

New Park Village TMC

Annual Report 2017/2018

This Annual Report covers the period of 1st April 2017 to 31st March 2018.

WHATS INSIDE?

- Chairs Report
- Details Of Your Committee And Staff
- Management Committee & Staff Training
- TMC Responsibilities
- Our Performance
- Projects Last Year
- Contact Details
- Office Opening Hours



Chairs Report Year Ending 31 March 2018

This year we celebrated our 25th Anniversary of being a Tenant Management Co-operative with Ellerton House officially opening its door on 18 January 1993. During this time we have experienced many challenges and learnt many lessons becoming a stronger organisation for it and we are looking forward to the future.

Once again we have seen standstill allowances from City of Wolverhampton Council and in these challenging times where there has been less money available, we have continued to work hard to make sure we can offer you the best service possible. Satisfaction with repairs remains high. Working with staff and volunteers, we are seeking ways to make sure that we offer you value for money by working as efficiently and effectively as possible.

This year also saw the introduction of Universal Credit across all tenants and residents who are currently on certain benefits and have had a change of circumstances. This, in turn, has affected many of our friends and family members but New Park Village are on hand to offer support and financial advice wherever possible. We have also continued to run a weekly job club in partnership with Job Change and Holy Trinity Church which offers help and advice for people looking to get back into work.

We have been fortunate over the last 9 years that Sonic Afterschool club had received funding from Children in need, however sadly they have not been able to secure further funding and the club has had to close. We would like to thank all the staff and volunteers who have worked with Sonic afterschool club for their hard work and commitment. We are pleased to say that Sonic Tots is still going to continue for the foreseeable future but rest assured we are working with several outside agencies and have lots of different and diverse projects in the pipeline for adults and children alike.

As you are aware we are awaiting the City of Wolverhampton Council to attend a meeting with the Management Committee at the end of September 2018 to inform us what is planned for the Re-modelling works due to take place on Ellerton Walk. Although we don't yet know what exactly these works will entail, we will try our utmost to get the best for ALL our residents, and will provide updates when available.

As I'm sure all of you are aware, fly tipping has always been an issue on New Park Village but recently we have seen a surge in the activity. We are continually doing everything in our power to combat this recent uprising but we can only do so much. We encourage residents to be proactive rather than reactive to ensure the minimising of fly tipping on the estate.

Remember the bin chutes on Ellerton Walk are for residents who live in the maisonettes on Ellerton Walk ONLY. The houses and bungalows have bins of their own thus tenants are NOT permitted to use the bin rooms.

I would like to take this opportunity to thank all members of staff, board members and office volunteers. It has been a tough year, especially with the staffing issues that the team have experienced, but all people involved with the TMC seem as motivated as ever to improve on the services that we currently offer, as well as expanding our repertoire further.

And finally I would like to thank you, the residents. You are one of the cornerstones that we rely on, whether you feel we are doing good or bad, just know, we are working towards what's best for all of you.

L Theophane

Linda Theophane
Chair



Your Management Committee as at 31 March 2018

The Management Committee is made up of Unpaid Volunteers who live on the New Park Village Estate, who have an interest in the estate and improving the area making New Park Village a better place to live. You, the residents, elect the committee on an annual basis at the AGM (Annual General Meeting).

The TMC would like to thank all those members who have taken an active role in running the estate over the past 12 months. We have made great strides forward in our progress and we thank you for your continued support.

Committee Members over the past 12 months:

Linda Theophane (Chair)	Trevor Mason (Vice Chair)
Donna Booth (Treasurer)	Mark Johnson (Vice Treasurer)
Kasey Ginnelly (Secretary)	
Sarah Stone	Rohan Cummings
Mandy Coxall	Agnieszka Jaworowska
Aleksandra Broniek	Esther Gogo-Hassan
Antonio Anderson-Taylor	Valerie Mckean
Juanita Huntington	Susan Padley
Simone Clift	

Not happy with how the estate is run? Want to contribute to the success of New Park Village? Then why not become a committee member? You will be able to not only have a say on matters surrounding the TMC, but the estate as a whole. Think you're up for the task? We welcome your contributions.

Staffing

Your co-operative pays workers to look after the day to day running of your homes and estate.

These workers are:

Karen Rogers	Chief Officer
Aron Adams	Tenancy Manager
Andrew Edmunds	Tenancy Support Officer
Daniel Cotterill	Administrator / Cashier
Steven Andrews	Maintenance Operative
Ken Smith	Caretaker / Handyman
Sylvia Wiley	Office Cleaner

Staff Sickness

Aron has returned from Long Term sickness on a phased return.

During the period of 1st April 2017 to 31st March 2018 114 days sick were taken by members of staff. Aron being on long term sick has had a detrimental effect on these statistics.

