

Dear FPHC Member,

What follows is a copy of a letter you should have received from Co-op Homes, who will be helping us manage our cooperative.

It is an invitation to join one of our on-boarding sessions, either online on **April 29 at 7pm**, or *in person* on **May 9** at Pine Grove between 4-6pm.

The letter as sent to you by Co-op Homes follows:

We are getting in touch to let you know that Co-op Homes are now delivering Managing Agent Services for Finsbury Park Co-op.

What this means is that Co-Op Homes will be managing various aspects of the Co-op on behalf of the Finsbury Park Housing Cooperative. The key services that we will be delivering for your co-op include:

Repairs and Maintenance

Our Repairs/Customer Services team will:

- Receive, diagnose, and order repairs and any maintenance requests from Finsbury Park Housing Cooperative residents. Our main switchboard number is below.
- Provide an out-of-hours (outside of 9-5 office hours) emergency repairs service.
- Handle cyclical maintenance projects under instruction from FPHC.

To speak to one of our repairs advisors please call us on our main switch board:
020 3166 2608 or you can email us at **customer.services@coophomes.coop**

If you would like to report a repair online, you can also use our own self-service repairs portal Fixflo to raise repairs yourself via our website at:
<https://coophomes.fixflo.com/issuereport/CreateIssue>

Housing Services

Co-op Homes will be responsible for the day-to-day management of your tenancy and Housing Services.

The Housing Advisor is responsible for:

- Managing rent enquiries and enforcing any rent arrears, in line with FPHC's own policy and practice.
- Managing and resolving any tenancy related issues and enforcing the terms and conditions of your tenancy agreement where necessary.

Katherine Forsyth is the Housing Adviser that has been allocated to manage Finsbury Park.

Tel: 020 3166 2608

Email: Katherine.forsyth@coophomes.coop

Financial Services

The finance team help with processing rent payments for residents and will also assist the Management Committee with budgets and Management Accounts.

Please continue with any current rent payment arrangements that are in place with your bank, these will be passed over onto our system.

Governance and Reporting

This service covers all areas of current Governance compliance. The team will work with the Management Committee to ensure that the co-op meets regulatory obligations with the Regulator of Social Housing and the Financial Conduct Authority.

Drop in Surgery

We have organised some drop-in surgeries for any Finsbury Park residents to attend to come and meet our staff and to ask them any questions. The first session will be online on the 29th of April 2025 at 7pm via Zoom. The session will be recorded and will be used to create an on-demand video for those who cannot make it.

The link to the session is:

Topic: FPHC with Coop Homes, onboarding

Time: April 29, 2025, 7pm

Join Zoom Meeting:

<https://us02web.zoom.us/j/85463488065?pwd=0gvD17OHDNvTfvcnuCLcxP73HIIG83.1>

Meeting ID: 854 6348 8065

Passcode: 226263

There will also be an in-person session for those that feel more comfortable meeting face to face, rather than online. This will be held at the Finsbury Park Office, Pine Grove on the 9th May 2024 from 4-6pm where Coop Homes staff will be present in person to answer any queries you have. We hope to see you at one of the sessions.

Our general contact details are:

Telephone: **020 3166 2608**

Email: **customer.services@coophomes.coop**

Website: **www.coophomes.coop**

If you have any questions, please feel free to get in touch. We're really looking forward to working with you!

Kind regards,

Barney Smith
Head of Housing
Co-op Homes