

Annual Report
2017/18



Staff Team



Oonagh Lyons

Housing Manager
(part-time)

Qualified Corporate member of the
Chartered Institute of Housing.
Over 20 years experience of working
for different housing Associations
Joined the Association 1st
September 2017



Cynthia Cole

Housing and Finance Officer
(part-time)

Joined the Association in a
secretarial capacity in 1991.
Was promoted to
Housing Officer in
August 2006.



Sarah Jones

Customer Service and
Administration Officer
(part-time)

Sarah has worked in Banking and
Insurance and more recently
as a Deputy Manager of a
local Pre-School.

KING'S BARTON is committed
to providing and maintaining good
quality one and two bedroomed
homes to the best standards
possible, to people aged
55 years and above.

Accountants and Auditors: Evans and Partners, The Old Manse, 9 Bank Road, Kingswood, Bristol BS15 2LS
Consultant Valuers: Bruton Knowles, Waterloo House, Fitzalan Court, Fitzalan Road, Cardiff CF24 0EL
Bankers: Barclays Bank Plc, 78 Regent Street, Kingswood, Bristol BS15 8LD
Solicitors: TLT, One Redcliffe Street, Bristol BS99 7JZ
Tozers, Broadwalk House, Southernhay West, Exeter EX1 1UA

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Coombe House, Kingswood.



Foreword

By Derek Brewer
Chair of the Association

In my piece a year ago I made reference to the Grenfell Tower tragedy. Last Autumn we were conducting a review of our fire safety requirements and many of them have been implemented including new alarms, minor repairs and policy changes. Our consultant Graham Blight will be able to comment on these and other matters as he will be our guest speaker at the AGM in September.

As you know, we deliver social housing. The term first appeared in 1977¹ and there has been quite some discussion in the housing press recently about who social housing is actually for. I have contributed to two consultations by SHELTER and the Chartered Institute of Housing this year on this matter.

Matthew Bailes Chief Executive of Paradigm Housing wrote recently :

*"Put very simply I think there is a dichotomy of thought between those that see social housing as a safety net for the most vulnerable – potentially for quite a short period in their lives – and those that think it should be for a much wider range of the population as a long-term offer"*²

At the time of writing (beginning of August) we are still awaiting the Government's Green Paper on Social Housing even though it was promised by the time of Parliament's recess. Perhaps I will be able to give an update at the AGM.

I am very pleased to report that we have achieved an increased surplus on the previous year's. It has gone up from £249,962 to £268,674. This is quite something given that we are still in a run of government forced rent reductions. So congratulations to our staff on this. I have read in the housing press that associations' surpluses had risen in general in the period but this is only because they have cut back on development and/or staff. We have not done this.

We have another new regulator, the fourth in my time as a board member, in the Social Housing Regulator for England (who are part of Homes England at present) and as I mentioned last year we now pay for the privilege of being regulated!

I went to the CIH's South West housing conference in Bristol in May. One of the main speakers was Nick Horne who until April was the Chief Executive of Knightstone housing association (they then merged with Devon and Cornwall

HA to form Liverty). Nick held that the advantage of smaller HAs over large ones is the speed of response they can bring to queries/requests/complaints; also they are much closer to their residents in that they know their area very well which an organisation based eighty miles away or so could not.

Finally, I am sorry to say that our Housing Manager Oonagh Lyons is leaving after just one year in the post. She had a very good relationship with our tenants and implemented our new probationary tenancy policy. She is moving on to a much larger association in Cardiff and we wish her well.

¹ The Housing Corporation (1989) The First Twenty Five Years

² Inside Housing 23 June 2018

Accounts

Income and Expenditure Account for the year ending 31 March 2018				
		2018 £	2017 £	2016 £
Turnover	Continuing Activities	692,581	646,240	638,876
Expenditure	Direct Property Management Costs	-237,076	-231,764	-240,157
	Administrative Costs	-119,959	-108,811	-93,063
	Operating Costs	357,035	340,575	333,220
Operating Surplus		335,546	305,665	305,656
Interest Receivable		313	254	299
Interest Payable		-67,185	-55,957	-56,091
Retained Surplus on ordinary activities		268,674	249,962	249,864
Opening Revenue Reserve		4,048,408	3,798,446	3,548,582
Closing Revenue Reserve		4,317,082	4,048,408	3,798,446

Summarised Balance Sheet as at 31 March 2018				
		2018 £	2017 £	Re-instated 2016 £
Tangible Fixed Assets	Housing Properties	6,629,585	6,535,173	5,762,029
	Other Fixed Assets	25,619	27,031	28,977
Current Assets		545,297	401,731	679,041
Creditors due within one year		-139,363	-113,314	-55,623
Net Current Assets		405,934	288,417	623,418
Total Assets less Current Liabilities		7,061,138	6,850,621	6,414,424
Creditors due after more than one year		-2,744,007	-2,802,166	-2,615,931
		4,317,131	4,048,455	3,798,493
Total Association Funds Capital and Reserves		4,317,131	4,048,455	3,798,493

Note: Under Financial Reporting Standard 102 housing properties costs are now disclosed exclusive of housing association grants (HAG). HAG balance is accounted for as long term liabilities.

