

**Provanhall**

Housing Association

# Annual Report

2014 • 2015

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MOŻEMY PRZETŁUMACZYĆ

# Chairperson's Report

**It is with a sense of achievement that I present this year's Annual Report following my third successive year as Chairperson of Provanhall Housing Association.**

This year all housing associations had to meet the requirements of the Scottish Social Housing Charter which came into being last April. On pages 5 and 6 you will see how we performed.

Our operational performance this year has continued at a high standard despite the challenges faced by the Association in terms of staff absences and welfare reform – we aim to build on this further in 2015/16. The challenges have been significant this year with welfare reform, and these will continue with further cuts being anticipated.

***We will continue to be a landlord that achieves continuous improvement in the quality of the housing services Provanhall provides.***

Provanhall has worked tirelessly with a range of other agencies to assist tenants affected by the changes in benefits. This work has resulted in the creation of two People's Gateway posts based in The Connie. The People's Gateway provides residents with advice and assistance on a wide range of skills and issues, to help them: back into the work place; receive the correct benefits and prevent debt.

***We will continue to be a landlord who cares about our residents and will do all we can to help when people are facing difficulties – financial or otherwise.***

We have also continued to provide value for money to our Tenants, as can be seen on page 8. Whilst maintaining our service level and providing a good standard of housing and associated services, we have kept rents at an affordable level.

Investment continued throughout the year in the housing stock. You can read more about this in the Technical Services section. This investment will continue in the coming years.

***We will continue to be a landlord that provides high quality homes which are affordable and help make Provanhall a stable, sustainable community.***

Throughout the year we also continued to support the activities of The Connie. We provide funding to the trust to allow it to continue to provide its invaluable services to the local community.

***We will continue to be a landlord that plays a role in wider community well-being issues, to assist in the delivery of a programme of agreed activities and services.***



The next year will bring with it new challenges, with the Scottish Parliament elections, continued welfare reforms and the implementation of the new Housing (Scotland) Act 2014, to name but a few. We will also continue to work with our partners to improve services across Easterhouse. This will include working with Platform@The Bridge and our EHRA partners.

It goes without saying that none of our successes or future plans would be possible without the hard work and dedication of our excellent Management Committee, Staff team and agents. A huge thank you goes to all of them, past and present. I look forward to working with you all and to achieving the best outcomes for everyone in Provanhall.

**Linda Cameron**  
Chairperson



EHRA Conference and Hustings



Staff and Management Committee at work at annual strategy planning day

# Provanhall Garden Competition 2015

Congratulations to the winners of the 2015 garden competition. The overall winner is Mr Strang of Conisborough Path.

## The Runners up are:

**Mr & Mrs Wood** • Auchinlea Road

**Mrs McIntyre** • Auchinlea Road

**Mr & Mrs Cotter** • Conisborough Close

**Ms Graham & Mr Marshall**  
Conisborough Road



## Staff and Committee 2014/15

### Staff

Patricia Gallagher	Director
Jim Wylie	Technical Services Manager
Julie Ann Cloherty	Technical Services Officer
Peter Boyle	Technical Services Assistant (Maternity Leave cover – April-August 2014)
Sean Douglas	Housing Services Manager
Julie Smith	Housing Services Officer
Chris Creaney	Housing Services Officer
Darren Lynch	Housing Services Assistant (left July 2014)
Daniel Allan	Apprentice Administration Assistant (left July 2014)
Sheena Johnstone	Reception Administrator (left January 2015)
Karen Donaldson	Temp Administration/Finance Assistant

### Committee

Linda Cameron	Chairperson
Christine Morris	Secretary
Babs McCluskey	Committee Member
Cathie Reid	Committee Member
Rosemarie Docherty	Committee Member
Tracy Coutts	Committee Member
Ian McLaughlin	Committee Member
Clarice Spaine	Committee Member
Elizabeth McEwan	Committee Member
John Dempsey	Committee Member
Alan Smith	Committee Member (left August 2014)
Eleanor Pinkerton	Committee Member (left June 2014)

### Agency Staff

Rhona Joss	FMD
Welfare Rights Officer	GEMAP
Elizabeth Shields	Connect Community Trust



EHRA Conference and Hustings



Provanhall AGM 2014

# Housing Services...

Housing Services had another busy but enjoyable year doing our best to help and support tenants and residents. We also assisted and gave advice to tenants looking to transfer to another home and to people who applied to us for housing. Our work this year included dealing with:

