

Provanhall
Housing Association

Annual Report 2017 2018



Provanhall Housing Association Limited

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Registered Scottish Charity Number SCO37762



MOŻEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

Chairperson's Report



I am delighted to introduce you to this year's annual report. This has been my first year as Chairperson and it has been a real privilege to lead the Association in this time.

One of the main areas of work over the past year has been the Work we have undertaken with the other local housing Associations/Co-ops. We work with them under the name of EHRA (Easterhouse Housing and Regeneration Alliance). Throughout the year we held hustings events for the local and national elections; developed a charter to challenge poverty in our areas, which has seen us support the local food bank through collections and monetary donations; have become diversity champions for Stonewall Scotland and have held a tenant's conference, which will now be an annual event.

As always, it has been another busy year. Repairs and

maintenance work has continued to be undertaken to a high standard and during this year major works included:

Planned works:



102
kitchens replaced



91 boilers replaced



13 new close doors
plus controlled entry replacements in 78 homes

Cyclical works:



gutters cleaned - all properties



484 gas servicings completed



6 closes painted



26 external painting

Work also started on our next phase of new build housing. This work marks 25 years of the association developing new homes in the area. The Association will have 26 new homes on this site, which is a shared site with GHA.

There were a few Staff changes during the year: Niki Watson left and was replaced by Ashleigh Cooper, Receptionist, and Chris Creaney, Housing Services Officer, left and was replaced by Tracy Campbell.

Our partnership with Connect Community Trust also continues this year. Our work with CCT supports the local jobs club, youth clubs, community café, gala days, summer holiday programme and much more.

A successful Tenant event was held during the year where we carried out tenant consultation on our rent management policy. Lots of information stalls were available and a cookery demonstration took place. Bell decorators sponsored a children's event where local children were able to design and take home a mug, and a decorating masterclass was held for the adults. Again, we hope to run more of these events during the year.

Enclosed with this report is a copy of our Landlord Report from the Scottish Housing Regulator. In this 'report card', you will see that the performance of the association remains strong. The report shows how well we are doing in relation to our peer group and against the national average. Our engagement with the Regulator remains low.

I can also tell you that once again we have received a clean management letter from our External Auditor, which confirms that the finances of the Association are being managed appropriately.

We also had Internal Auditors in the office looking at various areas of our service and procedures. This year focussed on the quality of housing, the governing body, IT and data protection and succession planning. Some recommendations were made for improvements in these areas and these are being put in place by the Staff.

The coming year will bring its own challenges, not least of these being the roll out of Universal credit and new housing legislation that changes tenant's rights. Staff will



be working on these and will be running events to keep everyone informed of what's happening. We will also be rolling out and developing our new Income Advice service. We will be increasing the provision of this service from one to two days to ensure more support is available for Provanhall residents.

To keep everyone up to date with what is going on in the area we have launched a new website and a mobile App. We will also continue to make use of Twitter, so please follow us to keep up to date.

Finally, I would like to thank all of the Staff and my fellow Management Committee members for all of their work and support during the year. I look forward to another successful year for the Association.

Elizabeth McEwan

Chairperson



Staff and Committee 2017/18

Staff

Patricia Gallagher	Director
Jim Wylie	Technical Services Manager
Lynne Lappin	Technical Services Officer
Sean Douglas	Housing Services Manager
Julie Smith	Housing Services Officer
Chris Creaney	Housing Services Officer - left December 2017
Tracy Campbell	Housing Services Officer - as of March 2018
Rachel Fitzsimons	Admin Assistant
Nikita Watson	Receptionist - left April 2018
Ashleigh Cooper	Receptionist - as of May 2018

Committee

Linda Cameron	Chairperson
Christine Morris	Secretary
Babs McCluskey	Committee Member
Cathie Reid	Committee Member
Rosemarie Docherty	Committee Member
Tracy Coutts	Committee Member
Clarice Spaine	Committee Member
Elizabeth McEwan	Committee Member
William Blunn	Committee Member
Margaret Stewart	Committee Member
Rodger Harley	Committee Member

Agency Staff

Rhona Joss	FMD
Elizabeth Shields	Connect Community Trust

Many families once again received a Christmas treat thanks to the Association Staff and cash for



kids. £2950.00 was received to be shared equally between 118 children in Provanhall last Christmas. We hope that everyone enjoyed their gifts.

