

# BANCROFT

TENANT MANAGEMENT CO-OPERATIVE

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## OUR HOMES OUR COMMUNITIES

**ANNUAL REPORT**

2019/20



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

## ABOUT US

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Number of Homes  
we Manage

603

Type of Dwellings  
Houses

55

Number of Tenures  
Tenanted

318

Bedsits

33

Leasehold

241

Flats

475

Freehold

44

Maisonettes

33





# CHAIR'S MESSAGE

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## Dear Residents

We are pleased to present our Annual Report for 2019/20. We have had another busy year as we continue to strive to offer our residents excellent services. At the end of the year we found ourselves in Covid 19 pandemic which required us to very quickly adapt to a new way of delivering services; ensuring safety of staff, contractors and residents particularly the vulnerable.

In the 2019 Continuation Ballot, conducted independently by the Electoral Reform Society, we saw the highest approval rating achieved since the conception of BTMC in its twenty-five-year history with an overwhelming endorsement from the residents.

- 69.5% tenants returned their ballot paper
- 92.5% of tenants voted for the TMC to continue to manage the estate
- 34.3% leaseholders returned the ballot paper
- 88.8% of resident leaseholders supported the TMC to continue to manage the estate

The housing sector has been faced with a number of changes and challenges over the last few years including changes to regulation, introduction of bedroom tax, welfare reforms and the roll out of universal credit, ongoing public sector cuts, climate change and rise in energy price and the growth of on line facilities. These changes have and will continue to have significant impact on our residents and we will seek to understand and respond by sign posting our resident to appropriate services/agencies. In order for us to do this we have produced our first Business Plan for 2020-2023. It ensures that BTMC has a strategic plan for the future and is prepared for the challenges ahead.

In summary our key priorities for the forthcoming year are to:

- continue to remain focused on delivering excellent services to our residents and achieve value for money in a Covid safe manner.
- work with our partners and stakeholders to improve service delivery, customer service and satisfaction and develop partnership to deliver local services which meet the needs of the community we serve.
- ensure effective financial management for future stability and sustainability and consider taking over management of other services on the estate.
- support our residents during these unprecedented times due to Covid 19 pandemic.
- support staff in developing their skills and knowledge to continue to provide excellent services to our residents which are good value for money and improve year on year.

We look forward to delivering this plan in partnership with our residents and partners.

We look to the future with confidence as we have been delivering quality services and improvements to make the estate a cleaner, greener and a safer place to live in.

We look forward to the two new developments being planned on the estate. We will ensure that TMC resident's interests, views and concerns are represented and positive outcomes are gained for the community.

Finally, we acknowledge the fire that took place in Hadleigh House and the traumatic impact this had on families, including my own, who have had to be relocated while the block is both made safe and refurbished. We look forward to welcoming residents back.

**Abdul Quddus**  
Chair

## MANAGEMENT REPORT

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### What have we been up to in the past year?



#### Modular Management Agreement:

We have further negotiated with LBTH/THH and have taken over full responsibility for all void works.



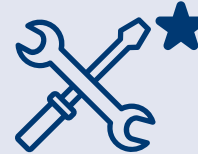
#### Estate Management/ASB

We continue to manage low and medium level ASB; working with our partners - THH ASB team, Safer Neighbourhood Police Team and LBTH on higher level cases to make the estate a safer place for our residents to live in. Designing out crime remains a priority and in the past year we have installed further gallows gates which have been effective in deterring ASB and Fly Tipping. We have also gated and fenced off alleyways which has been equally successful.



#### Greener and Cleaner Estate:

We have adopted a program of jet washing communal areas which is carried out by our caretakers during the summer months. We acid washed, deep cleaned and applied grey seal in lobby and stairwells of the remaining blocks which had the major works completed. We have carried out deep cleans to our main through roads and erected our own estate signage. We continue to engage Community Payback Team to carry out works throughout the estate where there is a minimal labour cost, which in turn helps us in achieving value for money.



