

**Our Purpose:**

TCHA's purpose is to provide quality homes and excel in the provision of culturally sensitive services for the Tamil community and other refugees and migrants through self-help and empowerment.

Our strategic objectives:

- Do what matters most to residents.
- Build TCHA's capacity to respond to changes in the housing sector whilst taking into account the changing needs and aspirations of the community.
- TCHA serves as a 'community anchor' - to meet the new and emerging needs and aspirations of the wider Tamil community and other refugees and migrants.
- Make TCHA's business stronger for the future.

Our operational objectives:

- Improve existing homes.
- Make our services more accessible to current residents and our future customers.
- Invest in our people – Board, staff, residents and partners.
- Improve user involvement and participation in all our activities.
- Invest in neighbourhoods.
- Understand the new and emerging needs and aspirations of TCHA's current residents and future customers.
- Invest in new areas of business and community initiatives.
- Expand TCHA's services to places where the Tamil community is growing.
- Develop new, and strengthen existing, local partnerships with Local Authorities (LAs), Housing Associations (HAs) and Voluntary and Community Organisations (VCOs).
- Build the business case for culturally specific service provision.
- Diversify the funding base.

TCHA BACKGROUND, OPERATING CONTEXT, NEW CHALLENGES, UNIQUE CURRENCY AND CULTURALLY SPECIFIC PROVISION:**The refugee and self-help tradition**

Tamil Community Housing Association was initially constituted in 1986 as the Tamil Refugee Action Group (TRAG), a self-help initiative, to address the housing and support needs of Tamil refugees in the London area.

Service to the wider community

In 1996 TRAG changed its role and was launched as Tamil Community Housing Association with a dual objective of looking after the needs of refugees and those of the Tamil community settled in the UK, primarily in the Greater London area.

Became a Registered Social Landlord (RSL)

The Association registered as an Industrial and Provident Society with charitable status on 20th March 2003. The Association is currently registered with the Housing Corporation (L4376) and under Community Benefits Societies Act 2014, with Charitable Status (250785R). TCHA is also a Member of the National Housing Federation, and have adopted NHF Model Rules 2015.

TCHA currently operates in 11 London Boroughs as well as Hertsmere and work in partnership with more than 40 partner organisations. Our partners include investment partner organisations, other HAs, LAs and VCOs.

TCHA Management

The Association is managed by a Management Board with day-to-day management and administration carried out by a staff team led by the Chief Executive.

Unique currency / continue advancing the case for culturally specific provision

Despite the current economic climate which is forcing many providers to operate in a Group structure, our Board and the Senior Management are fully confident that TCHA is strongly positioned to continue with its slow but steady growth whilst maintaining its distinct identity as a culturally specific provider, 'rooted' in the community. We have:

- ✓ A good track record of delivering new build.
- ✓ Excellent relationships with small and medium size private builders.
- ✓ A track record of delivering culturally appropriate housing and related services.
- ✓ In-depth knowledge and expertise on housing issues affecting the Tamil community and other refugees and experience in developing community based solutions.
- ✓ A strong relationship with investment partner and other HAs, LAs, funders, regulators, developers, Tamil led and other VCOs, tenants and community members.
- ✓ Organisational capability and capacity to take advantage of new opportunities.
- ✓ Diversity – geographic areas of operation.
- ✓ Good number of un-mortgaged property assets, including our permanent office building and community facilities.
- ✓ Well-developed internal structure and systems, established through past work, to improve customer experience, financial viability of TCHA and requirements of the regulators.
- ✓ An experienced, committed and resourceful team of staff and Board Members who have a good understanding of what our customers want.
- ✓ A growing partnership with residents (via the Residents Association) so as to ensure that tenants needs and aspirations are at the 'heart' of all our work.

TCHA- VISION, MISSION, MOVING FORWARD & MANAGING RISKS

Our vision

Our vision is to work within the refugee and housing communities to become the recognised provider of social housing primarily for Tamil people living in Great Britain.

Our mission

Our mission is to provide high quality homes at affordable rents and offer culturally sensitive care and support services primarily to Tamil people on low incomes and with the greatest need in an economical, efficient and cost effective manner.

