

**BANCROFT**

TENANT MANAGEMENT CO-OPERATIVE

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# OUR HOMES OUR COMMUNITIES

**ANNUAL REPORT**  
*2021/22*



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

**303**

Bedsits

**33**

Leasehold

**256**

Flats

**475**

Freehold

**44**

Maisonettes

**33**





# CHAIR'S MESSAGE

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## Dear Residents

It has been a privilege to continue to act as the Chair and I am pleased to share this annual report showing the performance and progress made in 2021/22.

It has been a difficult year, not least as we emerge from lockdown and resumed normal services to our residents. The challenges from Covid remained with us and in delivering services we continued to put our residents and staff's safety first.

The residents of Hadleigh House remain in temporary accommodation following the fire in May 2020 whilst the refurbishment works are carried out. With this in mind additional information and notices were put out to inform residents about fire safety and the risk posed by actions such as throwing cigarette stubs over balconies, fly tipping combustible items and having barbeques on balconies.

Over the forthcoming period the housing sector will see changes in regulations such as Housing & Building Law aimed at improving services and safety. There are also challenges associated with ongoing public sector cuts, climate change and growth of on-line facilities not to mention huge rises in the cost of living, in particular utility bills. These changes have and will continue to have significant impact on our 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. As part of the Wickford Street development the current office is due to be relocated temporarily next year and will return to new offices following the redevelopment.

On some positive news, we have secured external funding from the National Lottery Fund for a new street mural and the Veolia Environmental Trust which will see an upgraded play area in 2022/23.

I would like to take this opportunity to thank my fellow committee members for their admirable contribution over the past year especially in helping to win the funding bids and for adopting Microsoft Teams as a forum to meet up on line. I also wish to thank staff who have persevered and sustained services with a smile during a difficult and challenging time.

Finally, we look to the future with confidence as we deliver quality services and improvements to make the estate a cleaner, greener and a safer place to live in.

**Abdul Quddus**  
Chair

## MANAGEMENT REPORT

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



#### A new home:

BTMC will be moving to a new temporary office on the estate in autumn 2022 as we await the redevelopment of the Wickford Street compound, our home for the past 30 years. It will be sad to go but we look forward to returning to a new purpose-built office.



#### 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. The emergence from lockdown has seen less instances of neighbour noise nuisance which had increased when many people worked from home at the same time. The closing off of the alleyway in Wickford Street as part of our designing out crime initiative has been a great success in addressing the illegal drug dealing that was previously taking place in this vicinity.



#### Development and External Works:

Following a hiatus during lockdown we are pleased to report that progress with both developments at Wickford and Mantus Road is moving forward with an expectation works will start in 2023. BTMC, over the past year, has been keeping up a positive dialogue with stakeholders involved to ensure that the interests of our community remain at the forefront of any decision-making process.

## MANAGEMENT REPORT

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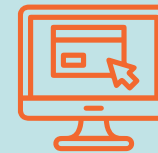
#### Community Activities/Event:

We held summer sporting activities for the children run by Vallance FC which culminated in a tournament that took place at a highly successful Fun Day in August. Due to concerns over cover raised by our Insurers, we were unable to offer any other community activities such as our popular subsidised coach trips to seaside and fruit picking.



#### Repairs and Planned Improvements:

Last year was a lot about catching up on a pent-up demand for day-to-day repairs as some tenants preferred not to engage or have anyone working in their home during the pandemic. The ongoing refurbishment of Hadleigh House following the fire in 2020 continued and the TMC remained highly involved, ensuring the voices of our leaseholders and tenants in the block were heard.



#### Website & IT:

The website is now easier to navigate following the upgrade last year. It offers information on our services as well as signposting to useful services provided by other stakeholders. We will continue to improve the content as our site develops and ensure it remains relevant for our residents.

The Better Neighbourhood External works program on the estate was affectively put on hold during the pandemic and it is expected that works due 2 years ago will be at the consultation stage in 2022. Hadleigh, Pemell, Colebert & Sceptre House will have improvements carried out in the next year.

## 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.



957

Number of repairs we completed this year



98%

Repairs completed on time



97.3%

Repairs right first time



£ 139,908

Spent on repairs



97.3%

Residents satisfied with our repairs service

## 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 2021-22.

Number of voids

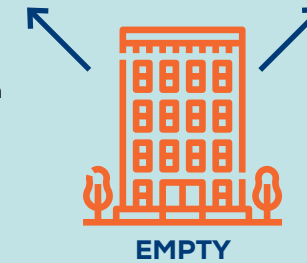


The total number of homes available to let in 2021-22

Number of short term voids



Void properties required works to bring to lettable standard



Number of long term voids



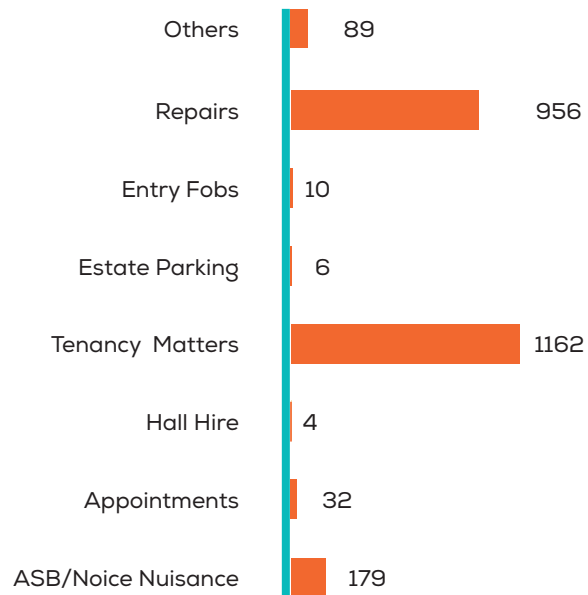
Void property that required major works



## 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 with the Government guidelines, however, our team remained available on the phones and via email.

