

**Social
Distancing**

**Face
Masks**

**Government
Restrictions**

**Track
& Trace**

Covid 19

**Save
Lives**

NHS

**Hand
Sanitiser**

Furlough

**Stay
Safe**

PERFORMANCE



Annual Report

2020-2021

Chairperson's Report

Usually this speech starts by saying that the last year has gone along much the same as previous years. However, that is most certainly not the case this year! The last year will be one we will all probably remember all of our lives. When we were preparing our Annual Report last year, we did not think we would still be dealing with Covid restrictions for the next year also!

Coronavirus had a great impact on our service delivery this year. The Association Staff have worked remotely throughout the year (although you would have seen them out and about a lot on site). Two Staff were furloughed for part of the year. Once restrictions began to ease during the year, the Association developed new ways of working to allow more services to resume. The restrictions that were put in place did have a negative impact on some of our performance outcomes for the year, however, overall, the hard work of the Staff meant that in many areas – including our finances – there was minimal impact.

The Association was part of a Greater Easterhouse Covid response group. While most of this work was around identifying Tenants in need and ensuring information was circulated, the Association did also manage to secure some direct funding for local tenants. We received and distributed:

Funder	Amount	Used for
EHRA	£1000	helped 23 households with food vouchers
Cash for Kids Covid 19 Grants	£5,425	helped 85 families with Morrisons Gift Cards
STV Children's Appeal/SG funding	£7,400	helped 45 families with cash payments
Cash for Kids	£1,435	helped 41 kids with Smyths Toys Gift Cards at Christmas

We also referred various tenants & families throughout the year to CCT for food, fuel, white goods etc.

Our planned maintenance works were delayed and routine repairs were put on hold for much of the year due to Covid. The lifting of restrictions has meant that all of these works have been able to resume and catch up programmes are now well underway.

We cannot let discussion around the impact of COVID 19 pass without mentioning how it brought about a great of community spirit. Many individuals stepped up and worked or volunteered to provide essential services and to put in fundraising and other events.

It can be easy to forget the importance of this as time passes, but hopefully as things return to normal, we will be able to give formal recognition to these individuals.

Out with Covid relief, a lot of our work continued as normal.

The Internal Audit programme focussed on complaints handling and corporate governance. We got very good feedback on our work in these areas.

The completion of our New Build site – Phase 13 – was delayed due to lockdown. However, all handovers were completed by the end of the financial year and we hope that everyone is settling in well to their new homes.

We continue to support Connect Community Trust who manage our community facility and deliver wider role projects including youth clubs, job clubs, elderly lunch clubs, I.T. classes and bingo. During Lockdown, CCT was able to run some of these sessions virtually, or to deliver activity and care packages to people at home.

We continue to work with, and develop, EHRA, the partnership of the 8 local Community Based Housing Associations and we undertake a lot of joint lobbying and joint training with them. We are currently compiling a report on the response to COVID 19 with this group that we will be launching soon.

Our Management Committee Membership remains strong. At the end of the year we had 10 Management Committee members. Attendance at Management Committee meetings was 75%. All Management Committee meetings during the year were held via zoom. None of our Management Committee had any issues with adapting to this way of holding meetings. The Management Committee attended the SHARE annual conference via zoom and undertook a substantial amount of training during the year.

Finally, I would like to thank all of the Staff and my fellow Management Committee members for all of their work and support, especially with the difficulties they have been faced with this year. I look forward to another successful year for the Association and hope that normal services can be fully resumed as soon as possible!



Elizabeth McEwan • Chairperson

Income Advice Service

Elaine McIntyre, Income Maximisation Advisor, started working with us in July 2020. During a very difficult year for many Provanhall residents, due to the pandemic, Elaine worked very closely with our Housing Services Officers to get as much help and support as possible to our tenants. Elaine helped with all aspects of housing benefit and other benefits, including Universal Credit. She also helped residents maximise their income and deal with debt issues.

