

LEATHERMARKET JMB ANNUAL REPORT 2008/09



The year in focus

I'm really pleased that I live on a JMB estate. If I look out of the window of my 11th floor flat and I look at the Southwark Council estates on either side of me, I think I've got much the best deal.

My estate is a good estate, its well-kept, and I have a really good bunch of neighbours. These are the things that matter most to me, a home that I feel good about on an estate that feels safe. And I'm really pleased to be doing my bit to make my estate - the Lawson estate - and all the other homes in the JMB area good, and increasingly better, places to live.

Certainly, when I have walked around the estate recently with the other JMB Directors it is clear that the estates are looking better than they ever have done, certainly compared to four years ago when I first got involved with the JMB.

We want to make a difference to people's homes inside and out. The JMB has been investing money that we have saved up over the last few years to improve the outside environment of our estates. It is this extra money that we invest as a tenant managed organisation that I believe has given the extra difference to our estates.

But it's not just the **what** we do that matters; its **how** we do it. I must pay tribute to all the JMB staff who have worked tirelessly not just to make our estates pleasant places to live and to help build a real sense of community. I was really pleased to see so many people come along to the successful JMB Funday in August and to the other events earlier in the year.

All of us who you chose to represent you as JMB Directors make sure we look at things realistically. We know the JMB isn't perfect and don't pretend that the JMB gets things right all of the time. It doesn't.

But the great thing is that when something does go wrong, when I need a repair or when I just need to renew my parking permit then I know I can go into the JMB office or ring them up and a friendly face will be there to help me.

I am also pleased with the new developments that we have brought out to make sure that as many people as possible can get more involved in the running of the JMB. For example, this year we have put together our new website www.leathermarketJMB.org.uk which gives residents has the latest information and news.

This year has also been quite frustrating. We'd like to have got much more done, but an enormous amount of time has been taken up trying to get the money from Southwark Council that we are due to run our estates. By going back through years of paperwork we have been able to prove the precise figures that show what we are due. As I write this, we have not yet agreed everything but we have moved a long way forward and I hope that we can soon put this behind us to concentrate on the day job of providing quality services to the people who live on our estates.

The broader financial situation is also having an impact on the JMB programme of works. I'm really pleased that over the last three years we have been able to bring 272 homes up to the new decent homes standard - with new kitchens, rewiring and refurbishment to the blocks. This money comes through Southwark Council who are responsible for funding this refurbishment work as they ultimately own all the JMB properties.

However the economic situation means that this 'decent homes' money is drying up across the whole of Southwark and the estates and blocks that are still to be refurbished are going to have to wait several more years before we can even start the refurbishment work. We continue to make the case to the Council so that the JMB can make a real difference to the quality of people's homes and point out our great track record, but we know that we are arguing for a slice of an ever smaller cake.

The history of the JMB has shown that by people getting involved, and by working together with our neighbours across the JMB estates, we have been able to make a real improvements to the quality of our homes and of our lives.

This is the JMB difference - the difference I see when I look out my window and this is why I am so pleased to live on a JMB estates. I look forward to seeing the difference that these efforts continue to make in the year to come.



John Paul Maytum, Chair, Leathermarket JMB

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Leathermarket JMB

Leathermarket JMB is your local housing office, managed by tenants and leaseholders.

Residents are the reason we are here

Our vision is:

To provide excellent housing services for our residents, better than those provided by other organisations with similar resources

To do this we aim:

- To spend no more than we earn (over a five year period);
- To have high resident satisfaction rates compared to other local landlords
- To encourage residents to get involved in managing the JMB
- To be a good employer for our staff
- To win the JMB continuation ballot every 5 years.

TRANSLATIONS

আপনি যদি এই রিপোর্ট বাংলা ভাষায় চান তাহলে অনুগ্রহ করে 020 7525-1600 নম্বরে
টেলিফোন করুন।

Nếu quý vị muốn bản tường trình này được phiên dịch thành tiếng Việt, hãy gọi điện
thoại số 020 7525 1600.

如果你需要這份報告書翻譯成中文，請致電 020 7525 1600 提出要求。

Bu raporun çevirisini istiyorsanız 020 7525 1600'nolu telefonu arayınız.

