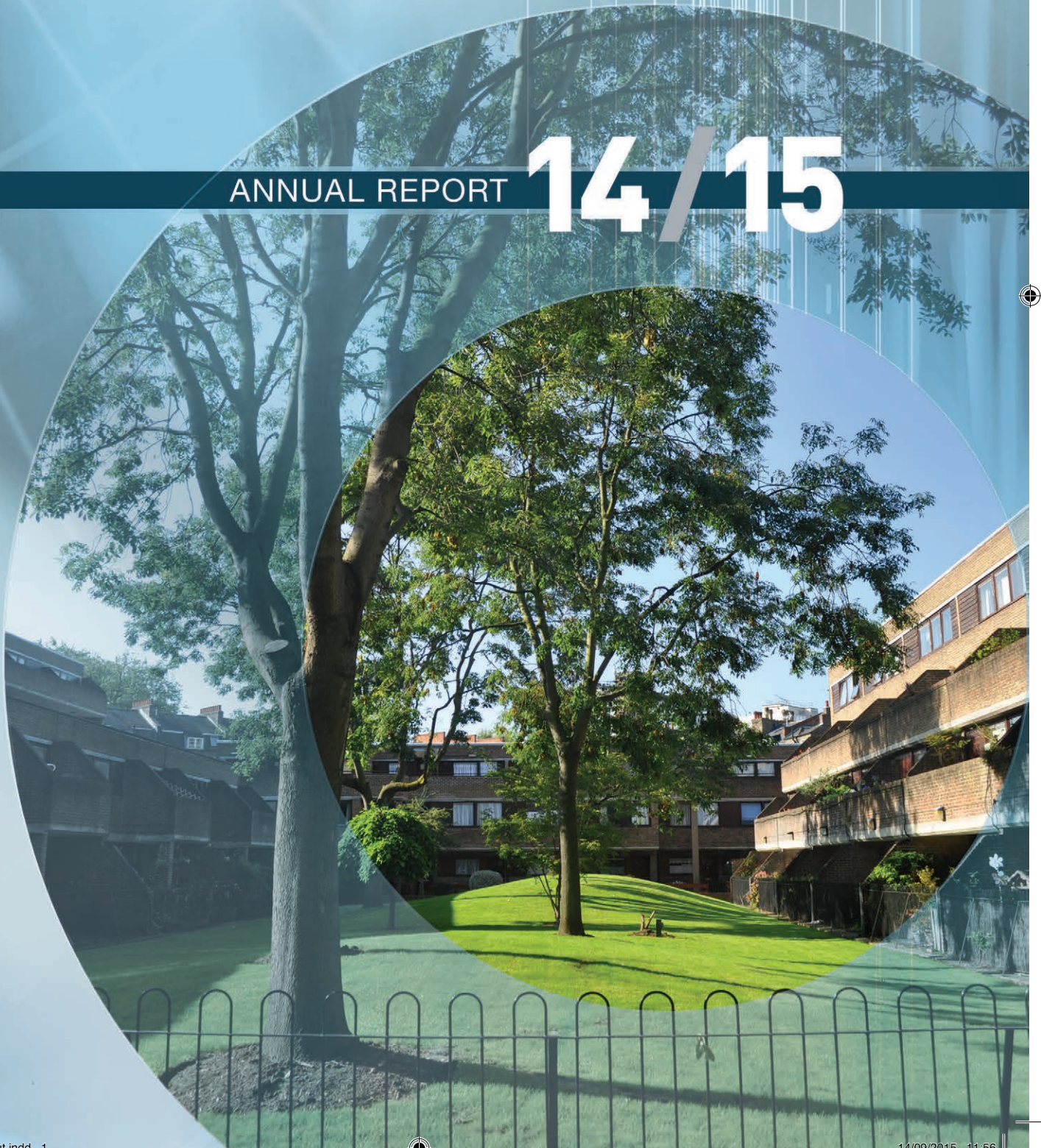




**WELLINGTON  
MILLS**  
HOUSING CO-OPERATIVE

ANNUAL REPORT

**14/15**



# WELCOME TO WELLINGTON MILLS' HOUSING CO-OPERATIVE'S ANNUAL REPORT

## A MESSAGE FROM THE CHAIR, PATRICIA CRYAN

Dear Residents

The 2014-15 financial year presented challenges and opportunities in equal measures to the Management Committee (MC) and it was a year of transformation and progress for Wellington Mills. Soon after the MC took office in September 2014, it became clear that for some time the office administration was dysfunctional and struggling to cope. We didn't know at the time that Lambeth Council were very close to putting Wellington Mills on notice as we had not been complying with the Management Agreement. This meant the Management Committee had to focus on how to improve our performance otherwise we were in danger of being taken over by Lambeth Council.

