

# New Park Village TMC

## Annual Report 2022/2023

This Annual Report covers the period  
1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.



### WHATS INSIDE?

- Chairs Report
- Details Of Your Committee And Staff
- TMC Responsibilities
- Our Performance
- Accounts to year ending 31 March 2023 (Full copy of the accounts is available on request)
- Contact Details and Office Opening Hours

## Chairs Report Year Ending 31 March 2022

April 2022- March 2023 has been my first full financial year as NPV Chair and what a year it has been! Full of both challenge and success, I am proud of what the NPV committee has achieved.

**NPV also celebrate 30-years as a Tenant Management Co-operative** this year, with so much opportunity on the horizon it would be great for NPV to continue for another 30-years ... and then some; it will take community to make that happen and with that said **I would strongly encourage people to come forward and join the committee to be a part of the change you want to see in your community!!**

### Redevelopment

The impact of the **redevelopment delay** has been sorely felt by Ellerton Walk tenants, and after a particularly brutal winter in 2021/22, **concerns** on living conditions due to **mould and damp and poor heating** were **escalated** to John Roseblade, Director of Resident Services.

John met with committee members and agreed a **programme of works** to address mould and damp and inefficient heating; the programme got underway to **treat mould and damp**, install **new efficient heaters**, and undertake a **full window service** of each property to address drafts. By March '23 all properties had been contacted to have the mould and damp treatment and new heaters fitted, with most tenants having had this work completed.

**Senior Council Leaders** have **committed** to doing all they can so that Ellerton Walk tenants don't have to endure another winter of freezing temperatures exasperated by empty properties surrounding tenanted properties, this is important for tenants already in and those decanting to Phase 2 of the redevelopment who will remain in maisonettes for winter 2023/24 and 2024/25.

With this said, work on the **Ellerton Walk redevelopment** has **continued in earnest**, particularly since the New Year. TPAS have continued to deliver their support, with Dave, the **Independent Tenant Adviser** working closely with the resident steering group and driving the development of **resident's charter**; we have seen the appointment of a **new project team**, who have completed new housing needs assessment's; **local letting's policies** created and approved so that **decanting** across the estate and **ringfencing** of properties off the estate could start.

### NPV committee

In the same vein the **NPV committee** has continued to work in earnest, **building capability** and **strengthening its collective voice**. We have been busy **reviewing the service** that's delivered across the whole estate with numerous **improvements identified**. I want to take the opportunity to say a massive **thank you to the NPV committee** for engaging in this performance review and would encourage you to drive this forward following my departure. **A good service is a key component to what ensures a TMC thrives!**

**Social Housing services** are being closely **scrutinised** following the Social Housing White Paper which focusses on the **tenant's voice**. With **new standards** being introduced for Landlords and Managing Agents, NPV are using the improvements identified in the service and performance review to meet **new resident engagement** standards. Karen, as Chief Officer, has been working with TPAS on **tenant scrutiny** and will shortly be contacting all tenants in the NPV management area inviting you to **join the NPV scrutiny panel**, to look at and **share views** on different elements of the service currently delivered.

**The first Committee priority** for the next year is the **TMC budget**; this is because (a) the pension reserves have moved from a liability to an asset, (b) there's a need to **review the professional services** utilised to continue building committee capability, **support strong strategic and operational delivery**, as well as (c) budgeting for **improvements to the management area**

**beyond Ellerton Walk. The second priority is to continue driving the performance improvement plan forward.**

My final word on the **NPV committee** is to highlight the **impact** having a new board has had – **fresh, new ideas** and a **diverse range of views and solutions!** It takes a broad range of talents, experiences and **belief – in yourself and your community!!**

**I would strongly encourage anyone wanting to make a difference to their community to speak to a committee or staff member about what's involved in being a committee member.**

### **NPV staff**

Karen Rogers continues to manage NPV TMC as Chief Officer with Andrew Edmunds as Housing Manager; Popee continues deliver in her role as Housing Officer and Steve and Andy our respective Maintenance Operative and Handyman.

Aimee Merrick went on maternity leave Summer 2022, but unfortunately did not return – resigning, despite NPV TMC agreeing her part-time request.

The office team have continued to encounter challenges as they continued to work on reduced staff whilst supporting the additional work generated by the redevelopment. In addition, they have had to prioritise the performance review the committee have undertaken.

