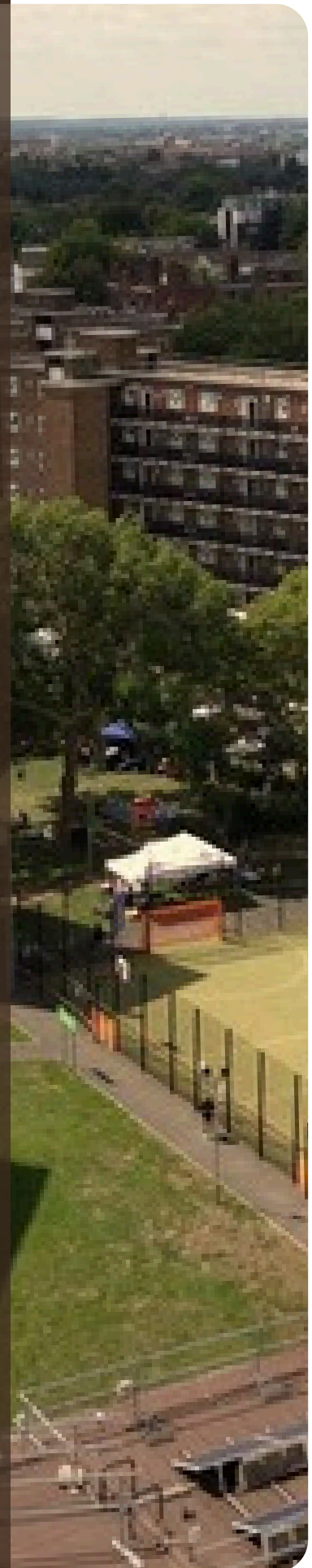




ROUPELL PARK
RESIDENT MANAGEMENT ORGANISATION

ROUPELL PARK RMO ANNUAL REPORT 2024/25



CHAIR'S REPORT



It is my pleasure to present the Roupell Park RMO Annual Report for 2024/25. This has been a year of both challenges and successes, where change has tested us but also created opportunities to improve how we serve our community.

One of the biggest challenges we faced this year was restructuring our staff team and managing the increase in disrepair cases across the estate. These pressures were not easy, but we overcame them by strengthening our partnership with Lambeth and holding them accountable for the areas of disrepair they are responsible for. The restructure has made our team more flexible and better placed to meet the needs of the organisation, while also saving over £60,000 – money that will be reinvested to deliver more services directly to residents.

We have also made important progress in preparing for new legislation, including Awaab's Law, by investing in technology that helps residents manage damp and mould in their homes. Residents can now quickly contact the office for support if these issues arise.

Financially, our performance continues to be strong: Roupell Park RMO was ranked 1st in Lambeth TMOs for service charge collection and 2nd for rent arrears collection, demonstrating both the strength of our management and the commitment of our residents.

1ST RANKING

Service charge collection across TMOs

2ND RANKING

For rent arrears collection

Listening to our residents remains a top priority. This year we relaunched our social media platforms, created a dedicated WhatsApp channel for real-time updates, and invested in a new texting and email system that will go live later in 2025.

FUTURE PLANS

We also rebranded and improved our website, introducing a new logo chosen by residents and partners which reflects the identity and history of Roupell Park. Later this year, a new residents' portal will also launch through the website, providing a more convenient way to access information and services.

NFTMO AWARDS 2025

We were also delighted to be recognised nationally at the NFTMO Awards 2025, receiving Highly Commended Community Champion and winning Board Member of the Year as well as Outstanding Contribution to a TMO by a Young Person (under 25).

These awards are a reflection of the strength, passion, and dedication within our community. Our performance continues to outperform Lambeth in areas including rent collection, repairs, gas servicing, complaints handling, and satisfaction surveys.

Over the next 12 months, we will continue to build on this success by delivering more repairs, expanding our community programme, and ensuring that our residents remain at the heart of everything we do.

Later this year, we will also renegotiate the allowance we receive from Lambeth. With more homes being sold through Right to Buy, we know this will present challenges, but we will make a strong case for why more investment should be directed into Roupell Park. Our aim remains clear: to maximise the services and opportunities available to our residents and to ensure that Roupell Park continues to be a place we are all proud to call home.

You may also notice we have recruited 3 apprentices within our staffing structure. This not only strengthens our staffing structure but also gives employment to our young people.

