Managers Annual Report 2025/26

This is my fourth year with Brockley Tenants Cooperative (BTC), and I hope that I have met most members by now. If not, come and introduce yourself at the AGM this year.

I am happy to report that we have a full staff team of five staff – three full time and two part time, with no staff changes for three years. This year Lenesa completed her apprenticeship in Housing Management at Level Three.

We have welcomed three new members to the Coop this year one from a council nomination and two from the waiting list. Prospective members have been attending meetings and new members that we have housed in the last few years have mostly honoured the promises they made in their applications to remain involved in the cooperative once housed. This is encouraging as Committee Members spent a lot of time re designing the application forms and interview process to try to encourage those with a genuine interest in helping the Cooperative to flourish rather than those who make promises and once housed are not seen again. This year we have once again had no inquorate meetings with General Meetings having been well attended and members have sent apologies if they have not been able to attend.

There are many ways to get involved in the running of the Cooperative. The Management Committee (Mancom) having the most involvement – see Selvin's report for the work carried out over the year by the Mancom. The General Meetings take place three times a year - also make important decisions. This year the General Meeting agreed to sign up to a new Management Agreement with Hexagon. The Officers group has reviewed our risk map, risk assessment, business continuity plan and undertaken a review of salary's. The Policy Group have more Ad hoc meetings but reviewed and recommended ten new Policies and Procedures this year as well as reviewing compliance with the Housing Ombudsman's complaints checklist. The BTC Voice group meets every month and offers community value for members and neighbourhoods alike in organising regular coffee afternoons, paying for street trees, subsidising seaside trips and theatre outings. The Gardening group are also busy tending to our Friendly Street allotments and have a group that is open to all. Further opportunities to be involved and shape the future of the Coop are available through away days, we generally arrange these biannually and other Ad hoc meetings. All the Members of these groups have worked hard for you; these activities all make BTC the special organisation it is – make sure you are a part of it!

This year we had four void properties and welcomed new members to the Cooperative as well as assisting existing members to move to more appropriate

property. We had two major voids and two minor voids; our average turnaround was 5.75 weeks and the rent loss was £3012.

If you would like a transfer within BTC you need to have no rent arrears, for your property to be in good condition and to be attending meetings to be considered for a move.

If you refer a family member to apply to the waiting list, your track record of paying rent, attending meetings and involvement in the running of the cooperative will impact on these applications.

Rent arrears continue to be an issue within the Cooperative. The cost-of-living crises is clearly having an impact. This year we have managed to reduce arrears slightly following taking several members through the court process. We have also had one eviction due to rent arrears. If you are living in a Hexagon Managed property, then you can face huge bills for legal and court costs because as managing agents we are not able to represent ourselves and must be represented by a lawyer. We have taken court action reluctantly in these cases. If members consistently ignore our contacts, do not stick to agreements or stop paying we have no other option than to apply to court. Rent arrears impact our ability to carry out home improvements and repairs as rents are our only source of income.

Please let us know if you are having any difficulties before arrears spiral out of control as we can help you. We can help with referrals to the social supermarket, food banks, sometimes gain help with fuel costs and to ensure you are claiming all that you are entitled to. Our Coop member Stephanie is still volunteering her time to assist members to maximise their income. I would like to extend a huge thank you to Stephanie for offering her time in this way. At year end rent arrears were 6.29%, this amounts to £63,297.86. BTC could do a lot with that money.

Hexagon Housing Association and Hecmaf

This year we finalised a new Management Agreement with Hexagon Housing Association. We worked with the Coops that also manage property for Hexagon along with Birgit Rapp and Selvin Lambert who also took part in the many meetings this project entailed. The Hecmaf group (hexagon, coops and managing agent's forum) was formed to work on this project. The group has decided that we will continue as a forum to share common issues and ideas.

Hexagon has appointed a dedicated role to liaise with Cooperatives, and we have monthly online meetings with Hexagon and the Hecmaf group.

The Hecmaf meetings are held on Thursdays in the evening, they are online meetings and members are welcome to join the group – please let me know if you are interested and I will add you to the mailing list.

Capital works

Capital works for 2025/26 covered the replacement of sixteen windows to double glazing. Cyclical repairs and external decoration was carried out at eight houses. During the year we replaced seven boilers. Upgraded four kitchens and five

bathrooms. We undertook void works to four properties. We are also progressing with our retrofitting programme by implementing Energy Performance Certificates (EPC) recommendations. We have insulated two loft spaces. We carried out 15 Electrical Safety Inspections (EICR).

