

The logo for Provanhall Housing Association, featuring the name in white text on a blue rectangular background.

Provanhall

The text 'Housing Association' in white, positioned on a green horizontal bar that is part of the logo's design.

Housing Association

The main title of the report, 'Annual Review 2022-23', displayed in a large, bold, light blue sans-serif font.

Annual Review 2022-23

The slogan 'A community for all...' written in a white, casual script font, positioned over the grassy foreground.

A community for all...



Mission Statement

Our Vision:

To make Provanhall a safe, stable and thriving community.

Everyone lives in a warm and affordable home, in a neighbourhood that is well cared for.

Everyone has access to the opportunities needed to achieve a good quality of life.

Our Values:

Open and accessible

Accountable to the community

Inclusive and respectful

Supportive

Efficient

Creative and innovative

Responsible

Fair and trustworthy



Welcome to this year's review of the Association



The impact of rising inflation (and therefore associated costs) with providing services to our tenants impacted our financial planning for the year. Energy costs, cost of materials and labour, availability of materials and increased overheads required us to consider and implement a rent increase of 5% after consultation with our tenants. Whilst significantly under the inflation rate, and within the guidance set by the Scottish government, we were acutely aware the impact of additional cost to tenants.

Despite the ongoing challenges this presents, we have maintained our commitments to funding an Income Maximisation Service, supporting Connect Community Trust in managing the Connie and continuation of Estate Management Services including gardening, bin pulls and clears and bulk uplift for our tenants.

We continued to provide support to tenants struggling with their rent through Income Maximisation Services and despite the challenges faced, our staff team did not raise proceedings against any tenant for rent arrears. Our performance remained high in terms of managing rent arrears with total debt of 1.35% at the year end.

Unusually for the Association we saw some staff changes due to retirement and promotion elsewhere. Sean Douglas, our Housing Services Manager, retired in June 2023 and we wish him well in his retirement. Stephen Baxter is the new Housing Services Manager who has worked in housing for over 20 years and we welcome him in his new role. We wished Lynne Lapin, our

Technical Services Officer good luck in her new promoted post with a new employer in April 2023. Peter Boyle joined the team as our new Technical Services Officer in May 2023. Our receptionist, Samantha Cosgrove, left the team in February. Heather Elder joined us as Corporate Services Assistant in April and we welcomed Pamela Davrin who joined us as our Finance Administrator in March.

We continue to work closely with other local Housing Associations as part of Easterhouse Housing Regeneration Alliance (EHRA). This partnership has allowed us to share resources such as training provision and share Income Maximisation Services for our tenants.

Our Management Committee have eight active members who help shape service delivery and make important decisions on what the Association does with the limited resources available. Becoming a member of the committee starts with joining the Association as a member for £1. I would recommend to any resident to get in touch and find out more. You can email the Association through getinvolved@provanhallha.org.uk for more information.



Linda Cameron
Chairperson



Financial Update

Breakdown of total income & total expenditure for 2022/2023

Income	2022/2023	2021/2022
Rental Income	2,045,426	1,987,707
Void Loss	(4,354)	(15,786)
Factoring Income	1,323	1,405
Other Grant Income	2,050	5,008
Stage 3 Grants	10,137	48,995
Amortised Grants	352,854	364,073
Interest Income	15,681	509
	2,423,117	2,391,911
Costs	2022/2023	2021/2022
Management & Admin Costs	651,794	623,082
Day to Day Maintenance Costs	266,875	361,819
Cyclical & Planned Maintenance	109,404	228,427
Factoring	-	-
Services	231,471	151,909
Tenant Participation	6,381	2,872
Wider Action	45,444	39,651
Bad Debts	10,662	13,122
Land & Building Depreciation	575,218	573,295
Loan Interest & Other Finance Charges	24,500	17,847
	1,921,749	2,012,024
Surplus for the year	501,368	379,887



How every pound is spent...

Management and Admin Costs
34p

Day to day
Maintenance Costs
14p

Cyclical and
Planned Maintenance
6p



Services **12p**

Wider Action **2p**

Land and Building
Depreciation
30p

Loan interest & other
finance charges
1p

Bad Debt **1p**



Repairs and Maintenance

2022-2023 was the busiest year for repairs in the Association's recent history with almost 2,000 reactive works actioned in the April to March reporting year.

50% of the Association's attention continues to be focused on Routine repairs (non-emergency works) and this year we noticed a significant increase in routine repair requests with staff undertaking 523 repair inspections.

Annual Repairs Statistics

Repair Type	Annual Repairs 2021-22	Annual Repairs 2022-23	% Change
Emergency	628	635	↑ 1.11% increase
Urgent	291	314	↑ 7.90% increase
Routine	854	1008	↑ 18.03% increase
Total	1773	1957	↑ 10.38% increase





2022-2023 was the first reporting year since 2019 where we did not encounter any restrictions. A review of our average attendance timescales indicates we have returned to previous performance levels by undertaking emergency repairs in around 2 hours and non-essential repairs in approximately 6 days.

