Managers Annual Report 2024/25

This is my third 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 who have all been in post for at least two years. Lenesa and Sahana are studying apprenticeships, Lenesa in Housing Management and Sahana in Data Management.

Last year's AGM will be a hard act to follow. We had many people tell us how much they enjoyed the day, and the evaluation forms were all positive. The AGM had the effect of increasing involvement in the running of the Cooperative. Lots of members who have come back to attending meetings note the atmosphere of the meetings has improved and we have not had any inquorate meetings. Following opening the waiting list in the summer we also have some new members and prospective members who have also attended meetings.

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 that all members promise to attend when they apply to the Coop and are supposed to attend as part of their tenancy conditions – take place only three times a year - also make important decisions. 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 BTV Voice group meets every month and offers community value for members and neighbourhoods alike in organising street trees, seaside trips and theatre outings. The Gardening group are also busy tending to our allotments. There is a further opportunity to be involved and shape the future of the Coop at our away day on September 27th so look out for the invite to this. All these Members have worked hard for you and these activities all make BTC the special organisation it is – make sure you are a part of it!

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

Rent arrears continue to be an issue within the Cooperative. The cost-of-living crises is clearly having an impact and this year we have not been able to reduce rent owed to BTC by very much. This will 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. This year we managed to gain a discretionary housing benefit payment of £5000 for one member. We can help with referrals to food banks 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.

Capital works

Capital works for 2024/25 covered the replacement of windows to double glazing for five properties with cyclical repairs and external decoration to three houses. During the year we replaced nine boilers. Upgraded six kitchens, two bathrooms and two shower rooms. We undertook void works to seven properties and carried out one complete roof replacement. We are also progressing with our retrofitting programme by implementing EPC recommendations. We have insulated eight loft spaces.

Windows	Boilers	Kitchens	Bathrooms	Shower rooms	Voids	Loft insulation	Cyclical Repairs and Decs
5 Houses	9	5	2	2	7	8	13 Properties

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	26	26	26	100%
Urgent	214	214	206	96%
Long Term	13	12	12	100%
Routine	253	245	241	98%
New Routine	127	112	109	97%

3. Gas Safety Checks Completed within timescale.

   100% of Gas safety checks were completed within the timescale. One tenant was away and could not give access, so we had to disconnect their supply and reinstate it when they returned to remain compliant.

   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.

   No fire safety checks were due this year 22 are planned for next financial year. We carry out fire safety checks every two years unless the assessor recommends otherwise.

5. Asbestos safety checks.

   Six 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 nine complaints received within the year:
   1. Someone opened another person's mail we could not uphold this complaint as there were more than one household living in the property.
   2. Trees being cut and debris left – the trees were cut by the complainants' landlord not BTC. We referred this neighbour back to their own landlord.
   3. Rotten trees being removed generated a complaint from an owner occupier next door about destruction of habitat however the trees were rotting and posed a danger to life and property, so we had no option than to remove them.
   4. Tree's being removed damaged a fence; we referred this to the tree surgeon's insurance company.
   5. A complaint about subletting could not be upheld because the subletting had happened in the past and was not current.
   6. A complaint was received about staff attitude could not be upheld as when the call recordings were reviewed the staff member had not been rude.

7. A complaint about use of bins was upheld and the neighbour reminded of their responsibilities.
8. A formal complaint was received about repairs not being carried out on the weekend. We could not uphold this complaint as we are not able to routinely offer weekend repairs. We do not have many contractors that work out of normal hours and if they do this attracts a premium cost that we cannot afford to pay. The complaint went to stage two and was not upheld by the Management Committee.
9. Noise from a neighbour complaint made by a property next door to ours that could not be evidenced. The neighbour refused to provide diary evidence.

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. 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 may be why we have only had one complaint progress to formal stage two of the process.

9. Anti- Social behaviour cases.

We had three cases of anti-social behaviour reported to us in 2024/25. One related to a long-standing issue with a neighbour who had no mental capacity. Social services had agreed to find more suitable accommodation, but this took so long the member died before he could be assisted. The second complaint related to slamming of doors and smoking in communal areas. We spoke to the tenant who stopped members of her household from doing this. The third instance of anti-social behaviour was resolved by Hexagon as one of their tenants was harassing our tenant next door, a Hexagon tenant in the same building and an owner occupier. Hexagon worked very quickly to resolve this and they gained an injunction to stop the behaviour.

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 have conducted a satisfaction survey this year as our last one was in 2023, the results will not be available for this report but will be discussed and reflected on at our next Away Day on 27th September.

Following our last 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.

This year we will compare the results we had from our last BTC survey with the responses that Hexagon generated from their last survey (source Hexagon website), the results of 36 London Landlords (source Accuity) and the results of UK wide Landlords (source The regulator of Social Housing).

1.Overall Satisfaction

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

77% of BTC and **76%** of Hexagon Managed properties were satisfied with the overall service provided by BTC.

Hexagons score for 2023/24 was **52.6%**

London Landlords **65%**

UK wide Landlords **70%**

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?

82% of BTC and **63%** of Hexagon Managed tenants were satisfied with the repairs service

54.4 % of Hexagon tenants were satisfied with their repairs service.

London Landlords **70%**

UK wide Landlords **75%**

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?

81% of BTC tenants and **71 %** of Hexagon managed tenants were satisfied with the time taken to complete a repair.

55.3% of Hexagon tenants were satisfied with how long it took to complete a repair.

London Landlords **70%**

UK wide Landlords **69%**

4. A well-maintained home

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

71% of BTC tenants and **67%** of Hexagon Managed tennats report they are satisfied that their home is well maintained.

52.9 % Of Hexagon tenants are satisfied that Hexagon provide a well-maintained home.

London Landlords **67%**

UK wide Landlords **70%**

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 BTC and Hexagon managed properties are satisfied that BTC provides a home that is safe.

63.5 % of Hexagon Tenants think their home is safe.

London Landlords **72%**

UK wide Landlords **77%**

6.Listening to tenants

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

64% of BTC and Hexagon managed tenants felt they were listened to.

45.3% of Hexagon tenants felt they were listened to.

London Landlords **52%**

UK wide Landlords **58%**

7. Keeping tenants informed

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

83% of BTC and Hexagon managed properties were satisfied that they were kept informed about things that matter to them.

63.3% of Hexagon tenants felt they were kept informed.

London Landlords **68%**

UK wide Landlords **65%**

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

64% of Hexagon tenants felt Hexagon treated them fairly and with respect.

London Landlords **73%**

UK wide Landlords **70 %**

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?

41% of BTC and Hexagon managed tenants were satisfied with complaints handling.

24.2% of Hexagon tenants were satisfied with how they had handled their complaint.

London Landlords **32%**

UK wide Landlords **35%**

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?

56% of tenants are satisfied that communal areas are kept clean and well maintained.

48.9% of Hexagon tenants are satisfied with how communal areas are maintained.

London Landlords **70%**

UK Wide Landlords **68%**

11. Your local area

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

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

49.4% of Hexagon tenants thought that Hexagon made a positive contribution to their neighbourhood.

London Landlords **64%**

UK wide Landlords **58%**

12. Anti-Social Behaviour

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

68% of BTC and **48%** of Hexagon Managed tenants were satisfied with BTC approach to handling ASB

49% **of Hexagon tenants were satisfied with Hexagons approach to handling ASB**.

London Landlords **57%**

UK wide Landlords **57%**

Michaela Clare

Operations Manager

July 2025