

CETRA Housing Co-operative Limited

ANNUAL REPORT 2023 / 2024

This year's
Annual General Meeting
will take place on
WEDNESDAY 18TH SEPTEMBER 2024
AT 6.30PM
CLAPHAM BAPTIST CHURCH,
823 WANDSWORTH ROAD,
SW8 3HL

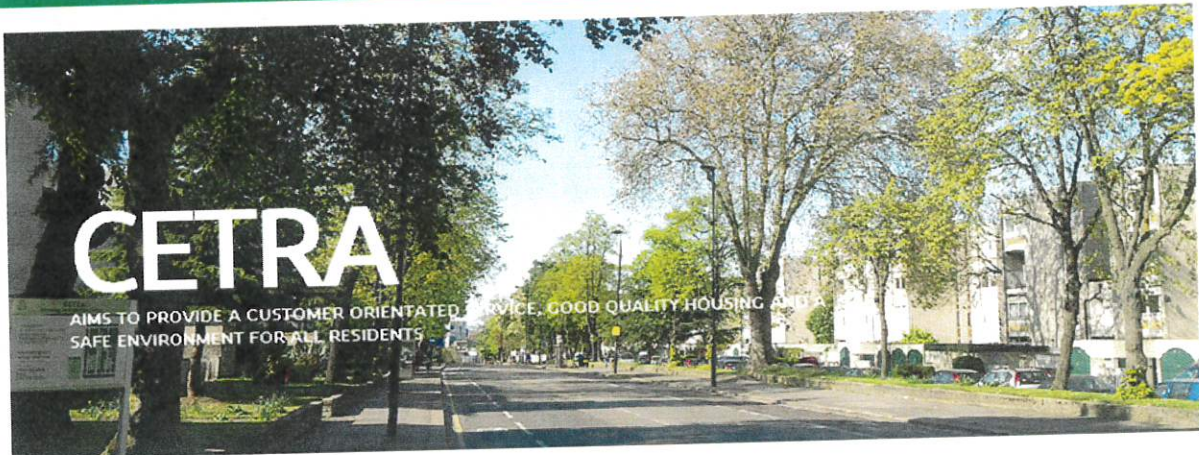


Please come along and enter our free prize draw. The lucky resident will win a £50 Marks and Spencer Voucher.

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Report from the Chair

As CETRA's chair it is a privilege to add my comments to this year's annual report. I would also like to thank the voluntary members on the committee for attending our meetings in their spare time. Their ceaseless commitment and diligence has helped to maintain CETRA as one of the most pleasant places to live in the borough of Lambeth. At the Annual General Meeting in September 2023 two new members joined the committee, and I would like to thank them for their commitment and input.

I would also like to thank the Manager, and all the staff in the Housing Office for maintaining a high standard of service and customer care to the residents of Cedars Estate. The team has continued to perform consistently well establishing them as one of the best Housing Management performers in the entire London Borough of Lambeth.

During 2023/2024 we carried out numerous improvements to the external areas of the estate. We carried out lighting upgrades to the estate lighting, painting of the concrete areas above the garages and sheds, and continued our garage door replacement programme. This work has enabled us to maintain our commitment of year on year improvements on the Cedars Estate.

We have managed our finances excellently over the last few years and have built up surpluses. We are aiming to spend our surplus next year to upgrade our Fire and Co2 alarms within tenanted properties, continue our garage door replacement programme and supply new air vents to our sheds.

The 5 year continuation ballot took place this year and I would like to say a big thank you to all our residents who took time to vote. We had a tenant Yes vote of 95.6% and a leaseholder Yes vote of 98%. Over the next few years, we will be working hard to continue improving the services delivered to you.

In September 2023 we held our Big Lunch— Summer Fun Event which was an absolute success, and it wouldn't have been possible without your participation and great support!

We were fortunate to have warm weather. The sun came out and brought sunshine throughout the day. The air was filled with fun and laughter, and we would like to express our appreciation to everyone who joined us on that day. Your presence made this event truly special, and we could not have asked for a better community turn out.

