



# **Invitation to the 2024 Annual General Meeting**

**Saturday 27<sup>th</sup> July @ 2 pm Sharp**

**Venue**

**St Mary Magdalene School  
Howson Road, Brockley  
SE4 2AU**

**Formal Meal to follow at 3pm**

**Party starts at 3.30 pm**

**email apologies to: [admin@brockley.coop](mailto:admin@brockley.coop)**

**There is street parking near the venue, 122, 171  
and 172 buses stop nearby.**

**If you have a disability and require transport to  
and from the venue, please contact  
[admin@brockley.coop](mailto:admin@brockley.coop) or call 0208 691 5898**



# Annual General Meeting

## Saturday 27<sup>th</sup> July at 2pm to 3.30pm

### Agenda

The meeting starts promptly at 2pm formal meal served at 3pm  
email apologies to [admin@brockley.coop](mailto:admin@brockley.coop)

Item	Agenda Item	Time
1.	Introduction and Apologies 1a. Declaration of interests 1b Log of attendance	2pm
2.	Approval of Minutes of AGM Saturday 15 <sup>th</sup> July 2023	2.05 pm
3.	Matters Arising	2.10 pm
4.	To consider the Annual Report on the business of the Co-op and to receive the financial statements for the year ended 31 March 2024	2.15 pm
5.	Consider a resolution to disapply the requirement to appoint a qualified auditor	2.25 pm
6.	Formally re-appoint our Reporting Accountant, Cooper & Co	2.30 pm
7.	(A) To confirm there will be three General Meetings in the coming year - 10 <sup>th</sup> December 2024, 15 <sup>th</sup> April 2025 and AGM 26 <sup>th</sup> July 2025 (B) Approve the meetings timetable 2024/25	2.35 pm
8.	Election of Committee Members. – for business continuity the Chair, Vice Chair, Secretary and Treasurer to be elected by Committee Members at the first Management Committee Meeting on Tuesday 17 <sup>th</sup> September 2024	2.40 pm
9.	Voice Group Feedback	2.50 pm
10.	Verbal report by the Chair	2.55 pm
11.	AOB	



# Annual General Meeting (AGM)

Held on

**Saturday 15<sup>th</sup> July 2023**

**2:00 pm – 5:00 pm**

**St Johns Church**

**Members Present:** SL (Chair), SJ (Secretary), MM (Treasurer), LW (CM), TG, KV, HS, AJ, HL, GS, MF, AH, SF, LM, ED (CM), KS, CJ, AG (CM), GEd, RB, JGR, PB, CMcN, AS (CM), MB(CM), BG, JR-F, LO, HU, BR(CM)

**In Attendance:** Michaela Clare (Minutes and Manager), Lenesa Browne (Housing Officer) and George Osei (Maintenance Surveyor). Kiera Longley (Volunteer sound technician)

Agenda Item		Action By
1.	<p><b>Introduction and Apologies</b> The Chair welcomed members to the AGM. The meeting started at 2.35 pm with permission of members present due to start time on website being listed as 3pm.</p> <p><b>Declaration of interests</b> - none declared.</p> <p><b>Apologies were received from:</b> FJ, MP, SB, SS (CM), JC (CM), ALWK, HA, GW, JR, SG, RN, AB, MF, JR, BFP, SH(CM), BH and EH</p>	
2.	<p><b>Approval of AGM minutes of Saturday 23<sup>rd</sup> July 2022</b> Approved</p>	

3.	<b>Matters Arising</b> No matters arising were raised.	
4.	<p><b>Consider the Annual Report and Financial Statements</b></p> <p>Selvin noted that arrears had reduced, Hexagon invoices were being claimed and the maintenance budget was being monitored. BTC are looking to offer good quality products in repairs and cyclical programmes to increase the lifespan of components. The cyclical programme for the year is on going with a broad aim to have all Brockley Coop properties double glazed within 5 years. We will also continue the kitchen and bathroom programme, we need to keep a tight rein on these spends as we do not want to impose large rent rises.</p> <p>On the financial statement our bottom line has increased substantially by £122,264 since 2022. Our financial position is healthy.</p> <p>SL said he was aware that the staff who were eligible for a 3.5% pay rise had been disappointed but the committee should consider giving a Christmas bonus in the light of the increased surplus as has been done previously. No vote was taken about this but the members in attendance were in favour of giving a bonus.</p> <p>SL said that although we had lost another Admin Assistant, he had confidence in the team to make things work.</p> <p>There were no questions.</p>	
5.	<p><b>Consider a resolution to disapply the requirement to appoint a qualified auditor.</b></p> <p>Considered and agreed</p>	
6.	<p><b>To formerly re-appoint our Reporting Accountant, Cooper &amp; Co (Chris Cooper).</b></p> <p>Re-appointed by all except two delegates – majority carried</p>	
7.	<p><b>To confirm there will be three General Meetings in the coming year – 5<sup>th</sup> December 2023, 9<sup>th</sup> April 2024, and the AGM on 7<sup>th</sup> July 2024.</b></p> <p>Selvin notes that the AGM is likely to be moved to later on in the month as although some members have asked for the meeting to be before school holidays it is difficult to get all the financial statements completed this early in the month and impacts on the business of the Coop in not being able to provide the information on time.</p>	
8.	<p><b>Election of Committee Members</b></p> <p>(for business continuity – Chair, Vice Chair, Secretary and treasurer to be elected by Committee Members at the first Management Committee meeting on Tuesday 12<sup>th</sup> September 2023)</p>	

