

newworld
HOUSING ASSOCIATION



...WEATHERING
THE STORM

ANNUAL REVIEW
2021-2022
TO RESIDENTS

ourmission

To provide high quality and affordable homes, primarily to people in housing need from the Vietnamese refugee community.

提供品質高,平宜租金住宅主要配給有需要房屋的越南難民

cung cấp nhà của phẩm chất cao, tiền thuê vừa phải, đặc biệt cho người cần nhà trong cộng đồng tỵ nạn việt nam

WEATHERING THE STORM

2021-2022
ANNUAL REVIEW
TO RESIDENTS

contents

Through Stormy Skies: A message from the Chair	2
Childers Street: A message from the Chief Executive	3
Childers Street: Tenants' Stories	4-5
Childers Street: Thank You Charlie	6
Our Performance	7
Black Lives Matter	8
Our Promises to Residents	8
Value for Money	9
Our Finances	
Statement of Comprehensive Income	9
Statement of Changes in Reserves	9
Statement of Financial Position	10
NWHA Properties	11
Meet the Board	12
NWHA Staff	13
Legal & Administration	13

2023 Calendar including tips for saving energy & money and hints to help you stay healthy and happy



New World HA

tel: 020 8675 0320

text: 07552 552 814

email: info@newha.co.uk

www.newha.co.uk

A MESSAGE FROM THE CHAIR...

through stormy skies

With the pandemic hopefully in the past, or at the very least under control, we were looking to the future with optimism that everything was heading back to normal...

And then we started to see the cost of living rising, inflation taking hold and interest rates nudging up. We are acutely aware that many of our residents have had a tough couple of years. And now for different reasons it looks like the tough times will continue.

As a community based Association we pride ourselves on our ability to reach out and understand our residents, to act with empathy and to act in a way that minimizes hardship.

We are aware that many of our residents are on fixed or low incomes, with little opportunity in the short term to make changes. We do recognize when things are getting tougher and will try to adapt how we work and what we do to limit the effects. Many of our sheltered and larger schemes are on gas tariffs outside the government price cap, and we have recently been quoted increases of over 250 percent as we come of existing fixed rates deals. We will now have to find way of spreading or absorbing some of these costs going forward.



We do now, and we will continue to in the future, look for ways to cut our costs, limit any rent increases and ensure that the service charges we have to apply are as low as possible.

I would like to take this opportunity to thank my fellow Board members, our staff and everyone who has worked with us over the last year for all their efforts. I would like to thank all our contractors, residents and staff for their huge efforts and understanding, and for the way everyone has adjusted and adapted over the last couple of years.

Richard Robinson NWAHA Chair

childers street

NWHA Staff, Board Members and Tenants visiting The Arches to view progress on the repairs



Back in May 2020 at the start of the pandemic and during the first national lockdown, a fire occurred at The Arches in Lewisham. A fire broke out on one of the top floor balconies caused by a disposable BBQ and quickly spread across the top of the building.

The Fire Brigade attended and were on site throughout the night putting out the fire and ensuring everyone had got out of the building. In total 28 families had to be evacuated and fortunately everyone was able to get out of the building safely.

At the time it was hoped that everyone would be able to move back into their homes within a short space of time, but it soon became clear that the damage to the building was more severe than anticipated and those hopes faded. Two years later work is still ongoing and it is likely to be another year yet until the scheme is ready to be re-occupied.

During all this time the families have had to stay away from the building – their home. Initially in hotels, then in Airbnb's and more recently in mostly privately rented accommodation, most of the families have had to move several times. A few have managed to get permanently rehoused, but most are in temporary accommodation until the property is ready to go back to.

There have been huge costs from the fire - in ££££ terms the bill is over £3 million to date on safety works, rehousing costs, surveying and preparing for rebuilding. But some of the real costs are those suffered by the people who lived there – the immediate trauma of the fire and leaving everything you owned behind, then the difficulties of living in temporary accommodation and maybe having to move areas, changes to schools, difficulty getting to work from a new place and so on.

We have spoken to some of the residents from Childers Street who were happy to tell us a little of their story and what the effects of the fire have been on them. Their stories can be read on the following pages...



Ian **Weightman**
Chief Executive

A MESSAGE FROM THE CHIEF EXECUTIVE

a tenant's story...

