

# Abbey Road Community Housing (ARCH)

## ANNUAL REPORT

This Annual Report covers the period of April 2023-March 2024 detailing ARCH's activities and financial statement.



‘From the past, to present’



## *A message from the Chairman*

This year has seen both progress and certain difficulties. On a positive note, the audit and monitoring conducted by London Borough of Camden on our performance strikes a positive note. Likewise, the review by the National Federation of Tenant Management Organisations (NFTMO) for the good governance kitemark.

Operationally, the organisation has introduced a new messaging service for repairs and possible other notifications, the tree maintenance programme can now be done; communal and resident repairs continue to be exemplary as does housekeeping.

The management Board have discussed the issue of the back walls, the outcome remains ongoing. The 4-year business plan is now complete, including a broad plan for estate improvements. We continue to enjoy our summer community day; our social sub-committee recommended a winter consideration and thus will be launched in December.

The London Borough of Camden continues to disappoint our efforts to secure our primary and secondary fencing.

The fire protection measures and the windows for Snowman and Casterbridge are still outstanding. Lift performance and maintenance remains abysmal and unreliable. Abbey Road Community Housing can only continue to communicate with Camden on these important matters, as these services fall within their remit and not ours.

I would like to extend my thanks to all members of staff who have worked so diligently throughout the year. Also, my fellow Board members for their time and contribution.

We are still here, still trying to do our best for the community in which we live. Residents United, long may it continue.

Mrs Elizabeth Henderson-Sambell.

## *From our Business Plan* (Proposals for improvements)

	ITEM	Approval from members	Cost and Funding Source	Timescale
1	Develop a residents' charter setting out the service they can expect from ARCH on repairs, cleaning, contact with ARCH etc.	Required	£2,000 - To be funded from operational budget	By April 2025
2	Research and develop text management system to improve how we communicate with residents and to allow them to track reports	Not required	If agreed, set up costs from surplus. Up to £5,000 annual running costs to be funded from operational budget.	By Sept 2024
3	Revamp our website, repairs, etc reported online, newsletters	Not required	£2,000 -to be funded from operational budget.	By Sept 2024
4	Improve cleaning and the appearance of communal areas in blocks	Not required	Improvements to be made from within current resources	Ongoing
5	Greening the estate, planting initiative	Required if funding from surplus	£10,000 - Surplus or DMC funding	By Sept 2026
6	Hold well attended events and activities evaluate events and get feedback – investigate youth' only activities	Annual budget for Board's approval	£6,000 - to be funded from within agreed budget and top up from DMC funding	Ongoing
7	Research how we can prevent dogs fouling on the green and make it safe. (fencing, key access, etc)	Required	Depends on agreed solution with Camden.	March 2025
9	Investigate Fire blankets for residents	Required if funding from surplus	Surplus? Or possibly break even if charging residents	April 2027
10	Extend CCTV coverage to green area	Required if funding from surplus	Full consultation required	July 2026
11	Investigate in-house bookkeeping	Not required	£5,000 – training cost funded from surplus account	October 2024
12	Investigate power supply to tower corridors	Not required	£5,000 from surplus account	March 2025
13	Painting outside of the tower blocks up to and including second floor plus connecting bridge	Required if funding from surplus.	£70-80,000 from surplus account	March 2026
14	Renew corridor flooring in towers.	Required	£100,000 from surplus fund	March 2027

## OUR BOARD

The Board or Management Committee 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 fourteen 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 March 2024;

Elizabeth Henderson-Sambell (Chair), Clarissa Frias (Secretary), Barbara Wilson (Treasurer), Chenjerai Shire (Deputy Chair), Malcolm Bush (DMC Representative), Mikayel Poghosyan, Nusrath Jaku , Adrian Young, Brenda Gibbs, Nana Aboagyewaa, Amina Aden, Kevin Burela, Mie Russo and Amal Mohamoud.

We would like to thank our former member Joan Clay for her many years as a member of the management board and Treasurer, you have played an active role in the success of the TMO.



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](mailto:admin@abbeyroad.org.uk)



# 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.

We communicate with our members regularly by hand delivering quarterly newsletters and regular leaflets to every household on the estate. Previous editions can be found on our website

[www.abbeyroad.org.uk](http://www.abbeyroad.org.uk) or collected from the housing office.



## HOW WE PERFORMED

Each year we publish our Annual Report and Financial Statements to show how we have performed and how we have improved the range of services we offer to the tenants of Abbey Road. We have a number of key performance indicators that measure how we have performed against agreed targets. Overall, our performance has been very good, we have exceeded our targets in a number of areas. Unfortunately, our performance has been marred by constant lifts breakdown which is Camden Council's responsibility and anti-social behaviour on the estate green area following the aftermath of regeneration phase 2. we are working closely with Camden to resolve these two issues which are of great concern to residents.