Housing Consultant Liz Michael was engaged to prepare a report to identify where we were failing. Her report was highly critical. She recommended that we engage Masood Hussain, an experienced TMO Estate Manager, to assist and advise us on our journey to recovery. Over the last 12 months difficult decisions have had to be made to ensure we meet our obligations.

The good news is that we have made significant progress. The previous Estate Manager left in December 2014 and an interim Manager was recruited for three months. Paula Phillips was employed as our permanent Estate Manager at the end of March 2015. Paula has extensive knowledge and experience of housing administration and management. She has already made a huge impact in guiding Wellington Mills towards becoming a successful co-operative once more.

Rent accounts were costly and time-consuming to administer. A rent specialist was brought in to sort them out so we could hand them back to Lambeth. The rent collection function was then handed over to Lambeth Council at the end of March. We are still responsible for the administration of arrears.

Major works to improve the homes of tenants have almost finished and work to the external areas is planned by Lambeth in the year ahead.

The Annual General Meeting (AGM) will be held on 24 September 2015 at the Auditorium, Oasis School and I urge you all to attend and provide support for the Co-op.

This annual report contains highlights from the 2014-15 year and outlines some of our plans for the next financial year, 2015-2016.

### Finally THANK YOU:

To our Officers - who have worked their socks off this year and our Management Committee and Sub-Committees who have worked so hard giving their time freely to achieve so much for the benefit of our Co-op. The past 12 months have been unprecedented in terms of having to deal with so many serious issues and would not have been achieved without the support and commitment of our MC.

To Residents who have come together as a group to monitor future works at Oasis as well as dealing with Lambeth planning department over the hideous flue.

To the members who have attended General Meetings and given their support by voting to allow the MC to fund Consultancy fees and projects from our Reserve Fund.

Last but not least our Management Agreement and Schedules experts who regularly update all amendments.

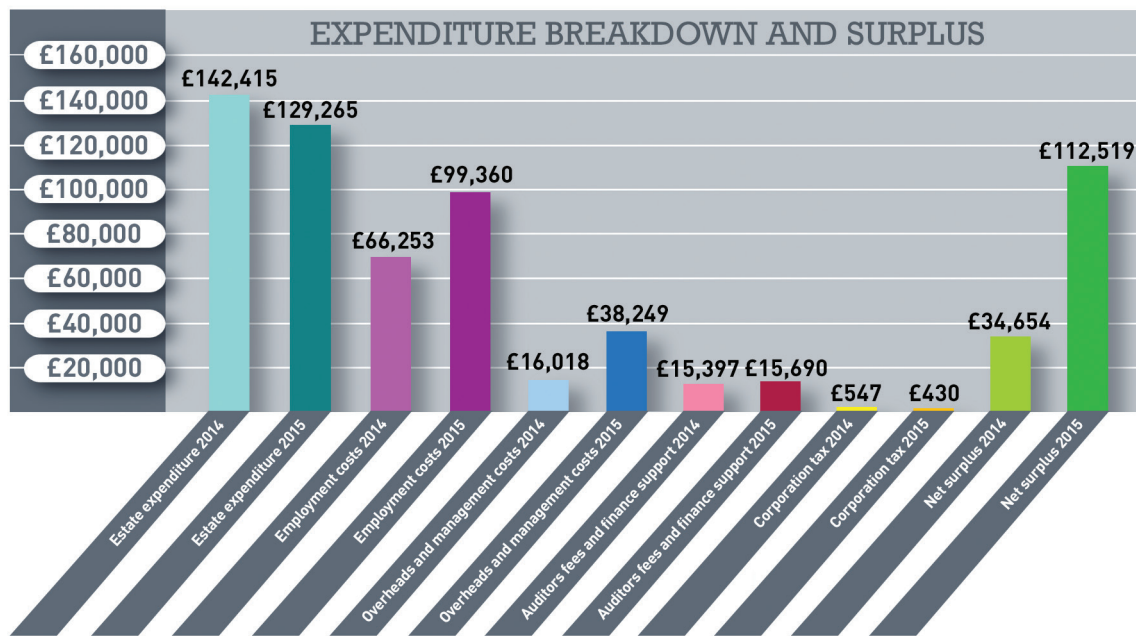
**We look forward to working with all residents and employees in the coming year to make Wellington Mills a more pleasant place for us all to live and work.**

