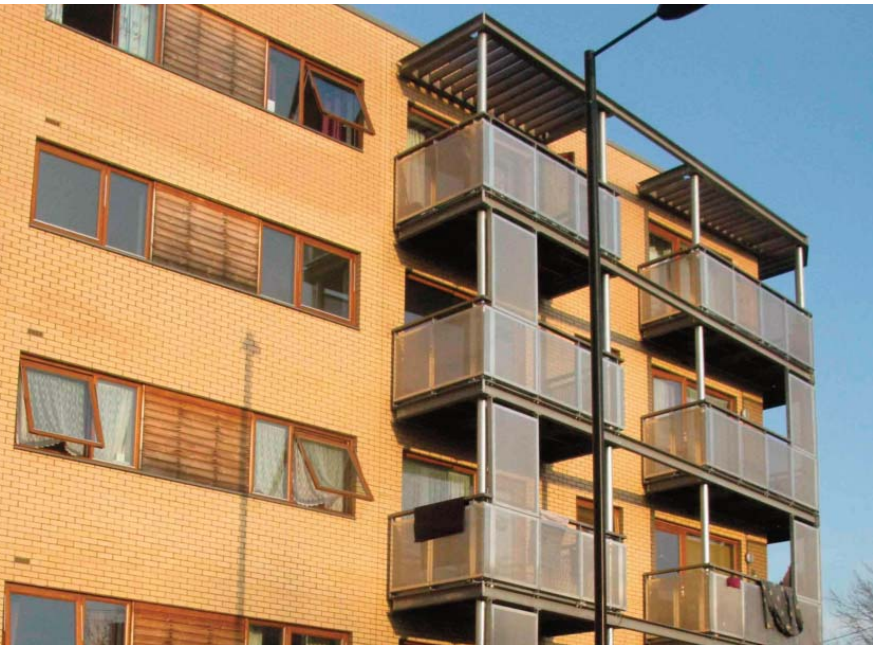
KARIN
Housing Association Ltd
more than just a roof

KARIN HOUSING ASSOCIATION LTD

ANNUAL REPORT 2014



ISO 9001
REGISTERED FIRM

INVESTOR IN PEOPLE

About Karin HA

Karin Housing Association Limited was initially established in 1988 as the Karin Housing Co op. Its founder members were a group of women who wanted to address the housing and social needs of the primarily Somali community and others in London. The Co op became a housing association in 1994 and Karin is now a fully registered provider with aims to develop homes for the people of London. Our 26 years experience within this field gives us unrivalled understanding of the challenges faced by inner city tenants.

MOVING FORWARD

Chair and Director Review

Since Karin Housing Association started in 1988, this small community based organisation has come a long way from simply fulfilling its stated objective of providing a housing advice and temporary accommodation service to predominantly Somali women-led families. Over its 26 years of existence, it has grown to incorporate a wide range of housing-related services and permanent accommodation to diverse ethnic community groups. This has been accomplished with the help of a number of partnering housing associations and funders (as listed on page 14 of this annual report), to whom we are eternally grateful.

Having successfully registered with the Homes and Communities Agency (HCA) in 2013, we acquired our first owned property in that year with the aid of Empty Homes Community Grants Programme, a government sponsored funding stream to bring previously empty homes into use. We were also able to set up new partnerships with four other smaller housing associations; Irish Causeway, Tamil Housing, Home From Home and ACKEE Housing Project.

We are currently in the process of seeking stock transfers of 34 properties from some of Our partner housing associations, we have worked with them under a variety of management and partnering agreements for a number of years.

All our Board members have worked tirelessly on a voluntary basis to achieve a host of momentous goals. We are confident that despite economic downturns and funding cuts to welfare services, we will continue to be able to provide affordable housing to our local communities. This confidence stems from the dedication and commitment of our staff, and continued support from our tenants, Homes & Communities Agency, the Mayor of London, neighbouring local authorities, our funders and housing association partners for our work and vision.

We hope you will enjoy reading this year's Annual Report which sets out our work and performance over the year and continue to support us as we strive to fulfil our objectives.

Finally, we would like to take this opportunity to thank our board & staff members and volunteers. Also, we are grateful to our partner housing associations, Local Authorities, Homes & Communities Agency, Greater London Authority (GLA) and the community organisations that we work with.

