

Leathermarket JMB runs your estate and we are managed by the people who live here



2022-2023

Leathermarket JMB ANNUAL REPORT

Residents are the reason we are here



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Welcome

from Chair of the Board and Chief Executive



Chair of the Leathermarket JMB Board
Christine Parsons

Firstly, I need to thank my fellow Board members and subcommittee participants who give their time on a voluntary basis, to support and challenge our senior management team to provide the best quality and value-for-money service possible.

This is a period of big staff changes. Anne Timeyin, Deputy Manager retired last Christmas and Andy Bates, JMB Manager is retiring this Christmas. We are delighted that we have the status to recruit housing professionals of the quality of Andrew Furtek, as CEO and Vicky Ball, as Deputy Manager. Andrew sets out his vision for the JMB opposite.

Both Andy and Anne have played important parts in our transition from being a Southwark Council Neighbourhood Office to becoming an independent tenant management organisation in 1996, taking on self-financing in 2013 and creating a sister organisation in 2016, Leathermarket CBS, to build new council homes. Through our incredible partnership with Southwark Council we have more devolved powers and responsibilities than any other group of council estate residents anywhere else in England.

The Regulation of Social Housing Act (2023) now places a requirement on all social housing providers to ensure that secure tenants can influence the decision-making and priorities of their housing providers. We see this as a strong government validation of our on-going commitment to resident engagement.

Looking back over the past year, as we leave behind the restrictions imposed by lockdown, our emphasis has been on service delivery. In 2022/3, all but 3.5% of our expenditure has been spent on providing services to residents. The 3.5% is our £288,966 surplus for the year.

It is a constant challenge to deliver good quality major works to ensure that all residents live in good quality, safe and damp free homes, served by reliable communal services. The Building Safety Act (2023) now places very specific legal requirements on the JMB. The JMB is rising to this challenge, by accelerating our delivery of major works. In 2021/22, the JMB spent £1.4m, in 2022/3 we spent £2m, this year 2023/4 we have already spent £3m half way through the year and we have done the forward planning to spend £4m in 2024/5.

We know that we do not just have to deliver major works, we have to deliver them to a high standard and ensure value-for money. Tenants pay for major works collectively across the JMB. Homeowners contribute directly to the cost of relevant work on their block and estate. The JMB recognises the tension between the need to deliver major works and the financial burden this imposes on homeowners. The JMB works to protect the interest of tenants and homeowners by ensuring that works are delivered to a good standard and value-for-money is achieved.



We are pleased that over the two years that we have had direct control of homeowner charges, the overall average revenue charge for homeowners has been kept below the rate of inflation.

The other significant challenge is providing a responsive repair service. We are facing the dual challenge of a big increase in post-lockdown demand for repairs and building cost inflation that has far outstripped the 2022/3 rent increase of 7% specified by the Government. The JMB's repair cost increased from £1.6m in 2021/22 to £1.9m in 2022/3. As the JMB responds to higher levels of demand, we are working hard to ensure the reliability of our repair service.

As highlighted on page 10, we are dependent on rent and service charge payments for 97% of our income, without this income we cannot provide the services you need. We are grateful that the vast majority of JMB tenants and homeowners take this responsibility seriously. This is especially appreciated because we understand the impact of the cost-of-living crisis on our residents.

In conclusion, we continue to operate in very challenging environment. We are determined to provide the highest quality of services that we can in a very tight financial environment. I am confident that our practices of intense resident scrutiny of our services and tight financial controls place us in a good position to meet these challenges.



Chief Executive Officer
Andrew Furtek

I am very proud to be appointed as the new CEO of Leathermarket JMB.

I am conscious of the rich heritage and history the JMB has in putting residents at the heart of what we do and I am very keen to build on this legacy, working with our Board and the communities we serve, to deliver services we can all be proud of.

I am looking forward to ensuring my skills and experience gained from 35 years working in social housing will benefit the JMB community. I want to help to make a positive difference to the lives of everyone who lives here and to ensure all our residents feel proud to call Leathermarket their home. I am looking forward to meeting as many local people as possible and will be attending residents meetings and community events, so please do come and say hello.

