



30 years

Serving, engaging
and empowering the
community

2020/21
**Annual
Review**



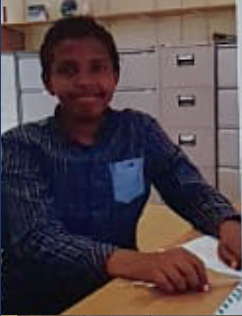
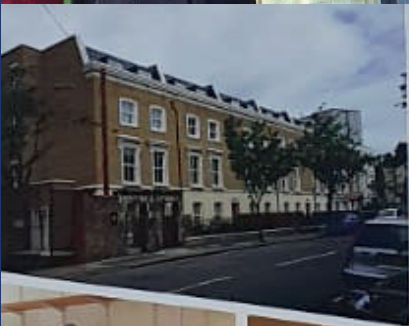
বার্ষিক প্রতিবেদন
২০২০ – ২০২১



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Our Purpose

To create thriving communities by promoting community cohesion, empowering communities by raising aspirations and ensuring our customers have access to all available benefits and services.

Chair's Statement

By MA Nazim Rahman



In April 1991, a group of Hackney Bangladeshi residents decided to set up the Hackney Bangladeshi Housing Association to provide decent, affordable homes and support services for those in needs in the local Bangladeshi community. In March 1995 name of HBHA was changed to Bangla Housing Association and broadened its services to other BME and the wider community.

Our vision is to create thriving communities by promoting community cohesion, empowering communities by raising aspirations and ensuring our customers have access to all available benefits and services. To realise our vision, for all these years Bangla has been tirelessly working in partnership with statutory and voluntary organisations including the local authorities, housing regulators, our partner social landlords and local agencies. We are proud of our achievements in delivering some amazing community projects while managing our properties and tenancies accomplishing the satisfaction of our residents. Some of our highlights are given in this report.

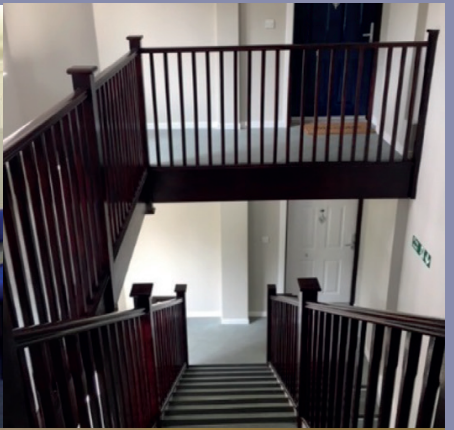
The National Lottery funded, Bangla Covid-19 Advice Project (BCAP) was set up with support from BME London Landlords, in response to the disproportionate impact of the covid-19 pandemic on the South Asian and particularly Bangladeshi community. BCAP working to help and support the

Bangladeshi communities in Hackney and Tower Hamlets throughout the pandemic has received appreciations from our residents and the community with BCAP receiving a Hackney Mayor's Civic Award. Bangla Chief Executive, Bashir Uddin has been recognised by the Queen's representative of Greater London for his 'exceptional contribution to life in London, especially with your work with the Covid Advice Project during the Covid-19 pandemic'. This is Bangla Housing Association at its best.

With the health, social and economic impact of Covid 19 in the country and in the local community, we are uncertain about our immediate future. However, we are determined and committed to continued working with our partners and government agencies providing decent, affordable homes and support services for those in need in the Bangladeshi and the wider community.

We would not have been able to achieve and be where we are now without a great deal of support from many wonderful individuals, our partner social landlords and the many statutory and voluntary organisations. We are deeply indebted to you all.

This year, as we celebrate 30th Anniversary of Bangla Housing Association we are also delighted to be celebrating 50th Anniversary of the independence of Bangladesh.



Chief Executive's Statement

By Bashir Uddin



Since 23 March 2020, we spent the whole year working under the Covid-19 pandemic lockdown rules. Working mainly from home, we managed to deliver all essential housing management services to our residents, protecting the health and safety of our staff, residents, and contractors.

