



Winning ways



Annual Report 2013–2014

The Industrial Dwellings Society (1885) Limited

Arsenal pitches in ...

... the FA Cup comes to IDS.



Arsenal brought the FA cup to our new Astroturf pitch at Evelyn Court which they helped to fund. See also page 13.

Chairman's report

Two members of staff completed 25 years' service with IDS

During the year we have been giving greater focus to the issue of value for money. This is both a priority of the Board and an increasing area of importance for the Social Housing Regulator. As one example, in January 2014 we employed two additional multi-trade members for the in-house team and we are now able to carry out re-fitting of kitchens and bathrooms on a sustained programme. The latest review shows an increase in customer satisfaction coupled with cost savings.

Having established himself in the post of Finance Director, Omar Mapara undertook a review of the finance department. As a result of restructuring, there will be cost savings and hopefully greater efficiency within the finance team.

We have also been focussing on the time it takes to re-let properties. There has been a significant reduction and we are seeking to improve this still further with the introduction of new systems to deal with future voids.

Our Stoke Newington estate, Coronation and Imperial Avenues, was the centre of much activity during the year. The contract to replace the windows of all 288 flats was completed. With access to the top of the buildings from the scaffolding, we were able to examine the condition of the roof and high level brickwork, which unfortunately, we found to be in much poorer condition than anticipated. Our technical services team



IDS Chairman, Jonathan Davies, visiting the site at Finchley Road, London, NW3.

took over the role of main contractor, co-ordinating up to 12 sub-contractors in carrying out a variety of repairs and responding to “surprises” when they were revealed. We regret the amount of time that the residents have had to suffer with building works and scaffolding but hope that they will benefit from the works for many years to come.

Another positive change at Stoke Newington has been the appointment of Catherine Gibson as Estate Manager in October 2013. She has contributed greatly to

... in almost every category satisfaction with our services has improved.



the co-ordination of work on the estate and has proved a popular estate manager with the residents. Partly through her efforts, the tenants association at Stoke Newington has been re-established after several years of inactivity.

The effects of the welfare benefit cuts described last year have so far not been as severe as we anticipated. This is due partly to the pro-active work of our housing staff and partly to the delay in the introduction of Universal Credit.

We have had some successes on the development front as well. Four family flats in a development on the fringes of Golders Green in the London Borough of Camden have been secured to fulfil the S106 requirement of the developer. Completion of these units is expected in March 2015. We are pursuing several opportunities in Hertsmere borough and are also working in collaboration with Agudas Israel Housing Association to provide large family homes in Hackney.

Every third year we undertake an independent survey of satisfaction of our tenants. Although no longer a formal requirement, we nevertheless commissioned a survey during the year. I am delighted to report that in almost every category satisfaction with our services has improved.

This does not make us complacent but simply more eager to look at those areas that are less

positive to see where further improvements can be made.

Our Youth project based at Evelyn Court is now organised by Arsenal in the Community. An enthusiastic crowd came to Evelyn Court recently to view the FA cup which Arsenal, as winners, brought round to display.

Two members of staff completed 25 years' service with IDS during the year. Phuong Le has been responsible for posting rents and is now taking on additional responsibilities with the re-organisation of the finance department.

Melvin Dawson established the technical services department and more recently has overseen the introduction of the in-house maintenance team. I express my deep gratitude to both of them for their loyal service to IDS over the years.

I would also like to thank our Chief Executive, Paul Westbrook, and all the staff at IDS for their dedicated work over the year.

With the reduction in the size of the Board, the burden on members is even greater. This year has seen some difficult issues which required sustained effort on behalf of IDS and I would like to record my gratitude to all members of the Board for their hard work.

Jonathan Davies, Chairman
September 2014



Melvin Dawson and Phuong Le have both completed 25 years service with IDS.

Management

We exceeded our targets for family sized accommodation



Lettings

During the year we carried out 83 lettings, which was below the predicted 98, and less than the previous year when there were 91 lettings.

Sheltered lettings accounted for 27%, similar to last year. Apart from Charlotte Court, the time taken to let sheltered housing reduced for all schemes compared to the previous year.

There was a 20% reduction in the void turnaround period for sheltered housing from 80 days in 2012-13 to 64 days in 2013-14.

One of our objectives is to meet targets in nomination agreements with local authorities. These are to let 50% of 'true void' one-bedroom and 75% of family sized properties to local authority nominees.

We were slightly below target for one-bedroom properties as local authorities were unable to provide nominees for our Jewish Sheltered Schemes.

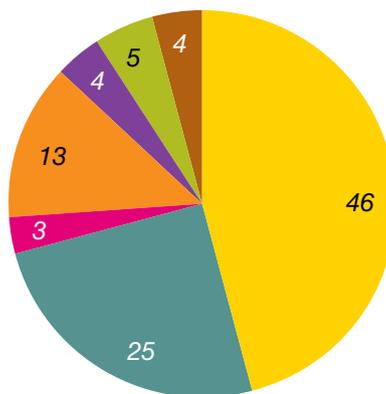
We exceeded our targets for family sized accommodation.

98% of our new tenants completed the lettings satisfaction questionnaire this year. 96% of the respondents indicated that they were either fairly, or very satisfied with the accommodation. Three tenants indicated that they were dissatisfied. This was due to the local authorities deeming the property to have met the nominees' requirements even though they had initially refused the offer.

