



finding the balance

NEW WORLD HOUSING ASSOCIATION

ANNUAL REPORT TO RESIDENTS 2024-2025

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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from the



**Ian
Weightman**

**CHIEF
EXECUTIVE**

This year has been one of both challenge and opportunity for New World Housing Association.

The landscape continues to shift, shaped by the ongoing impact of welfare reform, evolving community needs, and the urgent call to address climate change. Against this backdrop, we have remained steadfast in our mission: to provide safe, affordable homes and to strengthen the communities we serve.

Welfare reform continues to affect many of our residents, influencing both household income and the ways in which people engage with housing services. We have responded with targeted advice, financial guidance, and tenancy support to ensure that no one faces these changes alone.

Our dedicated teams have worked hard to help residents navigate the new realities, promoting resilience and stability. We continue to look for opportunities to alleviate the financial strain.

Our commitment to community remains central. We know that housing is about more than bricks and mortar; it's about the networks, opportunities and shared spaces that make neighbourhoods thrive. We will continue to work in partnership with residents, local authorities and voluntary groups.

The climate crisis is the defining issue of our time, and housing associations have a vital role to play. We have completed our work on identifying homes that need work to reduce their carbon footprint and will look to further accelerate our programme to improve energy efficiency, and reduce carbon emissions.

These measures not only contribute to national sustainability goals but also lower energy bills for our residents, easing financial pressure in a challenging economic environment.

Looking ahead, our focus will remain on delivering high-quality, sustainable homes and services, guided by the values of fairness, integrity, and collaboration.

***Together, we can build a future that is resilient,
inclusive, and environmentally responsible.***



It is with great pride that I write this introduction as the new Chair of New World Housing Association. Taking on this role during such a pivotal time has been an honour.

I would like to begin by extending my heartfelt thanks to my predecessor, Richard Robinson, whose steady leadership and unwavering dedication has left a strong legacy. Under his guidance, New World Housing Association continued to strengthen its foundations and reaffirm its commitment to delivering excellent homes and services. I would also like to thank Ian to whom I am truly grateful for the insight and support he offered during the transition, and I know I speak for the entire Board when I thank him and the leadership team for their valuable contributions.

As I step into the role, I do so with a deep appreciation of the trust placed in New World Housing by the residents and communities we serve. This year's annual report is a testament to the consistent hard work and dedication of our staff, leadership team, and Board. I am delighted to report that our service standards have remained very strong. At a time when the housing sector is facing considerable external challenges - from economic uncertainty and rising costs to increasing demand for affordable homes - our performance has not only held firm, but in many areas, continued to improve.

We have continued to provide safe, high-quality homes for those who need them most. Feedback from residents has been overwhelmingly positive, with satisfaction rates reflecting the strength of our customer service and our commitment to putting residents at the heart of everything we do. We have met or exceeded our key performance indicators in maintenance response times, void turnaround, and tenant engagement. It is especially pleasing to see that our repairs service, often the most visible aspect of our work for residents, consistently meets high standards for speed, quality, and reliability.

Equally important is the work we have done behind the scenes to ensure we remain a resilient and forward-thinking organisation. We have continued to invest in our properties to ensure they are not only well-maintained but also future-proofed, particularly with regard to energy efficiency and sustainability. As the sector moves towards decarbonisation, we remain committed to adapting and improving our homes in line with environmental targets, and we have taken concrete steps this year to embed those goals into our long-term strategy.

Of course, none of this would be possible without the dedication of our staff team and leadership, whose expertise, compassion, and professionalism are evident in every service we provide. Their commitment is the engine that drives New World Housing Association forward, and I want to express my personal thanks to each of them for their exceptional work during the year.

a message from



I would also like to thank my fellow Board members for their support, diligence, and strategic oversight. As a Board, we are committed to strong governance and continuous improvement. Over the past year, we have reviewed and strengthened our risk management framework and have deepened our engagement with residents to ensure their voices are heard at the highest levels of decision-making.

Looking ahead, we know the coming years will bring both challenges and opportunities. The need for secure, affordable housing has never been greater, and New World Housing is well-placed to respond. We remain focused on delivering our mission - providing homes, building communities, and improving lives.

In closing, I am optimistic about the future and confident in our collective ability to meet the evolving needs of our residents. I look forward to working with the Board, the leadership team, our dedicated staff, and most importantly, our residents, to ensure that New World Housing continues to grow as a trusted, responsive, and values-driven housing provider.