A special shout-out to our little ones who attended and had a blast on the bouncy castles, and bungee run. The DJ provided perfect soundtracks, and we received lots of positive feedback. The tabletop sale at the basketball court was small this year due to a few cancelations. We wish for those who could not make it this year, are able to join us next time.

One of the requirements of being a committee member is to ensure we have the necessary competencies to carry out our duties. In June 2023 committee members attended the National Federation of TMOs (NFTMO), Conference over two days, and took part in workshops on Understanding and Managing TMO Finance, Changing Fire and Building Safety Landscape, An Update for TMOs, Understanding The Importance of your Governing Instrument (constitution), Conflict Resolution, and How to successfully secure external funding for your community projects. All the courses were very informative, and beneficial for the running of our estate.

On behalf of all the committee members, I would like to say a big thank you to all the tenants and leaseholders for their co-operation and support over the year and we would appreciate your continuous support in the management and development of our estate.

Eulalee Francis
Chair

Manager's Report

Dear Resident,

I am delighted to give you an update on the Estate Management Activities of CETRA Housing Co-operative. Our aim is build a community where everyone is valued, respected, and to deliver a service that meets the needs and expectations of all our residents.

During the previous year we have been focusing on a number of estate management issues that will enable us to drive our vision of providing a high standard and customer focused service for the residents of Cedars Estate.

CETRA again invite you all to let us know any comments you have about the estate services we provide to you. You can send your comments good or bad via email, telephone or use our suggestion box located in the CETRA Housing Office. Residents are welcome to provide their comments or suggestions relating to issues such as repairs, cleaning, grounds maintenance, ideas to improve the estate and more.

Your opinions are important and is used to informing the way we design and deliver our services for 2024 and beyond.

Objectives achieved during 2023/24

- Carried out a deep clean of the blocks and bricked walls.
- Painted the concrete above the sheds and garages.
- Upgraded the Estate Lighting.
- Replaced/Painted the Garage Doors
- Caried out Organic Garden improvement works.

Performance

The London Borough of Lambeth corporate targets for Rent Arrears Collection, Void turnaround and Repairs have all been met and exceeded by CETRA. However, it is recognised that both Lambeth Managed properties and TMO's face a particular challenge around income collection due to the cost-of-living crisis and general economic climate. During the year we have provided our tenants with support when they were facing financial difficulties by offering benefit advice, how to maximise their income, dealing with debt, and ensured where possible the housing element of universal credit was paid directly into rent accounts.

Repairs and Maintenance

Description	Lambeth Target	TMO Outturn 2023/2024
Repairs Completed on time	90.0%	100.0%

The delivery of a customer friendly responsive repairs and maintenance service is a key business priority. Our figures for the previous year had CETRA as one of the top performing repair services in the Borough.

We have sought to concentrate our internal resources in improving communications between the residents and ourselves, thus making us more accessible to all.

We have sought to bring about a greater understanding in our repair responsibilities and have prioritised budget provisions not only to fulfil the day to day repair requirements but where possible improve and maintain the

external areas of the estate. Of course, there have been financial constraints, and improvements have been slow, but improvements are becoming more visible. We are at the same time increasing our awareness of the problems experienced by our residents and therefore can identify and prioritise future repair requirements.

Some repair requirements are not covered by our Management agreement and are, within the responsibility of the Local Authority. In such cases where Lambeth are slow in acknowledging the agreement, we have been carrying out Lambeth retained functions. These include a painting programme to the concrete areas above the sheds and garages, garage door replacements painting of balcony railings and an estate lighting upgrade.

We have seen an increase in requests for repairs over the last year, especially in relation to damp and mould issues. This confirms not only our accessibility but also the need for resources and information aimed at achieving preventative measures for damp and mould such as basic ventilation.

Rent Collection

Description	Lambeth Target	TMO Outturn 2023/2024
Rent Collected In Year	98.5%	99.42%

Service Charge Collection

Description	Lambeth Target	TMO Outturn 2023/2024
Service Charges Collected	105%	100.42%

CETRA ended the year collecting 100.42% on service charges. This meant we missed the target by 4.58%. The reason for this is due to the rigid way in

which Lambeth sets the target and the low level of arrears we have at the end of the year which gives us less scope to achieve the 105% target

Void Management

Description	Lambeth Target	TMO Outturn 2023/2024
Average re-let time for Short Cycle Voids	30 days	1 Day

This performance measures how quickly we let empty properties from when someone moves out to when we carry out the necessary repairs and get a new tenant to move in. The TMO outturn of 1 day makes CETRA the best performer across Lambeth.

