



# Annual Report

2015 • 2016

## Provanhall Housing Association Limited

34 Conisborough Road ■ Glasgow G34 9QG ■ telephone 0141 771 4941

fax 0141 771 5959 ■ email [info@provanhallha.org.uk](mailto:info@provanhallha.org.uk) ■ text 07860 035 864

[www.scottishhousingconnections/provanhall](http://www.scottishhousingconnections/provanhall)

Registered Scottish Charity. Number SCO37762



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# Chairperson's Report

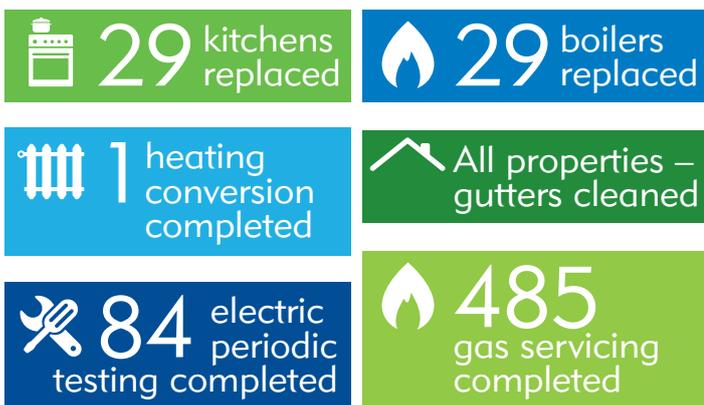


Welcome to this year's Annual Report. From the report you will be able to see that the Association has maintained its high levels of service and performance. And that's not just our opinion! You will find a copy of our Landlord Report from the Scottish Hosing Regulator, and details of

the outcome of our recent Tenant Satisfaction Survey in this report, that confirm this.

I can also tell you that we 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 Rent Arrears, Rent Setting and Tenant Participation. Some minor procedural recommendations were made for improvements and these are being put in place by the Staff.

Throughout the year we have undertaken the following maintenance works:



We hope that everyone is happy with the works they have received and we will continue making improvements to the houses in the coming years.

We see our role in the local community as being about more than just the bricks and mortar. That is why we do other things that come under the heading of Wider Role. Our Wider Role has been very successful this year. We carry out wider role in partnership with Connect Community Trust. We support them financially to provide many wider role activities in the local community. Services include the newly relaunched youth clubs, jobs clubs and lunch clubs amongst other things. We continue to employ GEMAP to provide a welfare rights service in the office and EPIC 360 provide financial capability services from the office also. We will be looking to develop our wider role work as demand grows, and to help our tenants and residents deal with the ever changing welfare benefits system.

Our Management Committee Membership remains strong. At the end of the year we had 10 Management Committee members. We are always looking for new people to join us so if you are interested, or know someone who may be interested, please contact the office.

I would like to thank all of the Staff for their hard work and support throughout the year, and I would like to thank my fellow Management Committee for their continued support and enthusiasm.

I look forward to what the next year will bring - both the challenges and the opportunities.

Thank you

Linda Cameron

Chairperson

## Donations

Throughout the year the Association has made small donations to several worthwhile charities. They include: CHAS, Provanhall Youth Club and the Remember Mary Barbour Campaign.

The Association secured over £3000 from Cash for Kids so that 126 children in the area could get a Christmas treat. We hope that everyone enjoyed their gifts.



# Tenant Satisfaction Survey Results

The results of the 2015 tenant satisfaction survey revealed that the Association is performing to a high standard. The following points show the key highlights where satisfaction was highest:



The Association is performing well in terms of keeping its customers informed. For example 100% of tenants said the Association was very good or good at keeping them informed.



In terms of the opportunities given to tenants to participate in Provanhall's decision making process, 100% of tenants said they were very or fairly satisfied. This has increased 13 percentage points since the 2013 survey.



The repairs service is highly thought of by tenants with 99% being satisfied with the arrangements for undertaking repairs and also regarding the length of time taken to undertake repairs.



The money, benefits and debt advisor service was highly thought of with 94% being very or fairly satisfied with the service they received. This service was perceived as being invaluable to tenants.



Satisfaction with management of the neighbourhood was high with 99% of tenants stating they were satisfied in this respect.

