

# ANNUAL REPORT

Working together to provide high quality homes and create a fair, strong and sustainable community.



# 2019

**Roupell Park**  
Resident Management Organisation Ltd

Working together to provide high quality homes and create a fair, strong and sustainable community



# CHAIR'S REPORT 2019

This has been another hugely successful year for RPRMO and this has enabled us to consider how we move onto the next stage of our development. The full list of our achievements is included elsewhere in this report but I want to talk about some of the most important ones as well as looking forward to the future.

I think I must start with a piece of sad news. Betty Thompson died in October 2018 after a long illness. Betty was one of the founding members of Roupell Park Management Co-Op (as it was then) and

acted as Secretary to the Board for many years. She knew what she wanted and was never afraid to voice her opinions. Even after she had stood down from the Board, Betty remained an active member of the organisation and would never turn down a request for help. In return, as she became more frail, the Board and Staff supported her until her sad death. She will be greatly missed and we have planted a rose to remember her by in the garden of the community office and erected a plaque in the office.



We also need to say goodbye to Sylvia Chambers one of our housing officers who has left Roupell Park after more than 10 years. Sylvia cared deeply for the estate and in particular for the older and vulnerable people who lived here. She was well known by many people on the estate and she knew not only the residents but also often their children and grandchildren as well. We wish her every luck for the future.

It has been the Board's long-term ambition to become a 'beacon' TMO, well known and respected not only in London but also country wide. I am glad to report that our reputation for excellence is well and truly out there! We have run very successful



seen as a great example of a well run organisation by Lambeth.

Our business plan made a commitment to install CCTV across the estate and we have delivered that. We are tackling fly tipping in all areas and have already sent bills to residents who have dumped rubbish on the estate and have provided evidence to the police to tackle violent crime in the area.

We have also committed ourselves to upgrading the estate football pitch. We were visited by officials from the Premiere League who were hugely impressed by the number of young people playing football at the sessions we run in partnership with Fulham.

As a consequence they put us in touch with the Cruyff Foundation who have awarded us £50,000 to start the process of providing a new sports pitch for the estate. We are currently seeking further funding so we can get a wonderful new facility in place during 2020. This will allow us to involve more people in sport and we will in particular be targeting women and girls to become more active to improve their health and wellbeing.

Another project that is now really under way is the community garden at

and well received workshops at the last 3 National TMO conferences and have also won 5 awards over the same period. This year we won the award for going the extra mile about the way we supported Betty in her final months. The judges said they were in tears when they read it and it showed how much we care about our community.

We have frequent visits from other TMO's from across England and we also are happy to share our policies and procedures with others when they ask. We are also





Hyperion House. During 2018 we worked with residents from across the estate to come up with a design for the garden in an area that had become derelict and was a health and safety hazard. I have to say that I was worried that we were not going to be able to deliver the project. However working closely with our partners CEF Lynx we were able to get funding from the Government's pocket parks programme to do the work. We also got funding from Veolia as part of their environmental programme. We can deliver all of the plans agreed with residents and more. Our community garden is scheduled to be opened on 5th October 2019, which will coincide with our fun day activities. We do need volunteers for this event to be successful. Please contact the office to register your

interest. But, perhaps most importantly we have been able to get lots of people actively involved in improving the estate and providing a facility that will improve the lives of many people. We also see this as a first stage of improving the environment of the estate and I will talk more about this later. One of my greatest disappointments has been our inability to take forward our plans to take more control of running the estate. You may recall that last year we were looking at whether we could do something called self financing. This would mean that we would keep all the rent and service charge income ourselves but we would have to take full responsibility for delivering major works into the future.

As a Board we always said that if there was any risk to the organisation we would not go forward and we continued to do this over the last year. Over the last couple of years the impact of the Grenfell Tower fire has increasingly dominated the thinking of how social housing is delivered and the way in which future investment needs to be planned. Even though none of our blocks have any external cladding, until the final outcome of the public enquiry is known it is impossible to predict what extra works, if any, will be needed. Because of this we could not be sure that our business plan con-

tinued to stack up. The Board therefore decided to stop the project until the outcome of the public enquiry is known. Last year was one of the toughest we have faced financially for a long time, partly because of a reduced level of allowances and partly because Lambeth levied additional charges for historic costs. We fully accept that these charges are legitimate but the fact that they were asked for unexpectedly has meant that our financial results were affected. However, we were able to negotiate a £50,000 reduction and ensure that these costs were only applied for the last 2 fi-

ancial years. Despite this we were still able to deliver an operating surplus although we did have to take some of the money from our reserves. This enables us to remain in a strong position moving forward.