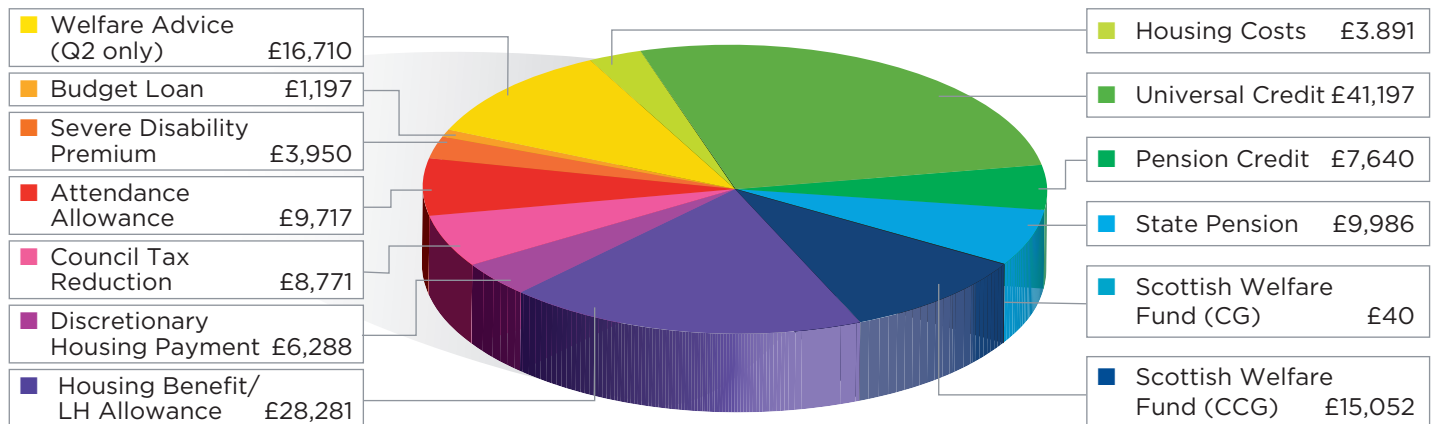
For one tenant in particular, Elaine was successful in getting them an additional £7,997 financial gain over 52 weeks! Elaine confirmed the tenant was eligible to make a claim for Pension Credit, Housing Benefit and Council Tax Reduction, which they had not claimed.



Needless to say, the tenant was absolutely delighted!

During 2020/21 Elaine helped 255 Provanhall clients with a total financial gain of **£152,720**.

Provanhall Housing Association - Financial Gains 2020-21 - Total £152,720



Complaints

April 2020 - March 2021

Stage 1	Number
Number received	47
Number upheld	21
Number not upheld	20
Number partially upheld	1
Number on-going	0
Number based on equalities	0
Number resolved within timescale	46
Average number of days to resolve	5
Stage 2	Number
Number received	6
Number upheld	3
Number not upheld	0
Number partially upheld	3
Number on-going	0
Number based on equalities	0
Number resolved within timescale	6
Average number of days to resolve	11

Stage 1 - Complaints Issues	Number	% of all
Contractors	10	21%
Estate Management	17	36%
Repairs	6	13%
Policy	6	13%
Allocations	1	2%
Staff	4	9%
Other	3	6%
Stage 2 - Complaints Issues	Number	% of all
Repairs	3	50%
Policy	1	16%
Staff	1	16%
Contractors	1	16%

Stage 1 - Outcomes

- Anti Social behaviour policy and procedure reviewed to ensure it was still effective.
- Out of hours emergency repairs service reviewed to ensure all calls receive a response.
- Introduction of paint packs.

Stage 2 - Outcomes

- Introduction of higher void standard and paint packs.

Housing Services...

Everything our Housing Services team do is to help and support tenants, and potential new tenants, be happy in their home, enjoy the local environment and successfully sustain their tenancy.

To achieve this, Sean, Julie & Tracy work in close partnership with lots of statutory and support agencies, including:

- Connect Community Trust (Income Advisor and Peoples Gateway Officers, Reconnect)
- Glasgow City HSCP Social Work and Homeless services
- Police Scotland
- Glasgow City Council Neighbourhood & Sustainability services & Finance staff
- DWP
- Trussell Trust
- Addaction
- Loretto Care
- Greater Easterhouse Alcohol Awareness Project

Housing Services Team



Work the housing Services team have undertaken this year has involved:

Allocations: managing the housing list, dealing with allocations enquiries & allocating empty homes.