## Improvements achieved in tenant satisfaction

|  | 2013 | 2015 |
|--|------|------|
| Overall, how satisfied are you with the services provided by Provanhall Housing Association? (% very/ fairly satisfied)  | 87%  | 96%  |
| How good or poor do you think Provanhall Housing Association is at keeping you informed about its services and decisions? (% very good/ good)  | 93%  | 100% |
| How satisfied or dissatisfied are you with the opportunities given to you to participate in Provanhall's decision making processes? (% very/ fairly satisfied)                       | 87%  | 100% |
| Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)   | 86%  | 97%  |
| Thinking about the last time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service? (% very/ fairly satisfied) | 85%  | 97%  |
| <b>Those who have reported a repair in the last 12 months</b>  |      |      |
| To what extent does your rent represent good value for money? (% very good value/ good value)  | 81%  | 91%  |
| How satisfied are you with your landlord's management of the neighbourhood you live in? (% very/ fairly satisfied)   | 89%  | 99%  |

## Provanhall Garden Competition 2016

**Congratulations to the winners of the 2016 Garden Competition!** Their hard work and effort make a huge difference to the Provanhall environment. The overall winner this year is Ms Coutts from Whitslade Street. The Runners up were Mr & Mrs Cotter - Conisborough Close, Mrs McLeish - Conisborough Road, Ms McManus - Balfuig Street, Mrs McEwan - Conisborough Road & Ms Stevenson - Whitslade Street.

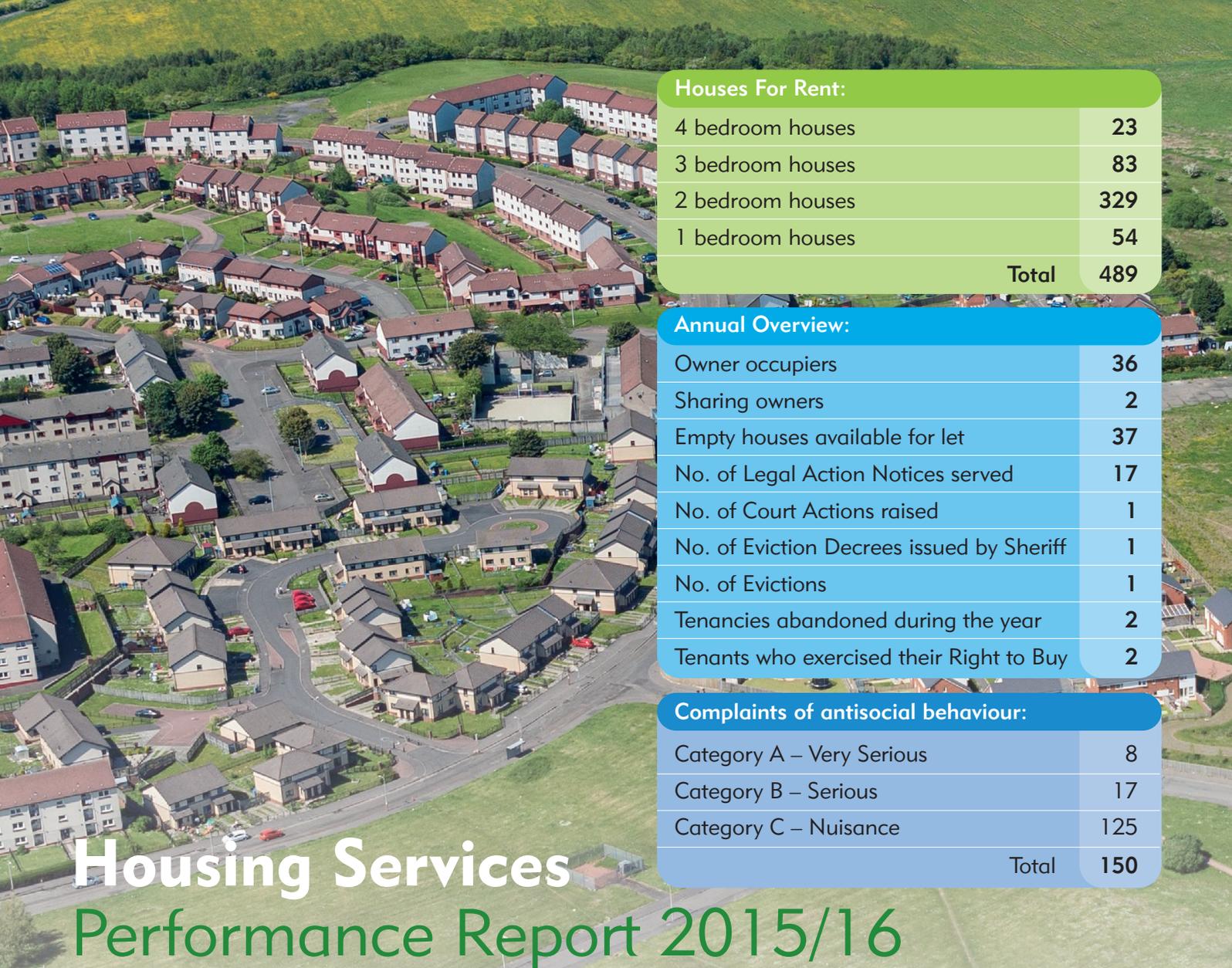


# Housing Services...

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:

