

# Abbey Road Housing Co-operative

*(Residents together making a difference)*

## ANNUAL REPORT 2020-2021



[www.abbeyroad.org.uk](http://www.abbeyroad.org.uk)

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**Better**   
**Together**

## *Management Committee Members*

Casterbridge	Lorraine Isaac	Chair
Belsize Road	Elizabeth Henderson-Sambell	Treasurer
Belsize Road	Barbara Wilson	Secretary
Snowman House	Malcolm Bush	Assistant Secretary
Casterbridge	Frederick Isaac	Member
Belsize Road	Kevin Burela	Member
Casterbridge	Chenjerai Shire	Member
Casterbridge	Flavia Galisa	Member
Casterbridge	Clarissa Frias	Member
Casterbridge	Nusrath Jaku	Member
Snowman House	Adrian Young	Member
Casterbridge	Nimfa Gutierrez	Member
Casterbridge	Dashnor Qarkaxhiu	Member
Casterbridge	Jasmine Duckworth	Member
Snowman House	Joan Clay	Member
Snowman House	Mikayel Poghosyan	Member



# *MINUTES OF LAST AGM*

## **Annual General Meeting**

Abbey Road Housing Co-Operative

Tuesday 10th November 2020

Place of Meeting: Virtually by Zoom

Start Time: 18.40 pm

**Present:** Francis Owusu-Sekyere (FOS) Estate Manager, Lorraine Isaac (LI) Chair, Management Committee, Co-operative Members. Meeting commenced with 19 members (quorum = 10% of members = 17)

**Guests:** Kim Thompson (KT) Camden, Stephen Jones (SJ) Auditor (Presentation of accounts), Karen Honey (KH) and Simran Randhawa (SR) Camden (Regeneration) .

**Apologies for Absence from the following Committee Members:** Bekim Gashi, Merita Braina, Hena Zeb Khan, Dashnor Qarkaxhiu

### **1. Welcome:**

LI welcomed all to the Abbey Road Housing Co-Operative (ARHC) annual general meeting and announced the presence of guest attendees .

### **2. Minutes of 2019 AGM:**

LI advised all members to read the minutes from the 2019 AGM and encouraged them to raise questions, corrections or omissions, if any. None was raised. Minutes was agreed by a member and seconded by another member. LI opted to sign the minutes later.

### **3. Matters Arising from the Minutes:**

None

### **4. Presentation of Annual Accounts:**

(See Annual Report 2019-20 page 19). LI invited Stephen Jones to give a brief of the accounts.

- This year the income and expenditure account (p20) has been very similar to last year, except:
- Operating income includes £42,267 flooring allowance for Snowman and Casterbridge (nil in 2019)
- Operating income also includes £23,129 for essential services for the empty Emminster and Hinstock (nil in 2019).
- Operating expenses shows management costs reduced by £14,695 owing to reductions arising from circumstances of the Covid emergency
- Operating expenses shows estate costs increased by £47,582 arising from Regeneration stage 1 now occupied and maintenance of the empty Emminster and Hinstock
- Operating expenses shows day-to-day maintenance reduced by £3,445 arising from circumstances of the Covid emergency
- Overall, the surplus for the year increased by £34,700.
- Overall, the surplus for the year increased by £34,700.

This year the balance sheet (p19) is made complicated by provisions for the staff pension scheme. The actuary's estimates are affected by rules that vary from year to year.

The balance sheet shows the liability for the defined benefit pension scheme has reduced substantially from £543,000 to £179,00. Hence the Co-operative has net assets of £108,348 this year compared with a net liability of £313,970 in 2019.

Cash at the bank at the end of the year was £81,377 more than in 2019.

### **5. Appointment of Auditors:**

LI proposed that we continue with the current auditors (Steven Jones) and invited members to vote. Members unanimously accepted her proposal with no objection or abstention.

### **6. Vote on Continuation of the Co-operative:**

LI explained the obligation under the terms and conditions of the Co-operative's Management Agreement with London Borough of Camden that all residents have to vote on the continued management of the Estate at every Annual General Meeting.