#### Repairs and Planned Improvements:

We have rolled out more bike shelters and continue to seek match funding to install as many shelters as possible to enable residents and their families to have a secure space to store their bikes in safety. We continue in our endeavours to design out ASB by installing more gallows gates and restricting access to alleyways.



#### Website

We upgraded our website to make it easier to navigate. It offers information on our services as well as signposting to useful services provided by other stakeholders and includes the opportunity to directly email from the website. We will continue to improve the content and ensure it remains relevant for our residents.



## REPAIRS & MAINTENANCE

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



95%

Repairs completed on time



93%

Residents satisfied with our repairs service



86%

Repairs right first time



912

Number of repairs we completed this year



£119,998

Spent on repairs

## Help us save money

Let us know in advance if you want to change, cancel or reschedule your appointment. We can offer it to someone else who needs it.

## VOIDS & LETTINGS

See how we did with the voids during 2019-20.

Number of voids

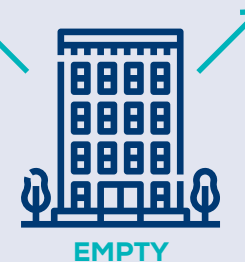
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The total number of homes available to let in 2019-20

Number of short term voids

5

Void properties required works to bring to lettable standard



Number of long term voids

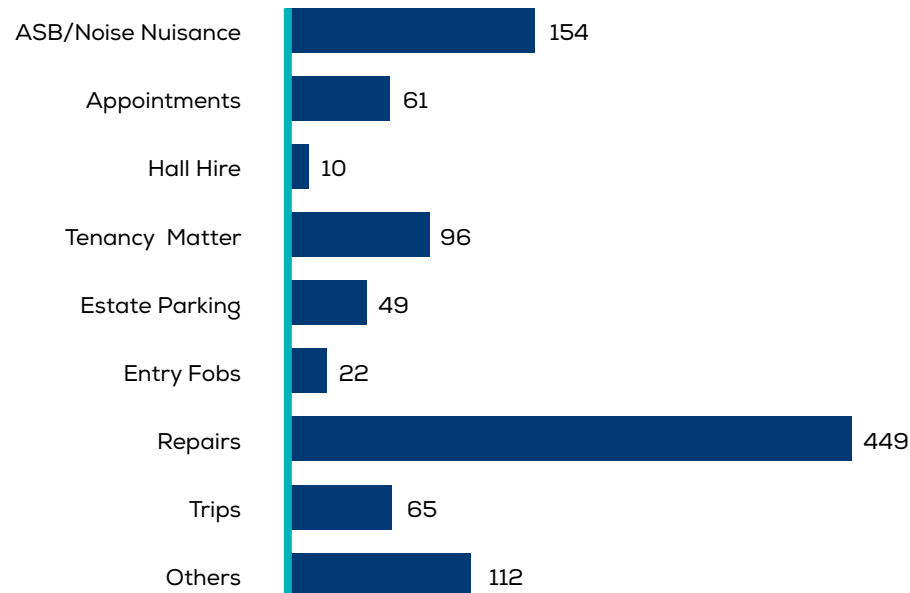
1

Void property that required major works

## CUSTOMER SERVICE

We want to make it easier for you to access our services and get the information you need, 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 2019/20

#### We received

- 1018 enquiries at the TMC office
- 800 enquires via email

## CUSTOMER SERVICE

We take complaints seriously and are committed to putting things right. We want to understand what went wrong to help us get it right the next time.