Virginia told us that she can't describe how terrible it felt when the fire happened. She said for her it felt like the end of the world and it was the worst experience of her life because of the fear she was feeling and worries about what was going to happen to her family.

She has had to move five times up to now - first in a Travelodge for two weeks, then another hotel for two months, then the same hotel but different rooms for a further two months. After that she moved to 1-bedroom flat in Woolwich for three months, then a nice 2-bedroom flat in the Tower Bridge area where she has been for over a year. She said it's nice and the family are settled now.

Virginia works part-time and since the fire has found it very difficult to concentrate at times, and she said it was affecting her work. She went to see her GP as this had affected her mental health and they have helped her. She said the Covid Pandemic has not helped the situation although she has not contracted it herself, but has been nervous of it. She has good and bad days and the good are more frequent now.

She hasn't really met new people in the area and feels like a bit of a stranger in the area but does like it there. Virginia said the most positive thing that she has felt during this time is how supportive staff at NWhA have been, and also the help financially which has been much welcome and appreciated.

She said any advice she could give to anyone in similar circumstances is to look after each other, and try to be careful and keep yourself and the people living around you safe.



Evidence
of the
disruption
caused to
NWhA
residents in
Childers Street

a tenant's story...

Another resident told us she has moved four times including staying with sister. She said it was such an upsetting time and she was very scared at the time and very shaky - when the fire started she was in the shower and her husband and son were in the flat as well. A neighbour was banging on the door shouting 'Fire! You have to get out!', so she quickly put something on, grabbed just her phone and they all left the flat.

When they opened the front door there was thick smoke outside - everyone was scared and they waited outside the building. People were being put up in hotels or going to stay with family or friends, but she phoned her sister who lives nearby and stayed with her for the first couple of days.

After that it was temporary accommodation in Canary Wharf which was very nice - they stayed there for about a month until they were offered a 2-bedroom flat in Rotherhithe which was also nice. They were happy there until the owner sold up. They then had to leave and were offered another 2-bedroom property in Rotherhithe which she is happy with as it's not far from Green Park where she works.

She reports it was all very unsettling at first, but she's more settled now and said things could have been a lot worse and are so grateful to have got out safely. Having recently had another baby boy, she said they feel positive and glad to be alive - and the baby keeps them busy so it helped them by not keeping thinking of what may have happened.



We would ask everyone to be fire risk aware and to think about what they can do to limit the chances of anything like this happening again!

a tenant's story...

Another resident said the day the fire started for her was very distressing; she felt confused, upset and worried about what was going to happen to her family. She's since had four moves. On the first night her elder son stayed with one of her brothers and she and her younger son stayed with another brother, and they stayed there separated for about two weeks.

Then she was offered, by Lewisham, a flat in Croydon which she couldn't accept as it was too far away from her children's schools. Instead she stayed with her mum for a couple of weeks and then was offered a serviced apartment in Canary Wharf where they stayed for about 18 months, which was very nice but not home - the traveling was inconvenient and costly. Luckily the children could do school lessons on line at the time. During this time she had to see her GP as all that had happened had started to affect her and she was put on medication, and also signed off sick for a while. In December she was offered a 3-bedroom property in Kidbrooke and is there now - she said it's very nice, she likes the area and travel to schools and work is a lot easier.

She said the worst thing for her has been the moving around and the difficulty in planning ahead. When she has had access to Childers Street to collect anything she said it's difficult to know what to bring - you can't think straight when you're there.

She said it's nice where she is living now. She said talking to friends and family about what has happened is very important for mental health, to try not to bottle things up - she said live for today and enjoy.



a tenant's story...

The last resident we spoke to told me that it was a really horrible time - she was out at the park with her children and on returning home saw the building was on fire. She ran back shouting for everyone to get out and she also phoned New World to let them know. She said there was lots of panicking and confusion.

She went on to say New World staff arrived and started to find tenants somewhere to stay that night - she was given a place in Catford, but when she got there it was not very nice and she didn't want to stay there, so she slept in her son's car.

The next day the Association sent her to a 2-bedroom flat in Canary Wharf which was nice - she was there for 3-4 weeks. Then she was offered accommodation in Bromley which appeared OK but wasn't suitable so she was moved to another larger 2-bedroom property in Water Lane where she still is. It's also close to Childers Street, so she knows the area well and is convenient for school, which she was happy with. She said her health has suffered, particularly with blood pressure which went high and she is now on medication. She also had depression and was put on medication but came off that treatment when she was pregnant. She said it's affected her eight year old son who wakes up some nights scared there might be a fire - he has to sleep with her although he's just started to get a little better, but he still gets panicky if he see any one light anything.

