

Annual Report 2019/2020



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.

Staff Team



Steve Rafferty
Housing Manager
(part-time)

Steve is a Fellow of the Chartered Institute of Housing and has 35 years' experience working in the social housing sector. Steve joined the Association in August 2018.



Cynthia Cole
Senior Housing Officer
(part-time)

Cynthia joined the Association in 1991 as a Secretary, moved up to a Housing Officer in 2006 and was promoted to Senior Housing Officer in April 2019.



Sarah Jones
Housing Officer
(part-time)

Sarah joined the Association as Customer Service and Administration Officer in 2017, with a background in Banking and Insurance, promoted to Housing Officer in April 2019.



Esther Iles
Administration and
Finance Officer
(part-time)

Esther joined the Association in May 2019, bringing a wide range of experience from a number of different roles, most recently working at We The Curious.

Front cover image:
New development
Kings Barton Court

Accountants:
Evans and Partners,
The Old Manse,
9 Bank Road,
Kingswood,
Bristol BS15 2LS

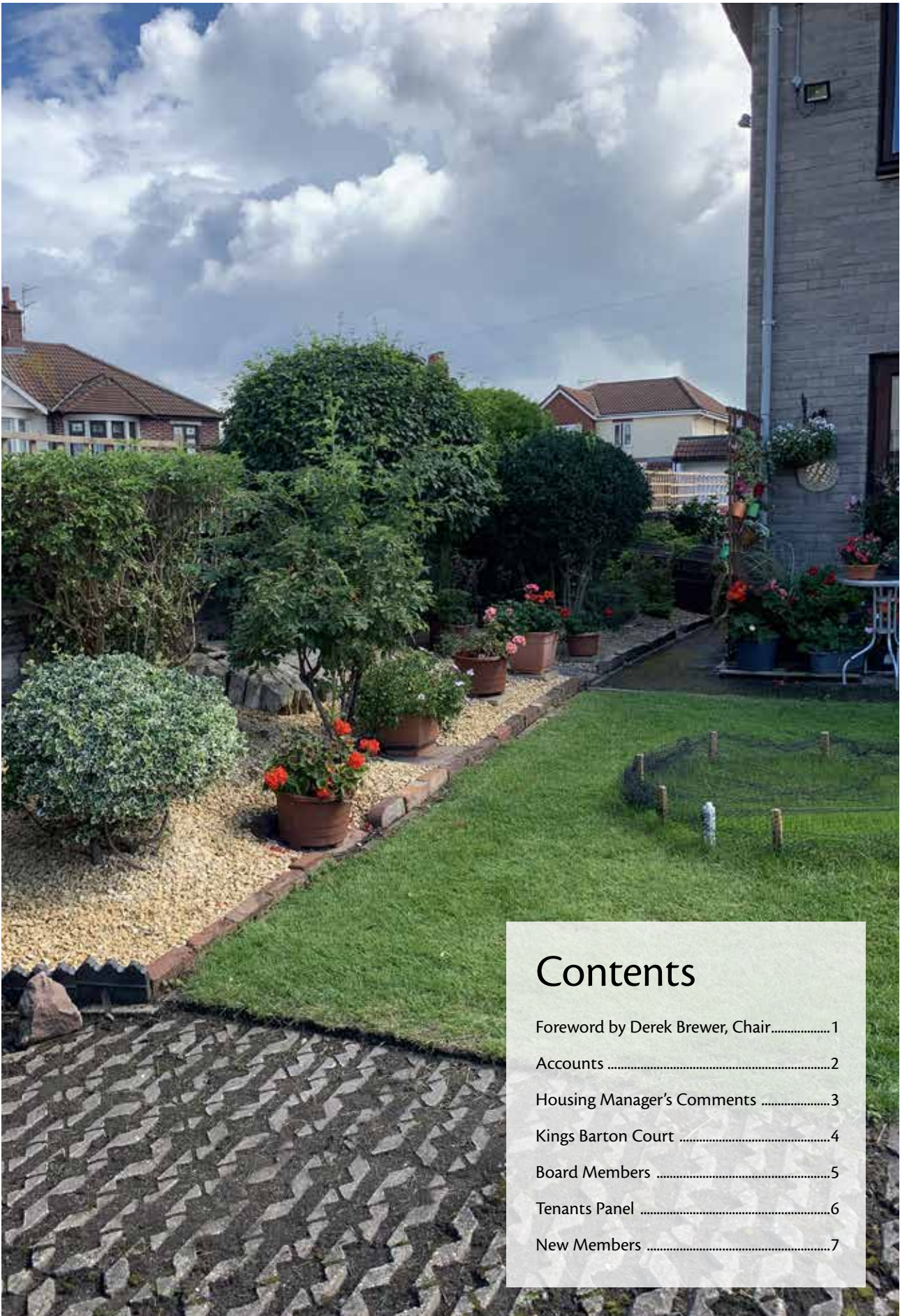
Auditors:
Milsted Langdon
Freshford House
Redcliffe Way
Bristol BS1 6NL