Donations

Throughout the year the Association has made small donations to several worthwhile charities. They include: CHAS, Crones and Colitis, PAIH winter destitution appeal, groceries etc. to the North East foodbank.

Housing Services...

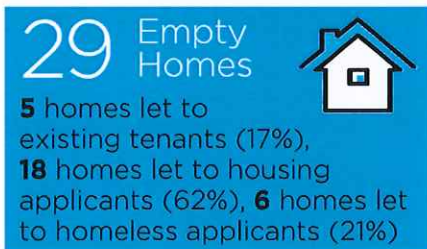
It has been another busy and successful year for the Housing Services Team – Sean, Julie and Tracy.

Regular work for the team includes: dealing with all allocations enquiries; estate management walkabouts; checking the stair cleaning; ensuring rent is paid on time; checking bulk refuse has been uplifted; allocating empty houses and dealing with neighbour complaints and disputes.

The Staff work with lots of other agencies to achieve the high standards in the area including: Police Scotland; GCC land and environmental services; Social Work; Homeless services, GCC Finance Staff; Connect Community Trust and Glasgow East foodbank.

Some of the work they undertook included:

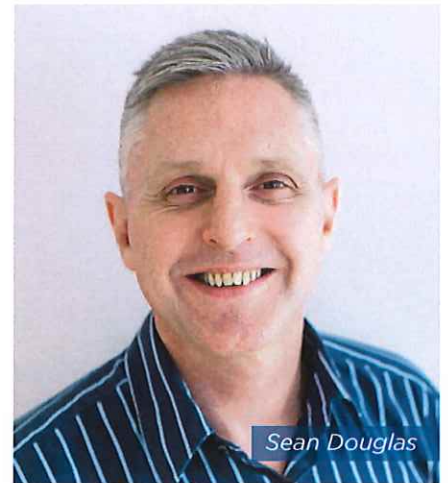
Allocations



Estate Management



Rent Management



Sean Douglas

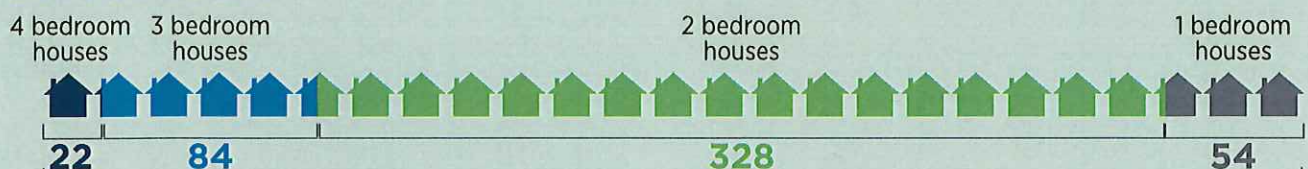


Julie Smith



Tracy Campbell

Stock Profile



Total properties 488

Other: Owner Occupiers 37 • Sharing Owners 2

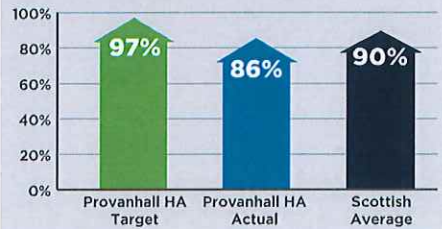
Performance Report...



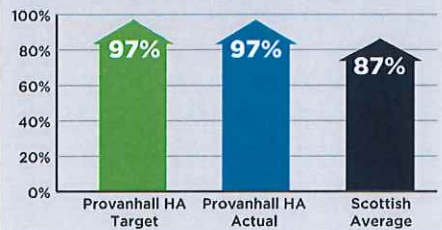
2017/18 Outcome	Provanhall HA Target	Provanhall HA Actual	Scottish Average
% average rent increase	N/A	3.5%	2.4%
Average number of days to relet empty houses	7 days	7 days	35 days
% rent loss for empty homes	0.25%	0.11%	0.87%
% of lettable homes that become available	7%	5.9%	8.4%
% of tenancy offers refused	10%	0%	38%
Average number of days to process Housing Applications	10 days	2.5 days	N/A
% gross rent arrears	3%	3.3%	5.3%
% collected of rent due	N/A	101%	99.6%
% of former tenant arrears written off	N/A	44%	37%
% of antisocial behaviour complaints resolved within local target	100%	100%	87%