She said NWhA staff have been supportive and helpful during this time finding them somewhere decent to live, and also her children's school have given support to her family.

She said although they are reasonably comfortable where they are she wants to get home so she and her children have their home comforts and try to get back to normal.



Ongoing balcony repairs at The Arches, Childers Street



thank you CHARLIE

We would like to show our appreciation to **Charlie Baxter** for going above and beyond in providing financial help and support to the tenants of The Arches.

Charlie, working as a voluntary community engagement person, provided clothes, food and a number of donated items for tenants who had been affected by the fire at that time. All tenants were able to collect items free of charge from the Scouts Hall located in Childers Street which was a base Charlie worked from. Charlie then went on to set up a Go-Fund-Me page and raised a considerable amount of funds which was matched by another charity Charlie is involved in. This generous amount was given to every tenant at The Arches in the form of gift vouchers. This donation helped tenants to purchase items that had been destroyed.

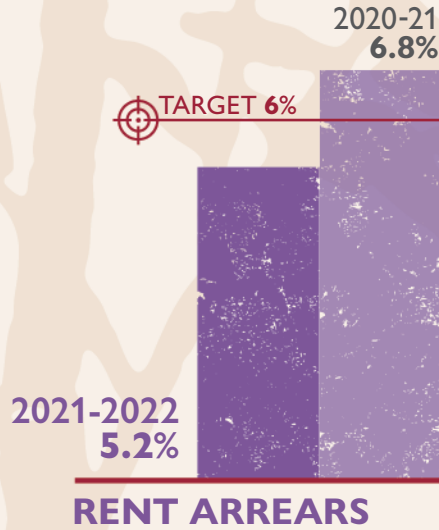
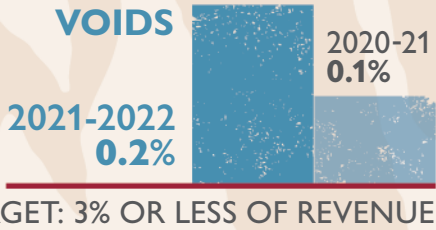
Having spoken with Charlie since, she told us...

*I'm glad to hear everyone is settled,
I hope they are all doing well. I am
hoping to start my own charity
to help the local community.*

We want to take this opportunity to thank Charlie for her involvement and wish her all the best as she moves on further in her charity works. Well done!

