

Wellington Mills Housing Co-op

Six Month Review April – September 2020

1. Introduction

Wellington Mills Housing Co-op manages a total of 137 properties, consisting of 60 tenanted dwellings and 77 leasehold properties.

The TMOs current Management Agreement was signed on May 2015. The last Continuation Ballot was held in May 2017.

The TMO Client Team have in place a framework which monitors Wellington Mills Housing Co-op on its responsibilities under the Management Agreement. This framework covers the general headings of performance, finance, and governance. It also summarises community engagement activities and explores the client and associated roles.

The TMO Client Team also provides ongoing support to TMOs as required such as training, the provision of regular performance information through the monthly Digest, facilitating meetings (e.g. quarterly Strategic Estate Directors' meetings, quarterly Finance meetings and six monthly TMO Liaison Committee meetings). The team also deals with day to day issues relating to Council retained responsibilities affecting the TMO.

2. Performance

Monthly, the TMO Client Team measures the TMO's performance and assesses it's out-turn on six Key Performance Indicators. These are: Rent Collected In-Year; BV66a (percentage of rents and arrears collected); Service Charges Collected; Repairs Completed on Time; Percentage of Gas Servicing completed within 12 months of the previous service and Short Cycle Void Turnaround Time.

As heating and hot water is provided through a communal heating system, this report will not include the percentage of gas servicing completed within 12 months of the previous service as this indicator applies to the servicing of individual boilers.

Quarterly, the TMO Client Team additionally measures the TMO's out-turns on complaints and members' enquiries responded on time, repairs satisfaction, and the percentage of tenancy checks completed.

Every six months, the TMO Client Team measures the number of vacant officer positions on the Board for more than 3 months, the number of vacant Board member positions on the Board for more than 3 months and the number of Estate Inspections completed.

All out-turns for TMOs are assigned a red, amber, or green rating (referred to in this report as the “RAG status”). Green is assigned where a TMO has met or exceeded the target, amber is assigned if out-turns fall short of the target within the 10% threshold and red is assigned where out-turns fall outside of the 10% threshold. The exception to this is indicators where there are no targets.

Monthly indicators

2.1 Rent Collection

Wellington Mills Housing Co-op	Target	Travel	March 2020	Q1 – Jun 2020	Q2 – Sept 2020
Rent Collected In Year	99.3%	↑	103.4%	97.6%	101.7%
% of Rents and Arrears collected (BV66a)	95%	↑	96.8%	95.01%	98.64%

TMO Client Team Comments

At the end of the first quarter of 2020-21, Wellington Mills were below the target on rent collection by 1.7%. However, by the end of quarter 2, performance had improved, with the target exceeded by 2.4%. At the end of the first 6 months Wellington Mills were ranked 2nd out of 9 TMOs.

Wellington Mills consistently exceeded the target for BV66a, and at the end of the first 6 months of 2020-21, they had exceeded this target by 3.64%, and again ranking them 2nd out of 9 TMOs.

The table below shows a breakdown of arrears and associated actions: -

Current arrears as % of annual debit	2.7%
Current tenants in arrears	13
Total arrears of current tenants	£11,119
Average arrears of tenants	£855
Total number of rent actions taken to date (letters, phone calls, visits, HB queries)	124

Wellington Mills arrears are 2.7% of the annual debit, equating to £11,119. They have 13 tenants in arrears, with the average arrears being £855. Of the 124 rent actions taken to date, the majority have been letters and phone calls. It has been difficult to visit tenants in the first 6 months of 2020, due to the Coronavirus pandemic limiting physical contact.

Wellington Mills Housing Co-op Response

The Co-op will continue with its action plan to recover arrears

2.2 Service Charge Collection

Wellington Mills Housing Co-op	Target	Travel	Mar 2020	Q1 – Jun 2020	Q2 – Sept 2020
Service Charges Collected	102%	↑	95.98%	NA	168.00%

TMO Client Team Comments

By the end of September 2020 Wellington Mills had exceeded the target for Service Charge collection by 66%, achieving 168%. This ranked the TMO in first place out of 9 for this indicator.

Wellington Mills Housing Co-op Response

The Co-op notes the Client Team's comments

2.3 Repairs Completed on Time

Wellington Mills Housing Co-op	Target	Travel	Mar 2020	Q1 April - Jun 2020	Q2 Jul - Sep 2020
Repairs Completed on time	92%	→	100%	100%	100%

Client Team Comments

Wellington Mills completed all its repairs within the target time. As a result, the Co-op exceeded the target by 8%.

The coronavirus pandemic has had an impact on the type of repairs raised with there being a period when only emergency orders were being facilitated.

