

Welcome to the final Annual Report from Mossbank Homes

The last year has proved to be yet another exciting and challenging year for Mossbank Homes.

This year has seen consolidation of the move to new offices and new estate-based working,

ongoing development of the two Hubs in Bramall and Bredbury, helped by receiving external funding grants which has widened the work and offer of the hubs. The year has also seen strengthening of the work and role of the new environmental team working across the estates, and completion of the major investment in homes and estates. Exciting projects run through the Hubs has seen improvements to

ordinary peoples' lives and we hope to see this continuing into the future.

The year has seen significant challenges and changes for the Board, moving to a new "overlapping" Board structure within Mosscare, coping with significant changes in government policy, and in the background,

preparations to consider the merger which has resulted in Mosscare St Vincent's (MSV). I commend this report into the work and life of Mossbank Homes.

Reuben Flynn Chair, Mossbank Homes.



"Lynne has gone above and beyond her duties to help me, she is an amazing person, the best. If you were to give out gold stars she should have 10."

A Focus on Communities

Through our work at the Bredbury and Bramall Hubs, we continue to empower our communities and develop local services. We ran many projects in 2016 including; a focus on social inclusion and reaching out to isolated people, health and wellbeing, arts and crafts, cookery, genealogy and family and local history.

Residents taking part have found that being involved in this way improves their confidence and ability to play an active role in the community.

Our valued partners in Stockport who have helped with the successful events at the hubs include: Starting Point, Stockport County Football Club, Greater Manchester Police, Shelter, Stockport Homes and Stockport MBC.



Last year we achieved £444,154 of social value from our community projects



Our Partnerships in Stockport

We have developed our relationship with Stockport Homes by working with their Positive Engagement Service, which provides residents with additional support. This support allows them to maintain and sustain their tenancies, as well as addressing behavioural issues that could otherwise impact upon the wider-community.

We have also been working alongside FoodSync Stockport, by developing a proposal for the installation and operation of a new flagship growing site in Stockport, which will maximise community engagement and learning opportunities. This large site will certainly be put to good use by local residents who can't wait to get their sleeves rolled up and get cracking.

Keeping Our Communities Clean

Our work with the In-House Environmental Services Team continued. They have now delivered landscaping and cleaning services to our residents in Stockport for nearly 2 years. The service offers a more valued and controlled service than was previously provided by external contractors. The team continues to develop and deliver additional services that means savings through this

more efficient service, can be used elsewhere within the business – including supporting more community and environmental projects. Simply by undertaking gutter and drain clearance works between December 2016 and February 2017, the team saved the business over £22,000. This demonstrates a real commitment to value for money.

"I just wanted to say that I've had a visit from Andrea and wanted to

say what a nice person she is! She is wonderful "

More than 14 projects
were delivered by our Hub
volunteers and partner
organisations during 2016.
We offer our thanks to all
the volunteers who bring the
Hubs to life.



Pictured top: Homes in Bredbury have seen significant investment over the years since the transfer to Mossbank Homes, and above right Community Fun Day with Stockport County Football Club.

Pictured: The hugely successful Learning and Cookery Clubs at Bredbury and Bramall Hubs and on previous page the youngsters were learning to make Fish Pie.



Our management of empty properties

Average number of days homes are empty and available for letting.

7.4 days 0.31_%

> Rent loss from empty homes as a percentage of total rent income

Our repairs performance

Mossbank analysed all repairs raised up until 31st March 2017.

99.01%

of emergency repairs (24 hours) were completed within target

95.40% of urgent repairs (7 days) were completed within target

90.93% of routine repairs (28 days) were completed within target

Rent collection



The average weekly rent levels are based on General Needs lettings and include affordable conversations or affordable new developments.

Of the 82 Households rehoused, 7 prior to rehousing had been Statutory Homeless and 2 were made to Black and minority ethnic households.

Our Homes...

Our Lettings

72

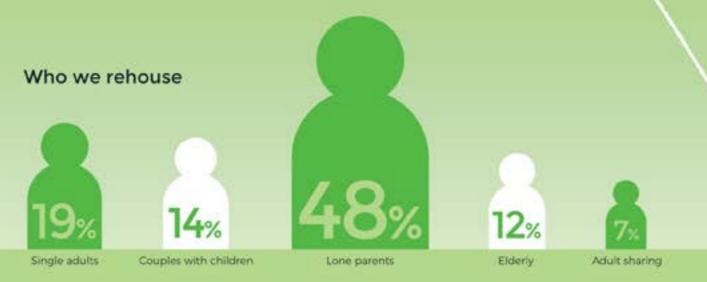
Total number of new households*

 * All properties other than disabled adapted properties or supported housing are now let using the Choice Based Lettings system.



How people came to us...

All properties other than disabled adapted properties or supported housing are now let using Choice Based Lettings





This included items such as grab rails, ramps and walk-in showers. These adaptations will help people live comfortably in their homes now and in the future.