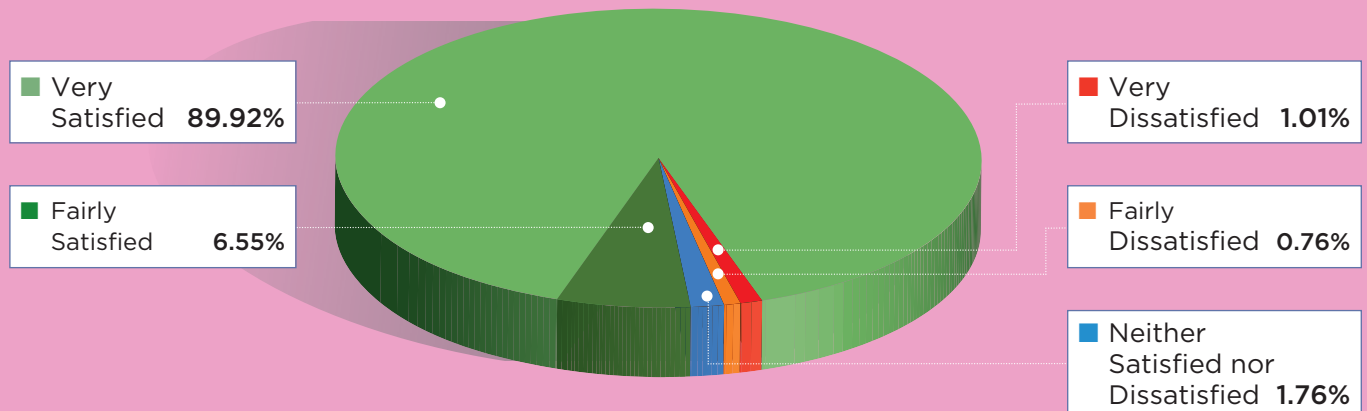
Repair Type	Annual Repairs 2021-22	Annual Repairs 2022-23	National Average 2022-23 (latest available)
Emergency Repairs (Average Time)	1 hour 59 minutes	2 hours 1 minute	4 hours 10 minutes
Non-emergency Repairs (Average Time)	12 days 15 hours	5 days 14 hours	8 days 16 hours
Repairs Completed <i>Right First Time</i>	93.66%	93.66%	87.80%

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 survey via telephone, text, email and letter.

In 2022-2023 a total of 397 responses were obtained with the results being:

Tenant Views	2021-22		2022-23	
	Surveyed	%	Surveyed	%
Very satisfied	239	82.41%	357	89.92%
Fairly satisfied	34	11.72%	26	6.55%
Neither satisfied nor dissatisfied	6	2.07%	7	1.76%
Fairly dissatisfied	6	2.07%	3	0.76%
Very dissatisfied	5	1.72%	4	1.01%
Tenants Surveyed	290		397	
Repairs Satisfaction (Very and fairly satisfied tenants)	273	94.14%	383	96.47%
National Average <i>*Latest National average statistics available.</i>		88.02% 2021-22		88.02% 2021-22*



Planned and Cyclical Projects

In 2022-2023 the Association spent just under **£0.5 million** investing and maintaining our homes.



Reactive Spend	2021-22	2022-23	Number of Homes & Voids	Average cost per Home & Void
Repairs Works	£209,326	£208,624	513	£403
Void Works	£152,493	£58,251	23	£2,533
Cyclical Works	£130,735	£100,549		
Investment Works	£217,129	£131,549		
Total	£709,683	£498,973		

On average the Association undertook repairs valued at **£403** in each home and spent **£2,533** repairing and improving void properties.




Cyclical and investment works focussed on health & safety compliance, cyclical painting and replacing components that were due for renewal, these can be summarised as:

