



Roupell Park Residents
Management Co-operative Ltd

Roupell Park Resident Management Co-op

Annual Review 2014/15



Chair's Welcome

This has been a challenging year for Roupell Park with many of the challenges not of our making! We have however had huge successes too so we can move forward with confidence and zest.

At our last AGM we agreed our business plan up to 2017. We have been working hard to implement it and are closely monitoring our progress. I am pleased to say we are ahead of target in many areas.

Building on that success the Board are now challenging themselves to get a nationally recognised award to demonstrate that we are a well run estate that is focused on the needs of our residents. We will have this in place by the next AGM and it will help to prepare us to take further control in the way we run our homes and become the flagship TMO we aspire to become.



The year has also seen us further extend our community development programme with another successful fun day as well as a series of new activities like our homework club. We also have a new website with more information about the estate and a twitter account. Please visit us at www.rouPELLpark.co.uk or [#@RoupellPark](https://twitter.com/RoupellPark)

The biggest challenges we have faced this year are due to the major works carried out by Lambeth Council. I know that much of the work done by their contractor, Wates, was not acceptable and the Board are working with our staff in getting these problems resolved and we will not stop until they are.



We also need to prepare for the works to the outside of the buildings on our estate. This work is likely to last more than a year and will be very disruptive. However the work is essential to ensure the estate is properly maintained and will lead to a huge improvement once it is finished.

We have successfully recruited three new board members during the year as well as increasing our overall level of membership. Please think about joining us in becoming a member of our Co-op or even a Board member to ensure that we remain representative of the community which we serve. If you have not yet purchased a share, please do so as it gives you an opportunity to vote on how our estate is run. It is our vision to become a more cohesive estate and we will therefore try to build good working relationships with all the various groups in our community. Please speak to our staff so we can start to formulate this and make much better use of our Hyperion Community Centre.

Finally I would like to thank all my fellow board members and the staff on the Estate for their hard work over the year and look forward to further success over the year ahead.



THE FUN DAY

Fun Day, our annual community event which took place on Sat 4th July, is something we will remember, well, at least until next year's!

The day took a lot of planning and preparation by the Events Committee, but on the day it seemed that it was a seamless series of events and activities and, most importantly, that everybody enjoyed themselves. There was something for everyone: from bouncy castle and giant slide for the little ones to satisfy their fun and more energetic demands, to face painting, which this year was done to a very high standard. The 5-a-side football tournament, where we launched our partnership with Millwall For All, was exceptionally popular; there were 60+ young people taking part. The winning team was awarded with medals by the Mayor of Lambeth and, in addition, they each received £20 in sports vouchers, courtesy of Mears. There were also games such as splat the rat, hook a duck, etc. which younger people especially enjoyed, and which allowed them to win some smaller prizes, too. The staff volunteer, Dave, was proudly displaying his snakes and they were a real attraction, especially to the children.



The day was hot, sunny and sizzling around the barbecue area. Tables and chairs in the food area were occupied for the duration of the event, providing a place to rest and have a chat over a cup of tea and a cake, or a delicious barbecue. Both were so popular, the cakes supply ran out in the middle of the event, which was minded by the Coffee Morning members and volunteers. Milton, our staff member, and the team of his volunteers had to work doubly hard in order to keep up with the orders. In fact, the queues were becoming longer as the event progressed, as many were coming back for seconds. This has definitely become Milton's barbecue!



The live entertainment was a centre point and the DJ ensured that the music provided created a lively atmosphere, and the compere, Mary (Chair of the Board), ensured the seamless running of the stage, which had various acts, but the highlights were a 'Roupell Park's Got Talent' show and a surprise celebrity, Ashley Chin, who gave a motivational and inspirational speech aimed at our young people that portrayed the struggles of his growing up and the transition it took to become a successful actor.

The day was atmospheric, exceptionally well attended; we estimate that 350 of our residents were present on the day. With plenty of service stall holders, with all our partners, the stage and talent show, the football competition guided to a professional standard, excellent food, and valuable raffle prizes courtesy to our partner organizations, and, when we add a lot of sunshine to this, we can say that it was a fantastic day!

To conclude, without the help of all the volunteers on the day, and all the staff and Board members, as well as members who worked hard via the Events Committee, the day would not have come together in the way that it did.

Needless to say, we will start with preparatory work for 2016's event relatively soon with a new challenge for next year!