	<p>This year as 12 nominations were received it is not necessary to hold an election.</p> <p>Selvin thanked last year's Management Committee and the officers, Sharon James, Steven Hodges and Maggie Martin. Selvin thanked the staff and wanted to extend a special mention to Stephanie French who has used her Financial Inclusion skills to assist our members to gain help with paying bills and avoiding rent arrears action. – a big thank you to Stephanie.</p> <p>The nominations received to serve on the Management Committee 2023/24 are as follows:-</p> <ol style="list-style-type: none"> <li>1. Jim Carey</li> <li>2. Edward Dye</li> <li>3. Stephanie French</li> <li>4. Anne Greensmith</li> <li>5. Sharon James</li> <li>6. Fritha Jenkins</li> <li>7. Selvin Lambert</li> <li>8. Maggie Martin</li> <li>9. Birgit Rapp</li> <li>10. Alan Smith</li> <li>11. Sharon Smith</li> <li>12. Lorna Wright</li> </ol> <p>The election of the officers will take place at the next management Committee Meeting on 12.09.23</p>	
	The meeting reconvened as an ordinary General Meeting to discuss further issues at 2.50 pm	
9.	<b>Approve the Minutes of last General Meeting 19<sup>th</sup> April 2023</b> Approved unanimously	
10.	<p><b>Voice Group – feedback</b></p> <p>Lily May gave an update on the Voice group activities:-</p> <ul style="list-style-type: none"> <li>• 19<sup>th</sup> August trip to Margate back by popular demand after last year's successful outing. There are tickets left and a kind offer from one member to pay for a family of four to go on the trip.</li> <li>• The group have held several coffee afternoons at the Hill station Café over the year these have been well attended and it is intended to continue offering these to members – free cake and a drink to attendees.</li> <li>• The Voice group meet once a month via zoom and alternate between the first Sunday afternoon of the month and the first Tuesday evening of the following</li> </ul>	Michaela to promote

	<p>month.</p> <ul style="list-style-type: none"> <li>• The next voice group meeting is Tuesday 5<sup>th</sup> September at 7.30 pm.the office send out the invite to all members along with the zoom link.</li> <li>• Voice group can be contacted on <a href="mailto:hello@brockley.coop">hello@brockley.coop</a></li> <li>• Plans to book the Catford Broadway Theatre for this years Panto Jack and Beanstalk.</li> </ul> <p>Jennifer gave feedback about the Mural Project:-</p> <ul style="list-style-type: none"> <li>• In 2024 BTC will be 50 years old. At last years AGM a book of ideas started circulating around members to gather ideas on how to mark this celebration. One suggestion from that book was to paint a mural to mark this milestone.</li> <li>• Artmongers was chosen as eh artist to do this because they could deliver member participation aspects to the project so as many members could be involved in the project as possible. Artmongers were not available next year so we asked them to carry out the project early.</li> <li>• Artmongers delivered six workshops across three Saturdays to generate ideas.</li> <li>• Three images were then created from this input. The images were circulated among the members and a vote taken.</li> <li>• The winning design, called ‘windows of our soul’ took two weeks to paint and members were invited to join in the painting.</li> <li>• The completed mural can be found on the junction of Brookbank Road and Algernon Road- its hard to miss!</li> <li>• The group is now looking at an evaluation of the project and if anyone wants to comment please contact <a href="mailto:hello@brockley.coop">hello@brockley.coop</a></li> <li>• The voice group would like to thank office staff for their work to support the project, member photographers Julien Cope and Peter English, the Management Committee for their support of the idea and all the members who participated in the project. Thanks to Voice group members Lily, Bettina, Birgit and Kathy for organising with particular mention to Jennifer who managed the project to completion.</li> </ul>	
11.	<p><b>Chair and Secretary Reports</b></p> <p><u>Chair</u></p> <p>Selvin extended many thanks to the voice group for all their endeavours to involve members and for the really great job they have done of the Mural. We should really embrace our</p>	