We aim to:



Provide top quality services



Empower our residents; providing support, encouraging participation and community cohesion



Maintain and upgrade our homes, blocks and estates



Support our residents who are confronting the greatest challenges

We do this by following our building blocks of:



Good governance



Being an excellent employer of excellent staff



Effective financial management



Commitment to equality

Highlights of the year

Despite challenges including high staff turnover and the ongoing cost of living crisis, we continued to be there for our residents and provide excellent housing services. Our successes during 2022-23 include:

A high profile visit from Lisa Nandy, Shadow Secretary of State for Levelling Up, Housing & Communities, to showcase our successful model of self-financing tenant-managed housing.



98% of rent collected and 100.6% of service charges collected.

Roof guttering clearance programme to protect our buildings and prevent water damage (this programme will continue next year).

Coordinated response with the local Safer Neighbourhood Team to tackle antisocial behaviour issues on the Lawson/Kipling estate.



Successfully rehoused residents into the new flats in Joyce Newman House and Joseph Lancaster Terrace.

Funding was approved by The Woodland Trust to plant 420 trees on the Kipling estate to make the neighbourhood greener and encourage wildlife and biodiversity.



Provided structured training to new members of staff, including our team of Resident Services Officers, to help deal with issues including safeguarding, hoarding, resident engagement and service charge collection.

Appointed a new gardener and advertised for a Head Gardener in order to raise standards and return the team to full capacity by the end of 2023. Looking ahead the gardeners will be planting flowers and shrubs to ensure an abundance of colour next spring/summer.



One of our resident Directors Clive Shaw, helped to initiate the SE1 Solar project to generate renewable energy in our area. This involves installing solar panels on unused estate rooftops to help reduce the local community's reliance on fossil fuels, reduce energy bills, waste and pollution. Find out more at <https://se1.solar/>

Appointed responsive repairs contractors:

- **GAM – to look after general building, roofing, drainage**
- **Grouts – to carry out electrical works**
- **B&G Windows – to carry out window repairs**

Strengthened our Estate Services team which resulted in a marked improvement in estate cleaning, including a successful deep cleaning and jet washing programme. Looking ahead, the team will be focused on green waste and leaf collections, reducing slip hazards and icy patches over the winter.



Provided information leaflets advising residents on how to prevent damp and mould and keep homes dry and safe, whilst reducing repair requests. Please let us know if you would like to receive a copy.



Our plans



Building safety

Nothing is more important than keeping our residents safe. Southwark is undertaking a comprehensive building safety survey of our higher blocks. The JMB will undertake the required works. We will be holding lobby meetings to consult with residents who live in taller blocks about fire safety.



Delivering major works

Building safety works, including concrete works for Simla and Burwash. Communal electrical supply renewal for Symington. Electrical works across all JMB estates. Peveril House weatherproofing works. Bathroom renewal for secure tenants.



Resident engagement

We want to ensure that every resident who wants to engage has an effective way to influence our decision-making and priorities.



Tenant Conversation visits

We are visiting every tenant to check on people's well-being, discuss fire-safety, check for damp and other repair issues and get views on our services.



Reliable repair service

We are working to improve the reliability of our responsive repair service. A particular focus is on tackling damp.



Business Plan

Our current business plan ends in 2024. This gives us the chance to engage with residents about our priorities.



Estates up-keep

We have introduced a planned upkeep programme for our estates. We are working with residents groups to identify high-impact / low-cost estate works. We have a regular programme of estates inspections, which we encourage residents to come and join us on.





Have your say about the housing service

We are pleased to welcome Igor Novokreshchenov as our new Resident Engagement and Board Support Officer.

His focus will be on implementing a more active engagement strategy to encourage everyone in our community to get involved with us. It is important that EVERYONE regardless of age, gender, ethnicity, education, disability, language or income level can influence how we spend your rent money and deliver housing services.

Want to get involved but have difficulties attending meetings in person? Look out for more digital opportunities to participate from the comfort of your own home!



Ways for you make your voice heard

Anyone over 18 who lives within the JMB community can become a member. This allows you to attend our Annual General Meeting / General Meetings and vote on issues that affect the local community.