Bangla staff team supported by the Board has been amazingly resilient in maintaining normal services despite the huge challenges of working through the pandemic. Using the available technology, social media platforms, mobile phones and laptops, VPN connections with the office server, Zoom and Microsoft Teams, the team kept well connected as a team, with our residents and with the outside world.

I am pleased to report that during the year we have met our targets on most of our Key Performance areas.

Our National Lottery funded award winning Bangla Covid-19 Advice Project (BCAP), helping the community through the pandemic, saving lives, was the most important community project Bangla has delivered during its 30-year history.

I wish to express my deepest sympathies and condolences to all those who have lost loved ones and those who have been seriously impacted by Covid-19.

I am grateful to the Board and my staff colleagues for their dedication and commitments in delivering our services to our customers and for the support we received from our partners during this extraordinary challenging times of Covid-19 pandemic.

I hope everyone will remain careful, safe and vigilant as we have not fully come out of the pandemic yet.

Bashir Uddin

আমাদের উদ্দেশ্যঃ বিভিন্ন কমিউনিটির মধ্যে সংযোগ স্থাপন করে তাদের আখাংস্কার প্রতিফলন উত্থাপন করে সকল সুযোগ সুবিধার পথ খুলে দেয়া।

প্রধান নির্বাহীর বিবৃতি। ২০২০ মার্চ থেকে, আমরা পুরো বছর কোভিড - ১৯ মহামারীর মধ্যে কাজ করার বিশাল চ্যালেঞ্জ সত্ত্বেও আমাদের কাজ সঠিক ভাবে সম্পন্ন করতে পেরেছি। কোভিড - ১৯ এডভাইস প্রজেক্টের মাধ্যমে আমাদের কমিউনিটিকে সরকারের স্বাস্থ্য নীতি মেনে চলার জন্য উৎসাহিত করেছি। আমরা এখনও মহামারী থেকে পুরোপুরি বের হয়ে আসেনি তাই সবাই সতর্ক, নিরাপদ এবং সুস্থ থাকুন।

বশির উদ্দিন

Working through the Pandemic

Since March 2020 and due to the national lockdown, Bangla staff have been working from home. We informed our residents about how Bangla will operate under the lockdown ensuring normal services as much as possible. Using up to date communication tools and technology and social media platforms Bangla staff team-maintained contact with each other, our residents, partners, and the external agencies.

We maintained our repairs and other housing management services via mobile phones, emails and WhatsApp messages. Carried out essential home visits adhering to the government's guidelines, and our risk assessments safeguarding health and safety of our staff, residents, and contractors. We continued with gas and fire safety inspections ensuring compliance with our regulatory requirements.



Bangla COVID19 Advice Project (BCAP)

In response to the disproportionate impact of Covid-19 on the local Bangladeshi communities Bangla set up this project in October 2020, with a grant from the National Lottery. Supported by BME London Landlords and working in partnership with Spitalfields HA, Faith Regen Foundation, Dorset Community Association, other social landlords, community groups, Hackney Volunteer Centre, the NHS and Hackney and Tower Hamlets Public Health Teams. BCAP team consisting of over 30 staff and volunteers have worked tirelessly during the pandemic to get the public health message reaching out to 40,000 Bangladeshi residents in Hackney and Tower Hamlets.

We have done this by distributing translated leaflets and posters to residents' homes, mosques, community centres, schools and doctors' surgeries. We made direct phone calls to our residents and clients. We produced three videos in Sylheti, the most commonly spoken dialect in Hackney and Tower Hamlets. We sent out the videos and leaflets to the community through Bangla and other social landlord's websites and by using social media platforms, like WhatsApp, Twitter, Facebook and Emails.

Bangla CEO appeared on talk shows in the Bengali Community Sky TV channels. BCAP's activities were regularly covered by the local Bengali print and electronic media. We are publishing a full Social Impact and Evaluation Report for BCAP to share with our Board, residents, funders, partners and other stakeholders.