I would like to thank the office staff for their ongoing resilience as they manage and deliver the required change.

### **Farewell**

This is my second and final Chair's report since stepping into the position in October 2021, as a tenant effected by the Ellerton Walk redevelopment who opted to leave, I will have left the estate by the time this report is published.

I never imagined living on Ellerton Walk for over 18 years, let alone joining the committee and becoming the Chair. However, as a great believer of '**knowing better, doing better**' I have moved away grateful of the amazing opportunity I was able to embrace as an NPV committee and Chair!

**I wish NPV residents, committee, and staff all the very best for now and the future.**



Aimi Lewis  
Chair



## Management Committee 2022-23

The Management Committee is made up of unpaid Volunteers who live within the New Park Village management area. They are a democratically elected at our AGM and have the responsibility of directing the activity of the TMC. Committee Members receive an induction and on-going training in things like Equality and Diversity, Safeguarding, Housing Law and Health and Safety. Committee members are required to adhere to a Code of Conduct, attend training sessions and monthly committee meetings

The TMC would like to thank all those members who have taken an active role in running the estate over the past 12 months. We have made great strides forward in our progress and we thank you for your continued support.

A special thank you to Aimi for the outstanding work that she has done over the last 2 years as Chair of the TMC. Aimi's dedication and leadership has been instrumental in driving the TMC forward, and we are committed to continuing the valuable work that has been done. Aimi will be greatly missed by committee members and staff and would like to wish her best wishes for the future.

### Committee Members over the past 12 months:

Aimi Lewis (Chair)	Janine Harris
Rhianna Robinson (Vice Chair)	Earl Dixon
Sarah Stone (Secretary)	Nicola Brazier
Donna Booth (Treasurer)	Darren Brazier
Valerie Mckean (Vice Treasurer)	Jennifer Hollyoak
Esther Gogo-Hassan	Kelly Walsh
Julie Hookey	Mark Johnson

If you are a member of the TMC and would like more information about becoming a Committee Member, please contact Ellerton House or speak to an existing Committee Member

## Staffing

The TMC employs staff to manage the day to day running of estate.

Staff members are

Karen Rogers	Chief Officer	Steven Andrews	Maintenance Operative
Andrew Edmunds	Housing Manager	Andrew Guest	Caretaker
Popee Gordon	Housing Officer	Sylvia Wyley	Office Cleaner
Aimee Sherwood	Housing Officer		

### Staff Changes

Aimee Sherwood left the TMC in May 2023

Vanita Rai has been employed as Assistant Estate Officer in August 2023

### Staff Sickness

During the period of 1st April 2022 to 31st March 2023 53 days sick was taken by members of staff.

## What New Park Village TMC are responsible for?

- Management of rent accounts and arrears control, including collection of rents
- Neighbourhood Management, recording and dealing with anti-social behaviour
- Repairing your home, repairs and maintenance excluding retained responsibility repairs
- Consulting with tenants and residents and keeping you informed
- Letting and Allocations within the New Park Village management area.
- Tenants service, choice and complaints, involvement and empowerment

## Value for Money – Finance

Our Accounts this year have been audited by Jerromsgcn Accountants and Business Advisors, and are presented at the Annual General Meeting in September,

Our finances are closely monitored and any efficiency savings are used in providing extra works as identified by the membership.

We would encourage our residents to continue to return any surveys back to Ellerton House as we use your feedback to plan ahead and manage our programme work.

## Void Property Management

The allocation of properties had been suspended between August 2021 and November 2022 due to the redevelopment of Ellerton Walk.

The City of Wolverhampton Council, the TMC and the Residents Steering Group (RSG) worked together and in November 2022 our first NPV Local Letting Policy (LLP) was implemented. The policy allowed allocations to recommence for properties managed by the TMC that were outside the redevelopment area. Preference for the properties was given to NPV tenants directly affected by the redevelopment.

The LLP allowed 8 households to be rehoused into 7 three bedroom houses and a one bedroom flat within our management area.

All of our properties were allocated in line with Wolverhampton Homes' Allocation Policy and the NPV LLP all properties are advertised on [www.homesinthecity.org.uk](http://www.homesinthecity.org.uk).