### Residents Enquiries



In 2021/22

#### We received

1393 enquiries via email  
and over 1500 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.

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.

# 100%

Complaints dealt within  
15 days

Members Enquiries answered  
within the target date



## 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.

7

Number of new Category 1 cases referred to THH ASB team



45

Number of new (low level) ASB cases reported in 2021-22

42

Number of ASB cases closed / resolved

## TREASURERS REPORT

Bancroft TMC's Statement of Financial Activities 2021-22 (accounts) have been independently examined by CK Partnership. The accounts show that the TMC have recorded a surplus of £5,685 for the year.

### Review of Activities in 2021/2022:

#### Income:

1

- The allowance from LBTH: £666,561
- Other income: £1,611
- Total income: £669,750

#### Administration:

2

- Improvements in managing staffing cost and savings over less use of agency cover.
- Providing extra care and safety equipment to staff and after covid-19 restrictions was lifted to welcome staff back into the office.
- Increase in expenditure due to:
  - Rates levy being charged, whereas we had previously benefited from discretionary relief &
  - Heating increases

#### Pensions:

3

- Past deficit: £537,850
- Annual charge: £27,559 to service the past deficit

#### Estate Expenditure:

4

- Cleaning, estate improvements and caretaking costs: £368,561
- As part of the estate improvements, we have installed new bike shelters, gallows gates, and refurbished the communal garden for the reopening.

## INCOME AND EXPENDITURE ACCOUNT

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

	Notes	2022 £	2021 £
LB Tower Hamlets – allowances	2	666,561	658,586
Hall hire		1,500	-
Office rental income		-	650
Other income		1,611	3,461
Bank interest receivable		78	610
		669,750	663,307
Administration	6	(295,489)	(276,148)
Estate expenditure	7	(368,561)	(356,874)
		(664,050)	(633,022)
Surplus for the financial year before taxation		5,700	30,285
Taxation	4	(15)	(116)
Surplus for the financial year		5,685	30,169
Defined benefit pension fund reduction in deficit		255,879	37,951
Total net exceptional items		261,564	68,120
(Deficit)/Surplus for the financial year after exceptional items		261,564	68,120

## BALANCE SHEET

Bancroft Tenant Management Co-operative Limited  
Registered number: 27533R  
**Balance Sheet As at 31 March 2022**

	Notes	2022 £	2021 £
Fixed assets			
Tangible assets	8	5,019	6,693
<b>Current assets</b>			
Stocks		4,447	4,460
Debtors	9	50,571	50,719
Cash at bank and in hand		954,951	902,699
		1,009,969	957,878
Creditors: amounts falling due within one year	10	(79,321)	(34,589)
Net current assets		930,648	899,182
Total assets less current liabilities		935,667	906,958
Provisions for liabilities		(537,850)	(768,496)
Net assets		387,817	136,253
<b>Capital and reserves</b>			
Share Capital		36	36
Surplus/(deficit) Fund		322,781	61,217
Reserve Fund		75,000	75,000
Net Deficit		397,817	136,253

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 2021/22.

**Income**  
**£669,750**



**We collected £669,750 in income:**

**£666,561**  
Management Allowance

**£1,611**  
Other income including fobs, bank interest etc.

**Repairs & Improvements**  
**£196,899**



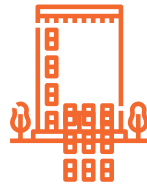
**We spent £196,899 improving both our homes and the estate:**

**£54,730**  
Home improvements (voids)

**£133,002**  
Repairs (external and internal)

**£9,167**  
Estate improvements

**Housing Management**  
**£460,284**



**We spent £460,284 keeping our estate clean and safe, dealing with ASB and supporting residents:**

**£364,778**  
Staff costs

**£37,469**  
Running costs

**£58,037**  
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

### Financial Commitment:

To ensure effective financial management for future stability and sustainability in an uncertain climate of increasing costs and challenges

### Financial wellbeing:

To continue to support residents during these unprecedented times where the cost of living crisis unseen in modern times will impact many households

### New development:

To work with partners to ensure a smooth transition to our temporary office(s)

### Play area improvement:

To improve the wellbeing of residents, create a community friendly inter-generational hub in the centre of the estate with the community garden and an upgraded play area

### Service Delivery:

To deliver excellent services to residents, listen to feedback from residents and to learn from our mistakes. To ensure staff and committee are committed, professional, well trained and valued.

## MANAGEMENT COMMITTEE

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**Chair**  
Abdul Quddus



**Treasurer**  
Ekua Quartey



**Secretary**  
Goulshana Kadir



**Vice Chair**  
Salim Ullah



**Assistant Treasurer**  
Nilson Oliveira



**Assistant Secretary**  
Peter Vittles

## MANAGEMENT COMMITTEE

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**Committee Member**  
Akikur Rahman



**Committee Member**  
MD Moniruzzaman



**Committee Member**  
Kamrun Nehar Shajhan



**Committee Member**  
Mustafa Muktadir



**Committee Member**  
Sarwar Zaman



**Committee Member**  
Umar Ali



**Committee Member**  
Serafim Florea



**Committee Member**  
Victor Ludlow

**Bancroft Tenant  
Management Co-operative**

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