

CHISEL Ltd
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AGM Thurs 19 July

New venue - in Catford!

St Laurence Centre, Jubilee Room
37 Bromley Rd, London SE6 2TS

3 mins walk south of central Catford

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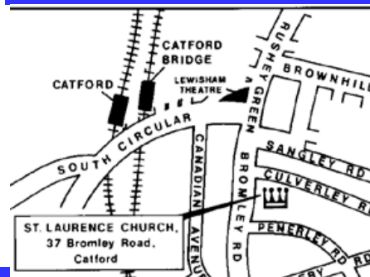
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Annual General Meeting
Thurs 19 July
6:45 - 8:30 pm
St Laurence Centre
37 Bromley Rd,
London SE6 2TS

Join the Board, staff,
and other residents
of CHISEL

6.45pm Tea / Coffee
7:00 pm AGM
7.40 pm Refreshments
8:30 pm Close



Chair's Report on 2017-18

I would like to start by thanking all CHISEL staff and fellow Board members for their hard work during the year. I would especially like to thank Peter Coker, who completes 9 years on the Board. Peter is one of our tenant Board members and I know that I have benefited from his insight over the years. I would like to wish Peter all the very best for the future.



The last couple of years have seen a number of national issues feature prominently in our annual reports. This last year CHISEL has been focussing on the two that are currently having the most impact on us: the third of four years of rent reductions imposed by the Government, and making sure that we keep our residents safe from fire.

As I mentioned last year, our priority while tackling the rent reduction has been on protecting and improving the repairs service to residents. We bought the day-to-day repairs service back in-house part way through the year, and completed the stock condition survey of our self-build homes. The results of that survey are being assessed by the Board and officers, and we will report back once that assessment is complete.

On a personal note, I want to return to the tragedy at Grenfell Tower in West London. I know that CHISEL does not share a lot of the fire safety concerns that other social landlords do because of the nature of our stock, but I would like to take this opportunity to remind all our residents to keep themselves and their neighbours safe, by not storing anything flammable or which could cause an obstruction, in common parts or under your homes.

Lastly, I hope to see you at the AGM on 19 July.

David Eatwell, Chair

Managing Director's Report



It has been another very busy year for CHISEL, which has seen some major changes in how CHISEL delivers services to tenants.

Like all organisations we have been reviewing our service quality and operating costs so we can achieve better value for money.

As a result of tenant feedback, we prioritised the review of our day-to-day repairs service, and brought the service back “in-house” with effect from 2nd January (previously, LFSA provided this service on our behalf).

We also reviewed our management contracts with our managing agents. We terminated arrangements with LFSA with effect from 31st March and brought 42 homes previously managed by LFSA back into CHISEL’s direct management. We are currently renegotiating contractual arrangements with Three Boroughs Housing Co-op who manage 21 homes on our behalf.

Late last summer we undertook a stock condition survey of our self-build homes. We have 71 self-build homes, a third of all the homes that CHISEL own. The survey results are a cause for concern, the investment required in these homes is far greater than we had anticipated. These homes are now all 20+ years old and are at the stage where basic components need replacement rather than repair. The survey showed that there are considerable variations between the self-build schemes in terms of the condition of the major building components.

The Board are now working to draw up a strategy covering how best we can prioritise and manage the challenge of the self-build stock re-investment requirements, whilst ensuring CHISEL remains a viable independent organisation.

The first six months of 2018 have seen a huge amount of CHISEL’s energies and resources, spent dealing with the managing agents, rebuilding relationships and reassuring the Regulator of Social Housing that CHISEL is a financially viable organisation.

During all of this we have still managed to deliver services to our tenants, deliver our planned maintenance programme and have successfully concluded negotiations with Brighton & Hove Council to take a 20 year lease on the 11 homes occupied by Dryads Co-op, which is adjacent to our Diggers self- build scheme in Brighton.

Going forward we will continue to focus on improvements to service delivery and the work of the tenant-led OSC is an essential part of this.



