changes to the caretaking team, following staff turnover.



## Communal Activities:

- Annual coach trips to fruit picking and seaside.
- Communal garden – over 30 families are enjoying the benefit of growing their own fruit and vegetables.



## Estate Management/ASB

- The TMC manages low or medium level ASB and we will continue to work alongside our partners – THH ASB team, Safer Neighbourhood Police Team and LBTH to make the estate a safer place to live in.
- We are in discussion with LBTH to reinstate the CCTV on the estate.



## Greener and Cleaner Estate:

- Community Payback Team helping to achieve value for money by carrying out works throughout the estate labour free.
- Acid wash deep clean and grey seal application to all lobby and stairwell.
- Deep clean to bin chutes and bin rooms.
- External window cleaning to communal areas.



## Repairs and Planned Improvements:

- Pressure from the TMC resulted in the Decent Homes contractors returning to replace over 100 incorrectly installed extractor fans.
- We are in discussion with THH to upgrade our estate lighting, and changing the lamp posts to white LED lighting.
- Installation of gallows gates.
- Planned new lift in Pemell House.



## REPAIRS & MAINTENANCE

We aim to get repairs right first time. We have worked hard to improve our service but we know we have a lot more to do.



**91.5%**

Repairs completed on time



**95.2%**

Residents satisfied with our repairs service



**99.2%**

Repairs right first time



**1058**

Number of repairs we completed this year



**£109,221**

Spent on repairs

**Help us save money** – lets us know in advance if you want to change or cancel your appointment, we'll be happy to arrange another appointment if you need to reschedule. We can offer your old appointment to someone else who needs it.

## VOIDS & LETTINGS

The average time to re-let empty homes during 2017-18.

Number of voids



Total number of homes available to let in 2017/2018

Number of short term voids



Void properties required works to bring to lettable standard

Average re-let times



Average time to re-let empty homes (short term voids)

Number of long term voids



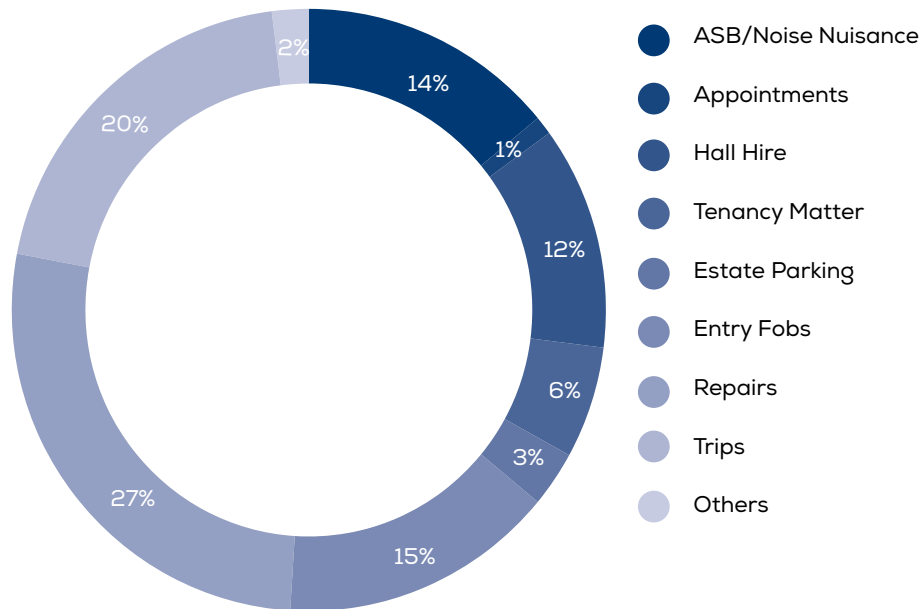
Void property required major works

## CUSTOMER SERVICE

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We want to make it easy for you to access our services and get the information you need and when you need it. The Bancroft Team don't just listen we go the extra mile to help you resolve your enquiry.

Residents Enquiries



**In 2017/18,**

We we received:  
828 enquiries at the TMC office  
433 enquires via email

## CUSTOMER SERVICE

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We take your complaints seriously as well as helping to put things right. We want to understand what went wrong to help us improve our services.

**100%**  
Number of complaints dealt within

**15 days**

**99.0%**  
Number of Members Enquiries dealt within

**10 days**

We take pride in delivering excellent customer services but we know it takes more than just a "hello" and a "smile" when we answer the phone or meet with residents face-to-face at a local level.

We understand that not all customers are the same but we believe every customer deserves an excellent service.

## KEEPING COMMUNITIES SAFE

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We want to make our estate a cleaner and safer place for everyone to live. Preventing and tackling ASB is a priority for us. As a result, we have been working closely with stakeholders such as the Police, LBTH and THH to tackle ASB on our estate.



2

Number of Category 1 cases referred to THH ASB team



38

Number of new (low level) ASB cases reported in 2017-18



37

Number of ASB cases closed/resolved

## COMMUNITY ACTIVITIES

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The TMC believes that better community spirit mean improvement to the community, making the Bancroft Estate a better place to live in. This year the TMC have arranged two coaches to fruit picking and two coaches to the seaside.



## COMMUNITY ACTIVITIES

We let out all the plots in the communal garden and our residents continue to enjoy the benefits of growing their own fruit and vegetables alongside with their neighbours.