346 New Applications for Housing



58 Empty Homes to re-let



18 New Builds to Let



40 New Tenant Visits
(suspended Q1 & Q2 & resumed Q3)



0 Current Tenant Visits
(due to Covid 19)



0 Housing Applications Reviewed
(due to Covid 19)



Performance Report 2020-21

2020/21 Outcome	Provanhall HA Target	Provanhall HA Actual	Scottish Average
% average rent Increase to be applied next year	N/A	0%	2.5%
Average number of days to relet empty houses	7 days	26 days	31 days
% rent loss for empty homes	0.25%	0.82%	1.2%
% of lettable homes that become available	7%	11.46%	8.4%
Average number of days to process Housing Applications	10 days	2 days	N/A
% gross rent arrears	4%	2.06%	5.8%
% of former tenant arrears written off	N/A	43.23%	34.4%
% of antisocial behaviour complaints resolved within local target	100%	98.55%	94.1%
% of existing tenants very or fairly satisfied with the quality of their home	97%	88.8%	87.2%
% of existing tenants very or fairly satisfied with the landlord's management of the neighbourhood they live in	99%	99.2%	87.5%

PHA Actual figures based on 2020/21. Scottish Average based on 2019/20 as ARC Return results for 2020/21 not yet available.

Rent Management: ensuring rent is paid on time & managing arrears.

- Actual Rent Arrears **1.25%**. Only increased 0.02% from 1.23% last year. This is despite the huge impact during the entire year of the pandemic on households throughout Provanhall.

Legal Notices: working with others to do all we can to minimise legal actions, court actions and eviction. Due to both Covid-19 and legislation introduced by the Scottish Government, the Association were successful in these aims:

- 0 legal notices issued
- 0 evictions
- 1 abandoned house

Antisocial Behaviour: dealing with neighbour & antisocial behaviour complaints.

69 Complaints in total:

- Category A Very Serious 0
- Category B Serious 10
- Category C Nuisance 59

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

- Daily, Weekly & Monthly Estate Management Inspections

Stock Profile at 31/3/21

Properties for Rent:

4 bedroom property	25
3 bedroom property	91
2 bedroom property	339
1 bedroom property	60
Total	515

Other:

Owner occupiers	36
Sharing owners	2

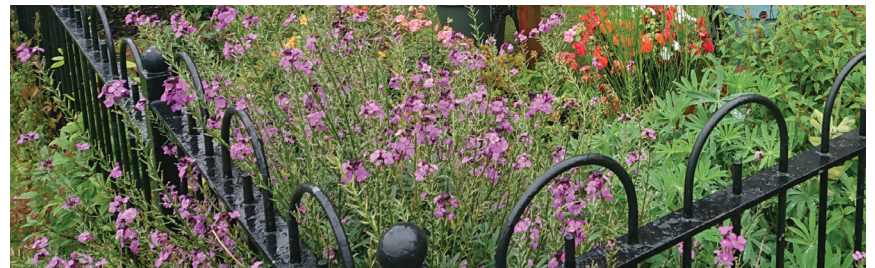
2020 Garden Competition

The garden competition was still held last year. Mark Quigley, Technical Services Manager carried out the judging.

The winner this year was Mr Baillie of Balflueig Street. Runners up were Mrs & Mr Kirkcaldy on Balflueig Street and Mrs McIntyre of Auchinlea Road.

Commendations given to Mrs McEwan on Conisborough Road, Miss Hill at Duffus Street and Mr Cameron of Whitslade Place.

Mark, who only joined the Association last year, was really impressed with the quality of gardening in the area. Unfortunately, we were unable to give out the prizes at the AGM as we usually do, but we did get all the prizes out to the winners and we hope they enjoyed their winnings.



EHRA: Easterhouse Housing and Regeneration Alliance

The Association continued its work with EHRA (which consists of the 8 community controlled housing organisations in Easterhouse).

A lot of our joint work during this year focussed on the COVID response. However, we did launch a video celebrating the re growth of Easterhouse.

The video showed the past, the present and the future of Easterhouse and was very well received. It was showcased at a European Housing Conference and was well received. The video will be on the EHRA website that is due to be launched soon.

EHRA gives Easterhouse a strong voice in local and national politics and in many other realms.



Technical Services...

Repairs and Maintenance

The 2020-21 reporting year for Technical Services was challenging, in particular due to the loss of face to face contact and the ability to visit people's homes.

To help support tenants during the pandemic heating and hot water faults were treated as 4 hour emergencies at all times. In previous summers heating faults would have been considered a 3 day urgent repair.

An emergency repairs service was maintained at all times and as more became known about living with the virus we resumed urgent repairs in July 2020. Routine works restarted in September but unfortunately the winter lockdown meant we had to stop 3 months later.

With tenants being home more often we found emergency and urgent works dramatically increased (lost keys, accidental damage, leaks, overflowing taps and heating failures linked to increased usage, etc.)

The winter lockdown continued until April 2021 therefore we are still busy trying to catch up on the routine works we weren't able to do. We would like to thank tenants for their patience and understanding, in particular anyone living with a temporary fix or patch repair for much longer than we would like.