Complaints



financial summary

	31 March 2016
E000	£000
5,181 (156) (3,422)	5,759 (658) (3,691)
1,603	1,410
(996)	(1,011)
607	399
	5,181 (156) (3,422) 1,603 (996)

Mossbank made a surplus of £0.6m for the year to 31 March 2017, which was £0.2m better than the year before due to lower management and maintenance costs. The association safely exceeded its

At the year end it had a bank loan of £27m and held cash and bank deposits of £3.1m. The association's financial plan has surpluses in the next five years and its planned loan repayments are in line with those agreed with the bank.

10 Affordable housing units were purchased in the year (Highfield Park Road). Additional opportunities are available in Stockport and these will be considered as they arise

Statement of financial Position	Year ended 31 March 2017 £'000	Year ended 31 March 2016 £'000
Fixed assets	27.023	27,259
Net current assets	1,995	1,818
Total assets less current liabilities	29,018	29,077
Loans and other long term liabilities	27,472	28,138
Reserves	1,546	939
Reserves and long term liabilities	29,018	29,077

Statement of cash flows	Year ended 31 March 2017 £'000	Year ended 31 March 2016 £000
Cash from operations	2.904	2,855
Net cash from / (used in) investing activities	(842)	188
Net cash used in financing activities	(1,840)	(1,866)
Net increase / (decrease) in cash and deposits	222	1,177
Cash and deposits brought forward	2,853	1,676
Cash and deposits at end of year	3,075	2,853

Cash and bank deposits increased by £0.2m. Four new houses and six new flats for Affordable Rent. were acquired during the year at a cost of £0.9m.

Financial Statements

* This report includes information summarised from the financial statements, which were audited by BDO LLP and received an unqualified opinion. For a copy of the full accounts, please write to the Company Secretary at the head office or refer to our website www.msvhousing.co.uk

board and management team

MSV Board of Management

From 21 July 2017

- · Jan Tasker (Chair)
- . Jon Lord (Vice Chair)
- Anna Beaumont
- · Nick Cole
- · Peter Cudlip
- Derek Long
- Grace McCorkle
- Martin McNally Richard Morris
- Tracy Neil
- Jason Saenz

Executive Directors

- · Group Chief Executive Charlie Norman
- Executive Director Neighbourhoods & Wellbeing - Tola Adesemowo
- Executive Director of Growth, Partnerships & New Business - Yvonne McDermott
- Executive Director Assets & Property Services / Deputy Chief Executive - Patrick Nolan
- Executive Director of Finance & Business Excellence - Vince Ormrod

Mossbank Homes **Board of Management**

From 21 July 2017

- Jan Tasker (Appointed 17 October 2016 / Chair from 21 July 2017)
- Jason Saenz
- Jon Lord (Appointed 21 July 2017 / Vice Chair)
- Anna Beaumont (Appointed 21 July 2017)
- Nick Cole (Appointed 21 July 2017)
- Peter Cudlip (Appointed 21 July 2017)
- Derek Long (Appointed 21 July 2017)
- Grace McCorkle (Appointed 21 July 2017)
- Martin McNally (Appointed 21 July 2017)
- Richard Morris (Appointed 21 July 2017) Tracy Neil (Appointed 21 July 2017)

To 21 July 2017

- Reuben Flynn (Chair Resigned 2) July 2017)
- Jason Saenz
- Jan Tasker (Appointed 17 October 2016)
- Jean Byers (Resigned 21 July 2017)
- Hazel Lees (Resigned 21 July 2017)
- Helen Knowles (Resigned 21 July 2017) Brian Davenport (Resigned 17 October 2016)
- Zahid Amin (Resigned 20 September 2016)
- Sheila Burden (Resigned 20 September 2016)
- Howard Totty (Resigned 20 September 2016)

Mossbank Homes Executive Management

From 21 July 2017

- Group Chief Executive Charlie Norman
- Executive Director Neighbourhoods & Wellbeing Tola Adesemowo
- Executive Director of Growth, Partnerships & New Business - Yvonne McDermott
- Executive Director Assets & Property Services / Deputy Chief Executive - Patrick Nolan
- Executive Director of Finance & Business Excellence - Vince Ormrod

To 21 July 2017

- Chief Executive Robert Ferguson (Retired 16 June 2017)
- Housing Services Director Tola Adesomowo
- Technical Services Director Patrick Nolan
- Corporate Services Director Vincent Ormrod

External auditors:

BDO LLP, 3 Hardman Street, Spinningfields, Manchester, M3 3AT



We recently said goodbye to a dear friend of Mossbank Homes. Jean Byers, who was a prominent local figure at the Bredbury Hub and very active in the area, sadly passed away in August. Jean, who lived and brought up her family in Bredbury, was a local character known by many. We will remember Jean fondly for her energetic and enthusiastic approach to life and the area and we will be dedicating and re-branding the Bredbury Hub in her memory.

^{*}The above financial summary is for Mosscare Housing Group

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