LI proposed that the Abbey Road Housing Co-operative should continue. Members unanimously accepted her proposal with no objection or abstention.

### **7. Vote on resolutions:**

LI presented three resolutions for consideration, all proposing changes to the Organisational Rules (FOS explained that these resolutions were sent to all members more than 21 days before the AGM):

- a) to incorporate virtual meetings including Annual General Meetings and Special General Meetings in addition to face to face meetings.
- b) to have the option of allowing proxy voting when necessary.
- c) to allow new Management Committee Members to stand for officer positions after at least one year service on the Committee.

#### **Resolution a)**

LI explained purpose to permit virtual meetings in future if needed.

Malcolm Bush (MB) requested a time limit on the resolutions.

FOS explained this resolution enables virtual meetings to run in addition to face-to-face meetings to increase engagement where members could take advantage of web-based meetings.

The resolution was adopted with MB abstaining.

#### **Resolution b)**

LI explained the purpose of proxy voting when necessary was for members who are unable to attend, for example due to illness or incapacity.

The resolution was adopted.

#### **Resolution c)**

LI explained the purpose is to ensure new officers have some experience of management committee (MC). And how important it had been for her to have experience of MC before becoming chair.

KT pointed out that all MC members have equal status.

FOS underlined the need for MC members to learn and get experience for executive roles.

Mikayel Poghosyan (MP) questioned whether 1 year is suitable. Surely experience and willingness are important.

KT advised that 1 year should go into standing orders, not organisational rules.

There was extensive debate about the need for experience versus the complication of having a specific rule.

The resolution was adopted with 7 in favour, 4 against and 6 abstaining.

KT then advised there is a procedure for changing the organisational rules. The Co-operative would need to inform Camden Council before changing its rules.

LI said the Co-operative must now write to Camden Council to gain its approval of the change.

### **8. Election of Management Committee**

LI passed control of the meeting to FOS.

FOS reminded members that as part of the Co-op's rules, each year all members of the management committee must stand down so that new members are elected, or the old members re-elected. He called for a re-election of the management committee members and notified members that 9 out of 13 MC members wished to remain on MC:

Lorraine Isaac (current Chair)  
Elizabeth Henderson-Sambell (current Treasurer)  
Barbara Wilson (current Secretary)  
Malcolm Bush  
Frederick Isaac  
Dashnor Qarkaxhiu  
Adrian Young  
Nimfa Gutierrez  
Jasmine Duckworth  
Chenjerai Shire

FOS announced 6 new nominations:

Mikayel Poghosyan (a former MC member, has been away studying mathematics and finance)  
Joan Clay (a former MC member)  
Flavia Galisa (a legal secretary and now setting up her own practice)  
Kevin Burela (lived on the estate for 20 years, legal background and recently qualified, experience in a society at university)  
Clarissa Frias (a resident for 1 year, works for leaseholder services at Camden Council, formerly employed in Philippines Embassy)  
Nusrath Jaku (experience in project management in the charity sector).

FOS advised our rules allow us to have 15 elected committee members, at the moment we have 13.

DQ, JD and JC could not be elected at the AGM because they are absent, leaving 13 for election.

The remaining 13 were elected unanimously:

Lorraine Isaac (LI)  
Elizabeth Henderson-Sambell (EHS)  
Barbara Wilson (BW)  
Malcolm Bush (MB)  
Frederick Isaac (FI)  
Adrian Young (AY)  
Nimfa Gutierrez (NG)  
Chenjerai Shire (CS)  
Mikayel Poghosyan (MP)  
Flavia Galisa (FG)  
Kevin Burela (KB)  
Clarissa Frias (CF)  
Nusrath Jaku (NJ)



## **9. Regeneration Phase 2 update**

(See Annual Report 2019-20 page 17)

FOS welcomed Karen Honey and Simran Randhawa of Camden's Regeneration team.

SR reported the project gained planning approval on 17/09/2020 but that the team had not yet received the detailed planning conditions.