At our last AGM meeting you requested the return of the Fun Day – you spoke we listened and delivered this on 9th August 2025. Your feedback thus far was very positive indeed. This helped to strengthen our cohesive community feel as well as allow us to collate more data to build on our communications with residents.

On behalf of the Board, I want to thank our residents, staff, and partners including our Councillors, Mayor and Deputy Mayor for their commitment, resilience, and support over the past year.

Together, we will continue to face challenges, embrace opportunities, and deliver the very best for our community.

– Mary Simpson – Chair of the Board





ESTATE DIRECTOR'S REPORT – 2024/25

ROBERT CARROLL, ESTATE DIRECTOR

The year 2024/25 has been one of significant change, progress, and transition for Roupell Park RMO. It has been a busy and, at times, challenging period, but one where we have continued to push forward with our mission of delivering the best possible services to our residents. Whether services are provided directly by our dedicated Roupell Park staff team or by our partners, such as Lambeth Council and their contractors, our focus has remained the same: to hold all providers to account and to ensure that residents receive the high-quality service they deserve.

STRENGTHENING SERVICE DELIVERY

This year has seen us embrace new ways of working and begin reshaping the way services are delivered. Our guiding principle has been to put residents first, ensuring that services are not only responsive but also efficient and value for money. A key part of this has involved challenging underperformance from external partners where necessary, while also looking inward to strengthen and modernise the way our own team works.

One of the most visible steps forward has been the increase in communication channels for residents. We know that good communication is at the heart of building trust and accountability. Over the last year, we have relaunched our social media presence, introduced WhatsApp for real-time updates, and invested in new systems that will soon provide text and email updates directly to residents. These changes mean residents are better informed, can raise concerns more easily, and feel more connected to the work we are doing on the estate.

ORGANISATIONAL RESTRUCTURE & STAFF DEVELOPMENT

A major milestone this year was the organisational restructure of staff. This was not an easy process, but it has already brought positive results. The restructure has created a more flexible, responsive team that can adapt to the evolving needs of the estate. Importantly, it has also generated over £60,000 in savings, which we can now reinvest into resident services.

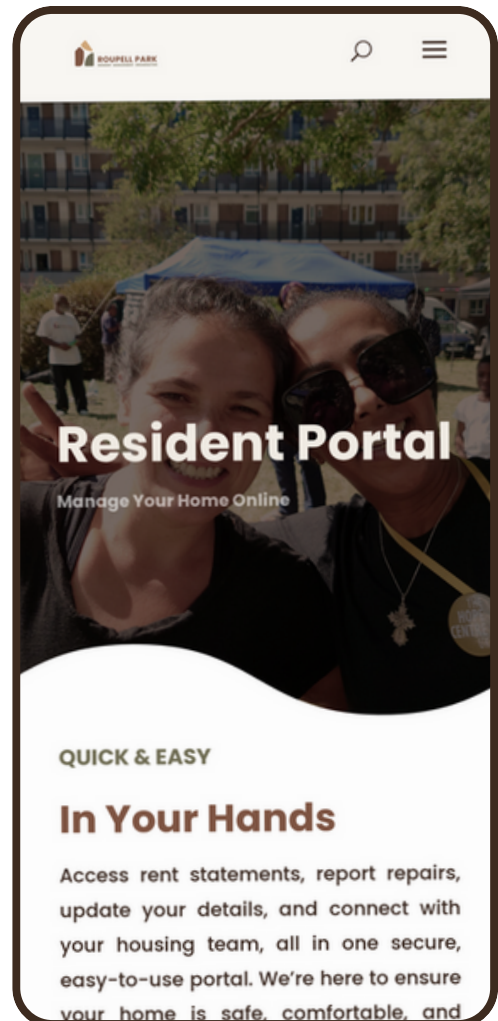
Alongside restructuring, we have placed a strong emphasis on investing in staff training and development. Training ensures our team is well equipped to deliver excellent services and also creates opportunities for career progression. We were also proud to welcome new members of staff to the team during the year, bringing fresh energy and skills.

In addition, we have taken steps to support the next generation of housing professionals by bringing on apprentices. This not only strengthens our capacity but also supports local young people to gain valuable experience and develop careers in housing and estate management.

