



WIRRAL  
*Methodist*  
HOUSING  
ASSOCIATION

# Annual Report

## 2018/19



# A message from our Chief Executive

**I am pleased to present the Association's 2018/19 Annual Report. This Annual Report contains a summary of our performance and some key activity in 2018/19.** There have been new additions to our Board and I thank both retiring Board Members and current Members for their commitment to the delivery of high quality services to our tenants and the provision of more homes for people in need.

Our financial position is strong and we are well placed to deliver our development strategy.

We are excited by the progress made this year to achieve our aspiration to develop more homes at Walmsley Street in Wallasey. We balance our development aspirations with the need to invest in our existing property portfolio through our programme for repairs and improvements and our ongoing responsibility and commitment to apply rigorous health and safety protection across all our properties. As a small housing association we are able to use our knowledge of individual tenants and households to deliver an excellent service and we listen to our tenants and value the feedback and suggestions for improvements we receive. This is reflected in the high levels of satisfaction.

Looking forward to next year we are continuing to develop at the Candle Factory, 22 flats scheduled for completion in 2020/21. This development will include 16 supported homes. The Association is also looking forward to working with our new Tenants Advisory Panel (TAG) who will provide a challenge and help shape the delivery of our services.

**Paul Carhart. Chief Executive**



## **Lionel Bolland Chair of the Board Wirral Methodist Housing Association**

Welcome to Wirral Methodist Housing Associations Annual Report 2018/19. The year has seen a new Chief Executive join the Association. It has been a great year and there has been a lot of hard work to transform the Association and I am grateful for the support and commitment from Board Members and the Associations employees and Tenants. I am looking forward to 2019/20.

## **Board members:**

L. Bolland (Chairman), N. Schorah (Company Secretary), G. I. Murray, D. N. Williams, R. J. Burns, R. E. Selby, C. Barnett, Dr. I. Cubbin, M. Thorne D. Smith.

On 27th September 2018 D. Smith joined the Board, and J. Edwards retired from the Board. G. Duggan resigned from the Board on 3 October 2018.

# In our Communities

## **Mobberley Court Residents Garden**

Together with partners and Tenants we work to make neighbourhoods a great place to live. We have seen the blossoming of the Mobberley Court resident's garden. This project was started back in November 2017 and has been sustained so that residents can enjoy planting and sitting in the lovely surroundings.



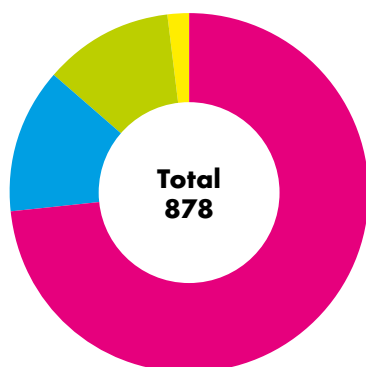
## **Giants Dreams/ Dreamcatcher**

Giants Dreams/Dreamcatcher New Brighton welcomed the Giants back. Residents at Clifford Grange were responsible for designing a 'Dreamcatcher' which was displayed with other art designs at Birkenhead Priory.



# Our Stock

In 2018/2019 we have 878 units



Property type	Amount	Property type	Average rent per week
General needs	646	Average 1 bed rent	£74.68
Sheltered	113	Average 2 bed rent	£83.36
Supported Housing	102	Average 3 bed rent	£94.71
Shared Ownership	17	Average 4 bed rent	£102.69

## Lettings

The Association made lettings in the year of which:

**67**

Lettings

**+** **12** **=**

Lettings for new build

**79**

Total lettings

## Relet times (days)

**37**

days 2018/19

**41**

days 2017/18

### Celebration of Wilfred Owens life

Throughout November Wirral Methodist were involved in the celebration of the life of Wilfred Owen. Several events took place to commemorate the famous local war poet.