Over the last three years, our residents have told us that they were unhappy with the way in which we managed complaints. We listened hard to what you told us and it was clear that we were not counting many of the complaints you made against our internal statistics. It was also clear that in many cases, although we had resolved the problems, we were not confirming this to you in writing.

Because of this we have changed the way we manage your complaints. This means that we record all complaints, that we acknowledge them, put the problem right and then confirm to you what we have done. This will mean we will record more complaints but this does not worry us.



More importantly is that you are happier with the way we handle your complaint.

Sadly we have still not resolved all of the problems that arose from the work Lambeth and Wates did to the inside of tenants' homes. This is despite another programme being run by the Council to put things right. Every time I think we have a

solution it proves not to be the case. Our tenants are annoyed and upset but it takes months for us to convince the Council that they have got it wrong again. We will keep working to get this right. If there was ever a case of giving RPRMO more responsibility for doing works on the estate this is it!

Over the last year we have worked hard as a Board to improve our skills to allow us to run the estate on your behalf by attending a series of

training events. At the same time if we are going to be more effective in delivering and monitoring the services you need we need more help from you. Purchasing a share, gives you an opportunity to vote on how our estate is run. If you are interested please talk to the office or contact me through the website.

Before I end my report I think I should look to the future. As an organisation involving you is at the heart of what we do. But that is not just about turning up at meetings or returning questionnaires. We already have block reps who help us to monitor the quality of cleaning around their homes. But we want to give you more power to make choices and take more control. Some people have already adopted garden areas for themselves to grow vegetables or improve the flower

beds. This is something we really want more people to do so that we can take real pride in our community. We want to work with you on a project called "Greening the Estate".

Are our caretakers doing what you want them to do? Are our priorities right or should they be doing more of something and less of another?

Could you make even more choices about the community development functions we are delivering? Are we offering the right training courses to the right people? How do we involve more people in them? You live here so you know. Would you like to help to make those decisions? If so, please get in touch via the website or at the office.

We will be developing these ideas over the next year and we really want you to be involved.

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 in the year ahead.

I wish you all a pleasant year.

**Mary Simpson**

*Chair RPRMO*

# ACHIEVEMENTS

Over the last year we have been working hard to deliver against the targets set out in our business plan 2017/20. We have already achieved many of the objectives set and are well on the way to delivering all the targets set.

We have also:

- Presented two highly praised workshops to the National Federation of TMO's annual conference
- Been awarded an NFTMO award in relation to the superb work we do in community development. This is our fifth award in four years
- Taken part in national consultations in relation to the Housing Green Paper and the response to the Grenfell Tower fire.
- Delivered an operating surplus despite backdated charges from Lambeth
- Continued to plan for the updating of the football pitch and received a £50,000 grant from the Cruyff Foundation to take the project forward
- Forced Lambeth Council to recognise the failings in the internal works carried out to tenants homes and the failings in the rectification works carried out by increasing scrutiny of the Council's contract management
- Expanded the scope of our website and significantly increased our use of social media and in particular Twitter
- Revised the way in which we manage complaints to improve resident satisfaction
- Worked with a range of partners to deliver our community development programme



# ANNUAL PERFORMANCE

## 03

- Continued to develop and expand our community development programme to benefit the whole of the Roupell Park Community. This included
  - » Re-launching parent led Stay and Play sessions on the estate
  - » Running football sessions with Fulham FC
  - » Supporting senior citizens via a range of activities such as: Tuesday coffee mornings, Chair Yoga sessions as well as coach outings
  - » An oversubscribed summer programme of activities
  - » Delivering a range of courses to support adult education such as: ESOL, Literacy and IT training sessions
  - » Running weekly After-School Club sessions
- Improved performance against our performance indicators
- Delivered a range of training for Board members as assessed in their appraisals
- Invested in training our staff to ensure they are equipped to deliver an even better service
- Continued to develop our services to focus on delivering excellent customer care
- Reorganised our management structure to allow greater focus on caretaking and repairs
- Continued to support vulnerable people on the estate by going the extra mile
- Ran our annual coach trips – 3 coaches this summer
- Worked with local people and key partners to fund and design the community garden at Hyperion House and started work for a planned opening event on 5 October



