

Abbey Road Community Housing Ltd (ARCH)

ANNUAL REPORT

This Annual Report covers the period of September 2024 to August 2025 detailing ARCH's activities and financial statement.



CHAIRMAN'S MESSAGE



This year has seen completion of some of our improvement projects. The colourful back wall with gallery space for budding artists. The now completed fencing, gates and allocated dog park. The upgrading of the children's play area is a big improvement.

The Community day was well attended and enjoyed by many of our residents. The yearly tenant satisfaction survey was well supported and helps ARCH to understand what we have done right and where we can improve. There continues to be concern surrounding lifts, the towers' windows, heating, water supply and building security. These areas are not within our remit. We maintain our liaison with Camden Council, and encourage and support them in their efforts to manage satisfactorily, outcomes to these important issues.

The organisation continues to investigate further improvements for our residents, for example, painting the walls of the staircases in Snowman House and Casterbridge.

In the new year we will extend our management to 46 new dwellings in the regeneration phase 3 development.

Finally, to all residents, ARCH staff and Board volunteers, my thanks, for their patience hard work and good nature. Pride in what we have achieved, not least our Good Governance Kitemark from the National Federation of Tenant Management Organisations (NFTMO).

Elizabeth Henderson-Sambell Mrs.

Residents United



OUR BOARD

The Management Board of Abbey Road Community Housing Ltd (Your TMO) is elected each year by members of the TMO at our Annual General Meeting. The Board are unpaid volunteers of tenants and leaseholders, and consist of twelve elected persons with no co-opted members.

Abbey Road Community Housing (ARCH) would like to thank all those Board members who have taken an active role in running the estate over the past year.

Your Board as at 31st August 2025:

Elizabeth Henderson-Sambell (Chair), Clarissa Torres (Secretary), Barbara Wilson (Treasurer), Chenjerai Shire (Deputy Chair), Mikayel Poghosyan, Nusrath Jaku , Adrian Young, Brenda Gibbs, Nana Aboagyewaa, Ardita Sopoj and Nicola Broadhurst.

If you are interested in joining our management board and would like more information on what the role involves you can do this by contacting the office on **020 7624 6309** or by emailing: admin@abbeyroad.org.uk

YOUR TMO NEEDS YOU, GET INVOLVED AND MAKE DECISIONS ON THE MANAGEMENT OF YOUR ESTATE. DON'T SIT ON THE FENCE.



ARCH received the prestigious 'Good Governance Kitemark' Award from the National Federation of Tenant Management Organisations (NFTMO) in June 2025.

OUR MISSION AND VALUES

Our Mission

By listening to our community and putting people first we will work together to make abbey road estate a better and safer place where people want to live.

Our Values

Our values are shared by our management board, staff and partners. We seek to demonstrate our values in everything we do making abbey road estate a great place to live.



Tenant Led

We will ensure tenants lead the way in the services we deliver.



Respectful

We will ensure that our organisation and its service delivery show respect for our community and other stakeholders.



Inclusive

We will recognise the diversity of our community and work to ensure that our governance and service delivery represents this.



Integrity

We will ensure that the confidentiality of the individual members of the community whom we serve will be respected.



Collaboration

We will actively work in partnership with statutory agencies and relevant service providers to improve the quality of life of members of our community and the environment in which we live.



Honesty

We will ensure that we operate transparently at all levels of our organisation.

OUR GOVERNANCE

Abbey Road Community Housing Ltd is a limited company by guarantee, and our members are shareholders. Our Management Board are in control of the business. Board members must work together, in the interest of the TMO as a whole including residents who are not members.

The Board is responsible for all actions taken by the TMO. This includes the responsibility to ensure that the TMO acts in accordance with laws and regulations and with its contractual agreements, including its management agreement with the London Borough of Camden. The Management Board meet monthly to review the previous month's actions,

financial results against budgets, discuss performance, agree strategy and future service provisions. There are also 5 sub-committees who meet regularly. We ensure our Board have access to training and personal development is one of our top priorities. Each year we identify training needs and draw up a training plan to ensure all board members receive appropriate training.