### Other Activities

Time to talk event. The Association, Wirral Older People's Parliament and 'Time to Change' joined together in creating a Pop up Shop in the Pyramids Shopping Centre, Birkenhead. Wirral third sector groups were invited to utilise the shop to showcase their organisations. The Pop up Shop offered a place of welcome with free tea/coffee/

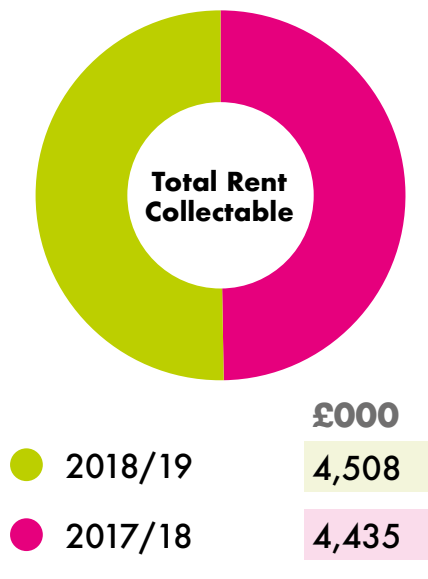
biscuits, a place to sit for a while and chat as well as receive specific information on Housing, Benefits, mental health help, general contact numbers and other services, a Dementia Friends session for the public, free craft activities for half term and a healthy eating taster session.

The Association supports Make it Happen, a charity shop based in Market Street Birkenhead which has a social supermarket and delivers a variety of activities including bespoke community entrepreneurship programme. The Association Supported "World scouse day" where our tenants at Wesley Grange were served up a hot bowl of scouse and a crusty roll.

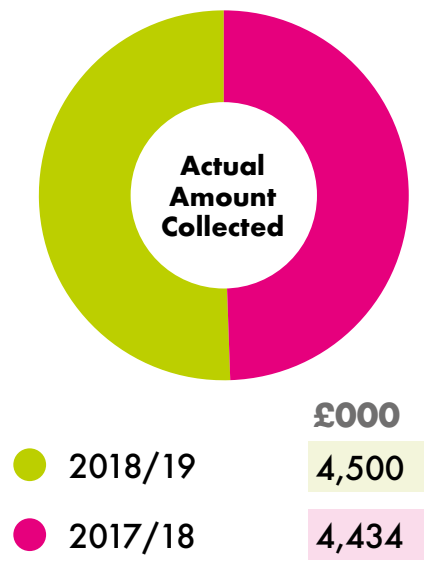
Wirral Hair Therapy visit local venues cutting hair for free. The Association recognised the beneficial impact that Wirral Hair Therapy was having in the community and we made a donation from the Associations Community Development Budget to purchase hair products and equipment for the service

# Rent collection

This shows the actual amount collected in respect of the rent due.



Rent Collected as a % of total rent due  
**99.84%**



## Rent arrears

**6.40%**  
(£284k) 2018/19

**6.48%**  
(£288k) 2017/18

Rent Arrears have reduced from £288K in 2017/18 to £284K in 2018/19 despite the increase in arrears due to universal credit (UC) cases as a result of missed or delayed payments. We have 138 UC claimants with arrears equating to approximately £649 per universal claimant.

## Value for Money (VfM)

This year we have published VfM metrics as detailed by the Regulator for Social Housing and some additional performance indicators within our Annual Financial Statements. These have also been benchmarked against other smaller Community Housing Associations in the North West CHANWA Group. VfM underpins everything we do as we continue to work to improve our services.

## Complaints Summary 2018/19

During 2018/19 there have been 6 formal complaints made to the Association.

### Outcomes from feedback

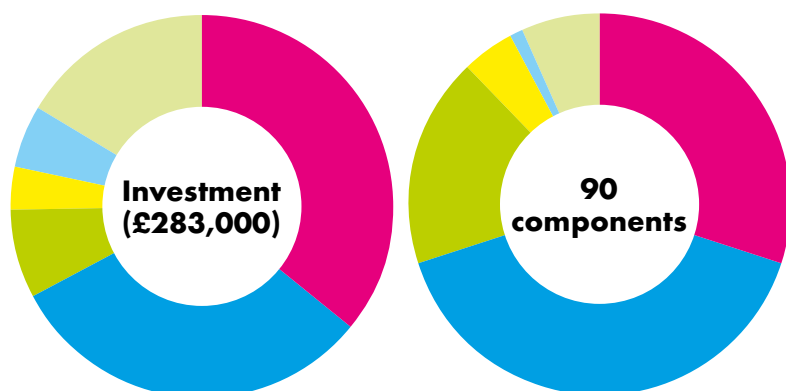
Reviewed and improved our internal processes and amended our Rents Policy



Disrepair	50%
Anti-Social Behaviour	16.7%
Rent Refund	16.7%
Staff	16.7%

# Investment

Investment in our properties is important for the Association to maintain decent homes and this year we invested in the following programmes.