Our guiding principles

- ✓ Ensure our work is rooted in the community.
- ✓ Put tenants and community first and investing in them.
- ✓ Working together and valuing each other.
- ✓ A 'can do' approach.
- ✓ Run a 'sound' business.
- ✓ An optimum return is achieved from all our investments and tenants and customers of the results achieved.
- ✓ Ensure equality of opportunities is practiced in all areas of TCHA's business.
- ✓ Aspire to achieve excellence in services in all areas of the business.
- ✓ Promote environmentally practices and services, where possible.

CURRENT HOUSING STOCK INFORMATION

Current stock:

At present TCHA owns and manages a total of 314 units. TCHA currently own 153 units out of the 314 and the rest (161) are permanently managed by TCHA on behalf of other Associations. We have achieved minimum Decent Homes Standards for the units that we currently own (153 units). We also have completed the stock condition survey for planned maintenance work for the units that already in TCHA's ownership.

Housing stock and geographical areas of operation

At present TCHA own and manage properties in 12 London boroughs.



Board Members Biography

1.0. Mr. S Varathalingam (Chair)

Current: Project Manager, Highways Department, LB of Waltham Forest

Former: Policy Manager for Housing, Adult Social care & Best Value Principal Desk Officer Housing Services at LB of Walthamforest.

Previously, Mr Varathalingam (Varatha) worked as a Lecturer at Middlesex University and also served as the Senior Housing Officer and Equalities Manager. Varatha is an Associate Member of the Chartered Institute of Housing.

2.0. Mr. Michael Verrier (Vice Chair)

Current: Sub-Board Member London & Quadrant (L&Q), Vice Chair of the L&Q Resident Board and Chair of the L&Q LGBT Forum

Former: Equality and Diversity Trainer and Chair of the Complaints Committee

Michael has more than 20 years' experience in social housing sector and community safety work.

3.0. Mr. Devan Kanthasamy (Secretary)

Current: CEO – Tamil Housing

Former: Projects Manager Housing Associations Charitable Trust & Fundraiser at Refugee Council

Previously, at HACT, Devan led on the delivery of national housing exemplar projects. Devan has experience in raising funds from Trusts and Foundations, Statutory sources and EU. He is a Trustee of Migration Works. Devan's Academic qualifications includes Town and Country Planning & Public Policy Making and Administration.

4.0. Mr. Ratna Sugumaran (Treasurer/Chair of the Audit and Risk Committee)

Current: Director of Finance / Company Secretary – Transform Housing

Former: Finance Portfolio holder at Hyde Housing Group, One Housing Group and Metropolitan Housing Group.

Ratna is a qualified accountant with over 35 years of experience within the social housing sector, holding senior roles for the last fifteen years.

5.0. Mrs. Brintha Mugunathan (Board Member)

Current: Accountant – Local Space Ltd

Former: Finance Officer at Toynbee Housing now known as One Housing Group.

Brintha is a community activist and worked in the social housing sector for more than 10 years. She is a Member of the Association of Accounting Technicians.

6.0. Ms. Krishanthy Maheswaran (Board Member)

Current: Head of Maths in Secondary school

Krishanthy is a very active member of TCHA and has been involved with TCHA from a young age, due to her parents being active members of TCHA's board in the early stages of the organisation. Krishanthy has since then, gained an MSc in Mathematics and is now the Head of Maths in a secondary school in Enfield.

7.0. Mrs. Meera Arnold, FCCA (Board Member)

Current: Director - AM Management Consultants Ltd & Associate of BBK Partnership Chartered Accountants

Former: Treasurer of TCHA

Meera is an accountant in practice and operates a successful business consultancy firm with more than 18 years of experience. Meera is actively involved in motivating and training students towards a career in Finance and Accountancy.