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



Contents

Foreword by Derek Brewer, Chair.....	1
Accounts	2
Housing Manager's Comments	3
Kings Barton Court	4
Board Members	5
Tenants Panel	6
New Members	7

Foreword

By Derek Brewer
Chair of the Association



I have recently noticed several mentions in the housing press about disruption and how good this can be for organisations. There is even a forthcoming online conference on the subject, with one session entitled 'falling in love with failure' (Inside Housing 11 Sept 2020)! Presumably the idea is that you interrupt all your normal ways of working and institute something else quite different in an attempt to get people to re-think and re-engineer matters/operations.

Well this year we have had the biggest disruption to working ever – COVID-19. It has changed all normal working practices. Most communication has to be by telephone or e-mail. Our staff no longer routinely go out to see residents and find out how they are and whether they have any problems and what we can do to help. They are not encouraged to come into the office. Our board and sub-committee meetings are now by video which makes it impossible to have little comments and asides and off the subject chats that one would normally do during a face to face meeting. Although there is someone in the office every day, staff have had to work from home at times in order to minimise risks and comply with government guidelines.

Residents have had to be patient as things can take longer to be resolved. Our new development at Grantham Road (now called King's Barton Court)

was due to be completed by the end of March. All work stopped for over three months. I am told that it is now almost complete awaiting signing off by local authority development control. The board have not yet had an opportunity to look round the building yet. We have had only one tenants' panel meeting this year, all the others having to be cancelled (as was the annual awayday which is a great shame).

Urgent repairs have been completed thanks to the dedication of our contractors as have all gas and electricity safety checks but some improvement works which had been planned have been delayed, including window and door renewals where due. We put back the AGM from end of September to November but with the new 'rule of six' it will not be possible to hold a normal meeting. So, we will have to do another video conference which I can't see many attending.

I can't wait for things to get back to 'normal' again, when we can shake hands and give a hug to family and old friends. I feel that we have lost our friendliness and become distant and suspicious of one another even if we have known them for years. As you can gather, I am not a fan of disruption. I prefer our normal, ordered, friendly way of working.

On behalf of the Board, I would like to thank the staff for the work they have done over the last year and in particular through the pandemic, when flexibility and commitment to keeping the service operating has been important.

Accounts

Income and Expenditure Account for the year ending 31 March 2020

		2020 £	2019 £	2018 £	2017 £	2016 £
Turnover	Continuing Activities	693,680	699,351	692,581	646,240	638,876
Expenditure	Direct Property Management Costs	-251,362	-225,890	-237,076	-231,764	-240,157
	Administrative Costs	-158,176	-113,390	-119,959	-108,811	-93,063
	Operating Costs	409,538	339,280	357,035	340,575	333,220
Operating Surplus		284,142	360,071	335,546	305,665	305,656
Interest receivable		2,894	2,096	313	254	299
Interest payable		-72,479	-66,573	-67,185	-55,957	-56,091
Retained Surplus on ordinary activities		214,557	295,594	268,674	249,962	249,864
Opening Revenue Reserve		4,612,676	4,317,082	4,048,408	3,798,446	3,548,582
Closing Revenue Reserve		4,827,233	4,612,676	4,317,082	4,048,408	3,798,446

Summarised Balance Sheet as at 31 March 2020

		2020 £	2019 £	2018 £	2017 £	2016 £
Tangible Fixed Assets	Housing Properties	6,958,635	6,661,723	6,629,585	6,535,173	5,762,029
	Other Fixed Assets	22,897	24,230	25,619	27,031	28,977
		6,981,532	6,685,953	6,655,204	6,562,204	5,791,006
Current Assets		759,099	961,318	545,297	401,731	679,041
Creditors due within one year		-157,656	-164,852	-139,363	-113,314	-55,623
Net Current Assets		601,443	796,466	405,934	288,417	623,418
Total Assets less Current Liabilities		7,582,975	7,482,419	7,061,138	6,850,621	6,414,424
Creditors due after more than one year		-2,755,686	-2,869,688	-2,744,007	-2,802,166	-2,615,931
		4,827,289	4,612,731	4,317,131	4,048,455	3,798,493
Total Association Funds Capital and Reserves		4,827,289	4,612,731	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 Steve Rafferty



This Annual Report covers the period through until the end of March 2020, which will be my second full year as Housing Manager.

My first job working in the housing sector was as a student placement for a very small housing association in the centre of Bristol. That was back in 1981 and nearly 40 years later I can only describe the period since March 2020 until now as the most challenging time. During my career I have experienced the introduction of the Right to Buy following the 1980 Housing Act, Local Government re-organisation in 1996, Stock Transfer from Local Authority housing to Housing Association in 1999, Audit Commission inspections in the early 2000's and the financial crisis in 2007/08, but none have had such an impact as Covid-19. It has led to some challenges never experienced before in the way the service to tenants is delivered.