**Lisa
Rae**

thank you
for your continued support

maintaining our



100%
2024-25



Target 100%

100% of all emergency callouts responded to within 24 hours

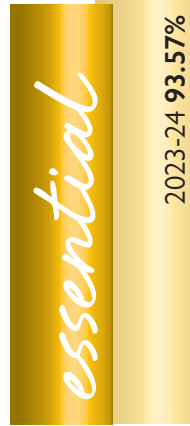
91%
2024-25



Target 95%

91% of urgent repairs completed within 5 working days

92%
2024-25



Target 95%

92% of essential repairs completed within 30 days

100% 2024-25



Target 95%

100% of routine repairs completed on time



94.50% of tenants satisfied with our maintenance service according to text, telephone, online and contractor surveys

In addition to repairs undertaken on a day-to-day basis, New World has invested nearly half a million pounds on improving our properties.

In the last year, we have fitted 21 flats and 6 houses with brand new modern energy efficient uPVC windows; replaced 7 kitchens; installed 12 new boilers; refurbished 11 bathrooms, and rewired 10 homes. We have also modernised our passenger lift at our sheltered scheme in Tooting for the benefit of its 19 older residents.

Our stock condition survey began in May 2025 with the aim of assessing all our properties so we can plan further investment in our homes over the next five years.

our performance



rent collection

118.07%
2024-25



Target 100%

rent arrears

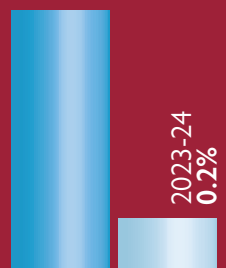
4.69%
2024-25



Target 6%

voids

0.98%
2024-25



Target 3% or less of revenue

PROFIT & LOSS

STATEMENT OF FINANCIAL POSITION

Housing Properties - Depreciated Cost
Investment Property
Other Fixed Assets

Debtors

Cash and Cash Equivalents

Revaluation Reserve

| 2025 | | 2024 | |
|------------------|-------------------|------------------|-------------------|
| £ | £ | £ | £ |
| | 29,030,791 | | 29,084,413 |
| | 140,000 | | 140,000 |
| | 10,747 | | 15,211 |
| | <u>29,181,538</u> | | <u>29,239,624</u> |
| 881,029 | | 856,518 | |
| 218,039 | | 716,707 | |
| <u>1,099,068</u> | | <u>1,573,225</u> | |
| (1,144,825) | | (1,259,108) | |
| | (45,757) | | 314,117 |
| | 29,135,781 | | 29,553,741 |
| | (16,011,203) | | (16,497,379) |
| | (307,000) | | (432,000) |
| | <u>12,817,578</u> | | <u>12,624,362</u> |
| | 9 | | 9 |
| | 12,677,569 | | 12,484,353 |
| | 140,000 | | 140,000 |
| | <u>12,817,578</u> | | <u>12,624,362</u> |

BALANCE SHEET

STATEMENT OF COMPREHENSIVE INCOME

| | £ | £ |
|---|-------------|-------------|
| Turnover | 4,650,358 | 4,172,986 |
| Operating Expenditure | (3,303,783) | (2,644,498) |
| Operating Surplus | 1,346,575 | 1,528,488 |
| Interest receivable and other income | 8,286 | 17,287 |
| Interest payable and similar charges | (1,102,645) | (1,098,486) |
| Surplus on ordinary activities before Taxation | 252,216 | 447,289 |
| Taxation on surplus on ordinary activities | - | - |
| Total Comprehensive Income for the Year | 252,216 | 447,289 |

Balance carried forward

| | |
|------------|------------|
| 12,484,353 | 12,262,064 |
| 252,216 | 447,289 |
| (59,000) | (225,000) |
| 12,677,569 | 12,484,353 |

*These Financial Statements
were approved by the
Board of Directors on
16th September 2025.*

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.

Over the last year, through informal meetings and interactions with tenants, our Housing Team have identified three recurring subjects, which concern tenants and staff alike; We have put together a cross section of views on these three issues in this annual report: **WELFARE CHANGES**, **CHANGES IN THE COMMUNITY** and **CLIMATE CHANGE**

welfare

CHANGES

Welfare reform is helping to support people more effectively, changes within the community are bringing people closer together, and action on climate change is building a safer, greener future.

The views expressed here by our members and tenants, do not represent those of New World Housing Association.