Cyclical & Investment Works

Planned works completed

	Kitchen Renewals	10
	Bathroom Renewals	8
	Controlled Entry & Handsets	18

Cyclical works completed

	Gutter Cleaning	518
	Gas Servicing	516
	Painting	24



Money and Benefits Advice



Over £1,000,000 additional help secured for tenants in 2022/23

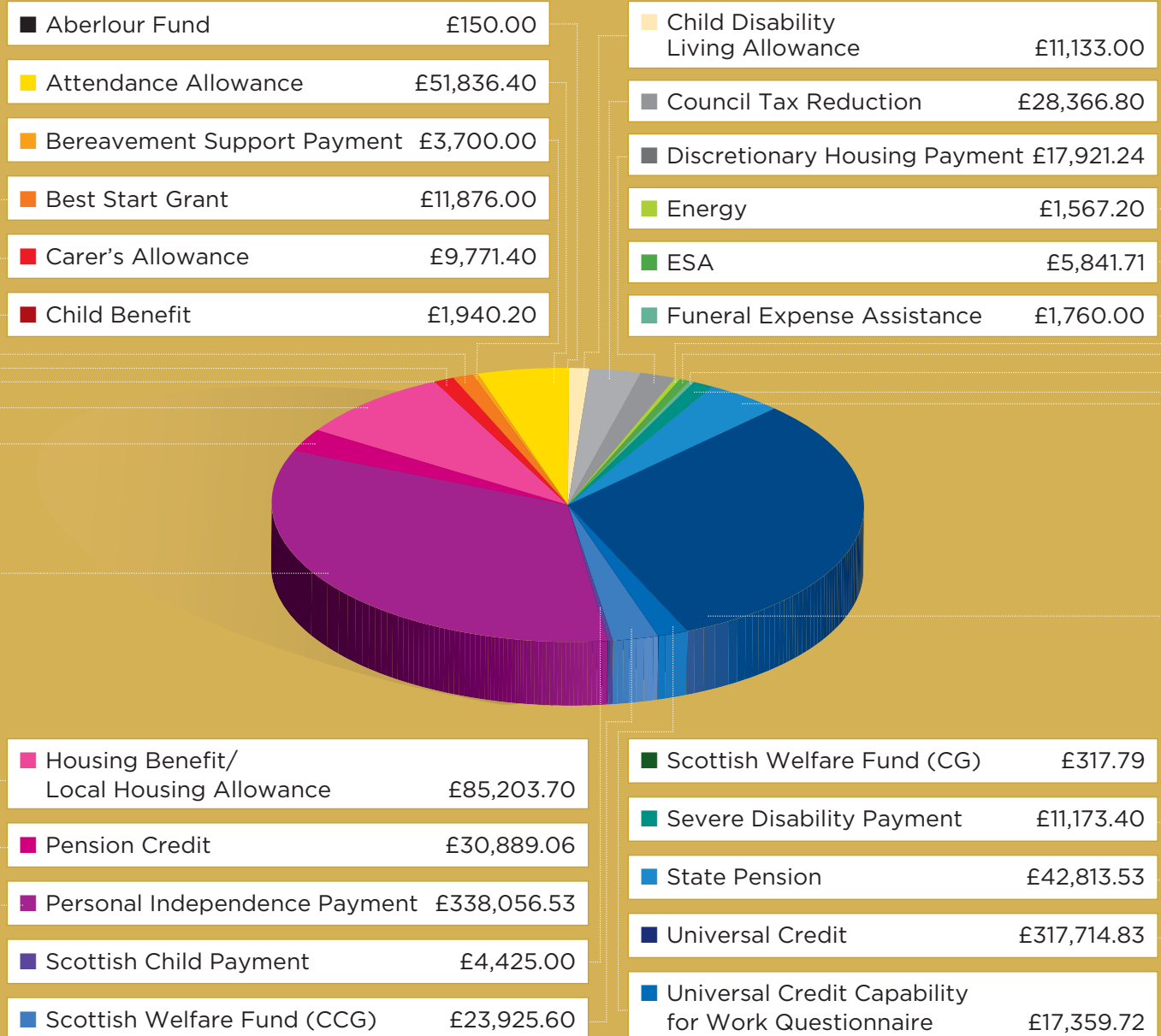
Working in partnership with Connect Community Trust, our Money Advisor, Elaine McIntyre, works closely with our Housing Services team to provide all the help and support possible to our tenants. Elaine helps with all aspects of Universal Credit, Housing Benefit and other benefits. Elaine can also help tenants to maximise their income and manage their debt issues.

During 2021/22 Elaine dealt with 190 tenants with a total financial gain of **£1,007,054**.

Please contact the office to book an appointment with Elaine.



Provanhall Housing Association – Financial Gains 2022-23



Housing Management

The team recognised the needs of our tenants to have a visible and available service to customers. 2022 saw our full team back in the office providing service each day from 9am to 4.30pm.

Despite the challenges, the team caught up on all repairs which were delayed due to COVID lockdowns and material availability.

We appointed a new Estate Services contractor in April 2023 and managed to keep our rent increase to 5% despite the inflationary pressures seen throughout the services we provide.




Allocations:

Managing the housing list, dealing with allocations enquiries & allocating empty homes.

500 New Applications for Housing 

23 Empty Homes to re-let 

28 New Tenant Visits 

179 Current Tenant House Visits 

0 Housing Applications Reviewed 
(Review still to be carried out)

Rent Management:

Ensuring rent is paid on time and managing arrears.

Actual Rent Arrears **1.11%**. Decreased 0.24% from 1.35% last year. This is despite the continuing impact of the cost of living crisis on households throughout Provanhall.