8.0. Mr. Alan Green (Board Member – Lead Member for Acquisition & Development)

Current: Director of Development of Plus Dane Housing in 2017

Alan began his career as a designer in the private sector and working in Africa before moving into Housing 20 years ago. Initially, Alan's housing experience was gained in supported housing with Richmond Fellowship and Housing 21, prior to moving on to East Thames in East London where he worked for 8 years in various business development roles, gaining experience of development and regeneration during this period. Alan moved to Cornwall to lead the development department of Ocean Housing in 2012 and more recently moved to Liverpool as Director of Development of Plus Dane Housing in 2017, where he leads the development regeneration sales and commercial functions of the organisation.

9.0. Mr. Godwin Munzara (Board Member – Tenant Affairs)

Current: Care/School worker

Godwin has been a tenant of TCHA since 2003 and has shown keen interest in social care and community work. Godwin has since then expressed interest in tenant affairs which has led him to become the Chair of TCHA's Tenant's Association since 2015.

10.0. Mrs. Manoranjitham Kathiresapillai (Board Member – Tenant Affairs)

Former: Retired School Teacher

Mrs Mano is a community activist with a passion for social work. Mrs Mano has experience in working with vulnerable and disabled people and she has a keen interest in tenant affairs.

11.0 Name: Mr. S Thiru – Board Member Co-opted

Former: Retired Solicitor

Mr Thiru retired after practicing as a Solicitor for more than 30 years and running his own law practice for over 20 years.

TCHA Senior Management Team

Ms. Duvaraka Balachandran

Current: Housing Services Manager

Duvaraka was introduced to Housing through TCHA of which she started off as a summer temp, scrutinising Tenancies and Management agreements. It is because of her experience; Duvaraka decided to pursue her career in Housing through a Graduate Management Trainee programme and is now the Housing Services Manager. Her academic qualifications include 2.1 BA honours in Geography from Kings College University and a CIH accredited Diploma in Housing.

Mrs. Mary Nirmalanayagam

Current: Finance and Resources Manager and Deputy CEO

Mary is one of TCHA's longstanding staff members. She started working for TCHA in 1985 as a finance officer. Her expertise in the field has allowed her to progress into becoming the Finance and Resources Manager for Tamil Housing and her hard efforts has also allowed her to recently be appointed as the Deputy CEO for TCHA. Mary is partly CIMA qualified.

Mr. Kuhan Kuhachandran

Current: Communities and Development Manager

Kuhan is another longstanding member of TCHA. He started working for TCHA in 1990 as a Coordinator and then held various senior posts which include Housing Services Manager until 2016. Kuhan showed great interest in working with the local community and as a result, in 2017, Kuhan was appointed as the Communities and Development Manager for TCHA.

TCHA Associates'**Manjul Shah – Development**

Manjul Shah, Development Associate, work closely with Tamil Housing and lead on all new build projects. Manjul worked for Brent Council for more than 20 years. In his last post, Manjul served as the Head of Affordable Homes for the Council. He is a Certified Member of Chartered Institute of Housing and currently works as a Development Consultant for large and small housing associations for land acquisition and development.

Peter Hammond – Strategic Finance

Peter Hammond is a Director and Company Secretary of TIAA Ltd. To date, he was a Director of Sector Housing & Consultancy's Finance & Treasury housing team having recently been subject to a company purchase from Tribal Consulting where he managed over 20 consultants, including a specialist team providing Development services to Housing Associations and local authorities. Peter worked for HACAS, another specialist HA consultancy and he has over 30 years' experience of working in the social housing sector.

Sue De Souza – Housing Management

Sue is a freelance Consultant / Associate with more than 30 years' experience in housing management in Senior Management roles in Local Authority and Housing Associations. Previously Sue worked as a Senior Manager at Brent Housing Partnership. Sue has been supporting Tamil Housing with on-going policy review work since 2014.

Ken Morgan – Asset Management

Ken joined John Rowan and Partners in 1998 and is one of its equity partners. He has a high profile in the industry as a Fellow of RICS, a board member of the Chartered Institute of Housing (CIH) and of Croydon Churches Housing Association. He served as a board member of the Sutton Housing Partnership for the maximum term of nine years.

Ken's expertise includes risk management, reactive maintenance and value for money. He commenced his career at the London Boroughs of Ealing, Southwark and Westminster before joining JRP.

~ENDS~