REBRANDING & COMMUNITY INVOLVEMENT

This year we also completed a full rebranding of Roupell Park RMO. The new brand identity – including a refreshed website and a logo shaped by resident and community feedback – reflects both the history and the future of our estate. It was important to us that residents had a voice in this process, and we are proud of the result. The rebrand provides us with a clearer, more modern image that better represents the Roupell Park community.

Our commitment to resident involvement goes beyond rebranding. I am particularly encouraged by the positive feedback I regularly receive when on the estate. Residents have taken the time to stop me and share their views, often expressing appreciation for the progress being made. This feedback is shared with the staff team, and it is a real motivator for us all. While we know there is still more to do, it is encouraging to know that the work being undertaken is recognised and valued by those it matters to most.



CHALLENGES AHEAD

While we have much to celebrate, we also face immediate and longer-term challenges. The cost-of-living crisis has impacted labour, materials, and service costs across the housing sector. Contractors are charging more, and inflation has placed pressure on the day-to-day costs of running the estate.

At the same time, we anticipate a likely reduction in our Management Agreement Allowance from Lambeth, which provides core funding for our operations. This combination means that, as an organisation, we must prepare for difficult decisions in the year ahead. We are working hard to identify where savings can be made without reducing services and where efficiencies can be achieved.

However, we must also be realistic and transparent with residents: challenging times are ahead, and there will be areas where tough choices are unavoidable.

Despite this, we remain optimistic. The work undertaken this year to restructure, save costs, and invest in systems has already strengthened our resilience. We are better placed to adapt to financial pressures while continuing to deliver essential services. Our focus remains on protecting front-line services and ensuring that residents receive value for money.

LOOKING FORWARD

Over the next year, our ambition is to build on the progress we have made and continue moving towards providing an exemplar service for residents.

We will:

- Continue holding Lambeth and contractors to account to ensure repairs and services meet expectations.
- Expand our community programmes to create more opportunities for residents to engage and benefit.
- Launch new communication platforms, including a residents' portal via our website, to make interaction with RPRMO easier and more transparent.
- Support staff with training and resources so they can continue to deliver high-quality services.

Keep listening to residents and using their feedback to shape our priorities.

In closing, I would like to express my sincere thanks to residents, staff, and the Board for their continued support during this year of transition. It is your involvement, feedback, and commitment that enable us to keep improving. The journey to becoming an exemplar housing organisation is not an easy one, but together we are making real strides.

We are proud of what has been achieved in 2024/25 and, while challenges remain, we are confident that with resilience, partnership, and determination, we can continue to make Roupell Park a thriving and supportive community for all who live here.

Robert Carroll, Estate Director, Roupell Park RMO

“This is an amazing community. Nothing would happen without all of you”

Scan the QR code to watch the full speech and enjoy the Fun Day highlights.



FINANCIAL PERFORMANCE

Managing the estate's finances carefully is one of our most important responsibilities. Each year, we set out how much income we receive, how it is spent, and what reserves we hold to protect services.

This year has been challenging, with rising costs for labour, materials, and services, alongside a reduced allowance from Lambeth. Despite this, we have worked hard to keep Roupell Park financially stable while continuing to invest in services that matter to residents.

We received a management and maintenance allowance of **£1,076,677** from Lambeth Council, which represents a **9% decrease** on the previous year (£1,183,312 in 2023/24). This reduction continues to reflect wider financial pressures on local authorities and has had a direct impact on our income.

In addition, we generated **£80,269 in other operating income**, a significant increase compared with the **£45,093** achieved in 2023/24. This growth was supported by additional funding from Lambeth Council, steady income from the mobile mast, and other miscellaneous income streams. Including bank interest of **£12,686**, total income for the year amounted to just under **£1.17 million**, compared with **£1.23 million** in 2023/24.

SUMMARY OF ACCOUNTS

In summary, the 2024/25 accounts show:

- **A deficit of £61,485**, compared with a deficit of £42,559 in 2023/24.
- **Total reserves of £550,743** (£612,228 in 2023/24).
- **A surplus fund of £280,987** (£315,813 in 2023/24).
- **Designated reserves of £269,169** (£295,977 in 2023/24).

This equates to approximately 25% of allowances, which remains in line with our agreed financial target.

AUDIT FEEDBACK

Our auditors, Sumer Auditco Limited, provided their report and confirmed that the accounts present a true and fair view of the organisation's finances. Their findings recognise that Roupell Park RMO maintains sound financial controls and effective governance arrangements, which underpin our ability to manage through challenging times.