Stock Profile:

at 31/3/23

Properties for Rent:

4 bedroom property	27
3 bedroom property	91
2 bedroom property	340
1 bedroom property	60
Total	518

Other:

Owner occupiers	35
Sharing owners	1

Estate Management:

Estate management inspections and action, monitoring stair cleaning and environmental contracts including bulk uplift and checking cleansing services.

Daily, Weekly & Monthly Estate Management Inspections



Legal Notices:

Working with partners to do all we can to minimise rent arrears, legal actions, court actions and evictions.

- 5 legal notices issued (Notice of Proceedings) all for rent arrears
- 0 evictions
- 0 abandoned houses

Antisocial Behaviour:

Dealing with neighbour & antisocial behaviour complaints.

72 Complaints in total:

- Category A Very Serious 1
- Category B Serious 4
- Category C Nuisance 67

Housing Services Report 2022-23

	Provanhall Housing Association Target	Provanhall Housing Association Actual	Scottish Average
% average rent Increase to be applied next year	N/A	5.0%	5.14%
Average number of days to relet empty houses	7 days	10.17 days	55.61 days
% rent loss for empty homes	0.25%	0.12%	1.40%
% of lettable homes that become available	7%	5.02%	7.42%
Average number of days to process Housing Applications	10 days	2 days	N/A
% gross rent arrears	4%	2%	6.86%
% of former tenant arrears written off	N/A	28.54%	N/A
% of antisocial behaviour complaints resolved within local target	100%	100%	94.21%
% of existing tenants very or fairly satisfied with the quality of their home	97%	82.40%	84.16%
% of existing tenants very or fairly satisfied with the landlord's management of the neighbourhood they live in	99%	92.80%	84.30%



Provenhall
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Staff & Committee

Our Management Committee:

Linda Cameron (*Chair*)
Christine Morris (*Secretary*)
Barbara McCluskey
Cathie Reid (*left 14 September 2022*)
Clarice Spaine
James McGuire (*joined 14 September 2022*)
Liz McEwan
Margaret Stewart
Rodger Harley (*left 27 March 2023*)
Tracy Coutts
William Blunn (*left 30 May 2023*)

Our Management Team:

Alan Hume	Director
Sean Douglas (<i>retired June 2023</i>)	Housing Services Manager
Stephen Baxter (<i>joined June 2023</i>)	Housing Services Manager
Mark Quigley	Technical Services Manager

Our Staff Team:

Heather Elder (<i>joined April 2023</i>)	Corporate Services Assistant
Julie Smith	Housing Services Officer
Tracy Campbell	Housing Officer
Louise Kirkland	Senior Finance Officer
Pamela Davren (<i>joined February 2023</i>)	Finance Administrator
Lynne Lappin (<i>left April 2023</i>)	Technical Services Officer
Peter Boyle (<i>joined May 2023</i>)	Technical Services Officer
Rachel Fitzsimons	Technical Services Assistant
Samantha Cosgrove (<i>left February 2023</i>)	Receptionist

External Auditor

Azets Audit Services
Chartered
Accountants
Titanium 1
King's Inch Place
Renfrew PA4 8WF

Solicitors

Kelly & Co
184 Abercromby
Street
Glasgow G40 2RZ

T C Young

7 West George Street
Glasgow G2 1BA

BTO Solicitors LLP

48 St Vincent Street,
Glasgow G2 5HS

Bankers

Bank of Scotland Plc
Glasgow G34 9QG
The Forge,
PO Box 1000, BX2 1LB

Internal Auditor

Wylie Bissett
68 Bath Street
Glasgow G2 4TP



Working Together

With continued financial pressures on families, individuals and the community, we continue to fund a Money Advisor in partnership with two local Housing Associations through Connect Community Trust (CCT).

Provanhall secured additional funding from a variety of external sources in order to assist local tenants as follows:

- **EHRA Funding from City of Glasgow Council - £5,762** helping 144 households.
- **Glasgow City Council Energy Fund - £13,686** 282 vouchers provided.
- **Cash for Kids - £22,100** distributed between 128 families and 221 children.
- **Cash for Kids February 2023 - £4,000** helping 200 children with £20 vouchers.
- **SFHA fuel support - £20,000.**
- **STV Children's Appeal - £3,000.**
- **Housing Associations' Charitable Trust (HACT) -** We distributed **£21,608** to 178 tenants in a 4-week period from Housing Associations' Charitable Trust (HACT). A further **£7,949** for seven households at short notice to pay off energy debt.

Total external funding achieved of £79,105



Provanhall Housing Association Limited

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Provanhall Housing Association Limited is a company registered in Scotland under the Companies Acts, Company Number: SCO37762, Registered Office: 34 Conisborough Road, Easterhouse, Glasgow, G34 9QG.

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