Financial Security

Full accounts will be made available to all members at the AGM. In summary we received £1.283m from the Council plus other income of £31,140. We spent £1.265m which with other adjustments gave us a surplus of £73,968 for the year. £25k was transferred into our designated reserves giving a total of £187,745 and a surplus fund of £147,491.

Performance

The table below sets out our performance against the targets the Board set for our performance. Whilst we did not achieve our overall collection rate in relation to rent arrears the amount we were owed reduced by £20k because we were able to evict a number of tenants who had long standing rent arrears.

Also even though we carried out tenancy checks on only 15% of our tenants, this was ahead of the 10% we were expected to do by Lambeth and has resulted in us taking action against 2 tenants who we suspect were subletting their homes.

Description	Performance 2014/2015	Target 2014/15	Target 2015/16
% Rent collected	99.70%	100.10%	100.10%
% Current arrears	2.70%	3.80%	2.5%
% Service Charges Collected	103.80%	100.50%	100.50%
Average relet times	17 Days	24 Days	20 Days
% Gas services carried out	100%	100%	100%
% Tenancy checks completed	15.70%	25%	15%

Achievements and Progress

This year we have started to implement the targets set out in the Business Plan agreed at last years AGM.

We have

- ◆ Produced a number of new service standards (these are on our website) and updated our policies
- ◆ Produced a pledge card outlining our commitment to all of our residents and to help us be accountable to them
- ◆ We have agreed an improvement plan for our caretaking service
- ◆ We have agreed a new set of rules for the organisation which will increase our accountability to all of our residents
- ◆ We have recruited 3 new Board members and increased the number of residents who are members of RPRMC
- ◆ We commenced our community development programme with particular successes with our fun day, homework club a new format for newsletters and football sessions.

Objectives for 2015/16

Over the next year we will be starting to plan the next stage of RPRMC's development, examining how we can take greater control of the way in which we run and pay for our services. This is an exciting time and the more people we can get to help us in that process the better.



Over the next year we will

- ◆ Ensure that the remedial works are carried out to the inside of our tenants homes
- ◆ Work closely with Lambeth to ensure that the external repairs programme is properly run and the needs of the residents are taken into account at every stage
- ◆ Obtain an independent award to show that we are well run
- ◆ Hit our performance targets to demonstrate our competence as a housing organisation
- ◆ Continue to recruit new members of RPRMC and to ensure our residents are more closely involved in the decisions that affect their lives and are kept better informed
- ◆ Complete our review of the way in which we deliver our repairs service
- ◆ Build on the successes of our community development programme
- ◆ Work to increase the number of young people involved in the running of their estate
- ◆ Implement the caretaking action plan to improve the service we are delivering
- ◆ Work with residents to plan how to spend surpluses in the future
- ◆ Hit the targets included in the Business Plan Action plan and start to review the plan so that it remains relevant to our needs and ambitions

Building Your Community

Partnership working

We have worked extremely hard in the past year to reap the benefits of where we are, a year after community development became an integral part of Roupell Park's portfolio, and we feel that the year has been a great success.

We started by building foundations in identifying partners who we wanted to work with knowing that partnership working is the key to working smart as, in terms of the size of our office, we are limited to what individually we could offer and achieve. By choosing our partners wisely, we managed to achieve over and above what we set out to do.



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The Homework Club –CEF Lyncx (CEFL)

One of the partners that provides a great example of how together we are stronger than by ourselves, are CEF Lyncx who run the Homework Club. It was launched in Jan '15 and it immediately became a great success. It acts as an after school club which helps young people between the ages of 8 and 14 years with maths, science and English, via professionally-mentored two hour sessions, two days a week. The tutors and parents have witnessed a great improvement in confidence after just one term and, as a result, young people showed better results in school and in approaching their homework. It also established greater confidence in some of the parents who felt at times that the school work was daunting.



Our focus on young people and their families will remain as one of our primary targets over the next year. When the numbers expand we'll be looking to expand the Homework club offer by an additional day.

The Homework Club have, in addition, secured the screening of a short film, which was financed via the European Commissioning Office, and was shown at the Europe Works for London Conference in June '15. This enhanced our PR presence and provided us with international exposure.



Football Sessions

One of our key successes was to bring professionally run football training sessions onto our Estate, through our partnering with Millwall Football Club, of the Football League, and their offshoot, Millwall for All.



Attendance at the football activities was high throughout the summer weeks, and coaches have reported consistent attendance by individuals, admirable behaviour and high aspirations. We are extremely proud of our young footballers for that.

Also, there are opportunities to attain Level 1 and Level 2 coaching badges as well as to refer potential talents onto professional clubs.

