



ANNUAL REPORT
TO RESIDENTS
2023-2024

TIGHTENING OUR BELT

NEW
WORLD
HOUSING ASSOCIATION



our mission

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

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New World Housing Association Annual Report 2023-2024

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A MESSAGE FROM...

The housing sector is a cornerstone of our society, providing not just shelter but a foundation for thriving communities.

New World Housing Association understands the profound impact that safe, affordable, and well-maintained housing has on the quality of life for individuals and families.

For over three decades, NWHHA has been working on housing development, management, and community engagement, striving to meet the evolving needs of our residents and the broader community.

As we navigate an increasingly complex and uncertain environment, NWHHA remains committed to delivering high-quality housing and exceptional service to our tenants. The past year has seen changes, driven by economic pressures, shifts in government policy, and the ongoing impact of the cost of living.

These factors have influenced every aspect of our operations, from development projects to tenant services, and from financial planning to community initiatives. Despite these challenges, NWHHA has continued to build on its legacy of innovation and resilience.

Our response to the challenges of the past year has been guided by our core values: respect, integrity, and inclusivity. These principles have not only shaped our strategic decisions but have also driven our efforts to ensure that we remain responsive to the needs of our residents and the communities we serve.

In the context of a rapidly changing housing landscape, NWHHA has focused on two key priorities: enhancing the quality and sustainability of our properties, and deepening our engagement with tenants and communities. Our efforts in these areas are underpinned by a strong financial position, robust governance, and a dedicated team of professionals who are passionate about making a difference.

Richard Robinson
Chair



THE CHAIR

In the context of a rapidly changing housing landscape, NWHHA has focused on two key priorities: enhancing the quality and sustainability of our properties, and deepening our engagement with tenants and communities.

A MESSAGE FROM...

At NWAH, we believe that providing housing is about more than just putting roofs over people's heads. It's about creating homes and communities where people can thrive.

To this end, we have made significant investments in the quality and sustainability of our existing properties. Over the past year, we have continued with our program of refurbishment and modernisation, aimed at improving the energy efficiency, safety, and comfort of our homes.

Sustainability is a key focus of our strategy. In line with our commitment to reducing our environmental footprint, we have integrated green technologies and practices into our development and management processes. From installing energy-efficient heating systems to looking at retrofitting properties with insulation, NWAH is looking to take proactive steps to ensure that our housing stock meets the highest environmental standards.

These efforts not only help to protect the planet but also reduce energy costs for our tenants, making our homes more affordable to live in.



THE CHIEF EXECUTIVE

Ian Weightman
Chief Executive

At the heart of NWAH's mission is a commitment to the people who live in our homes and the communities we serve. We recognise that our success as a housing association depends on our ability to build strong, trusting relationships with our tenants. Over the past year, we have worked hard to enhance our tenant engagement processes, ensuring that residents have a voice in the decisions that affect their homes and their lives.

Our approach to tenant engagement is based on the principles of transparency, responsiveness, and respect. We constantly look to expand our tenant consultation activities, introduce new channels for feedback, and implement a range of initiatives aimed at improving communication and collaboration between residents and our team.

Looking ahead, NWAH is committed to continuing this journey of growth, improvement, and innovation. The challenges we face are significant, but so too are the opportunities. With a clear vision, a strong financial foundation, and a dedicated team, we are confident in our ability to meet the needs of our current and future tenants, while contributing to the wider goals of social equity and environmental sustainability.

This annual report provides an overview of our activities, achievements, and challenges over the past year.

As we reflect on the past year and look forward to the year ahead, we remain deeply committed to our core purpose: providing high-quality, affordable homes and building strong, vibrant communities.

In 2023-2024, New World invested over £750,000 in refurbishing properties as well as day to day repairs such as leaks, heating repairs and general maintenance.

Over the last 12 months, 10 kitchens have been completely refurbished with new kitchen units and worktops, new flooring, tiling and decoration as well as an upgrade of the consumer unit (fuse board), lighting, cooker hood/extractor fan, and the smoke/heat alarm system.

We have also modernised 11 bathrooms, replaced 15 boilers with new heating systems to ensure warm and fuel efficient homes, and fitted 22 houses with new energy efficient uPVC windows and doors as replacements for the old timber framed fittings. We have also ensured that properties are modernised prior to new tenancies when they are returned to us as and when residents move or are rehoused due to under or over occupying.