Salma Rauf Shirin (Chair)
and Zahra Hassan (Director)

Operations Manager's Review

Karin had a good year and continues to deliver very high quality services to its residents. Despite the welfare changes which affected some of our residents we have been able to continue making right decisions, right choices and providing the best possible services.

We have maintained our rent arrears to less than 2.5% of the annual; rent roll. Karin Housing Association aims to provide high quality, but genuinely affordable housing for individuals, families and communities who are in need of secure decent housing. We also provided a range of services including advocacy over and above to what is expected as a landlord. That makes us a genuinely community based association.

Good financial records are maintained on regular basis so that we have been able to minimise costs and have more cost control and of operational activities. We have been successful registering as a Registered Provider with the Homes and Communities Agency. This means we are eligible to own grant funded properties and to bid for capital funding in our own right. We have dealt with all tenants' complaints and anti-social behaviour (ASB) cases effectively, efficiently and professionally.

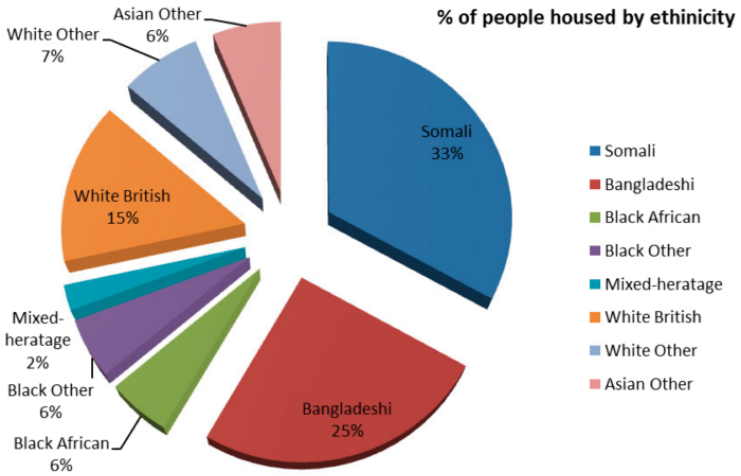
We have a management system which allows us to communicate with employees and involve them fully in decision making. It helps us to provide the desired quality of services to our tenants, partners and the public. It allows us to influence employees actions to complete tasks according to the required quality specifications. We aim to establish a vision for all staff, set standards for employee behaviour, build motivation within the organisation, set goals, and fight any resistance to change within the organisation.

The prospect for Karin in the years ahead is both exciting and promising. We will face future challenges with vigour and enthusiasm, to boldly go where we have always dreamed of, limited only by our imagination.

Ibrahim Ali (Operational Manager)

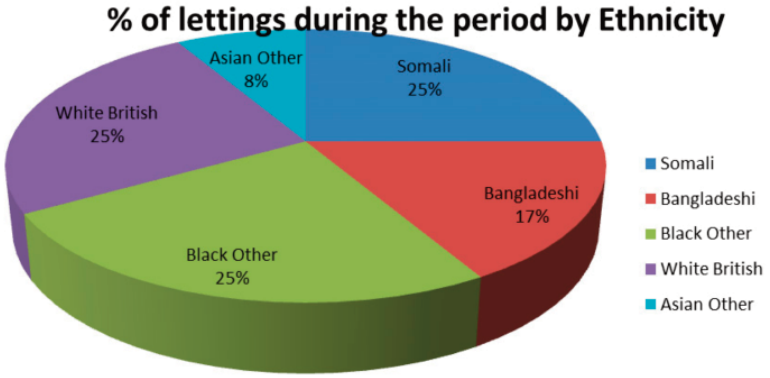
Operational Performance

Ethnicity	Somali	Bangladeshi	Black African	Black Other	Mixed-heritage	White British	White Other	Asian Other
Number of tenants	85	65	14	14	6	38	19	16
% of the overall total	33.07	25.29	5.45	5.45	2.33	14.79	7.39	6.23