	<p>fifty-year anniversary and make the most of it. Selvin encourages members to get involved and help make the year really memorable for us all. We would like to see family orientated events and will need to agree a generous budget. Selvin is looking forward to what the Voice group will do.</p> <p><u>Secretary</u></p> <p>This is Sharon James third year in the role and she has learnt a lot and enjoyed it.</p> <p>Sharon urges and encourages other members to get involved and come to meetings.</p> <p>Sharon notes that we have come through some very difficult years particularly with the pandemic but feels we are coming out the other side and feeling positive about the future.</p> <p><u>Questions for the Chair</u></p> <p>There were various questions about our plans to build and Selvin gave some info about our meetings with L and Q who may be able to help us realise our ambitions – this is work in progress.</p> <p>There was a question about our plans to own the allotment – this is ongoing, gaining information from Lewisham council and trying to locate the right person to ask has proved difficult. We have discovered that the land is designated as for allotment use only.</p>	
12.	<p><b>AOB</b></p> <p>None.</p> <p>The meeting closed at 3.30 pm</p>	

Signature.....Date.....





# Chairs Annual Report 2023/2024

This year is a special year for BTC as we celebrate our 50<sup>th</sup> Anniversary. In addition to our AGM, we will be celebrating this with a Jubilee party following our formal meeting. I encourage all members to come along, have a drink and something to eat, bring your family and enjoy the day.

Since 2014 BTC has produced some very good results and 2023/2024 was another busy year for the Coop. Over this year we have made some significant progress. I would like to thank my fellow officers, the Management Committee, the Voice Group and the Staff Team for all the hard work they have put into achieving our success.

We continue with our aim to offer the best housing to all our members. Since our last AGM we have had many achievements below are some of the major ones.

- Paid off all our mortgages so BTC now own all our properties outright.
- Voted for a new Logo and adapted this for our 50<sup>th</sup> year celebrations.
- Completed the mural project on the corner of Algernon and Brookbank Road to start off our 50<sup>th</sup> birthday celebrations.
- In September 2023 we held an away day to explore the risks to BTC and we looked at the results of our TSM survey how we can progress and grow into the future, this was a well-attended and enjoyable day.
- The Voice group have added social value to our Cooperative. They actively seek to improve participation and social togetherness, by holding several coffee mornings (with free cake and a drink), produce regular newsletters, arranging summer and winter outings. The voice group have also arranged for two street trees to be planted to commemorate our 50<sup>th</sup> Birthday and carried out a photographic project to record members experiences of the Coop. You can see the results of this project at our Jubilee Party.
- We have updated and approved the following new policies, Meeting Minutes Policy, Rent Setting Policy, Complaints Policy, Confidentiality Policy and Procedure, Privacy Policy and the Application process for new members.
- We have continued to look at development opportunities and ways to add to the co-op stock and have found some potential new development partners in L and Q and the 999 club Deptford. We are also exploring using a large back garden to build a small house on.
- We have taken back two properties that were not being lived in.
- We carried out a Tenant Satisfaction Survey.
- Updated our website.
- Reviewed our Application Process to try to recruit members who understand the ethos of co-ops, participate in the co-op and attend meetings.
- Carried out a rent review to ensure we meet the rent standard (we do).

I hope you will all join me at our AGM and Party so we can all raise a glass together and celebrate our longevity and our future.



## Sharon James – Secretary to the Cooperative

The following is an extract from an interview carried out by another Coop member as part of our 50<sup>th</sup> Birthday project to capture stories and photographs of some of our Coop members. Sharon James has been associated with the Coop since she was a child as her mother was an early member of the Coop.

### **Question: Is the Position of Being the Secretary a big responsibility? What do you have to do?**

Being the Secretary can be a big responsibility. The covid pandemic was a particularly challenging time where we needed to recruit staff. Working from home helped as we could carry out meetings online. If we did not have paid staff the role would be much harder as it would involve taking the minutes of meetings, setting the agenda and making sure the papers are sent out on time. All these things are taken care of nicely by our staff, people like Lenesa and Sahana.