Wellington Mills Housing Co-op Response

The Co-op notes the Client Team's comments

2.4 Average re-let time for Short Cycle Voids

Wellington Mills Housing Co-op	Target	Travel	Mar 2020	Q1 Apr - Jun 2020	Q2 Jul - Sep 2020
Average re-let time for Short Cycle Voids	25 days	N/A	No lets	No lets	No lets

Client Team Comments

There have been no short cycle voids let to date during 2020-21. The Co-op should ensure that they remain ready to process any new void property in a timely manner to ensure it is relet within the target time as no properties were let during the previous year.

Wellington Mills Housing Co-op Response

The Co-op notes the Client Team's comments

Quarterly indicators

2.5 Complaints and Members Enquiries

Wellington Mills Housing Co-op			
Complaints (Local resolution)		Member Enquires	
Target – 90% measured monthly		Target – 90% measured quarterly	
Q1 Apr – Jun 2020	Q2 Jul – Sept 2020	Q1 Apr – Jun 2020	Q2 Jul – Sept 2020
100% (3)	100% (7)	None	None

Client Team Comments

In the first six months of 2020-21, Wellington Mills Housing Co-op received three complaints in the first quarter and seven complaints in the second quarter. All complaints (ten) were responded to within the target time and as a result, the Co-op exceeded the target by 10%. There have been no members' enquiries received in the first six months.

Wellington Mills Housing Co-op Response

The Co-op notes the Client Team's comments

2.6 Repairs Satisfaction

Wellington Mills Housing Co-op	Target	Travel	Mar 2020	Q1 Apr - Jun 2020	Q2 Jul - Sep 2020
Repairs Satisfaction	95.0%	↓	100%	100% (28 returns)	98% (53 returns)

Client Team Comments

In the first 6 months Wellington Mills received 81 returns. There was 100% satisfaction recorded in the first quarter, and 98% satisfaction in the second quarter, meaning Wellington Mills had met the target in both quarters.

Wellington Mills Housing Co-op Response

The Co-op notes the Client Team's comments

2.8 Percentage of tenancy checks completed

Wellington Mills Housing Co-op	April – June 2020 (Qtr. 1) Target: 2.5%	July – September 2020 (Qtr. 2) Target: 5%
Percentage of tenancy checks completed	0	8% (5)

Client Team Comments

By the end of September 2020, the Co-op completed five tenancy checks. This equates to 8% and exceeded the target by 3%. In comparison to other TMO's performance, the Co-op was ranked 1st.

Wellington Mills Housing Co-op Response

The Co-op notes the Client Team's comments

Six-monthly indicators

2.9 Governance

Wellington Mills Housing Co-op	Number	Target met?
Number of officers position vacant for more than 3 months	0	Yes
Number of vacant positions on the board for more than 3 months	0	Yes
Number of Estate Inspections completed	6	Yes

Client Team Comments

Wellington Mills Housing Co-op held a paper AGM in November 2020, which adhered to the measures put in place by the Corporate Insolvency and Governance Act 2020.

In the first six months the Co-op had no officer position vacant for more than three months and no vacant positions on the Board for more than three months. By also completing five estate inspections, the Co-op met all three governance related indicators.

Wellington Mills Housing Co-op Response

The Co-op notes the Client Team's comments

3. Finance

3.1 Compliance with the TMO Finance Framework

As part of the TMO Finance Framework, the Co-op is required to provide a copy of its quarterly accounts within 6 weeks of the end of the quarter. The deadline for providing Quarter 1 (Q1) 2020-21 (April to June) accounts falls within the review period (mid-August).

Client Team Comments

The financial report for Quarter 1 was received on time.

The Co-op has a five-year Business Plan in place which outlines its anticipated spend over the coming years.

Wellington Mills Housing Co-op Response

The Co-op notes the Client Team's comments

4. Governance

The current board members confirmed at the paper driven AGM November 2020 are as follows below.

Name	Position	Status
Maria Parry-Burns	Member	Tenant
Frances Murphy	Member	Leaseholder
Margaret Pope	Member	Tenant
Tim Pritchard	Member	Leaseholder
Jean Bagnall	Member	Leaseholder
Pam Dockerill	Member	Tenant
Sheila Smith	Member	Leaseholder
Charlotte Axelson	Member	Leaseholder
Kate Thompson	Member	Leaseholder
Paul Harding	Member	Leaseholder
Bridget Shield	Member	Leaseholder
Paul Cottrell	Member	Tenant
TOTALS:	Committee: 12	Tenants: 4
		Leaseholders: 8
		Co-opted: 0

Wellington Mills Housing Co-op manages a total dwelling stock of 137 properties consisting of 60 tenanted dwellings and 77 leasehold properties. This equates to 44% of the dwellings being tenanted and 56% of the dwellings being leasehold. For a Management Committee of 12 members to reflect the ownership status of the estate, the Management Committee would need to consist of 5 tenants and 7 leaseholders. Election to positions to be held in January.

