

BANCROFT

TENANT MANAGEMENT CO-OPERATIVE

OUR HOMES OUR COMMUNITIES

ANNUAL REPORT
2020/21



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

**Number of Homes
we Manage**

603

**Type of Dwellings
Houses**

55

**Number of Tenures
Tenanted**

303

Bedsits

33

Leasehold

256

Flats

475

Freehold

44

Maisonettes

33



CHAIR'S MESSAGE

Dear Residents

We are pleased to present our Annual Report for 2020/21

By the start of April, we found ourselves responding to a new and ever-changing set of circumstances with the Covid-19 pandemic which required us to very quickly adapt to a new way of delivering serving services ensuring safety of staff, contractors and residents particularly the vulnerable. For the first time the estate office was closed to visitors and office staff quickly adapted to new ways of working while Caretakers, who were considered key workers, continued to work as before.

We supported our residents during this challenging time by making regular phone calls to the vulnerable and elderly in our community, some of whom were clearly struggling to adapt to the lockdown. We responded quickly in April and delivered over 150 boxes of household items including and sanitiser. We continued to provide further support throughout the year which included delivery fruit & veg boxes, hot food deliveries, and iftar pack during the Ramadan. We also linked up with other local projects to ensure our residents benefited from all the support that was available during this unprecedented and difficult time.

Then on 27th May the estate suffered a major incident where a fire started, apparently from a discarded cigarette in Hadleigh House which spread to the roof. This resulted in 30 households losing their homes and being rehoused in temporary accommodation. The TMC reacted quickly, and ensured each households received £100.00 to cover emergencies. It was a traumatic time for all the families affected and we were grateful for all the hard work undertaken at a most difficult time by the staff team at Bancroft and Tower Hamlets Homes during the decant process.

It has been a year like no other due to the Covid-19 pandemic and there will be many more challenges in the forthcoming year with ongoing cuts in the public sector, changes in regulations, welfare reform, climate change, rise in energy costs and the growth of on-line facilities.

As we come out of lockdown we will:

- 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, especially those deemed to be vulnerable, through these difficult times.
- 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.
- Actively encourage green initiatives/improvements for our community on the estate and to try to source external funding streams so as not to financially burden residents.

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. We will also actively work with Tower Hamlets Homes to introduce Traffic Management Order to improve estate parking.

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

In 2022, we will be celebrating our 30-year anniversary. 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.

Abdul Quddus
Chair

MANAGEMENT REPORT

What have we been up to in the past year?



External Works Program, Developments & Temporary Relocation

The past year, with widespread implication on budgets and resources, has seen inevitable changes in what had been planned before. Expected external works programs on the estate will now take place in 2021/22 rather than this year, Mantus Road development with Tower Hamlets Community Housing has been put back to 2023 and while the LBTH development in Wickford St remains on course to start next year if the Council has secured us a temporary home while our new office is being built.



Estate Management/ASB:

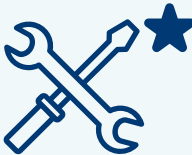
We continue to manage low and medium level ASB; working with our partners - THH ASB team, Safer Neighbourhood Police Team and LBTH on higher level cases to make the estate a safer place for our residents to live in. Whilst there was a noticeable decrease in Youth/Gang related nuisance on the estate we also saw a rise in noise nuisance complaints from neighbour to neighbour as we got used to have more people staying or working from home. Following an investigation and supported by the Fraud Team at LBTH we successfully recovered 2 properties that were being illegally sublet thus saving the Council substantial monies while allowing another applicant to move off the housing waiting list.

MANAGEMENT REPORT



Greener and Cleaner Estate:

Covid exposure brought about a new set of priorities with an increase in resources being aimed towards disinfecting communal touch points such as lift buttons and block entry doors. Regular deep cleans were carried out including all communal forecourts.



Repairs and Planned Improvements:

We carried out risk assessments so we were able to continue to carry out repairs in a safe manner where emergencies were prioritised and some work such as decorating postponed in favour of waiting for a safer climate to do work indoors.



Community Activities/Event

Sadly, we were unable to offer any activities such as our popular coach trips for the community. The Elderly Carom Club, Women's Coffee mornings and Communal Garden were also affected as we were advised by our Insurers that it was not safe for them to open and therefore, they will not support any risk. We hope to resume these activities as and when safe to do so.



Website & IT

We upgraded our website to make it easier to navigate while we secured external funding at the beginning of lockdown which largely paid for the improvements needed for staff to work from home. 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 as our site develops 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.