We allocated £50,000 to testing and upgrading electrics in our homes to ensure these installations meet current standards, and this is additional to gas safety checks of all boilers, and the testing of emergency lighting, fire alarm systems and water hygiene at our blocks of flats and sheltered schemes.

In 2022, we fitted our first air source heat pump at one of our properties, and our next aim is to trial Solar PV panels, explore the potential for Electric Vehicle charging, and conduct a thorough analysis of the energy efficiency of our houses and flats.

Already we have undertaken 71 new Energy Performance Assessments of both flats and street properties for this purpose.

In the coming months, the passenger lift at our sheltered scheme in Tooting will be modernised, windows and doors at our block of flats in Bermondsey will be replaced and our ongoing bathroom and kitchen refurbishment programme will continue.



PROPERTY MAINTENANCE

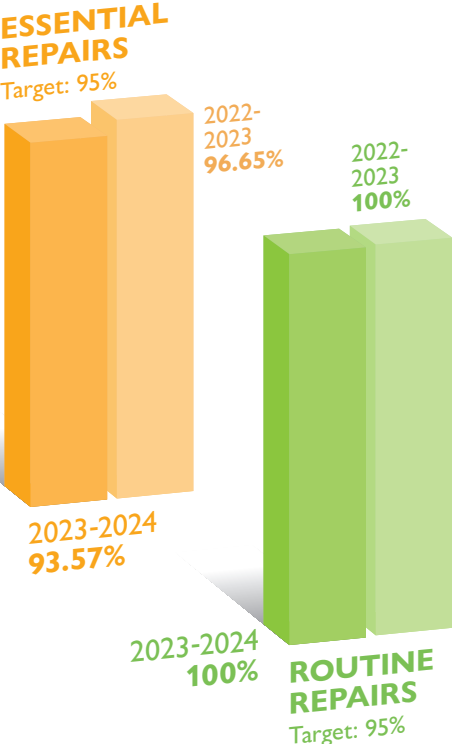
Along with these projects, New World will continue to evaluate its stock to ensure that its homes meet the expectations of our residents, and respond to repairs as and when they arise.

REPAIRS KEY PERFORMANCE INDICATORS

GAS SAFETY
CHECKS
CARRIED
OUT:
100%

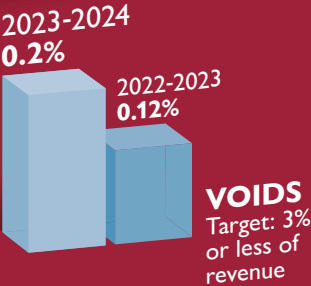
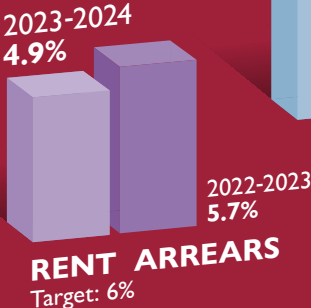
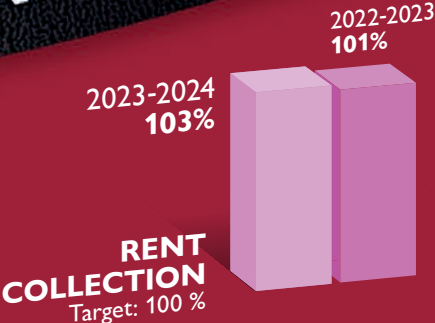