The Association's repair contractors have our gratitude for continuing works in very challenging and changing circumstances. Immense effort was made to try and ensure tenants had safe, warm and dry homes.

The Association spent a total of **£254,173** on the following services:

- **£129,101** on routine repairs
- **£125,072** on void repairs

A review of repairs in 2020-21 has shown the number of works remained roughly the same (we actually did a little more than average!) It was the type of works that changed the most:

Annual Repairs Statistics

Repair Type	Average Annual Repairs 2015-19	Annual Repairs 2020-21	% Change
Emergency	407	773	↑ 90% increase
Urgent	401	617	↑ 54% increase
Routine	1308	779	↓ 40% decrease
Total	2116	2169	↑ 2.5% increase



The Association undertook 2,169 repairs with our performance as follows:

Repairs Performance

	Achieved 2020-21	PHA Target (Pre-Covid)	Achieved 2019-20	National Average 2019-20*
Emergency Repairs – Average Time	2 hours 14 minutes	4 hours	1 hour 28 minutes	3 hours 44 minutes
Non-emergency Repairs – Average Time	6 days 20 hours	6 days 12 hours	3 days 8 hours	5 days 6 hours
Repairs Completed Right First Time	93.45%	99.00%	98.57%	93.17%

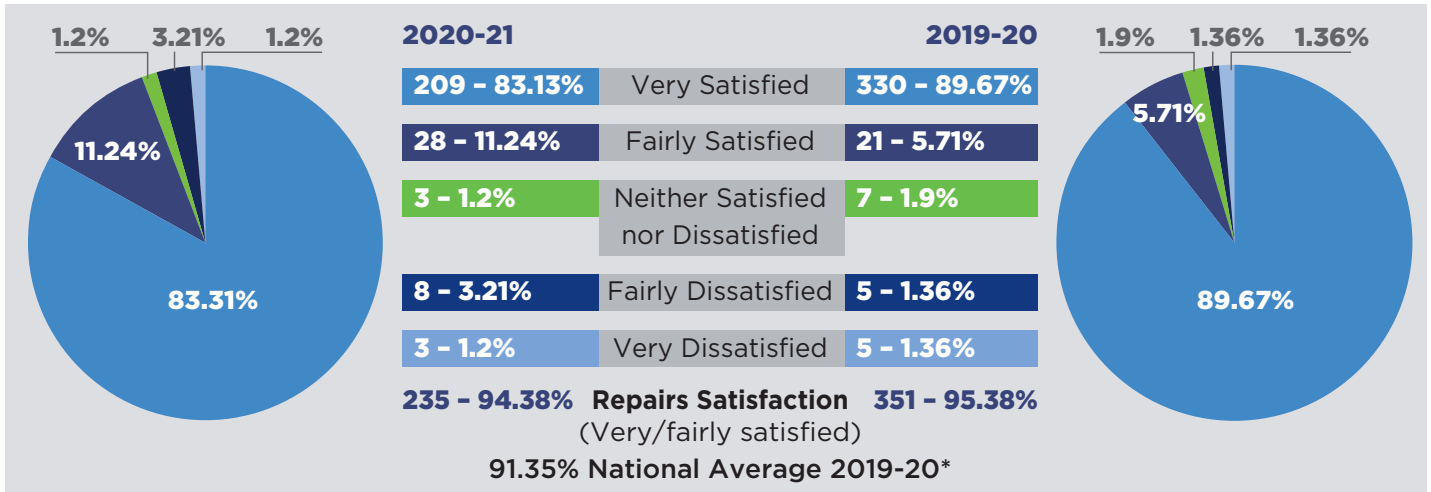
*Latest National average statistics available.

Response times were not quite strong as previous years although we did meet our target for emergency repairs despite demand increasing by 90%. Non-emergency repairs are calculated from the date the tenant reports the work therefore some days were lost as we were restricted by two lockdowns.

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 and text.

During the year a total of 249 responses were obtained and the results are also in the pie charts below.



Planned and Cyclical Projects

COVID-19 impacted the vast majority of the Associations planned maintenance programme for 2020-21. The winter Lockdown meant the anticipated bathroom and door entry renewal programmes had to be paused before they could start onsite.

Some essential works, such as fire detection upgrades, did continue and external painting was undertaken as this was considered low risk.

440 homes were accessed on time for gas safety service inspections which is 85.44% compliance. The Association were unable to undertake 100% checks on time as tenants were shielding or concerned about potential COVID-19 health implications. With forced entry procedures paused we also found some properties difficult to access through lack of contact or broken appointments.