There was a 20% reduction in the void turnaround for sheltered housing from 80 days in 2012-13 to 64 days in 2013-14.

Lettings: categories source shown as %

LA Nominations	46
Transfers	25
Referral Agencies	3
Direct Applicants Sheltered	13
Direct Applicants Evelyn Court	4
Community Worker	5
Community Letting	4





We met our target of maintaining arrears at or below 3%.

We increased our budget provision for bad debts for the year to £50,000.

Rent collection

The arrears at the end of week 53 were £237,165 which represented 2.79% of receivable rent.

We met our target of maintaining arrears at or below 3% which is particularly pleasing bearing in mind the introduction of the Benefit Cap and Bedroom Tax.

The gross rent due for the year was £8,232,771 with £8,495,326 being collected. This represents 103.2% of rent due. Rent due excludes void losses of £106,176.

During the year 132 Notices of Seeking Possession were served with 41 cases proceeding to Court of which 24 were adjourned either generally or on terms. Twelve Court Orders were obtained (four of

which were Outright Possession Orders) and five claims were withdrawn due to the arrears being cleared.

We presented eight cases to the Housing Committee seeking permission to evict. All cases were approved; some subject to further action or information prior to the eviction taking place. Unfortunately, we had to evict six tenants for rent arrears.

In anticipation of the pressure on tenants paying the rent due to benefit cuts, we increased our budget provision for bad debts for the year to £50,000.

We actually wrote off bad debts on current IDS properties to the value of £20,000. This is a significant reduction on the previous year.

Rent comparison 31 March 2014





The satisfaction survey indicates continuing high levels of satisfaction across all ethnic groups.

Diversity monitoring

The Ethnic Monitoring Statistics for lettings during 2013/14 indicate a similar response rate to last year with only 2% of new tenants refusing to answer. The proportion of lettings to white households increased by 3% to 55%.

Lettings to Asian households have decreased by 1% to 9% whilst lettings to black households has decreased by 3% to 30%.

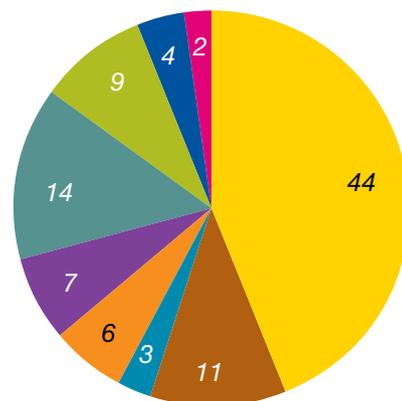
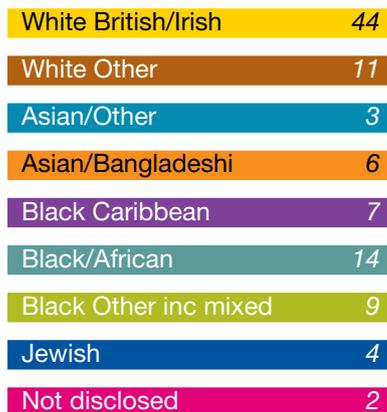
Lettings to BME households represent 43% of all lettings, down from 47% last year.

The overall share of lettings across the ethnic groups is in line with the ethnic mix of the boroughs where we have accommodation, allowing for the additional applicants that we house in culturally specific schemes.

The satisfaction survey (see pages 9–11) indicates continuing high levels of satisfaction across all ethnic groups, as shown in the table opposite. 96% of all new tenants were satisfied with their new home.

Lettings:

Ethnicity shown as %



Results of satisfaction surveys

	Very Satisfied	Fairly Satisfied	Not Satisfied
White British	90%	7%	3%
Mixed	75%	25%	0%
Asian	57%	33%	10%
Black	67%	29%	4%
Not disclosed	0%	100%	0%
Average	76%	17%	4%

	Very Satisfied	Fairly Satisfied	Not Satisfied
Heterosexual 65 replies	81%	19%	–
Gay/Lesbian 3 replies	100%	–	–



Tenant satisfaction

Satisfaction with our overall service has increased by 6%.

We are very pleased to report that that our result has improved for six out of the eight questions used to compare our performance.

Tenant satisfaction survey

As part of the regulatory requirements set by the Housing Corporation and Tenant Services Authority we were required to commission a full Tenant Survey every three years using standard questions so that the results could be compared with other RSLs. We carried out surveys in 2007 and 2010.

Since the Homes & Communities Agency took responsibility for regulating RSLs (now Registered Providers), RPs, the requirement to carry out these surveys has been withdrawn. However, we are still expected to compare our performance with other RPs and a new set of questions have been adopted known as the STAR survey.

The 2007 and 2010 surveys were carried out through the traditional method of sending out questionnaires with prepaid envelopes for completed forms to be sent to the company appointed to carry out the survey. This method was cumbersome and entailed up to three sets of questionnaires being sent to tenants in an attempt to obtain sufficient completed forms to make the results statistically valid. Even

then the contractor had to employ staff to carry out face to face interviews with tenants on some estates to achieve sufficient returns.

Having spoken to a number of RPs who had recently completed the survey, we decided to carry out the surveys via the telephone and appointed the Synergy Call Centre who had carried out surveys for several RPs and a few local authorities.

