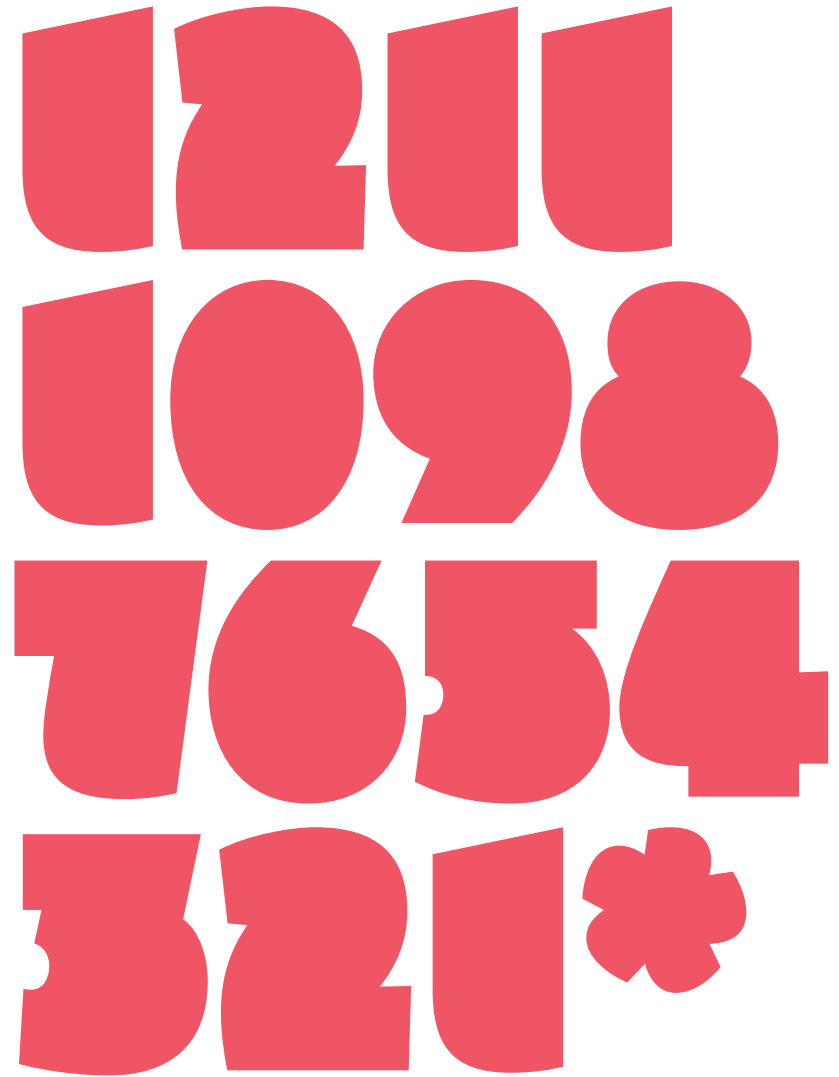


2008-9 ANNUAL REPORT



Winner



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A WORD

A word from our CEO & Chair

When Poplar HARCA was set up in 1998, we had a very clear vision of what we would be all about. Our aim was to regenerate the Poplar area with the residents who live here.

Ten years on Poplar HARCA has a local and national reputation for its resident-led approach. None of our regeneration achievements would have been possible without our residents.

2008–09 was a tough financial year for everyone but Poplar HARCA weathered the storm better than many. For us and our residents it was also a year of celebration. Over 3,500 people joined our Poplar Festival to celebrate our social and urban regeneration achievements and the changing face of Poplar.


In order to continue this success, residents must continue to be at the heart of Poplar HARCA. That is why this year we changed our governance structure giving more of our residents the opportunity to get involved in determining the services we offer them, as well as the regeneration of their homes and the Poplar area.

This annual report celebrates the people and places of Poplar for now and for the future.

