

Coin Street Housing Co-operative Consultation Handbook

January 2025

Iroko Housing Co-operative
Palm Housing Co-operative
Redwood Housing Co-operative

Stronger together
The plan to join together as one
Coin Street co-operative

Supported by

Coin Street 

“

We live in a great place. Now is a good time to celebrate that, and to change things – for the better. Bringing the Coin Street co-ops together can only make us stronger.”

Tom Keller
Palm Housing Cooperative Management Committee
Chair

“

We must ensure that in any change we build upon the best bits of all our co-ops so that we are ready for the challenges that will come our way in the years ahead.”

Neil McFarland
Iroko Housing Co-operative Management Committee
Chair

“

Members must be involved every step of the way and work together to protect co-op housing for the future.”

Clare Solomon
Redwood Housing Co-operative Management
Committee Chair

“

Having a stable and secure place you can call home sets the foundations for all that matters in life. Now is the time for us to work together to ensure your home stays well looked after and affordable for you for decades to come.”

Hashi Mohamed
Coin Street Secondary Housing Cooperative Chair

Introduction

In 1984, Coin Street Community Builders (Coin Street) bought 13 acres of land on London's South Bank to create a vibrant, diverse and welcoming place for people to live. Over the following years, Coin Street built housing co-operatives, charging social housing rents, to accommodate people in housing need at rents they can afford.

Since that time, the housing sector has changed a lot. Both regulation and costs for housing providers have increased, and we need to adapt to ensure the Coin Street co-ops remain financially secure and compliant with regulations. Doing nothing is not an option. We are acting now to protect the co-ops for members today and those in the future.

The three co-op Management Committees (MCs), along with Coin Street Secondary Housing (CSS), have set out proposals to join together to form one combined tenant-led housing co-operative. The aim of this is to ensure that co-op housing at Coin Street is in great shape to enable you to have a secure home at social rents for decades to come.

Co-op members have been working with CSS to shape these proposals, and this document is a summary of the key elements and questions for you to answer as part of the consultation. For the next six weeks of the consultation, there will be lots of different opportunities for you to share your feedback and hear more about what is proposed.

The main differences are:

- The new arrangements will mean that there is **one Coin Street** combined co-op, formed from CSS, Palm, Iroko and Redwood co-ops.
- This will mean **one combined co-op MC**, elected by members from across Palm, Iroko and Redwood.
- The new MC will be made up of **seven co-op members** and **five independent members**.
- There will be **one managing agent** to act as a single service provider for repairs and maintenance as well as other housing management services.
- There will be **sub-committees** of members to focus on particular aspects of running the co-op, such as repairs, allocations and active participation.
- There will be an **Active Membership Policy** to ensure **all** members take an active role in running the co-op.
- There will be an end to the five-year tenancies. Instead, you will have a **continuous tenancy agreement** with **no end date**, provided you follow the terms of the tenancy agreement and membership agreement.
- There will be an **opportunity for tenants to more directly shape** all of the issues that most impact life in your co-op, such as how repairs are carried out and by whom, as well as rights of succession for the next generation.

Please read the new Handbook and this consultation summary carefully. We would like your views on the proposed new arrangements.

If you're happy with the direction the plans are going in and don't want to complete the full consultation survey, please visit the survey questionnaire to indicate this at the first question