The survey was carried out in November/December 2013. We obtained 524 responses (39% of our stock). The results below are for the questions used by Housemark to compare our performance with other RPs. We have also compared the results with the surveys carried out in 2007 and 2010.

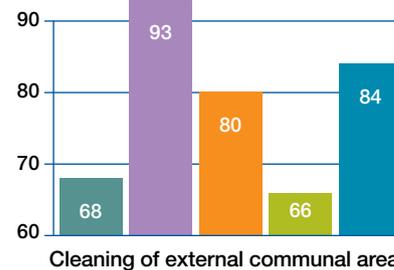
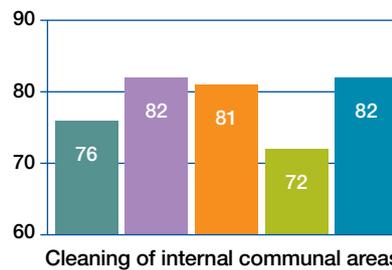
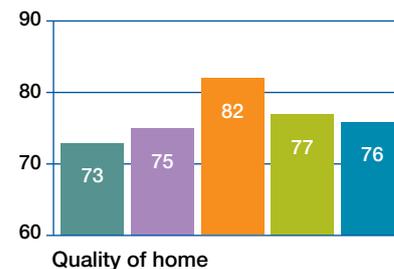
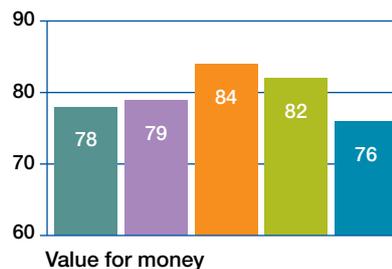
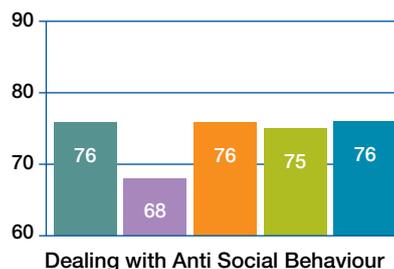
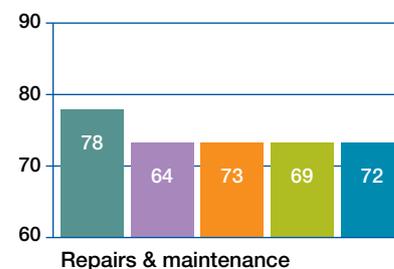
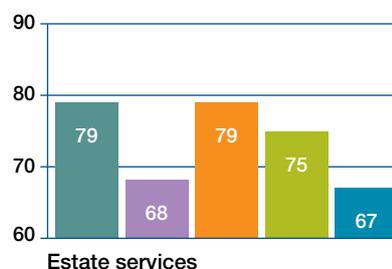
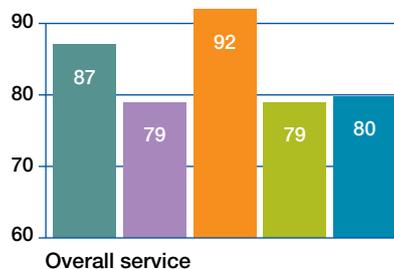
We are very pleased to report that that our results have improved for six out of the eight questions used to measure our performance. Satisfaction with our overall service has increased by 6% to 83%. The only area where satisfaction has reduced slightly is with Repairs & Maintenance although this is still relatively high at 72%.

196 tenants with a disability responded with 82% being satisfied with our service.

Survey results by main estate 2013

● Evelyn Court ● Evelina Mansions ● Navarino Mansions ● Stoke Newington ● Stepney Green Court

% of tenants “satisfied” or “very satisfied” with ...



Satisfaction with our service has continued to rise and has shown significant improvement over the last 6 years.

Equality & diversity monitoring

Satisfaction is recorded by ethnicity and disability to establish whether there are any variances. 83% of White British and 84% of BME tenants are satisfied with our service.

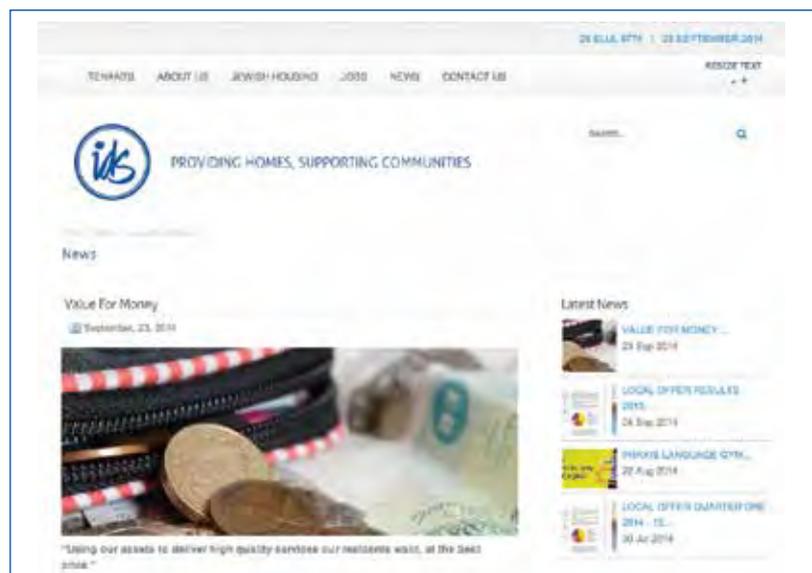
196 tenants with a disability responded with 82% being satisfied with our service. 302 female tenants completed the survey with 81% satisfied with our service. 222 male tenants completed the survey with 85% satisfied with our service.