LOOKING AHEAD

The financial year ahead will present further challenges. The rising cost of living, higher material and labour costs, and a likely reduction in our Management Agreement Allowance from Lambeth mean that the environment remains extremely difficult.

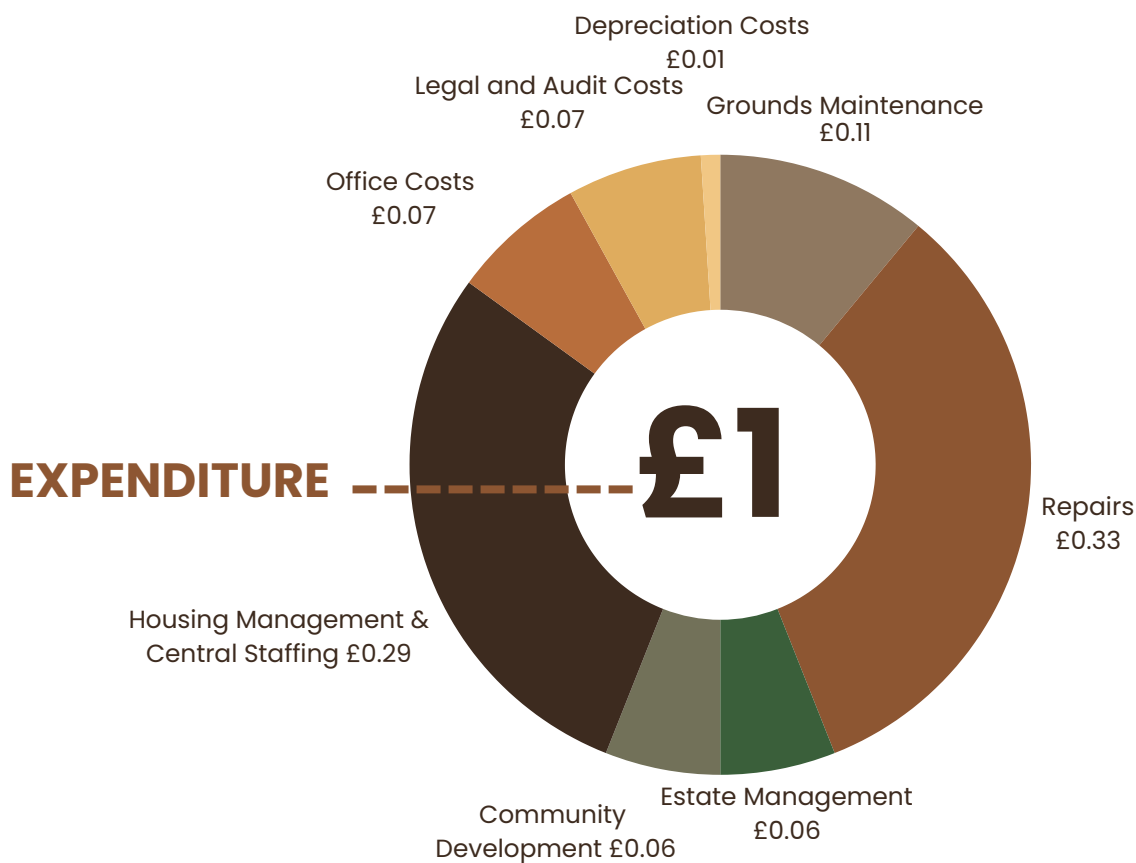
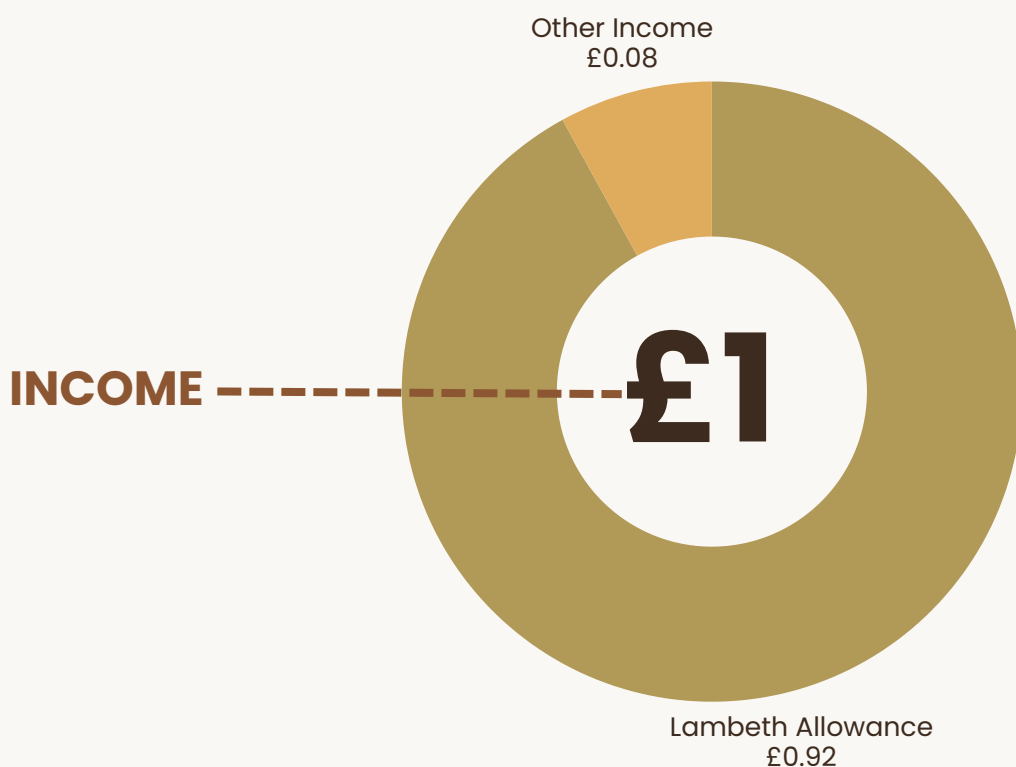
Our priorities will be to:

- Mitigate financial risks through prudent budgeting and close monitoring of performance against targets.
- Explore opportunities for efficiency savings without compromising service quality.
- Continue diversifying income streams, including pursuing grant funding and external partnerships where possible.
- Maintain robust reserves, ensuring we retain sufficient capacity to manage unforeseen risks and protect service delivery.

Although we must be realistic that some difficult decisions may lie ahead, we remain optimistic that with the support of residents, staff, and the Board, Roupell Park RMO will continue to deliver services effectively and build on our progress.

FINANCIAL HIGHLIGHTS

INCOME AND HOW WE SPEND YOUR MONEY



KPI

KPI Description	Lambeth Results	2024/25 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
Rent Collected in year	88.04%	98.50%	101.31%	YES	YES
Service charges collected	120.77%	105%	115.68%	YES	NO
Average relet Void time in Days	34.96 Days	30 Days	50 Days*	YES	YES**
Gas services completed on time	99.76%	100%	100%	YES	YES
Repairs completed on time	86.47%	90%	100%	YES	YES

*There was breakdown in communication between RPRMO and Lambeth Nominations team when making referrals as were being sent to 1 member of staff who was on long term sick leave.

**The void KPI is measured in a way that takes the whole void cycle and not the specific areas RPRMO are responsible for. This means if Lambeth allocations team do not send enough nominations or a short list this time is taken into account on the cycle of the void. However, this is completely the responsibility of Lambeth. RPRMO had completed its areas of responsibility of the void process within the target time and delays were on Lambeth’s responsibility of the void process which allowed the void relet time to exceed the target. Therefore, RPRMO have decided to report on the time the void cycle is within RPRMO control to represent the performance of RPRMO in relation to the void cycle.



809 REPAIR JOBS COMPLETED

COMPLAINTS



20 COMPLAINTS

During 2024/25

0 COMPLAINTS

Progressed to Stage 2

100%

Responses within timescales

Over the course of 2024/25, 20 Stage 1 complaints were received by Roupell Park RMO. We are pleased to report that all complaints were acknowledged and responded to within the required timescales, reflecting the team's commitment to ensuring that resident concerns are handled fairly, consistently, and in line with our policy.

Of the 20 complaints, 2 related specifically to services for which Lambeth Council retains responsibility. In these cases, the complaints were referred to Lambeth for investigation and response. We continue to work closely with Lambeth to ensure that issues falling under their remit are addressed properly and that residents receive clear communication and outcomes.

Importantly, no complaints progressed to Stage 2 during the year. This indicates that residents were generally satisfied with the way their concerns were resolved at the first stage and reflects the effectiveness of our approach to early resolution and communication.