Questions from members and answers:

LI: Will there be any glass between the community centre and the green?

A: There is no glass partition.

LI: About air quality testing on the green (during construction)?

A: There is a dust management plan. Measuring benchmark conditions now, 3 months before construction is due to commence.

LI: Sequence of work on carpark?

A: Building new carpark first before removing the existing carpark.

LI: Provision for bulk waste storage?

A: Still working on how to integrate that with the site plan.

LI: Has the risk of fire in the bin enclosure, which is adjacent to the carpark, been assessed?

A: Will investigate.

NJ: What is the capacity of the new carpark?

A: It is the same as the existing carpark for those paying for a space.

CS: Will there be a loss of trees in the garden and a general 'greenness' of the development?

A: Removing trees that are in a poor condition. Lost tree will be replaced, as shown on the landscape plan.

AY: Will the work now include a drain to discharge the existing Garchey tanks to the waste drainage system? This is now urgent with respect to the groundworks?

A: Have requested the Housing Management team to investigate how this work could be included.

SI (working late in the Council's office) apologised that he had to leave because of imminent office closure.

## **10. Report on the Co-operative's Performance**

(See Annual Report 2019-20 from page 13)

FOS referred members to his report, the Chair's report and the Treasurer's report within the Co-op's Annual Report, which was taken as read. AY congratulated FOS and the office team for holding things together so well during 2020 (the Covid-19 year).

FOS advised there will be no caretakers in attendance for four days: 24-27 December.

## **11. Question and Answer Session**

There were no questions.

MP apologised that she is unable to continue on the management committee. However, she also reported that she had launched a private Facebook Abbey Road Housing Co-op Residents Group Page, with volunteer administrators, to bring the community together online. The address is: <https://www.facebook.com/groups/419220702422105>.

LI thanked everyone for attending the AGM.

Nimfa Gutierrez moved and Barbara Wilson seconded that the meeting close at 21:02.

# *Chair's Report*

Greetings fellow tenants,

I do hope that you will join us at the AGM via Zoom. This is the second year that we have had to resort to technology. I know that it is disappointing that we cannot meet face to face and enjoy refreshments.

This year has, once again, been quite a challenge for our Management staff, the caretakers and estate cleaner. Our Manager, Francis, has not been able to go on leave for the past two years. His devotion to ARHC is commendable. He felt that there was so much work and so many issues that had to be dealt with, as well as staff illness, he declined to close the office to take a well-deserved rest. We have now insisted he takes leave in October, and in an emergency will work remotely from abroad.

Raymond and Kafui have given tremendous support to Francis and to the tenants. Our caretakers and cleaner have done a fantastic job keeping the Estate clean under very trying circumstances.

On behalf of the Management Committee, I extend a big thank you to the staff for your continued support and hard work. Kim, our TMO line manager from Camden, has for many years been a tremendous support to the Manager and MC, and I must take the opportunity to thank her on behalf of all of us.

## **REGENERATION**

The building of the Health Centre and the Community Centre will take longer than originally planned. Hopefully, it will be completed by August, 2022. The landscaping of the Green has begun. We do not know the completion date, so cannot say when the tenants can, once again, enjoy outdoor activities.

The car park will take some months until completion, as Wates found issues with the underground utilities. Tenants are now having to park on the road. Hopefully, this will not be later than March 2022.

## **WINDOWS**

The windows have been surveyed, and we are still awaiting the outcome. Francis and I have left several messages with the Project Manager to discern the outcome of the survey and to find out the plans to improve them. Unfortunately, the messages have been ignored. I will continue to leave messages, and if no response, the matter will be discussed with the Management Committee to decide our next step. I am very disappointed and angry that the window problem has not been resolved.

## **FIRE DOORS BETWEEN LIFTS**

Francis, tried to call you for an update; you have not had time to call back. Please write the update for this. Thanks.