Hadii aad doneyso warbixintan oo afka soomaliga ku qoran la soo xiriir telefonka
0207 525 1600

What the JMB do for you – an A to Z

Bulk Rubbish

We will collect your bulk rubbish for free by appointment during the week. Please telephone 020 7525 1600 or call in the office to book a removal. Please do not dump items on your estate as this is a fire risk, attracts vermin and is unsightly.

In 2008-09 we purchased a new tipper van to make our collections more reliable. We collect bulk three days a week from the estates.

Cleaning

Leathermarket JMB estates are cleaned 7-days a week (except for bank holidays) with a full service during the week and a basic clean at weekends. The cleaning standard that shows you what cleaning you can expect is displayed in estate notice boards. Unfortunately due to budget cuts we have had to reduce the size of the weekend team.

During the week we have freed up three cleaners to start a deep-cleaning programme, cover colleagues on leave and share the bulk rubbish collection. We have done this by reducing the number of cleaners working on a fixed patch from 9 to 6 but are making sure the cleaners will continue to deliver the agreed cleaning standard.

Towards the end of 2008-09 we started a new inspection regime. Every week each block is inspected and marked on a red (fail), amber (pass

but room for improvement), green (good) traffic light scoring system. Next year we will report how well the cleaning team performed.

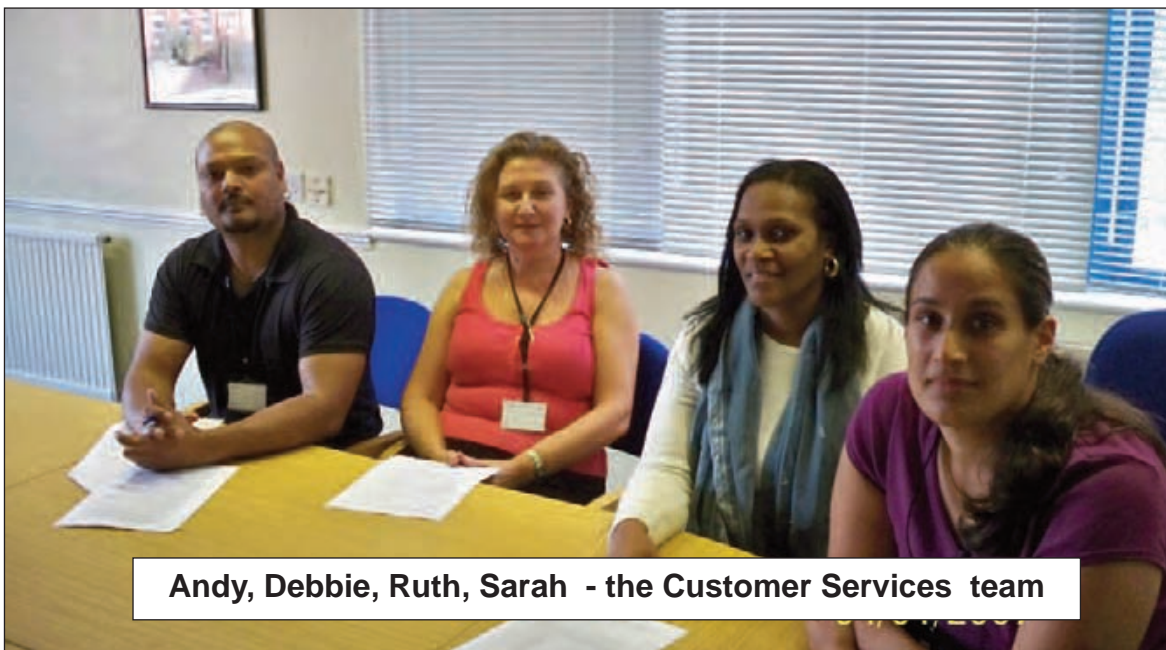
Customer Services Team

Our Customer Services team carries out a wide range of duties including:

- Taking prospective tenants to view properties and signing up new tenants
- Giving housing advice by phone, email or in person for visitors to the office
- Helping to resolve neighbour disputes
- Investigating and dealing with neighbour nuisance and antisocial behaviour
- Carrying out tenancy checks to verify the authenticity of residents
- Taking action against unauthorised occupants
- Attending Tenants & Residents Association meetings
- Issuing parking permits and dealing with associated queries
- Providing a visible presence on the estates
- Bidding for extra funding such as Joint Security Initiative and Cleaner Greener Safer grants and managing the successful projects
- Liaising with other organisations to provide the best service for our residents

Gardening

We employ two experienced gardeners to look after our estates. Their duties include grass cutting, shrub maintenance and weed control. They also design and



Andy, Debbie, Ruth, Sarah - the Customer Services team

landscape estate improvements as budget allows. The gardeners work with other contractors and funders such as Cleaner Greener Safer projects on estate improvements. In 2008-09 improvements included the Meakin tree planter, containers in Bermondsey Street and railing planters on Snowsfields.

Major Works - 53% more work done than expected

The JMB manages major building works within the budget we are given by Southwark Council. During 2008/09 we carried out work on:

- Symington House major refurbishment
- Snowsfields
- Rephidim Street

Leathermarket JMB were able to deliver 53% more than originally expected in 2008-09, taking advantage of extra money Southwark Council made available to us. This means more of our residents are benefiting from homes that now meet the decent homes standard. In total 8% of our tenants homes were made decent in 2008/09 against 4.5% of Southwark tenants homes as a whole.

Southwark Council are changing their major works programme to the '*decent homes plus*' standard. This aims to deliver additional improvements like better security, but gives Southwark more time to deliver all the improvements.

There is a great deal of uncertainty in how much money the JMB will be given from now on. Unfortunately in the short term this means our budget is being cut from 2009-10, meaning some Leathermarket JMB residents - particularly in the 1950s buildings on the Lawson Estate - will have to wait longer for the decent homes works to happen.

Rent Collection

The JMB collects rent from tenants. We also give advice to tenants in difficulties. However if this fails we must take tenants to court to recover lost rent.

In these difficult economic times we are aware of the strain many people are under. Many people are working shorter hours and are living with more insecure employment. Please contact us early if you are struggling to pay your rent or your circumstances change. We will get you the advice and support you need and ensure you are getting all the benefits you are entitled to.



Rent - new ways to pay

We introduced a new way for tenants to pay their rent. With your Allpay card you can pay rent at the Post Office or where you see the PayPoint sign (local shops).

You can also pay on the Internet or by telephone. Finally we can set up a direct debit that automatically deducts your rent each month. This is in addition to paying by standing order or with paying in slips at Lloyds TSB bank branches.

For more information about how to pay your rent including Allpay please call the office and ask to speak to the rent team.

Repairs

We deliver a repairs and maintenance service including:

- Weekday repairs for tenants
- Estate and block maintenance
- Void (empty property) repairs
- A 24 hour, seven day a week emergency repairs service

We employ skilled trades people and apprentices where possible, and use contractors for work we are unable to do.

For the JMB repairs team 99% of urgent repairs were completed on time. This is the same high level that we achieved last year;

For non-urgent repairs, it took us an average of 6 days to complete. This compares very well with the



**Leslie, Michael, Daniel (back), Dave, Roy, Joe, Honny, Brenda
- the Cleaning team**

tenancy agreement that states that these works should be completed within 8 weeks.

However it was longer than the three-day turnaround we achieved last year. By comparison Southwark achieved a turnaround of 6.86 days.

We are also responsible for hiring contractors for works we cannot do ourselves. We have been concerned that our current main contractor has been unable to deliver the level of service we want for our residents.

We are therefore re-tendering the contract. Unfortunately the legal process means that we will not be able to change our current arrangements before April 2010 at the earliest.

We are now concentrating on improving the way we carry out communal repairs. We have set up a five-year programme of planned estate works.

We are committed to spend 10% of our annual repairs budget on estate works.



