



Annual Report 2018/19



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 images:  
Grantham Road and  
Grantham House,  
Kingswood

**Accountants and Auditors:**

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

**Consultant Valuers:**

Bruton Knowles,  
Waterloo House,  
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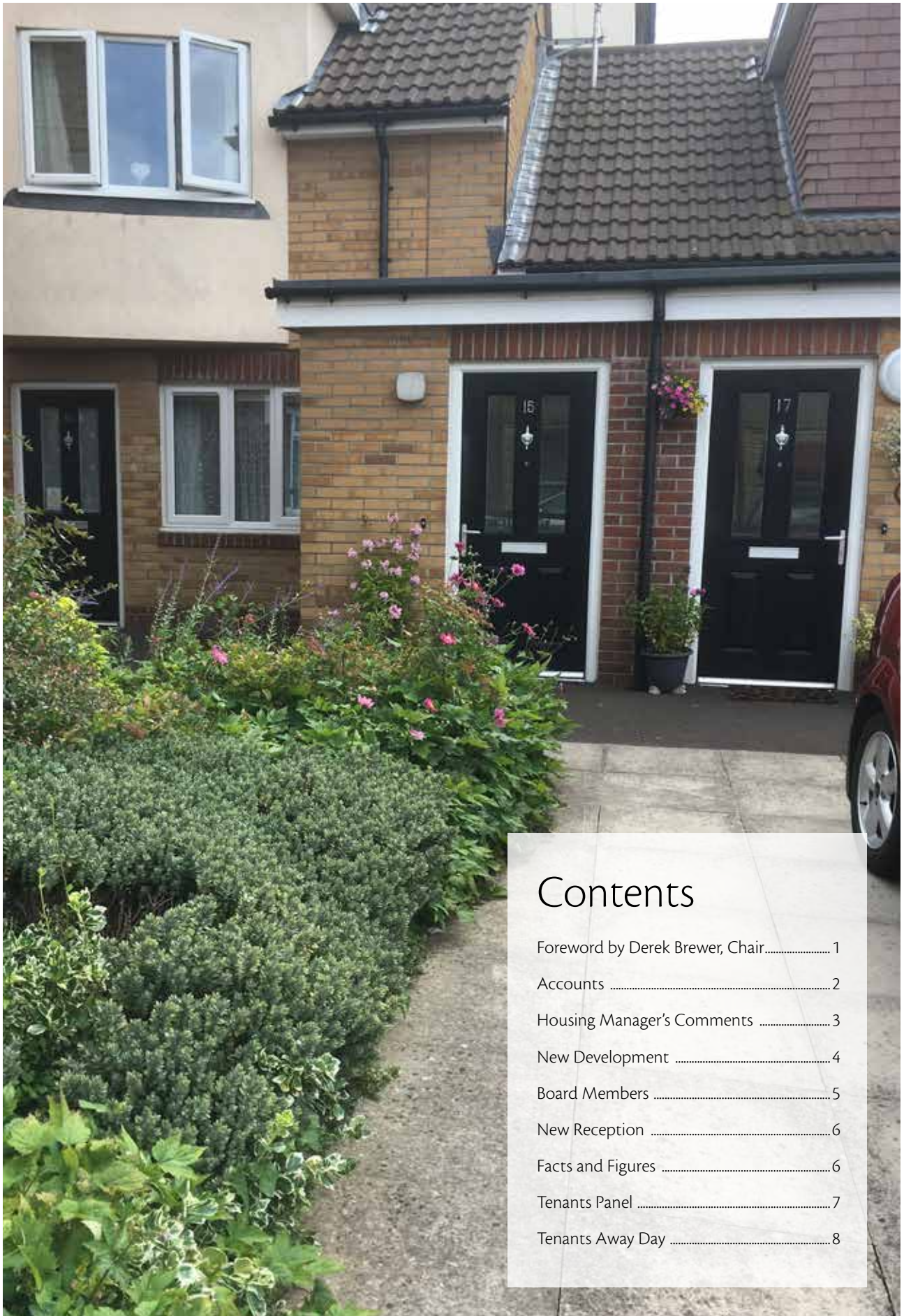
**Bankers:**