I am proud of the way Kings Barton has been able to adapt and ensure we have supported tenants and managed to keep the service going through these difficult times. My thanks goes to the staff team who have shown flexibility to meet the changing circumstances and commitment to Kings Barton, as well as the contractors who were able to deal with everything that needed their attention (and more).

Thinking back to the period up to March 2020, there have been changes within the office, including a new reception area, change to 5 days per week opening, upgraded telephone system, additional part time staff member, stock condition visits to identify the needs of individual properties and a number of improvements to communal areas. The stock condition visits have had to be put on hold due to the pandemic and we will complete the remaining visits when it is safe to do so. The intention is to produce a clear plan for updates and improvements over the coming years, prioritising the sites with the most urgent need. The first priority will be The Hawthornes, where new windows, rear doors and rooflights will be upgraded early in 2021, followed by Coombe House. The other significant area in the last year has been the new flats in Grantham Road, named as Kings Barton Court to celebrate the 50th Anniversary of the association.

There have been some changes to the Board of Management with Colin Lynes stepping down after several years and being replaced by Derek Morland who will bring a similar level of experience in relation to finance and audit. The Board has managed to adapt over recent months and continue to meet remotely and ensure it remains business as usual where possible.

The Tenant Panel was able to meet regularly through the year, until the pandemic arrived and all meetings have been cancelled, as well as the away day. It has been good to receive the feedback from tenant panel members over the year and work with the staff to update local issues and views about the proposed changes. It has been difficult to arrange contact as a group, but we have continued to receive information about individual site issues through recent months.

The challenges of the pandemic to the association have interrupted and delayed many of the regular events and as I write this, it is looking like the end is some way off. We will continue to adapt to whatever we face and ensure the association emerges in a strong position.

Kings Barton Court

New development from derelict bungalow to home for four new tenants

Before work commenced



Work in progress



Finished development



Board Members



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.



Derek Morland
Profession: Retired
Accountant. Became
a Board Member in
November 2019.



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.



Michael Parsons
Profession: Team Manager
for LiveWest. Became a
Board Member in May 2014.



Terry Oaten
Became a Tenant Member in
May 2019 and also a member
of the Tenants Panel.

Tenants Panel

We are pleased to welcome Mrs Di Harrison of Gladstone Court who joined the panel in the last year and thanks go to all existing members who continue to provide valuable feedback in the past year.



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



Mrs Jean Dyer
Tenants Panel Member,
Victoria Street.



Mrs Di Harrison
Tenants Panel Member,
Gladstone Court.



Mrs Diane Stenner
Tenants Panel Member,
North Street.



Mr Leslie Winters
Tenants Panel Member,
The Hawthornes.



Mrs Kathryn Cook
Tenants Panel Member,
Victoria Street.



Mr Alan Lockey
Tenants Panel Member,
Edgeware Road.



Mr John Johnson
Tenants Panel Member,
High Street, Staple Hill.



Mrs Eileen Kingston
Tenants Panel Member,
North Street.



Mr Terry Oaten
Tenants Panel Member,
New Cheltenham Road.



Nigel Hanmore
Tenants Panel Member,
Gladstone Court.



Mrs Jane Hobbs
Tenants Panel Member,
Grantham House.

New Members



Derek Morland Board Member

Derek was born in Rochdale, now part of Greater Manchester, in 1954. He finished his education at Sussex University (Brighton) completing a Chemistry degree. He moved to Bristol in 1978 and he joined Evans & Partners in 1982 taking particular responsibilities for Audit work, which introduced him to King's Barton Housing Association, at first working with Graham Rowles and later with other folk on the formal accounts of the association.

Derek attends a Baptist church in Yate on a regular basis. He also spends possibly too much time following Rochdale AFC, usually attending Rovers and sometimes City when Dale come to attempt to take points home with them (with mixed success in recent years).

We welcome him greatly to the board with all his experience of accountancy and audit. He has already been of great assistance to the association



Di Harrison Member of the Tenants Panel

Di Harrison is our latest Tenants' Panel member, joining this year. She represents Gladstone Court. Di has been a tenant of King's Barton for almost 3 years. For many years Di and her husband Terry lived on several narrowboats all over the country wintering in marinas when the

weather was bad. She has many tales to tell of their experiences. Di is very pleased with her ground floor flat and we are very pleased to have her.



Grantham Road,
Kingswood



Grantham Road,
Kingswood



5 Moravian Road, Kingswood, Bristol BS15 8LY

Telephone 0117 961 1171

Email info@kingsbarton.co.uk

www.kingsbarton.co.uk

Opening hours 9am-12.30pm Monday to Friday