

Making our vision a reality..

 THE
PEOPLE'S
PLACE

2018-2019 ANNUAL REPORT

 **arhag**
HOUSING ASSOCIATION



Arhag Housing Association, The People's Place, 80-92 High Street, Stratford
0207 424 7370 | www.arhag.co.uk



Qadeer Kiani OBE Chair of the ARHAG Board

Last year we put the steps in place to deliver on our vision of becoming the 'Go To' organisation for Migrants and Refugees in the UK.

To become the 'Go To' organisation, we need to meet the needs of Migrants and Refugees by delivering new services, working in partnership with other organisations, creating new business opportunities and modernise and transform services.

As part of our ambitious plans, ARHAG wants to capitalise on its expertise in supporting Migrants and Refugees and be seen as a thought leader in this area, become a national voice on related issues and develop a consultancy offering. The support will be extended to employment, health, legal, campaigning, and research.

2018-19 has been an exciting year for ARHAG, making our vision a reality. We have developed a strong partnership, delivered projects for BME Women, and we have continued to strive towards being the best landlord that we can be.

Last year we purchased our very own office building for ARHAG and our Partners, together we will deliver services for Migrants and Refugees ranging from employment skills through to healthcare. Our move to The People's Place is designed to create a welcoming and pleasant environment where Migrants and Refugees can access the services they need under one roof. We have been joined by five other specialist organisations to deliver services to Migrants and Refugees.

We have already started to deliver these services through our Real Change Collective Project, funded by the Department of Digital, Culture, Media, and Sport.

Throughout the year our partnership came closer as we designed The People's Place collectively with service users in mind. We have faced challenges, and overcame them together with our passion for our joint mission and we are pleased to announce that in July 2019 we opened the doors to The People's Place.

The People's Place is our new shared office space and hub of services to Migrants and Refugees in the UK. Although we have achieved phase one of our vision, the hard work starts now. We must make sure that The People's Place becomes the vibrant, welcoming, and helpful place we imagined.



Throughout 2018-19 we continued to receive press coverage and we were recognised with two national awards for our commitment to Migrants and Refugees and our Real Change Collective Project. We continue to promote our organisation and our services so that we can influence others in our sector to do more. We are striving to promote our influence, developing our campaigning voice to represent our communities. This may be the end of phase one, but it is just the beginning of our journey.

"We must make sure that The People's Place becomes the vibrant, welcoming, and helpful place we imagined."

The future is still uncertain, this time last year we were concerned by the impacts of Britain's exit from the European Union. 12 months on, and we are still facing the same concerns.

We must work to protect our business, by helping our residents to sustain their tenancies and live happy, successful and fulfilling lives.

In the last year ARHAG saw an increase on our year end balance sheet with £76 million housing property assets, up from £70.5 million last year. This growth was primarily driven by the purchase of 47 properties in Barnet, North London.

Although we have been working hard to grow the Association and achieve our purpose, we have been taking steps to improve the service we offer to our residents. In the recent Survey of Tenants And Residents (STAR Survey) we saw an increase in satisfaction levels. 74.55% of residents are satisfied with ARHAG as their landlord, compared with 71.26% last year. In addition, 80.54% of residents feel their rent offers value for money and we saw an increase in Estate Services Satisfaction from 51.20% last year to 68.97%.

We are pleased to see increases in satisfaction, but there is still a long way to go. Work needs to be done to further improve residents' satisfaction with estate services, and specifically repairs which saw a low satisfaction level of 52.69%. In addition to this only 49.41% of residents know about our commitment to helping Migrants & Refugees in London.

In the year, we said goodbye to our Chief Executive Cedric Boston. In Cedric's three years with Arhag he was the driving force that made The People's Place a reality, on behalf of the board I would like to thank him for his hard work and commitment. Having seen us through phase one of our vision, Cedric has decided to move on to find new challenges.

"we saw an increase in Estate Services Satisfaction from 51.20% last year to 68.97%."

2019-20 we aim to see further improvements to our housing management and repairs service, develop The People's Place to truly become the Go To place for Migrants and Refugees.



THE PEOPLE'S PLACE

As of July 2019, we have been joined by six like minded organisations in our brand new building, The People's Place. Our new home is a space to deliver a range of services, advice and support to residents, local people, and Migrants and Refugees.

We are unable to deliver these services alone, throughout the year we joined forces with six like minded organisations. Developing partnerships to create a space perfect for those we collectively wish to serve.

By opening The People's Place, we have achieved phase one of our vision to becoming the 'Go To' organisation.

