

## Income and Expenditure Account for the Year ended 31 March 2012

	2011/12	2010/11
	£	£
<b>Turnover</b>		
Grants	2,034	-
	1,875,509	1,422,795
Other income	3,446	5,009
	1,880,989	1,427,804
<b>Operating Costs</b>		
Direct costs	1,541,868	1,064,051
Administration & support costs	287,470	303,310
	1,829,338	1,367,361
<b>Operating Surplus</b>	51,651	60,443
Interest receivable and similar income	1,959	719
<b>Surplus for the year</b>	53,610	61,162
<b>Revenue reserves brought forward</b>	332,775	271,613
<b>Revenue reserves carried forward</b>	386,385	332,775

All amounts relate to continuing activities.

None of the society's activities were acquired or discontinued during the above two reporting periods.

All recognised gains and losses are included in the income and expenditure account



Karin's away day meeting

## Board Members and Staff Board Members

Salma Rauf Shirin  
Lindsay Mortimer  
Abdi Hassan  
Jeff Ackerman  
Deborah Hiller  
Ziggy Crawford  
Farhan Hassan  
Kaltun Hirsi  
Abdi Razzaq Ahmed

*Chair*  
*Vice Chair*  
*Secretary*  
*Treasurer*  
*Member*  
*Member*  
*Member*  
*Member*  
*Co-optee*

Internal auditor/Accountant  
Housing Manager  
Director of Community Project  
Supported Housing Officer  
Senior Project Manager  
Housing Association Director  
Teacher  
Community Development Officer



## Staff Members

Zahra Hassan  
Ibrahim Ali  
Dariq Yusuf  
Abdi Hussein  
Abdullahi Ali

*Chief Executive*  
*Service Director*  
*Housing Management Officer*  
*Rent Recovery Officer*  
*Admin and Finance Officer*



Board members and staff meeting

## Organisational Details

### Office

Unit 124 Cavell Street  
Whitechapel  
London E1 2JA  
Tel: 020 7392 9622  
Fax: 020 7422 7546

### Website

www.karin-ha.org

### Bankers

National Westminster Bank Plc  
Mile End Branch  
Albion Yard  
331-335 Whitechapel Road  
London E1 1BS

### Barclays Bank

240 Whitechapel Road  
London E1 1BS

### Auditors

Chapmans  
Chartered Accountants  
3 Coombe Road  
London NW10 0EB

### Solicitor

Dalton Barret  
33 Milligan St  
London E14 8AT



A Special thanks to Swan Housing Association that has provided us with maximum support during the year.

### We are grateful to our partner borough councils for their support

London Borough of Tower Hamlets  
London Borough of Hackney  
London Borough of Haringey  
London Borough of Islington  
London Borough of Newham  
London Borough of Waltham Forest  
London Borough of Waltham Forest  
London Borough of Redbridge

### We thank the following housing associations for their partnership

Swan Housing Group  
Guinness Trust  
One Housing Group  
Family Mosaic  
Metropolitan Housing Trust  
Sanctuary Housing Association  
Network Stadium Housing Group  
Genesis Housing Group  
Newlon Housing Group



# KARIN HOUSING ASSOCIATION



## ANNUAL REPORT 2011/12



Tenant's child of Karin



Regeneration project funded by HACT

## BALANCE SHEET AS AT 31 MARCH 2012

	2011/12		2010/11	
	£	£	£	£
<b>Fixed Assets</b>				
Tangible fixed assets		5,341		7,599
<b>Current Assets</b>				
Debtors	108,103		76,826	
Cash at bank and in hand	1,035,955		861,135	
	1,144,058		937,961	
Creditors - amounts falling due within one year:	348,310		198,081	
<b>Net Current Assets</b>		795,748		739,880
<b>Net Assets</b>		801,089		747,479
<b>Funds</b>				
Share capital		10		10
Revenue Reserves		386,385		332,775
Designated Reserves		414,694		414,694
<b>Total funds</b>		801,089		747,479

These financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective June 2009)



Karin Housing Association Limited is an Industrial and Provident Society registered with the Registrar of Friendly Societies under Number 26815R and is an exempt charity.

Affiliated to the NHF

D&P: ink2design 020 7791 2299



## A Message from the Chair

We represent one of the newer communities that make up the fabric of our great city of London. This community had to struggle hard to maintain its position and survive the harsh realities of the recession and depression.

We believe passionately in empowering local communities and individuals to improve their quality of life, particularly those who are disadvantaged and struggling to access a variety of community services that they need.