Thank you.  
Patricia

# FINANCE

We have continued to build our financial security and we have made a surplus at the end of year on our day to day expenditure which will be invested into estate improvements.

Below shows the breakdown of expenditure for the 2014/15 financial year compared to the previous year and the surplus generated.



We carried out several projects over the course of the year, funded from our reserves.

These include

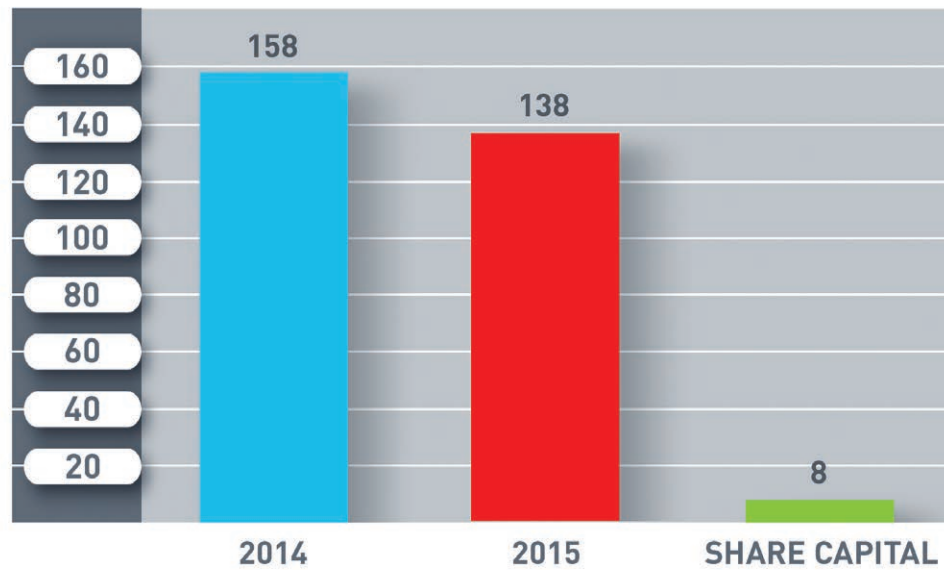
- Refurbished the small playground
- Carried out a full organisational review and made a number of changes as a result of that review
- Renewed the barrier in Mead Row
- Commenced the work to renew all the estate signs
- Invested in iPads for the Management Committee to save time and resources printing papers for every meeting
- We made a start on redesigning the Estate Office

Full accounts will be made available to all co-op members before the AGM

## PERFORMANCE INDICATORS

- Total rent and garage arrears at year end £46,400.29
- Leaseholder service charge collection – 105.7%
- Repairs completed on time – 98.2%
- Short cycle void turnaround time 49 day

## SHARE CAPITAL AND MEMBERSHIP



The graph shows the activity of share membership to the Co-op. A share certificate costs 5 pence and provides lifetime membership to the Co-op. Members are able to nominate and be nominated to the Management Committee and to vote on key decisions regarding service delivery.

**Please contact the estate office on 020 7633 0255 to purchase your share certificate in advance of the AGM on 24 September 2015 so you don't miss your chance to vote on decisions.**

### The objectives achieved during the 2014-15 financial year included:

Set up a Governance and Operational Procedure committee to implement the recommendations of the Liz Michael Review

Reviewed and approved new governance policies and structures

Successfully handed back the collection of Rent to Lambeth so that residents now pay all property and garage rents directly to the Council.