**100%**  
Number of complaints  
dealt within

**15 days**



**100%**  
Number of Members Enquiries  
dealt within

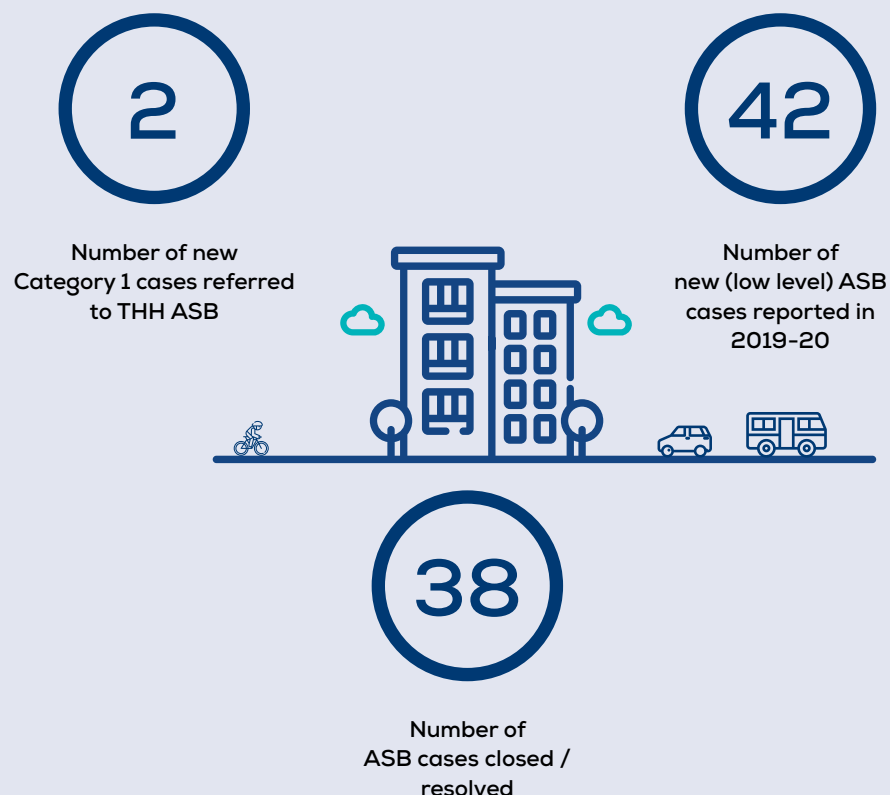
**3 days**

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

We want to make our estate a cleaner and safer place for everyone to live there, preventing and tackling ASB is a priority for us. Over the past year we have continued to work closely with our stakeholders such as the Police, LBTH and THH to tackle ASB on our estate.



## TREASURERS REPORT

Bancroft TMC's Statement of Financial Activities 2019-20 (accounts) have been independently examined by CK Partnership. The accounts show that the TMC have recorded a deficit of £7,146 for the year.

### Review of Activities in 2019/2020:

#### Income:

- 1
  - The allowance from LBTH: £627,582
  - Other income: £29,269
  - Total income: £656,848

#### Administration:

- 2
  - Improvements in managing staffing cost and savings over less use of agency cover.
  - All staff are now enrolled in work-based pensions which results in an increase in expenditure
  - Increase in expenditure due to:
    - Rates levy being charged, whereas we had previously benefited from discretionary relief &
    - Legal cost

#### Pensions:

- 3
  - Past deficit: £831,680
  - Annual charge: £27,068 to service the past deficit

#### Estate Expenditure:

- 4
  - Cleaning, estate improvements and caretaking costs: £357,388
  - As part of the estate improvements, we have installed new bike shelters and gallows gates, painted communal stairs, renewed yellow line markings and planted flower beds.