TENANT
SATISFACTION
WITH REPAIRS:
91.94%



OUR PERFORMANCE

RENT KEY PERFORMANCE INDICATORS



STATEMENT OF FINANCIAL POSITION	2024		2023	
	£	£	£	£
TANGIBLE FIXED ASSETS				
Housing Properties - Depreciated Cost		29,084,413		29,109,710
Investment Property		140,000		100,000
Other Fixed Assets		15,211		19,219
		<u>29,239,624</u>		<u>29,228,929</u>
CURRENT ASSETS				
Debtors	856,518		600,287	
Cash and Cash Equivalents	716,707		918,339	
	<u>1,573,225</u>		<u>1,518,626</u>	
Less:				
CURRENT LIABILITIES				
CREDITORS: Amounts falling due within one year	(1,259,108)		(1,033,928)	
NET CURRENT ASSETS		314,117		484,698
TOTAL ASSETS LESS CURRENT LIABILITIES		29,553,741		29,713,627
CREDITORS: Amounts falling due after more than one year	(16,497,379)		(16,983,554)	
PROVISIONS FOR LIABILITIES				
Pension Provision	(432,000)		(368,000)	
TOTAL NET ASSETS		12,624,362		12,362,073
CAPITAL AND RESERVES				
Share Capital	9		9	
Unrestricted Reserves	12,484,353		12,262,064	
Revaluation Reserve	140,000		100,000	
	<u>12,624,362</u>		<u>12,362,073</u>	

STATEMENT OF COMPREHENSIVE INCOME	2024	2023
	£	£
Turnover	4,172,986	3,915,991
Operating Expenditure	(2,644,498)	(2,715,670)
Operating Surplus	1,528,488	1,200,321
Interest receivable and other income	17,287	7,499
Interest payable and similar charges	(1,098,486)	(715,655)
Surplus on ordinary activities before Taxation	447,289	492,165
Taxation on surplus on ordinary activities	-	-
Total Comprehensive Income for the Year	<u>447,289</u>	<u>492,165</u>
STATEMENT OF CHANGES IN RESERVES	2024	2023
	£	£
Balance brought forward	12,262,064	11,864,899
Surplus from Statement of Comprehensive Income	447,289	492,165
Actuarial movements in defined benefit pension scheme	(225,000)	(95,000)
Balance carried forward	<u>12,484,353</u>	<u>12,262,064</u>

BALANCE SHEET

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.



STORIES FROM...

OUR TENANTS

I have enjoyed being a resident with New World and have always felt supported and found it easy to report problems to New World and get any issues resolved.

The fire was a very difficult period, it felt like we lost everything and it was a big adjustment especially for my son who found it very hard. The fire has continued to have consequences on our daily life and we still remain nervous about being in another fire.

It has been a massive relief moving into our new permanent accommodation, it is great knowing that we are now settled and can start creating a home again and move on from the fire.

I have been with New World for the past fourteen years and it has been a great experience. Whatever needed to be done in the flat, and now house is quickly solved with a quality maintenance service provided. The New World staff are friendly and ready to assist with our needs.

The fire at Childers Street affected me emotionally as it was a very traumatic experience. I had to leave furniture and clothes behind due to the water damage and some of these were sentimental items. We had to move a few times until we got our new permanent accommodation and searching for temporary homes was not easy.

I am now happy with my new home, it is in a good location with nice neighbours and finally being settled is a big relief to me now.



My name is Gemi I have recently joined New World as Housing Maintenance Officer, where I work alongside Steve Edwards assisting with the smooth day to day running of our repairs service.

I joined New World in September 2023 following six and a half years working for a larger Housing Association. As I embark on this exciting journey I look forward to meeting all our tenants, knowing how maintenance can improve your daily lifestyle, keep the lines of communication open and hope to provide/maintain an excellent repairs service.

How it's going so far

One of the main things I have learned since starting my new role is that there are clear advantages of a smaller Housing Association, compared to a larger one which I believe is beneficial to both Tenants and Staff members.

The key advantages I have noticed so far are:

- We are able to offer a more personalised and attentive service
- We have more flexibility
- Stronger Communication
- Job satisfaction and pride in what we do

Inspections

I have begun to carry out property inspections and will continue to do so in the coming months with the aim of ensuring everybody's home is well maintained and that everyone is able to enjoy comfortable living conditions.

We are continually trying to improve our services and with damp and mould becoming a growing issue, we will be participating in further training, to increase our understanding of the problems that are faced. I have also been conducting damp & mould inspections for anyone who feels they may have an issue with damp and mould within their homes.

Team

My new team are amazing and helpful, there is a real feeling of team spirit amongst everyone. I have seen nothing but dedication and passion from all of my colleagues to deliver positive outcomes for our tenants.

Customer satisfaction

Tenant satisfaction is a big deal at New World and I feel that we all share the common goal, to provide timely and efficient service to our tenants.