Moved to paperless Management Committee meetings

Planned a Fun Day for residents

Commissioned new Estate Signs

### Future Developments

During the 2015-16 financial year the Management Committee will endeavour to:

- Work with residents to decide the level of cleaning and gardening wanted on the estate
- Review its contract providers and procure a repairs contract
- Prepare a Business Plan for the future in consultation with shareholders
- Continue to reshape service provisions to meet future estate needs
- Work closely with Lambeth to deliver high quality improvements to the inside of tenants' homes and the outside of the buildings
- Increase membership of the Co-op and Management Committee member nominations
- Ensure all Management Committee members have the training needed to deliver Wellington Mills Housing Co-op objectives

- Increase the resident attendance at the annual national TMO conference to build Wellington Mills profile
- Implement a community development programme to increase sense of community on the estate
- Develop a website and use of social media to communicate key ideas and gather views
- Improve communications and consultation with everyone on the estate including resident surveys
- Assess the impact the welfare benefit reform and the introduction of Universal Credits will have on estate residents and ensure the necessary support is put in place to offer assistance
- Work with residents to plan how to spend surpluses in the future
- Undertake a feasibility study to move one or two old Oakey Lane Millstones from the large playground to become prominent features on the estate.
- Improve the garden pots/troughs in Westminster Bridge Road
- Explore whether the tree at the junction with King Edward Walk and Lambeth Road which is causing damage to the wooden fence, brick wall and pavement can be pruned or removed and explore how this area can be improved visually
- Directly employ a Caretaker and Caretaker/ Handyman to increase performance and satisfaction with cleaning and repairs

Beyond 2015/16 we are working towards building a community hall where the large playground is currently. This will provide our own space for meetings, enable us to hold many more events on the estate and for local community groups to hire.

**The Management Committee would like to thank all estate residents who have assisted us during the past year. Without the involvement of estate residents, the Co-op would simply cease to exist.**

#### FUN DAY

This summer saw the first community event held on the estate for a long time. The fairground themed fun day was a great success with fun had by all as you can see from the photo pages that we've included. If you missed it, make sure you don't miss our Christmas event. If you have any ideas about what you'd like us to do for Christmas please contact Paula at the Estate Office. So far we have carols, mulled wine and prize bingo as suggestions.



*Left:*  
A lucky winner of the beat the buzzer with his prizes



*Right:*  
Enjoying the bouncy castle

# WELLINGTON MILLS COMMUNITY FUN DAY JULY 2015

**Right:**  
Hook the duck isn't just for kids!



**Left:**  
What's going on 'ere then?



**Right:**  
Having a break from bingo



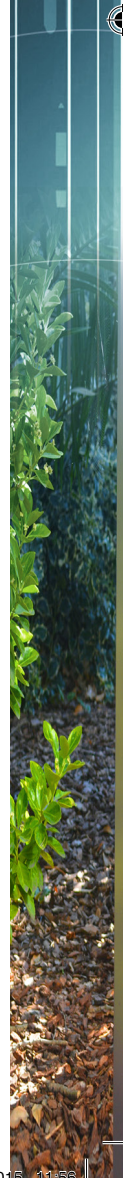
**Left:**  
Prizes galore for the fairground attractions



**Right:**  
This beat the buzzer isn't as easy as it looks!



**Left:**  
Did he get the ball in the bucket?





**Left:**  
Offering advice on  
how to win

**Below:**  
Three generations  
enjoying ice cream



**Left:**  
Our Estate  
Manager with  
Cllr Bennett,  
the Lead  
Member for  
Housing



**Right:**  
Our Community  
Choir, the  
Take Note  
Chamber Choir,  
giving a brilliant  
performance



**Above:**  
Eyes down for the prize bingo, who will win the Kindle or will  
the tower fan be the first prize to go on such a hot day?

**DATES FOR YOUR DIARY**

Annual General Meeting - 24 September 2015

Next Management Committee Meeting -6 October 2015 - Co-op members/residents  
may observe but may not speak

Hols  
Oak  
Mea

Welling  
Housing  
Estate O  
24 Mead



# WELLINGTON MILLS

## HOUSING CO-OPERATIVE

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