



Poplar HARCA's  
**Annual Report**  
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## Message from our chair



**Bernadette Conroy**  
Chair

Last year was an award winning year for our staff and residents.

One award we are particularly proud of winning was The Guardian Public Service Award 2009 for our Family Intervention Project.

This initiative has a special place in our hearts as the idea,

- was proposed by John Baker, one of our residents on the Aberfeldy Estate
- received funding approval and backing from a majority of residents at our 2008 Residents' conference
- has helped more than 50 people in the Poplar area.

It is a perfect example of what can be achieved if we listen to our residents and work in partnership. This project could not have worked without the specialist skills of Tower Hamlets Council's Family Intervention Project Team.

Despite the challenging economic climate, Poplar HARCA has continued to move ahead with its regeneration plans for

Poplar and provide excellent community services for more residents than ever before. We are committed to providing you with the best possible levels of service and this continues to be our focus. This year value for money has been at the forefront of everyone's mind. Both our officers and residents have been carefully scrutinising our services to make sure they are good value for money.

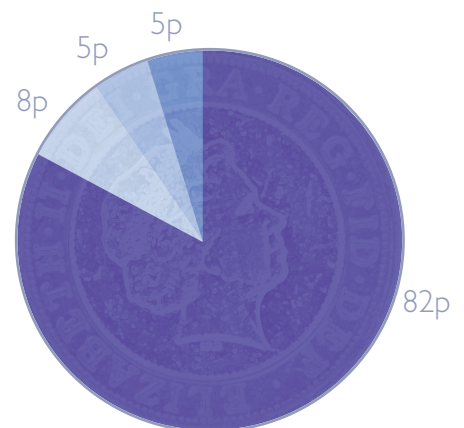
Having recently sent you the "Every Resident Matters Report", which sets out resident approved standards for all our services, we are not providing an annual report calendar this year. Instead we have included the performance figures, financial statement and review of the year from April 2009 to March 2010 in this issue of HARCA Life. We feel this provides better value for you. We hope you agree with our decision.

I look forward to the year ahead and working with you, our staff, boards and partners.

## Financial Report April 2009 to March 2010

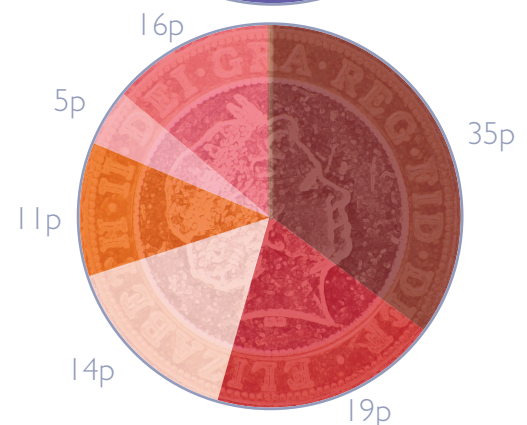
### Income:

	£'000	Per pound
Rent & related income	31,711	82 p
Service charges	3,086	8 p
Right to Buy & Land Sales	1,896	5 p
Grants	1,886	5 p
<b>Total income</b>	<b>38,579</b>	<b>100 p</b>



### Expenditure

	£'000	Per pound
Housing Management	12,799	35 p
Repairs & maintenance	7,062	19 p
Cleaning & Horticulture	5,693	16 p
Community Regeneration	4,042	11 p
Major refurbishment	1,762	5 p
Loan Interest paid	5,121	14 p
<b>Total expenditure</b>	<b>36,479</b>	<b>100 p</b>



# FINANCE

## Rented Stock (owned at 31/03/10)

	No. of units
Bedsit	283
1 bedroom	1,396
2 bedroom	2,412
3 bedroom	1,698
4 bedroom	297
5 bedroom	35
6 or more bedroom	14

**Total rented homes 6,135**

## Other homes managed (at 31/03/10)

Leasehold <i>(sold under Right to Buy)</i>	2,405
Shared Ownership	6

**Total Homes Managed 8,546**

## Empty Properties (at 31/03/10)

Available for letting	13
Undergoing major works or otherwise delayed	21
Awaiting demolition	181

**Total 215**

Average time to re-let empty homes during 2009-10 15 calendar days

## Lettings (year to 31/03/10)

Homeless	66
Waiting List	85
Transfers (within HARCA)	44
Transfers (from LBTH)	45
Transfers (from outside LBTH)	2

**Totals 242**

**Rent Arrears (at 31/03/10) 5.34%**

## Average weekly rent (at 31/03/10)

Bedsit	£ 62.79
1 bedroom	£ 73.30
2 bedroom	£ 83.80
3 bedroom	£ 94.74
4 bedroom	£ 104.82
5 bedroom	£ 124.69
6+ bedroom	£ 127.27

## Repairs (% completed in target April 2009 - March 2010)

Emergency (within 24 hours)	98.0%
Urgent (within 3 days)	98.5%
Routine (within 28 days)	98.7%

*Under our new Probity Policy, we are obliged to report what non-contractual benefits our staff receive from Poplar HARCA. They are listed below.*

### Parking Permit

Poplar HARCA will, subject to the Local Authority's rules and regulations, purchase on an annual basis a parking permit for all staff (essential users) who need to drive across sites in order to conduct their duties.