A summary of the 2020-21 planned works programme is as follows:

Project	Homes Improved	Value
Cyclical Painting	25 closes	£74,499
Annual Gas Service	515 homes	£18,788
Fire & smoke detection	45 homes	£17,991

Development - Phase 13 New Build

The Association took possession of 10 new build homes at the start of 2021. These properties along with the other 16 have increased the Association's number of homes to 515.

The builder, Engie, continue to work on the development and are focussing on grass and planted landscaping.



Finance Highlights

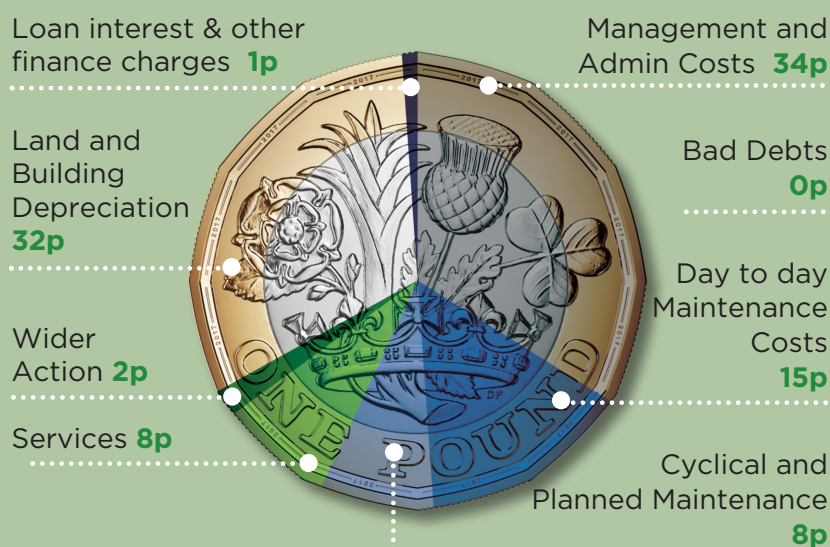
Breakdown of Total Income & Total Expenditure for 2020/2021

Income	2020/2021	2019/2020
Rental Income	1,929,554	1,835,754
Void Loss	(15,694)	(3,813)
Factoring Income	1,514	1,505
Loss on Sale (RTB)	-	-
Wider Role Grants	27,063	500
Stage 3 Grants	14,964	43,116
Amortised Grants	336,550	351,648
Interest Income	963	8,076
	2,294,914	2,236,786

Costs	2020/2021	2019/2020
Management & Admin Costs	573,869	608,006
Day to Day Maintenance Costs	252,125	227,625
Cyclical & Planned Maintenance	134,354	284,290
Factoring	1,514	1,505
Services	140,861	122,904
Tenant Participation	2,091	5,763
Wider Action	34,915	38,930
Bad Debts	(3,942)	7,888
Land & Building Depreciation	540,162	511,640
Loan Interest & Other Finance Charges	19,089	35,148
	1,695,037	1,843,699

Surplus for the year	599,877	393,087
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How every pound is spent...



Staff and Committee 2020/21

Staff

Patricia Gallagher	Director
Mark Quigley	Technical Services Manager
Lynne Lappin	Technical Services Officer
Sean Douglas	Housing Services Manager
Julie Smith	Housing Services Officer
Tracy Campbell	Housing Services Officer
Louise Kirkland	Senior Finance Officer
Rachel Fitzsimons	Admin Assistant
Rachel Knox Anderson	Receptionist

Committee

Elizabeth McEwan	Chairperson
Christine Morris	Secretary
Babs McCluskey	Committee Member
Cathie Reid	Committee Member
Tracy Coutts	Committee Member
Clarice Spaine	Committee Member
Linda Cameron	Committee Member
Margaret Stewart	Committee Member
Rodger Harley	Committee Member
William Blunn	Committee Member
Pauline Docherty	Committee Member - resigned November 2020

Agency Staff

Elizabeth Shields	Connect Community Trust
Elaine McIntyre	Connect Community Trust

Equalities

Provanhall HA as an Equality and Diversity Policy in place to treat everyone equally and fairly. Our office is wheelchair accessible. We are a member of Happy to Translate which allows us to communicate with our non-English speaking customers and tenants. Our website has google translate and browse aloud. All of our documentation can be provided in any format required.

Provanhall Housing Association Limited

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