Tenant Satisfaction

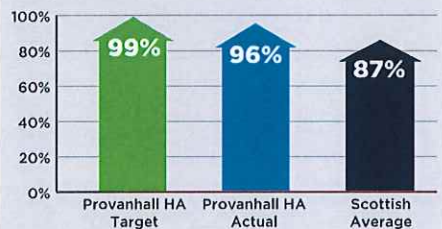
% of new tenants very or fairly satisfied with the standard of their home



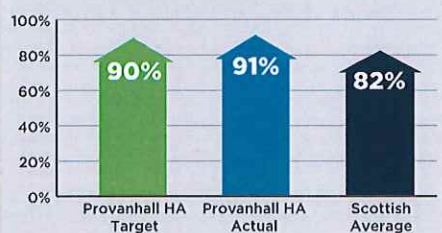
% of existing tenants very or fairly satisfied with the quality of their home



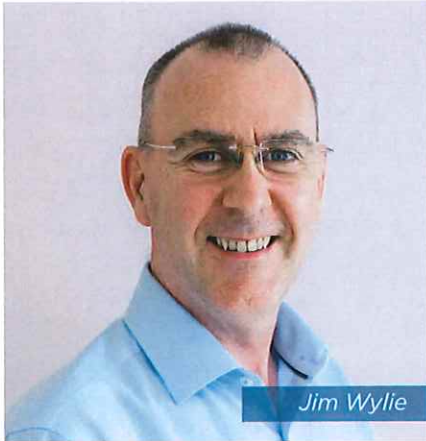
% of existing tenants very or fairly satisfied with the landlord's management of the neighbourhood they live in



% of existing tenants very or fairly satisfied that the rent for their property is good value for money



Technical Services...



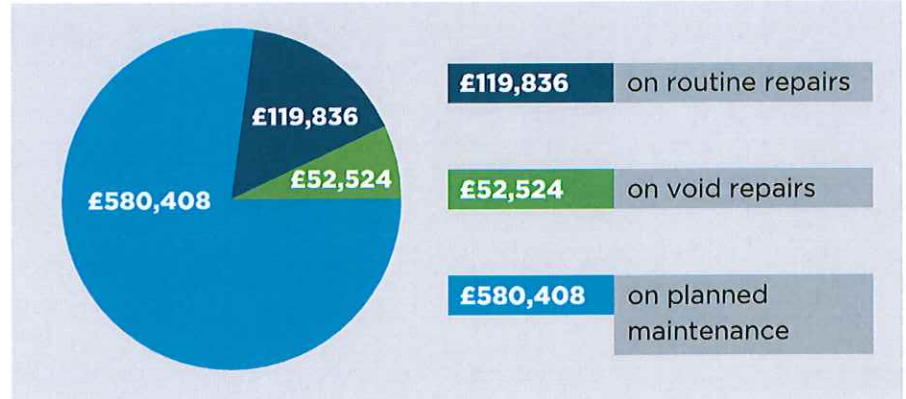
Jim Wylie



Lynne Lappin



The Association continued with its long term commitment to offer tenants a high quality maintenance service and this was demonstrated last year by a total of £752,768 being spent on:



We continue to have this work carried out by our dedicated repair contractors who ensure that all emergency and reactive repairs are carried out within the timescales set out by the Association.

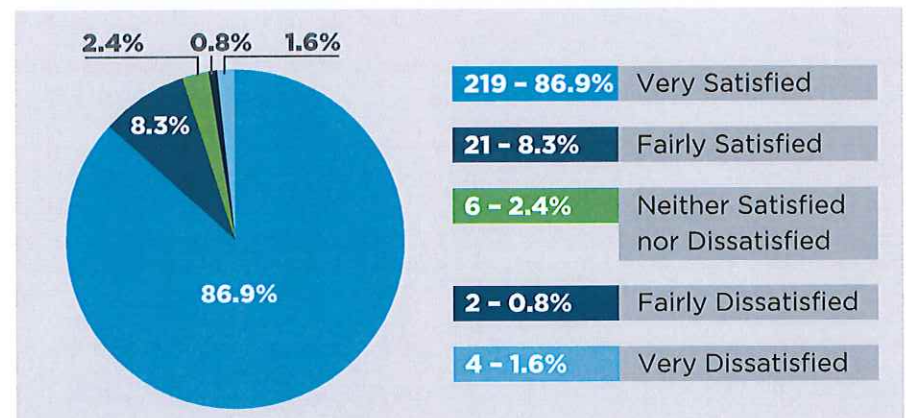
During the year a total of 1165 reactive and 382 emergency repairs were carried out and we achieved response times as outlined in the table below:

	Target	Achieved
Emergency Repairs – Average Time	4 hours	1 hour 19 minutes
Non-emergency Repairs – Average Time	6.5 days	3 days
Repairs Completed <i>Right First Time</i>	100%	99.48%
Gas Servicing Completed On Time	100%	100%

Repairs Satisfaction

It is important for the Association to measure what our tenants think about the quality of our repairs service including the helpfulness of staff and the conduct of our contractors. To measure this we issue a satisfaction slip with every repair reported, conduct house visits, do telephone surveys and send text surveys.




During the year a total of 252 responses were obtained and the results were as follows:





Planned and Cyclical Projects

Our planned maintenance programme continued with the following completions:

- 
102 new kitchens
- 
91 new energy efficient condensing boilers
- 
13 front and back doors at 13 closes
 plus controlled entry systems and new handsets in **78** homes

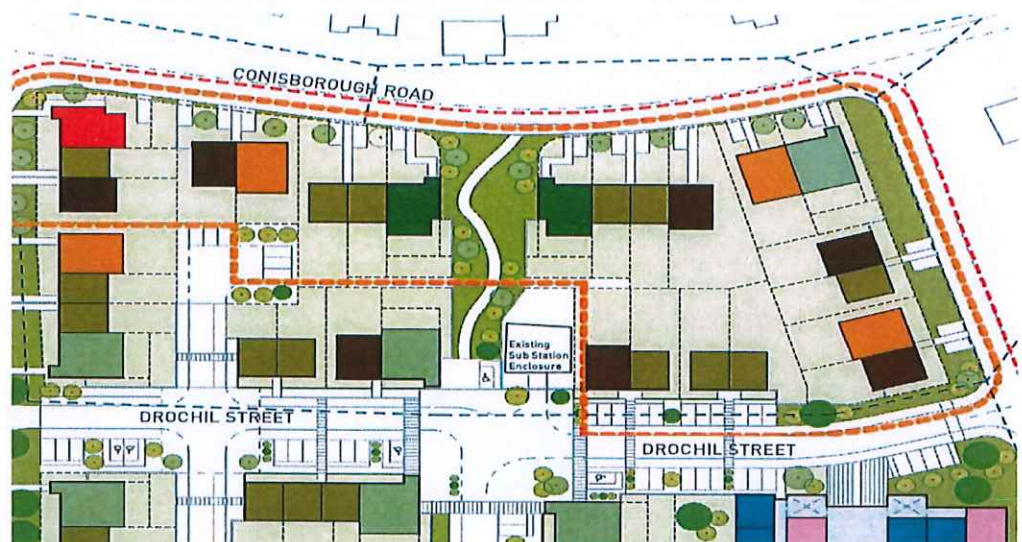
Several cyclical repairs projects were also completed throughout the year and included:

- 
6 closes painted
- 
26 external window and fence painting
- 
484 gas safety services
- 
 gutter cleaning to every building



Development

The partnership project with The Wheatley Group, to build 26 new homes on the vacant site at the corner of Auchinlea Road and Conisborough Road, has recently started on site. Being part of a much larger development the houses won't be completed until Spring 2020.