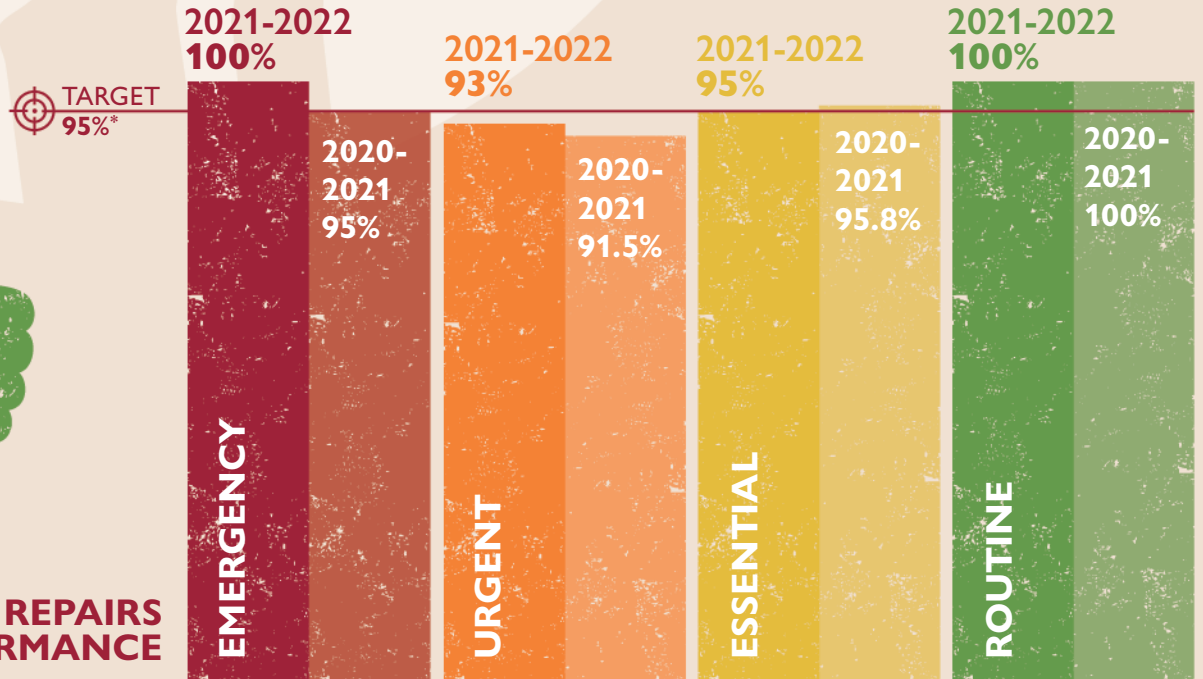


key performance INDICATORS



Thank you to all our tenants and contractors who have helped us achieve these results this year.

TENANT SATISFACTION WITH REPAIRS
95%



*EMERGENCY REPAIRS TARGET: 99%

TARGET: 95%

TARGET: 95%

TARGET: 95%

black lives MATTER

New World HA started in the 1980's in response to the hardship and discrimination many new arrivals to the UK faced. Starting originally as SEA Co-operative, New World came about to help redress some of the problems, particularly housing, that the Vietnamese and Chinese communities faced. We were born out of the fledgling BME movement at the time, received support and funding because of our unique status and over time have developed into a community based association open to all – but always with a reference and awareness of our past and our history. With this in mind we highlight Black Lives Matter – and say simply...

It is no longer enough to not be racist, but it is time to be anti-racist; it is time to be more aware of how our actions and decisions affect others, and it is time for us all to try to put ourselves in others shoes when we work.



our promises TO RESIDENTS

The Association continues to make various promises to residents each year - these promises having been agreed by residents. Our promises are to:

- / Provide great customer care
- / Carry out repairs in a professional way
- / Respond effectively when things do go wrong
- / Contribute to clean, safe and peaceful neighbourhoods
- / Act effectively on all reports of anti-social behaviour
- / Allocate homes fairly and welcome new residents effectively
- / Be straight in our communications and support resident involvement



value for money

The regulatory framework for the sector includes a specific standard for Value for Money (VfM). Our regulator, the Homes and Communities Agency (HCA), expects us to 'have a strategy for optimising VfM, and systems to ensure that this strategy is delivered.'

Achieving value for money is important for our business.

How we deliver value for money

- / We have a value for money culture, ensuring all employees play a role in this
- / We recognise that quality is important, and not just the price and this underpins our procurement system
- / We compare ourselves to similar organisations, and benchmark ourselves to ensure that we remain competitive

During the year we again froze or cut our budgets for nearly all areas of expenditure. We have during the course of the year managed to reduce our budget and spend in over 50% of our cost centres.

our finances



The Auditors have given an unqualified report on the statutory financial statements.

Copies of the full statutory financial statements are available on request by contacting the office.

STATEMENT OF COMPREHENSIVE INCOME

	2022 £	2021 £
Turnover	3,707,813	3,679,222
Operating Expenditure	(2,544,483)	(2,251,548)
Operating Surplus	1,163,330	1,427,674
Interest receivable and other income	577	769
Interest payable and similar charges	(403,905)	(439,002)
Surplus on ordinary activities before Taxation	760,002	989,441
Taxation on surplus on ordinary activities	-	-
Total Comprehensive Income for the Year	760,002	989,441

STATEMENT OF CHANGES IN RESERVES

	2022 £	2021 £
Balance brought forward	10,779,897	10,255,456
Surplus from Statement of Comprehensive Income	760,002	989,441
Actuarial movements in defined benefit pension scheme	325,000	(465,000)
Balance carried forward	11,864,899	10,779,897