Our performance has shown overall improvement over the year with us able to hit most of our key performance targets. We also issued a resident survey during the year the results of which are also included. Another survey will be carried out in 2020 and this will be used to see if our performance is improving.

In relation to rent arrears, whilst we have achieved our target for the collection of rent the actual amount owed has increased. This figure is however lower than during 2017/18. This is despite the impact of Universal Credit. More and more of our tenants are going onto UC and are facing huge delays in their claims being assessed. There have also been problems with getting UC paid direct into tenants rent accounts.

We have however made strong links with the DWP who are doing surgeries on the estate to help residents with their claims. Remember we are here to help.

We are particularly pleased with our improved performance on complaints although we recognise that we still have a way to go to ensure that more people are

happy with the way we deal with them. We have totally changed the way we manage the complaints process and hopefully this will help to increase the levels of satisfaction with the service although our performance has improved since the last survey.

We clearly remain concerned about the low level of satisfaction in relation to the way in which we deal with anti-social behaviour. However this is a marked improvement against our previous performance where 72% of people said they were unhappy with the way we handled these reports

We fell slightly short of our local target for tenancy check visits although we were ahead of the target set for us by Lambeth. The cause of this was the long term absence of Sylvia which meant we were short staffed for a significant period of the year.

Finally our survey showed that 78% of our residents said they would recommend Roupell Park as a place to live to family and friends.

# 04 FINANCIAL PERFORMANCE

The full audited accounts have been circulated and will be available at the AGM.

In summary, for the last financial year 2018/19, we received an allowance from the Council of £1,333,242. In addition we generated other income of £59,078; a total income of £1,392,078. This is compared with an income of £1,333,789 in 2017/18.

The financial position of the organisation has been complicated this year because the Council imposed a recharge of £154,390 covering the maintenance to the estate lifts

and the communal heating system over the previous two years.

This meant that our accounts show a deficit of £128,161 for 2018/19. However because we had anticipated some of these charges we had already made transfers into our reserves. This meant that the Board has already agreed to make a transfer from reserves into our revenue accounts.

Taking this into account we therefore report an underlying surplus of £26,299 which is in line with the revised budget presented in January 2019.

Because of these changes

- Total reserves are £ 801,008 (£929,168 in 2017/18)
- Our surplus fund is £ 667,342 (£641,133 in 2017/18)
- Designated reserves are £ 133,354 (£287,744 in 2017/18).
- Cash in hand at the end of the year was £714,967.

We therefore continue to be in a **STRONG FINANCIAL POSITION** and will continue to make surpluses going forward.



DESCRIPTION	LAMBETH STANDARD	OUTTURN 2017/18	TARGET 2018/19	OUTTURN 2018/19	TARGET 2019/20
Rent Collected as % of annual rent role	99.5	100.3	100	100.4	100
Value of Arrears	NA	78.278	75.000	76.116	75.000
Current Arrears as % of rent role	NA	3.2	3	3.2	3
Average relet time (days)	25	21	25	24.5	20
% gas services within 12 months of previous service	100	100	100	100	100
% satisfied with repairs	95	100	100	100	100
% repairs completed on time	97	100	100	100	100
% complaints dealt with on target	95	75	100	100	100
% tenancy checks completed	10	30.8	15	13.8	15

Service	SATISFIED	DISSATISFIED
Repairs	67%	11%
Caretaking and Grounds Maintenance	72%	11%
Managing Complaints	61%	11%
Managing anti-social behaviour	58%	15%
Customer Service	74%	1%
Overall	74%	1%

# 05 COMMUNITY DEVELOPMENT

It's been another hugely successful year for community development, measured via a range of set targets approved and monitored by the RP Board. The award we won at the NFTMO Conference in June this year, 'Going the extra mile', reflects how we would like to be perceived by you, our resident.