## **BINS**

Owing to climate change, I implore the tenants to ensure that they use the correct bins for recycling. I have noted that so much recycling has been thrown into the garbage bins. We all have to try our best to play our part in working towards improving the climatic conditions. The tenants, who have persevered, are to be commended.

Mrs. Lorraine Isaac  
Chair



## *Estate Manager's Report*

2020 has been an extraordinary year, and not necessarily how anyone thought it would turn out. We have endured several national lockdowns and restrictions to safeguard our most vulnerable neighbours. Throughout everything that has happened, I am proud of the individual triumphs which I have seen across our community.

I have seen residents banding together to help improve the standard of the cleaning on the estates, putting up rotas to make each landing even better. I have seen neighbours checking in on each other to support the most vulnerable in our community. We have seen neighbours helping others with their shopping, when a household has been forced to self-isolate or refrain from leaving home.

Phase two of the regeneration work has started this year, bringing with it, challenges which have not been expected. Residents have seen disturbances ranging from the sound of construction to the closing of the car park, the closure of the car park and the re-location of the refuse bins has also been difficult for residents. The Regeneration team have provided on-street parking permits for car-park users along with gift vouchers for the inconvenience.

As your Estate Manager, I immediately saw the potential for problems of 1 missed collection and liaised with Wates and Veolia to get the build up of rubbish bags cleared away and made arrangements to prevent this from happening again. Some of the parking bays along Belsize Road and Abbey Road will be temporarily suspended to allow the refuse trucks to move closer to empty the rubbish bins. Without a doubt the months to follow are going to bring with them significant disruption, so I ask that you are patient during these uncertain times. Your Committee are working for a greater deal for local residents in phase 3, as it did throughout phase 1.

This year will be seeing more changes, not just in the physical layout of the estate, but also in how we provide services. The telephony systems have been upgraded to add increased functionality to our telephones. If there is ever the need for the office to close, we can continue to answer phone calls in the same way we do now. The phone lines also have the added bonus that after 5pm and over the weekend, calls automatically transfer to the out of hours emergency service. All calls are also recorded to assist us to improve on the way we manage and improve your housing services.

You may also see new faces in the housing team. Edward Aduako who you may recognize joins us as a permanent member of the team, although Edward has been with us throughout the times of lockdown these last 2 years. We also extend a warm welcome to Alusine Conteh, who joins as an Estate Cleaner on a fixed-term contract, because we cannot yet anticipate the changing service needs when Hinstock and Emminster are demolished and phase 3 starts.

I am sure that you will join me in congratulating the estate Caretaker and Cleaners- they provided a seamless service throughout last year. In the coming year, I am hoping that everyone will notice a change in the repairs service. As well as amendments to the form of repairs- I will also be introducing a new format to the repairs satisfaction surveys, which should give a more accurate understanding of resident satisfaction with the service. I will be trialing some ideas that I have developed to enhance the repairs we provide to your homes.

I hope that you will be pleasantly surprised, and delighted with what you see. I will also be introducing more contacts and interactions with residents. I want to make sure that we leave no-one behind as our community develops and changes. In the mid to long term, our website will contain more content as we resume direct management and control. Although our external contractors have done wonderfully in creating the site, I have ambitions for more functionality, and a site that is more responsive to your needs.

The changes will not just be technological; I am expecting that we will have a timetable of inspections whereby you can join your estate officer in inspecting your block, to raise concerns, and receive a resolution to concerns. In the long-term, I anticipate the results of these inspections will be posted to the website, as an online record of the inspections.

There have been a few aspects of our partnership with Camden Council which can be improved upon, and please be assured that your estate team are constantly working towards improving services for residents. During the year, we have already seen improved communications with the Fire Safety team, and I have seen better communication with the Capital Works team responsible for replacing the fire breaks on the landings of the tower blocks. I believe that we all will see better communication with those officers responsible for the windows going forward as we have now escalated the issue to the Leader of Camden.

A number of previously stalled projects are turning to fruition, and I expect that we should see certain long-running noise nuisance issues improving for residents at Snowman House.