WHAT OUR STAFF SAY

Lauren, NWA Housing Officer, understands the need for reform, but advocates for a system which is “both fair and compassionate.” These changes often place disproportionate pressure the most vulnerable residents. Any reduction in heating allowances adds strain, particularly on older people, living in homes which are hard to heat. Many now face a choice between paying for essential utilities or other basic needs. “I’m also concerned about upcoming reforms to disability benefits, which may introduce new assessments and eligibility criteria. These changes cause uncertainty and anxiety.”

Phu, NWA Housing Officer, says “The government has made huge initial progress to fix the NHS, but now needs to shake up the welfare system to get Britain working again. They have guaranteed that any disabled person will get help to get them back into a job and those can’t work will always have the support they need. Currently one in six young people are not in work, education or training and 2.8 million are economically inactive due to long term sickness. This is the highest rate in the G7 and has to change.”

Gemi, NWA Maintenance Officer, understands the need to “Streamline the benefit system and encourage people back into employment. However, this may leave some people struggling, especially those with disabilities, who would be affected by changes to PIPs.”

WHAT OUR RESIDENTS SAY

June, NWA Scheme Manager, spoke to a resident of St Augustine’s House who commented: “Some of the changes are very unfair and unpopular. We can’t do anything about their decisions, we can only use our votes at the next election”

June also spoke to residents at LBC who expressed: “Our thoughts are especially with pensioners and individuals managing disabilities or long-term health conditions at this time. As the cost of living remains high, it is hoped there can be a compassionate review of the support available, such as winter fuel payments, to ensure we can stay warm and well.”

Joanne, a resident of Mulberry Close, commented that the changes were “Appalling and disgusting. Taking money from pensioners and disabled peoples benefits is just wrong.”



WHAT OUR STAFF SAY

Lauren, NWhA Housing Officer, says: “As a Housing Officer in Southwark and Lewisham over the last 10 years, I have seen how economic pressures, housing policy and welfare reform have reshaped the social fabric of society.”

Lauren feels that these factors have weakened the strong, close knit communities, as long term residents have been displaced by affordability issues.

- Gentrification has brought improvements, but also divisions
- Mixed tenure developments have introduced more diverse populations, but not always with the integration and cohesion needed to foster a sense of community

“Despite the challenges, I still see examples of resilience and cooperation among residents and community partners.”

Thanh, NWhA Housing Officer, said: “Things change and so has our community, which seems more divided and distant. This is mainly due to changes in technology, cultural norms and economic factors. The majority of people today remain indoors, watching TV and living online rather than going out and getting together. Still, I think we can work together, starting with being good neighbours, helping those in need and looking after the local environment.”

Gemi, NWhA Maintenance Officer, noted: “I have noticed more inclusivity and cultural enrichment. This has helped to strengthen community bonds and embrace London’s vibrant, diverse culture.”



in the community

HOW ARE OUR COMMUNITIES CHANGING?

WHAT OUR RESIDENTS SAY

Our tenants were generally less positive:

One tenant of St Augustine’s recalled: “When I moved here in 1967, it was clean and quiet, with nice local shops. Now there is rubbish everywhere. However Tooting is a very diverse area and there are still lots of different food shops and restaurants to enjoy.”

Joanne, a resident of Mulberry Close, was concerned about safety: “No mental healthcare in the community. People are afraid to go out at night, for fear of getting attacked.”



climate



HOW SHOULD WE RESPOND?

As fuel prices rise, we need to make sure our properties are energy efficient, to keep bills low and residents warm, but we need government support to help retrofit our older properties.

New developments need to be sustainable, using green building standards and low carbon technologies, as well as being affordable.

WHAT OUR STAFF & CONTRACTORS SAY

Lauren, NWA Housing Officer, says: *"The impact of climate change on housing is becoming ever more pressing. We are seeing more extreme weather events, particularly heatwaves and flooding. Properties in flood prone areas are at risk and older properties are not built to withstand these changes."*

Gemi, NWA Maintenance Officer, responded: *"We all have a duty to address Climate Change. As social housing providers, we work with partners to improve the energy efficiency of our housing stock."*

We asked Cosyseal who supply and fit our energy efficient replacement windows what concerns they have. *"It is mostly down to the costs of implementation, achieving significant benefits cost effectively."*

Thanh, NWA Housing Officer, said: *"Climate change is worrying for all of us, the Earth is getting hotter. Whilst we may get longer, hotter summers, we will also have more extreme weather. More seriously, the melting glaciers will raise sea levels and threaten coastal regions and the global ecosystem. There will be more drought and famine."*

"We can only hope that World leaders and scientists work together to save the Earth."