Finance Highlights

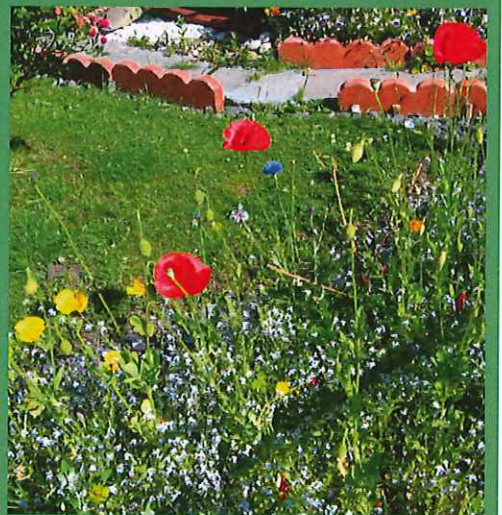
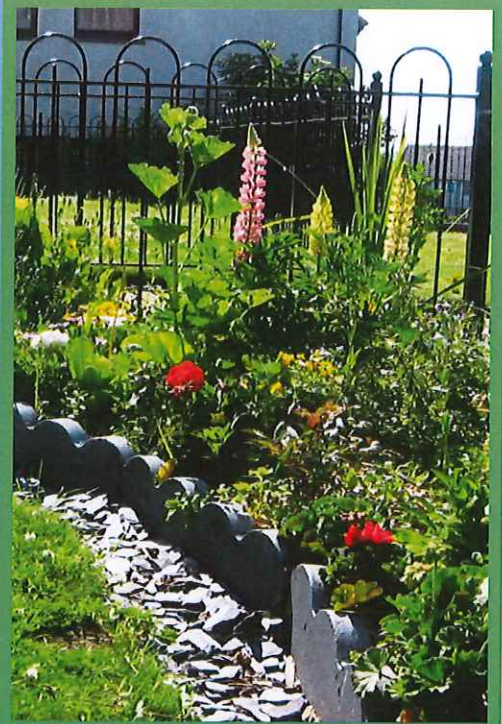
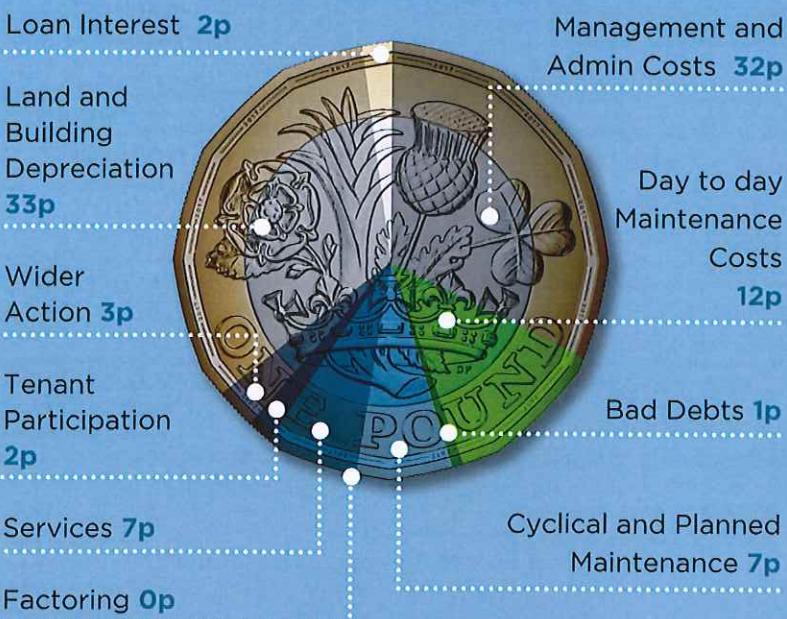
Breakdown of Total Income & Total Expenditure for 2017/2018

Income	2017/2018	2016/2017
Rental Income	1,708,866	1,650,013
Void Loss	-1,958	-1,395
Factoring Income	1,415	1,416
Loss on Sale (RTB)	7820	-40,751
Wider Role Grants	15,376	0
Stage 3 Grants	29,960	10,826
Amortised Grants	350,166	411,280
Interest Income	35,563	44,315
	£2,147,208	£2,075,704

Costs	2017/2018	2016/2017
Management & Admin Costs	482,130	514,458
Day to Day Maintenance Costs	180,136	178,567
Cyclical & Planned Maintenance	108,863	143,896
Factoring	1,415	1,416
Services	106,498	117,396
Tenant Participation	30,445	29,142
Wider Action	51,554	37,544
Bad Debts	13,011	7,030
Land & Building Depreciation	508,156	516,411
Loan Interest & Other Finance Charges	34,830	33,788
	£1,517,038	£1,579,648

Surplus for the year **£630,170** **£496,056**

How every pound is spent...



2018 Garden Competition

Congratulations to the winners of the 2018 Garden Competition!

Their hard work & effort make a huge difference to the Provanhall environment.

1st prize went to Mr & Mrs Kirkcaldy from Balfuig Street, 2nd prize to Mr & Mrs Wood of Auchinlea Road and 3rd prize to Ms Davidson of Balfuig Street. Highly commended prizes went to Mrs McLeish from Conisborough Road and Ms Hill from Duffus Street.