### TARGET 6 days

**98%** of voids relet after nomination received from Camden

### Anti-social behaviour

**100%** of ASB responded to within category targets.

### TARGET 10 WORKING DAYS

**100%** of complaints acknowledged in 2 days and responded to in 10 working days

### EXPENDITURE

Actual expenditure compared with income - **85%**

## REPAIRS

Total Number Received-710

Category	Target	Achieved	RFT
Emergency	4hours	99%	100%
P1	1 day	97%	98%
P2	3 days	98%	98%
P3	5 days	100%	97%
P4	20 days	100%	100%

Training & development spent per Board member - **£524**

Target **100%**  
Invoices paid on time - **99%**

### Target 10 days

**100%** of members enquiries dealt with within target.

Visitors to the estate office:  
**1,248**

## OUR GOVERNANCE

Abbey Road Community Housing Ltd is a limited company by guarantee, and our members are share holders. 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.

At Abbey Road we are open about our business. We consult about services, priorities, significant changes and future plans and strategy. We listen and answer to the people and bodies who are entitled to take an interest in our business;

- members of the TMO
- Tenants of the homes we manage
- landlords, and
- the wider community

The Management Board meet monthly to review the previous month's financial results against budgets, discuss performance, agree strategy and future service provisions. There are also 5 sub-committees who meet regularly;

- Social and Communication
- Repairs and Regeneration
  - Tenancy and estate management
- Human Resources
- Finance

Ensuring 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.

## ***TREASURER'S REPORT***

This report has been prepared as a summary of the Audited Accounts for year ending 31 March 2024. This includes Income and Expenditure Accounts, Balance sheet plus a report to Management. Audited Accounts signed by officers of the Management Board on 19th September 2024. 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 £77,620 for the year. Interest earned on our bank accounts at this time was £11,848. From the surplus, £3,114 was transferred to Reserve Account to comply with our Management Agreement with Camden.

Our Total Operating Income for the year was £505,483 and our total operating expenditure was £427,863. We spent £219,185 on management costs including running the estate office, £162,966 on caring for and improving the estate and £45,712 on day-to-day repairs in individual flats.

### **Our Capital and Reserves are shown as follows:**

	<b>Amount (£)</b>
<b>Share Capital</b>	<b>168</b>
<b>Income funds</b>	<b>547,958</b>
<b>Fixed assets (Net book value)</b>	<b>0</b>
<b>Pension reserve</b>	<b>394,000</b>
<b>Total</b>	<b>942,126</b>

**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 £104,468 before transfers compared with £35,431 for 2023. Main contributory factor is prudent management.

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 Myrus Smith, Accountant Juliana Mak and Bookkeeper Bernadette Paul 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.



# Statement of Accounts Abbey Road Community Housing Ltd

## ABBAY ROAD COMMUNITY HOUSING LIMITED

### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
<b>INCOME</b>		505,483	485,938
Administrative expenses		427,863	454,650
<b>OPERATING SURPLUS</b>	2	77,620	31,288
Interest receivable and similar income		11,848	4,143
Interest payable on defined benefit pension liabilities		15,000	-
<b>SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION</b>		104,468	35,431
Tax on surplus on ordinary activities	3	(2,252)	(787)
<b>SURPLUS FOR THE FINANCIAL YEAR</b>		102,216	34,644
Transfer to reserve fund	10	(3,114)	(1,380)
		99,102	33,264
<b>OTHER COMPREHENSIVE INCOME</b>			
Actuarial gains on defined benefit pension scheme	11	85,000	314,000
<b>TOTAL COMPREHENSIVE INCOME</b>		£184,102	£347,264

The notes form part of these financial statements

## ABBAY ROAD COMMUNITY HOUSING LIMITED

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 7. MANAGEMENT COSTS

	2024 £	2023 £
Staff costs	140,145	134,765
Current service cost (Defined Benefit Pension Scheme)	15,417	25,261
Recruitment expenses	438	-
Staff training	1,359	1,505
Bookkeeping fees	2,195	2,499
Office rent and rates	9,516	7,950
Office maintenance, heating and supplies	4,722	2,002
New office Equipment costs	5,423	20,265
Audit fees	2,500	2,500
Accountancy advice	900	900
Legal and professional fees	1,100	825
Computer expenses	11,463	9,854
Printing, postage and stationery	2,101	3,176
Bank charges	171	138
Depreciation	666	520
Insurance	4,655	4,268
Telephone	4,255	3,816
Committee expenses	6,281	4,264
Co-operative's Social Fund expenditure	3,650	-
Sundry expenses	1,529	3,923
Health and Safety	699	266
	£219,185	£228,697

#### 8. ESTATE COSTS

	2024 £	2023 £
Caretaker staff costs (see below)	26,097	25,199
Temporary Caretaker's costs	19,067	20,625
Other caretaker costs	1,381	7,909
Estate cleaner	45,488	48,661
Gardening	3,316	6,218
Communal repairs	7,163	12,932
Estate lighting improvements	-	2,435
Improvement project	60,454	55,292
	£162,966	£179,271

During the year, the Society employed on average 1 caretakers (2023: 1).