Our successes would not have been possible without the direct input and involvement of our residents, with whom we have worked across various projects, either by volunteering or just by participating in the programme.

This is what some of our residents had to say about the individual projects they got involved in.

## THE GARDENING PROJECT

The gardening project, which started last year as a series of consultation meetings with residents, has shown real progress and, as a result of our excellent partner links, we have been able to deliver the project on schedule. External grants: £39k from Viola and £25k from Near Neighbours, has enabled us to proceed with the works, which will complete in October 2019. A range of partners have been responsible for its success. CEF Lyncx are our key delivery partners but we have been able to introduce new ones such as Father Nature, Solo Wood, and Redlands.

Additionally, as part of their corporate social responsibility programme, we held a series of corporate days in which city workers volunteered their 'office' days in our community garden, undertaking tasks such as scraping old paint, wood polishing, and digging out weeds and planting. Our residents took part in a series of workshops held throughout the summer weeks that included 'Mosaic making' for adults and children in which residents were co-designing the wall of the community centre, 'Planting days' which attracted both children and adults and a 'Cleaning day'. The grand



opening is now set for 5th October and is to replace the Fun Day event as an organic progression to a more themed and structured event. **Clement**, one of our residents, has been involved in the gardening project from day one, and this is what he had to say about his experience:



*"What's amazing for me is that I actually got work from the community gardening project and it is better than the work I used to do. I met the Reddington' team when they were doing the ground work here at Hyperion Garden and, as I was out of work at the time, I volunteered in order to contribute to the environment in which I live. They have offered me work on a couple of other projects since. This would not have been possible without the community gardening project. I still intend to contribute to the Roupell Park 'greening the estate' community and to see it develop and grow as a way of saying thank you and doing what I love at the same time."*

## ENGAGING YOUNG PEOPLE IN SPORT

Football remains the primary commitment, with high attendance overall. Basketball as a second sport was launched in May 2018, but due to a lack of interest it has now become a multi-sport – we are exploring the possibility of launching netball sessions as well as exploring ways of attracting more girls to take part.

You might already be acquainted with the fact that we received a commitment of £50K

earlier in the year from the Cruyff Foundation towards our football pitch renewal project. However, this funding is conditional on our ability to secure further match funding, which is necessary to meet the full cost of the project. In this connection, we are currently looking at other potential grants.

The football pitch redevelopment, was agreed by the Board earlier in the year and ratified at the AGM in September '18, given

the high attendance of young people who have been enthusiastically involved in the weekly football sessions on a pitch that's no longer fit for purpose.

Fulham FC, in addition to sports sessions, have provided a series of workshops in which they addressed issues such as Stop and Search and knife crime. They have also provided extra multi-sport sessions on Tuesdays and Wednesdays during the summer programme. Additionally, Fulham FC provides Level 1 Coaching in Football, which has resulted in two of our young people becoming session volunteers.

**Shaye**, 16 years of age:

*"Football sessions are good as every kid can access it. It's not far, so parents don't have to escort the child. It brings all children together with something to enjoy, so everybody has got something constructive to do."*

*Coaches are also our role models. When they speak, everybody listens. They are teaching us how to behave. We are not allowed to swear. They interact with us, talk to us and they teach us little tricks and skills. We are learning how to play good football. We also go out and play other games at different venues. Some children are just constrained within their estate. We get to go out from our estate. We look forward to the new football pitch, then other kids from other estates can come and play. Often, kids still stay and carry on doing what they've learnt at the sessions after the coaches have gone. We are all protected when we are on the football pitch. As a result, we're not carrying knives, we're carrying footballs."*

**Jermayne**, 13 years of age:

*"Both of my older brothers play with me*

*and they used to teach other kids. What I like is that everyone on the pitch is welcome, all nationalities and ethnicities. We also had trips to the Fulham stadium, which was very special to see where the big players are; it's enormous. The coaches inspire us to play to their skill levels. The cage and turf need to change but we are very grateful for what we have here."*

## REDUCING SOCIAL ISOLATION

Earlier this year, we introduced a new partnership with the DWP (Dept for Work and Pensions) offering a support programme aimed at those who may suffer from mental health issues or those who may be showing signs of greater vulnerability. At this stage the workshops are being held bi-monthly, but the

frequency might increase if demand rises. Referrals are being made as part of the learning activities (ESOL, IT Course) and through our housing office staff. In addition, drop-in sessions are being revisited for the summer months in partnership with Repower, to address fuel poverty and to enable res-

idents to swap energy providers to reduce bills. The Community Garden and our 'green strategy' will also play a key role in combatting social isolation.