The Annual General Meeting (AGM) is an important governance process for the members of our organisation. It ensures transparency, provide updates and gives members an opportunity to vote on a range of matters. Board members are also elected at AGM to hold office for one year.

Annual Operational Report to Residents (2024/2025)

We are pleased to share our Annual Operational Report, summarising the key activities, performance, and service delivery outcomes for the year ending August 2025. This report reflects our commitment to transparency, accountability, and continuous improvement in managing your homes and community.

1. Repairs and Maintenance

- **Total Repairs Completed:** 752 (Up 6% from previous year)
- **Right First Time:** 98% of all repairs completed on first visit
- **Emergency Repairs, 4 Hours:** 100% completed on target
- **Emergency Repairs, 24 hours:** 98% completed on target
- **Routine Repairs:** 97% completed within 5 working days, 100% of non-essential repairs completed within 20 days.
- **Voids:** 4 completed within the reporting period. 100% works completed within 15 days.

2. Estate Services

- **Cleaning:** Daily cleaning of communal areas maintained across all blocks and the estate.
- **Grounds Maintenance:** Grass cutting schedule adhered to, green area well maintained.
- **Waste Management:** Partnership with Camden Council working well. Both rubbish and bulk waste collection turnaround adhered to.

3. Health & Safety

- **Fire Safety Checks:** 100% compliance across all properties by your TMO.
- **Fire Safety Works (Camden):** We are actively liaising with Camden to undertake outstanding works in the towers.
- **Health & Safety Checks:** Daily checks carried out by Caretakers across all properties.

4. Tenant Engagement

- **Complaints Received:** 4 (Up 50% from previous year); 75% resolved within 10 days
- **Community Events:** Summer funday held, proposed autumn coach trip shelved due to lack of interest from residents.
- **Tenant Satisfaction Survey:** 91% overall satisfaction

TENANT SATISFACTION SURVEY-JUNE 2025	Very Good/Good	Very Good/Good	Up/down
	June 2025	September 2024	
Percentage of completed survey returned	51%	23%	up
Overall service provided by your TMO (ARCH)	91%	81%	up
Have you reported a repair in the last 12 months?	89%	66%	up
Satisfaction with overall repairs service?	91%	90%	up
TMO's approach to handling anti-social behaviour?	91%	73%	up
Are you satisfied that your TMO listens to your views?	91%	71%	up
Are you satisfied that your TMO keeps you informed?	95%	78%	up
Are you satisfied that Your TMO treats you fairly?	89%	72%	up
Satisfaction with TMO's approach to complaints handling	86%	80%	up
Your TMO keeps communal areas and the estate clean	96%	96%	No change

5. Estate Improvement

Works carried out by your TMO from efficiency savings (surplus) account;

- Part-funded the fencing of the park with Camden Council
- Funded the mural on the green area back wall agreed by residents at last AGM, to prevent graffiti and make the park area welcoming and attractive for residents.
- Funded the refurbishment of the playground to make it safe for our children.
- Funded the reinstated dog area.
- Purchased additional bins to be installed in the green area

6. Financial Overview

- **Annual Budget:** £537,242
- **Operational Spend:** £484,016
- **Savings Achieved:** £53,226 through procurement and efficiency saving measures
- **Savings on budget:** 10%

7. Staffing and Governance

- **Staffing:** 6 full-time staff; (3 Caretakers and 3 office staff).
- **Training:** Staff completed 55 hours of professional training
- **Board members:** Attended essential training.
- **5 Board members and 3 staff:** Attended NFTMO 3-day conference.
- **Board Meetings:** 9 meetings held; minutes available on request

8. Priorities for 2026/27 Financial Year

- To paint the **walls of the stairs** inside the towers
- To paint from **ground to second floor** outside towers including the **connecting bridge**.
- To take over management of social block (46 properties) in phase 3
- To recruit an additional Caretaker.
- To upgrade estate CCTV.
- To develop pedal bicycles parking at the first floors of towers subject to Camden's approval.