Overview

It is extremely pleasing to note that satisfaction with our service has continued to rise and has shown significant improvement over the last six years. This maintains our position within the top quartile of RPs in our peer group.

Survey Comparison of Tenant Satisfaction 2007–2013

	2007	2010	2013
Satisfaction with Overall Service	74	77	83
Satisfaction with Repairs & Maintenance	75	73	72
Dealing with Anti Social Behaviour	64	65	70
Satisfaction with Neighbourhood	65	76	83
Satisfaction with Quality of Home	74	78	78
Satisfaction with views taken into account	69	54	70
Ability to deal with the problem	69	73	81
How satisfied or dissatisfied are you that your rent provides value for money?	77	75	81



Links to the IDS Value for Money statement and summary can be found at <http://www.ids.org.uk/vfm-statement/>

Tenant participation

Working in partnership throughout the year



Stepney Green Court Garden Project

The Gardening Project started in 2009. The gardens have evolved through the seasons and the years, creating spaces of colour, design and fragrance. This has been achieved by the hard work and commitment of the keen tenants who have become magnificent gardeners over this time.

Now more tenants are involved and enjoying the positive benefits gardening brings to them, including: gets you outdoors, stops you from feeling down and brings beauty to the estate.

The autumn months are challenging due to the heavy leaf fall from the surrounding trees. There is always work to do whether that be watering, planting, weeding, securing and supporting, seed collecting and giving a helping hand to some of the trailing plants allowing them to spread effectively and under control.

Carol Bassi,
Secretary, Tenants Association



Above, gardens at Stepney Green Court.
Below: Keep fit class for residents of Ajax House.



Above: (1-3) Family Fun Day at Evelyn Court. (4) Evelyn Court residents organised a seaside trip to Brighton. (5) Residents from three of our Sheltered schemes attending an event to mark the centenary of the First World War. (6) Arsenal in the Community organised a visit to Sky Sports for young IDS residents where they recorded their own news bulletin. Opposite: Before and after – the new astrotrurf pitch at Evelyn Court is a hit with young residents.





Development

Demand remains high and supply is limited.



Priority schemes in the IDS Development Strategy are:

- ▶ Schemes for specific client groups
- ▶ Schemes in areas of Jewish housing demand with units of the appropriate size and location
- ▶ Schemes which meet local priorities and provide a good management fit for IDS.

In furtherance of these aims we have made progress in the year on a small number of schemes. In Hertsmere, which has the fastest growing Jewish population, we have reached agreement to purchase the affordable housing element of a major scheme at Bushey Heath. We are also hoping to complete the purchase of a site in Borehamwood which has planning permission for 14 new homes.

We have contracted to purchase four family flats in a new development on Finchley Road, London NW11. The building demolished to make the site available was Kay Court, a residential care home owned and managed by Jewish Care. The scheme is in a prime target area for IDS, although it is just over the border into the London Borough of Camden, a borough in which we had not previously operated. To meet the conditions of the planning permission, we have entered into a nominations agreement with Camden.

Development priorities also include schemes to meet the fast growing housing

needs of the Orthodox Jewish community in Hackney. We are working in partnership with Agudas Israel Housing Association to develop 12 homes on a small site in Clapton, close to our schemes in Leaside Road and Woodmill Road. Notwithstanding the new scheme in Camden, our principal target local authority areas remain Barnet, Hackney and Hertsmere. The IDS Board has agreed that up to 20% of new housing schemes can be for shared ownership or other shared equity tenures and we continue to seek suitable sites.

We have agreed to provide up to 60 homes as part of the 2015-2018 affordable homes programme with funding from the Homes & Communities Agency. The programme will be delivered through our principal development partner, Sanctuary Housing.

The IDS Board has agreed that up to 20% of new housing schemes can be for shared ownership



Opposite and below: work in progress at Finchley Road.

Community Ha & Estate Office



Maintenance

This year we have exceeded our target

In-house trades team

In January 2014 IDS increased its in-house trades team by recruiting two multi-trades persons. The team of seven now consists of two gas fitters, an electrician, a decorator and three multi-trade persons.

The additional members of staff are Michal Fibor who has had many years of experience working in the building industry. His work with IDS includes upgrading the kitchen and bathrooms as part of the Housing Quality Standard work. Ross Lawrence worked with one of our contractors before starting with IDS, where he undertook similar work.

The in-house trades team take great pride in their work ensuring each job is completed to a high standard.

During the last eight months we have worked closely with 'Building Lives' to give the opportunity for three apprentices to work with the three multi-trades persons. Two of those apprentices have successfully completed their

apprenticeship, the third is due to complete at the end of November 2014.