**Farhiya**, our of our community champions who helped other non-English Somali ladies to attend the sessions, has commented:

*"For Somali women, services like this help them to assess not only their benefits, but also to regain a sense of stability and personal power. It can be overwhelming when you don't speak the language and there is so much paper work to follow up. These sessions were totally empowering and some of them got their benefits back 'on track'. Some ladies realised that they have to enrol on the ESOL course which is also available through Roupell Park."*

## SUPPORTING ACTIVITIES FOR ELDERLY RESIDENTS

Supporting older residents through social engagement remains one of our key priorities, keeping them in the loop of any organisational changes, through organising

social events of their choice, festive and seasonal events. The coffee morning remains a core activity for the group. The group also went to the seaside in June 2019, on a day-trip to Worthing.

This is what the group's deputy, **Ellen** had to say about her involvement: *"I moved to Roupell Park 6 years ago and I come*



from the country district in Sussex. I have never had the experience of living in social housing before and to move to Roupell Park is the best thing that could have happened to me at this stage of my life. I met lovely people through the activities that I'm attending and the community here is absolutely super. Every week, I go to the Coffee morning group, the Games evening on Wednesdays, and the Chair yoga on Friday mornings. I had the privilege of Morley College teaching us how to use the internet. We've done a

felting course and I've learnt how to crochet, all from the community centre and it is also all free of charge. All this gives me a sense of vibrancy and vitality. It allows me much greater independence, in comparison to my country lifestyle, which was somewhat cut-off and no longer fulfilling. Living here also allows me to be involved with the Streatham Youth Climate Change group – I am the oldest member, but no one takes any notice. Also, my children can rest assured, knowing that I am now living my life independently."

## STAY AND PLAY SESSIONS, CHILDCARE & ADULT EDUCATION

The Stay and Play sessions were re-launched in January 2019, as there is a new pool of parent volunteers to help run the sessions. We are aware that there might be a greater need for these sessions, as a series of nurseries will be closed in the area later this year - we are having



early discussions with our key partners about how to collaboratively approach these issues. The sessions are also providing a fundamental role in addressing issues around isolation.

**Leanne**, a parent volunteer, comments: "The reason why I got involved is to enable the

community to come together, to have a safe and friendly environment for children to play, as my youngest child is now 2 years of age. It is nice to meet new people and to see if they need any help and support.

When you have a young baby, you don't tend to see that

many people and it can be very lonely and isolating. On the other hand, during holiday time, with older siblings, it tends to be very expensive. The stay and play sessions provide a break for everyone – mums need to interact just as much as the children do."

## EDUCATION AND LEARNING FOR ADULTS

Childcare provision has been available throughout the year, as part of adult learning, and as a result, a greater number of young parents were able to take part in courses such as: the IT training (Oct 2018, Jan 2019) and ESOL courses (Oct 2018, Jan 2019 and April 2019). All courses were run from the Treehouse Nursery, as the community centre is not fit for childcare provision. Adult education will continue and we are already setting up a series of dates for the new courses, to start in late September/early October with our key delivery partner, Morley College. We also ran creative courses such as Knitting and Crochet, Mosaic Making and painting which all had high attendance.



**Rachel**, our resident commented: "I attended many ESOL and Literacy courses which has helped me to improve in reading and writing. This has given me the confidence to pursue other things in life, such as becoming a foster parent. I can also now do homework with my child, and I am more comfortable when I visit my GP, now I am a better reader."

## THE AFTER-SCHOOL CLUB

The After-School Club has been delivering lessons in English, Maths and Science throughout term time and it remains our core provision. The After-school Club also provides a platform for the Youth Forum and is considered a highly positive and desirable activity by both parents and the children attending. The sessions have operated with maximum attendance this term; there is a pool of children on the waiting list for next term.