Poplar HARCA may, at its discretion, issue interest-free loans for parking permits to non-essential car users.

### Special leave

Various special leave provisions with full pay.

### Ride2Work Scheme

The Ride2Work scheme is a government scheme that allows staff to rent a bicycle from Poplar HARCA. The money for the loan of the bike is paid from their salary before tax is deducted, which makes a small saving. The payments are spread over 12 months. Staff use the bike as their main form of transport to and from work.

# Poplar HARCA Board at 31/03/10

We have four boards made up of residents, independent members and councillors.

## Poplar Board

### Independent Members

- 1 **Bernadette Conroy** (Chair)  
Member since 16 September 2003
- 1 **Ben Wilson**  
Member since 25 November 2003
- 1 **Paul Brickell**  
Member since 8 June 2004

### Resident Members

- 1 **Debbie Cordrey**  
Member since 13 September 2005
- 1 **Andrew Mahoney**  
Member since 12 September 2006
- 1 **Millicent Muganyi**  
Member since 18 September 2007
- 1 **Rev James Olanipekun** (Vice Chair)  
Member since 31 March 2009
- 1 **Paul Ingham**  
Member since 31 March 2009
- 1 **Sumaia Mashal**  
Member since 12 January 2010
- 1 **Shiulee Begum**  
Member since 12 January 2010

## Services Board

### Independent Members

- 1 **Ben Wilson** (Vice Chair)  
Member since 4 November 2008
- 1 **Tilat Mahiudin**  
Member since 4 November 2008
- 1 **Uma Akhter**  
Member since 7 July 2009

### Councillor Member

- 1 **Cllr Abdul Aziz Sardar**  
Member since 4 November 2008

### Resident Members

- 1 **Millicent Muganyi** (Chair)  
Member since 4 November 2008
- 1 **Bunmi Johnson**

Member since 4 November 2008

- 1 **Katherine Maciejewski**  
Member since 4 November 2008
- 1 **Rumi Manik**  
Member since 17 November 2009
- 1 **Colin Woollard**  
Member since 17 November 2009
- 1 **Anastasia Edwards**  
Member since 4 November 2008
- 1 **Rakib Ali**  
Member since 4 November 2008

## Places Board

### Independent Members

- 1 **Mark Camley**  
Member since 12 February 2009
- 1 **Mike Mogul**  
Member since 4 November 2008
- 1 **Prabha Rathinasabapathy**  
Member since 12 February 2009

### Co-optee Member

- 1 **Keith Jenkins** (Vice Chair)  
Member since 23 October 2008

### Resident Members

- 1 **Andrew Mahoney** (Chair)  
Member since 23 October 2008
- 1 **Alec Lockhart**  
Member since 12 February 2009
- 1 **Terry Townsend**  
Member since 23 October 2008
- 1 **Kim Hayman**  
Member since 12 November 2009
- 1 **Andrew Jules**  
Member since 12 November 2009
- 1 **Val de Vos**  
Member since 12 November 2009
- 1 **Andrew Ben Salam**  
Member since 12 November 2009
- 1 **Motiur Rahman**  
Member since 12 February 2009

### Councillor Member

- 1 **Cllr Rajib Ahmed**  
Member since 12 November 2009

## Finance and Audit Board

### Independent Members

- 1 **Bernadette Conroy** (*Vice Chair*)  
Member since 16 September 2003
- 1 **John Norman**  
Member since 15 April 2009
- 1 **Elizabeth Hall**  
Member since 15 April 2009

### Councillor Member

- 1 **Cllr Rania Khan**  
Member since 16 March 2009

### Resident Members

- 1 **David Waddell**  
Member since 1 March 2009
- 1 **Stephen Hull**  
Member since 16 March 2009
- 1 **Joseph Ben Salem**  
Member since 16 November 2009
- 1 **Juliana Ben Salem** (co optee)  
Member since 16 November 2009
- 1 **Gordon Jolly**  
Member since 16 March 2009
- 1 **Debbie Cordrey**  
Member since 5 September 2009

Thank you to all our board members for their hard work and dedication to help make Poplar a better place to live.

## Corporate Management Team

- 1 **Steve Stride** BSc (Hons)  
Chief Executive and Company Secretary  
*Appointed 15 December 1997*
- 1 **Steph Begley** BSc(Hons) PGCE, FCA, MBA  
Finance Director  
*Appointed 18 June 2001*
- 1 **Joan Murphy** BSc (Hons)  
Strategic Director of Operations  
*Appointed 1 January 2007*
- 1 **Kevin Wright** MCIQB  
Technical Resources Director
- 1 **Neal Hunt** MCIQB  
Director of Development and Regeneration  
*Appointed 17 March 2008*
- 1 **Andrea Baker** BA (Hons) Dunelm MBA  
Director of Housing  
*Appointed 3 March 2008*
- 1 **Babu Bhattacharjee** BSc, MA  
Social Policy and Planning  
Director of Communities and Neighbourhoods  
*Appointed 27 April 2009*

## Funders

Thank you to our funders for their generous support

- London Borough of Tower Hamlets
- Neighbourhood Renewal Fund
- Health Action Zone
- Working Neighbourhoods Funds
- European Social Fund
- Community fund
- Housing Justice
- UK Online
- Big Lottery
- Home Office
- Jack Petchey
- London Skills Council
- Bridge House Trust