Karin Housing Association began as a small BME organisation over twenty years ago with a vision to assist Somali nationals to secure housing and generally support them in the communities where they were housed. Very quickly Karin became effective in their mission and as a result managing agents for a number of properties owned by housing associations. Today we manage 269 properties which house many families and single persons representing many nationalities – our international family has really grown particularly in the past two years.

We are very grateful to our existing partner Housing Associations for their continued support. We are actively seeking other partners who share our vision and will be willing to work with us in the future. We aim to assist anyone in need of housing and support, however, our particular expertise is still working with Somali nationals and communities. Most of our staff and some Board members can speak the Somali language which is a very valuable asset to our customers.

We were greatly encouraged recently by the success of Olympic medalist Mo Farrah who came to London from Somalia as an eight year old refugee. A great example to all of us that even if we start from a place of distress, disadvantage and hardship what can be achieved by ambition, hard work and determination. Karin staff members are committed to encouraging, helping and signposting their customers to resources that can help them to achieve their ambitions and dreams too.

I would like to extend my sincere thanks to Abdi Hassan who recently stepped down from the Chair after many years of faithful service in this role. Abdi still remains with us as a Board Member. I would also like to thank Mohamed Hussein and Ziggy Crawford who also recently resigned from the Board and the remaining Board members who continue to work with Karin staff and myself for their support.

The Board faces many new challenges ahead and looks forward to achieving even greater things for those we seek to help. Enabling us to do this I would like to express on behalf of the Board our heartfelt thanks to Zahra Hassan and her staff for the outstanding work they have delivered during the last year.

**Salma Rauf Shirin**  
Chair



## Chief Executive's Review

The past year has thrown up both new opportunities and fresh challenges for Karin Housing Association.

We were able to increase our stock in management to 269, - more than the modest target we set in our last Business Plan, and now manage housing for 10 registered providers (large developing housing associations). We have had to hand back many of short life properties previously by us. Those that have remained in our management are subject to a new management contract which has taken the repairing responsibilities and consequently some income away from us.

New opportunities have come to us in the form of the Empty Homes Initiative. We have funding for six new properties as part of the Waltham Forest Community Consortium and hope that this side of our business will increase in the future. Bringing empty homes into use is not only satisfying, but, it is also an opportunity to provide much needed housing on a wider scale.

Experience has convinced us that our current business model of managing housing for other housing associations is no longer secure and stable. We therefore need to find other ways of developing and managing our community business if we are to continue to provide a much needed housing service to our communities.

In this context we are now looking to become a Registered Provider so we can own some of the housing developed specifically to meet the needs of the people we service. We have avoided this option for the past 24 years having been content to manage housing for other landlords. This is no longer a viable or a secure strategy for our future. Over the coming months, we will begin working on developing our proposal to become a Registered Provider.

I would like to thank our Board members for their continuing commitment and my staff for their hard work during the last year which saw a welcome increase in the stock we manage and heralding of new partnerships.

Looking to the future

**Zahra Hassan**  
Chief Executive

## Moving Forward

### Service Director's Review

Karin has had a good year and continues to deliver high quality services to its residents. We are continuously seeking new and innovative ways to achieve our high ambitions, concurrent with achieving high standards and service excellence. We have maintained our rent arrears under 2%.

We have a strong financial base and our funding partners are delighted both with our financial management skills and delivery of projects in the current difficult economic climate.

Karin aims to identify the best way of providing the highest quality of service and has designed processes and systems to ensure that consistently good service is delivered to our tenants. A framework

has been established for reviewing quality objectives and ensuring that not only are these communicated and understood within the association but also reviewed for continuing suitability.

This year we also undertook an Intergeneration Project which was funded by the Housing Associations Charitable Trust (HACT). This project demonstrated that the Somali young people and the older generation can work together, share their different experiences, lifestyles and respect for each other views and forge new links based on understanding and consequently trust.

The prospects for Karin in the years ahead will be both exciting and innovative. We will face future challenges with vigour and enthusiasm, to boldly go where we have always dreamed to go, and limited only by own imaginations.