Alex, Ron, Brian, Terry, Akah, Steve, Kelly - the Repairs team



**Symington House after the major works
(and - inset - how it used to look)**

In 2008/09 works included:

Repairing trip hazards such as pot-holes, cracked paths and uneven pavements

Stair redecorations in Alleyn, Archdale, Burwash, Crosby Row, Decima, Elim, Kempe, Meakin, Mendham, Middleton, Nashe and Simla

Voids (Empty properties)

It is important that we make an empty property ready for a new tenant as quickly as possible. Empty properties attract antisocial behaviour on our estates. We want to make them available quickly to those in need of housing. We also want to minimise the loss of rent while no tenant is paying for the property.

In 2008-09 it took us just over 8 weeks to re-let our properties, similar to the time it took the previous year. Southwark Council managed a slightly quicker turnaround of 7.64 weeks. However Leathermarket JMB has been doing a much higher standard of works on our void properties to make them decent before a new tenant moves in.

Website

The JMB has a website www.leathermarketjmb.org.uk that will give you information about a range of matters from repairs and cleaning to advice for home owners.

The website aims to give clear information to residents about what the JMB does and how to contact us. To e-mail the JMB then enquiries@leathermarketjmb.org.uk

... Behind the scenes

To run Leathermarket JMB we employ people behind the scenes to run the finance team, human resources (dealing with staffing issues) and management.



Directors and managers: (from left) Anne Timeyin, (Deputy Manager), Andy Bates, (JMB Manager), Chris Parsons, John Paul Maytum, Sarah Hatchard, Ferenc Morath, Jean Davies, John Lynch, Fola Ogunkola, Cormac Hollingsworth and Jackie Richards (Southwark Council)

Your representatives - the JMB directors

10 local people are elected by your Tenants & Residents Associations to represent tenants and leaseholders and sit on the JMB Board of Directors. They question what the JMB is doing and agree how we can improve our services. They also have to ensure the JMB remains financially stable and meets its legal obligations.

Directors make joint decisions at Board meetings, in the interests of all residents of the JMB. They also nominate up to three co-opted Directors to give specialist advice and support. Thanks to the co-opted Directors Andy Charnock, Cormac Hollingsworth and Ferenc Morath.

The JMB has Board meetings every three months. We also have subgroups that look in detail at finances, major works, staffing and performance. Additional in 2008-09, meetings were held as part of the fundamental review looking at financial stability, governance and the cleaning service. Directors were invited to attend 30 meetings last year. Directors also take up particular issues as they arise to make sure your interests are represented. Many of the Directors also volunteer to help run the tenants and residents associations, community halls, social groups etc.

In July 2008 Directors accompanied JMB managers

on an estates walkabout. As a result an improvement plan was drawn up to bring the estates up to the standard Directors want for our residents.

In 2008-09 your Directors were:

Tenants & Residents Association	Director
Bermondsey Street	Jean Davies Nigel Koch
Crosby, Lockyer & Hamilton	John Lynch Christine Parsons
Decima Street	Fola Ogunkola Di Rutter
Kipling	Sarah Hatchard Jackie Scorer
Lawson	John Paul Maytum Debbie Walsh

All in all Directors volunteer hundreds of hours to help run Leathermarket JMB and support the local community. Thank you.