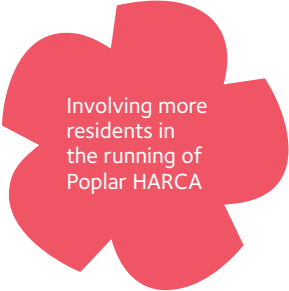
Christine Searle MBE, Chair
Steve Stride, Chief Executive

HIGHLIGHTS


Highlights 2008–09




We are building more homes and larger family homes




Involving more residents in the running of Poplar HARCA




Piloting new ideas and initiatives to improve our services




Supporting our more vulnerable residents




Helping people back into work and training




Providing a locally based housing service




Working in partnership to make Poplar a safer place to live



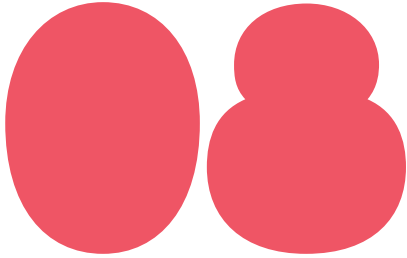
Offering our residents a wide range of events and activities



Creating greener spaces and new leisure facilities across Poplar



Exceeding our repairs target – completing 98% of our emergency repairs within 24 hours



APRIL 08

Sharing ideas – Poplar HARCA's Sounding Board is launched. 300 residents are recruited to give their views on a wide range of services through email.

Supporting families – we commissioned Tower Hamlets Council to pilot the now award winning Family Intervention Project after residents voted to fund it at our 2008 residents conference.

MAY 08

Music, health and well-being for over 50's – our specialist group of workers launched an annual programme of activities for our residents over 50.

Green fingers – our new landscaping team started a three year plan to replenish all green areas. Seven members of the team completed an advanced horticulture qualification.

JUNE 08

Getting residents involved – 451 residents are recruited to our estate boards, the highest number of residents yet.

St Paul's Way Transformational Project – the launch of this project sees plans for 500 new homes, a major new health facility and a brand new school.

JULY 08

Schools out – hundreds of young people were kept active and occupied on our summer youth scheme, Dream Summer.

Getting greener – we formed a new Environmental Policy Action Group, looking at minimising waste, recycling and re-use across our estates, offices and community centres.

AUGUST 08

A very big party – over 3,500 people had fun at our Poplar Festival that celebrated our ten year anniversary and regeneration achievements.

SEPTEMBER 08

Be the change – we launched a new funding initiative to support residents or voluntary groups working to make a difference to their community. Piloted in the East India area, grants of £500 to £5,000 were made available for projects that aim to help people back into work, education or training, improve health, provide community activities.

OCTOBER 08

Black History Month – black culture and history was celebrated across our community centres and local schools.

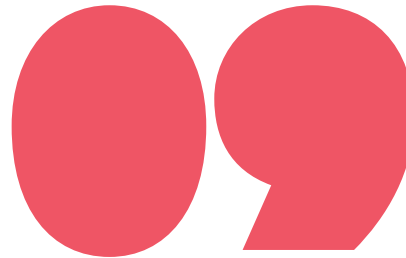
Slam dunk – NBA Superstar Vince Carter and his New Jersey Nets team mates opened Brabazon Green, a new multi-use leisure space and then taught our young people to shoot hoop.

NOVEMBER 08

Christmas at Chrisp Street Market – hundreds of residents joined Titan the Robot to turn on the Chrisp Street Christmas Lights.

DECEMBER 08

Picture that – our residents showcased their creative photographic talents in our Photo 10 exhibition that celebrated the people and places of Poplar.



JANUARY 09

Crime fell in Poplar – residents feel safer and are more confident in reporting ASB issues. Our Tenancy Enforcement Team were awarded a Community Safety Award for their achievements in this area.

Listening to our young people – we set up a Youth Empowerment Board to ensure our younger residents are involved in the running of Poplar HARCA. 70 young people expressed an interest to join.