CHISEL has some huge challenges ahead in terms of meeting its stock re-investment requirements; both the Board and staff of CHISEL are committed to work to deliver an achievable stock re-investment strategy. We hope that you our tenants and shareholding members will support and work with us to achieve this goal.

Pauline Goodfellow

Why I joined the Operational Scrutiny Committee

Joining CHISEL in the 90s to build my home changed my life. As a young black single mother I was enabled to design and build the house of my childhood sketches, as part of Greenstreet self-build co-op.

I like to be involved, I want to know how decisions are arrived at, I want to make a difference and help inform the way that homes are made and provided. I was on the CHISEL Management Committee for about 5 years until 2010, when for personal reasons, I had to leave.

Joining the OSC - Operational Scrutiny Committee

Social housing policy has changed and evolved a lot since 2010; political and economic influences have come into force changing social housing provision dramatically from when we first had the idea of building a community of 10 timber houses. It is not viable to do what we did at Greenstreet anymore, in the way that we did it. Did you know that the government policy is that new social housing tenancies should now only be 5 years long? No more tenancy for life. I didn't, I was out of the loop with regards to housing policy changes.



Then last year the Greenstreet houses were due their cyclical decoration - they are timber clad and need painting every few years. I wanted to get involved in doing this via the Maintainers' Policy but it wasn't possible this time. I realised that health and safety guidance and therefore housing and maintenance policy and procedures had changed, and I wanted to know how and why.

So, I thought I would get involved in CHISEL again. I am interested in looking at the CHISEL policies, how they are communicated and implemented, and what they look like in action. The best way to do this was via joining the OSC.

At the AGM in September 2017, I found out a little more about the OSC and met some of its members and listened to some of the discussions and actions they had had over the 3 years the committee has been established. The OSC has tenants as its members, with one non-tenant Board member as an observer. Staff members attend, including Coops & Tenants Officer Mark Allan who writes the minutes and provides papers and agendas. The OSC is scheduled to meet 3 times a year and has Terms of Reference which determine what is discussed. The OSC then reports to the Board.

Since joining the OSC, in November 2017, I have attended 3 full meetings and 2 working party meetings. It is very interesting to meet other tenants and swap experiences and find out how CHISEL works with other groups and individuals.

At my first meeting I was an observer and the committee had just completed a review of CHISEL's Complaints Policy - we were to read the final draft and send any comments to the Director who had rewritten the policy. At the next meeting in February we discussed how the OSC should work over the following year, which policies should be scrutinised, and the make-up of the committee across the different groups inside CHISEL.

Three meetings a year or 6 hours a year is not enough time to scrutinise meaningfully, so we have had working groups where we make time to discuss an individual issue. The main area this year we have been discussing is CHISEL's Communication Strategy, in order to add a specific section on how Consultation takes place between CHISEL tenants and staff. We have discussed in detail how consultation can be interpreted and perceived, what good consultation looks and feels like, and how meaningful consultation can be planned, implemented and inserted into current policy and practice.

What about you? Interested in having a say in how your home is managed and maintained?

The Operational Scrutiny Committee has a long name but don't let this put you off... Come and sit in as an observer and see how the committee works and how it influences how CHISEL operates.



Louise Owen

Performance Report

ARREARS PERFORMANCE

The main source of our income comes from the rents you pay. Rents, among other things, pay for the management and maintenance of your home.

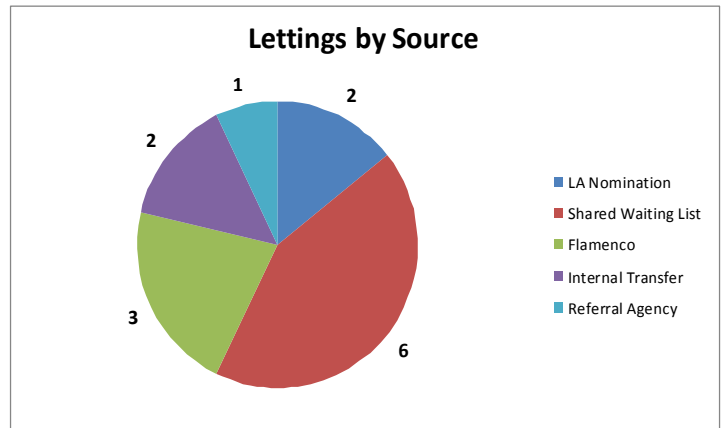
Collecting rent and any debts due is never an easy task but we managed to exceed the target set for the year. Rent arrears are 0.6% lower than the previous year.