The JMB Finances 08-09

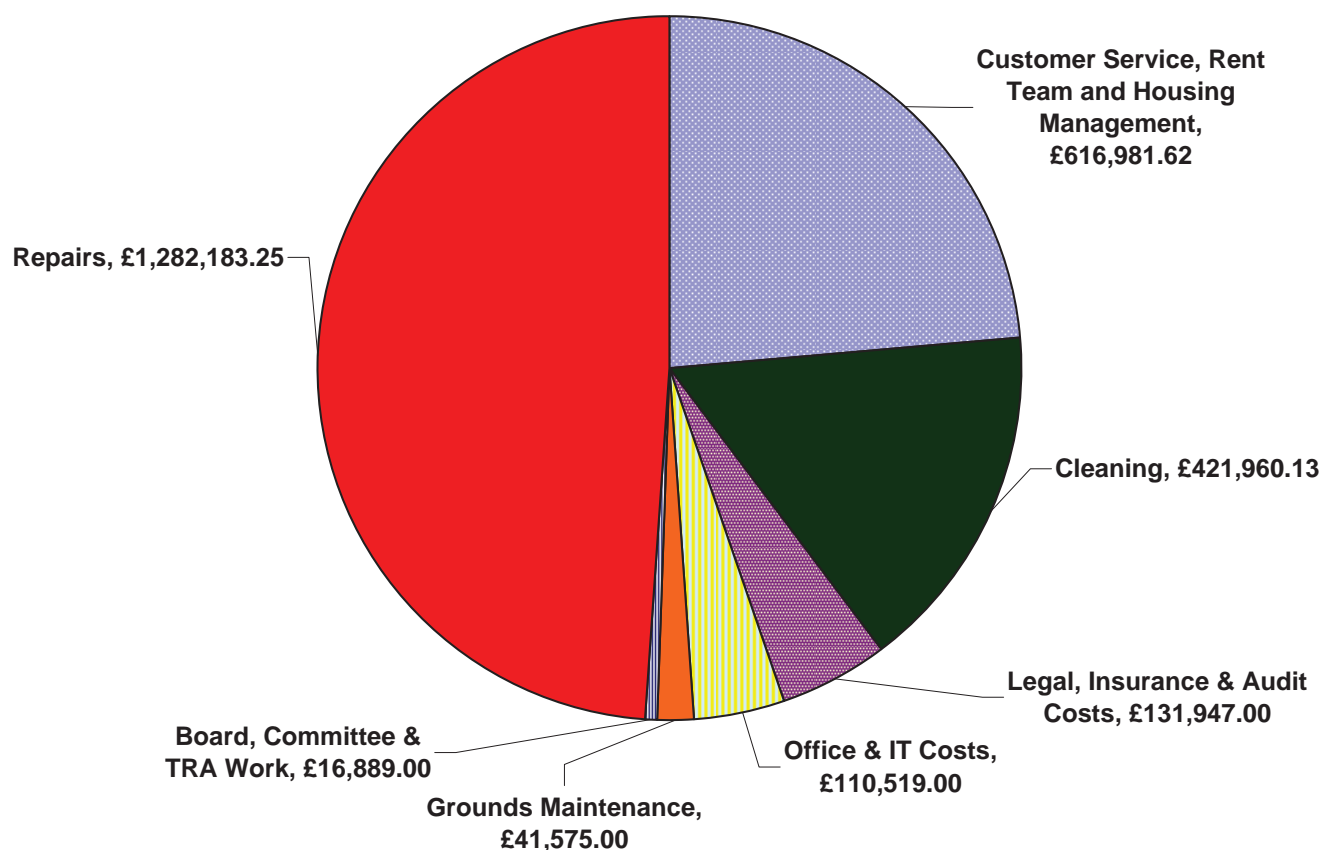
Summary of income and expenditure

General Income	£2,510,820
Interest Received	£73,465
Total Income	£2,584,285
Administrative Expenses	£2,622,054
Interest Payable	£951
Corporation Tax	£15,423
Total Expenditure	£2,638,428
 Balance	 £-54,143

JMB Reserves

2007/8 reserves (as re-stated)	£747,967
2008/9 deficit	£54,143
2008/9 reserves	£693,824

How we spent our money 2008-09





The launch of the Apprentice Scheme (from left) Cllr Bob Skelly, Barry Mizen, Apprentice Alex Hales, John Paul Maytum, Apprentice Jack Crouch, Margaret Mizen, Simon Hughes MP, Bridget Prentice MP

The Jimmy Mizen Apprentice scheme

Jimmy Mizen did his work experience with Leathermarket JMB in our repairs team. He was an inspirational young man who impressed us so much that we set up a new apprentice scheme. Unfortunately he was murdered before he could start with us. Jimmy's family honoured us by agreeing that the new apprentice scheme could be set up in

his name. The aim is to give young people who are starting training in the repairs trades the opportunity to gain practical experience whilst they are studying.

Currently we have two apprentices from Lewisham College - Alex and NAME - who are doing really well in our repairs team for our residents and us.



