

OBJECTIVES FOR 2014/2015

- Work closely with Lambeth Living to deliver high quality improvements to the inside of tenants homes and the outside of the blocks
- Work with residents to plan how to spend surpluses in the future.
- Agree standards for our services with residents and a plan to address any areas where we are not meeting them
- Working with residents to review all of our policies and procedures, identify gaps and draft new ones where needed
- Recruit and retain new board members
- Ensure all board members have the training needed to deliver RPRM's objectives
- Implement community development programme to increase sense of community on the estate and provide opportunities for employment and training
- Develop a website and use of social media to communicate key ideas and gather views.
- Improve communications and consultation with everyone on the estate
- Involve young people through the creation of a youth forum linking into Lambeth Youth Parliament and to the board
- Improve planting and quality of the estate grounds, including increasing levels of bio diversity



ROUPELL PARK RESIDENT MANAGEMENT CO-OP ANNUAL REPORT 2013/2014



Chairs Message

This has been a year of transformation and progress for Roupell Park. We have a new Estate Director and the staffing structure we have been working on is now in place. This means we can now plan to deliver our ambition to be a national flagship TMO.

We have already made huge progress. We have negotiated a new management agreement with Lambeth which means that our relationship with the Council is well defined and we are able to monitor what they do, as well them monitoring us. We have held a hugely successful Fun Day and we are planning for next years. We have employed a new grounds maintenance contractor who is committed to improve the overall quality of the gardens across the estate, increasing the bio diversity of the estate and to help train our residents to help them get jobs in the future.

We have also employed a new Community Development Officer. She is working with other organisations across Lambeth as well as in the immediate area around the estate to help build Roupell Park community, by getting more people involved and to bring employment and training opportunities to our residents. This means that we are meeting our wider objectives and not just offering a traditional landlord service.

We have also continued to build our financial security and we made a surplus in the year to enable us to increase our reserves so we can deal with unexpected crises and to plan to carry out works to our estate that could not usually be afforded. And of course major works to improve the homes of our tenants have started and work to the outside is planned for later this year.

Finally I would like to thank all my fellow board members for their hard work over the year and to invite all of you to think about joining us in becoming a board member or a resident panel member to keep improving the service we are delivering.

Roupell Park Fun Day

One of the highlights of the year was the Fun Day we held on the 5th of July. More that 300 people attended and the feedback we have had was really positive. So positive that we are going to do it again next year and we will start planning it as soon as the AGM is over in September.



Financial Security

Full accounts will be made available to all members at the AGM. In summary we received £1.295m from the Council plus other income of £28,245. We spent £1.265m giving us a surplus of £59,986 for the year. This was transferred to our reserves meaning that reserves at the end of the year stood at £261,534.

Achievements and Highlights

- New Management agreement with the Council agreed
- Three year business plan prepared for agreement at the AGM
- Financial Surplus generated putting RPRMC on a sounder financial footing
- Most performance target achieved or bettered

Performance Indicator	Performance 2012/2013	Target 2014	Performance March 2013
Rent Collection Rate In-year	100.68%	99%	100.2%
Service Charge Collection	104.71%	98%	103.1%
All Repairs Completed on Time	97.4%	97%	95.58%
Tenants Satisfied with Repairs	80.3%	95%	100%
Gas servicing carried out within 12	100%	100%	100%
Average time to relet Empty Homes (YTD)	17.7 Days	30 Days	24.5 Days

- Resident attendance at national TMO conference to build RPRMC profile
- New Management structure implemented including new Estate Director
- Resident Survey completed
 - ▶ **91%** of residents (91% tenants) were satisfied with Roupell Park as a place to live
 - ▶ **91%** of residents (90% tenants) would recommend Roupell Park to friends or relatives as a place to live
 - ▶ **78%** of residents (77%) tenants knew Roupell Park was an RMO.
 - ▶ **84%** of respondents were satisfied overall with the quality of the repairs service
 - ▶ **89%** of all respondents knew who their caretaker was
 - ▶ **44%** of respondents who reported anti social behaviour were satisfied with the way that their complaints was handled
 - ▶ **59%** of respondents who made a complaint were satisfied with the way complaints were handled