The Officers do need to attend additional meetings we generally meet before the main meetings to set the Agenda and identify the main topics we need to discuss. We check the progress of Voids and some other operational issues that come up from time to time.

I am also part of a group of members that carry out office interview with staff and visit with other members to assess prospective members applications to check that they meet our criteria and can demonstrate their Cooperability.

And of course I attend the main meetings. It is important to be a part of these and be vocal about the issues that may affect members.

I always try to get new members on board, especially at the Annual General Meeting to try to encourage members to stand for the Committee and try to encourage their involvement.

The thing that needs to be remembered is that I am not always going to be the Secretary just as Selvin will not always be the Chair, we need people coming up and being prepared to take on these roles. Its not something to take lightly especially if you are trying to Chair a meeting when you have never done this before. It can be challenging, you need to know the rules, the standing orders and have an understanding of our policies.

As an Officer you are a line manager of the Staff, so you need to understand what is involved in being an employer. None of this is out of anyone's reach to do.

**Question: Celebrating 50 years and moving into the future, what would you like to pass on to new members? What should we look to improve?**

We can always improve on what we are trying to achieve. We need to get more people involved. Let's hope that our 50<sup>th</sup> anniversary will bring out some people that have been lost for a long time and been involved in anyway. I hope they will see the good work we are doing. I hope the Coop will continue to thrive and members continue to be the lead of the organisation. Many people are not as fortunate as us, I feel very lucky to part of this Coop.

I would love to see the Coop expand and take on new properties. We are always looking out for opportunities to purchase new properties. The housing crisis in London does not seem to be getting better and more organisations such as ours can only help to ease the problem.

I would like to be part of leaving a good legacy behind, even if it is to help people along a journey to home ownership, our rents are low and this can help those who want to own a property to save and move on, leaving their property to another person who needs it. Home ownership is not for everyone and not everyone will achieve that so it is important to have affordable social housing and that people get to live in decent homes at decent costs.





# BTC Voice Update for Jubilee Annual Review 2024

BTC Voice was formed in the autumn of 2020 in answer to an urgent call: to find ways to increase and encourage the participation of our membership.

We welcome all BTC members to join us. We meet virtually once a month on alternating Sundays and Tuesdays.

Here's what we've been up to in the year 2023 – 2024

## Newsletters

We've produced four community newsletters (thanks to Jennifer, Alice and Sarah), featuring updates and photos from BTC Voice events, interviews with Management Committee members; prize competitions; recipes; updates from the Co-op allotments; and even an opportunity for a BTC member's pet to introduce themselves in each issue.

We are always looking for new members to help produce the newsletters, it could be as a one off, or on-going commitment, let us know if you can help us.

## Coffee Afternoons

We've held four coffee afternoons in local cafes. These are always very friendly and welcoming occasions, and are a great way to connect with other BTC members and build a sense of community within the Co-op.

## Seaside Trip August 2023 – Margate

We organised another successful day trip to Margate, complete with music and a raffle on the coach. A special thanks to Jennifer for being such a great host on the day and making sure everything ran smoothly and everyone had the maximum fun possible.

## Christmas Panto 2023 – Jack and the Beanstalk

In December we visited Broadway Theatre in Catford to see Jack and the Beanstalk. Our panto outings are a great Christmas event for BTC families, and this year we're hoping to secure tickets for **Sleeping Beauty at the Broadway Theatre** – look out for the BTC Voice pantomime flyers from September onwards if you're interested in coming along.

Thank you to Birgit for organising our Christmas outings with much efficiency and thought.

In other Festive news, we held the first **BTC Voice Christmas Hampers Draw**, and three lucky members each won a Marks & Spencer's hamper.

We'll be repeating the Christmas draw this year too, so make sure you check your emails for a chance to win!

## **BTC Jubilee Celebrations**

### **Mural**

In June 2023 the Co-op commissioned a mural by Artmongers on one of our houses as part of the celebrations to mark the BTC 50th Anniversary.

Patricio from Artmongers ran a series of participatory workshops so that BTC members could contribute their ideas for the mural. Using these ideas, he drew up three mural designs and all Co-op members were invited to vote for their favourite. The winning design was **'Windows of our Soul'**, which represents the Co-op through a collection of windows flowing with life. The mural is on the corner of Algernon and Brookbank roads - go take a look!

Thank you to Jennifer and Lily, who managed the mural project for us.

### **Photographic Project**

BTC Voice members Lily, Peter and Jadon have been working through the spring on a photographic project portraying and interviewing some of our longest standing members. This lovely collection of photos will be available to view at our Jubilee party, in the office there after, and potentially other local venues in the future.