9. Contact and Feedback

We welcome your feedback and ideas. Please contact us via:

-  Phone: 020 7624 6209
-  Email: admin@abbeyroad.org.uk
-  Office: Unit 1, 145-149 Belsize Road, London NW6 4BX
-  Website: www.abbeyroad.org.uk

Thank you for your continued support and partnership.

Francis Owusu-Sekyere
Operations Manager

TREASURER'S REPORT

This report has been prepared as a summary of the Audited Accounts for year ending 31 March 2025. This includes Income and Expenditure Accounts, Balance sheet plus a report to Management. Audited Accounts signed by officers of the Management Board on **17th September 2025**. Income and Expenditure and Balance sheet are included in this Annual Report. A complete set of said accounts and report are available from the estate office.

The Income and Expenditure Account had an operating surplus of £53,226 for the year. Interest earned on our bank accounts at this time was £12,559. From the surplus, £986 was transferred to Reserve Account to comply with our Management Agreement with Camden.

Our Total Operating Income for the year was £537,242 and our total operating expenditure was £484,016. We spent £218,422 on management costs including running the estate office, £218,693 on caring for and improving the estate (including £88,261 improvement projects) and £46,631 on day-to-day repairs in individual flats.

Our Capital and Reserves are shown as follows:

	Amount (£)
Share Capital	173
Income funds	617,503
Fixed assets (Net book value)	0
Pension reserve	570,000
 Total	 1,187,676

Note; Pension reserve is managed by Camden pensions and does not add to ARCH's capital and reserves.

The Report to Management from the Auditors suggests we are complying with all laid down regulations and good practices, no recommendations were therefore made on this occasion. The report also shows Abbey Road Community Housing (ARCH) as having overall surplus for the year of £84,825 before transfers compared with £104,468 for 2024. Main contributory factor is improvement projects carried out.

Overall, ARCH is in a better position than it was last year . This is encouraging and would indicate that the organisation is mindful in controlling its expenditure.

Lastly, I would like to express thanks to our financial management team including Auditors Kingston Burrows, Accountant Juliana Mak and Bookkeeper Marta Silver for all their work. Also, Abbey Road Community Housing staff for all assistance given, and their day-to-day management of the organisation's affairs.

Barbara Wilson

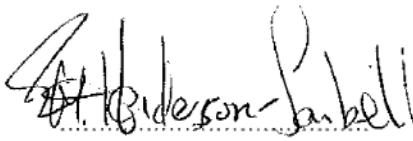
Treasurer

BALANCE SHEET
AS AT 31 MARCH 2025

	Notes	2025 £	2024 £
FIXED ASSETS	5	7,330	9,328
CURRENT ASSETS			
Debtors	12	12,758	10,522
Cash at bank and in hand		788,380	691,546
		<hr/>	<hr/>
		801,138	702,068
CURRENT LIABILITIES			
Amounts falling due within one year	13	66,036	39,500
		<hr/>	<hr/>
NET CURRENT ASSETS		735,102	662,568
		<hr/>	<hr/>
Creditors falling due after more than one year		742,432	671,896
Reserve fund	10	(124,756)	(123,770)
Defined benefit pension scheme liability	11	570,000	394,000
NET ASSETS		£1,187,676	£942,126
		<hr/>	<hr/>
CAPITAL AND RESERVES			
Called up share capital	15	173	168
Income funds	16	617,503	547,958
Other reserves	16	-	-
Pension reserve	16	570,000	394,000
		<hr/>	<hr/>
		£1,187,676	£942,126
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These accounts have been prepared in accordance with the Section 1A of FRS 102, 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

The financial statements were approved by the Management Committee on 2025 and were signed by:



E Henderson-Sambell
Chair

B Wilson
Treasurer



C Tores
Secretary

The notes form part of these financial statements.