Our Services

- Housing Advice and Support
- Benefits and Welfare Advice
- Business and Social Enterprise Support
- Digital Training
- Access to Healthcare
- Immigration Advice
- Counselling and Support for Women
- Research and Advocacy

Our Facilities

- Friendly and welcoming reception area
- Agile working facilities
- Fixed desk space with modern phone system
- Meeting rooms with state of the art booking facilities
- Video and telephone conferencing systems
- Shared working space for collaboration



The Partnership

The People's Place is only possible because of the commitment of Arhag and our partners. We currently have five partners residing in The People's Place with one or two more moving in during the next year.



Doctors of the World is an independent humanitarian organisation working in the UK and internationally to empower excluded people to access healthcare. Through 400 programmes in 80 countries run by more than 3,000 volunteers they provide medical care, strengthen health systems and address barriers to healthcare.



IKWRO - Women's Rights Organisation works to protect Middle Eastern, North African, and Arghan women and girls who are at risk of 'honour' based violence, forced marriage, child marriage, Female Genital Mutilation and Domestic Violence. IKWRO work to protect the rights of women and girls through advocacy, training, counselling and refuge.



MigrationWork CIC - is a Community Interest Company set up to help communities, professionals, and policy-makers in the UK and Europe respond to migration in ways that benefit all communities. They develop strategies, carry out research and provide training to ensure the challenges of migration and integration is understood.



Olmec - A Multi-Award-Winning race equality social enterprise that supports people into jobs, business and into board positions. Olmec offers bespoke consultancy and training to clients in housing, public, private, and social enterprise sectors.



Migrants' Rights Network - A campaigning and advocacy organisation that works to achieve justice and equality for all migrants regardless of their immigration status. Migrants' Rights Network works with and for migrant communities to raise awareness about their issues and responds to immigration policy and practice.



Refugee and Migrant Forum of Essex and London (RAMFEL) - a charity that supports vulnerable migrants in crisis. RAMFEL sees around 1,000 clients a year, providing legal advice, case work support, destitution support, and crisis intervention. The organisation provides a whole host of services including immigration, housing and homelessness advice, integration support, as well as operating a foodbank.

Opening The People's Place with our partners sees the completion of phase one of our corporate vision.

In the coming year, 2019-2020 ARHAG will be focused on bringing together this partnership to jointly deliver holistic services as well as expanding the membership and seeing joint working ventures.

We are paving the way in the sector for collaboration and rethinking service delivery. We must encourage others to consider their work and provide support and consultancy where possible.

During the year, we reached the halfway mark of one of our partnership projects, The Real Change Collective. This was our first partnership project and has proven to be a huge success.



Real Change Collective

The Real Change Collective was created in April 2018 following the confirmation of the Tampon Tax funding from the Department for Digital, Culture, Media, and Sport (DCMS).

The Real Change Collective is a partnership between five organisations, with Arhag responsible for delivering the project.

What does the project deliver?

- Housing and Benefits Advice including a free national benefits hotline
- Employment and Digital training
- Specialist immigration advice via weekly drop in sessions
- Immigration training for professionals
- Access to healthcare
- Support for Women and Girls fleeing gender based violence
- Volunteering programme
- Women's Leadership Programme

Our Reach

1,854 Women and Girls have been supported by the Real Change Collective.

- Over the phone Benefits Advice to 127 women
- 127 women and girls accessed Employment & social enterprise courses
- 939 women and girls accessed Doctors of the World access to healthcare service

Benefits Success

A Woman living in Tower Hamlets attended a benefits workshop after she saw her income reduced to just £59.75 per week after she was told by a DWP medical assessor that she was fit to work despite suffering with Osteoarthritis and Fibromyalgia.

Following a benefits appeal by the advisor, the Woman is now in receipt of the correct benefits amounting to £23,000 per year and receives regular NHS care.

Performance

How are we doing

Lettings Performance

Performance Indicator	2016/17	2017/18	2018/19	Target	Direction
General needs average letting time	22 days	12 days	11.33 days	22 days	↑
Rent loss due to voids	0.24%	0.14%	0.08%	1% Max	↑

During the year we have had 28 re-lets and have seen a continuous improvement in void turnaround.

At 31st of March 2019, there were four overdue gas safety tests. We always strive to achieve 100% gas compliance.