Gemi Panton
Maintenance
Officer

STAFF STORY

The past seven months have been a period of growth, adaptation and learning as I transition into my new career as a Maintenance Officer. While the journey has presented its share of challenges, it has also been very rewarding, allowing me to use my existing skills whilst acquiring new ones. As I continue on this path, I am excited to embrace my future at New World and hope to make a positive impact on all.

TANAYE: MY TIME AT NEW WORLD

Tanaye
Trainee/ Intern

My strong interest in real estate has grown tremendously over the years, and my passion for property and the built environment has heightened during my internship at New World Housing Association. During the interview, I explained to Sandra how much I had learnt academically, but my genuine practise and skill was demonstrated while working here during the summer. I've always known about property from the private side of things, working with firms like Savills and Carter Jonas, in different areas of property, but I've never viewed real estate/housing from a social standpoint.

The job of trainee at New World opened my eyes to a much deeper level; getting to know the tenants on a one-to-one basis, especially the sheltered residents. The most effective role for me in my first few weeks was checking for arrears. It is the most rewarding yet challenging assignment I feel I have completed; it has helped me to look at rent arrears from a legal standpoint as well as tie this work to the courses that I have studied at university (Landlord and tenant law; negligence, tort law, contract law). It is critical to ensure that renters have received the appropriate number of notice letters in a timely manner so that there are no faults or liabilities if and when the case is taken to court. The most effective responsibility would be to manage the schemes, making phone calls for sheltered residents and checking up on them daily.

I have learned since working here that the wellbeing of social tenants is so impactful and shapes their case so uniquely compared to private renters. Nothing like what is taught in universities.

During my time at New World I have examined tenants who are in debt and attempted to understand why. I have had interactions with tenants who have different reasons as to why they have been short on rent. Considering how much housing assistance they receive and calculating the remaining amount. This was beneficial in terms of developing an excel sheets to determine where they fall short and why, as well as shadowing Housing Officer Phu on what the next steps are; writing letters, sending emails and phone calls, I have learned that remaining in contact is the best way to help crack down on tenants arrears.

I spent one week shadowing Phu, the Housing Officer for Wandsworth and Greenwich. Here I was able to visit tenants in the Greenwich borough to inspect their property for treated works that had taken place, take on board any tenant concerns and pass them on to the maintenance team to sort out. Shadowing Phu I went to visit Kenneth Lee House, one of the first sheltered schemes owned by New World for Chinese-Vietnamese tenants over the age 55. My time at Kenneth Lee House was spent visiting tenants, looking at different properties and inspecting work that had been previously done there, looking at the garden and communal spaces and having a meeting with Phu and the tenants.

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MY TIME AT NEW WORLD

During my time here I was able to shadow and understand social housing more than just at surface level. It's safe to say I was thrown in the deep end the second I started by staff members Sandra and Hannah, for that I thank them.

As tenants welcomed me into their homes I was able to learn a little bit more about them as not only tenants but as people, those with children and grandchildren, those who are employed, those who love to garden, those who love to play games with their neighbours and much more. I found Kenneth Lee House to be a joyful scheme filled with amazing tenants. I am grateful to have experienced my time at such a warming scheme.

I have shadowed other staff such as June, the Scheme Manager at St Augustines house in Tooting. Here I was able to make calls to sheltered tenants and check on their well-being. Take the responsibility of doing the health and safety checks such as the fire alarm checks and checking CCTV footage for any anti-social behaviours that may have been raised due to tenant's concerns. St Augustine's House is a quiet sheltered scheme in the heart of Tooting; although this sometimes means people who are not residents will come and use the communal areas such as the garden however, New World has found ways to keep the crime around the scheme low, such as having police roam around and stay alert to any complaints. Other activities at St Augustine's House included setting up a coffee morning with tenants to get to know each other and have a chat about the scheme itself and whatever New World can do to help tenants where necessary.

Social housing is made up of all kinds of people with vast backgrounds, this was very eye opening for me as I got to know a few tenants through interviewing them and speaking to them one on one at meetings.

My final shadowing experience was with Housing Officer Lauren, who is in charge of Southwark and Lewisham borough. With Lauren I visited Orchard Court, a general needs scheme, where I was able to see tenant's properties, those who had ongoing repair orders, capturing evidence to pass onto Steve. Also gaining context of the property as it was owned by another housing association named Clarion. Dealing with tenants complaints, looking at the communal areas, and visiting new tenants.