Barclays Bank Plc,  
78 Regent Street,  
Kingswood,  
Bristol BS15 8LD

**Solicitors:**

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Bristol BS99 7JZ

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# Foreword

By Derek Brewer  
Chair of the Association



Well here we are at our 50th anniversary. We consulted our Tenants' Panel on how we should celebrate it. The only suggestion which came forward was for a tea party. This wasn't widely accepted so in the absence of anything else we decided to give every tenant a shopping voucher as we did for our 40th. We will also be mentioning it on a foundation stone which we will be laying at our 'new' scheme at 14 Grantham Road.

I like to think that we are fulfilling its original aims when the association was created in 1969 unlike others. Tom Murtha the former chief executive of Midland Heart believes that many large housing associations "are driven more by commercial purpose than their social purpose". (Inside Housing 25 January 2019).

*"The practice of turning away benefit-dependent tenants will be seized on by critics who argue that some housing associations have become too commercially focused and are losing touch with their founding social mission to house society's poorest and most vulnerable people."*

Patrick Butler The Guardian  
15 May 2019

This has been my impression for the last few years. Whenever I go to a meeting of housing associations the talk seems to always be about growth and how many units they will develop in the coming year. We're back to bigger is better a theme which I addressed quite a few years ago in an earlier foreword. As I mentioned last year the surpluses seem to be ever increasing for the larger associations. This drive for growth just means that associations get bigger and bigger and will end up just like any other large organisation. Look what has happened to universities, they are just large corporations – and they are meant to be not-for-profit as well.

In the South West the largest association is LiveWest with 36,000 homes and making an operating surplus of £81 million in 2018/19. (Inside Housing 24 May 2019). Most associations recorded a reduced surplus for the last financial year as they have all been forced to cut rents for the last three years. We are now into the final year of this rent regime.

Another concern is the rise in the registration of for profit associations. These are being created either by existing property managers or developers or insurance companies. The reasons for this could be:

1. To retain the housing they would otherwise have to sell to housing associations under Section 106 planning agreements.
2. To be able to bid for grant through Homes England.
3. To diversify into social housing (for which there is always a demand) in times of a downturn in the speculative market.

So my concern is that the movement has lost its way from what it was in the 1950s and 60s which is where we came in. In those days they were local, community based and often met a particular need. Now they seem to be like any private developer, many selling the houses/apartments they build in equal numbers to those they retain and rent out (some at affordable rents, some at market even).

This year marks the centenary of the 1919 Housing and Planning Act which established council housing as we have come to know it. Since the early 1990s all governments have done their best to dissuade councils from building or even owning housing stock. And despite moves in the last 18 months there is no real prospect of them taking up building again in any significant numbers. Therefore it is left to housing associations to try to fill in the gaps. King's Barton will continue to aim to do its best.

# Accounts

## Income and Expenditure Account for the year ending 31 March 2019

		2019 £	2018 £	2017 £
<b>Turnover</b>	Continuing Activities	699,351	692,581	646,240
<b>Expenditure</b>	Direct Property Management Costs	-225,890	-237,076	-231,764
	Administrative Costs	-113,390	-119,959	-108,811
	Operating Costs	339,280	357,035	340,575
<b>Operating Surplus</b>		<b>360,071</b>	<b>335,546</b>	<b>305,665</b>
	Interest Receivable	2,096	313	254
	Interest Payable	-66,573	-67,185	-55,957
<b>Retained Surplus on ordinary activities</b>		<b>295,594</b>	<b>268,674</b>	<b>249,962</b>
	Opening Revenue Reserve	4,317,082	4,048,408	3,798,446
<b>Closing Revenue Reserve</b>		<b>4,612,676</b>	<b>4,317,082</b>	<b>4,048,408</b>