Lettings during the period

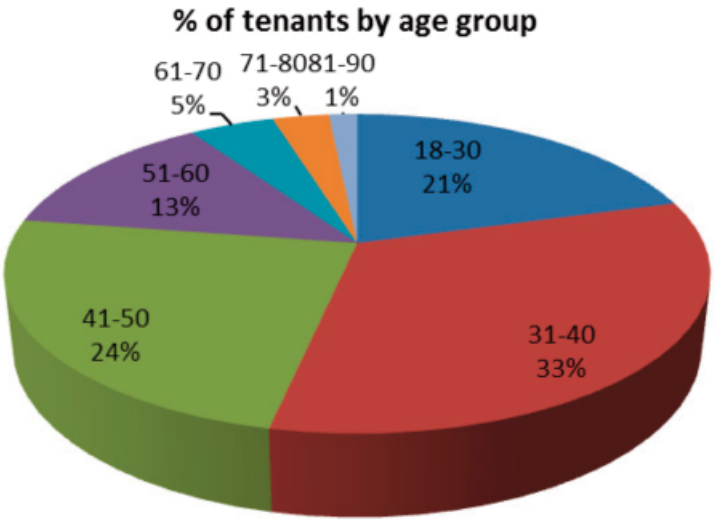
Ethnicity	Somali	Bangladeshi	Black Other	White British	Asian Other
Number of tenants	3	2	3	3	1
%	25.00	16.67	25.00	25.00	8.33



*lets are through the Choice Based Lettings and nominated by the Local Authorities.

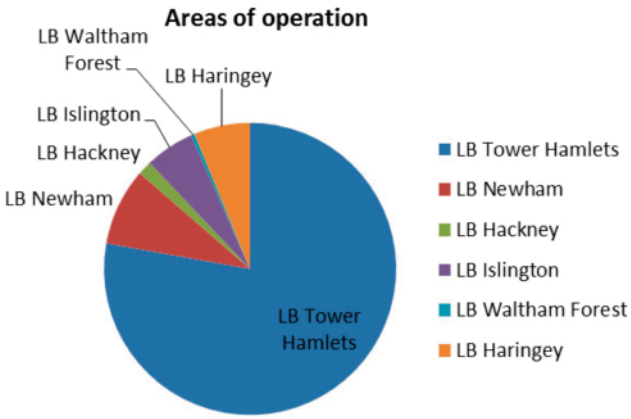
Tenants by age group

Age Group (years)	18-30	31-40	41-50	51-60	61-70	71-80	81-90
No of tenants	53	84	62	34	12	8	4
%	20.62	32.68	24.12	13.23	4.67	3.11	1.56



Areas of operation

Area	Units	%
LB Tower Hamlets	200	77.82
LB Newham	22	8.56
LB Hackney	4	1.56
LB Islington	14	5.45
LB Waltham Forest	1	0.39
LB Haringey	16	6.23
Total	**257**	**100.00**



Income Collection Review

'Even though it was a financially challenging year with the onset of the welfare changes, I am glad the majority of our tenants have managed to pay their rent and sustained their tenancies'

Abdi Hussein
Income Management Officer

Despite the financial hardship faced by our tenants which is partially due to the welfare changes and the effects of the recent recession; Karin Housing Association has once again maintained low rent arrears percentage (which is on average 2% annually). We achieved these excellent results by ensuring our tenants are supported throughout every step of the way. We offer practical and sustainable advice on general budgeting skills. We believe prevention is better than reaction so, we ensure all of our tenants pay their rent and any other charges regularly.

Our income collection strategy and approach have worked effectively up-to-date and we are continuously seeking to improve this aspect of our services. We intend to make it as easy as possible for tenants to make their rent payment; options considered includes looking into various options such as making payments online and through Pay Point facilities.

How we are dealing with the Welfare Reform:

We have found sustainable solutions for some of our tenants which have been affected by the Benefit Cap and the under-occupancy penalty (Bedroom Tax) by supporting them to seek employment or downsize. We continue to offer impartial and practical advice to those affected by the changes on how to cope with these drastic changes. We are grateful to the Local Authorities who are helping these tenants by awarding them Discretionary Housing Benefit payments (DHP) however; we are aware these payments are temporary in nature and cannot be used as a long term solution.

If you are a tenant and affected by the welfare changes please ensure to liaise with the Income Team to discuss your options. Make sure you put plans in place to either downsize or to pay any shortfall in your Housing Benefit.