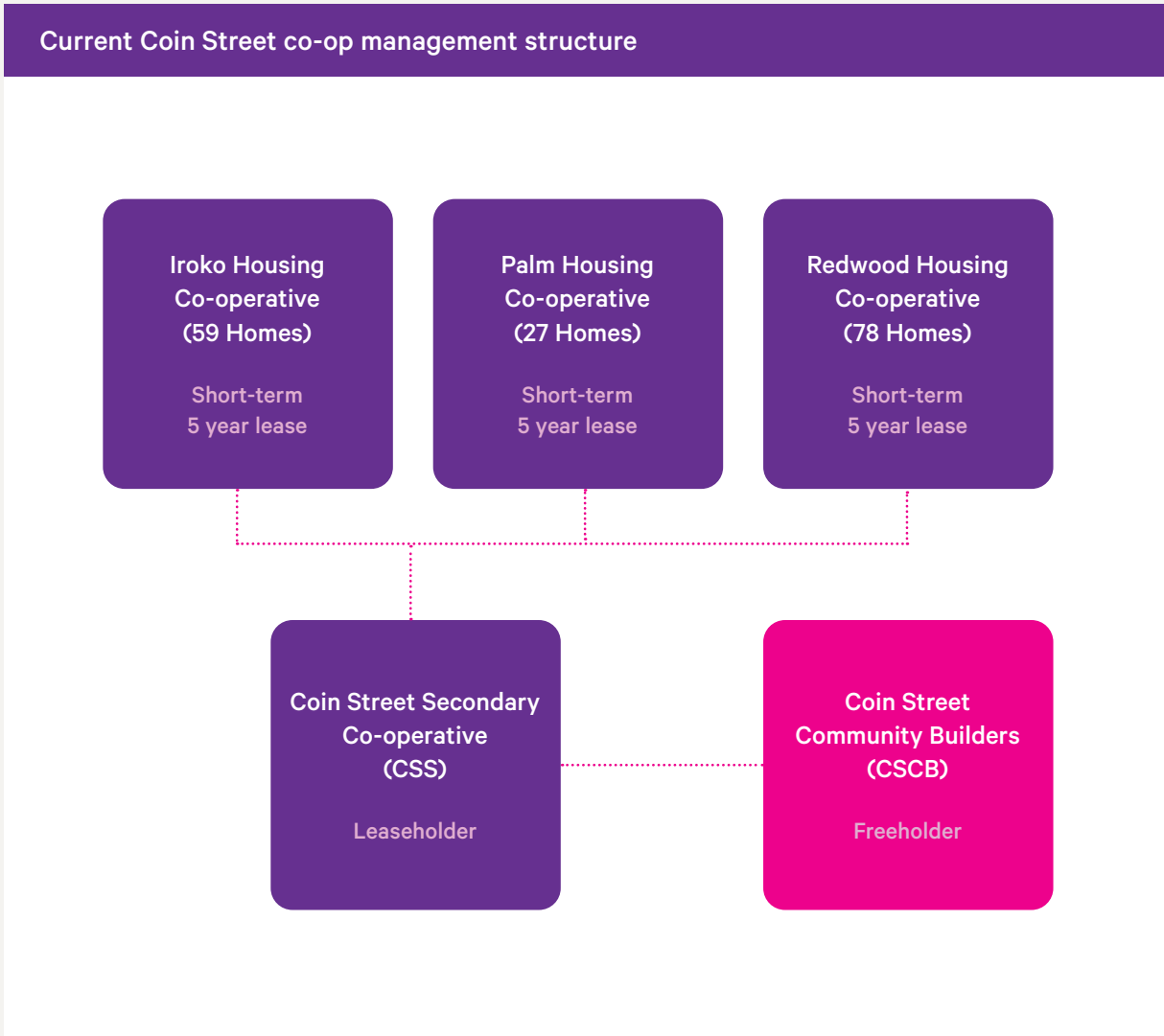
Question 1

Would you like to complete the consultation survey or are you happy with the new arrangements as set out in the Handbook?