Management Committee & Staff Training 2017-2018

Training	Provider	Date	Attendees
Fire Safety Awareness Training	Sam Bunch Jacobs	28/03/17	Karen Rogers Andrew Edmunds Steven Andrews Ken Smith Daniel Cotterill Linda Theophane Mark Johnson Donna Booth
Debt Advice Training	Shelter	05/04/2017	Andrew Edmunds
Equality and Diversity	Pinnacle Training	03/07/2017	Andrew Edmunds
Digital Universal Credit	Housing Systems Ltd	20/07/2017	Andrew Edmunds
Delivery Plan and Risk Register 6 month Review	Ian Powell	27/07/2017	Linda Theophane Rohanne Cummings Trevor Mason Agnieszka Jaworoswka Donna Booth Mandy Coxall Karen Rogers Andrew Edmunds Daniel Cotterill Steven Andrews Ken Smith
Equality and Diversity	Pinnacle Training	02/08/2017	Karen Rogers
Asbestos Awareness Training	High Speed Training	28/09/2017 19/10/2017 19/10/2017 26/10/2017	Daniel Cotterill Mark Johnson Linda Theophane Karen Rogers
Level 2 Food Hygiene	High Speed Training	06/10/2017 06/10/2017	Linda Theophane Mark Johnson
ASB Training for TMOs and EMB	Wolverhampton ASB Team	12/10/2017	Andrew Edmunds Dan Cotterill
Fire Warden	High Speed Training	13/10/2017	Karen Rogers
Legionella and Legionnaires Disease Awareness	High Speed Training	25/10/2017 31/10/2017	Andrew Edmunds Karen Rogers
Delivery Plan – Annual Review day Governance Roles and Responsibilities Developing a Delivery plan – The process Review of the current Delivery Plan Forward planning Service priorities Timescales and Tasks Risk Assessment Review of the Management Agreement	Ian Powell	14/12/2017	Karen Rogers Aron Adams Andrew Edmunds Daniel Cotterill Steven Andrews Ken Smith Linda Theophane Mark Johnson Antonio Anderson Taylor Rohan Cummings Donna Booth Esther Go Go Hassan Simone Clift Sid Ward
Fuel Debt Advice in the Community Level 2		16/02/2018	Andrew Edmunds Aron Adams
Health and Safety In the Workplace Level 3	High Speed Training	19/03/2018	Karen Rogers

What New Park Village TMC are responsible for?

- Management of rent accounts and arrears control, including collection of rents
- Neighbourhood Management, recording and dealing with anti-social behaviour
- Repairing your home, repairs and maintenance excluding retained responsibility repairs
- Consulting with tenants and residents and keeping you informed
- Letting and Allocations within the New Park Village management area in line with the City of Wolverhampton Councils allocation policy.
- Tenants service, choice and complaints, involvement and empowerment

Value for Money – Finance

Our Accounts this year have been audited by GCN Accounting Services, and are presented at the Annual General Meeting around September / October.

Our finances are closely monitored and any efficiency savings are used in providing extra works as identified by the membership.

We would encourage our residents to continue to return any surveys back to Ellerton House as we use your feedback to plan ahead and manage our programme work.

Void Property Management

In total there were 22 properties that became VOID during the period of 1st April 2017 and 31st March 2018 which took an average of 32.27 days to let.

All of our properties are allocated in line with Wolverhampton Homes' Allocation Policy and all properties are advertised on www.homesinthecity.org.uk.

Arrears

The roll out of Universal Credit has begun to have an impact on our rent arrears , however once again the TMC's staff have put in a lot of time and effort into helping people on the estate who owe rent and ensuring they are applying for any benefits they may be entitled to.

If you do ever find yourselves in financial difficulties over paying your rent or other bills, or require assistance with applying for Universal Credit please come in and talk to staff, who will do everything they can to help.

Our Performance over the last 12 months April 2017 to March 2018

	17/18 Target	Q4 16/17	Q4 16/17 YTD	Q1 17/18	Q2 17/18	Q3 17/18	Q4 17/18	Q4 17/18 YTD
Rent Management								
% tenants with more than seven weeks (gross) rent arrears (quarter figure)	6.00%	1.69%	3.16%	2.39%	4.78%	3.46%	3.99%	3.64%
% of tenants evicted as a result of rent arrears	3.00%	0.00%	0.34%	0.00%	0.00%	0.00%	0.00%	0.00%
Arrears as % of rent roll	3.00%	1.69%	1.69%	2.30%	2.58%	2.21%	2.17%	2.17%
Repairs								
% of urgent repairs completed within government time limits (Right to Repair)	97.00%	100.00%	99.11%	100.00%	100.00%	100.00%	100.00%	100.00%
Average time taken (calendar days) to complete non-urgent repairs	5 days	1.00	1.00	1.00	1.00	1.50	2.00	1.00
% of emergency repairs completed on time	97.00%	95.00%	96.87%	100.00%	100.00%	100.00%	100.00%	100.00%
% of routine repairs completed on time	97.00%	95.00%	97.05%	100.00%	100.00%	94.00%	98.00%	96.75%
Voids and Allocations								
Void Loss as a % of rent roll (quarter figure)	2.50%	0.03%	0.61%	1.12%	0.82%	0.83%	0.89%	0.89%
Average time to re-let housing	35 days	10.05	19.67	15.00	32.00	14.80	81.20	32.27

Cannock Road Flats

BEFORE



If you live on Cannock Road then no doubt you would have seen the new flooring that was installed in all 7 blocks.

They needed to be replaced and the new tiles are a definite upgrade and really brighten up the blocks!

We also carried out some guttering clearance and repair works on all blocks

AFTER



Replacement Door Program



Following savings made by the TMC last financial year we were in a position to replace the front of doors on the houses across the estate who didn't receive one during the Decent Homes program. This not only brought the doors up to standard but will also made the doors uniform.

Tenants were given a choice door style and colour and following the completion of the program, feedback from tenants was very positive.

Policies

The Following Policies are available to view on request at Ellerton House

New Park Village Rules
Equality and Diversity
Code of Confidentiality
Code of Governance
Data Protection





Contact Details

New Park Village Tenant Management Co-operative Ltd
Ellerton House
Ellerton Walk
New Park Village
Wolverhampton
Wv10 OUG

Telephone: 01902 552670

Website: www.npv.org.uk

Email ellertonhouse@npv.org.uk



[www.Facebook.com/NewParkVillage](https://www.facebook.com/NewParkVillage)

OFFICE OPENING HOURS

Monday	9am to 12pm	2pm to 4pm
Tuesday	9am to 12pm	2pm to 4pm
Wednesday	9am to 12pm	2pm to 4pm
Thursday	Closed	2pm to 4pm
Friday	9am to 12pm	2pm to 4pm