The RMO Board and management team regularly review complaint themes and outcomes to identify learning opportunities and service improvements. Complaints continue to be an important source of feedback from residents, helping us to strengthen performance and improve the quality of services provided.

Looking ahead, we will maintain our focus on clear communication, timely resolution, and partnership working with Lambeth to ensure that any complaints linked to their responsibilities are addressed quickly and effectively.

TEAM UPDATES

INVESTING IN THE FUTURE

We proudly introduced apprenticeships within Roupell Park RMO, marking an exciting step in our commitment to building a stronger, more inclusive, and future-ready community.

HOUSING OFFICER – SHANE GORDON

CUSTOMER SERVICE OFFICER – K'VAUN BARRETT

MULTI-TRADES OPERATIVE – IBRAHIM ALCHINA

MICHELLE LEVY

Maintenance & Estates Manager

Michelle brings comprehensive property management expertise to Roupell Park, having commenced as the new Maintenance and Estates Manager at the beginning of this year. With responsibility for overseeing communal cleaning and repairs services, she works in close partnership with Lambeth Council on their designated areas, ensuring seamless estate management across all sectors.

EVA CHRISTMAS

The past year marked a period of transition, with our long-standing Community Partnership Manager, Eva Christmas, moving on after over a decade of dedicated service. We extend heartfelt thanks to Eva and wish her well for the future.



COMMUNITY DEVELOPMENT

Seamlessly assuming Eva's Community Partnership Manager the role, Fred has been maintaining and enhancing our strong community programme. Our efforts focused on health and wellbeing, educational support, vulnerable group support, and youth engagement.

Through face-to-face engagement, surveys, and data analysis, residents identified their top five priorities:

1. **Youth programmes and activities**
2. **Community safety and crime prevention**
3. **Mental health and wellbeing support**
4. **Job training and employment assistance**
5. **Support and social activities for elderly residents**

OUR PARTNERS

We thank our partners for supporting community growth:

- **CEF LYNX** – Easter and summer programmes, SEND initiatives, after-school clubs
- **Fulham FC Foundation (KICKS)** – Football coaching for ages 10+
- **St Matthews FC** – Weekly girls-only football sessions
- **Lambeth Walkers FC** – Walking football for ages 45+
- **Veronica Hyatt** – Weekly netball sessions for women
- **Bridge the Gap Studios** – Saturday morning youth football

DEDICATED VOLUNTEERS

Linda continues leading the Senior Citizens' Coffee Morning (Tuesdays) and delivering chair yoga and fitness sessions (Fridays), supporting our elderly residents for over 20 years.

Nouar oversees the Roupell Park Lunch Club, serving 10-15 community members with hot meals twice weekly (Wednesdays and Fridays, 1:30-3:30pm). We're expanding to include meal deliveries for isolated residents facing health challenges or financial hardship.

Tony serves as our community champion, maintaining high estate standards by monitoring the local environment, reporting issues like vandalism, and addressing anti-social behaviour through appropriate channels.

NEW PARTNERSHIP

We began partnership with FareShare, a food charity connecting organisations with food outlets. Food distribution occurs twice weekly (Mondays and Thursdays) from the Community Centre.

COMMUNITY EVENTS

Summer 2025 marked an exciting return to in-person community events with strong resident participation and invaluable partner support.

COMMUNITY DAY TRIP

After a long pause, our annual Community Day Trip returned with over 90 residents enjoying a well-organised day of fun and relaxation to Southend Beach.

Resident feedback was overwhelmingly positive, with families describing the day as "memorable" and "much needed."



COMMUNITY FUN DAY

On 9 August, we hosted our first Community Fun Day in over five years, exceeding expectations with excellent estate-wide turnout.

The event provided free activities and entertainment for all ages, serving as a platform for residents to reconnect and celebrate their community.

An online vote will launch in late December 2025, allowing residents to choose next year's community trip destination.



ACKNOWLEDGEMENTS

We sincerely thank our community partners and stakeholders for their support:

- **Pinnacle – Monetary donation**
- **Suresurve – Monetary donation**
- **SRS Windows & Doors – Monetary donation**
- **KNK – Volunteer time and logistical support**

Their contributions are vital to strengthening the Roupell Park community. The success of this summer's events highlights the impact of inclusive, well-organised activities. We look forward to future events and resident participation.



ROUPELL PARK
RESIDENT MANAGEMENT ORGANISATION

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