LETTINGS

There were 14 new lettings during the year.

Voids: the average turnaround time to fill a vacancy was 45 days. This is outside our target of 30 days. Some of the properties required major works which has extended the time taken for them to be ready.



Diversity

Our properties continue to be accessible to all and reflects the diversity of our community, as detailed in the tables below, which show the new tenancies issued during the year.

ETHNICITY	No.	ECONOMIC STATUS	No.	GENDER	No.
White British	3	Full-Time	7	Male	7
White Other	1	Part-Time	1	Female	6
Black Caribbean	5	Job Seeker	5	Refused	1
Mixed Black and White	2	Unable to Work	1		
Black African	1				
Asian Bangladeshi	1				
Refused	1				
TOTAL	14	TOTAL	14	TOTAL	14



COMPLAINTS

In 2017-18 we received 20 complaints; all but 1 have been dealt with at stage 1 and within the policy time frame, except one complaint that was still under investigation at the year end.

11 related to maintenance issues or contractor performance

2 related to ASB matters

7 'other', covering issues like poor communication and complaints about policy or procedure.

PLANNED & CYCLICAL MAINTENANCE

In 2017-18 we:

- Replaced 8 bathrooms, 14 gas boilers, 3 roofs
- Renewed windows in 12 properties
- Carried out cyclical decorations on properties at Greenstreet Hill, Hawkins Way, Minard Rd, Arngask Rd and Egmont St



RESPONSIVE MAINTENANCE (day-to-day)

During the year we raised a total of 523 responsive Repair Orders.

Response time (Days)	No of orders placed	% on time	Average completion time (Days)	Target %	% Late	Not yet due/without response date
1	14	100%	1.0	100%	0%	0
7	238	80%	6.3	97%	18%	5
28	236	80%	19.1	98%	17%	17
180	35	86%	66.0	100%	10%	7

Performance was below target in all categories except emergencies. From January 2018, the delivery of the maintenance service has been directly through CHISEL. We have reviewed some of our maintenance processes, which will drive up performance levels.



Customer Satisfaction with Maintenance

Through the completion and return of questionnaires, you told us that you were highly satisfied with the maintenance service:



QUESTION	FULL YEAR RESULT
Was an appointment made?	97.5%
Was the appointment kept to?	97.5%
Were the contractor's staff polite and courteous?	100%
How satisfied were you with the repair?	100%
Was your home left neat and tidy?	100%
Were you satisfied with the number of visits taken to complete the repair?	97.5%

SAFETY

Managing the risk of fire has remained a high priority throughout the year

Typical actions undertaken were:

- Removal of petrol powered bikes stored in communal areas
- Renewal of fire extinguishers
- Clearance of + 6 tons of combustible items stored under wooden houses
- Clearance of 4 tons of combustible items in cellars
- Removal of resident built cupboards in communal areas
- Lock changes to communal cupboards to prevent storage
- Removal of resident built wooden letter boxes
- Letters to tenants reminding them of their responsibilities, and alerting them to the dangers of not keeping communal areas clear.



Gas Servicing

All gas safety checks due were completed during the year.

