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1. Front page – New pictures?
2. Contents Page – as determined.

3. Welcome

Knowle Green Estates Ltd (KGE) continues to focus on its people, tenants and communities as well as its properties. KGE has worked with Spelthorne Borough Council, its sole shareholder, to provide and manage further affordable and temporary accommodation housing in the borough.

In partnership with the Council, KGE secured funding from the Government's Local Authority Housing Fund (LAHF). The LAHF aims to support Local Authorities in England to provide accommodation to those with housing needs, specifically where there is a huge shortage of temporary accommodation. In addition, the LAHF includes provision for Afghan and Ukrainian resettlement schemes.

KGE's newly acquired properties have all been refurbished to provide quality housing for their new occupiers, which mirrors KGE's approach to the existing properties within its portfolio.

KGE's portfolio has now increased from 93 properties to 174. Its new homes are a combination of flats and houses which are situated across the borough of Spelthorne, in central accessible locations, ensuring that its residents are very much part of the community.

The KGE team continues to support its Afghan and Ukrainian relocated families, with every aspect of their tenancies. KGE works closely with other agencies; including the Council's Family Support team, the local job centre, local charities and food banks, to ensure that its residents receive all the required support they need to lead positive, prosperous and happy lives.

The team also ensures that, when needed, referrals are made to relevant agencies such as social care and mental health teams, ensuring a holistic

tenant focused approach is at the forefront of its service provision. KGE's tenants are its customers, hence a 'customer first' focus ensures KGE is always striving to improve its service provision, and it seeks to improve resident engagement through various channels, including resident feedback surveys.

KGE continues to work closely with the Council's Housing Options team, to ensure those applicants who are most in need, are prioritised for the accommodation available. The properties KGE has available allow for a blend of keyworker, affordable and private tenancies and temporary accommodation, ensuring KGE continues to address the variety of housing needs in the borough.

During 2024, KGE acquired a significant number of new homes, but lack of affordable housing, continues to be a challenge for the Council and residents of Spelthorne. KGE will continue to work with its shareholder and other partners to identify innovative ways to address the lack of affordable housing. KGE's focus remains people, its customers and the provision of good quality and safe homes, managed on a long-term sustainable basis.

4. Our team

- Remove Rachael Fry
- Add in Sara Chapman, Residential Property Manager
- Add in Coralie Holman, Group Head, Assets

5. Vision and Values – Keep this in

Our homes – 2024 – Radford Gate (33 Units)

A mixture of 1- & 2-bedroom homes in Sunbury.

2023/24 – The Old Post Office (13 Units)

A mixture of 1- & 2-Bedroom homes in Ashford

6. Case Study – Resident Feedback

Your Background

- Please tell us the ages of the people in your household: 35 years, 39 years, 7 years
- How long did you live in KGE accommodation: 3 years
- Describe the circumstances that led to you seeking accommodation (e.g., homelessness, family issues, financial difficulties):

In February 2020, I fled from domestic violence and sought safety in a women's refuge. After leaving the refuge, I found myself homeless, without work, and relying on the housing register for assistance. Eventually, I was offered accommodation through KGE, which provided me with a safe and stable environment to rebuild my life.

Experience in your KGE Accommodation

- How would you rate the quality of the accommodation and amenities available:

I would rate the quality of the accommodation and amenities as excellent. The living space is comfortable, well-maintained, and equipped with everything I need, making it feel like a secure and welcoming home. This high quality of accommodation has had a positive impact on my daily life and overall well-being.

- Please detail whether you received any support from KGE staff during your stay. If so, what did they help with, how did this help you.

I have always felt supported by KGE staff, especially when it came to my mental health and understanding the benefits I could be entitled to. Their guidance helped me access essential support systems, which brought stability and reduced financial stress. Knowing I had someone to turn to for mental health support was incredibly comforting, especially during challenging times. Their assistance provided me with peace of mind and helped me feel more empowered to manage my circumstances.

- Were you supported with applying for any benefits? If so, how did this help you and improve your life.