Type	Amount ( £000)	How many
Bathrooms	102	27
Kitchens	89	36
Boilers	21	16
Central Heating	10	4
Doors	15	1 *
Windows	46	6

\*Communal Door

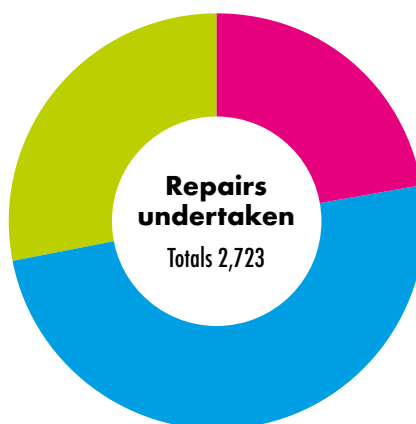
## Repair and maintenance

Completing maintenance work to a high standard and improving our properties is a central part of the Maintenance Strategy delivered by our Maintenance Team. Achieving an effective and responsive service for our tenants is dependent on close co-operation and liaison between Tenants, staff and our contractors.

### Repairs undertaken in 2018/19

**2,723**

Repairs were undertaken in  
2018/19

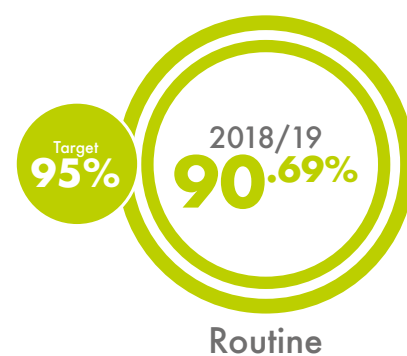
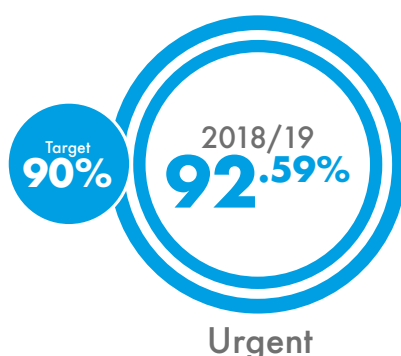
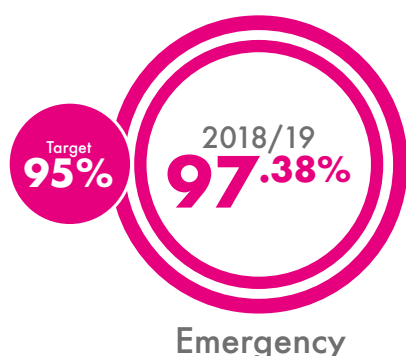


- Emergency Jobs. **611**  
(to be completed in 24 hrs.)
- Urgent Jobs. **1,349**  
(to be completed in 5 days)
- Routine Jobs **763**  
(to be completed in 20 days)

**£799,318**

Amount spent

### Performance for jobs completed within target time



# Housing repair satisfaction feedback



Were you happy with the repair carried out?

**2018/19** 98.99%  
**2017/18** 99.53%



Did they clear up suitably after the work?

**2018/19** 100%  
**2017/18** 99.53%



Were you satisfied with the overall service?

**2018/19** 97.47%  
**2017/18** 99.53%



Were you happy with the courtesy of the tradesperson?

**2018/19** 98.99%  
**2017/18** 100%



Was the repair completed within the target time?

**2018/19** 100%  
**2017/18** 99.52%



Return Response Rate

**2018/19** 13.97%  
**2017/18** 16.02%

"WMHA are spot on no problem thank you"

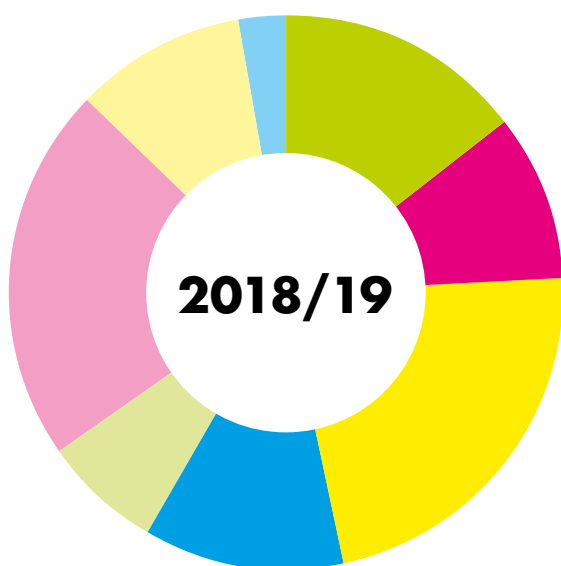
"they had a cancellation so were able to come early to do the job"

## Property with a valid gas safety certificate

At year end this did not meet the target due to an access problem. The gas safety check was completed within our target of 364 days, but this overlapped the year end.