Details of the NPV LLP can be found on our website [www.npv.org](http://www.npv.org) and the allocations policy can be found at [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk)

## Arrears

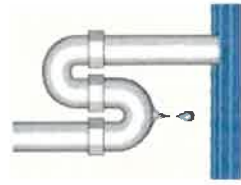
TMC Staff have continued to provide support for tenants, giving all available help and advice we can to make sure tenants are secure in their homes as well as maximising their income to provide as much financial stability as possible for their households.

The Household Support Fund also allowed us to provide support and assistance with food, energy, water, and other essential items like white goods, small appliances, warm clothing and bedding.

If you are experiencing financial difficulty paying your rent or other household bills, or would like assistance applying for Universal Credit or other benefits please contact the TMC staff, who will be happy to advise and assist you..

# OUR PERFORMANCE OVER THE LAST 12 MONTHS

## Repairs and Maintenance



100%  
Emergency Repairs completed on time  
Target 98%



100%  
Urgent Repairs Completed on time  
Target 98%



97%  
Routine Repairs Completed on time  
Target 97%

3.9  
Average time to complete non-urgent repairs  
Target 5 Days



9.90%  
Tenants with more than 7 Weeks rent arrears  
Target 5%

4.11%  
Arrears as a % of the rent roll  
Target 3%

0  
Tenant Evicted for rent arrears

## Complaints

Number of Stage 1 Complaints Received  
2

Number of Stage 1 Complaints Relating to ASB  
1

% of Clients Satisfied with how Complaint was dealt with  
100%

Number of Stage 2 Complaints Received  
0

Our Complaints Procedure including how to make a complaint and report Anti-Social Behaviour (ASB) can be found on our website [www.npv.org.uk](http://www.npv.org.uk)

**NEW PARK VILLAGE TENANT MANAGEMENT CO-OPERATIVE LIMITED****INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 MARCH 2023**

---

	2023 £	2022 £
<b>Income</b>	445,643	397,560
Operating costs	(92,091)	(108,037)
<b>Operating gross surplus</b>	<u>353,552</u>	<u>289,523</u>
Administrative expenses	(301,562)	(269,220)
<b>Operating surplus</b>	51,990	20,303
Interest receivable and similar income	1,079	51
<b>Surplus before taxation</b>	<u>53,069</u>	<u>20,354</u>
Tax on ordinary activities	-	-
<b>Surplus for the financial year</b>	<u><u>53,069</u></u>	<u><u>20,354</u></u>

The income and expenditure account has been prepared on the basis that all operations are continuing operations.

**NEW PARK VILLAGE TENANT MANAGEMENT CO-OPERATIVE LIMITED****BALANCE SHEET****AS AT 31 MARCH 2023**

	Notes	2023 £	£	2022 £	£
<b>Fixed assets</b>					
Tangible fixed assets	4		-		-
<b>Current assets</b>					
Stocks		4,508		6,274	
Debtors	5	23,715		2,956	
Cash at bank and in hand		711,432		660,317	
		<u>739,655</u>		<u>669,547</u>	
<b>Creditors: amounts falling due within one year</b>	6	<u>(73,884)</u>		<u>(78,781)</u>	
<b>Net current assets</b>			665,771		590,766
<b>Provisions for liabilities</b>			-		(301,000)
<b>Net assets excluding pension surplus/(deficit)</b>			665,771		289,766
<b>Defined benefit pension surplus/(deficit)</b>	7		239,000		-
<b>Net assets</b>			<u>904,771</u>		<u>289,766</u>
<b>Capital and reserves</b>					
Shares			611		611
Cyclical maintenance reserve			42,896		42,896
Reserve fund			108,500		93,750
Other reserves			239,000		(301,000)
General reserves	8		513,764		453,509
<b>Total equity</b>			<u>904,771</u>		<u>289,766</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the board members and authorised for issue on ..... and are signed on its behalf by:

.....

