



Annual Report  
2016 – 2017







# Co-op Homes Annual Report 2016-2017

Co-op Homes (South) Ltd is a registered housing provider with 302 homes situated across 11 local authorities in Greater London, Berkshire and East Anglia. We also provide accredited management services for 842 homes in community-led housing organisations. Co-op Homes is part of the RHP Group.

Our principal activity is to provide good quality, affordable housing for people in housing need. Our business centres on providing a broad range of services that meet the needs of our customers: both individual and corporate.

Our ethos of working co-operatively has made us proud of who we are today. We want people and communities to flourish. Our values are fundamental to helping us to achieve this:

- › Respectfulness
- › Co-operation
- › Compassionate Commercialism
- › Positive Social Impact

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# Results for Co-op Homes



We spent £462,000 on our own properties in 2016-2017: eight new kitchens, 14 new bathrooms and 41 energy-efficient central heating boilers. Externally, we upgraded 31 doors and replaced windows in 37 homes. One roof was fully replaced and six schemes had cyclical decorations carried out. We carried out electrical upgrades and rewiring to bring 62 homes in line with current regulations.

There has been a consistent increase in the number of satisfied customers over recent years which gives us a strong foundation to build from and allows us to be innovative and ambitious for the future. We remain focussed on being easy to do business with and by

exceeding our target for repairs and overall satisfaction, we can demonstrate that we are 'doing the basics brilliantly'.

We provided expert services and solutions to 23 housing co-operatives and other resident-led housing organisations across 21 local authorities with a tailored yet flexible, high quality, value for money service. This ranged from solving one-off problems and interim support to all-inclusive suites of long-term solutions. We work together with the people we provide services to. In 2016 - 17 this was for 1,144 households, an increase of almost 8% over the year before.

## Results for corporate clients



(\* where Co-op Homes provides this service)

### In 2016 -17, we also:

- › Welcomed Brandrams, Palm and Flame Housing Co-ops, bringing our total number of community housing clients to 23
- › Reviewed key policies and procedures for some of our co-op clients
- › Organised external works to roofs and windows as well as kitchen and bathroom replacement schemes at competitive prices for several clients
- › Streamlined a co-op's allocation process, creating online registration
- › Introduced positive changes to improve payments to co-op contractors
- › Developed our website at [www.coophomes.coop](http://www.coophomes.coop) to create individual portals for client co-ops
- › Increased online capability for co-op residents to report repairs online
- › Made a difference by increasing communications channels and introducing a text messaging service
- › Developed and managed a £1,000,000 capital works programme
- › Carried out a Board Appraisal and Governance Review for an external client
- › Secured a £1m loan to balance our loan payments
- › Strengthened our board by recruiting two new board members

# What does the future hold?

We have a strong springboard for the future, with our obsession for customer service and 30 years' experience of ensuring decisions about homes are being made by the people who live in them. We will embrace the ambitious challenges raised by the Housing and Planning Bill, remain agile and courageously face whatever challenges the future may bring.

Over the next five years we plan to:

- › Modernise our business to improve efficiency of our core services and release capacity
- › Develop 100 new homes to customer groups currently excluded from standard housing choice
- › Deliver agency services to a more diverse range of organisations

A full 2016-2017 Annual Report and Financial Statement containing comprehensive company information is available to download from our website [www.coophomes.coop](http://www.coophomes.coop)

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