Finally, I am hoping for better communications between us as your estate office and you as residents, each and every one of you all. For the first time in a long time, we have a complete team; both inside and outside the office. And as this new team develops, I want to see us all working as one team- resident and staff in synergy. My staff depend on you; this partnership is the most important of all- with your participation, in surveys, discussions, investigations, meetings and conversations there are no heights we cannot scale together. Remember; it is in our name- Abbey Housing CO-OPERATIVE. I look forward to seeing you all at our Annual General Meeting, and look forward to working with you for our mutual advancement.

**Francis Owusu-Sekyere**  
**Estate Manager**



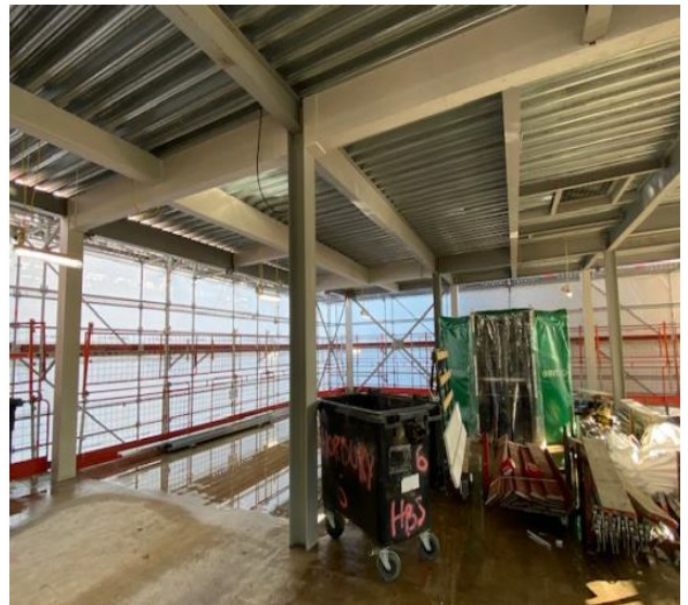


# *Regeneration Phase 2 Update*

## **BUILDING UPDATE:**

- Good progress is being achieved on site.
- On the roof the cement boarding is being laid and fitted over the plywood and the bottom layer of felt is being applied to this cement board.
- The man safe posts have been installed and are having the pitched pockets applied around them ahead of the felt work.
- At first floor level the high-level beams and the vertical columns are being clad with the Pro-mate fire rated boarding.
- The external steel framing system has just started.
- On the ground floor the first fix service installation seems to be progressing well with the fitting of high-level containment and some ductwork.
- The steel framing system and the external cement weather boards are being installed.
- Some windows for the ground floor are on site and have started to be fitted.

The blockwork around the lift shaft, the staircase and the plantroom is completed, and blockwork has also been started.





## NEW CAR PARK & LANDSCAPING UPDATE:

- Wates are still waiting for the utility companies to arrive and to carry out the alterations to the gas pipework, electric cables, water pipework and the telecoms cables.
- Wates have agreed dates with some of the utility contractors when the works will start.
- Car park opening forecast is March 2022.
- Excavation works to the existing car park for the attenuation tank have commenced.
- The landscaping around the base of the tower block has commenced, with the pathway being formed down to the main roadway.
- Expected completion date is mid June 2022.



## *Treasurer's Report. 2020 to 2021*

This report has been prepared as a summary of the audited accounts for the year ending 31 March 2021 signed by directors of the Board on 30<sup>th</sup> September 2021.

The report includes a copy of Operating Income and Expenditure account plus Operating surplus; also included are Pension contributions taken on behalf of London Borough of Camden Pension Fund. Our Auditors are Myrus Smith Chartered Accountants. A complete set of accounts and Management Report are always available from the Co-operative office.

The Operating Income and Expenditure account had an operating surplus of £17,689 for the year.