Abdi Hussein
Income Management Officer

VOIDS

Rent lost from empty property before or in between lettings

Total void loss for the period	**£6,784.52**
% of the Rent Roll	**£0.33%**

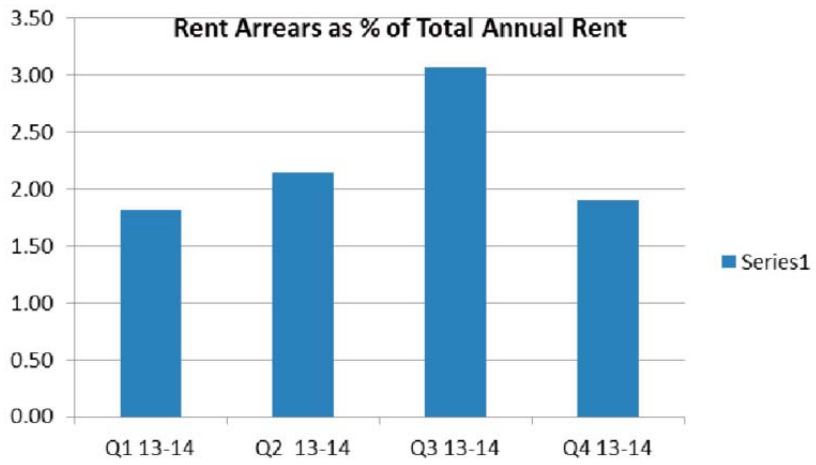
BAD DEBTS

Rent lost from tenants moving away without paying rent or being evicted

	Amount in (£)	**As % of the rent receivable annually**
Void loss for the period	**6,784.52**	**0.33%**
Bad debt written off for the period	**0**	**0%**

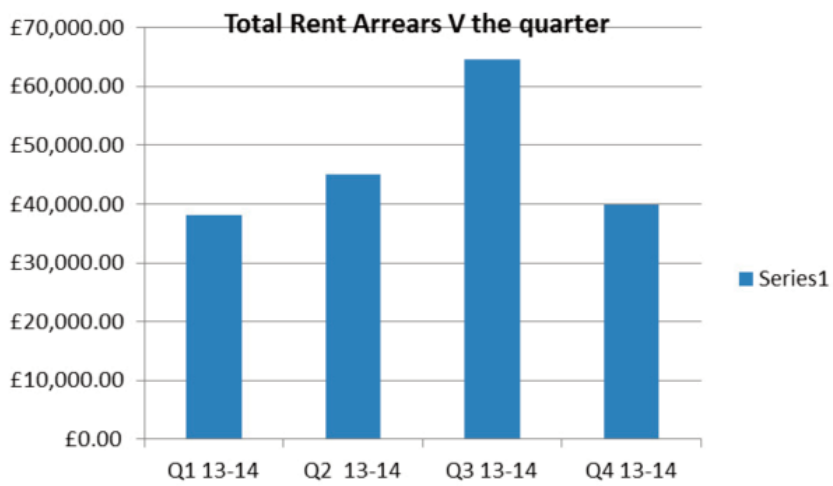
Rent Arrears Report from 2nd Quarter of 2012/13 to 4th Quarter of 2013/14

Quarter	Q1 13-14	Q2 13-14	Q3 13-14	Q4 13-14
Amount owed (£)	£38,199.00	£44,988.00	£64,502.00	£39,949.93



Rent Arrears owed as a percentage of rent receivable annually

Quarter	Q1 13-14	Q2 13-14	Q3 13-14	Q4 13-14
Amount owed (£)	£38,199.00	£44,988.00	£64,502.00	£39,949.93
% of the annual total rent	1.82	2.14	3.07	1.90



REPAIRS AND MAINTENANCE

(Carried out by partner housing association contractors)
How quickly they carried out your repairs

	Nos. received	Completed within target time	Not completed within target time	Reasons for not meeting target times
Emergency (within 24 hours)	77	73 95%	4	Parts not available
Urgent (within 5 working days)	206	195 95%	11	Tenant not accessible
Routine (within 28 days)	151	137 91%	14	Parts not available