Gas Servicing

Description	Lambeth Target	TMO Outturn 2023/2024
%Gas Servicing completed within 12 months of previous service	100.0%	98.24%

CETRA missed the target for ensuring gas services were completed within 12 months of the previous service at the end of year March 24 by 1.76%. This related to 1 property where the tenant went on holiday without notifying us, and the service became out of date during March 2024. This has now been completed.

Percentage of Tenancy Checks

Description	Lambeth Target	TMO Outturn 2023/2024
Tenancy Checks	10%	11.17%

CETRA exceeded the target for tenancy checks during 2023-24 and ended the year completing 11.17%, exceeding the 10% target by 1.17%, which equated to completing 22 tenancy checks.

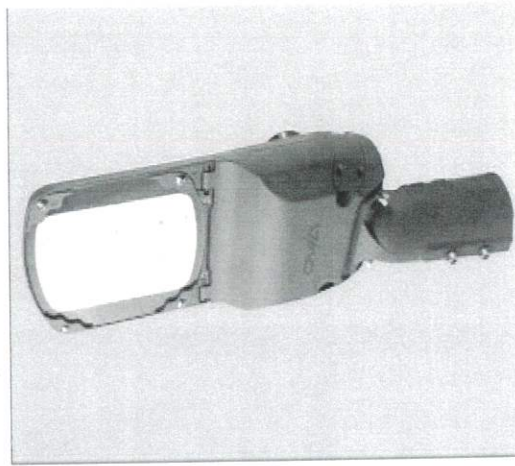
Estate Cleaning

This remains a paramount business objective, and the office have been actively monitoring the performance of the cleaning contractors Wettons to ensure proper cleaning standards are achieved and maintained.

The main problems we have encountered this year is from residents and non-residents dumping non collectable bulk items. During the year Wettons were clearing 1 to 2 lorry loads each week. Where we identify persons responsible, we will recharge them the cost of clearing it.

At the beginning of 2024, Lambeth informed us they do not offer a paid bulk collection service to TMO Estates such as Cedars Estate. As a result, CETRA has introduced a new paid service for the disposal of large items.

This new service provides a convenient and responsible way to dispose of white goods and other large bulky items including sofas, mattresses and electrical items. Our August Newsletter includes the details and cost associated with the collection of individual items.



Ground Maintenance

This is a very important aspect of our housing management service as we have a lot of grassed areas for a relatively small estate. Ladybirds our Ground Maintenance contractors are doing a fantastic job, and we continue to monitor their performance.

Tackling Anti-Social Behaviour

This remains a key estate management priority for CETRA. Thankfully the number of cases has dwindled over the years apart from the odd complaint about loud gathering of residents' and dumping of rubbish.

Fire Risk Assessments FRA's

During the year Lambeth's Health and Safety Officers have been carrying out FRA's in partnership with the London Fire Brigade to ensure that it follows their most up-to-date good practice. CETRA have been proactive in completing FRA's assigned to them throughout the year. At the end of March 2024, the Fire Safety Team tracker did not list any FRA deficiencies, which were open.

Lambeth Council TMO Client Team Comments on our performance.

CETRA have continued their good performance from 2022-23 into 2023-24. With the exception of service charge collection and gas servicing all KPIs were met.

The TMO have put measures in place to assist them in continuing to achieve the target for Rent Collection in 2024-25

Performance on Service Charge collection dipped towards the latter end of 2023-24 but the comments and suggestion made by CETRA have been taken on board by the Client Team.

The TMO continues to remain in a healthy financial position, with a strong and committed Board as they move into 2024-25.

ANNUAL WELFARE VISITS

We have continued CETRA's commitment to the elderly residents and carried out our annual elderly and vulnerable resident welfare checks in 2023/2024.

Services Provided by London Borough of Lambeth are as follows:

- ▣ Tree Management.