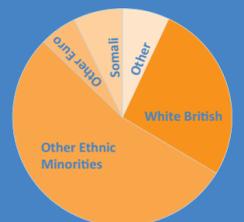
**Ibrahim Ali**  
Service Director

## Report to Tenants on Performance

### LETTINGS : Who we housed

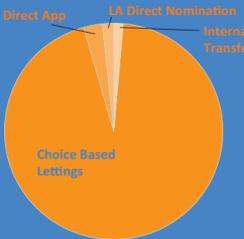
#### By Ethnicity 2012 %

Somali	5	7
White British	19	27
Other Ethnic Minorities	38	53
Other European	4	6
Other	5	7
<b>Total</b>	<b>71</b>	<b>100%</b>



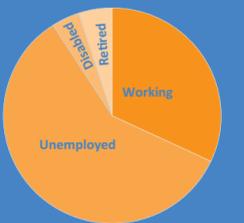
#### By Source 2012 %

LA Direct Nomination	1	1
Choice Based Lettings	67	95
Direct Applicants (Waiting list)	2	3
Internal Transfers	1	1
<b>Total</b>	<b>71</b>	<b>100%</b>



#### By Employment Status 2012 %

Working	32%	
Unemployed	59%	
Long term sick/disabled	4%	
Retired	5%	
Other	0%	
<b>Total</b>	<b>100%</b>	



#### All tenants profile by ethnicity

#### By Ethnicity 2012 %

Somali	90	33
Bangladeshi	72	26
White British	40	15
Other Ethnic Minorities	50	44
Other European	20	7
Other	2	1
<b>Total</b>	<b>274</b>	<b>100%</b>

## Voids

### Rent lost from empty property before or in between lettings

Void Period (weeks) No. Rent Lost – 2011/2012

1 week	
2-3 weeks	£3,210.89
4-5 weeks	
6 weeks +	

**Total** £3,210.89  
% of Annual Rent Roll 0.17%

## Bad Debts

### Rent lost from tenants moving away without paying rent or being evicted in 2011/12

No of Tenants	Rent Loss	% of Rent Roll
4	2280	0.12%

## Repairs and Maintenance

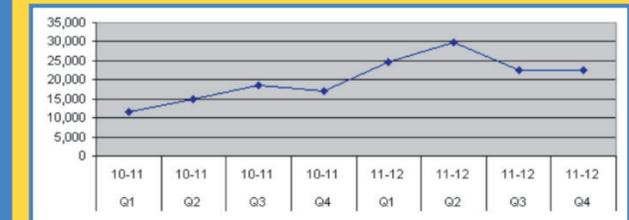
### How quickly we carried out your repairs in 2011/2012

	Nos. received	Completed within target time	Not completed within target time	
Emergency (within 24 hours)	27	27	100%	0
Urgent (within 5 working days)	62	58	94%	4 6%
Routine (within 28 days)	23	22	94%	1 6%

### Tenants owing us rent at the year end -2010/11 and 2011/12

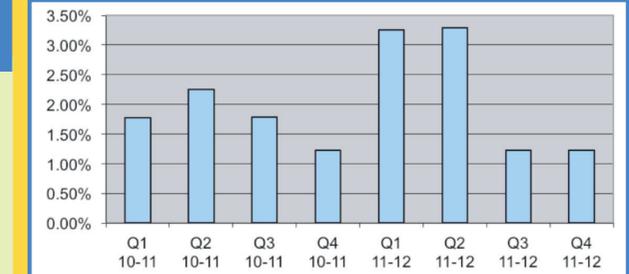
## Rent Arrears

Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
10-11	10-11	10-11	10-11	11-12	11-12	11-12	11-12
11,578	15,025	18,637	17,010	24,640	29,952	22,582	22,582



### Rent owed as a percentage of rent receivable

Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
10-11	10-11	10-11	10-11	11-12	11-12	11-12	11-12
1.77%	2.25%	1.78%	1.22%	3.25%	3.59%	1.22%	1.22%



Karin's Housing Officer

## Complaints

### How we handled the complaints you made in 2011/2012

No of complaints received during the year	5
Resolved within our target time	5
Not resolved	0

Type of complaints:

All the complaints were tenants complaining about their neighbours issues to do with their estate.

## Anti Social Behaviour

### How we dealt with anti social behaviour in 2011/12

No of cases	6
Resolved	4
Ongoing	2

## Average Rent Levels

As we are managing agents our rents are set by the landlord associations. On average they are:

Property size	2012	2011
Studio	0.00	0.00
1 bed flat	102.80	98.05
2 bedroom flat	134.47	128.66
3 bedroom flat	134.45	122.13
2 bedroom house	140.38	127.16
3 bedroom house	182.94	173.70
4 bedroom house	154.88	161.10
5 bedroom house	149.16	135.48

Includes Temporary Social Housing rents where the landlord Network Stadium Housing Group now charges maximum rents allowable for Housing Benefit.