Bangla Housing Association and BCAP was presented with a Hackney Mayor's Civic award on 21 July 2021 for its lifesaving work with the community throughout the pandemic.

বাংলা কোভিড-১৯ এডভাইস প্রজেক্ট (বিক্যাপ):

কোভিড-১৯ এর অসম প্রভাবের প্রতিক্রিয়ায় আমাদের বাসিন্দাদের এবং কমিউনিটির সাহায্যার্থে, আমরা অক্টোবর ২০২০ থেকে মার্চ ২০২১ পর্যন্ত ন্যাশনাল লটারির অর্থায়নে বাংলা কোভিড-১৯ এডভাইস প্রজেক্ট স্থাপন করেছিলাম। আমাদের এই সময়োপযোগী এবং জীবন রক্ষাকারী প্রকল্পটি সর্বমহলে প্রশংসিত হয়েছে। বাংলা হাউজিং এসোসিয়েশন এই কাজের জন্য হ্যাকনি মেয়রের সিভিক অ্যাওয়ার্ড পেয়েছে।



The BCAP Team



Government's health message during the pandemic

Fire Safety

During the year we complied with fire safety regulations. We reassured our residents and advised them about landlords and tenants' responsibilities for keeping their homes safe from any fire risks.

Community Engagement

Due to the Pandemic our community engagement works had been postponed.

Housing management Our Service Performance

Performance area	Achieved in 2020/21 (targets in brackets)
Total repairs completed in target times	95% (97%)
Gas service completed (CP12)	99% (100%)
Re-let time	0 (10 days)
Rent loss due to voids	0.00% (0.10%)
Rent collected (as percentage of rent owed)	104.65% (100%)
Rent arrears (as percentage of rent roll)	4.23% (4.0%)
Replied to letters/emails (within 5 working days)	98% (95%)

We have taken improvement action for the areas where we did not meet our targets.

Lettings

During the year we re-let 2 flats:

1 x 1 bedroom
let to applicant on
our own waiting list

1 x 2 bedroom
let to Hackney
nomination

আগ্ন নিরাপত্তা : আমরা আগ্ন সুরক্ষা নীতি এবং পদ্ধতিগুলি অনুসরণ করেছি।

আমাদের অংশীদার : ৯টি অংশীদার হাউজিং এসোসিয়েশন সহ অন্যান্য অংশীদারদের সঙ্গে আমাদের চমৎকার সম্পর্ক বিদ্যমান।

Owned and managed units by location and RP partners

RP Partner	Hackney	Islington	Waltham Forest	Total
Circle Anglia	12			12
Guinness Trust	10	32		42
ISHA	17	15	6	38
London & Quadrant	13			13
Metropolitan HT	15			15
Newlon HT	9			9
Notting Hill Genesis	26			26
One Housing Group		13		13
Sanctuary HA	2			2
Bangla Owned	70	25		95
Total	174	85	6	265

Other Partners

Industrial Dwelling Society

Sharing rent card payment systems through Allpay

North River Alliance

Development partnership of 11 housing associations led by Islington & Shoreditch Housing Association.

BME London Landlords

Joint working 14-member collaborative Group providing positive outcomes and enhance VFM for our residents and the community.

Development partnership with L&Q

Strategic development partnership programme supported by the GLA.

Financial Summary

Surplus for the year was £185,710. In the previous year surplus was £105,275. The Association operated well within its budget and continues to meet its financial obligations. The general reserves increased to £1,790,628

Overall, the association's financial position remains strong

Knox Cropper, Auditors.
22 July 2021

আমাদের আর্থিক অবস্থান

৩১শে মার্চ ২০২১ পর্যন্ত এক বছরের আয়-ব্যয়ের হিসাব।

মোট আয় ২,২১৭,৮৫৬ পাউন্ড মোট ব্যয় ১,৮৮৯,

৩৮২ পাউন্ড বছরের উদ্বৃত্ত ১৮৫,৭১০ পাউন্ড সাধারণ

রিজার্ভ ১,৭৯০,৬২৮ পাউন্ড.