Performance Indicator	2016/17	2017/18	2018/19	Target	Direction
Rent collected	102.5%	100.2%	100.6%	>100%	↔
Current tenant rent arrears	2.4%	2.3%	1.59%	2%	↔
Repairs completed on time	94.5%	93.5%	76.9%	98%	↓
Completed gas safety inspections	100%	98.6%	99.47%	100%	↔

Customer Satisfaction

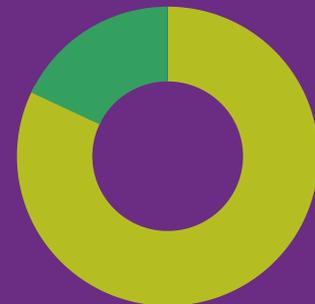
Dissatisfied
33%



Satisfied
67%

The overall satisfaction for estate services is 67%

Incomplete
18%



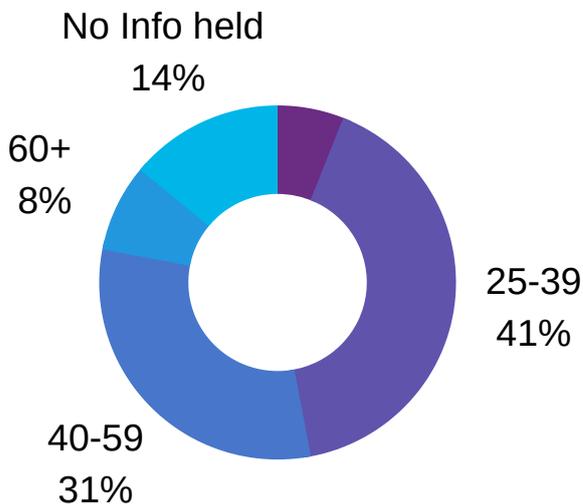
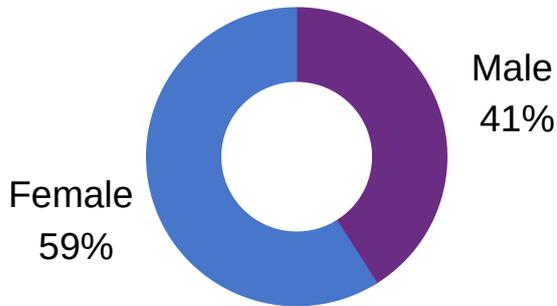
Complete
82%

82% of all Estate inspections were carried out on time.

Performance

Who moved into our properties

During the year we welcomed 75 new occupancies. 47 of which came from newly purchased properties in Barnet. Of the 75 new occupancies, 3 have joint tenancies, in total there were 78 new tenants.

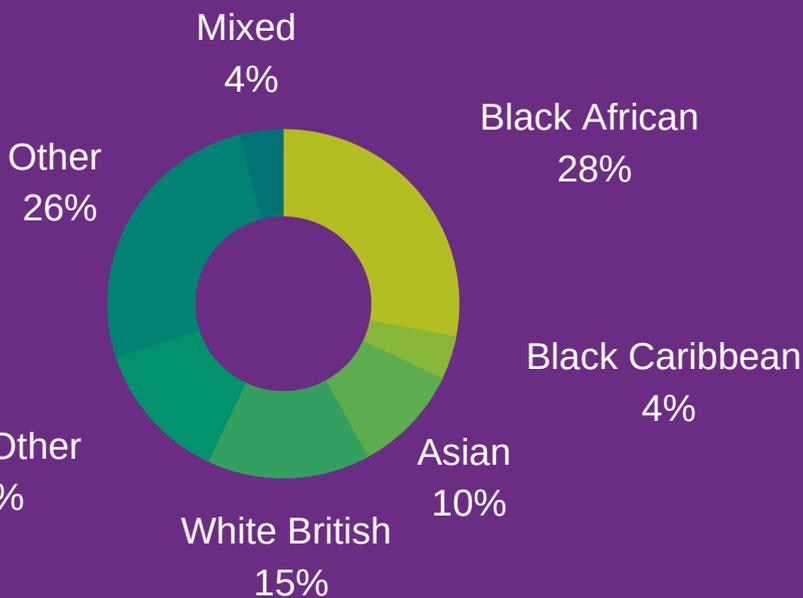


46 out of 75

The majority of new households are female headed. 46 out of 75 (59%) new lets have a female head tenant.

41% 25-39 years old

41% of new residents are between the ages 25-39. We do not hold age data for 14% or 11 of the new residents.



46% identify as BAME

46% of new residents identify as Black Asian Minority Ethnic (BAME).

15% White British, 13% white other.

The second largest category is other at 26%.

Financial Review

How we're doing

Housing turnover decreased by 6% to £6.71 million (2018: £7.13 million) as a result of the 1% reduction in rents imposed by the Government and the loss of rent from handing back 25 temporary social housing units (TSH) to the London Borough of Newham.

The non social housing turnover increased by 100% to £552,000 in 2019 compared to £0 in 2018. This solely relates to the Tampon Tax Fund for the Real Change Collective Project.