## INCOME AND EXPENDITURE ACCOUNT

Bancroft Tenant Management Co-operative Limited  
**Income and Expenditure**  
**For the year ended 31 March 2020**

	Notes	2020 £	2019 £
LB Tower Hamlets – allowances	2	627,582	723,406
Hall hire		267	967
Office rental income		1,300	5,300
Other income		22,995	2,760
Bank interest receivable		4,704	3,852
		656,848	736,285
Administration	6	(305,712)	(258,932)
Estate expenditure	7	(357,388)	(337,671)
Community youth work		-	-
		(663,100)	(596,603)
(Deficit)/Surplus for the financial year before taxation		(6,252)	139,682
Taxation	4	(894)	(732)
(Deficit)/Surplus for the financial year		(7,146)	138,950
Define benefit pensions fund deficit		(63,184)	512,932
Total net exceptional items		(63,184)	512,932
(Deficit)/Surplus for the financial year after exceptional items		(70,330)	651,882

## BALANCE SHEET

Bancroft Tenant Management Co-operative Limited  
Registered number: 27533R  
**Balance Sheet As at 31 March 2019**

	Notes	2020 £	2019 £
Fixed assets			
Tangible assets	8	8,924	7,776
Current assets			
Stocks		4,512	4,578
Debtors	9	49,513	10,695
Cash at bank and in hand		880,537	929,082
		934,562	944,355
Creditors: amounts falling due within one year	10	(43,673)	(45,173)
Net current assets		890,889	899,182
Total assets less current liabilities		999,813	906,958
Provisions for liabilities		(831,680)	(768,496)
Net liabilities		68,133	(138,462)
Capital and reserves			
Share Capital		36	35
Surplus/(deficit) Fund		(6,903)	63,427
Reserve Fund		75,000	75,000
Net Deficit		68,133	138,426

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.



## VALUE FOR MONEY

We have kept the budget on a sound financial footing throughout 2019/20. 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.

**Income**  
**£656,848**



**We collected**  
**£656,848 in income:**

**£627,582**  
Management Allowance

**£1,300**  
Office rental income

**£27,966**  
Other income including  
hall hire, fobs, bank  
interest etc.

**Repairs &  
Improvements**  
**£190,466**



**We spent £190,466**  
**improving both our**  
**homes and the estate:**

**£32,847**  
Home improvements  
(voids)

**£113,373**  
Repairs (external and  
internal)

**£44,246**  
Estate improvements

**Housing  
Management**  
**£490,894**



**We spent £490,894**  
**keeping our estate clean**  
**and safe, dealing with**  
**ASB and supporting**  
**residents:**

**£349,259**  
Staff costs

**£50,955**  
Running costs

**£90,680**  
Other services (including  
service level agreements,  
IT, Legal Services,  
Facilities Management,  
Audit and payroll)

## PLANS FOR THE YEAR AHEAD



**Fire compliant:**  
Continue to remove  
all obstructions from  
communal landings.



**Business Plan:**  
To deliver the business  
plan priorities for  
2020/21 with residents  
and excellent service  
delivery at the heart of  
everything we do.



**Play area  
improvement:**  
We have set aside  
£20,000 for this project  
and will seek external  
funding.



**Value for money:**  
Community Payback will  
continue to paint external  
gates and help with litter  
picking throughout the  
estate.



**New development:**  
To work with LBTH to  
identify a suitable  
temporary office for  
theTMC whilst the site  
developed.



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

## MANAGEMENT COMMITTEE



**Chair**  
Abdul Quddus



**Treasurer**  
Ekua Quartey



**Secretary**  
Umar Ali



**Vice Chair**  
Akikur Rahman



**Assistant Treasurer**  
Salim Ullah



**Assistant Secretary**  
Abdul Ahad



**Committee Member**  
Peter Vittles



**Committee Member**  
Goulshana Kadir



**Committee Member**  
Kamrun Nehar Shajahan



**Committee Member**  
Kaysar Ahmed



**Committee Member**  
MD Moniruzzaman



**Committee Member**  
Nilson Oliveira



**Committee Member**  
Imam Hussain



**Committee Member**  
Mohammed  
Mashud Ahmed



**Co-opted  
Committee Member**  
Serafim Florea

**Co-opted  
Committee Member**  
Victor Ludlow

## MANAGEMENT COMMITTEE

**Bancroft Tenant  
Management Co-operative**

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