Finance Report

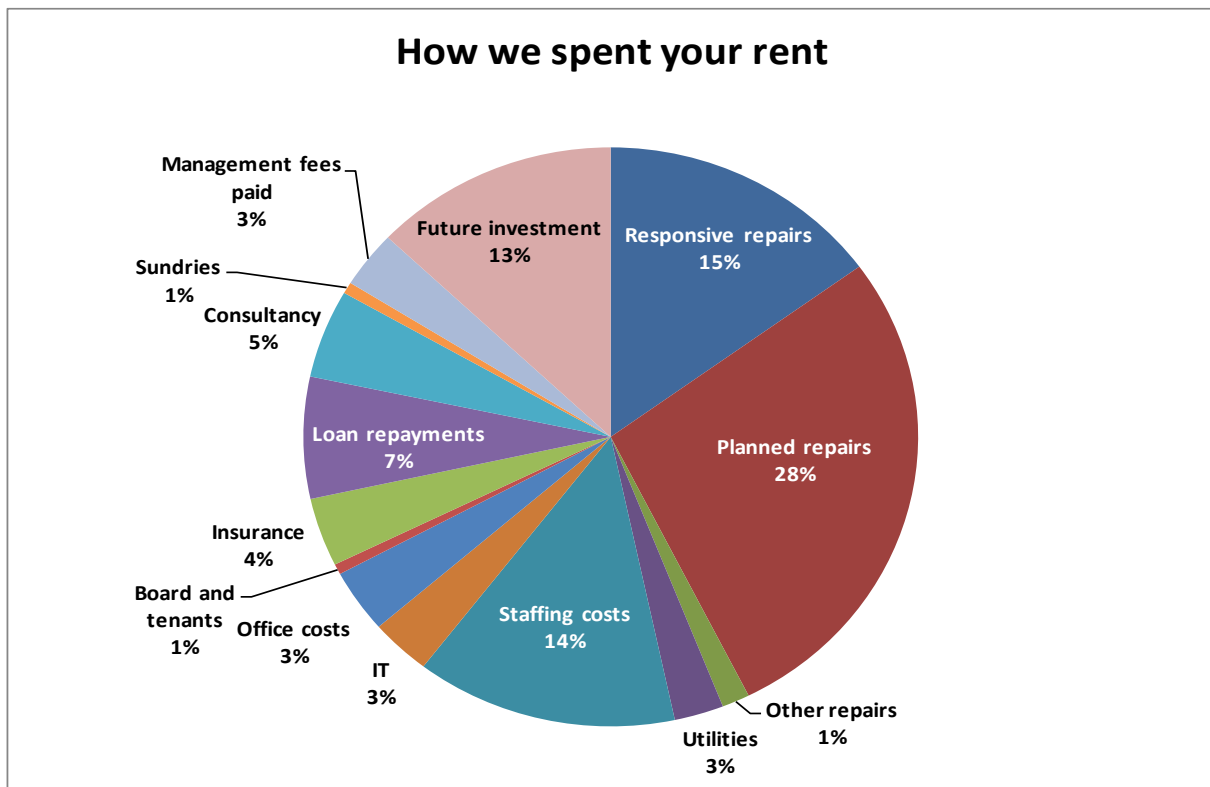
The financial results for the year ending 31 March 2018 were very satisfying. CHISEL produced another very good surplus, especially given the often difficult year that we have had. The surplus for the year was £204,000, which includes a £17,519 increase in the valuation of the investment property that we currently own in Brighton.

Rental income is slightly down on last year at £1.54m, as we reduced rents by a further 1% in line with the government's directive. Our operating costs have increased by just under £100k to £1.26m. We had several staff vacancies and filled gaps with more expensive agency staff while we recruited permanent staff. We have also used a number of professional surveyors to manage difficult maintenance projects across our stock – including a full condition survey on our self-build properties. In addition, following the results of the survey, we have undertaken a series of expensive repairs and refurbishments at some of our self-build estates.

Expenditure is carefully monitored by the Board and checked against our peer group of similar housing associations through a series of benchmarking reports. We are spending more than is ideal but at no stage was this cause for concern. In fact, at this point last year we identified that we had significant cash assets and that we would reinvest some of it back into the properties.

The Financial Position Statement (formerly the Balance Sheet) also shows a healthy position. Our cash reserves have fallen due to the reasons explained above but our Net Current Assets remain good. Reserves have also increased from £2.4m to £2.6m.

The self build condition survey (described in the Director's report) means that although we are financially sound for many years to come, we will need to take steps over the next year or so to ensure that we can sustain our independent existence indefinitely, provide good quality services to our tenants and keep the homes in good condition.