During the year the in-house team have undertaken the following projects:

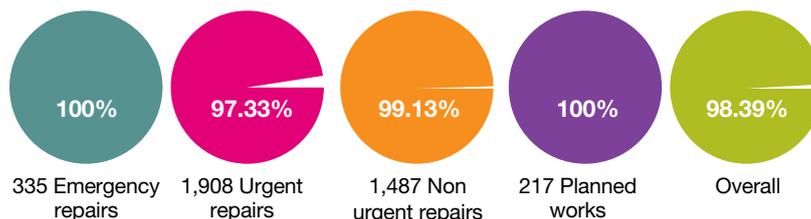
- ▶ Replacement of 8 kitchens and 11 Bathrooms at Evelyn Court
- ▶ Replacement of 21 gas boilers / central heating systems at Evelyn Court
- ▶ Replacement of 9 gas boilers / central heating systems at Navarino Mansions
- ▶ Decorating for elderly tenants as part of our welfare services
- ▶ Rewiring of 11 properties at Evelyn Court
- ▶ Replacement of 4 kitchens and 4 bathrooms at Stoke Newington Estate
- ▶ Conversion of a former staff flat for tenant use
- ▶ Replacement of ceilings and dry lining work at the Stoke Newington Estate.

This year we have exceeded our target by completing over 99% of tenant repair requests within the published response periods.

Targets

This year we have exceeded our target by completing over 99% of tenant repair requests within the published response periods. The target is 97%. The number of repair orders increased this year from 2,954 to 3,967.

Work completed on time shown as %





In March 2014 we took over responsibility for the scaffold and became the main contractor with eleven sub-contractors working for us.

Projects undertaken during the year

In addition to the work of the in-house team we have completed the following projects using contractors:

- ▶ Replacement of radiators, controls and boilers to 31 flats at Evelina Mansions
- ▶ Replacement of 8 kitchens and 7 bathrooms at Evelyn Court
- ▶ Replacement of 22 bathrooms at the Stoke Newington Estate
- ▶ Replacement of windows to 153 flats at the Stoke Newington Estate
- ▶ External redecoration of Evelyn Court (phase 2), Nathaniel Court and Gabriel House
- ▶ Replacement of boilers at Evelyn Court
- ▶ Structural repairs at Evelina Mansions
- ▶ Replacement of two communal boilers at Stepney Green Court
- ▶ Replacement of 24 boilers across various estates / properties
- ▶ Renewal of the roof to the auxillary buildings at Stepney Green Court



A variety of works covered during the past year, including replacement of rotting wood, new lead work covering the top of dormers and high level defective brickwork.

After such a long period of disruption we know the tenants will be pleased to see the removal of the scaffolding.





Major Repairs

It had been hoped to complete the external repairs at the Stoke Newington Estate as part of the window replacement contract. However this proved impossible due to various contractual issues.

In March 2014 we took over responsibility for the scaffold and became the main contractor with eleven sub-contractors working for us. At the height of these repairs there were around 40 operatives working on site. Those on site included two roofing contractors, three bricklaying contractors, a brickwork specialist (to work on the lintels, window cills and structural repairs), a decorating contractor, pest control contractor and window cleaners. In addition our in-house team undertook repairs to the dormer windows, gutters, the removal of redundant cables and various other tasks.

Before work could commence on the roof repairs it was necessary to add a further level of scaffolding. Current satellite images of the estate show the scaffold to just over half the

estate, but not extended to the roof level.

These repair works, which have cost around £500,000, involved the replacement of a large volume of lead to the dormer windows, valley and box gutters, the replacement of loose or slipped tiles and slates, repairs to the concrete coping stones, cutting out defective lintels and window cills followed by a specialist repair, rebuilding brick pediments, structural repairs to brickwork, repointing of brickwork, repairs and treating of all gutters, renewal of defective rainwater pipes, renewing bird control measures, removing and cleaning of plant growth, redecoration and the cleaning of the new windows and frames. The works were recently completed but the scaffold is still being taken down.

After such a long period of disruption we know the tenants will be pleased to see the removal of the scaffolding and the contractors vehicles from the court yards.



Above: Defective timber behind lead panels.

Overleaf: New lead flashing at the Stoke Newington Estate.



Financial summary

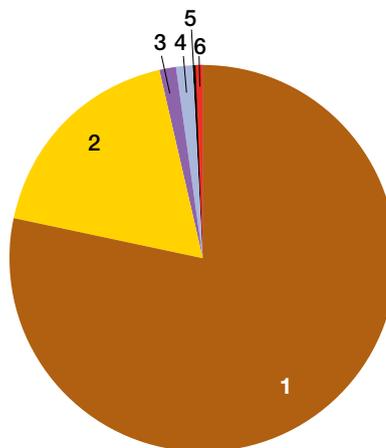
2013–2014



IDS remains in a strong financial position and has operated well within its budget. The surplus for the year was £1,715,000 (March 2014) compared to £1,978,000 (March 2013). This was further increased by an actuarial gain on the Pension Scheme for the year of £87,000. Turnover has increased from £8,293,000 to £8,505,000. The operating costs increased to £6,301,000 compared to £5,757,000 last year. Component accounting has now been fully implemented on our Keystone asset management software which has resulted in increased depreciation of £544,000. We spent £2,973,000 to maintain and improve our properties, an increase of £767,000 on the previous year.

Our asset base includes housing properties costing £72,288,000 against loans of only £9,850,000 charged against some of these properties. We spent a further £1,605,000 on capitalised major works this year and paid £230,000 as part payment to purchase four new homes. Our liquidity position is very strong with a cash balance of £4,711,000.

The 30 year Business Plan indicates that IDS is financially viable and has adequate resources for the future, including an undrawn loan facility of £5m from the Royal Bank of Scotland. IDS meets the expectations of the Homes and Communities Agency, lenders, internal and external auditors.



