



# Annual Report 2019

# HYELM

**HYELM.com**

43-51 New North Road, London, N1 6JB  
0207 336 9000

# HYELM

*Housing the future of London*

# HOW WE PERFORMED

## OUR PERFORMANCE

Year ending 30th September 2019

### Housing



#### Rent lost due to voids

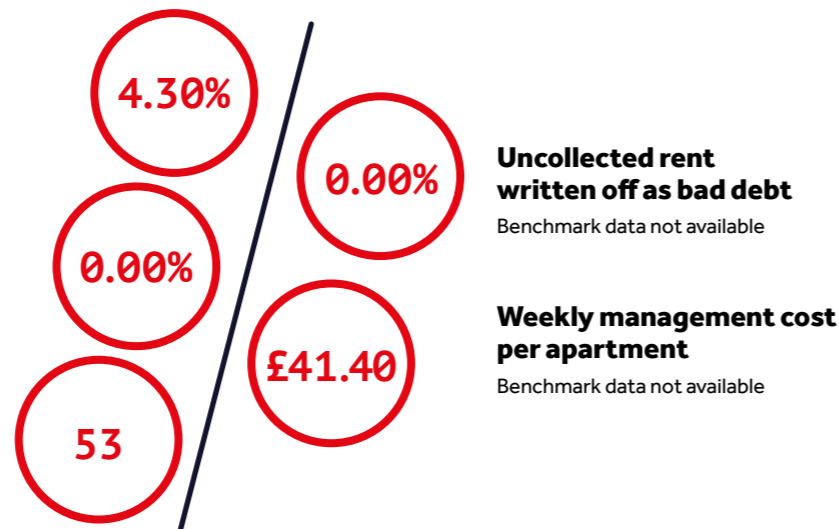
Benchmark 0.88%

#### Rent in arrears as % of annual rent debit

Benchmark 3.70%

#### Number of lettings

Benchmark not available



### Maintenance



#### Our repairs targets:

**24 Hours**  
**5 working days**  
**20 working days**

#### Number of requests over the year:

**5**  
**102**  
**126**



**72%**

Repairs completed first time

Benchmark 96%

**100%**

Repairs completed within target

Benchmark 97%

**95%**

Residents satisfied with the repairs service

Benchmark 95%

### Satisfaction

#### Percentage of residents satisfied with:



**90%**

VFM for rent

Benchmark 74%

**90%**

How HYELM keeps you informed

Benchmark not available

**93%**

Our overall service

Benchmark 93%

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 2019 which shows median quartile performance of our peers.

## OUR PEOPLE



### 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), **Mark Sharman** (Director of Finance - part-time), **Simon Wright** (Director of Operations)

## OUR FINANCES

● Year ending 30th September 2019; £'000's

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

### Statement of Financial Position

#### Fixed Assets

Property, plant and equipment  
Other tangible fixed assets

#### Current Assets

Investments  
Trade and other debtors  
Cash and cash equivalents

Creditors falling due within one year

#### Net current assets / liabilities

#### Total assets less current liabilities

Creditors falling due after one year

#### Total net assets

#### Reserves

Unrestricted fund  
Designated fund  
Endowment fund

#### Total Reserves

	2019	2018
<b>Fixed Assets</b>		
Property, plant and equipment	24,802	24,193
Other tangible fixed assets	118	97
<b>24,920</b>	<b>24,290</b>	
<b>Current Assets</b>		
Investments	-	-
Trade and other debtors	206	167
Cash and cash equivalents	19,797	20,717
<b>20,003</b>	<b>20,884</b>	
Creditors falling due within one year	(2,772)	(2,789)
<b>Net current assets / liabilities</b>	<b>17,231</b>	<b>18,095</b>
<b>Total assets less current liabilities</b>	<b>42,151</b>	<b>42,385</b>
Creditors falling due after one year	(8,620)	(8,776)
<b>Total net assets</b>	<b>33,531</b>	<b>33,609</b>
<b>Reserves</b>		
Unrestricted fund	27,351	27,463
Designated fund	98	98
Endowment fund	6,082	6,048
<b>Total Reserves</b>	<b>33,531</b>	<b>33,609</b>

The Hyelm Group accounts include HYELM, The Ames House Trust and Arthur West House Limited.

### Statement of Comprehensive Income

#### Turnover

Operating expenditure

#### Operating surplus / (deficit)

Loss relating to abortive costs

Interest receivable

Interest and financing costs

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

	2019	2018
<b>Turnover</b>	<b>1,442</b>	<b>1,298</b>
Operating expenditure	(1,285)	(1,077)
<b>Operating surplus / (deficit)</b>	<b>157</b>	<b>221</b>
Loss relating to abortive costs	-	(232)
Interest receivable	125	150
Interest and financing costs	(360)	(362)
<b>Surplus / (deficit) before and after tax</b>	<b>(78)</b>	<b>(223)</b>

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