How your homes are managed

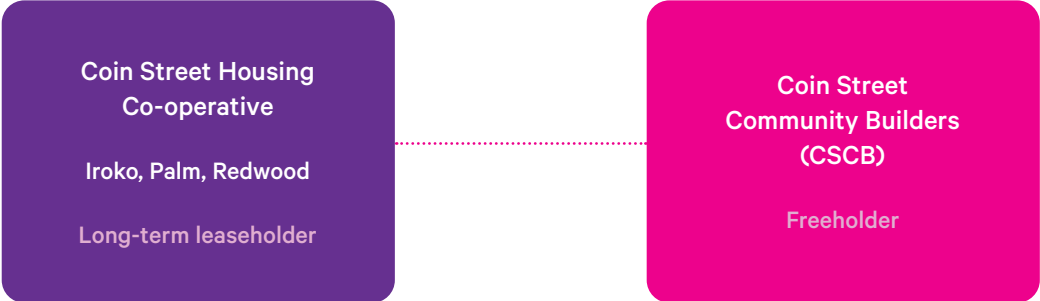
There are currently four separate registered providers to manage and maintain the 164 homes.



Coin Street Community Builders (CSCB) owns the land, and CSS owns the homes on long leases from CSCB. CSS then provides five-year leases to the co-op MCs, and your MC provides a five-year tenancy agreement to you. You pay rent and service charges to your MC, which then pays CSS for the lease and the service and maintenance work provided by CSS.

The proposal is to have one new tenant-led organisation, Coin Street Housing Co-operative (CSHC), that will have a long lease with CSCB.

Proposed Coin Street co-op management structure



CSHC will be a fully mutual housing co-operative and a registered provider of social housing. The new organisation will be governed by a new Management Committee made up of seven tenant members and five independents. All positions will be held for three-year terms and will include members from each of the three current co-ops.

The new single Management Committee will be supported by sub-committees such as an Allocations Sub-committee and Asset Management Sub-committee.

An independent Scrutiny-committee will provide an extra layer of support, helping to ensure tenants’ interests are being looked after and that it is operating as a well-regulated co-op with sound finances.

Every member will have an opportunity to play their part in the running of the co-op, as shown opposite.

How you can take part in the running of your co-op

Coin Street Co-op Members

Attend General meetings and social events; take part in focus groups, support new members, deliver leaflets, do small repairs, help with member surveys.

Co-op Committee and Working Groups

Getting involved in practical aspects of the co-op
Repairs and maintenance; allocations; social group;
active membership; safeguarding;
finance; elections

Management Committee

Making the bigger
decisions about
running the
co-op

Question 2

How comfortable are you with bringing the three co-ops together to ensure financial and regulatory stability?

Question 3

Do you agree that the new Management Committee should have seven tenant members and five independent members?

Question 4

How do you want to have a voice within your co-op?

Question 5

How comfortable are you with having policies applied consistently across the new combined co-op?

Your tenancy

You currently have a five-year tenancy agreement with your MC, based on a five-year lease between the MC and CSS.

The proposal is for existing members to be offered tenancies and membership of the new Coin Street Housing Co-operative. The new Coin Street Housing Co-operative will offer 'periodic' tenancies that do not set an end date but set out circumstances that would end the tenancy. This would end the current five-year rolling lease and provide greater reassurance that your home will be yours for as long as you want it, provided you stick to the terms of your tenancy agreement, particularly the terms about paying your rent, complying with co-op policies and continuing to live in your home as your main permanent residence.

Question 6

Do you support having a longer-term tenancy for your home?



Rents and service charge

Currently your rent and service charges are decided by your co-op MC. Rent increases are in line with Government policy for social housing using the Consumer Prices Index (CPI) + 1%.

The proposal is for rent and service charges to continue to be set in line with government guidance and to be decided by the new Management Committee.

Question 7

Do you agree that rents and services charges should be decided by the new Management Committee in line with government policy for social housing?

Housing management service

Currently, each co-op has its own managing agents that provide different levels of services.

The proposal is to have a single management agent (or single management solution) in place for three years, with directly employed staff to deliver services during the transition period. The managing agent would arrange day-to-day repairs, planned maintenance contracts, tenancy management including rent collection, allocations and tenancy enforcement, and financial planning and management. Coin Street will support the managing agent and the Management Committee to establish itself, and will be alongside the co-op in strengthening its approach to active membership.