Yes, I was supported with applying for Universal Credit when I was not in work and a single mum. This support made a significant difference in my life by providing financial stability during a challenging time. It allowed me to focus on caring for my child without the constant stress of financial insecurity. With this support, I was able to cover essential expenses, like rent, food, and bills, which greatly improved our quality of life and helped me feel more secure.

Improvements in your Well-being

- Please detail any significant changes in your life, such as improvements in mental health, employment status, or social connections.

Since living at KGE, my life has significantly transformed. I am now married and living with my son and husband, and I have secured a full-time senior role in a corporate company. These changes have greatly improved my financial stability, personal happiness, and sense of purpose. My journey at KGE played a key role in helping me reach this new chapter in my life.

- Please share any notable achievements during your stay (e.g., securing a job, completing education, building relationships).

During my stay at KGE, I achieved several notable milestones. I secured a full-time senior role in a corporate company, which has greatly enhanced my career and financial stability. Additionally, I strengthened my personal relationships, which eventually led to getting married and building a stable home with my family. These accomplishments have been life-changing and have set a strong foundation for my future.

7. KPI's

KPI	Target	Actuals
Rent arrears as % of income	4%	0.48%
Average re-let in days	10 days	13*
Complaint response time	5 days	1
Homeless Households housed	N/A	12 (10 of these were Afghan families)
Repairs and Maintenance		
Responsive repairs responded to within targeted timescales	90%	95%

- **8 properties became void during the year. To note, 1 property needed major works following a leak (33 working days), 1 property needed extensive works (20 working days), and 1 property required clearance (15 working days). This has affected the KPI figure for our re-lets of the properties.**

Governance

Keep the same as the 2022/23 report, and please add the following addition:

- Bi-annual (minuted) Strategy meetings.

8. Building Services Team

We partner with Spelthorne Borough Council's Building Services Team to ensure all our homes are well maintained. This team plays a pivotal role in ensuring the smooth operation and quality of our properties. The team comprises of skilled professionals, including a Senior Building Manager, a Building Surveyor, two Building Maintenance Officers, and a Residential

Estates and Facilities Manager, who work with us as we support the residents in our properties.

The team ensure that all buildings meet safety standards and regulatory requirements. This is monitored by completing regular building and property inspections. By identifying potential issues early, the team maintain the structural integrity and safety of our properties, providing peace of mind to our residents and stakeholders.

The team oversees the day-to-day maintenance and repair activities. They coordinate with contractors, manage maintenance requests, and ensure that all building systems are functioning optimally. Their proactive approach to maintenance helps prevent disruptions and extends the lifespan of our facilities. The team have played a pivotal role in the acquisition and refurbishment of our new properties. From attending pre-purchase viewings, to carrying out specification of works, and overseeing the refurbishment of the properties, the Building Services Team have been involved in every step of the acquisition process. Their expertise and dedication are key to our values to provide better quality housing, which are locally managed.

9.Financial Summary

	2024	2023
	£	£
Turnover	1,265,232	1,140,166
Administrative expenses	(1,343,863)	(1,357,254)
Operating profit/(loss)	(78,631)	(217,088)
Interest receivable	1,638	20
Interest payable and similar expenses	(815,374)	(812,389)
Loss before taxation	(892,367)	(1,029,457)
Tax on loss	230,784	132,600
Profit/(loss) for financial year	(661,583)	(896,857)
Other comprehensive income		
Revaluation of tangible fixed assets	2,542,199	2,981,145
Tax on other comprehensive income	(643,241)	(851,564)
Total comprehensive income for the year	1,237,375	1,232,724

9. Looking ahead

Following the increase in properties in the portfolio, KGE have recruited a further Property Manager to support the management of the properties.

KGE will continue to support their tenants and work to improve resident engagement. This will include the residential team being available for tenancy advice drop-in sessions, to offer support and advice, making referrals to other agencies where needed.

For KGE, its remit is more than simply providing homes, its goal is to change lives by supporting families and facilitating residents' futures.

The Company is focused on ensuring that working with the Council its shareholder it remains financially sustainable and, in a position, to manage the properties and support the tenants on a long term basis. It has produced 50 years forward looking financial projections and the Council as its shareholder has provided a £2,5m debenture loan finance to put the Company's finances on a stable basis.