Note: Some Repairs are done by property owners

REPAIRS AND MAINTENANCE

(Carried out by Karin HA Contractors)
How quickly we carried out your repairs

	Nos. received	Completed within target time	Not completed within target time	Reasons for not meeting target times
Emergency (within 24 hours)	51	49 96%	2 4%	Parts not available
Urgent (within 5 working days)	206	173 97%	5 3%	Tenant not accessible Parts not available
Routine (within 28 days)	151	131 96%	6 4%	Survey delayed report Parts not available

COMPLAINTS

How we handled the complaints you made

Mohamed Hassan
Housing Officer

No of complaints received during the period	136
Resolved within our target time	132
Not resolved/ongoing:	4

1) 24 Tenant complaints of why repairs are going beyond the target date to be completed by the parent Housing Association contractors

2) 9 Tenant complaints of why repairs are going beyond the target date to be completed by Karin Housing Association contractors

3) 60 Tenant complaints about pest related communal situation

4) 43 Tenant complaining about other residents

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2014

	2014	2013
	£	£
Turnover		
Grants	200	1,476
	2,128,918	2,214,674
Other income	7,899	326
	2,137,017	2,216,476
Operating Costs		
Direct costs	1,758,112	1,838,522
Administration & support costs	293,125	293,225
	2,051,237	2,131,747
Operating Surplus	85,780	84,729
Interest receivable and similar income	1,195	2,303
Surplus for the year	86,975	87,032
Revenue reserves brought forward	473,417	
Revenue reserves carried forward	560,392	473,417

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

BALANCE SHEET

AS AT 31 MARCH 2014

	31 March 2014		31 March 2013	
Notes	**£**	**£**	**£**	**£**
Housing property		**194,394**		**-**
Tangible fixed assets		3,460		3,561
Current Assets				
Debtors		130,918		118,818
Cash at bank and in hand		1,082,031		1,201,948
		1,212,949		1,320,766
Creditors - amounts falling due within one year:		435,710		436,209
Net Current Assets		**777,239**		**884,557**
Net Assets		**975,093**		**888,118**
Funds				
Share capital		7		7
Revenue Reserves		560,392		473,417
Designated Reserves		414,694		414,694
Total funds		**975,093**		**888,118**

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

BOARD MEMBERS AND STAFF

Board Members

Jeff Ackerman

Lindsay Mortimer

Deborah Hiller

Abdi Hassan

Kaltun Hirsi

Abdirizak Ahmed

Farhan Hassan

Salma Rauf Shirin

Salma Rauf Shirin	Chair	Internal auditor (Redbridge Council)
Lindsay Mortimer	Vice Chair	Housing Manager (L&Q HA)
Abdi Hassan	Secretary	Director of Community Project
Jeff Ackerman	Treasurer	Supported Housing Officer (LBHackney)
Deborah Hiller	Member	Development Manager (Genesis HA)
Farhan Hassan	Member	Teacher
Kaltun Hirsi	Member	Community Development Officer (LB Tower Hamlets
Abdirizak Ahmed	Member	Social Worker (LB Tower Hamlets)

Staff Members

Abdi Hussein

Abdullahi Ali

Mohamed Hassan

Ibrahim Ali

Zahra Hassan

Zahra Hassan	Director
Ibrahim Ali	Operations Manager
Mohamed Hassan	Housing Management Officer
Abdi Hussein	Income Management Officer
Abdullahi Ali	Finance Manager

We would like to thank and say farewell to one of our long term staff member Dariq Yusuf who left Karin Housing Association last year.

Organisational Details

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

Website
www.karin-ha.org.uk

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
Devonshire Solicitors
30 Finsbury Circus
London EC2M 7DT

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

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

We work with the following organisations:

Al-Huda Cultural Centre Mosque
Black Women's health and family services
Ocean Somali Centre
Skein,
Oxford House
Praxis
Somali Education & Cultural Project
Tower Hamlets Neighbourhood Watch
Tower Hamlets Volunteers Scheme
Women's Health Family Service
Somali Network Association
Account 3

Membership of trade bodies
G320
Affiliated to: the National Housing Federation (NHF)
Tower Hamlets Housing Forum (THHF)
London BME Directors' Forum

Regulator
Homes and Communities Agency (HCA). Registration number: 4770

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.

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WEBSITE
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