ABBEY ROAD COMMUNITY HOUSING LIMITED

**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	2025 £	2024 £
INCOME		537,242	505,483
Administrative expenses		484,016	427,863
		<hr/>	<hr/>
OPERATING SURPLUS	2	53,226	77,620
Interest receivable and similar income		12,599	11,848
Interest payable on defined benefit pension liabilities		19,000	15,000
		<hr/>	<hr/>
SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION		84,825	104,468
Tax on surplus on ordinary activities	3	(2,294)	(2,252)
		<hr/>	<hr/>
SURPLUS FOR THE FINANCIAL YEAR		82,531	102,216
Transfer to reserve fund	10	(986)	(3,114)
		<hr/>	<hr/>
		81,545	99,102
OTHER COMPREHENSIVE INCOME			
Actuarial gains on defined benefit pension scheme	11	164,000	85,000
		<hr/>	<hr/>
TOTAL COMPREHENSIVE INCOME		£245,545	£184,102
		<hr/>	<hr/>

Minutes of AGM 26th September 2024

Started at 6.50pm

Chaired by EHS

1. The Chair welcomed all to the Annual General meeting of Abbey Road Community Housing Ltd (ARCH)

Item 2. Minutes from 2023 AGM.

EHS asked if everyone had read the minutes of the last AGM and proposed they were approved. Nimfa from 22 Casterbridge seconded the motion.

Item 3. Matters arising: None

Kim Thompson (KT) asked that Camden Council attendees speak first so that they could leave.

Item 9. Lifts

FOS introduced Sam Hulbert (SH) - lift manager and explained that the Towers' lifts and 151 Belsize Road had taken an unacceptable amount of time to be repaired. FOS further explained that 151 had disabled residents and should have been a priority.

SH said that there had been a lot of issues recently with lifts in general and that the technical team were exploring ways to make improvements. These included having a critical spares system where parts that need regular replacement were stored in Camden's depot. Apex had been storing parts in Sam's office, but a more official system was needed.

SH shared that there was a lift WhatsApp group that FOS should be a part of where the engineer messages the group to update on lift repairs, advises when they are onsite, going to turn lifts on and off and FOS would be able to message to get immediate updates on lift repairs on the Estate.

John Roberts (JR), Apex Service Director was introduced.

JR said that there are 500 lifts in Camden borough wide but when there is a specialist issue the manufacturers must come out to inspect before any work can be carried out. He stressed that tower blocks are a priority and are always treated as an emergency.

FOS said that as the TMO had been told the lifts had broken down because of the extreme heat he had no confidence in Camden or Apex and wanted an independent lift specialist to carry out an inspection and provide the TMO with a report.

FOS also mentioned that the lifts in the towers had been breaking down from the time they were installed, and it was not always the part that caused the issue.

JR stated that the number one repair with lifts is the doors. He said that 65% of all faults per month were related to lift doors and that lift repairs take between 90 minutes and 3 weeks.

Jack Young, a resident of Snowman House said that leaseholders are still charged for lifts even if they have been both out for a long time, which had happened over the past 12 months' time.

JR said that the problem is that since Brexit and COVID suppliers no longer stockpile parts because they have become very expensive and must be purchased from Germany. He carried on saying that there is no lift that is 100% fault free. Residents could help by not keeping lift doors open and that deliveries have increased, which means that lifts are used more nowadays. JR said that older lifts were more reliable, but the newer doors are safer but less sturdy.

JR then gave an update on the lifts

Lift 2 Snowman is under special measures to allow it to be used while waiting for parts. This was to prevent Lift 1 breaking down due to heavy use.

151 Belsize Road - specialist parts (ropes) are needed and were ordered as soon as the lift was inspected. Because of the issues mentioned above the parts are taking a long time. JR asked that residents consider that the Apex clock for repairs only starts ticking when they receive the job, or the permission to order parts from Camden.