Also with Lauren I was able to understand the history with other general needs properties that have faced major incidents such as the Arches, Childers Street, understanding tenant's queries and frustration on updates about their properties after the fire. It is crucial to try and be empathetic as much as possible with tenants when and where necessary. This is something I came to learn quickly in my first day being with New World.

During this internship I have learned that a competent housing officer possesses a unique set of abilities, traits and expertise that enables them to efficiently manage housing related issues while also providing outstanding service to tenants.

Crucial characteristics include effective communication while holding the 6 RICS code of conducts; Honesty, integrity, responsibility, service, competence and respect. This is essential when working with tenants, it is extremely important that you communicate information such as arrears / credit, health and safety regulations and procedure. This role is very customer facing, face to face tenant visits, on the phone, signing exchanges etc. Tenants are the source of the role therefore customer service has to be friendly and responsive. Making sure your tenant feels welcome to ask questions when unsure, comfortable to open up about problems that may be relevant.

I have discovered that the majority of my responsibilities here at New World are related to my university degree. While conducting my internship, I have learned a lot about landlord and tenant breaches, much like I did in my property management law module. The most prelevant breach is failing to pay rent, which results in rent arrears, this is one breach many social housing tenants exercise. In this instance, the landlord is required to provide the tenant the option to settle their debt; various sections in the landlord and tenant Acts 1927 and 1954 clarify this as well as the Housing Act 2004. I also learnt the right to acquire scheme, from Sandra the housing manager, and what it means for both the Association and for the tenant.

*Overall, my time at New World was greatly spent, I was able to meet so many great staff and tenants and put my years' worth of knowledge to practice while understanding the real world aside from academia. I find that the staff here at New World have always answered every query I have ever had to the best of their abilities and this has helped shape my time as a trainee intern. My plans for the future include becoming a chartered MRICS valuer, Sandra has helped me gain some connections during this internship which I am hugely grateful for. I have really been lucky to be accepted for this internship. My inspirations strive from strong minded people in the property and built environment industry and I am happy I have worked amongst them. **Tanaye***

NEW WORLD BOARD MEMBERS



Richard Robinson
Chair



Lisa Rae
Vice Chair



Elinam Attipoe
Secretary



David Taylor



Charles Culling



Gulam Hussain



Aimee Farquhar



Kofo Anifowoshe

NWHA BOARD



A farewell message...

After six years, I have come to the end of my time as a Board member, and as I reflect over this period, it is clear to me that there have been lots of highlights that have made my experience with New World Housing Association immensely rewarding.

One of the main draws for serving on the Board of New World was its tenant centred approach, which was why I particularly enjoyed participating in the tenants events. Most recently I attended a garden party at Lambourne Court, which was a joyful afternoon, seeing first hand how residents and New World have successfully built a community.

During my time on the Board, I attended numerous Away Days/weekends - dedicated extended periods of time when staff and Board members would spend time together to focus on strategy and future proofing the organisation for success. During these Away Days in particular I would be reminded how invested, kind and knowledgeable staff and Board members are.

I would like to think of this message as more of a thank you rather than a farewell message, as I look forward to staying connected to New World in a less formal way for now, and perhaps navigate a return back to the Board in the future when life isn't dominated by a demanding toddler (I have a precious 18 month old with a big personality!).

A sincere thank you to everyone in the New World community, staff, tenants and Board members, for enabling me to contribute and be part of New World's growth and achievements.

Best Wishes, Karen Harris

NEW WORLD HOUSING ASSOCIATION STAFF



Ian Weightman
Chief Executive



Hannah Simpson
Administrative Officer



Sandra Francis
Housing Manager



Phu Tao
Housing Officer



Thanh Nguyen
Scheme Manager



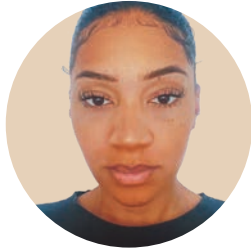
June Camilleri
Scheme Manager



Lauren Panton
Housing Officer



Steve Edwards
Maintenance Manager



Gemi Panton
Maintenance Officer

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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

STAFF, LEGAL & ADMIN

LEGAL & ADMIN

Registered Auditors

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Chartered Accountants
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Barclays Business Banking
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