- **303 Applications for Housing** – keep our Housing List up to date by assessing and processing applications as quickly as possible.
- **43 Empty Homes** – 12 homes let to existing tenants (28%), 22 homes let to housing applicants (51%), 9 homes let to homeless applicants (21%).
- **£3,440 or 0.21% Rent Loss on Empty Homes** – minimise the amount of rent money lost by allocating homes quickly to applicants as no rent can be charged on an empty house.
- **39 New Tenant Visits** – visit all new tenants to make sure they are settling into their new home and to get important feedback on their new home and our performance, to do all we can to improve our service.
- **97 House Visits** – visit existing tenants on a rolling programme to make sure they are aware of local services and to get important feedback on their home and our performance, to do all we can to improve our service.
- **69 Antisocial Behaviour Complaints** – 4 very serious complaints (6%), 20 serious complaints (29%), 45 nuisance complaints (65%).
- **90% of Antisocial Behaviour Complaints Resolved within Timescale** – investigate and resolve nuisance and antisocial behaviour complaints to make sure tenants have quiet enjoyment of their home. We achieve this by working closely with statutory bodies such as the Police Scotland and Glasgow City Council and other agencies such as Community Safety Glasgow, voluntary alcohol and drug addiction agencies and support services.
- **2.4% Actual Rent Arrears** – maximise income from rents; without rental income the Association will no longer be able to afford all the services it provides. We achieve this by working closely with statutory and voluntary agencies and our partners, such as Greater Easterhouse Money Advice Project & Connect Community Trust People's Gateway Staff. These agencies make sure tenants in arrears, or struggling with other issues that impact on their rent and arrears, get all the advice, help and support possible to successfully sustain their tenancy and remain in their home.
- **Daily, Weekly & Monthly Estate Management Inspections** – keeping as attractive as possible the local environment by inspecting our buildings, landings, gardens, open spaces and common areas both while carrying out other daily duties and on programmed weekly and monthly inspections. We achieve this by monitoring and working closely with Technical Services staff, our estate management and close cleaning contractors and Glasgow City Council service departments.





Houses For Rent:	
4 bedroom houses	23
3 bedroom houses	83
2 bedroom houses	330
1 bedroom houses	55
<b>Total</b>	<b>491</b>

Annual Overview:	
Owner occupiers	34
Sharing owners	2
Empty houses available for let	43
No. of Legal Action Notices served	14
No. of Court Actions raised	1
No. of Eviction Decrees issued by Sheriff	0
No. of Evictions	0
Tenancies abandoned during the year	1
Tenants who exercised their Right to Buy	1

Complaints of antisocial behaviour:	
Category A – Very Serious	4
Category B – Serious	20
Category C – Nuisance	45
<b>Total</b>	<b>69</b>

# Housing Services Performance Report 2014/15

Outcome	Target	Provanhall HA Actual	ARC National
% average rent increase	N/A	2.7%	3.6%
Average number of days to relet empty houses	7 Days	9 Days	35.7 Days
% rent loss for empty homes	0.18%	0.21%	1.2%
% of lettable homes that become available	8%	10%	9.7%
% of tenancy offers refused	40%	44%	42.2%
Average number of days to process Housing Applications	10 Days	4 Days	N/A
% gross rent arrears	4%	4.06%	5.1%
% collected of rent due	N/A	97%	99.0%
% of former tenant arrears written off	N/A	48%	32.4%
% of antisocial behaviour complaints resolved within local target	100%	90%	75.9%
% of new tenants very or fairly satisfied with the standard of their home	N/A	95%	83.4%
% of existing tenants very or fairly satisfied with the quality of their home	N/A	90%	85.3%
% of existing tenants very or fairly satisfied with the landlord's management of the neighbourhood they live in	N/A	98%	84.2%
% of existing tenants very or fairly satisfied that the rent for their property is good value for money	N/A	98%	76.6%

# Technical Services...

## Repairs and Maintenance

It has been another busy 12 months which saw temporary staff covering long term leave throughout the year and a few changes to the contractor list. That said, the Technical Services team successfully carried out more than 2000 reactive repairs during the year which is an average of over 160 work orders issued every month.

Our team of approved contractors have also performed to an excellent standard again which has been endorsed by the tenant repairs satisfaction results shown on the table below. Over 93% of tenants who reported a repair in the last 12 months were either satisfied or very satisfied with the service.

## Planned and Cyclical Projects

The planned maintenance programme continued to all phases in the area but particular attention was paid to Auchinlea Road and Balcurvie Road. In the last year the following replacement projects were completed:

- 41 new kitchens
- 27 new condensing boilers
- 48 new bathrooms

Other cyclical projects which were also completed throughout the year included:

- Close painting to 11 closes
- External window and fence painting
- Electric testing
- Gas safety services
- Gutter cleaning



## Expenditure

A total of £374,957 was spent on reactive, void and planned repairs and this can be broken down as follows:

- £119,315 was spent on reactive repairs
- £77,677 was spent on void repairs
- £177,965 was spent on planned and cyclical maintenance projects

## Technical Services Performance Report 2014/15

Outcome	PHA Target	PHA Actual	National Average
Percentage properties meeting SHQS year end	100%	99.8%	85.4%
Percentage properties meeting NHER / SAP ratings year end	100%	100%	93.4%
Average hours to complete emergency repairs	4	2	6.9
Average working days to complete non-emergency repairs	6.5	3	8.2
Percentage reactive repairs completed right first time	100%	99.54%	87.2%
Percentage properties with gas safety record renewed by anniversary date	100%	100%	98.1%
Percentage tenants satisfied with repairs service	100%	93.08%	87.6%
Percentage approved applications for medical adaptations completed	100%	100%	83.3%
Average days to complete approved applications for medical adaptations	31	28.5	60.8



## Feasibility Study

The Association commissioned a Feasibility Study early in the year to look at housing possibilities in 3 vacant land sites in the Provanhall area. The sites are currently owned by Glasgow City Council and are located at:

- Westerhouse Road / Conisborough Road / Brunstane Road
- Former Provanhall primary school at Balcurvie Road
- Former St. Benedict's primary school at Westerhouse Road

The study investigated the potential supply and demand for both private and rented housing for the sites and many important local issues were explored.