FEBRUARY 09

Shakespeare & hip-hop – Sir Ian McKellen launched a hip-hop Shakespeare Company at one of our youth facilities.

Christine Searle – Lincoln Resident and our Chair was voted one of the most influential people in the housing sector by Inside Housing magazine.

MARCH 09

Homes for local people – we launched Furze Green our first Shared Ownership Scheme, helping local people to get on the property ladder.

Beating the recession – our Employment Services Team helped over 142 residents into jobs, 335 into training courses and 273 gain qualifications throughout the year.

PEOPLE

Poplar HARCA Board Members

As of 31 March 2009

RESIDENT DIRECTORS

Christine Searle (Chair)
Debbie Cordrey
Andrew Mahoney
Millicent Muganyi
Rev. James Olanipekun
Paul Ingham

INDEPENDENT DIRECTORS

Bernadette Conroy (Vice Chair)
Ben Wilson
Paul Brickell

LOCAL AUTHORITY MEMBER

Cllr Shiria Khatun

Corporate Management Team

CHIEF EXECUTIVE

Steve Stride BSc (Hons)
Appointed in December 1997

STRATEGIC DIRECTOR OF OPERATIONS

Joan Murphy BSc (Hons)
Appointed in February 2005

DIRECTOR OF FINANCE

Steph Begley BSc (Hons),
PGCE, FCA, MBA
Appointed in May 2001

DIRECTOR OF TECHNICAL RESOURCES

Kevin Wright MCI0B
Appointed in November 1998

DIRECTOR OF HOUSING

Andrea Baker BA (Hons),
Dunelm MBA
Appointed in March 2008

DIRECTOR OF STRATEGY

Martin Honeywood DMS, MBA
Appointed in September 2008

DIRECTOR OF DEVELOPMENT

Neal Hunt MCI0B
Appointed in March 2008

DIRECTOR OF COMMUNITIES & NEIGHBOURHOODS

Babu Bhattacharjee BSc,
MA Social Policy and Planning
Appointed in March 2008

THANKS

To our funders for their generous support

Apollo Group

Barclays Bank

The Big Lottery – Young People's Fund

Football Foundation

Home Office Community Fund

Home Office Connecting
Communities Plus

Institute of Chartered Accountants
England & Wales

Jack Petchey Foundation

LBTH Corporate Match Funding

LBTH Early Years Service

LBTH Events Fund

LBTH Youth Support Services

Local Network Fund

London Councils

London Borough of Tower Hamlets

Slaughter and May

Tower Hamlets Partnership (NRF)

Tower Hamlets PCT

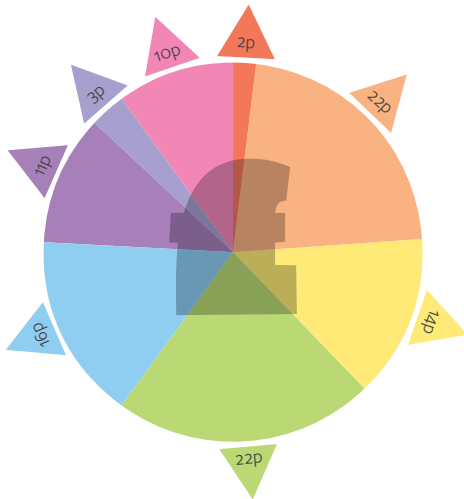
UK Online

Working Neighbourhood Fund

Youth Opportunities Fund

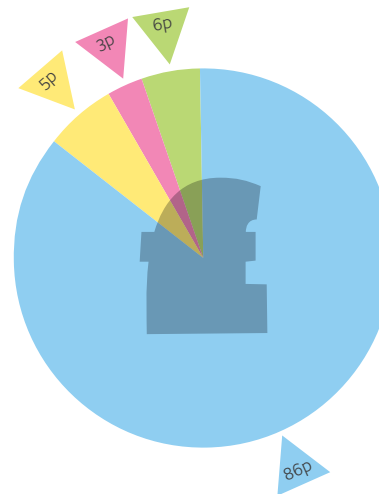
Finance April 2008–March 2009

EXPENDITURE	£'000
Empty properties & bad debts	720
Management	7,791
Caretaking	4,742
Repairs & maintenance	7,621
Interest paid	5,604
Community regeneration	3,824
Major refurbishment	1,129
Other running costs	3,501
Total expenditure	34,932