our finances

STATEMENT OF FINANCIAL POSITION

	2022	2021
	£	£
TANGIBLE FIXED ASSETS		
Housing Properties - Depreciated Cost	29,037,086	28,979,245
Investment Property	100,000	100,000
Other Fixed Assets	23,091	23,115
	<u>29,160,177</u>	<u>29,102,360</u>
CURRENT ASSETS		
Debtors	725,941	622,130
Cash and Cash Equivalents	834,848	775,488
	<u>1,560,789</u>	<u>1,397,618</u>
Less:		
CURRENT LIABILITIES		
CREDITORS: Amounts falling due within one year	<u>(902,328)</u>	<u>(971,167)</u>
NET CURRENT ASSETS	658,461	426,451
TOTAL ASSETS LESS CURRENT LIABILITIES	29,818,638	29,528,811
CREDITORS: Amounts falling due after more than one year	(17,469,730)	(17,955,905)
PROVISIONS FOR LIABILITIES		
Pension Provision	<u>(384,000)</u>	<u>(693,000)</u>
TOTAL NET ASSETS	11,964,908	10,879,906
CAPITAL AND RESERVES		
Share Capital	9	9
Unrestricted Reserves	11,864,899	10,779,897
Revaluation Reserve	100,000	100,000
	<u>11,964,908</u>	<u>10,879,906</u>

A GLIMPSE nwha properties



**KENNETH
LEE
HOUSE**



**MULBERRY
CLOSE**

**Mulberry Close
RESIDENT**



Staff and Board Members visited all our properties, meeting Tenants along the way: here are just a few pictures from a successful and informative day out.



**ORCHARD
COURT**



**LAMBOURNE
COURT**

**SANDRA FRANCIS
CHATTING TO
RESIDENTS AT
Lambourne
Court**





Gulam Hussain joined the Board in 2020. He is currently Head of Regulatory Assurance & Acting Head of Neighbourhoods at Tower Hamlets Homes based in east London.

We asked Gulam what made him join the Board:

“Social Housing plays an important role in ensuring everyone has access to a good quality home at an affordable price. As someone who was born and raised in social housing, I appreciate its value. Over the last 10 years the number of social homes being built has not kept up with demand, and tragedies like the events at Grenfell Tower have shown that residents of social housing haven’t always been best served. As a result, when the opportunity to join the Board at New World came, it was one I felt I had to take.

“It was clear from the outset that New World is driven by a strong social purpose and takes great pride in its history - especially that of working with the Vietnamese community. Serving on the Board provides me the opportunity to help shape the vision for the organisation and provide constructive challenge to ensure we are delivering high quality services to our residents.

“The Board brings together a diverse group of people, all with different professional backgrounds working for a common cause. In my own case, I bring experience of working within the housing sector where I head up two departments providing both front line services to residents and back-office strategy and performance. My experience allows me to support the management at New World to navigate the changes in regulation coming to the sector in response to the events at Grenfell.

“As we now adjust to the new realities of the post-pandemic world and weather the storm of inflation and soaring energy costs, myself and other Board members will have the challenge of ensuring New World plays its part in supporting our residents whilst also achieving value for money. With summer now upon us, I look forward to opportunities to meet with residents and hear their thoughts and ideas on how we can continue to deliver high quality services.”

Gulam Hussain
NWAHA Board Member



Gulam Hussain

MEET the board



Richard Robinson *Chair*



Lisa Rae *Vice Chair*



Elinam Attipoe *Secretary*



David Taylor



Charles Culling



Karen Harris



Aimee Farquhar



Kofo Anifowoshe

nwhastaff



Ian Weightman
Chief Executive



Hannah Simpson
Administrative Officer



Robert O'Flaherty
Finance Manager



Sandra Francis
Housing Manager



Thanh Nguyen
Housing Officer



Lauren Panton
Housing Officer



Phu Tao
Housing Officer



Steve Edwards
Maintenance Manager



June Camilleri
Scheme Manager



Sue Parminter
Caretaker



LEGAL & ADMINISTRATION

Registered Auditors

Knox Cropper LLP
Chartered Accountants
65 Leadenhall Street
London, EC3A 2AD

Principal Bankers

Barclays Business Banking
PO Box 544
1st Floor, 54 Lombard Street
London, EC3V 9EX

Principal Solicitors

Zhonglun Law Firm
10-11 Austin Friars
London, EC2N 2HG

Registered Office

8 Grange Mills
Weir Road, Balham
London, SW12 0NE

Tel: 020 8675 0320

Text: 07552 552 814

Email: info@newha.co.uk

Web: www.newha.co.uk

New World Housing Association is registered under the Co-operative and Community Benefit Act 2014 and is also registered with the Homes and Communities Agency No: LH3980