Total operating Income was £320,455 and expenditure was £302,766. Management costs of £170,278 were incurred. Estate costs were £117,643 and Maintenance costs £14,845

Description	Amount
<b>Operating surplus</b>	<b>£17,689</b>
<b>Overall surplus</b>	<b>£25,424</b>
<b>Estate Reserve Fund</b>	<b>£261,355</b>
<b>Fixed Contingency Fund</b>	<b>£100,125</b>
<b>Share Capital</b>	<b>£181</b>

Estate costs have reduced, slight increase in management costs and day to day maintenance costs have risen compared with last year. With prudent management and due diligence, I feel it is fair to say that our organisation is on a steady footing at this time despite difficult situation due to Covid-19 Pandemic.

Lastly I would like to express thanks to our Auditors for their comprehensive work on our accounts. Also many thanks to our Board Directors and Staff for all their assistance in maintaining efficient governance on behalf of Abbey Road Housing Co-operative Ltd.

**E. Henderson-Sambell**

**Treasurer**

**For and on behalf of the Board**



# **ABBEY ROAD HOUSING CO-OPERATIVE LIMITED**

## **INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021**

	2021	2020
	£	£
<b>Operating income</b>		
Management, maintenance and committee allowances	276,667	269,299
Leaseholder allowances	14,174	14,174
Fee for cleaning car park from Camden Council	5,235	5,132
Flooring income allowance for Snowman House and Casterbridge	-	42,267
Essential services income for Emminster and Hinstock	23,519	23,129
Sundry income	860	477
<b>Total operating income</b>	<b>320,455</b>	<b>354,478</b>
<b>Operating Expenditure</b>		
Management costs	170,278	165,921
Estate costs	117,643	128,479
Day to day maintenance	14,845	6,799
<b>Total operating expenditure</b>	<b>320,766</b>	<b>301,199</b>
<b>Operating surplus</b>	<b>17,689</b>	<b>53,279</b>
<b>Other income and expenditure</b>		
CJRS grant	11,529	-
Bank interest receivable	254	1,238
Corporation tax	(48)	(235)
Interest payable on deferred benefit pension contributions	(4,000)	(13,000)
	<b>7,735</b>	<b>(11,997)</b>
<b>Overall surplus for the year before transfer to reserve</b>	<b>25,424</b>	<b>41,282</b>
Transfer to Reserve Fund	(2,282)	-
<b>Overall surplus for the year</b>	<b>£23,142</b>	<b>£41,282</b>




**ABBEY ROAD HOUSING CO-OPERATIVE LIMITED (REGISTERED NUMBER: 27361R)**

**BALANCE SHEET**  
**31 MARCH 2021**

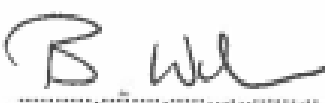
	Notes	2021	2020
<b>FIXED ASSETS</b>	5	1,185	3,176
<b>CURRENT ASSETS</b>			
Debtors	12	10,040	12,001
Cash at bank and in hand		408,061	445,558
		<u>418,101</u>	<u>457,559</u>
<b>CURRENT LIABILITIES</b>			
Amounts falling due within one year	13	<u>27,879</u>	<u>102,721</u>
<b>NET CURRENT ASSETS</b>		<u>390,222</u>	<u>354,838</u>
		391,407	358,014
<b>Creditors falling due after more than one year</b>			
Reserve fund	10	(72,947)	(70,666)
<b>Defined benefit pension scheme liability</b>	11	<u>(191,000)</u>	<u>(179,000)</u>
<b>NET ASSETS/(LIABILITIES)</b>		<u>£127,460</u>	<u>£108,348</u>
<b>CAPITAL AND RESERVES</b>			
Called up share capital	15	181	211
Income funds	16	317,094	281,779
Other reserves	16	1,185	5,358
Pension reserve	16	<u>(191,000)</u>	<u>(179,000)</u>
		<u>£127,460</u>	<u>£108,348</u>

These accounts have been prepared in accordance with the Section 1A of FRS 102, 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

The financial statements were approved by the Management Committee on 30/08/2021 and were signed by:

  
L Isaac  
Chair

  
E Henderson-Sambell  
Treasurer

  
B Wilson  
Secretary