#### 9. DAY TO DAY MAINTENANCE

	2024 £	2023 £
Direct costs	£45,712	£46,682

# Statement of Financial Position as at 31st March 2024

ABBNEY ROAD COMMUNITY HOUSING LIMITED (REGISTERED NUMBER: 27361R)

BALANCE SHEET  
31 MARCH 2024

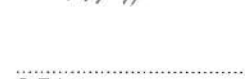
	Notes	2024	2023
<b>FIXED ASSETS</b>	5	9,328	-
<b>CURRENT ASSETS</b>			
Debtors	12	10,522	28,481
Cash at bank and in hand		691,546	605,842
		702,068	634,323
<b>CURRENT LIABILITIES</b>			
Amounts falling due within one year	13	39,500	57,637
<b>NET CURRENT ASSETS</b>		662,568	576,686
<b>Creditors falling due after more than one year</b>		671,896	576,686
Reserve fund	10	(123,770)	(120,656)
<b>Defined benefit pension scheme liability</b>	11	394,000	302,000
<b>NET ASSETS/(LIABILITIES)</b>		<u>£942,126</u>	<u>£758,030</u>
<b>CAPITAL AND RESERVES</b>			
Called up share capital	15	168	174
Income funds	16	547,958	455,856
Other reserves	16	-	-
Pension reserve	16	394,000	302,000
		<u>£942,126</u>	<u>£758,030</u>

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 19/04/2024 and were signed by:

  
E Henderson-Sambell  
Chair

  
C Shire  
Vice Chair

  
C Frias  
Secretary

The notes form part of these financial statements.



# *Residents' Funday - July 2023*





## ABBEY ROAD COMMUNITY HOUSING LTD ANNUAL GENERAL MEETING 29TH SEPTEMBER 2023 7PM MINUTES

Mrs E Henderson-Sambell (EH) welcomed everyone to the meeting and the meeting started at 18:56

Minutes from 29/9/22 were approved. Nimfa seconded and agreed by all.

There were no matters arising

Francis Owusu-Sekyere (FOS) presented the annual accounts and drew attention to pages 11 and 12. FOS explained that the expenditure was slightly less compared to the previous year. FOS proposed that £1380 be transferred to surplus and Chenjerai Shire (GS) seconded the motion. Barbara Wilson (BW) seconded the accounts.

Appointment of auditors was agreed to continue with Myrus Smith.

Vote on the continuation of the TMO was carried by majority with no abstention.

Board stood down and was re-elected. FOS had three applications for new Board members from Ama Mohamoud, Nana Aboagyewaa and Adrian Young and were all elected to the Board.

Sam Hulbert (SH) from London Borough of Camden's (LBC) lift section took the floor to answer questions on the constant lift breakdown. He explained that when the lifts were replaced 10 years ago it was one of the most modern and expensive systems. He agreed that the technical fault should not have happened that it took far too long to repair. A part had been ordered but it cost £7000 to replace and had to be ordered from Europe. SH said that he would ensure that these parts were kept in stock from now on to prevent the delay Camden will pay in advance and the parts will be stored in the Critical Spares Stores in Holmes Road.



## ANNUAL GENERAL MEETING MINUTES CONTINUED

SH continued that there had been a joint inspection on the doors, shaft to make sure that there was no dirt or debris causing issues, but this was not the case. He said that environmental issues such as the hot weather can also cause issues with all lifts, not just those on the estate. Residents said that it caused issues with those who have conditions, SH said that Brexit has meant that businesses do not keep these parts on the shelves anymore, but assured everyone that resolving the issues was high priority. FOS suggested that with all repairs there should be a change in the reporting system between the TMO and Camden so that all repairs can be followed up easily. Cllr Eddie Hanson said that he would look into compensation for residents. Adrian Young (AY) requested to see a copy of the specifications for the lifts. SH said that Local Authority specifications has been the same for the past 13-14 years.

John Paul Stevens (JP) from (LBC) introduced himself. He is the Building Safety Manager for the area. He has worked for the London Fire Brigade for many years and inspects the Towers monthly to ensure that there are no fire risk issues. He explained that even though the communal doors need to be replaced, the flat doors are FD60S standard and will provide protection. There is a pilot in Mary Green and the communal doors will be replaced in November. If the pilot is successful, the doors will be installed in the Towers. The risers are also being replaced.

Dave Close,( DC) Sergeant at Kilburn Safer Neighbourhoods Team introduced himself. He gave the police website and explained how to report any concerns. There are 4 officers on the team and explained that they are trying to interact with this area more as the High Street has been the focus for a long time. DC encouraged attendees to speak to him after the meeting.

FOS explained that no one from LBC had responded to the invitation to discuss the windows. Residents were not happy as they wanted someone to explain why the windows hadn't been replaced. Kim Thompson (KT) said that LBC wanted to do another survey in the winter. FOS said that he categorically refused to entertain yet another survey and wanted action now. EH said that there was already a Members' Enquiry raised about the windows and would follow up on replacement. Residents felt that LBC were ignoring their concerns, and they did not care about the conditions they were living in.

The meeting ended at 9:30pm.