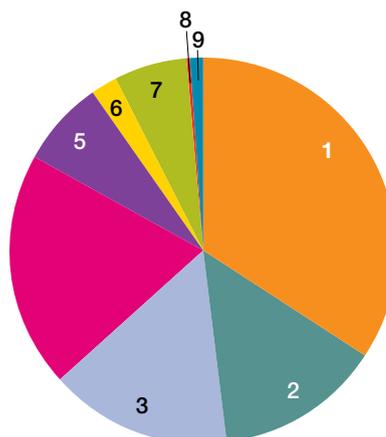
Where the money comes from

(£000's)

1 Rents	6,780
2 Service charges	1,564
3 Commercial properties	110
4 Interest received	114
5 Profit on fixed asset disposals	18
6 Other income	51

Total

8,637



How we spent it

(£000's)

1 Repairs and maintenance	2,973
2 Management expenses	1,179
3 Services	1,324
4 Surplus	1,715
5 Interest paid	621
6 Welfare cost	182
7 Depreciation	526
8 Rent loss from bad debts	44
9 Other expenses	73

Total

8,637

Accounts

Income and expenditure account year ended 31 March 2014

All of the above results are derived
from continuing activities

	2014 (£000's)	2013 (£000's)
Turnover	8,505	8,293
Operating costs	(6,301)	(5,757)
Operating surplus	2,204	2,536
Profit on fixed asset disposals	18	-
Other interest receivable and similar income	114	72
Interest payable and similar charges	(621)	(630)
Surplus for the year	1,715	1,978

Statement of total recognised surpluses and deficits for year ended 31 March 2014

Surplus for the year	1,715	1,978
Actuarial (loss)/gain on defined pension scheme	87	201
Total recognised gains relating to the year	1,802	2,179

Balance sheet 31 March 2014

Fixed tangible assets

Housing properties: cost less depreciation	67,958	66,874
Social Housing Grant	(42,864)	(43,043)
	25,094	23,831
Other tangible fixed assets	185	235
	25,279	24,066

Current assets

Debtors	694	497
Cash at bank and in hand	4,711	4,222
	5,405	4,719
Creditors: amount falling due within one year	(1,271)	(900)
Net current assets	4,134	3,819

Total assets less current liabilities

29,413	27,885
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Creditors: amount falling due after more than one year	9,865	9,845
Pension scheme liability	401	695

Capital and reserves

Income and expenditure account	19,147	17,345
	29,413	27,885

The summary
accounts are set out
opposite. A full set of
audited accounts is
available on request
from IDS head office.