WHAT OUR RESIDENTS SAY

Joanne, a resident of Mulberry Close, is not convinced by the measures introduced in London, and says: *"It is a money scam. The Mayor is wrong to charge people £12 to drive cars with fumes. He is more interested in the money, than stopping pollution. The 20mph limit is too slow, 25mph would be reasonable."*

Another resident, St Augustine's, has noticed the changes in weather patterns: *"It seems the seasons are all over the place. We are told it is down to the way we live, with cars and aeroplanes and the government are trying for net Zero, but I am not sure it is possible."*



OUR ENVIRONMENTAL ACTIONS: AT NEW WORLD WE TAKE OUR RESPONSIBILITIES VERY SERIOUSLY

120+ HOMES RETROFITTED FOR ENERGY EFFICIENCY

NEW RECYCLING AND FOOD WASTE FACILITIES

THREE NEW GREENING PROJECTS STARTED

community engagement

At New World, we believe that a thriving community is built on connection, support, and shared experiences. Over the years, we've worked tirelessly to bring tenants together through a variety of exciting events, initiatives, and programs - fostering friendships, skills, and a true sense of belonging.

We know that great memories are made when people come together, which is why we organise annual tenants' away days to adventure parks, offering thrilling experiences for all ages. Our themed events and summer BBQs provide the perfect opportunity for neighbours to relax, socialise, and enjoy delicious food in a vibrant atmosphere.



Community well-being is at the heart of what we do. Our gardening competition brought out the creativity and passion of our tenants, while also promoting the benefits of green spaces. Committee members rolled up their sleeves and got involved, reinforcing our commitment to health and well-being.



BUTLINS AWAY DAY

One of our most cherished traditions is our annual Chinese New Year celebration where the community gathers to enjoy cultural performances, delicious food, and the festive spirit.

We're passionate about empowering our tenants to achieve their goals. Whether it's supporting local projects, skill-building workshops, or personal development, we're here to help turn ideas into reality. Recognising the importance of digital inclusion, we've successfully run programs to help tenants become computer literate, bridging the gap and ensuring everyone has access to the digital world.



MOON FESTIVAL FEAST

To ensure every voice is heard, we've held focus group meetings both online and in-person giving tenants the opportunity to share feedback, shape services, and feel truly valued.



DIGITAL INCLUSION WORKSHOP



GARDENING COMPETITION WINNERS



PHU & SANDRA PROMOTING NWhA

None of this would be possible without the enthusiasm and participation of our incredible community. As we move forward, we remain dedicated to creating even more opportunities for connection, learning, and celebration.

here's to many more years of bringing people together

the

BOARD



Lisa Rae
Chair



Aimee Farquhar
Secretary



David Taylor
Treasurer



Charles Culling



Kofo Anifowoshe



Gulam Hussain

meet our new Board members



Andrew Arnold

I have worked in housing for a number of years in different roles, and am currently Head of Asset Management for another London-based housing association. Outside of work I enjoy spending time with my family, running, music and gigs, and am a keen amateur historian. I enjoy working in housing because of the varied work, although it is not without its challenges. There is a great deal of work needed to make properties more energy efficient, trying to achieve 'net zero carbon', and addressing the impact of climate change. One of the biggest shifts will be moving away from gas boilers as a heating source and it will be interesting to see how the sector (and the country as whole) steps up to meet this requirement.



Amandeep Singh Kalba

Amandeep is an architect with experience in the public and private sector housing development, his experience ranges from design-led thinking, deep community engagement, social housing development, decarbonisation and sustainable development strategies.

our STAFF team



Ian Weightman
Chief Executive



Hannah Simpson
Administrative Officer



Sandra Francis
Housing Manager



Phu Tao
Housing Officer



Thanh Nguyen
Scheme Manager



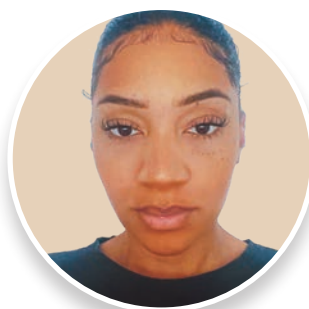
June Camilleri
Scheme Manager



Lauren Panton
Housing Officer



Steve Edwards
Maintenance Manager



Gemi Panton
Maintenance Officer



Rob O'Flaherty
Finance

legal & admin

Registered Office

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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

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useful