Window	Boiler	Kitchen	Bathroom	Voids	Loft insulation	Cyclical Repairs and Decs	EPC	EICR
16	7	4	5	4	2	8	45	15

Annual Tenant Satisfaction Measures Report

The Regulator of Social Housing requires all social housing providers to report to tenants annually on the following 22 Tenants Satisfaction Measures (TSMs).

1. The Number of homes that do not meet the Decent Homes Standard.

   All Our properties meet the decent homes standard.

2. Repairs completed within the target timescales.

Order Category	Orders Raised	Orders completed	Completed on time
Emergency	16	16	16
Urgent	179	179	175
Long Term	15	15	12
Routine	109	109	104
New Routine	271	271	245

3. Gas Safety Checks Completed within timescale.

   100% of Gas safety checks were completed within the timescale. One tenant has not given access, and we had to disconnect their supply.

   Please ensure that if you plan to be away for a long period that you have let us know and that you leave keys with a trusted person to provide access to carry out any emergency repairs or essential safety checks. It is very important that the Cooperative is compliant with the law and we do not want to put your safety at risk.

4. Fire safety checks completed.
   We carried out fire safety checks on 22 communal properties this year.

5. Asbestos safety checks.

   Five asbestos inspections were carried out during the financial year.

6. Water safety checks completed.

   We do not have any water tanks, so this does not apply to us.

7. Complaints received within the year.

   There were 12 complaints received within the year:

   1. Minutes of a BTC meeting from many years ago were showing on the internet and a member was concerned that this may amount to a data breach as their name could be seen and identified with the cooperative. We were able to have some information removed and give advice about how to contact google and get the other information removed. This did not amount to a data breach.
   2. Noise transference between neighbouring flats. Both parties making allegations and counter allegations against each other.
   3. Noise transference between flats as well as alleged ASB that could not be evidenced.
   4. A young person was smoking cannabis on the front doorstep of a communal property.
   5. A member had not been provided with a larger property. The member was not eligible for a larger property.
   6. Complaint about paying for a lightbulb in a communal area. This is quite a common complaint as where we have lighting in a communal hallway this is supplied by one of the properties within the dwelling. The reason for this is that if we set up a separate account for one or two light bulbs that cover the communal area, the standing charge for this would cost more than the cost of the electricity used by the bulbs and then we would need to pass this charge to the tenants in the form of a service charge. This would have the impact of increasing the weekly costs for all. The property that pays for the electricity within their bill has the costs of this taken off their basic rent.
   7. A complaint about pigeon mess at the rear of the property. This did not need to be a complaint, if members report these issues to us, they will be dealt with. A complaint should be made because we have not responded to a report not made in the first instance. In this case an order was raised for the droppings to be removed.
   8. A complaint was received about neighbours' gardens being messy. Neighbours were reminded of tenancy conditions.
   9. A complaint about a broken key left in a lock but not reported so no one could gain entry to the communal door unless someone was inside to let them in. No individual took responsibility for this – we mended the lock as soon as it was reported to us.

10. A complaint about the reoccurrence of bed bugs. We have had a particularly bad infestation that has required many treatments as well as working with members about lifestyle.
11. A complaint was made that staff had not responded to a complaint of ASB this went to stage two and was not upheld and has now been referred to the Housing Ombudsman. We await to hear from the Housing Ombudsman.
12. A counter complaint was made in relation to the complaint above about aggression in response to noise. This is an ongoing situation that we continue to monitor.

8. Complaints responded to within the Complaint Handling Code timescales.

Service Improvement Report – Management Committee (Our Governing Body) Response to Complaints and Lessons learnt from Complaints.
All complaints were responded to within the timescales set down by the Ombudsman. Our member with Responsibility for Complaints has reviewed our process and checked that we have kept to the guidance laid down by the Ombudsman. All complaints are routinely reported to members at Management Committee and General Meetings. We reviewed our Complaints policy again this year to align it with Hexagons new Policy. We have improved our record keeping evidencing our actions. We have improved our communication and aim to ensure members are given updates. We have ensured that the website is updated, and we have updated email and telephone numbers through undertaking the tenant audit. We reviewed our compensation policy in line with the Ombudsman's recommendations last year. This year we had one complaint that progressed to stage two and subsequently went to the Housing Ombudsman.