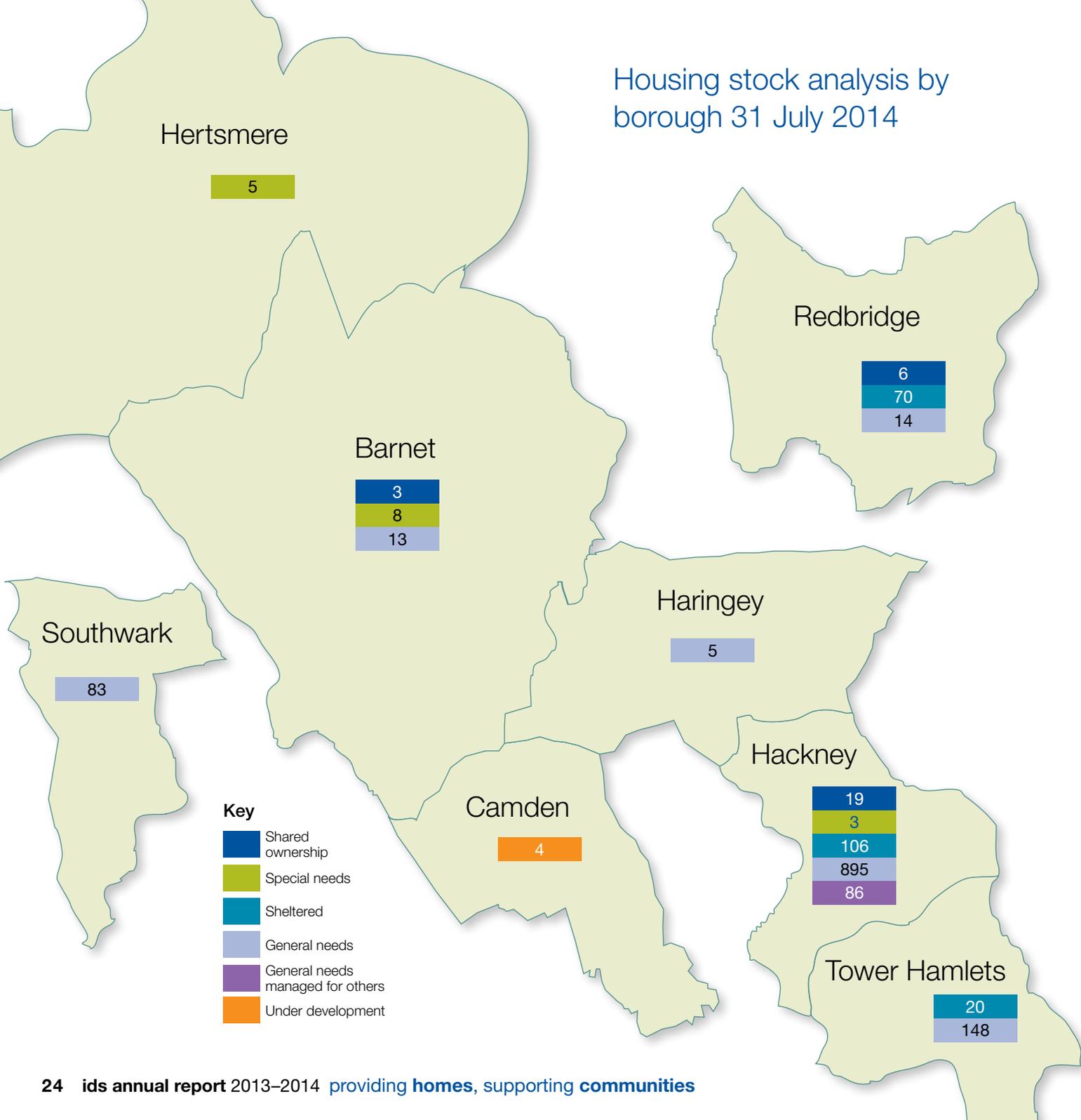
Property Managed



Scheme	Borough	Built	Homes
Abraham Cohen Court	Redbridge	2003	11
Ajex House	Hackney		45
Cardinal Avenue ⁵	Hertsmere		5
Charlotte Court	Redbridge	1984	24
Clifford Lawton House	Hackney	1988	24
Cross Keys Court	Redbridge	2009	8
Evelina Mansions	Southwark	1901	72
Evelyn Court	Hackney	1934	317
Gabriel House ⁴	Hackney	2010	8
Genas Close ⁴	Redbridge	2007	4
Hackney Housing Co-op ¹	Hackney		86
Hilary Dennis Court ²	Redbridge	1997	35
John Golding House ³	Barnet		5
Koban Court ⁴	Barnet	2007	8
Laurel Court	Hackney	2009	10
Leslie Prince Court	Southwark	1979	11
Mocatta House	Tower Hamlets	1905	20
Mountside Walk ⁴	Hackney	2010	15
Nathaniel Court	Hackney	1968	24
Navarino Mansions	Hackney	1905	250
Olive Court	Hackney	2009	5
Rebecca House	Tower Hamlets	1933	32
Shared Ownership	Various		28
Somers Court ⁵	Barnet		8
Stepney Green Court	Tower Hamlets	1896	115
Stoke Newington	Hackney	1903	277
Street Properties	Various		37
Total			1484

- 1 Managed by IDS on behalf of Hackney Housing Co-op.
- 2 Hilary Dennis Court is owned by IDS and managed in conjunction with Jewish Blind and Disabled.
- 3 John Golding House is managed by IDS on behalf of the John Golding Trust.
- 4 Excludes shared ownership.
- 5 Cardinal Avenue and Somers Court leased to Norwood for a term of 30 years.