Subcommittees

Join a subcommittee to help check the quality of our services and suggest improvements:

- **Finance** – set budgets and monitor expenditure
- **Resident Engagement** – advise on how we best engage with residents
- **Homeownership** – focus on issues that exclusively affect homeowners and refer other matters to the relevant sub committee
- **Major Works** – focus on how we prioritise and deliver major works to homes
- **Performance** – tell us how well our core services are designed and delivered
- **Staffing** – focus on achieving a motivated and knowledgeable staff team (only open to directors)

Tenants' and Residents' Associations (T&RAs)

Join your local TRA to make your voice heard about local issues on your estate. Two directors from each TRA are nominated to sit on the main Board. We are working to establish new TRAs on estates and areas currently not represented by a TRA.

Main Board

The Board makes the big decisions about how we provide services, spend our money and prioritise major works. It is resident-led and we welcome residents who have experience of involvement, with a TRA or subcommittee, to sit on the Board.

Estates Inspections

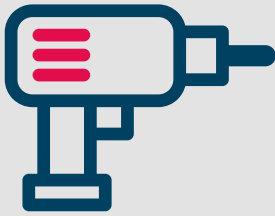
Join staff on one of our regular estate inspections to point out issues of concern. Check with your Resident Services Officer or on our website for dates of estate inspections.

Find out more about getting involved

Contact Igor on **020 7450 8024**
or email Igor.Novokreshchenov@leathermarketjmb.org.uk

How we performed

Repairs



Number of repairs completed during the year:

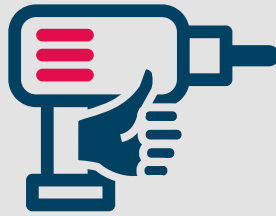
2,573



% of repairs completed within target time:

91%

(when we order a repair we set a time for the repair to be completed, according to the urgency).



Average time it took to complete a repair

8 working days
Contractor

9 working days
DLO

Contractor

DLO



90%

Of repairs were completed on the first visit (our repair staff and contractors aim to get repairs right first time to save you the inconvenience of a second visit).

Rent collection



98%

Total amount of rent collected. We achieved this because the vast majority of our secure tenants are really good payers. A minority of tenants fell into arrears during the year, but the effect of this was outweighed by other tenants paying their rent in advance.

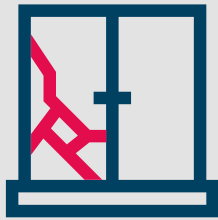
Revenue homeowner charges



92%

Total amount of homeowner charges collected.

Anti-social behaviour (ASB)



53

Cases of ASB were reported to us and we responded to

100%

Of them within the target timescale.

Cleaning and gardening service



77

Estate inspections carried out.

Empty properties



32

Homes became empty during the year. We aim to re-let empty homes as quickly as possible.

92 days

The average time it took us to re-let empty properties. Our performance was considerably impacted by the restrictions imposed during the Covid lockdown. We are now making dramatic improvements to reduce the time taken to turnaround empty properties.



Financial management

The pie charts show how much money we receive and what we spent it on.