### **Street Trees**

As an additional, long-lasting way of marking the Coop's 50th Anniversary, BTC Voice have organised the planting of two street trees on Endwell road and Tressillian Crescent. These ornamental trees will be planted by the Lewisham Street Trees organisation this winter and will be cared for by BTC members who live nearby.

### **Coming Up... Seaside Trip 2024 – Littlehampton – Saturday 17<sup>th</sup> August 2024**

After much deliberation, BTC members have chosen Littlehampton as this year's summer seaside destination. This trip is open to all members and their families and seats are now available to reserve on our coach.

Email us at [hello@brockley.coop](mailto:hello@brockley.coop) if you'd like to come along.

### **Moving Forward... Many hands make light work**

From September 2024 we will resume our monthly meetings. We need you to join us. What else could we be doing to improve the participation of our membership? Bring your ideas, let's get to know each other better and be more involved in the running of our cooperative.

# Manager's Annual Report 2023/24

This is my second Brockley Tenants Cooperative AGM. It's hard to believe that I have been here for almost two years already. The time has flown by!

Since our last AGM we have been busy. In September we held an Away Day. We reviewed the issues raised at previous away days, we looked at the results of the Tenants Satisfaction Survey carried out last summer and we thought about how we will grow and survive for another 50 years. We had an exercise called 'what can sink the ship' and reviewed the possible risks and challenges to the Cooperative.

We updated our website this year giving it a fresh look with our new Logo and colours. We have checked information on the website to ensure that it has up to date contacts, policies and information on it. We have been proactive in keeping meeting dates current and promoting the Voice Groups events on the website. We have been uploading our minutes and newsletters and trying to make it a useful tool for members.

By Christmas we were focused on our 50<sup>th</sup> birthday party celebrations. Open meetings were held to explore how we would like to mark the day. From these meetings came plans to purchase street trees and carry out a photographic exhibition to capture our Coop stories along with images of our members. We decided to mark the anniversary with a big party and set out to identify a suitable venue to hold the event. Once we had secured St Mary Magdalene and knew what space was available, we set about finding entertainment, caterers, decorators and all the practical arrangements such as risk assessments, insurance and first aiders. It's been a big project. I would like to extend my gratitude and many thanks to the members and staff who have helped to organise the event. I hope that we will deliver a day to remember.

The report for this year's AGM is larger than previously because this is the first year we have been required by the regulator to provide a report to show how we have met the 22 Tenant Satisfaction Measures (TSM).

This year we have had quite a bit of movement within the properties with seven voids, allowing some members to transfer to bigger properties to alleviate overcrowding. We have welcomed three new members to the Coop.

Rent Arrears have fallen from a Whopping £87,000 in June 2021, £62,000 in June 2022, £60,000 in June 2023 are now £56,000 in June 2024. Please speak to us if you are struggling to pay rent or other bills, we can help you if you let us know. I would like to take this opportunity to say a big thank you to Stephanie, a Coop member who uses her expertise to help maximise incomes and direct to other services that can help when members are in need.

Our waiting list opened in June this year so we hope to recruit some new members who will commit to being involved as without members valuable input the coop will cease to exist.

In terms of Capital works in 2023/24 we upgraded the windows for four houses, this also included cyclical decoration to these properties. Five boilers were replaced. We upgraded six kitchens, two bathrooms and two shower rooms. We replaced one roof. We carried out Void works to seven properties over the financial year, one was a Hexagon property the others were all Brockley properties. We had a lot of problems trying to engage with Hexagon about their contribution to void works and this resulted in high rent loss and delays to void works. We had three one-bedroom properties, two, two-bedroom properties, one three-bedroom property and one five-bedroom property. Five of the properties were major voids and two were minor voids. The rent loss while the properties were void was £9000.

We made progress with our retrofitting programme by implementing EPC recommendations, upgrading loft insulation and installing modern double glazing to four more properties. Below is a breakdown of capital works and stock upgrade undertaken.

<u>Windows</u>	<u>Boilers</u>	<u>Kitchen</u>	<u>Bathroom s</u>	<u>Shower Rooms</u>	<u>Voids</u>	<u>Roof Replace ment</u>
4 Houses	5 Boilers	6 Kitchens	2 Bathrooms	2 Showers	7 properties	1 property

Here I am doing one of the things I like best – steering the ship.

Many More Happy Returns of the day BTC!