The new managing agent would be selected by the new Management Committee.

Question 8

Do you agree that a single managing agent or organisation should be contracted for the new co-op?

Question 9

Do you agree that members should be responsible for selecting the single new managing agent or organisation?

Repairs and maintenance

Currently, some responsibilities are provided by your co-op (such as internal maintenance and kitchen/bathroom upgrades and repairs) and some are provided by Coin Street (such as building and property maintenance including windows and doors). There are a range of standards that the new Coin Street Housing Co-operative will have to meet as a registered provider.

The proposal is for all repairs and maintenance to be managed by a single managing agent rather than split between the managing agent and Coin Street. A new Asset Management Sub-committee, made up of co-op members, will define the scope of the contracts and oversee service delivery. The new Management Committee will have trained member Health and Safety Officers and Repair Officers to monitor work and provide guidance.

The new arrangement will provide one approach that will ensure the co-op is following regulations, provides value for money, operates transparently and is easy to understand and accessible for tenants.

Category	Examples	Target time
Emergency repairs – repairs that may result in harm to people or damage to property.	<ul style="list-style-type: none">— Electrical faults and dangerous fittings— Burst water pipes— Leaking roofs	24 hours
Urgent repairs – repairs that could severely inconvenience residents if not addressed urgently.	<ul style="list-style-type: none">— Faulty lights— Small water leaks	5 working days
Routine repairs – repairs that can be delayed without causing serious inconvenience.	<ul style="list-style-type: none">— Broken bathroom tiles— Doors coming off their hinges	30 working days

Question 10

Do you agree that a single managing agent or organisation should be responsible for repairs and maintenance for the new co-op rather than have work divided between your co-op and Coin Street?

Active Membership Policy

Each co-op currently manages participation differently, and there is a heavy burden on a small number of members to ensure the smooth running the of the co-ops.

The proposal is to re-establish the principles of co-operative living, where all members are expected to participate in the running of the co-op. An Active Membership Policy will be agreed by the new Management Committee to ensure everyone has a role to play. The roles will be tailored to what works best for members but could include attendance at meetings, standing for election for co-op roles, organising events or meetings, consulting with fellow members or helping to induct new members. Following the Active Membership Policy will form part of your obligations under the new periodic tenancy.

Question 11

Do you support a new Active Membership Policy to ensure members take an active role in the running of the co-op?

Values

Once the new co-op is set up, you can decide the values that will underpin how the co-op operates and makes decisions. Please tell us what values you think are important for the new co-op. These might be things like democracy, equity, equality, honesty, openness, responsibility, solidarity and social responsibility, but you may have other suggestions too.

Question 12

What values will be important in the new co-op? Please provide up to three answers.

Overall

Let us know if you have any feedback, comments or concerns. There are various ways for you to have your say: complete the online or paper survey, attend one of the online or in-person meetings or drop-in sessions, or email housing@coinstreet.org.

Question 13

Do you have any feedback, comments or concerns?

the fact that the *de novo* synthesis of amino acids is a highly energy-consuming process.

It is interesting to note that the *de novo* synthesis of amino acids is not only energy-consuming but also nitrogen-consuming. The nitrogen atoms of amino acids are derived from the nitrogenous bases of nucleic acids. The nitrogenous bases are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids. The nitrogenous bases are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids.

The nitrogenous bases of nucleic acids are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids. The nitrogenous bases are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids.

The nitrogenous bases of nucleic acids are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids. The nitrogenous bases are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids.

The nitrogenous bases of nucleic acids are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids. The nitrogenous bases are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids.

The nitrogenous bases of nucleic acids are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids. The nitrogenous bases are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids.

The nitrogenous bases of nucleic acids are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids. The nitrogenous bases are synthesized from glutamine, which is synthesized from glutamate. The nitrogen atoms of glutamate are derived from the nitrogenous bases of nucleic acids.