The Total operating costs were £6.1 million (2018: £5.57 million) of which £552,000 relates to the Tampon Tax Fund, £1.59 million related to maintenance and services to residents and £1.12 million depreciation of housing properties. Total Housing management costs amounted to £2.89 million

We are working to ensure boilers and gas certificates are up-to-date and during this financial year, maintenance undertook fire risk assessments and bringing transferred properties up to an acceptable standard.

	2019	2018
	£'000	£'000
Turnover - Social Housing	6,713	7,125
Turnover - Non Social Housing	522	-
Total Turnover	7,235	7,125
Operating Costs - Social Housing	(5,569)	(5,570)
Operating Costs	(522)	-
Total Operating Costs	(6,091)	(5,570)
Total Operating Surplus	1,144	1,555
Surplus/(Loss) on disposal of property	1,731	(62)
Interest receivable	5	10
Interest payable	(931)	(1,027)
Surplus for the year	1,949	476
Other comprehensive income	-	-
Total comprehensive income for the year	1,949	476

Financial Position

At 31st March 2019 the Association's balance sheet comprises primarily of £76.2 million housing property assets (2018: £70.5 million) at cost less depreciation and other tangible fixed assets £3.73 million (2018: £3.41 million).

The Association has net current assets of £1.9 million (net current assets 2018: £0.39 million) including cash and cash equivalents of £3.723 million (2018: £2.14 million). The surplus prior disposal as the result of the stock swap was £1.14 million.

Our People

Meet the Board



Qadeer Kiani, Chair, Qadeer has been Chair since September 2013 and is the visionary behind the 'Go To' agenda for Migrants and Refugees. He has over 25 years' experience having held senior management positions at high profile London Boroughs, Housing Associations and a Private Sector Management Company. Qadeer also has non-executive experience and has served on two prominent Housing Associations. He was also a founding member of leading eye care charity 'Vision Care for Homeless People'. Qadeer holds an MA in housing and was previously a Fellow Member of the Royal Institute of Chartered Surveyors.



Mark Gomar, Vice Chair. Mark is a Director of LINQ Housing plc. He has extensive experience in investment banking and debt capital markets as well as asset management. Mark is a graduate of Cambridge University and has been a trustee of two London-based Hospices.



Rosemarie Clarke is a Senior Human Resources Manager with an MA in Human Resources Management. She is a member of the Chartered Institute of Personnel and Development and specialised in Learning and organisational Development. She has over 20 years experience in the public sector.



Barry Simons is a qualified Surveyor and Town Planner with over 45 years' experience in the public and private sectors. His expertise lies in Social Housing Management and Finance, Regeneration, Town Planning, Property Management and Housing Finance. He is a Board member of Meridian Home Start which is a Community Benefit Society building homes for the Royal Borough of Greenwich.



Boe Williams has held several roles in corporate governance within the Housing sector. As Chair of a London ALMO she led the organisation through a period of immense organisational and operational change. She has held a governance in an umbrella ALMO representing four separate TMOs.



Bulbul Ali brings with him a wealth of experience. He has worked for several G15 housing associations, in a career spanning twenty years and is currently a Development Consultant providing interim services to housing associations. He is a member of the Chartered Institute of Housing and an Associate member of the Royal Institute of Chartered Surveyors.



David Maitland is a Chartered Accountant with over 30 years experience working for Registered Providers. He is currently Head of Treasury & business Planning and has previously worked at a senior level in finance, treasury and company secretarial.



Wayne Farah has extensive experience in the public sector and has held senior positions in a range of community organisations. He was chair of the Migrants' Rights Network and was a non-executive Director within NHS Newham for ten years.



Pat Davies is a graduate in Management Sciences, and a qualified Chartered Accountant. She has worked in internal and external audit roles across the globe including Zimbabwe, USA and Azerbaijan. Her CV includes roles at PricewaterhouseCoopers, BT, Oxfam, DWP and Genesis Housing Association.



Abdul is a Trading Standards Officer with over ten years' public sector experience. He is the only ARHAG resident on our board and is a passionate advocate for community engagement. Abdul also serves on the Resident Scrutiny Panel to help improve standards for residents.

How to find us?



Arhag Housing Association Ltd
The People's Place
80-92 High Street
Stratford, London
E15 2NE

Underground | DLR

Stratford Station - Central | Jubilee | Overground
Stratford High Street | Pudding Mill Lane

Buses

From Stratford Station
25 City Thames-Link | 425 Clapton
D8 Cross-Harbour | 276 Stoke Newington

CONTACT US

Contact@arhag.co.uk
0207 424 7370
www.arhag.co.uk

SOCIAL

@arhag
Arhag Housing Association