# Annual Tenant Satisfaction Measures Report

The Regulator of Social Housing requires us 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.  
None.
2. Repairs completed within target timescale.  
Emergency repairs completed in timescale 19 out of 19.  
Non-emergency repairs completed in timescale 252/ 267
3. Gas Safety checks Completed within timescale  
Answer = 100% completed.
4. Fire safety checks completed.  
100 % - we need to carry out checks every two years. We will be carrying out a new round of Fire Safety check this financial year.
5. Asbestos safety checks  
Four Checks have been carried out.
6. Water safety checks completed.  
We do not have any water tanks, so this does not apply to us.
7. Lift safety checks completed.  
We do not have any lifts, so this does not apply to us.
8. Complaints received within the year.  
9 complaints were received within the year from both Hexagon and BTC tenants. (There were 13 complaints last year).
9. Complaints responded to within Complaint Handling Code timescales.  
9 formal complaints were received and 8 were responded to within the timescales.  
Complaints concerned the following.
  1. Neighbour complaint about actions of another neighbour following a leak within the property.
  2. Complaint about Hexagon and BTC taking too long to give a decision.
  3. Neighbour complaint about the condition of a shared garden.
  4. Neighbour complaint about noise.
  5. A pest controller had not carried out a good enough job.
  6. Flooring had not been provided.
  7. Neighbour complaint about noise.
  8. A complaint about a staff members attitude.
  9. A complaint about repairs, staff and complaint handling following a request made in 2021. The complaint was that a repair took a long time to resolve. This complaint was not heard within the correct timescales. The complaint was also about staff members poor attitude and a lack of consideration of the person making the complaint disability. This was referred to the Ombudsman in 2023. This complaint was upheld by the Housing Ombudsman who reported back in May 2024. The Ombudsman made a finding of maladministration in the handling of a repair and maladministration in the landlords handling of the complaint and awarded compensation to the complainant and additional training for staff.

## **Service Improvement Report – Management Committee (Our Governing Body) Response to Complaints and lessons learnt from Complaints.**

Lessons learnt from completing the Housing Ombudsman self-assessment form to assess compliance with the Complaint Handling Code and from the complaints we have received over the financial year have mainly been around improving communication. Particularly when repairs are not going to be completed within the timescales, tenants need to be kept informed of this, given an explanation why this is the case and an expected completion date. More care needs to be taken to issue repairs orders under the correct timescales, so we do not raise unrealistic expectations. In addition, staff need to consistently document events and conversations so that we have evidence of what happened later down the line. Where property is gifted to an incoming tenant at tenancy sign up stage this needs to be documented for future reference. Members of the Management Committee completed the Ombudsman compliance with the complaints handling code self-assessment document and reviewed our complaints policy in line with this. Our new policy was ratified at our meeting on 21 May 2024. This along with our updated Policy is available on our website. As a result of this Members agreed that we will ensure there is a Committee Member with Responsibility for Complaints (MRC) on our Management Committee and we will call a special Management Committee Meeting to hear complaints at stage two if we are unable to hear the complaint within the prescribed timescale due to this not fitting within the normal cycle of meetings.

### **10. Anti-social behaviour cases.**

Within the year we have had two Anti-Social Behaviour Cases reported to us. One related to a tenant who is vulnerable disturbing neighbours by creating a noise nuisance in the early hours of the morning. We contacted support services and were able to resolve this by getting appropriate support that resolved the issue.

A second very serious incident of ASB occurred when an unknown person stole copper gas pipes from one property and damaged the copper pipes at another property nearby. Both properties were Hexagon managed and we worked with Hexagon to get the pipes changed to steel to remove the incentive to steal the valuable copper.

## **Tenant Satisfaction Questions**

The other 12 TSM's are measured through satisfaction surveys. We are required to carry out a satisfaction survey every two years. All social housing providers must use the same set of 12 questions. (We asked additional questions in the survey carried out in the summer of 2023 by Acuity and the whole report has already been provided to all our tenants and passed to Hexagon). We are reporting here on the 12 prescribed questions only. We had a good response to the survey with responses from 90 out of 162 members.

### **1. Overall Satisfaction.**

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

77% of our tenants were satisfied with the overall service provided by Brockley Tenants Co-op.

2. Repairs to your home

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

72% of tenants in BTC owned properties and 63% of Hexagon managed homes had a repair carried out in the previous 12 months.

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

Of these tenants 82% of BTC and 63% of Hexagon managed tenants were satisfied with the repairs service, this gave an overall rating of 77%.

3. How long it takes to repair 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 time taken to complete your most recent repair after you reported it?