92.7%

Repairs completed on time



92%

Residents satisfied with our repairs service



91.5%

Repairs right first time



858

Number of repairs we completed this year



£116,024

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

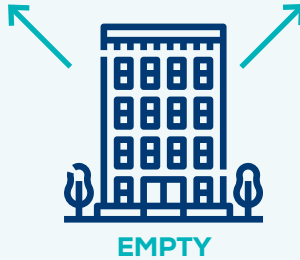


The total number of homes available to let in 2020-21

Number of short term voids



Void properties required works to bring to lettable standard



Number of long term voids

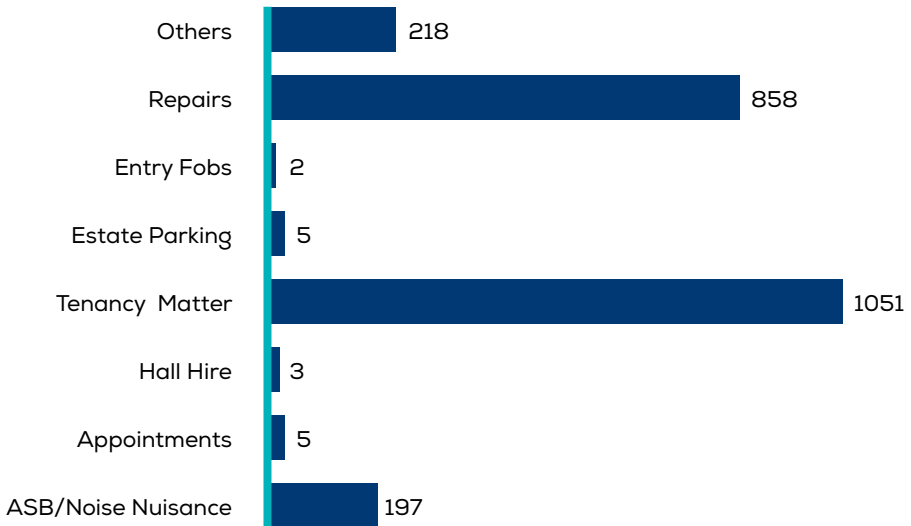


Void property that required major works

CUSTOMER SERVICE

We want to make it easier for you to access our services and get the information you need and when you need it. The Bancroft Team don't just listen we go the extra mile to help you resolve your enquiry. Due to the pandemic, our estate office was closed in accordance to government guideline, however, our team remained available on the phones and via email.

Residents Enquiries



In 2020/21

We received

1339 enquiries via email
1000+ telephone calls

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.



Number of new Category 1 cases referred to THH ASB



Number of new (low level) ASB cases reported in 2020-21



Number of ASB cases closed / resolved

TREASURERS REPORT

Bancroft TMC's Statement of Financial Activities 2021-21 (accounts) have been independently examined by CK Partnership. The accounts show that the TMC have recorded a surplus of £30,285 for the year.

Review of Activities in 2020/2021:

1

Income:

- The allowance from LBTH: £658,586
 - Other income: £3,461
 - Total income: £663,307
-

2

Administration:

- 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
-

3

Pensions:

- Past deficit: £739,729
 - Annual charge: £28,038 to service the past deficit
-

4

Estate Expenditure:

- Cleaning, estate improvements and caretaking costs: £356,874
- 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 2021

	Notes	2021 £	2020 £
LB Tower Hamlets – allowances	2	658,586	627,582
Hall hire		-	267
Office rental income		650	1,300
Other income		3,461	22,995
Bank interest receivable		610	4,704
		663,307	656,848
Administration	6	(276,148)	(305,712)
Estate expenditure	7	(356,874)	(357,388)
		(633,022)	(663,100)
(Deficit)/Surplus for the financial year before taxation		30,285	(6,252)
Taxation	4	(116)	(894)
(Deficit)/Surplus for the financial year		30,169	(7,146)
Define benefit pensions fund deficit		37,951	(63,184)
Total net exceptional items		37,951	(63,184)
(Deficit)/Surplus for the financial year after exceptional items		68,120	(70,330)

BALANCE SHEET

Bancroft Tenant Management Co-operative Limited

Registered number: 27533R

For the year ended 31 March 2021

	Notes	2021 £	2020 £
Fixed assets			
Tangible assets	8	6,693	8,924
Current assets			
Stocks		4,460	4,512
Debtors	9	50,719	49,513
Cash at bank and in hand		902,699	880,537
		957,878	934,562
Creditors: amounts falling due within one year	10	(34,589)	(43,673)
Net current assets		923,289	890,889
Total assets less current liabilities		929,982	999,813
Provisions for liabilities		(793,729)	(831,680)
Net liabilities		136,253	68,133
Capital and reserves			
Share Capital		36	36
Surplus/(deficit) Fund		61,217	(6,903)
Reserve Fund		75,000	75,000
Net Deficit		136,253	68,133

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 2020/21.

Income
£663,307



We collected
£663,307 in income:

£658,586
Management Allowance

£650
Office rental income

£4,071
Other income including
hall hire, fobs, bank
interest etc.

**Repairs &
Improvements**
£189,569



We spent £189,569
improving both our
homes and the estate:

£44,991
Home improvements
(voids)

£116,024
Repairs (external and
internal)

£28,554
Estate improvements

**Housing
Management**
£447,422



We spent £447,422
keeping our estate clean
and safe, dealing with
ASB and supporting
residents:

£352,273
Staff costs

£32,758
Running costs

£62,391
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 the TMC 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
Eku Quartey



Secretary
Goulshana Kadir



Vice Chair
Umar Ali



Assistant Treasurer
Salim Ullah



Assistant Secretary
Peter Vittles

MANAGEMENT COMMITTEE



Committee Member
Akikur Rahman



Committee Member
MD Moniruzzaman



Committee Member
Kamrun Nehar Shajahan



Committee Member
Mustafa Muktadir



Committee Member
Mohammed
Mashud Ahmed



Committee Member
Nilson Oliveira

Committee Member
Victor Ludlow



Committee Member
Serafim Florea

**Bancroft Tenant
Management Co-operative**

12 Wickford St

London

E1 5QN

T: 020 7265 8343

E: enquiries@bancrofttmc.org.uk

www.bancrofttmc.org.uk

Managing Agents For Tower Hamlets
Council Registered under the
Industrial Societies Act
Registered Number 2/533R
VAT No: 645 695793