We are still awaiting the outcome of a complaint made to the Housing Ombudsman last year about not being able to routinely provide weekend appointments for maintenance. So currently with the new complaint we are waiting on two housing ombudsman judgements.

9. Anti- Social behaviour cases.

As above, following a stage two complaint not being upheld the tenant has contacted the Housing Ombudsman. The Ombudsman is investigating a claim that the cooperative staff have not responded to anti-social behaviour (ASB). We could not evidence that ASB had occurred and the case involved allegation and counter allegation. We await the Ombudsman's report.

Tenant Satisfaction Questions.

The remaining 12 TSM's are measured through satisfaction surveys. We are required to carry out a satisfaction survey every two years. Larger landlords need to carry out a survey every year. All social housing providers must use the same set of questions. This is so the housing regulator can easily compare results. We conducted a satisfaction survey in 2025 as our last one was in 2023. The results and copy of the report was provided to every member of the cooperative. The report was also discussed at a Management Committee meeting and our away day in September 2025.

Following the tenant satisfaction survey – responses were put into an Action Plan, and we followed up these responses in the following ways:

- Where respondents were happy to be identified we contacted them directly to answer any queries about our service.
- Where we could identify respondents, we arranged for repairs or reports of damp to be investigated.
- Where we could not identify respondents, we included articles in our newsletters to address concerns or queries that had been raised.
- We included a full report to last year's AGM in response to the survey responses.

1.Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

72% of BTC and **74%** of Hexagon Managed properties were satisfied with the overall service provided by BTC. This gives a rating of 73% or seven out of ten tenants that are satisfied overall.

2. Repairs to your home

Has your landlord carried out a repair to your home in the last 12 months?

If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

Three quarters (74%) of tenants had a repair carried out in the home in the last 12 months.

73% of BTC and **75%** of Hexagon Managed tenants were satisfied with the repairs service

3. How long it takes to repair your home

If you have reported a repair in the last 12 months how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

75% of BTC tenants and **75 %** of Hexagon managed tenants were satisfied with the time taken to complete a repair.

4. A well-maintained home

How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

76% of BTC tenants and **74%** of Hexagon Managed tennats report they are satisfied that their home is well maintained.

5. A safe home

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

72% of BTC and **83%** Hexagon managed properties are satisfied that BTC provides a home that is safe.

6.Listening to tenants

How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

68% of BTC and Hexagon managed tenants felt they were listened to.

7. Keeping tenants informed

How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

77% of BTC and Hexagon managed properties were satisfied that they were kept informed about things that matter to them.

8. Treating tenants fairly and with respect

To what extent do you agree or disagree with the following? 'My landlord treats me fairly and with respect'

73% of BTC and Hexagon managed properties agreed that BTC treats them fairly and with respect.

9. How Complaints are handled

Have you made a complaint to BTC in the previous 12 months? If yes how satisfied or dissatisfied are you with complaints handling?

30% of BTC and Hexagon managed tenants who made a complaint in the last 12 months were satisfied with complaints handling.

10 Communal Areas

If you live in a building with communal areas either inside or outside how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

62% of tenants are satisfied that communal areas are kept clean and well maintained.

This is a disappointing result as one of the ways the Cooperative keeps costs to members low is by members being responsible for gardens and communal areas. BTC are having to become more and more involved in monitoring gardens and have had to carry out work and recharge members. Please help us to not impose service charges by keeping these areas clean and tidy. If you have access to a garden it is part of tenancy conditions that you care for this area and keep it tidy.

11. Your local area

How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

67% of BTC and Hexagon Managed tenants were satisfied that BTC makes a positive contribution to their neighbourhood.

This result is low considering how the cooperative contributes to the community through providing low-cost housing to enable members to remain in an area whose private rented sector costs have increased beyond the pockets of all but the wealthiest. We also pay for members to learn first aid, having trained first aiders within the community is a benefit to all. We also purchase street trees that benefit the whole community. Our mural was included on a map of street art within the borough as part of the Brockley Max festival and is enjoyed by all who pass it.

12. Anti-Social Behaviour

How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

32% of BTC and **73%** of Hexagon Managed tenants were satisfied with BTC approach to handling ASB

We have had one report of ASB this year that could not be evidenced. It is unclear why 32% of Brockley properties report such a low level of satisfaction here.

Michaela Clare

Operations Manager

July 2026