



# How we Performed

# Our People

*\*as at 22 March 2019*

## The Board:

Graham Briscoe, Keith Douglas, Joanne Foster, Ruth Goldfeather (*Vice-chair*), Joel Inbakumar, Rhiannon Meredith, Charlotte Paxton (*Chair*), Helen Taylor, Wayne Willis

## The Management Team:

Sarah Armstrong (*Scheme Manager*), Frederick Bawua-Anipah (*Finance Officer*), Keith Douglas (*Chief Executive & Company Secretary*), Sophie Kenny (*Duty Manager*), Mark Sharman (*Director of Finance - part-time*), Simon Wright (*Director of Operations*)

## Our Performance (Year ending 30th September 2018)

### Housing

**Rent lost due to voids**  
*Benchmark 0.36%*

1.18%

**Uncollected rent written off as a bad debt**  
*Benchmark data not available*

0.04%

**Rent in arrears as % of annual rent debit**  
*Benchmark 2.56%*

0.19%

**Weekly management cost per apartment**  
*Benchmark data not available*

£34.57

**Number of lettings**  
*Benchmark data not available*

68

### Our repairs targets:

**Emergency**

24 hours

### Number of requests over the year:

1

**Priority**

5 working days

8

**Routine**

20 working days

124

**95%**  
repairs completed first time  
*Benchmark 95%*

**100%**  
repairs completed within target  
*Benchmark 99%*

**95%**  
residents satisfied with the repairs service  
*Benchmark 97%*

### Satisfaction

Percentage of residents satisfied with:

**90%**  
VFM for rent  
*Benchmark 88%*

**90%**  
how Hyelm keeps you informed  
*Benchmark data not available*

**93%**  
our overall service  
*Benchmark 92%*

[www.hyelm.com](http://www.hyelm.com)

Benchmarking information is available through our membership of the G320 group of smaller housing associations in London and shows how our performance for the year compared with the SPBM Annual Report 2018 which shows median quartile performance of our peers.

## Our Finances

● Year ending 30 September 2018; £'000's  
● Year ending 30 September 2017; £'000's

### Statement of Financial Position

#### Fixed assets

Property, plant and equipment  
Other tangible fixed assets

24,193	13,374
97	40
<b>24,290</b>	<b>13,414</b>

#### Current assets

Investments  
Trade and other debtors  
Cash and cash equivalents

-	-
167	94
20,717	31,808
<b>20,884</b>	<b>31,902</b>

#### Net current assets / liabilities

#### Total assets less current liabilities

*Creditors falling due within one year*

(2,789)	(2,559)
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<b>18,095</b>	<b>29,343</b>
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#### Total net assets

#### Reserves

Unrestricted fund  
Designated fund  
Endowment fund

27,463	27,712
98	100
6,048	6,019

#### Total reserves

<b>33,609</b>	<b>33,831</b>
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*The Hyelm Group accounts include Hyelm, The Ames House Trust and Arthur West House Limited.*

### Statement of Financial Position

#### Fixed assets

Property, plant and equipment  
Other tangible fixed assets

24,193	13,374
97	40
<b>24,290</b>	<b>13,414</b>

#### Current assets

Investments  
Trade and other debtors  
Cash and cash equivalents

100	100
131	86
20,542	31,763
<b>20,773</b>	<b>31,949</b>

#### Net current assets / liabilities

#### Total assets less current liabilities

*Creditors falling due after one year*

(2,676)	(2,589)
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<b>18,097</b>	<b>29,360</b>
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#### Total net assets

#### Reserves

Unrestricted fund  
Designated fund  
Endowment fund

27,465	27,729
98	100
6,048	6,019

#### Total reserves

<b>33,611</b>	<b>33,848</b>
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*The Association includes Hyelm and The Ames House Trust which, in accordance with Charity Commission guidelines, is accounted for as a branch of Hyelm.*

Hyelm and The Ames House Trust: Registered with the Charity Commission – Number 215575. Hyelm: Registered with the Homes and Communities Agency – Number HO 312. Hyelm: Registered in England at Companies House - Number 00244598 (Registered Office: 43 New North Road, London N1 6JB). © Hyelm 2019

### Group

### Statement of Comprehensive Income

#### Turnover

*Operating expenditure*

1,298	1,174
(1,077)	(1,044)

#### Operating surplus / (deficit)

*Loss relating to abortive costs*  
*Interest receivable*  
*Interest and financing costs*

<b>221</b>	<b>130</b>
(232)	-
150	157
(362)	(365)

#### Surplus / (deficit) before and after tax

<b>(223)</b>	<b>(78)</b>
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### Association

### Statement of Comprehensive Income

#### Turnover

*Operating expenditure*

1,267	1,142
(1,061)	(1,018)

#### Operating surplus / (deficit)

*Loss relating to abortive costs*  
*Interest receivable*  
*Interest and financing costs*

<b>206</b>	<b>124</b>
(232)	-
150	157
(362)	(365)

#### Surplus / (deficit) before and after tax

<b>(238)</b>	<b>(84)</b>
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