- ▣ Asbestos.
- ▣ Major and Structural Repairs including replacements.
- ▣ Painting of external and common parts.
- ▣ Fire safety works including completing fire risk assessments.
- ▣ Right to Buy administration.
- ▣ Setting of Rents.
- ▣ Refuse and Recycling collections.
- ▣ Housing Benefit and Council tax assessments.
- ▣ Repairs over £5k.
- ▣ Community Care Assessments.

Future Works

During the next year 2024/2025 CETRA plan to: -

- ▣ Upgrade the Smoke and Co2 Alarms in our tenanted properties
- ▣ Replace/Paint Garage Doors
- ▣ Carry out Organic Garden improvement works.
- ▣ Replace the shed air vents.

CETRA Manager

Our Vision / Mission Statement

CETRA aims to provide a customer orientated service, good quality housing and a safe environment for all our residents.

Treasurer's Report

Accounts report for the Year ended 31st March 2024

As the treasurer I am responsible for the financial records of the Co-operative, reporting to the committee and the rest of the co-operative ensuring they are informed of the state of the Co-operatives finances.

In the opinion of our Auditors CBHC LLP Chartered Accountants, our accounts for the year ended 31st March 2024 have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014.

At the end of the financial year, we generated a £22,024 surplus. This means more money has been received than spent and is a key indicator of profitability and efficiency. These savings have been made even with the additional expenditure we incurred towards the replacement of Garage Doors, Estate Lighting upgrade and painting of the concrete above the garages and shed.

All surpluses made in this year, and in previous years are held in reserve and a portion is reinvested for the future benefit of the estate and residents.