## THE YOUTH FORUM

The Youth Forum has 20+ young people on its register; the monthly meetings are well attended and they represent an ideal setting for launching and testing new ideas.

The members secured from Lambeth Council a grant worth £9,000 by representing Roupell Park at the bidding event in May 2019. In order to save funds, the young people have decided to hold joint meetings with the Blenheim Gardens Youth

Forum every other month. As a result, half-term activities will be introduced from July 2019, which will include a residential weekend for a group of 10 of our young people.

**Clinton**, who has been a member since its formation a couple of years ago, commented:

*"I love our monthly meetings. We went to the Cosmo Food in Croydon for Christmas and once again after we'd spent a day at the Royal Navy base*

*at London Bridge. These events weren't just about eating. We were talking about how we can develop our estate and it is a good way to socialise. Youth Forum is a good way to feel like a grown up as you can contribute to the estate. The meetings are really constructive. When we go to the Board meetings, it feels that they really listen and that we are cared for. We are now preparing for a residential with young people from Blenheim and other areas. It is good not to feel constricted within the estate in which you live; it's great that we get out and about. At the same time, I am very proud of my own area."*

## THE SUMMER PROGRAMME 2019

A range of activities was on offer across all age groups – we received £9,000 from Lambeth Council to fund CEF Lyncx activities – most of them took place off the estate and were open to young people from other parts of Lambeth, which included boxercise, ice-skating and various day trips. Along with a seaside coach trip open to all and a day trip for the under-5s, we have ensured that a range of activities addresses the 'post code war' issue. One of the key lessons learnt from last year, is not to widen the programme by introducing 'new partners' but to maximise relationships with the existing ones. The main focus remained health and wellbeing, which includes social isolation and mental health.

**Ephargie**, a parent, commented:

*"Summer Camp is a great idea for children. My daughter has been involved in the activities for the first time, she is 7 years of age and, as a single child, doesn't always have enough interaction with her age group. She went to the science museum where she recognised some things she had learnt at school. She did not want to leave the Camp on her first day, she wanted to stay even after 4pm when the day ended. This has transformed her summer and her life by giving her a chance to spend time with other children in a safe and constructive way, and it has given me time so that I can apply myself in search of full-time employment."*



# STAFF PROFILE

Alex & Milton comprise our DLO (Direct Labour Organisation). They are responsible for undertaking works for service delivery of our reactive repairs; Alex specialises in plumbing and Milton in carpentry. Subject to capacity, the DLOs also undertake rechargeable works for our residents. Resident satisfaction and quality control levels for the DLO is high and very good in comparison with Lambeth's reactive repairs service. There are also examples of our DLOs going the "extra mile" for our residents, in particular for our OAPs and vulnerable residents.

## MILTON THOMPSON

Milton has amazing skills – he does every job to perfection, and he does a mean jerk chicken. Milton is very well liked amongst the residents and he knows the majority of them, and they know Milton.

In his own words, "I started working at Roupell Park in 2009 - it's been a long time. I was first employed as a multi trade carpenter. I had been doing my carpentry in Jamaica and I was at the top of the class.

When I came to the UK, I worked at different places and with different companies. I am a quick learner – show me once and I will do it and will try to better it! I always learn from my mistakes. My job varies: I do most

trades internally. We don't do gas or electrics but we have knowledge about it. Over the years, I got to know lots of residents and kids, lots of them are grown up now and they have children of their own. As my grandmother taught me: 'Give respect to get respect'."

On the other side, Milton comments with a smile, "I am a Gemini and I have a split personality. In the morning, I just don't talk. Everybody is different. But I get on with people. Alex is OK. He is there for me all the time. We get on very well. He understands me and I understand him. It makes working life a lot easier. Sometimes we video each other, like when he is on holiday. He takes me

through the job and I get it done. Perfect! Well, I do a lot on the Fun Days around the barbeque and jerk chicken. Kids always ask me about it. Perks: There are some nice residents, they will go the extra mile. I like making things. Doing stuff like that. Just anything."