## TREASURERS REPORT

Bancroft TMC's Statement of Financial Activities 2017-18 (accounts) have been independently examined by CK Partnership. The accounts shows that the TMC have recorded a surplus of £30,774 for the year.

### Review of Activities in 2017/2018

1

#### Income:

- The allowance from LBTH: £581,204
- Other income: £22,242
- Total income: £603,446

2

#### Administration:

- All members of staff are now enrolled in the work based pensions (auto-enrollment)
- Maternity cover resulted in an increase in expenditure
- Settlement agreement: £17,176
- Legal, professional and consultancy fee: £2,951

3

#### Pensions:

- Past deficit: TBC
- Annual charge: £24,000

4

#### Estate Expenditure:

- Cleaning and caretaking costs: £306,000

## INCOME AND EXPENDITURE ACCOUNT

Bancroft Tenant Management Co-operative Limited  
Income and Expenditure  
For the year ended 31 March 2018

	Notes	2018 £	2017 £
LB Tower Hamlets - allowances	2	581,204	594,694
Hall hire		742	250
Office rental income		5,300	5,300
Other income		13,515	5,353
Bank interest receivable		2,685	3,763
		603,446	609,360
Administration	6	(265,768)	(234,873)
Estate expenditure	7	(306,394)	(306,844)
Community youth work (Stifford)		-	500
		(572,162)	(541,217)
Surplus for the financial year before taxation		31,284	68,143
Taxation	4	(510)	(753)
Surplus for the financial year		30,774	67,390
Define benefit pensions fund deficit		-	(321,368)
Total net exceptional items		-	(321,368)
Surplus/(deficit) for the financial year after exceptional items		30,774	(235,978)

## BALANCE SHEET

Bancroft Tenant Management Co-operative Limited  
Registered number: 27533R  
Balance Sheet  
As at 31 March 2018

	Notes	2018 £	2017 £
Fixed assets			
Tangible assets	8	6,893	9,192
Current assets			
Stocks		4,708	4,852
Debtors	9	47,425	34,519
Cash at bank and in hand		771,293	747,547
		823,426	786,918
Creditors: amounts falling due within one year	10	(62,311)	(58,876)
Net current assets		761,115	728,042
Total assets less current liabilities		768,008	737,234
Provisions for liabilities		(1,281,428)	(1,281,428)
Net liabilities		(513,420)	(544,194)
Capital and reserves			
Share Capital		35	35
Surplus/(deficit) Fund		(588,455)	(619,229)
Reserve Fund		75,000	75,000
Shareholders' funds		(513,420)	(544,194)

The accounts have been prepared and delivered in accordance with the special provisions applicable to companies subject to the small companies regime. The income and expenditure account has not been delivered to the Registrar of Companies. They were approved, and authorised for issue, on by the Committee of Management

Abdul Ahad	Chair
Umar Ali	Secretary
Salim Ullah	Treasurer



## VALUE FOR MONEY

We have kept the budget on a sound financial footing throughout 2017-18, making a surplus of £30,774 for the financial year. We will continue to work with Community Payback Team to deliver further improvements on the estate, making it a better place for our residents to live in.

### Repairs & Improvements: £175,508

We spent £175,508 improving both our homes and the estate:

**£32,181**  
Home improvements (voids)

**£109,221**  
Repairs (external and internal)

**£34,106**  
Estate improvements

### Housing Management: £392,632

We spent £392,632 keeping our estate clean and safe, dealing with ASB and supporting residents:

**£293,345**  
Staff costs

**£40,250**  
Running costs

**£59,037**  
Other services (including service level agreements: IT, Legal Services, Facilities Management, Audit and Payroll)

### Income: £603,446

We collected £603,446 in income:

**£581,204**  
Management Allowance

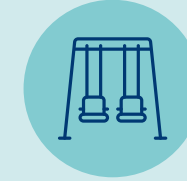
**£9,790**  
Void recharge

**£12,452**  
Other income including: hall hire, fobs, rents etc.

## PLANS FOR THE YEAR AHEAD



**FRA compliant:**  
Continue to remove all obstructions from communal landings



**Play area improvement:**  
We have set aside £20,000 for this project



**Value for money:**  
Community Payback will continue to paint external gates throughout the estate.



**New development:**  
The TMC are in discussions with LBTH over the management of the future development



**Better Neighborhood Programme:**  
We will continue to pressurize LBTH and THH to allocate funds and resources for planned improvement works.

## MANAGEMENT COMMITTEE

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**Chair**  
Abdul Ahad



**Vice Chair**  
Akikur Rahman



**Secretary**  
Umar Ali



**Assistant Secretary**  
Kaysar Ahmed



**Treasurer**  
Salim Ullah



**Assistant Treasurer**  
Eku Quartey



**Committee Member**  
Tessa Barraclough

## MANAGEMENT COMMITTEE

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**Committee Member**  
Mustafa Muktadir



**Committee Member**  
Kamrun Nehar Shajhan



**Committee Member**  
Abul Bashar



**Committee Member**  
Shahnaz Alam



**Committee Member**  
Fokhrul Chowdhury



**Committee Member**  
Imam Hussain



**Committee Member**  
Nilson Oliveira

Bancroft Tenant  
Management Co-operative

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**BANCROFT**  
TENANT MANAGEMENT CO-OPERATIVE

Managing Agents For Tower Hamlets  
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Registered Number 2/533R  
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