Football coaching is something we'll take forward over the next year, which will form a hub for our 'Youth Forum'. They will continue to be run every Friday afternoon, in two hour sessions; one for the younger players and another for an older age group.

Working with older residents

One of the most constant groups remains the Senior Citizens Coffee Morning which runs a session every Tuesday.



We were also able to support them in their outings such as their Christmas lunch, pub outings, or indirectly in helping with funding bids.

As a result they managed to successfully secure £400 towards their outing to Eltham Palace at the end of the summer. We will continue to strongly support this group and also look into its expansion as the foundation for a befriending scheme.

Getting Creative



We are particularly grateful to our partners London Youth Support Trust (LYST), sponsored by JP Morgan and their manager Nadia and their Creative workshop, which ran for six weeks starting in mid-March.

Its main aim was to provide young people with the space and support they need to get started in business, via practical workshops in jewellery making and screen printing.



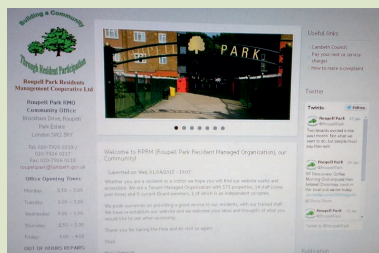
The workshop ended with a Creative Fair that was held on the 29th May, where young people were able to display their work and apply their artistic and sales skills together.

It resulted in sales of 22 t-shirts and some jewellery. Attendance on the day was encouraging and included some of our Councillors, Cllr. Jackie Dyer and Cllr. Mary Epkins. They also came to our Fun Day as stand holders, along with other partners.

How we stay in touch

Of our many achievements over the past year, we have successfully reworked the newsletter format and established an organized and steady flow of information; there will be six newsletters published each year. Three newsletters have already been issued and were delivered according to programme.

We also launched our website earlier this year in January and at the same time we opened our Twitter account.



With the Summer Programme brochure, posters and flyers, we feel that we have established an effective way of communicating with our residents and partners. Nonetheless, we are aware that we can still make improvements. We continue to be committed to run an effective communications strategy and also to enhance our PR which will further our profile, both locally and nationally, in the following year.

Summer Programme



Our established and successful partnership working furthered the opportunities when it came to applying for Summer Programme funding, which were available in early June via the Commissioning Office and Young Lambeth. Along with Blenheim Gardens, as our third partner, we

won a bid and secured £10,000 in addition to what we had already put aside for the Summer Programme.



This allowed us to run an enhanced **Summer Programme 2015** where, throughout the five-week summer term holiday, we had an organised activity happening each day of the week, from football activities run by Millwall Football Club coaches, Big Camp performance-based activities, such as singing, instrument playing, drama and other arts, an outing to Brighton for families, under-5s activities such as Stay-and-Play sessions, as well as outings to a fruit farm.



Our ambition was to run five organised activities; we managed to run thirteen.

The Summer Programme, running for the first time this year, had a slow take-up in the first week but the numbers increased, once it got going. We estimate that around 120 young people took part and this is something we'll aim to deliver again next year. For young people, spending the summer weeks at home, this provided a variety of fun and informative learning opportunities right on their doorstep, at no personal expense.

Under 5s

We had a few events for our under-5s and families over the past year, starting in October and continuing into this year. The photos show how well attended and what fun they were. The sessions were also an integral part of the Summer Programme,

where families also had a chance to visit a farm and try their hand at fruit-picking. We are particularly looking forward to launching Stay-and-Play sessions in the Hyperion Hall in late September.



Major works

The year on the estate has been dominated by the major works carried out by the Council on the estate, both in terms of the impact on our residents and also the amount of time that both our staff and the Board have devoted to it.

Lambeth ran a programme of updating the kitchen, bathrooms and electrical installations of most of the tenanted property on the estate with the work done by Wates. It is no secret that the programme did not go well. We are therefore working hard to ensure that Lambeth take responsibility for putting this right with the minimum of inconvenience to our tenants.

We have been pressing Lambeth for two years to start to tackle the problems we are facing with the

condition of the concrete on many of the blocks on the estate. Thanks to a lot of hard work they have at last agreed that there is a problem and that they must do something about it. The start has been to make certain that there was no further risk of concrete falling from the buildings and hurting someone. The next stage will be to carry out permanent repairs and deal with the root cause of the problem. The Roupell Park staff are closely involved in this process and will make sure that the views and needs of our residents are at the forefront of the process.



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