- **274 Applications for Housing** – keep our Housing List up to date by assessing and processing applications as quickly as possible.
- **37 Empty Homes** – 8 homes let to existing tenants (22%), 25 homes let to housing applicants (67%), 4 homes let to homeless applicants (11%).
- **£2,362 or 0.15% 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.
- **35 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.
- **158 House Visits** – visit existing tenants regularly 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.
- **150 Antisocial Behaviour Complaints** – 8 very serious complaints (5%), 17 serious complaints (11%), 125 nuisance complaints (84%).
- **99% of Antisocial Behaviour Complaints Resolved in Timescale** – investigate and resolve nuisance and antisocial behaviour complaints to make sure tenants have the right to the quiet enjoyment of their home. We achieve this by working closely with statutory bodies such as Police Scotland, Glasgow City Council Social Work and other service departments, Community Safety Glasgow plus voluntary alcohol and drug addiction agencies and support services.
- **1.98% Actual Rent Arrears** – maximise income from rents; without rental income the Association will simply 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. We 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 the local environment as attractive as possible. We do this 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.





# Housing Services Performance Report 2015/16

## Houses For Rent:

|                  |            |
|------------------|------------|
| 4 bedroom houses | 23         |
| 3 bedroom houses | 83         |
| 2 bedroom houses | 329        |
| 1 bedroom houses | 54         |
| <b>Total</b>     | <b>489</b> |

## Annual Overview:

|   |    |
|---|----|
| Owner occupiers                           | 36 |
| Sharing owners                            | 2  |
| Empty houses available for let            | 37 |
| No. of Legal Action Notices served        | 17 |
| No. of Court Actions raised               | 1  |
| No. of Eviction Decrees issued by Sheriff | 1  |
| No. of Evictions                          | 1  |
| Tenancies abandoned during the year       | 2  |
| Tenants who exercised their Right to Buy  | 2  |

## Complaints of antisocial behaviour:

|                           |            |
|---------------------------|------------|
| Category A – Very Serious | 8          |
| Category B – Serious      | 17         |
| Category C – Nuisance     | 125        |
| <b>Total</b>              | <b>150</b> |

| Outcome   | Target  | Provanhall HA Actual | ARC National |
|---|---------|----------------------|--------------|
| % average rent increase   | N/A     | 1.6%                 | 2.7%         |
| Average number of days to relet empty houses  | 7 Days  | 6.9 Days             | 35.4 Days    |
| % rent loss for empty homes   | 0.25%   | 0.15%                | 1.0%         |
| % of lettable homes that become available   | 8%      | 7.4%                 | 8.6%         |
| % of tenancy offers refused   | 40%     | 53%                  | 38%          |
| Average number of days to process Housing Applications  | 10 Days | 4 Days               | N/A          |
| % gross rent arrears  | 4%      | 3.5%                 | 5.3%         |
| % collected of rent due   | N/A     | 105%                 | 99.5%        |
| % of former tenant arrears written off  | N/A     | 33%                  | 35%          |
| % of antisocial behaviour complaints resolved within local target   | 100%    | 99%                  | 83%          |
| % of new tenants very or fairly satisfied with the standard of their home                                       | 97%     | 97%                  | 88%          |
| % of existing tenants very or fairly satisfied with the quality of their home                                   | 97%     | 97%                  | 86%          |
| % of existing tenants very or fairly satisfied with the landlord's management of the neighbourhood they live in | 99%     | 99%                  | 86%          |
| % of existing tenants very or fairly satisfied that the rent for their property is good value for money         | 90%     | 90%                  | 79%          |

# Technical Services...

## Repairs and Maintenance

Over the last 12 months we have carried out 1500 reactive repairs to your homes. Because of the high number of new boilers that have been installed over the last few years through the planned improvement programme, the number of heating repairs has substantially reduced.

Last year also saw a change in technical staff with the Technical Services Officer, Julie Ann Cloherty, leaving to go to university. Our new Technical Services Officer is Lynne Lappin and she has been in the job since last August. Around the same time the team was boosted with another staff member, Jonny Danks, our new Clerical Assistant.