Jack refitting a bathroom



Alex at work redecorating a flat

Be a good neighbour

Leathermarket estates work when people are respectful of their neighbours. This is helped by following a few basic rules:

Get involved in your community through tenants and residents associations or by making an effort to get to know your neighbours

Noise: Your neighbours should not be able to hear you, your music or your pets. Be especially considerate when you have windows open. If your neighbour is being noisy, please make a polite approach first. If this doesn't work Southwark Council run a 24-hour noise team who can be contacted by telephoning 020 7525 5777 and / or ask our customer services team for advice

Parties: Flats are not suitable for parties as they are not soundproof. We can supply details of halls you can hire for parties

DIY: If you need to do noisy DIY please only carry out between the hours of 8am – 7pm Monday to Saturday and 10am – 4pm Sunday

Get permission for works in your flat including satellite dishes, security gates, laminate floors, removing internal walls, tenants replacing kitchens and bathrooms, plumbing works or gas fittings

Strangers: Do not let strangers into your block or flat. JMB staff or contractors will always carry identification. If you are not expecting a visit, please call the office to check that the visitor is genuine.

Guests: You are responsible for the behaviour of anybody you invite in

KEEP YOUR ESTATES CLEAN

Bulky rubbish: The dustbin men will not remove bulky items. Do not dump on the estates but call the office to arrange a free collection

Fire Hazards: Never under any circumstance leave items blocking corridors, stairs or exits from a block. This includes bulk rubbish, bicycles, furniture etc.

Cooking oil: Dispose of cooking oil carefully – don't pour it down the drains

Water leaks: Know where to switch off the water if you get a leak. If the water goes off, do not leave your taps on

Take out contents insurance – the JMB has no insurance to pay if you get flooded by another resident or cause damage to a neighbours property

Dog owners: If you own a dog, be responsible and clear up any mess, keep your dog under control in public areas and make sure your dog does not bark excessively or act aggressively. The law states your dog must have an identity tag on a collar at all times.

Smoking: No smoking in enclosed areas including lifts, entrance halls and stairwells

If you want a full copy of the good neighbour guide, please contact the JMB office.

Help us to get better / If things go wrong...

We value your feedback, if you received a good service or have ideas about how we can do better please let us know.

If something does go wrong report the problem to the JMB office as quickly as possible. We can often quickly put right simple mistakes and misunderstandings.

IF YOU ARE NOT HAPPY..

And if we don't deal with your problem quickly enough or well enough, then take it to your local Tenants and Residents Association (TRA). The TRAs in the Leathermarket JMB area scrutinise the work of the JMB to ensure we are keeping up standards. Speak to someone on your TRA committee to find out the best way to raise your complaint.

Remember: TRAs can only follow up problems that

have already been reported to the JMB Office

FORMAL COMPLAINTS PROCEDURE

If this does not get the result you are looking for, you can make a formal complaint to the JMB in writing.

Write to Leathermarket JMB, 26 Leathermarket Street, London, SE1 3HN.

Alternatively you can email your complaints to: feedback@leathermarketjmb.org.uk. We will reply to your complaint within 15 working days. If we are unable to give you a full answer at this point we will tell you how much longer we need.

If you make a written complain to the JMB, we will explain to you all the stages of the complaints procedure and where you can go if you are still not happy with the final decision.

USEFUL NUMBERS AND CONTACTS

JMB Office

020 7525 1600

26 Leathermarket Street, London SE1 3HN
Mon-Fri 9am - 4:45pm (Weds 9am - 1pm)
e-mail enquiries@leathermarketjmb.org.uk

Emergency Repairs

020 7525 1600 (24 hours)

For cleaning, gardening, non-emergency repairs,
rent enquiries and all other
business please phone this number from
Mon-Fri 9am - 4:45pm

Lift Problems

020 7525 1600 Mon-Fri 9am - 4:45pm

Evenings & Weekends **0800 952 4444**

Leaseholder & Service Charge Enquiries

020 7525 1400

Recycling (Southwark Council) 020 7525 2000

**LEATHERMARKET JMB
26 LEATHERMARKET STREET
LONDON SE1 3HN**

020 7525 1625

WWW.LEATHERMARKETJMB.ORG.UK