77% the same number of tenants who had reported repairs (see above) are satisfied with the time taken to complete their most recent repair, this broke down to 81% of BTC tenants and 71% Hexagon managed.

4. A well-maintained home

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

69% of tenants are satisfied that their homes are well maintained. Brockley owned properties scored slightly higher here with 71% satisfied compared with 67% of Hexagon managed properties.

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?

75% of tenants 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?

64% of tenants are satisfied that BTC listens to their views and acts upon them. As a Tenant Managed Cooperative this is a surprising result. Tenants are all members of the Coop, are invited to all committee meetings and have voting rights at the three General Meetings that are held each year. We do take our tenants views seriously as we want to offer the services you need

and have high satisfaction levels, please come to the meetings, and share your views with us.

7. Keeping Tenants informed

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

83% of tenants were satisfied that they were kept informed about things that matter to them. This is an excellent result and indicates that our communications are being read.

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'

71% of tenants agree that BTC treats them fairly and with respect.

9. How Complaints are handled

- Have you made a complaint to your landlord in the last 12 months?
- If yes, how satisfied, or dissatisfied are you with your landlord's approach to complaints handling?

41% of tenants that had made a complaint to BTC within the previous 12 months were satisfied with complaints handling. As a result of this low result staff have taken additional training in complaints handling.

As above at TSM 9 the Housing Ombudsman required staff to undertake their complaint handling course in addition to the course above. All staff have completed this training.

10. Communal areas

- Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?
- If yes, how satisfied, or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

58% of tenants are satisfied that communal areas are kept clean and well maintained.

BTC tenants are responsible for communal areas, this means you do not pay service charges that other social housing tenants pay as part of their rents. This is one of the ways we keep our rents low and part of being a cooperative. The expectation being that tenants contribute to their homes. When we next carry out a survey we will ask if tenants want to pay additional charges to have their communal areas and gardens managed by the Coop.

11. Your Local Area

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

75% of tenants were satisfied that BTC makes a positive contribution to their neighbourhood.

## 12. Anti-Social Behaviour

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

59% were satisfied with BTC approach to handling anti-social behaviour, this included 68% of BTC tenants and 48% of Hexagon managed tenants. Staff have attended training in dealing with ASB in response to this low score.

Following the survey, we looked at the comments made by members in the free text questions. We put these into an action plan to address the issues raised. Some tenants were happy to be identified and we were able to contact them directly. Some comments mentioned repairs or damp and we have visited those tenants. Where comments were anonymous, we have tried to address issues raised through articles in newsletters. We passed comments made by Hexagon Managed Tenants to Hexagon, we have not received any response from Hexagon about this.

Some of the common themes that Members raised concerned the following.

### **Management Committee**

One of the questions we asked in the Satisfaction Survey was about the barriers to becoming involved in the Management Committee, here are some of the responses we received.

"They now have to get you selected to join a committee. If you don't get the votes, then you can't be a committee member. It was not like that in the past."

The Management Committee stands down and is re-elected at the Annual General Meeting (AGM). All Members of the Coop are provided with nomination forms before the AGM so that they can nominate themselves to stand as a Management Committee member. There are 15 places on the Management Committee and so if 15 or less people nominate themselves then they are automatically elected to the committee. If we receive more than 15 nominations, then there is an election to vote for the Committee Members. The resulting 15 members then vote to select the Officer roles at their first meeting following the AGM. This has not changed from the past.

"Certain positions such as Chair should only be filled by that person three consecutive times. Then they should be barred (not allowed) for three years so all the talent in the Coop has a good chance of being the Chair etc. The same person year after year is not even good for that person!"

"Mandatory limits of how many times a person can hold a position of power".

Our current Chair would agree with this! Larger organisations must abide by governance rules that impose time limits on committee members or board members for exactly these reasons. Because our committee stands down every year and are re-elected every year and we are such a small organisation, we do not have to operate within these restrictions as it is recognised, we have a smaller pool of talent

to draw upon. Some years we have not had 15 people apply for committee membership. We will carry on trying to get members to attend meetings and try to grow the necessary skills within the Coop. If members would like to step up, we have a Vice Chair position to prepare for taking on a Chair role and we will always support members with any training they may need to fulfil these roles. All our committee meetings are open to all coop members to attend so you can observe how meetings are run. We hold three General Meetings a year where all members also have a vote.

“There have been many meetings I/we have attended that have been very stressful and conflictual with personality clashes.”

“...the strong views and opinions of certain members make it difficult for some members to participate.”