You paid

98%

of the rent due, and

92%

of the revenue
homeowner charges

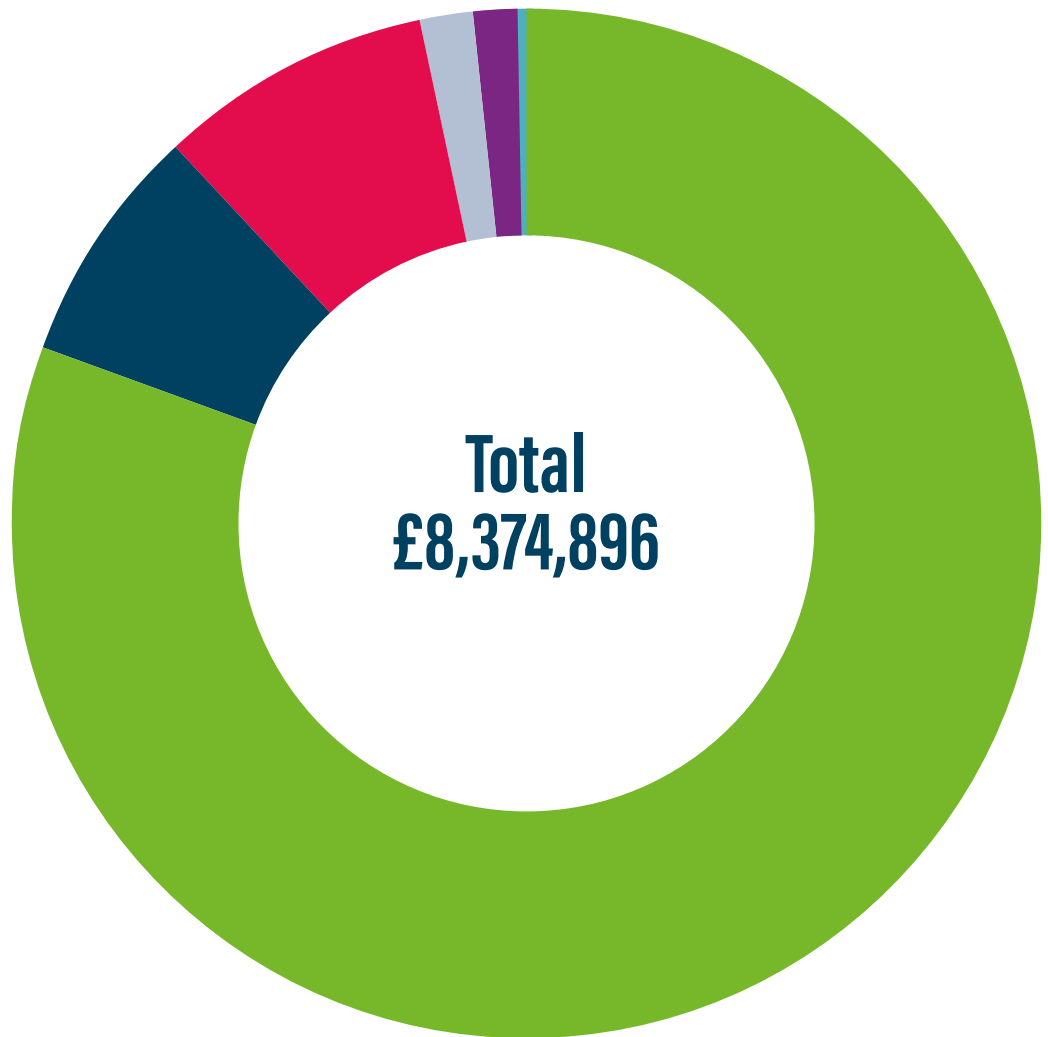
Thank you. This enables us to deliver better services and invest in our estates for the benefit of everyone who lives here.

If you are struggling to pay your rent and make ends meet please talk to your Resident Services Officer who will work with you to find a way forward and help get any financial support you are entitled to.

96.76%

of our income came directly from the rent and homeowner charges you pay.