The above figures are extracts from the audited accounts.



Housing Manager's Comments

By Oonagh Lyons

There have been a lot of changes since the last annual report was published. After nearly 20 years of dedicated service as Housing Manager Patricia O'Driscoll retired last September and I took over.

Deb Farrell our Administration Officer also left in December and was replaced by Sarah Jones our new Customer Services and Administration Officer. Sarah has made an excellent start and has already proved herself to be a valuable member of the team.

Cynthia Cole continues to work for the Association and has clocked up an incredible 26 years of service. Cynthia's role has been enlarged and she has a new title of Housing and Finance Officer to reflect her new duties. She continues to provide stability and continuity amidst the changes and her knowledge of King's Barton has proved invaluable to Sarah and myself.

There have also been changes to the Board membership over the last year with Alf Williams, Natalie Colfer and Anna Screen retiring as Board members. We are however, pleased to welcome Patricia O'Driscoll on to the Board as a new voluntary member. No doubt her intimate knowledge of the Association will be put to good use in her new capacity.

The Tenant's Panel continues to play an important role providing feedback on the service we deliver and acting as a voice for all residents. Members of the Tenant's Panel enjoyed a day out at Weston and Clevedon in July of this year.

Changes to the panel this year include Alf Williams and Peggy Williams retiring. Also Avis Birkett resigned due to the fact that she has moved away and sadly John Harding died earlier this year. We thank all these members for their hard work. Fortunately we have new members who have joined or who are joining us and these are Terry Oaten from New Cheltenham Road, Mr Johnson from Beech House, Ms Adele Marks From Coombe House, Mr Alan Lockett at Edgware Road and Mrs Eileen Kingston at North street.

This year, like every other year we have relied heavily on our contractors to assist us to provide a quality service to our tenants and they have not let us down. I am grateful in particular to ABS & Sons, AMS Electrical and Maddison plumbing, heating & gas services for their support.

The Board approved the introduction of Probationary tenancy agreements for new tenants from April this year. These agreements are sometimes referred to as starter or introductory tenancies. They enable us to take swift action in the first 12 months if there are any issues such as anti-social behaviour. In order to monitor the tenancy closely for the first year and identify any problems we have introduced a series of visits to the new tenant at different stages in the year.

If after this period the tenancy has been conducted satisfactorily a full Assured tenancy comes into force. Since April we have granted 7 probationary tenancies

A new Fire Safety Strategy and policy was adopted by the Board this year. Key points include the introduction of 3 yearly Fire Risk Assessments of all blocks by a qualified Fire engineer or Registered Fire Assessor to be followed by annual Fire Risk Assessment reviews carried out in – house. We have also reviewed our existing policy concerning the ongoing use of communal hallways and moved away from a 'stay put' policy to an evacuation policy.

Working for King's Barton has given me a valuable insight into how smaller Associations operate. I have enjoyed doing a wide range of duties that wouldn't be possible in other larger Associations. As well as the variety the thing I have liked most is getting to know a large number of our residents. Also being able to respond to service requests without having to go through a number of different departments is certainly a big advantage and hopefully results in a better service for our residents. I wish King's Barton every success for the future as well as my replacement Steve Rafferty who takes over as Housing Manager in September.

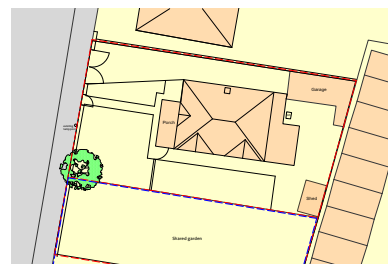
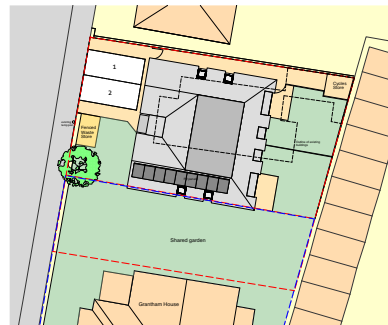


Existing street elevation

Proposed development scheme at 12 Grantham Road, Kingswood

As many of you will know we were delighted last year to finally receive planning permission from Bristol City Council to demolish an old bungalow at 12 Grantham Road next door to our well established development at Grantham House and replace it with 4 new build flats.

A lot of work went on the Autumn and Winter of 2017 to try and get this project on site in Spring 2018. The development was put out to tender but unfortunately we did not get a high level of response from contractors and the tender returns came back much more expensive than we estimated. Board members naturally want to ensure that we obtain value for money and therefore, have been looking at other options such as simplifying the scheme whilst retaining its key features. We hope to finally get on site within the next 6 months.