## ALEX KOSIN

I have lived in the area most of my life. I am a very private person. I take my work seriously and I tend to separate it from my social life, which I take seriously as well.

I first started plumbing some 20 years ago, but I also acquired experience of drainage construction, until I finally took my exam with the City and Guilds for plumbing.

I love what I do. I have worked at Roupell for 5 years now. Before that I also worked for Mears as well as other agencies, and then I had a gap year because I had to have a back operation, which was hard at the time. I have always enjoyed maintenance work and plumbing but more than anything helping people. I am a 'complete to finish' type of person



The highpoint is knowing that the residents are happy with the result once the job is finished, particularly if I have completed the task from start to finish. At the same time, this is the most frustrating part when many contractors have to be involved to rectify a fault, which can take much longer to complete and normally affects people's satisfaction levels.

I get on well with my work colleagues and with Milton, we always work as a team. To get through the day, it's all about having a few giggles. I can be quite a jokey person, I have done some strange things at strange times, just to try and lighten up the mood. It doesn't always

work – Milton's tried to run me over at least 3 times (just kidding on that). We kind of work as a group here, we try and keep an eye out for each other, give information, make sure everything is OK to the point of our working rounds and, if there is an issue, we

try to resolve it before we call other contractors to step in. Perks: We are fortunate to have some really good tenants on this estate, who are very nice people. We are able to talk to them and that's one of the reasons why I like working on Roupell estate.



# ROUPELL PARK RMO'S OBJECTIVES FOR THE COMING YEAR

## 2019 / 2020

However much we have achieved this year we always want to get better. We have therefore set a series of challenging objectives for the following year so that we continue to make progress towards being the best tenant management organisation in the Country. Over the next year we therefore plan to -

- **CONTINUE** to ensure that we put our residents at the centre of everything that we do and make sure that we get everything right first time
- **IMPROVE** our level of performance against all our performance indicators and most importantly increase levels of resident satisfaction across all the services that we deliver
- **EXTEND** the work we are already doing on the social value of our community development work to the rest of our operations
- **DELIVER** surpluses, despite cuts in our funding and increasing demands on our services, by careful budgeting
- **ENSURE** that Lambeth complete the works to deal with the poor workmanship by Wates during the kitchen and bathroom programme
- **DELIVER** against the wider objectives in year 3 of the business plan
- **PRODUCE** a new Business Plan for 2020/23
- **CONTINUE** to ensure that community development is part of the core business of RPRMO
- Upgrade the existing football pitch to become a modern multi-sport area
- **COMPLETE** the community garden at Hyperion House and build on this to improve green spaces across the estate
- **BUILD** more partnerships to allow us to deliver new and innovative services so we can reach people who do not currently use them
- **WORK** closely with the different nationalities and communities on our estate, allowing everyone to be heard and included
- **CONTINUE** to signpost anyone with needs for specialist help with established organisations
- **WORK** with our partners to increase the amount of solar energy generated on the estate and make sure that the benefits are passed onto the residents
- **CONTINUE** to recruit new Board members to RPRMO with the necessary skills sets to ensure our performance continues to improve
- **CONTINUE** to train our staff and board members so they can continue to grow with the organisation
- To **ENSURE** our residents are more closely involved in the decisions that affect their lives, directly monitor services and are kept fully informed
- To **BEGIN** the transformation of the way we work that will allow residents to take direct control of service delivery, possibly through resident led social enterprises

[www.roupellpark.co.uk](http://www.roupellpark.co.uk)

twitter: @RoupellPark

If you would like this information in large print, Braille, another format or another language, contact us on **020 7926 0214**.

**ESPAÑOL:** Si desdea esta information en otro idioma, rogamos nos llame al **020 7926 0214**.

**FRANÇAIS:** Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au **020 7926 0214**.

**PORTUGUES:** Se desejar esta informacao noutra idioma e favor telefonar para 020 7926 0214.

**YORUBA:** Ti e ba fe imoran yll, ni ede omiran, ejo e kan wa l agogo **020 7926 0214**.

**TWI:** Se wope saa nkaeboy yi wo kasa foforo mu a fre **020 7926 0214**.

Language Line: [www.language.co.uk](http://www.language.co.uk)

(Interpretation service available on request)