## Summarised Balance Sheet as at 31 March 2019

		2019 £	2018 £	2017 £
<b>Tangible Fixed Assets</b>	Housing Properties	6,661,723	6,629,585	6,535,173
	Other Fixed Assets	24,230	25,619	27,031
		<b>6,685,953</b>	<b>6,655,204</b>	<b>6,562,204</b>
	Current Assets	961,318	545,297	401,731
	Creditors due within one year	-164,852	-139,363	-113,314
<b>Net Current Assets</b>		<b>796,466</b>	<b>405,934</b>	<b>288,417</b>
<b>Total Assets less Current Liabilities</b>		<b>7,482,419</b>	<b>7,061,138</b>	<b>6,850,621</b>
	Creditors due after more than one year	-2,869,688	-2,744,007	-2,802,166
		<b>4,612,731</b>	<b>4,317,131</b>	<b>4,048,455</b>
<b>Total Association Funds Capital and Reserves</b>		<b>4,612,731</b>	<b>4,317,131</b>	<b>4,048,455</b>

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



In writing this piece for the Annual Report, I am reflecting back over the last 12 months since I became Housing Manager, replacing Oonagh Lyons who left at the end of August.

It has been an enjoyable and busy time since I started in August 2018, with a few changes that have been made and good progress in many areas. The team of Cynthia Cole and Sarah Jones have made me very welcome and provided valuable support in settling into the role. Cynthia has an incredible knowledge of everything Kings Barton, while Sarah has continued to develop a very good understanding of all aspects of the Association.

One of the biggest changes since I have arrived has been the office/staffing/opening hours. I felt it was important to provide a 5 day week office opening and response, with some confusion about the days we were previously open. As a small team of part time staff, we needed to recruit an extra person, with Esther Iles joining in May as Admin/Finance Officer. This has led to new opening hours of 9am to 12.30pm Monday to Friday, with a new reception area offering a more comfortable place to speak with staff. I hope the new arrangements will provide a better service to tenants.

There have been some changes to the Board of Management, with Terry Oaten joining as a member this year. This year, we have developed a new 3 year Business Plan that sets out the direction for the Association in the coming years, as well as a 10 year set of objectives to work towards.

The Tenant Panel meets regularly to provide feedback on local issues at each site, as well as being a sounding board for new ideas and developments within the association. It has been great to see such a strong group and representation from all sites. New members joining the panel this year have been Mrs Jane Hobbs from Grantham House. The Tenant Panel away day this year included a boat trip from Bristol Harbour to Beese's tea rooms for lunch and we enjoyed great weather and lovely food.

I am pleased to announce that work has finally started at Grantham Road, with the bungalow demolished and work well underway to build the 4 new flats, which should be ready for letting around March 2020.

Kings Barton has a website for the first time and allows a range of useful information to be available for existing tenants, as well as potential tenants and anyone else interested in the work we do. We will be updating the information regularly and you can contact us at any time using the contact page. Please have a look and let us know what you think of it and any suggestions to make improvements to the site.

**[www.kingsbarton.co.uk](http://www.kingsbarton.co.uk)**

The gardens and communal areas are very important for all tenants and is becoming a priority for me and the team to ensure we work closely with the gardeners and other contractors to maintain and improve them. There has been a settling in period for the main gardening contractor – Bristol Lawncare and we have used other contractors as needed to carry out other works, including trees. We have introduced twice a year visits to all sites to meet tenants and find out what you think, as well as any improvements that can be achieved. We have tried to spread the improvements across all sites, although some have needed more attention than others.

Fire safety inspections are continuing, full inspections will be carried out every 3 years, as well as annual interim reviews.

Plans for the coming year include stock condition surveys of all properties, to help develop an improvement programme for the next 5 years based on priorities identified. We will also continue site improvements and a new Tenant Handbook.

# New Development

12 Grantham Road, Kingswood

It has taken a long time, with many delays since the site was bought in 2012, but work started in June and the 4 flats will be completed and ready to let in April 2020.