Item 10. Windows

Tariq Maklad from Camden admitted that the issue with the windows has not been managed properly from the start. There has now been a review of the windows as to whether they need repair or replacement and everything was sent to the team that deals with internal assets. They must provide costs to the members at the next Cabinet meeting to get permission to go ahead. The decision will be made around December or January.

FOS asked that a meeting be held with residents in January to provide an update and next steps. He also pointed out that Chilcott estate is getting new windows when this issue has been going on longer.

Tariq said that a new survey would have to be carried out when the decision is made.

FOS said that he disagrees with another survey to be carried out. The residents have conducted numerous surveys, and the decision should have been made to change the windows years ago. FOS further said that Camden sent Wates out to carry out repairs and now the windows are in a worse state than before. He said he wanted assurances that Camden would replace the windows and reminded Tariq that Camden had won a case against the original window installers and been awarded a refund for the work. FOS said that residents deserved to know where that money had gone.

Item 4: Presentation of Accounts.

FOS read the accounts for the year ended 31st March 2024. He drew members attention to the following:

Operating income for the year was £505,483

Administrative expenses (Expenditure) for the year were 427,863. Comparatively, this was less than the previous year.

Operating surplus was £77,620 compared with £31,288 for the previous year

Fos concluded that ARCH in general managed efficiently within budget and is in a better financial position than the previous year.

The Chair asked for a vote on the account.

Barbara Wilson (Treasurer) proposed, and Adrian Young seconded. Members unanimously voted to accept the accounts.

Item 5. Appointment of Auditors.

EHS explained that every year we need to appoint Auditors to carry out the annual audit. Last year's audit was carried out by Myrus Smith (Chartered Accountants) who has now merged with Kingston Burrowes Audit. The management Board is satisfied with their piece of audit work and recommends that we use them again. Members unanimously voted to re-appoint Kingston Burrowes Audit firm.

Item 6. Vote on continuation of the TMO.

EHS explained the obligation under the terms and conditions of ARCH's management agreement with Camden Council that all residents must vote on the continued management of the estate at every AGM. She asked all residents present who wish ARCH to continue for a further one year to

raise their hands. All present raise their hands with no objections or abstentions. EHS thanked everyone for their support and vote of confidence.

Item 7. Election of Management Board.

The Chair handed the meeting over to FOS to conduct election of board members. FOS explained the process and why board members are elected every year at AGM.

The following were elected as Board members to serve for one year:

Elizabeth Henderson-Sambell, Chenjerai Shire, Barbara Wilson, Mikayel Poghosyan, Clarissa Frias, Nusrath Jaku, Brenda Gibbs, Adrian Young, Mrs Nana Aboagyewaa, Ardita Sopaj Amal Mohamoud and Malcolm Bush.

Item 8. Annual Report.

FOS went through the report, highlighted ARCH's achievements for the past year and answered questions from members. Two challenges being graffiti on the back wall and refencing of the park were highlighted and discussed in detail.

Back wall.

FOS explained the details of the proposal for a mural to be erected on the back wall of the green to try and prevent the graffiti that had been appearing over the past 12 months. He explained that anti-graffiti paint had been used but the chemicals used to remove the graffiti were very harsh, not environmentally friendly and were also damaging the wall. FOS also explained that the cost of carrying on removing the graffiti would soon be more than the installation. A sample of the mural was displayed at the meeting.

FOS put the motion to the members, and it was agreed unanimously to erect the mural.

Fencing.

FOS explained that agreement in principle had been granted to replace the fencing that the Regen Team had removed but needed to wait for planning permission before proceeding with the works. Once the fencing is installed it is hoped that the anti-social behaviour residents have been experiencing will stop.

Website.

FOS explained that there had been work carried out to the website to make it more user-friendly and this would carry on in the next year so that residents could easily find information.

Item 11. Questions and answers.

This session was generally dealt with in discussions.

The Chair at this point asked for a motion to bring the meeting to a close. Barbara Willson proposed, and FOS seconded.

The meeting ended at 9.15pm.