## Investment Spend

A total of £526,747 was spend on reactive, void and planned repairs and this can be broken down as follows:

- £132,758 was spent on reactive repairs
- £62,104 was spent on void repairs
- £331,885 was spent on planned and cyclical maintenance projects

## Planned and Cyclical Projects

The planned investment programme continued to all phases in the area with the following completions:

- 27 new kitchens
- 28 new condensing boilers

Cyclical projects were also completed throughout the year and included:

- Close painting to 3 closes
- External window and fence painting
- Electric testing
- Gas safety services
- Gutter cleaning



## Technical Services Performance Report 2015/16

| Outcome  | PHA Target | PHA Actual    | National Average |
|--|------------|---------------|------------------|
| Percentage properties meeting SHQS at year end                           | 100%       | 100%          | 92.76%           |
| Percentage properties meeting NHER / SAP ratings year end                | 100%       | 100%          | 96.53%           |
| Average hours to complete emergency repairs                              | 4          | 2 hrs 46 mins | 5 hrs 8 mins     |
| Average working days to complete non-emergency repairs                   | 6.5        | 3             | 7.5              |
| Percentage reactive repairs completed right first time                   | 100%       | 98.95%        | 91.31%           |
| Percentage properties with gas safety record renewed by anniversary date | 100%       | 100%          | 99.75%           |
| Percentage tenants satisfied with repairs service                        | 100%       | 97.60%        | 89.87%           |
| Percentage approved applications for medical adaptations completed       | 100%       | 100%          | 83.25%           |
| Average days to complete approved applications for medical adaptations   | 31         | 78            | 50               |

# Staff and Committee 2015/16

## Staff

|                    |   |
|--------------------|---|
| Patricia Gallagher | Director  |
| Jim Wylie          | Technical Services Manager                      |
| Julie Ann Cloherty | Technical Services Officer (left August 2015)   |
| Lynne Lappin       | Technical Services Officer (joined August 2015) |
| Sean Douglas       | Housing Services Manager                        |
| Julie Smith        | Housing Services Officer                        |
| Chris Creaney      | Housing Services Officer                        |
| Rachel Fitzsimons  | Clerical Assistant (joined July 2015)           |
| Jonny Danks        | Clerical Assistant (joined July 2015)           |
| Niki Watson        | Receptionist (joined July 2015)                 |

## 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                     |
| John Dempsey       | Committee Member                     |
| William Blunn      | Committee Member                     |
| Joseph Dillon      | Committee Member (left January 2016) |
| Ian McLaughlin     | Committee Member (left October 2015) |

## Agency Staff

|                   |  |
|-------------------|--|
| Rhona Joss        | FMD                                    |
| Elaine Gallacher  | GEMAP, Welfare Rights Officer          |
| Elizabeth Shields | Connect Community Trust                |
| Aili Ferguson     | EPIC 360, Financial Capability Officer |



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. We worked closely with the youth group this year and hope to continue that work.



# Finance Highlights

Breakdown of Total Income & Total Expenditure for 2015/2016

## Income

|                           | 2015/16           | 2014/15           |
|---------------------------|-------------------|-------------------|
| Rental Income             | 1,636,446         | 1,615,759         |
| Void Loss                 | -3,234            | -2,496            |
| Factoring Income          | 1,341             | 1,300             |
| (Loss)/Gain on Sale (RTB) | -9,057            | 16,165            |
| Revenue Grants            | 29,712            | 0                 |
| Stage 3 Grants            | 15,182            | 4,193             |
| Amortised Grants          | 410,484           | 386,196           |
| Interest Income           | 53,408            | 40,204            |
|                           | <b>£2,134,282</b> | <b>£2,061,321</b> |

## Costs

|                                       | 2015/16           | 2014/15            |
|---------------------------------------|-------------------|--------------------|
| Management & Admin Costs              | 482,064           | 458,981            |
| Day to Day Maintenance Costs          | 215,213           | 208,241            |
| Cyclical & Planned Maintenance        | 193,590           | 57,021             |
| Factoring                             | 1,341             | 1,300              |
| Services                              | 112,282           | 110,635            |
| Tenant Participation                  | 25,942            | 27,453             |
| Wider Action                          | 31,710            | 32,866             |
| Bad Debts                             | 11,908            | 13,102             |
| Other Costs                           | 29,712            | 0                  |
| Land & Building Depreciation          | 507,736           | 502,273            |
| Loan Interest & Other Finance Charges | 31,764            | 46,953             |
|                                       | <b>£1,643,262</b> | <b>£1,458,8254</b> |
| <b>Surplus for the year</b>           | <b>£491,020</b>   | <b>£602,496</b>    |



## How every pound is spent...