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR 31 MARCH 2021	2021 £	2020 £
Turnover	2,217,856	2,164,070
Operating Costs	(1,889,382)	(1,897,762)
Operating Surplus	328,474	266,308
Interest receivable and other income	6,644	7,332
Interest payable and similar charges	(149,408)	(168,365)
SURPLUS FOR THE YEAR	£185,710	£105,275

BALANCE SHEET AS AT 31 MARCH 2021		
Fixed assets	6,619,547	6,673,434
Current assets	1,134,242	1,134,958
Creditors: Amounts falling due within one year	(593,053)	(594,351)
Net current assets	541,189	540,607
Creditors: Amounts falling due after more than one year	(5,370,088)	(5,609,103)
TOTAL NET ASSETS	£1,790,648	£1,604,938

CAPITAL AND ASSETS		
Share capital	20	20
Revenue reserves	1,790,628	1,604,918
TOTAL	1,790,648	1,604,938

Full set of account is available on request.

The Board

Bangla Housing Association complies with the National Housing Federation's Codes for members for Excellence in Standards of Conduct and Excellence in Governance

MA Nazim Rahman, Chair

Programme Manager-Corporate Projects, LB Tower Hamlets

Ahmed Hussain, Vice Chair

Placement and Care Packages Coordinator, NHS.

Margaret Aboraa, Treasurer

Former Director of Resources Spitalfields Housing Association

Bashir Uddin, Secretary

Chief Executive

Mohammad Saleem Siddiqui

Hackney Council Representative, Former Mayor (Speaker) of Hackney.

Misba Bemath

Assistant Director Housing Newlon Housing Trust

Abrus Ali

Co-opted Tenant Representative

Duvaraka Balachndran

Housing Services Manager, Tamil Community Housing Association

Shanaz Begum

Tenants Representative



Tenant Representative on the Board

Each year we seek nominations from our tenants through our tenants' newsletter the Bangla Post for a tenant to be elected to sit on the Bangla Board. If there is more than one nomination, we hold a ballot. The result and the name of the successful candidate are published in the Bangla Tenants Newsletter, Bangla Post.

বোর্ডের সদস্যরা

বাংলা হাউজিং এসোসিয়েশন ন্যাশনাল হাউজিং ফেডারেশনের সদস্যদের জন্য শ্রেষ্ঠ মান ও আচার এবং শ্রেষ্ঠ শাসনের কোড মেনে চলো। এই পৃষ্ঠায় আমাদের বোর্ডের সদস্যদের তথ্য দেয়া হল। বর্তমানে দুইজন টেন্যান্ট সহ মোট ৮ জন সদস্য বোর্ডে রয়েছেন।

Staffing and Administration

Our Staff Team

Bashir Uddin

Chief Executive and Secretary

Leena Khan

Tenancy Services Manager

Fatima Begum

Finance and Resources Officer

Mohammed F Shah Uddin

Maintenance Officer

Tahmina Begum,

Administrative Assistan

আমাদের কর্মীরা

বশির উদ্দিন

প্রধান নির্বাহী ও সচিব

লীনা খান

টেন্যান্সি সার্ভিসেস ম্যানেজা

ফাতেমা বেগম

অর্থ ও সম্পদ অফিসার

মোহাম্মদ এফ শাহ উদ্দিন

রক্ষণাবেক্ষণ অফিসার

তাহমিনা বেগম

প্রশাসনিক সহকারী

Translations

If you would like a copy of this Report in your language, Braille, *Large Print* and on audio tape please contact our office on Tel 020 8985 1124

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Chartered Accountants

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London

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Santander UK Plc

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Member

The National Housing Federation

BME National

North River Alliance (NRA)

BME London Landlords

Bangla is a Charitable Housing Association

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Benefit Societies Act 2014.
Reg. No. 27419R.

Homes England

Reg. No. L4534

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