4.1 Board Training

Following the 2020 AGM, the Board should consider what relevant training is necessary and look at the best way of facilitating this. If the coronavirus pandemic continues, this could mean online training for Board members.

Client Team Comments

No training has been undertaken. Once the 2020 AGM has been undertaken and the new Board is in place, it is recommended that a skills audit is undertaken and a training programme developed, which covers the key competencies required for the Board to effectively oversee the organisation. This should take place even if training is limited to online as a continued consequence of the coronavirus pandemic.

The Board has a current five-year Business Plan outlining its aspirations for the future however apart from the investigations into a new CCTV there is no additional plans until the matter of the TMO allowance has been resolved.

Wellington Mills Housing Co-op Response

The Co-op will carry out a skills audit of the MC and develop our training programme

5. Community Engagement / Development Activities

Community activities sit outside of the Council's TMO Client Framework. This section is included to fully capture all aspects of the TMO's service delivery.

5.1 Community Events

All the community events that would normally have taken place have been suspended due to the coronavirus pandemic.

5.2 Newsletter

Wellington Mills Housing Co-op produces its newsletters, "More Welly" on a quarterly basis. The newsletters are one-sided which help make it quick to read. They are also written in plain English helping the reader to digest the information

5.3 Website

The Co-ops website is up to date and easy to navigate, with relevant information included.

Client Team Comments

The Co-op communicates well with its residents making use of newsletters and its website. The Co-op is also traditionally strong on the social activities delivered for the community it serves but has not been able to deliver any due to the coronavirus pandemic.

Wellington Mills Housing Co-op Response

The Co-op notes the Client Team's comments

6. Clienting Role

6.1 Attendance at Meetings as part of the TMO Clienting Framework

The TMO Clienting Framework sets out the need for both the TMO Client Team and TMO to meet regularly to discuss the TMO's operational performance (quarterly), Strategic issues (quarterly) and to discuss the TMO's finances (Quarterly).

Meeting	Frequency	No. of Meetings Held	No. of Meetings TMO Attended
Liaison Meetings (operational)	Quarterly	2	2
Strategic Estate Directors	Quarterly	2	2
TMO Finance Managers	Quarterly	0	N/A
TMO Liaison Committee	Six-monthly	0	N/A

Client Team Comments

The Co-op attended all the Quarterly Liaison Meetings and Strategic Estate Directors meetings they were invited to. There were no Finance Meetings, or TMO Liaison Meetings during the period of this review. Finance meetings were put on hold due to pandemic but will now take place virtually.

Wellington Mills Housing Co-op Response

The Co-op notes the Client Team's comments

7. Fire Risk Assessments

The TMO are completing FRA deficiencies when allocated through the 'new' Rapid system and are currently working through a few outstanding ones.

8. Internal Audit

The 2019-20 internal audit was completed within the review period and most of the recommendations were completed within the time period of the review.

9. Lambeth Housing Management performance

9.1 Lambeth Housing Standard (LHS)

The electrical and communal heating works were practically completed by December 2019 with some follow up works which were ongoing. Unfortunately, due to the coronavirus pandemic restrictions there has been a delay in completing the works, which is ongoing.

9.2 Recharges

There are no issues reported with regards to recharging.

Wellington Mills Housing Co-op Response

N/A

10. Feedback from TMO

In this section, the TMO is asked to provide an assessment of the support provided by the TMO Client Team and Lambeth Housing Management, addressing what was done well, what was not done well and what could have been done better. It would also be appreciated if the TMO can suggest ways of improving the support provided.

TMO Feedback on support provided by TMO Client Team

TMO Feedback on Lambeth Housing Management/LHS

11. Conclusion

Client Team Comments

In the first six months of 2020-21, Wellington Mills Housing Co-op met all of the Key Performance Indicators.. Given the general impact of the coronavirus pandemic, this is impressive.

The Co-op are in a healthy financial position and currently working through their five-year Business Plan, whilst Governance remains strong. The Co-op have managed to address most of the recommendations in the 2019-20 Internal Audit report with the remaining due for completion imminently.

This is an encouraging report showcasing performance in the first 6-months of 2020-21 and there is every indication that this will continue during the remainder of the year.

Wellington Mills Housing Co-op Response