The new flats will increase the number of properties Kings Barton have in Grantham Road to 27. The photos below show the before the works started, following demolition and the most recent views of the site. All flats will have one bedroom and the bathrooms will be wet rooms.



Before work commenced



Clearing the site



Foundations are in place



Proposed plans

# 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.



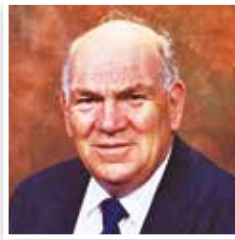
**Mrs Jean Dyer**

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.



**Colin Lynes**

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



**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.

# New Reception and Opening Hours

If you have visited the office recently, you will have noticed the new reception area that provides a more comfortable area for visitors to the office. We have also been able to increase the opening hours, with the office now open Monday to Friday 9.00am to 12.30pm.



New reception area



New signage showing opening times

## Facts and Figures

	2019	2018
<b>Rent arrears as a % of rent due</b>	1.44%	1.79%
<b>Void losses as a percentage of rent due</b>	1.43%	2.66%
<b>Satisfaction with repairs contractors*</b>	100%	100%

\* Calculated from sample telephone surveys carried out monthly.

## Rents and Service Charges

Residents inclusive rent is made up of two parts, service charges which cover the particular services provided to each scheme, the second part known as the net rent meets all other costs. The costs vary across the different schemes and are based on actual costs for the previous year.

Kings Barton will be changing the way annual rent costs are reviewed, moving to a 1st April date for all tenants in 2020.

<b>Average inclusive rent for a 1 bed property</b>	£92.64
<b>Average inclusive rent for a 2 bed property</b>	£101.32
<b>Average service charge for a property in 2019</b>	£24.50

# Tenants Panel

We are pleased to welcome Mrs Jane Hobbs of Grantham Hobbs who joined the panel in the last year and thanks go to all existing members who continue to provide valuable feedback.



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



**Mrs Jean Dyer**  
Tenants Panel Member,  
Victoria Street.



**Mrs Shirely Morris**  
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,  
Edgware 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.

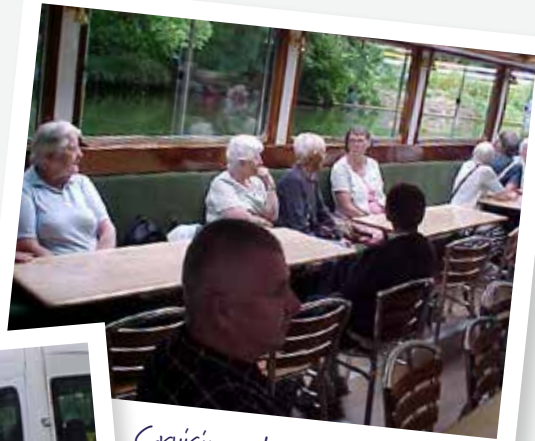
# Tenants Panel Away Day

to Beese's Riverside Bar on 26th July 2019

The Tenants Panel away day this year included a boat trip from Bristol Harbour to Beese's tea rooms for lunch.



Getting back onto the boat for the return journey



Cruising along the harbour towards the River Avon



Boarding the mini bus for the return journey to Kingswood

Established in 1969 by the then President of the Kingswood Rotary Club, King's Barton is a limited company with charitable status. The association continues to grow, despite the challenges of being a very small association in comparison to many of the other associations locally and nationally.

Despite the changes over the years, the ethos remains the same, providing good quality affordable housing. The first chair was Ken Raymond and there have only been a further 3 chairs since Ken, with Derek Brewer celebrating 15 years in October this year. The first General Manager was Eric Rendle and there have been a further 6 Managers since then, including myself. King's Barton can be very proud of its achievements and will no doubt continue to thrive in the next 50 years.

Steve Rafferty  
Housing Manager



Board Members



OF THE ASSOCIATION



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