



Annual Report 2020

HYELM

HYELM.com

43-51 New North Road, London, N1 6JB
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HYELM
Housing the future of London

HOW WE PERFORMED

OUR PERFORMANCE

Year ending 30th September 2020

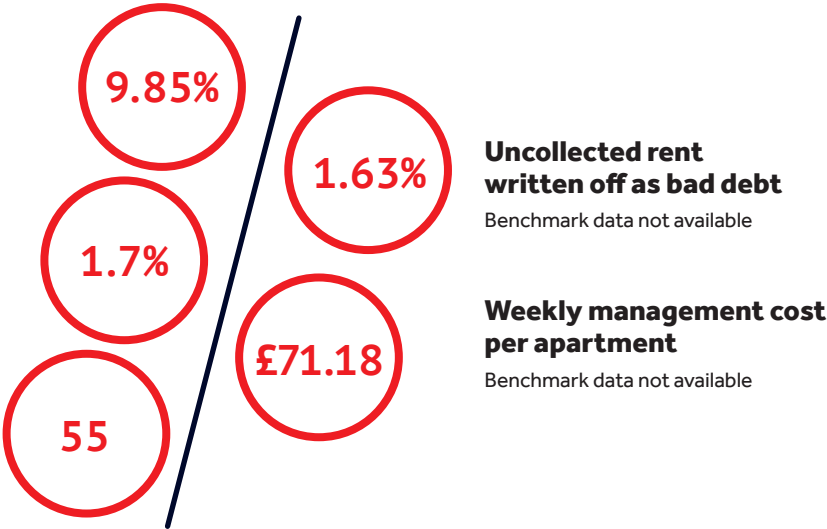
Housing



Rent lost due to voids
Benchmark 0.41%

Rent in arrears as % of annual rent debit
Benchmark 3.70%

Number of lettings
Benchmark not available



Maintenance



86%
Repairs completed first time
Benchmark 94%

97%
Repairs completed within target
Benchmark 97%

46%
Residents satisfied with the repairs service
Benchmark 88%

Satisfaction



Percentage of residents satisfied with:

54%
VFM for rent
Benchmark 90%

68%
How HYELM keeps you informed
Benchmark not available

70%
Our overall service
Benchmark 89%

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 2020 which shows median quartile performance of our peers.

OUR PEOPLE



The Board:

Graham Briscoe, Keith Douglas, Joanne Foster, Ruth Goldfeather (Vice-chair), **Joel Inbakumar, Vanessa James** (Chair), **Rhiannon Meredith, Charlotte Paxton** (Vice-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 2020; £'000's
● Year ending 30th September 2019; £'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

	2020	2019
Fixed Assets		
Property, plant and equipment	24,238	24,331
Other tangible fixed assets	87	117
Total Fixed Assets	24,325	24,448
Current Assets		
Investments	-	-
Trade and other debtors	108	207
Cash and cash equivalents	19,147	19,797
Total Current Assets	19,255	20,004
Creditors falling due within one year	(8,999)	(2,772)
Net current assets / liabilities	10,256	17,232
Total assets less current liabilities	34,581	41,680
Creditors falling due after one year	(2,252)	(8,620)
Total net assets	32,329	33,060
Reserves		
Unrestricted fund	26,130	26,880
Designated fund	98	98
Endowment fund	6,101	6,082
Total Reserves	32,329	33,060

Group



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

	2020	2019
Turnover	1,422	1,428
Operating expenditure	(1,432)	(1,285)
Operating surplus / (deficit)	10	143
Loss relating to abortive costs	(453)	(457)
Interest receivable	95	125
Interest and financing costs	(363)	(360)
Surplus/(deficit) before and after tax	(731)	(549)

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