Housing stock analysis by borough 31 July 2014



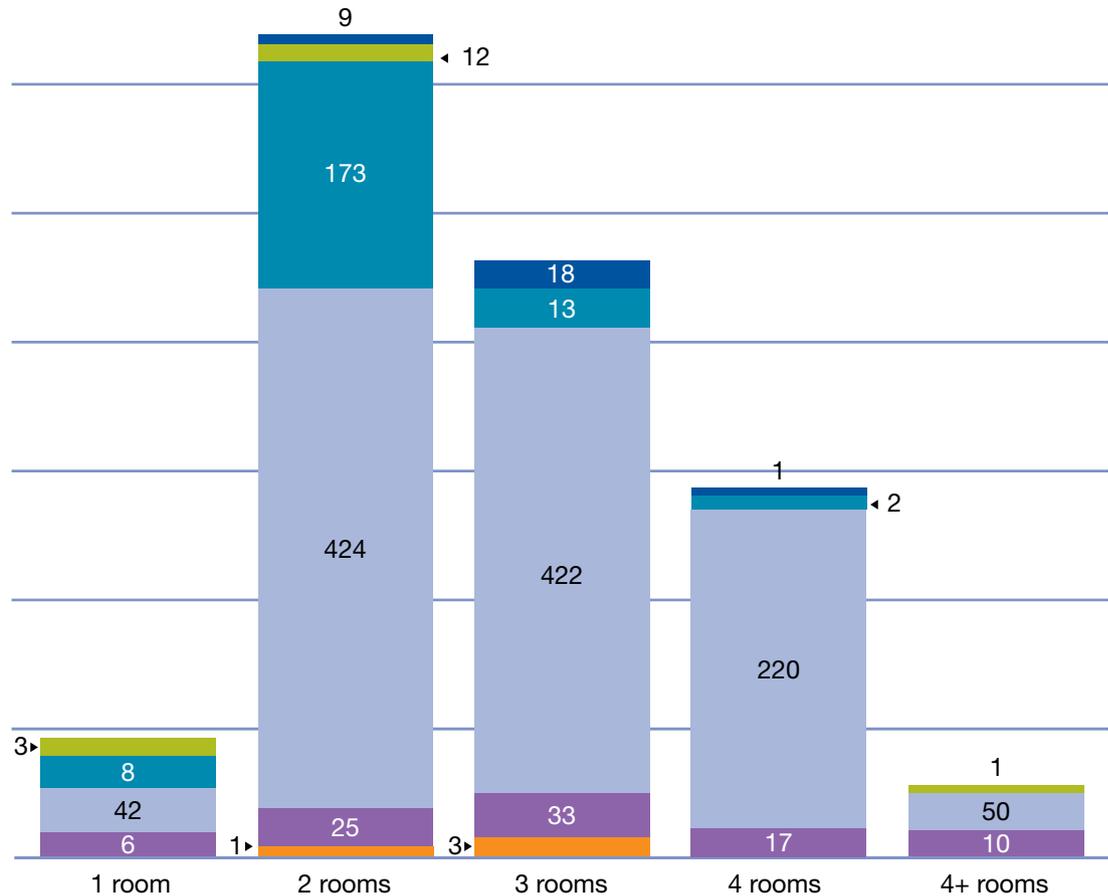
Housing stock

Analysis by size and type 31 July 2014



Key

- Shared ownership
- Special needs
- Sheltered
- General needs
- General needs managed for others
- Under development



Non-residential property

- 1 Light workshops and storerooms at Evelyn Court, let on individual commercial leases
- 2 A parade of shops in Stoke Newington Road, let on individual commercial leases

The Industrial Dwellings Society (1885) Limited



INVESTOR IN PEOPLE

President

Sir Evelyn de Rothschild

Board

Jonathan Davies (Chairman)
Robin Ellison (Vice Chairman)
Maggie Cooke (Tenant Member)
Penelope Conway
Michael Firman
Janis Goodkind
Sara Joy Leviten (Tenant Member)*
Bernard Myers
Leon Newmark (Tenant Member)*
Julian Romain
Nicola Solomons
Joseph Stauber
*co-opted

London Borough of Hackney Representative

Cllr Susan Fajana-Thomas

Solicitors

Devonshires
OGR Stock Denton
Perrins

Bankers

National Westminster Bank Plc
Dexia Credit Local

External Auditors

Nexia Smith & Williamson

Internal Auditors

Crowe Clark Whitehill

Registered by the Homes and Communities Agency

Number L0266

Registered by the Financial Conduct Authority

Number 14044

Registered Office

5th Floor, Ockway House,
41 Stamford Hill,
London
N16 5SR

Telephone: 020 8800 9606

Facsimile: 020 8800 5990

Email: housing@ids.org.uk

Website: www.ids.org.uk

Central Staff

Chief Executive Paul Westbrook
Secretary to the
Chief Executive Madge Raymond
Telephonist & Receptionist Munki Begum

Technical Services

Director of Technical Services Melvin Dawson
Senior Surveyor Sean Kelly
Project & Building Surveyors Sukhbinder Soor
Darren Watson
Technical Services Administrators
Jane Patterson
Jane Harper

In-house Team

Technical Services Co-ordinator Marsha Allen
Gas Engineers Kim Wiltshire
Anthony Smith
Decorator Michael McFarlane
Electrician James Green
Multi-tradespersons Michael Harvey
Ross Lawrence
Michal Fibor

Finance

Director of Finance Omar Mapara
Finance Manager Tajul Islam
Finance Officers Gillian Young
Phuong Le
Finance Assistant Luthfer Meah

IDS has adopted the principles of the National Housing Federation's Code of Governance. It should however be noted that the maximum term of nine years for Board membership only applies to service from September 2005. Additionally, where the Board resolves that a member, having served nine years, continues to make a "significant and continuing contribution", then the member can be re-elected but on an annual basis. These measures are designed to ensure the introduction of new Board members continues whilst maintaining an element of continuity and the participation of highly valued and skilled members.



Housing Management

Director of Housing Services	Richard Hawkins
Housing Manager	Alan Finkel
Supported Housing Manager	Annette Henry
Rental Income Manager	Renu McDonald
Allocations & Lettings Manager	Kevin Coleman
Tenant Participation & Community Development Officer	Ernest Lee
Housing & Tenancy Enforcement Officer	Stefan Hartman
Housing Administrator	Florence Hines
Housing Welfare and Support Officer	Robert Davenport
Housing Services Administrator	Kevin McLaughlin
Estate Managers	Richard Cousins David Donovan Catherine Gibson Mary Powell
Sheltered Scheme Managers	Janice Dalziel Merle Donovan Nicola Faulkner Margaret Hartley

Caretakers

Mohamed Bouyahiaoui	Val McLoughlin
Andrew Brookes	Darren Pemble
John Caruana	Michael Rowan
Omar Funes	Darell Thompson
Rafael Larce	Neil Thompson
Shuzna Khatum	Dean Walsh

Cleaner

Gloria Francis-Uzoemyi

About us

The Industrial Dwellings Society was established in 1885 as the Four Per Cent Dwellings Company by a group of Jewish philanthropists who hoped to relieve the overcrowding in homes in the East End of London. In 1952, it became the Industrial Dwellings Society (1885) Ltd.

Today IDS manages over 1,400 properties in Hackney, Tower Hamlets, Southwark, Redbridge, Barnet and Hertsmere. The housing stock includes flats, houses, sheltered housing, accommodation for people with special needs, as well as a number of shared ownership properties. We currently employ over fifty staff, including residentially-based teams. We have an on-going development programme, and enjoy enviable performance statistics in housing management and tenant satisfaction.



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