Leathermarket JMB income 2022/23 of £8,374,896



Tenants' rent **80.76%**
£6,763,505.00



Homeowner major works
services income **7.50%**
£628,164.00



Homeowner revenue service
charges **8.50%**
£712,188.00



Aerial income **1.74%**
£145,309.00

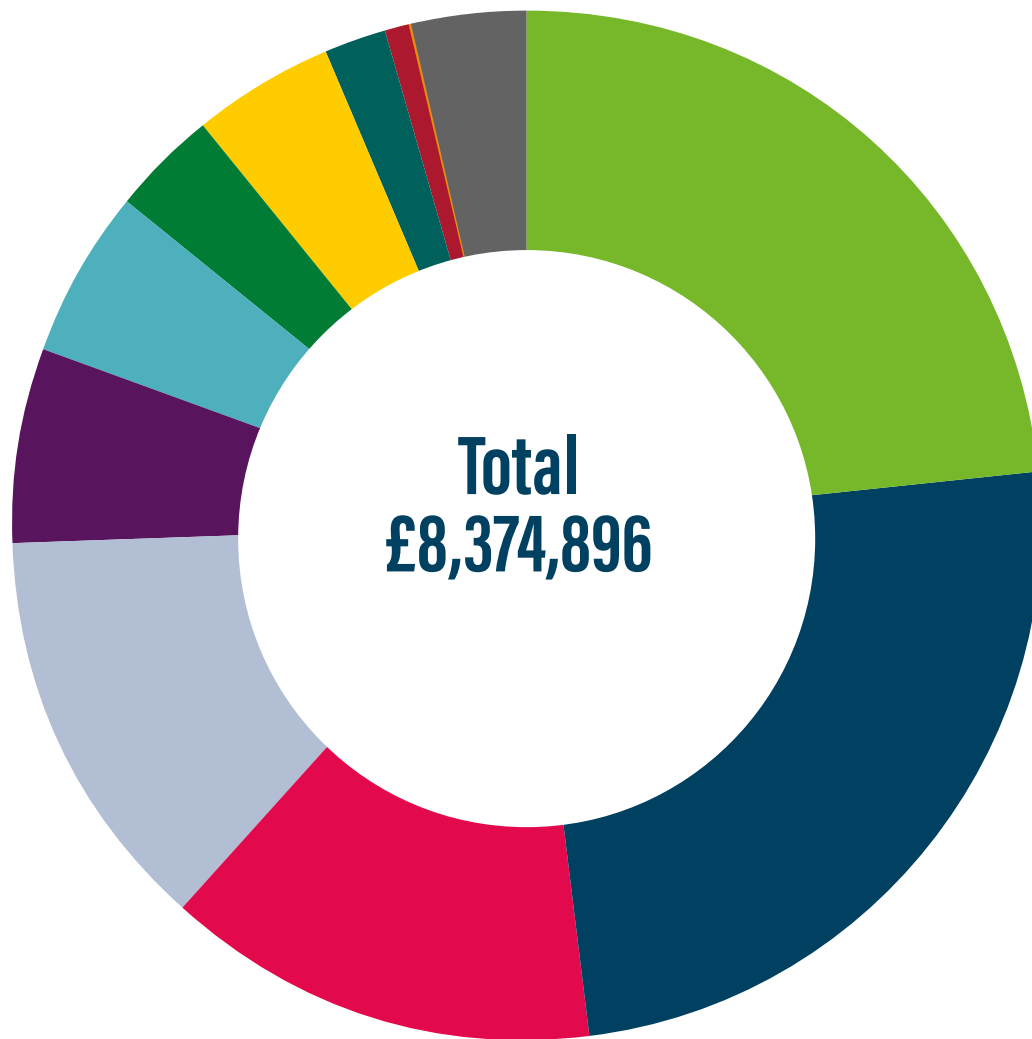


CBS Marklake **1.42%**
£118,585.00



Other income **0.08%**
£7,145.00

Where we spent 2022/23 income of £8,374,896



- Repairs **23.57%**
£1,973,664.00
- Major works **24.61%**
£2,060,668.00
- Southwark debt repayment **13.55%**
£1,134,826.00
- Office staffing (adjusted for salaries allocation) **12.77%**
£1,069,489.00
- Cleaning and grounds maintenance **6.13%**
£513,259.00
- Office running cost and insurance **5.31%**
£444,640.00
- Southwark service costs **3.40%**
£285,091.00
- Estate costs **4.34%**
£363,052.00
- Specific homeowner services **1.89%**
£158,493.00
- Rent collection and legal **0.96%**
£80,688.00
- Director's project costs **0.5%**
£2,060.00
- Saved in reserves 2022/23 **3.45%**
£288,966.00

Know what to do in the event of a fire



Dial 999 and ask for the fire service.
Don't assume that someone else has done this already.



If there is fire or smoke in your flat, get out if it is safe to do so. Make you sure that you close the front door behind you. If you have time, close internal doors to delay the spread of fire.



If the fire is elsewhere in the block, **STAY PUT** unless you are in immediate danger from fire or smoke or if told to leave by the fire service.



If you live in the **TRINITY STREET FLATS** leave immediately - we have an evacuate policy .

Fire Safety



Let us know if you or someone living in your home may have problems getting out in case of fire, so that we can work with you on a Personal Emergency Evacuation Plan (PEEP).



Let us know if you don't have a fire/smoke alarm or it is faulty. We can provide a free fire alarm for tenants and homeowners.



Do not take the door closure off your front door. If you have a fire in your home the door closure will ensure that your front door closes behind you and will delay the spread of fire.



Do not prop open communal fire doors. They must be kept closed to delay fire spreading.



Keep fire exit ways including communal balconies and stairwells clear of clutter.



If you have a comment or query about your housing service please let us know.

- Phone the JMB office on **020 7450 8000**
- Email us:
General enquiries – enquiries@leathermarketjmb.org.uk
Housing and tenancy issues – residentservices@leathermarketjmb.org.uk
Non urgent repairs – repairs@leathermarketjmb.org.uk
- Visit us: **Leathermarket JMB, 26 Leathermarket Street, London SE1 3HN**

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