## How we spend our money



Total income from rent and other activities  
£000  
**5,017**

Operating costs:	£000
Finance charges	626
Service costs	412
Management costs	952
Repairs	502
Major/cyclical repairs	297
Depreciation on housing properties	928
Bad Debts	42
Loss on disposal-components	0
Pensions - interest expense & change in assumptions	118
<b>Total</b>	<b>3,877</b>
<b>Surplus</b>	<b>1,140</b>



**The Financial Statements for 2018/19 were prepared under Financial Reporting Standard 102. The surplus for 2018/19 was £1,140k, a decrease from £1,279k in 2017/18.**

2018/19 was the fourth year of the 1% rent reduction imposed by the government and this has again been managed whilst not reducing services to tenants. It has been announced by the Government that from 2020 social housing providers can increase their rents by up to CPI (consumer price inflation) plus 1% for the next 5 years .

Capital expenditure in the year included £2.5m on properties and £283k on components e.g. kitchen, bathrooms etc. The Association completed 2 bungalows at Walmsley Street Birkenhead and commenced on site at the Candle Factory in Bromborough.

#### STATEMENT OF FINANCIAL POSITION AS AT 31ST MARCH 2018

##### Fixed Assets

Housing Properties at Cost  
(What our properties have cost to provide)

Less Depreciation  
(Amounts set aside for wear and tear of properties including components)

Offices & Equipment  
(What our offices & equipment cost)  
Total Fixed Assets

Current Assets  
(Cash and amounts owed to us in the short term)

Less Current Liabilities  
(What we owe to others in the short term)

##### Total assets less current liabilities

Long Term Creditors  
(What we owe to others in the long term includes Social Housing Grant)

Total net Assets

Income and Expenditure Reserve  
(accumulated surpluses and money set aside for specific purposes)

#### STATEMENT OF COMPREHENSIVE INCOME

Turnover  
(Total Income in year (mainly rent income))

Operating Costs  
(Cost in year of management & admin, services & repairs)

**Operating Surplus**  
(Surplus of operating income over expenditure)

Surplus on disposal of housing properties, plant and equipment  
(profit on sale of land)

Finance and Interest Costs  
(Loan Interest payable in the year net of investment interest)

Pensions - Interest Expense, Expense & Current Service Cost  
(to account for inflationary change in pension deficit)

**Surplus for the year**  
(Surplus of income over expenditure)

Pension - initial recognition of defined benefit scheme  
(adjustment due to change in Accounting method)

Total comprehensive income for the year

2018/19  
£000

2017/18  
£000

60,242

57,705

(11,432)

(10,606)

114

117

48,924

47,216

2,026

4,118

(1,499)

(3,707)

49,451

47,627

(34,188)

(32,758)

15,263

14,869

15,263

14,869

2018/19  
£000

2017/18  
£000

5,069

5,001

(3,208)

(3,020)

1,861

1,981

23

0

(626)

(693)

(118)

(9)

1,140

1,279

(738)

402

1,279



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Wirral Methodist Housing Association



@WMHALTD



**A not for profit organisation**

**Registered office:** 42 Hamilton Street Birkenhead CH41 5AE

**Registered number:** Regulator of Social Housing - L0848

Registered Society under the Co-operative & Community Benefit Act 2014 - 16740R

**External Auditors:** Mitchell Charlesworth LLP Chartered Accountants 3rd Floor 5 Temple Square Temple Street Liverpool L2 5RH

**Internal Auditors:** TIAA Ltd Artillery House Fort Fareham Newgate Lane Fareham PO14 1AH

**Bankers:** Barclays Bank plc 182-184 Grange Road Birkenhead CH41 6EA

**Solicitors:** Guy Williams Layton Pacific Chambers 11-13 Victoria Street Liverpool L2 5QQ