



# ANNUAL REPORT 2018

## A MESSAGE FROM SARA 20/20'S CHAIR



Hello all. Some big issues from 20/20 in the last year:

- for the fourth year running, we have held our rent levels the same. Next year, we will need to return to inflation-based rent increases!
- we continued to provide a great service and everyone takes it for granted! We replaced several kitchens!
- at the request of members, we are replacing front doors at Nursery Ave.

- we ensured 20/20 was compliant with new data protection requirements!
- we sent John Coffey on a fire safety course so he can carry out fire safety checks for us. We installed bike storage facilities. We also carried out asbestos checks.
- we are in year three of boiler replacements
- we sent co-op children to a pantomime and to a football training event with Birmingham City FC.



- we made a donation to a local awards event hosted by Balsall Heath Forum. Several 20/20 children won awards.

I'd like to thank our members for their contributions to the co-op over the last year. I'd also like to thank Richard from BCHS for his support to us over the last year, and John Coffey and his team for their work for the co-op over the year.

## FACTS & FIGURES!

Money	2017/18	2016/17
In	£233,117	£233,063
Out	£191,316	£182,017

Our repairs spending was **£33,245** (slightly up from **£33,205** in 2016/17) on **241** repairs (compared to **211** in 2016/17). This means that we spent an average of **£138** per repair.

The following numbers of repairs were carried out:

Category	Number of repairs ordered	Carried out within target time
Emergency (24 hours)	36	34 (95.44%)
Urgent (7 days)	92	71 (78.12%)
Normal (28 days)	113	91 (82.79%)

Members expressed dissatisfaction with **3** repairs and satisfaction with **46** repairs.

We spent **£29,442** on planned works (mainly boilers and kitchens). Our other significant outgoings were **£24,596** for the services provided by BCHS and our void works **£24,046**, high this year due to seven voids (the highest number ever in one year). We save **£32,000** each year due to our volunteers carrying out work for 20/20.

The rent we have lost on empty homes over the last three years is as follows (one particularly challenging one):

	17/18	16/17	15/16
Rent lost	£2,621	£1,224	£962
Relets	7	3	4

Our rent arrears at year end were **£8,733** (higher than last year's **£7,411**) which was **4.13%** of our rent roll (which is OK given the introduction of Universal Credit).

The co-op is now officially worth **£820,086** (ie. the value of our homes – worked out on the basis of our social rents rather than open market value - minus how much money we owe).