The study was completed in August and the results are being examined by staff and committee with a presentation of the outcomes given at the forthcoming AGM.



## Children's Competitions

Our Newsletter children's competitions continued this year.

Prizes given included: Computer games, toys, scooters and concert tickets.



Liam Espie –  
Easter 2014  
Winner



Robyn Purcell –  
Summer 2014 Winner



Kadey Rae –  
Autumn  
2014  
Winner

the **connie**

During the year, the Association continued to support The Connie. We provided them with funding to help run its core services. We also provided additional funds for the very successful Jobs Club and People's Gateway Officers. Funds were also given for the Easter and Christmas parties and to support the annual Gala Day.

  
THE PEOPLE'S GATEWAY  
Moving forward, together.



# Finance Highlights

## Income & Expenditure Account for year ended 31 March 2015

	2015	2014
Turnover	1615563	1585564
Less operating costs	-1092668	-1016436
Operating surplus	522895	569128
Gain on sale of fixed assets	17523	0
Interest receivable	40204	51022
Interest payable	-26825	-75780
Surplus for year	£553,797	£544,370

### A non-accountants guide to the accounts

Rental income/Factor income/Wider Action Grants  
Cost of management and maintenance of our properties

"Gain" on RTB sale

Interest earned on money we invested

Interest payments on our loans

Which leaves us with this much

## Balance Sheet as at 31 March 2014

	2015	2014
<b>Tangible fixed assets</b>		
Housing properties - net cost	20187063	20273385
Less HAG and other grants	-16463446	-16523004
	3723617	3750381
Other	336846	340233
<b>Current assets</b>		
Debtors	152008	126825
Cash at bank	2627991	2162638
Creditors due within one year	-278174	-267491
Total assets less current liabilities	6562288	6112586
Creditors due after one year	-1907349	-2011422
<b>Net assets</b>	<b>4654939</b>	<b>4101164</b>
<b>Capital and reserves</b>		
Share capital	135	157
Designated reserves	2494353	2494353
Revenue reserves	2160451	1606654
	<b>£4,654,939</b>	<b>£4,101,164</b>

All the houses we own cost this much to build  
Government grants received towards the costs

Computers/office equipment/  
furniture & office accommodation

Money owed to us

Money in bank

Money we owe to others in the next 12 months

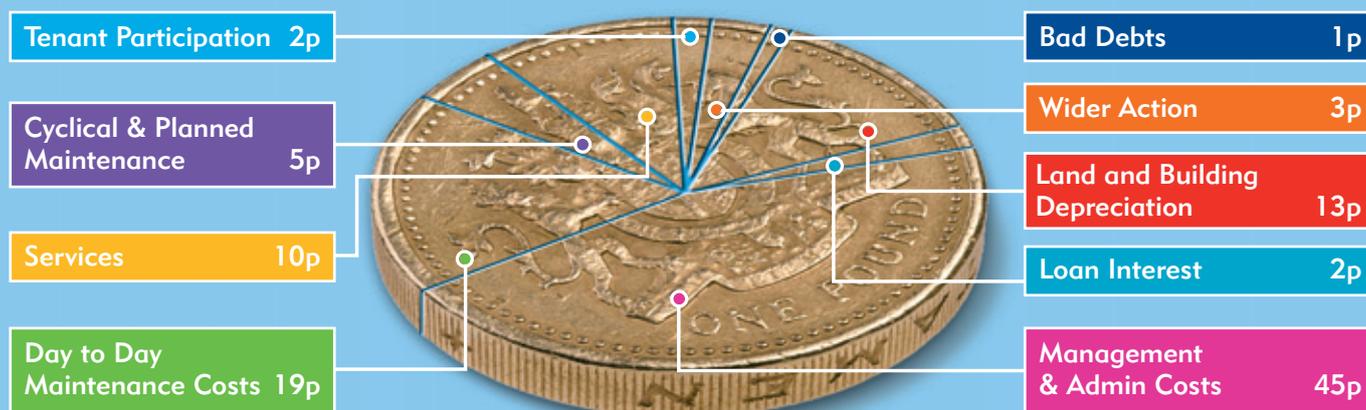
What we owe on long term loans

This represents shares of £1 each issued and fully paid

Money set aside to pay for future planned repairs to our housing

Money built up from this year's and previous year's surpluses

## How every pound is spent...



Many families once again received a Christmas treat thanks to the Association Staff and Cash for kids. £3000 was received to be shared equally between 120 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, Cancer Research and Friends of Provanhall.