

Co-op Homes (South) Ltd was set up by Middlesex Housing Association in 1986 to provide agency services to co-operative housing organisations and to source grant funding for further housing development. Over the last 30 years we have built up a wealth of expertise and solid experience in providing services to housing co-ops, TMOs, small housing associations, almshouses and other community-led housing providers.

Co-op Homes is still the managing agent of choice for our clients as we offer a flexible, tailored, high quality value for money service ranging from one-off projects and interim support through to an all-inclusive suite of long term solutions that allow our clients to get on with what they do best. We now own and manage just over 300 of our own homes, plus 759 for other housing providers. As part of the RHP Group we won a UK customer experience award and were named number 1 workplace in the UK by Great Place to Work.

In 2015-16 our core performance was strong:

**100%**  
Gas Servicing

**10 DAYS**  
Average re-let time

**96%**  
Repairs completed on-time

**3.5%**  
Rent arrears

**60%**  
Very satisfied customers

**88%**  
Satisfied customers

**80%**  
of our own residents said we're easy to do business with

**86%**  
of our own residents said that they were satisfied with how we deal with repairs & maintenance

**83%**  
of our own residents said we're on their side

On Co-op Homes' properties we spent £583,000 on 40 new kitchens, 19 new bathrooms and 24 new energy efficient central heating boilers. Externally, we upgraded 60 doors and 16 homes had their windows replaced. Two roofs were fully replaced and 6 schemes had cyclical decorations carried out. Customer satisfaction for these works was excellent at 94%.



Reduced the cost of reactive repairs by 45%

Grew the turnover of our agency business stream by 31%

32% of all our customers signed up to 'My tenancy' on our interactive website

improved the ratio of planned versus reactive repairs to 78:22

# Management Services



## For our co-op customers in 2015-2016, we:

- welcomed Glebe Gardens TMO, Glebe Housing Association and Mulberry Housing Co-op bringing our total number of community housing clients to 22;
- reviewed key policies and procedures for some of our co-op clients;
- arranged a programme of governance and regulation training in collaboration with the CCH;
- assisted several co-ops carry out external works to roofs, windows and and cyclical works as well as internal kitchen and bathroom replacement schemes at competitive prices;
- took over the administration of one client's external meeting room, creating a more efficient and streamlined service which will help them generate additional income;
- devised an easy way for clients to share documents with us, helping them access their key information quickly and efficiently;
- introduced a new unfettered tenancy agreement across the membership at a co-op to help safeguard its future;
- successfully gained an injunction order and evicted a tenant causing serious antisocial behaviour;
- successfully supported a co-op to fulfil its voluntary undertaking with the Regulator within one year and saved another from criminal prosecution by the FCA for previously failing to submit Annual Returns;
- acted as an advocate for a coop against their landlords and other stakeholders, saving them over £70,000;
- helped several co-ops save substantial audit fees by changing their rules to allow Accountant's Reports.

## So where do we go from here? We plan to:

- Keep our customers at the heart of everything we do.
- Keep on top of the changes happening in the sector and keep our customers and our co-ops in touch about matters that will affect them.
- Continue to seek ways of improving efficiency and value for money for our clients.
- Welcome more new community-led housing groups.

A full 2015-2016 Annual Report and Financial Statement containing comprehensive company information is available to download from our website [www.coophomes.coop](http://www.coophomes.coop) or by contacting us on 020 3166 2608 or [homes@coophomes.coop](mailto:homes@coophomes.coop)

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