Proposed street elevation

Board



Derek Brewer – Chair

Profession: Lecturer, Trainer and Assessor. Has been a member of the Association since February 1998. Former Vice Chair. Elected Chair in October 2004.



Paul Campbell

Profession: Architect. Joined the Association in September 2007. Elected Vice Chair in February 2015.



Mrs Jean Dyer

Became a Tenant Committee member in 2012. Also a member of the Tenants Panel. Elected Secretary in February 2015



Ann de Graft-Johnson

Profession: Architect and Part Time Lecturer. Became a Committee Member in November 2001.



John Brownlow

Profession: Retired Draughtsman. Became a Tenant Committee member in May 2003. Chair of Tenants Panel.



Colin Lynes

Profession: Retired Accountant. Joined the Management Committee in May 2014.



Alford Williams

Tenant Panel Member for Beech House, 45 High Street. Joined the Management Committee as a Tenant Member in February 2014.. Resigned Christmas 2017.



Patricia O'Driscoll

Profession: Retired Housing Manager Qualified Fellow of the Chartered Institute of Housing. Joined the Association in November 1997. Joined the Board in February 2018.



A change of Perspective

By Pat O'Driscoll

As I have left my job as Housing Manager for Kings Barton after nearly twenty years' service, I thought my Annual Report days were over. However the Chair has asked me to write a few words for this year's report which I am happy to do.

I have not left Kings Barton entirely as I am pleased to say I was voted on to the Board at the February meeting. Maintaining links with the Association is very important to me but this time my role is governance (the thought of poacher

turned gamekeeper springs to mind!) I have previous and present experience of this role to assist me as I was a Committee Member for Western Challenge Housing Association for twelve years and have been a School Governor for a local Special Needs School since 1997 and this is still continuing.

Dependent on the organisation, governance poses a particular set of challenges which is very much influenced by Government requirements and legislation and these appear to be becoming more involved and complex as time goes on. Against this backdrop,

as a Board we have to do the best for our tenants and try to ensure we continue to provide good homes for people, albeit without any government funding. Our role is also to ensure we act with transparency and to check that all is in order.

Clearly, I have good knowledge of the workings of Kings Barton so this will help me and rest assured I will use my best endeavours to positively fulfil my new role. I am looking forwards to new challenges/ opportunities which will come our way in the future - it's good to be back.

Facts and figures

King's Barton HA (2018)	
Rent arrears as a % of rent due	1.79%
Void losses as a percentage of rent due	2.66%

	Average weekly rent	
	1 Bed Flat	2 Bed Flat
King's Barton HA 2018	£87.97	£97.53
HAs in South Gloucestershire	£97.83	-
Housing Association in Bristol	£97.41	-
Bristol City Council	£81.00	-
Private renting - BCC	£180.46	£233.54
Private renting - SGC Local Housing Allowance	£128.57	£156.05

Tenants Panel

We are pleased to welcome new members joining in recent months and these include John Jonhson Beech House, Alan Lockey Edgeware Road, Adele Marks Coombe House, Eileen Kingston North Street.



Mr John Brownlow
Chair of Tenants Panel,
Tenants Panel Member,
Coombe House



Mr John Harding
Tenants Panel Member,
45 High Street
(Cedar House)
Resigned Autumn 2017

Mrs Jean Dyer
Tenants Panel Member,
Victoria Street



Mr Alford Williams
Tenants Panel Member,
45 High Street
(Beech House)
Resigned Christmas 2017



Miss Peggy Williams
Tenants Panel Member,
Grantham House and
Grantham Road schemes
Resigned 2018



Mrs Avis Birkett
Tenants Panel Member,
North Street
Resigned Spring 2018

Mrs Shirely Morris
Tenants Panel Member,
Gladstone Court



Mrs Diane Stenner
Tenants Panel Member,
North Street



Mrs Kathryn Cook
Tenants Panel Member,
Victoria Street



Mr Leslie Winters
Tenants Panel Member,
The Hawthornes



Alan Lockey

New Member of the Tenants Panel

I am new to Bristol and have only lived here since April 2017. Prior to this I lived in Reading, Berks for over 30 years.

The reason why I moved is because my daughter has lived in Bristol for over 20 years. I had to travel over 160 miles just to see my daughter and grandson. Now I can see him whenever I wish.

The property I used to live in was owned by Catalyst Housing Association. They own around 6000 properties in West London and suburbs. I was a Resident's Representative and went to monthly

meetings. I hope that my experience will help me in my role as Tenant panel Member for Edgeware Road

I am now retired but do have many hobbies. They include reading fiction, current affairs, travel (UK only), charity work, keep fit and walking. What attracted me to this area was the beautiful pathways here.

I look forward to the meetings and hope I can make a valuable contribution to the well-being of residents

Tenants Panel Away Day to Weston and Clevedon

10th July 2018



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Below: Coombe House, Kingswood.