CHISEL Financial Statements 2018

Statement of Comprehensive Income	2017/18	2016/17
	£	£
Turnover	1,543,062	1,570,867
Less : Operating costs	(1,258,508)	(1,161,539)
Operating Surplus	<u>284,554</u>	<u>409,328</u>
Interest received	0	139
Interest payable	(98,073)	(103,620)
Gain on disposal of property	0	386,976
Surplus for the year	<u>186,481</u>	<u>692,823</u>
Actuarial loss on pension scheme	0	0
Increase in value of investment property	17,519	-
Comprehensive income for the year	<u>204,000</u>	<u>692,823</u>
Statement of Financial Position	2017/18	2016/17
	£	£
Fixed Assets		
Housing Properties	15,662,117	15,708,093
Other Fixed Assets	18,993	7,195
Investment Property	446,179	428,660
	<u>16,127,289</u>	<u>16,143,948</u>
Current Assets		
Debtors	131,322	130,407
Cash and equivalent	641,194	794,967
	<u>772,516</u>	<u>925,374</u>
Less : Creditors		
Amounts falling due within one year	(572,697)	(547,274)
Net Current Assets	<u>199,819</u>	<u>378,100</u>
Assets less Current Liabilities	<u>16,327,108</u>	<u>16,522,048</u>
Less: Creditors due after more than one year	(13,728,553)	(14,127,500)
Total Net Assets	<u>2,598,555</u>	<u>2,394,548</u>
Share Capital	67	60
Revenue Reserves	2,580,969	2,394,488
Revaluation Reserve	17,519	
Total Reserves	<u>2,598,555</u>	<u>2,394,548</u>

Coming soon! - texting with CHISEL

Last year, many of our tenants took part in what we called The Big Conversation, which explored issues fed back by tenants in the 2016 satisfaction survey. One message that came through loud and clear was that tenants wanted more communication, especially about repairs.



The Golden Number!

We will write to you with a standard number for texting with CHISEL. This number will remain the same over time.

To answer this need, CHISEL is setting up a new system where a lot of communication can be done by text messages. You will receive notifications of repairs orders, who the contractor is, and when the appointment is. After the repair you will be able tell us by text whether you are happy with the repair.

You will also be able to use the same system for other things, for instance, to check your rent balance.

Sounds great! when does it start?

We plan to go live with the new service later in the summer. We will write to tenants with full information before the go live date, and we will always be happy to explain how to use the service.

What do I need to do?

Just make sure CHISEL has an up to date mobile number for you - we'll do the rest!

WHO'S WHO IN CHISEL

Board

David Eatwell (Chair)	Independent Member
John Clark (Treasurer)	Independent Member
Adrian Adams	Tenant Board Member
Sandra Blake	Independent Member
Peter Coker	Tenant Board Member
Fiona Jamieson	Independent Member
Joe Leach	Independent Member
Dave Shiress	Independent Member
Leo Stevens	Independent Member (co-opted)
Des Waters	Independent Member (co-opted)

Operational Scrutiny Committee

Adrian Adams (Co-ordinator)
Rupert Hughes
Vic Sievey
Peter Webb
Louise Owen
Jo van Der Meer, Gordon Pike and Brian Dalton retired from OSC during the year - many thanks to them for their contribution over the last 3 years.

STAFF

Managing Director:	Pauline Goodfellow (3 days pw: various)	director@CHISEL.org.uk
Operations Manager	Dezrine Biko (4 days pw: Monday to Thursday)	operations@CHISEL.org.uk
Housing Officer	Andrew Logan (4 days pw: Monday to Thursday))	andrew@CHISEL.org.uk
Co-ops & Tenants Officer	Mark Allan (2 days pw: Monday & Thursday)	involvement@CHISEL.org.uk
Finance Manager	Nigel Spice (2 days pw: Monday & Thursday)	financemanager@CHISEL.org.uk
Finance Officer	Shuk-Ling Hou (2 days pw: Wednesday & Thursday)	financeofficer@CHISEL.org.uk