FINANCE

INCOME	£'000
Rent & related income	30,754
Service charges	2,220
Right to Buy & land sales	1,081
Grants	1,731
Total income	35,786



RENTED STOCK

(owned at 01/04/09)	Units
Bedsit	301
1 bedroom	1,379
2 bedrooms	2,325
3 bedrooms	1,664
4 bedrooms	297
5 bedrooms	32
6+ bedrooms	13
Total rented homes	6,011

OTHER MANAGED HOMES

(at 01/04/09)	
Leasehold (sold under Right to Buy or Right to Acquire)	2,359
Owned by another RSL	30
Shared Ownership	6
Total homes managed	8,406

LETTINGS

(year to 31/03/09)	Units
Homeless	58
Waiting list	72
Transfers (within HARCA)	55
Transfers (from LBTH)	66
Totals	251

EMPTY PROPERTIES

(at 01/04/09)	Units
Available for letting	19
Undergoing major works or otherwise delayed	1
Totals	20

Average time to re-let empty homes is 15 calendar days

AVERAGE WEEKLY RENT

(at 01/04/09)	
Bedsit	£61.36
1 bedrooms	£71.50
2 bedrooms	£81.81
3 bedrooms	£92.26
4 bedrooms	£102.86
5 bedrooms	£121.11
6+ bedrooms	£124.88
Rent arrears (at 01/04/09)	6.39%

REPAIRS

(% completed in target Apr 2008–Mar 2009)	
Emergency (within 24 hours)	99%
Urgent (within 7 days)	97%
Routine (within 20 days)	98%

CONTACTS

Poplar HARCA

HEAD OFFICE

167a East India Dock Road
E14 0EA

T 020 7510 0500

F 020 7510 0550

Freephone 0800 035 1991

E info@poplarharca.co.uk

W www.poplarharca.co.uk

Report repairs

0800 035 1991

Emergency number

0800 035 1991

(5pm–9am Monday to Friday and
all day weekends and public holidays)

Registered Charity number

1064397

Housing Corporation registration number

L4170

Community & neighbourhood centres

ABERFELDY

NEIGHBOURHOOD CENTRE

Aberfeldy Street, E14 0NU

T 020 7515 6794

BURDETT

NEIGHBOURHOOD CENTRE

off Wallwood Street, E14 7BW

T 020 7538 2553

CAFÉ RECONNECT

71 St. Paul's Way, E3 4AJ

T 020 7987 8796

BROMLEY BY BOW CENTRE

1 Bruce Road, E3 3HN

T 0844 815 1020

MARNER CENTRE

Devas Street, E3 3LL

T 020 7093 1501

TRUSSLER HALL

78 Grundy Street, E14 6AE

T 020 7515 7437

T 020 7510 9770

LINC CENTRE

70 Fern Street, E3 3PR

T 020 7538 5748

TEVIOT

NEIGHBOURHOOD CENTRE

Wyvis Street, E14 6QD

T 020 7987 5764



 **business for neighbourhoods**

For translation, large print, audio or braille phone 020 7510 0500

অনুবাদকৃত, বড় অক্ষরে মুদ্রিত, অডিও কিংবা ব্রেইল কপি পেতে চাইলে ০২০ ৭৫১০ ০৫০০ নম্বরে ফোন করুন।

Haddii aad u baahatid turjumid, far waawayn, dhegeysi ama farta indhoolayaasha wac 020 7510 0500



LEKKER DESIGN
www.lekkerdesign.co.uk

PHOTOGRAPHY
www.rehanjamil.co.uk