**Chair**

**Registration No. 27537R**



**NEW PARK VILLAGE TENANT MANAGEMENT CO-OPERATIVE LIMITED****DETAILED INCOME AND EXPENDITURE ACCOUNT****FOR THE YEAR ENDED 31 MARCH 2023**

	2023		2022
	£	£	£
<b>Income</b>			
Allowances from Wolverhampton City Council		395,001	383,000
Heating assistance grant		5,620	14,560
Household support grant		36,500	-
Other income		480	-
Disturbance payment recharge decants		8,042	-
		<u>445,643</u>	<u>397,560</u>
<b>Operating costs</b>			
<i>Repairs and maintenance</i>			
General repairs and maintenance	40,090		56,439
Void management expenses	23,117		33,926
Stock movement	1,766		(1,370)
Redecoration grants	119		32
Electrical repairs	11,355		10,305
CCTV maintenance	6,148		4,247
Refuse collection	1,454		4,458
Disturbance payments	8,042		-
	<u>92,091</u>		<u>108,037</u>
Total			
Total operating costs		<u>(92,091)</u>	<u>(108,037)</u>
<b>Operating gross surplus</b>		353,552	289,523
<b>Administrative expenses</b>			
Salaries wages and pension cost	186,562		190,069
Tools and protective clothing	768		576
Training and conferences	3,467		1,137
Electricity and water	13,424		10,687
Cleaning	3,806		4,093
Office repairs and sundry equipment	99		4,119
Computer costs	5,303		4,005
Van Expenses	1,753		1,096
Alarm system	533		522
Professional fees	8,478		1,620
Accountancy and book-keeping	5,717		5,214
Audit fees	5,995		5,996
Bank charges	202		237
Interest re pension scheme	8,000		10,000
Insurances	9,210		8,576
Printing, stationery and postage	1,548		863
Heating assistance grant payments	5,620		14,560
Household support fund grant payments	36,500		-
Telephone and facsimile	1,950		2,870
Sundry expenses	2,627		2,070
Depreciation	-		910
		<u>(301,562)</u>	<u>(269,220)</u>

**NEW PARK VILLAGE TENANT MANAGEMENT CO-OPERATIVE LIMITED**

**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 MARCH 2023**

---

	2023		2022	
	£	£	£	£
<b>Operating surplus</b>		51,990		20,303
<b>Interest receivable and similar income</b>				
Bank interest received	1,079		51	
		1,079		51
<b>Surplus before taxation</b>		53,069		20,354

---

**NEW PARK VILLAGE TENANT MANAGEMENT CO-OPERATIVE LIMITED****STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 31 MARCH 2023**

	Shares	Cyclical Maintenance Reserve	Reserve Fund	Pension Asset / (Liability) Reserve	General Surplus	Total
	£	£	£	£	£	£
<b>Balance at 1 April 2021</b>	611	42,896	93,750	(460,000)	402,971	80,228
<b>Year ended 31 March 2022:</b>						
Surplus for the year	-	-	-	-	20,354	20,354
Other comprehensive income:						
Actuarial gains on defined benefit plans	-	-	-	-	191,000	191,000
Total comprehensive income for the year	-	-	-	-	211,354	211,354
Other movements	-	-	-	159,000	(160,816)	(1,816)
<b>Balance at 31 March 2022</b>	611	42,896	93,750	(301,000)	453,509	289,766
<b>Year ended 31 March 2023:</b>						
Surplus for the year	-	-	-	-	53,069	53,069
Other comprehensive income:						
Actuarial gains on defined benefit plans	-	-	-	-	565,000	565,000
Total comprehensive income for the year	-	-	-	-	618,069	618,069
Other movements	-	-	14,750	540,000	(557,814)	(3,064)
<b>Balance at 31 March 2023</b>	611	42,896	108,500	239,000	513,764	904,771



## Contact Details

New Park Village Tenant Management Co-operative Ltd  
Ellerton House  
Ellerton Walk  
New Park Village  
Wolverhampton  
WV10 OUG

Telephone: 01902 552670

Website: [www.npv.org.uk](http://www.npv.org.uk)

Email [ellertonhouse@npv.org.uk](mailto:ellertonhouse@npv.org.uk)



[www.Facebook.com/NewParkVillage](https://www.facebook.com/NewParkVillage)

## OFFICE OPENING HOURS

Monday	9am to 12pm	2pm to 4pm
Tuesday	9am to 12pm	2pm to 4pm
Wednesday	9am to 12pm	2pm to 4pm
Thursday	Closed	Closed
Friday	9am to 12pm	2pm to 4pm