Peter Forde
Treasurer

USEFUL NUMBERS

Transco Gas Safety - 24 hr (for gas leaks)
0800 111 999

Clapham Town Safer Neighbourhood Team:
020 8721 2825

Lambeth Council:
020 7926 1000

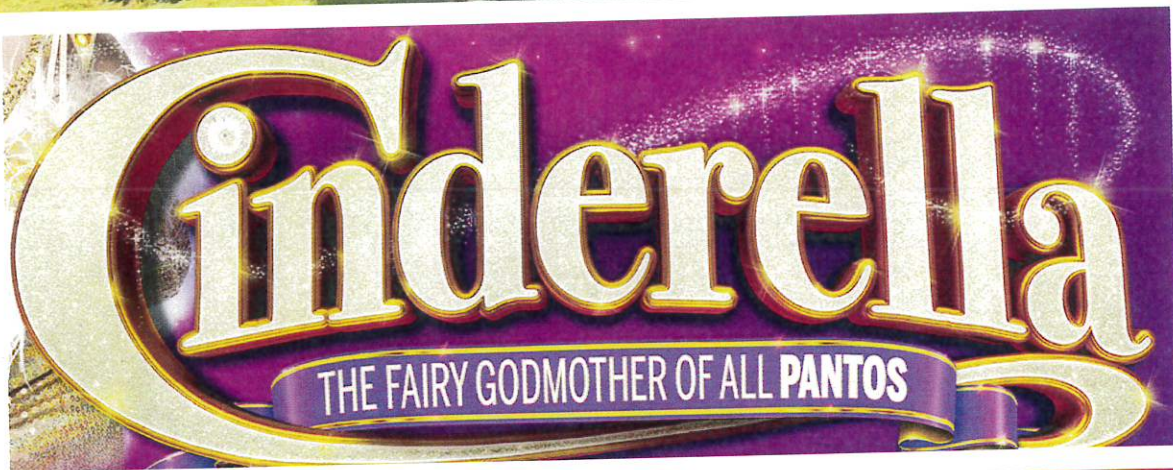
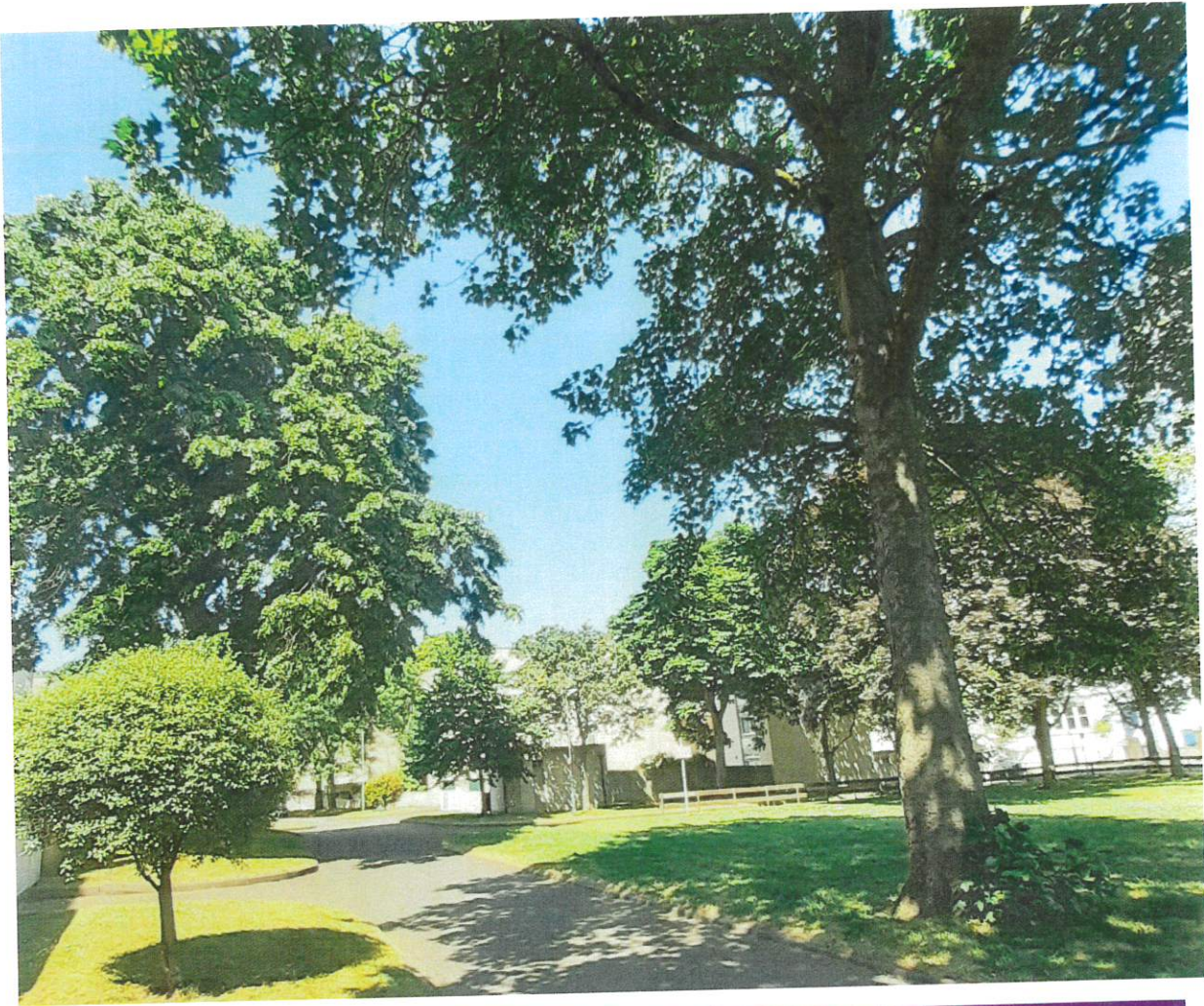
CETRA Office:
020 7926 7555

Heating and Hot Water:
Smith and Byford - 0800 091 2140 / 020 8722 3436

Out of Office Emergency Repairs:
020 7926 6666

Noise Nuisance - Response Night Service 10pm - 3am
020 7926 5999

CETRA'S EMAIL ADDRESS AND WEBSITE:
cedars@lambeth.gov.uk
www.cetra-housing.co.uk



**CETRA Housing
Co-Operative Committee
2023/2024**

OFFICERS:

CHAIR: Eulalee Francis **SECRETARY:** Sonia Ellis **TREASURER:** Peter Forde

COMMITTEE MEMBERS:

Martin Williams, Gloria Morales, Ms E Bickers,
Sophie Drew, Mr A Essenga, Maria De Sousa