



## ANNUAL REPORT 2020

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



Hello all – this year has been the year of Covid with all the challenges it has brought. We have done our best to support our members in these difficult times. Some of the key things that have been happening in the year have included:

- when lockdown started, we made sure that 20/20's services kept functioning
- we've held committee and general meetings by Zoom

- we updated our rules to hold meetings digitally & agreed a new complaints policy
- we introduced a hardship fund for members who have had financial problems during the Covid crisis
- we've made a 20/20 website at [www.2020.coop](http://www.2020.coop)
- we are about to put in for planning permission for our new 11 flat development
- we sent all members a Christmas shopping voucher!
- we started the cyclical painting programme
- and most importantly there have been lots of lockdown stories about our members helping each other out

Hopefully next year will bring some normality back, but in the meantime, we'd wish everyone a happy Christmas and a joyous Covid free new year.

## FACTS & FIGURES!

Money	2019/20	2018/19
In	£366,708	£234,632
Out	£286,129	£168,655

We had greater ins & outs due to **£132,585** grant funding to support our new development.

Our repairs spending was **£19,070** (a lot down from **£32,451** in 2018/19 – members requested fewer repairs during lockdown). Our average spend per repair has reduced from **£166** from **£141**.

The following numbers of repairs were carried out:

Category	Number of repairs ordered	Carried out within target time
Emergency (24 hours)	14	14 (100%)
Urgent (7 days)	72	60 (84.08%)
Normal (28 days)	92	89 (96.13%)

No members expressed dissatisfaction with repairs and **21** expressed satisfaction with repairs.

We spent **£10,355** on planned works (doors, windows and boilers), but a lot less than last year due to lockdown. Other significant outgoings were **£26,216** for BCHS. 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):

	19/20	18/19	17/18
Rent lost	£354	£703	£2,621
Relets	2	2	7

Our rent arrears at year end were **£1,795** (lower than last year's **£6,199**) which was **0.83%** of our rent roll (which is exceptionally good especially during the Covid period).

The co-op is now officially worth **£934,083** (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). This is slightly up from **£869,476** last year.