“I once participated in a committee and found the experience very stressful.”

Personality clashes are not unusual in a democratically run organisation where people are encouraged to have their say. In an ideal world members would be mindful about the way they challenge things but when we are discussing our homes this can provoke a range of emotional responses. This issue has been addressed at several away days and conflict is better managed. Please try attending some meetings if you haven't for a long time you may find things have changed.

When members join the Coop, they commit to attending meetings and it is a condition of the tenancy that they will be involved in the running of the Coop after being housed. If the Coop is to survive this involvement is vital.

### **BTC relationship with Hexagon**

To the question “What one thing could BTC improve?” “We had 61 responses. Some were very positive such as “to tell you the truth Brockley Coop is a good landlord any problem I've got they are quick to sort it out.”

A reoccurring comment from our survey (14 Comments) was about the communication with Hexagon being poor, not being able to gain answers from Hexagon about when major components such as kitchens and bathrooms will be replaced, not being given any notice of Hexagon staff carrying out Fire Risk Assessments or property surveys. I have fed these comments back to Hexagon but have received no response from them. BTC have a Management Agreement with Hexagon that spells out the responsibilities of both, the current agreement is outdated, and the Coops have been in discussion with Hexagon about a new Agreement for over four years. Hexagon have chosen not to use the agreement drawn up by the group of Coops that manage their property and have asked that we sign up to a model agreement produced by the National Federation of Housing, this is an on-going project. Hexagon have taken steps to try to improve the communication with all the Coops that are managing agents and have held monthly surgeries on Zoom to raise any on going issues and have a dedicated email address for Coops so that a dedicated person can identify any common themes or issues.

Hexagon have assigned six hours a week for a named staff member to monitor this email address.

### **Repairs within BTC**

We had a few comments about how long it takes to get repairs completed within BTC. We have response times for repairs because we cannot resolve all issues within 24 hours. BTC members also made comments about checking on completed work. Our surveyor checks a percentage of completed works to check the quality of contractor work and we rely on you to let us know if things have not gone well as we do not have time to check every job. It is helpful to know when you have had a good service from a contractor as well so that we can use that to monitor performance overall. Please remember to return the feedback from that goes out with every order. Repair timescales are as follows Emergency 24 hours, Urgent 3 days and Routine within 28 days. Our repairs policy is on our website.

We had a few comments complaining about communal areas. It is part of tenancy conditions that members clean communal areas and cut back shared outside spaces. We do not offer these services as it would mean we would need to add a service charge to rents and costs would increase.

We had one comment saying that the member was not provided with carpet when they moved into the property, we do not provide carpet in any of our properties only flooring in the kitchen and bathroom is provided by BTC, this is common with many social housing providers.

### **Increasing Involvement within the Coop**

A few members commented that we need to increase involvement within the Cooperative. Between the Management Committee and the Voice group we have been trying to ensure a better sense of community and more involvement with the running of the Coop. One member thinks we should take steps against those people who do not attend meetings as it is a condition of the tenancy agreement. We have altered some interview questions to evaluate the values of prospective members to try to only take on people who will continue to be involved after they have been housed and may keep their promises.

### **Housing Options**

We had a couple of comments about the limited possibilities that BTC can offer for moves or transfers. We have a small stock and though we have development ambitions it is not likely we would be able to address all our member's needs.

Hexagon members have slightly more opportunities than our BTC members as they are able to apply to Hexagons housing list and have the option to mutual exchange with any other social housing providers tenants. BTC members can only swap within the Coop properties.

We have a relationship with another Coop that provides sheltered housing that is designed for people aged over 55. They are interested in taking on members who



will be active within their Coop, we can refer to this project, but vacancies do not arise often.

Our period properties are not easy to adapt for people with physical disabilities but there are services within the local authority that can help either with providing adaptations where possible or assist in finding alternative property. Disabled Facility Grants need to be applied for directly by the person needing them from Lewisham as they are means tested. We can help with making applications but are not able to apply on behalf of members. People with health problems can gain additional points on their Lewisham applications to bid on property advertised by the council, so this may be worth exploring if you need to move on medical grounds.

We have a few people within our properties that are overcrowded, we have very few larger properties and would recommend that members struggling with this issue should also apply to the Lewisham waiting list.

Here are the staff team raising a glass to our members.



From Left to Right

George Osei, Maintenance Surveyor, Sarah Jowers, Finance Manager, Sahana Khatun-Ullah, Administrator, Lenesa Browne Housing and Income Officer and Michaela Clare Operations Manager.