



# Abronhill Housing Association

ANNUAL PERFORMANCE  
REPORT TO TENANTS  
2018-19

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Abronhill Housing Association



@AbronhillA

Visit our website at [www.abronhillha.org.uk](http://www.abronhillha.org.uk)

## A word from our Chair

Welcome to Abronhill's Annual Performance Report for the year to the end of March 2019. It has been a year of change for the Association as we welcome in a new Director following a long and detailed review of our future options.

Following a detailed options appraisal last autumn, our Management Committee decided that it should continue as an independent housing association. We are now focusing on the future and have a robust business plan in place for the next five years.

One of our first tasks was to appoint a new provider of Director Services to lead the Association, following the retirement of John Mulholland and Cathy Brien after 5 years. We wish them both well and owe them many thanks for both leading and managing the Association during their period of appointment. Following a fairly intensive process, we successfully appointed Stephen Macintyre from Hillhead Housing Association, based nearby, in Kirkintilloch.

Since May, Stephen has been working with the Committee and staff to lead the Association through its annual assurance process with the Scottish Housing Regulator and in supporting the preparations for the Freedom of Information legislation coming into force in November 2019. You can read our Assurance Statement on Page 9.

This too, for me, has been my first full year as the Association's chairperson and I wish to thank Linda Black who I succeeded.

On behalf of the Committee and staff, I am heartened that through a period of change we have still been able to provide excellent and responsive housing and repairs service to our tenants.

We are continually striving to improve our performance and the services we provide. All our income comes from rents that you pay. We work hard at ensuring we offer value for money and have resources to repay our loans, the interest due on those loans and to invest in your homes including kitchens, bathrooms, heating systems etc.

If you have questions and comments on this report please contact the Association. We would love to hear from you! Please email [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk) or call our office 01236 457948

**Chairperson**  
**Paul Broadwith**



## Staff Team

Stephen Macintyre	Director, Service Provider with Hillhead Housing Association
Amanda Herson	Housing Officer
Alex Bell	Housing Officer (Job share)
Fiona Stuart	Housing Officer (Job share)
Andrew Moore	Maintenance Officer
Jackie Daisley	Finance & Administration Officer



## Committee Members

Paul Broadwith	Chairperson
Raymond Russell	Vice Chairperson
Iain Smith	Secretary
Linda Black	Treasurer
Iain Johnston	
Kevin McMail	
Elizabeth Irvine	
Sarah Boyle	
Craig Burns	
Hazel Paterson	resigned December 2018
Ian Arthur	resigned November 2018
Charles Scott	resigned February 2019

Finance Agents	FMD Financial Services Ltd
Internal Auditor	Quinn Internal Audit and Business Support Services
External Auditor	Alexander Sloan Ltd
Funders	The Cooperative Bank
Banking Services	RBS

# Scottish Housing Charter Report 2018/19

Our Key Performance Indictators with comparison to Scotland's Housing Network Benchmarking Group.



## Gross Rent Arrears

Abronhill HA  
5.2%  
Peer Group  
2.8%  
Scottish Average  
5.9%

## Days to re-let a house

Abronhill HA  
18.2 days  
Peer Group  
10 days  
Scottish Average  
32.8days

## Hours to complete an Emergency Repair

Abronhill HA  
2.4hrs  
Peer Group  
2.4hrs  
Scottish Average  
3.7hrs

## % of reactive repairs carried out right first time

Abronhill HA  
93.8%  
Peer Group  
88.1%  
Scottish Average  
92.1%

## % of tenants who have used repairs service in last year and satisfied with the service

Abronhill HA  
98.7%  
Peer Group  
97.1%  
Scottish Average  
92.1%

## Hours to complete a non Emergency Repair

Abronhill HA  
3.4 days  
Peer Group  
3.6days  
Scottish Average  
6.7 days

### Peer Group:

Our Peer Group comprises 12 similar sized housing associations and co-operatives in Scotland.

## Customer Service

## Managing Tenancies

## Repairing Homes

## Maintaining Homes

96.4%

Tenant satisfaction with our services

100%

Anti-social behaviour cases resolved within locally agreed targets

98.72%

Tenant satisfaction with our repairs service

82.7%

Tenants satisfied with the quality of their home

85%

Tenants feel their rent offers value for money

84.2%

Tenant satisfaction with the management of the neighbourhood

2.44 Hours

Average time taken to complete emergency repairs

68%

% of our housing stock that meets the Scottish Housing Quality Standard

99.3%

Tenants feel we are good at keeping them informed about services and decisions

18.2 Days

Average time taken to relet a property

3.4 Days

Average time taken to complete non emergency repairs

68%

% of our housing stock that meets Energy Efficiency standard for Scottish Social Housing

100%

Complaints responded to within time scales

0.6%

Rental income was lost due to houses being empty

93.8%

Reactive repairs completed right first time

£37,893

Spent on planned maintenance and improvement works

50%

Of complaints were upheld

81.8%

New tenancies sustained for more than one year

£17,231

Spent on cyclical repairs

100%

All our properties have current gas safety certificates

# Performance 2018/19



Scottish Housing  
Regulator

## Scottish Housing Regulator Abronhill Landlord Report

You can view our Landlord Report which is published by the Scottish Housing Regulator here: [www.housingregulator.gov.scot/for-tenants](http://www.housingregulator.gov.scot/for-tenants).

100%

Of new tenants (within last year) satisfied with the standard of their home when moving in



In November 2018 we held a Strategy Day and confirmed that the Association wished to continue to be independent and locally controlled. It was agreed that we would seek out a partner to provide Abronhill with Director services.

We have agreed 6 key Organisational Objectives

- Objective 1 We will maintain and enhance strong strategic governance
- Objective 2 We will ensure our Customers receive the highest possible standard of service at all times
- Objective 3 We will endeavour to maintain our properties to the highest possible standards in partnership with other stakeholders
- Objective 4 We will ensure prudent financial controls are in place while constantly scrutinising Value for Money.
- Objective 5 Foster good leadership and develop our team.
- Objective 6 To forge relationships with our wider community

In May 2019 our new Director, Stephen Macintyre from Hillhead Housing Association joined Abronhill as the provider of part time Director Services. Supported by other staff from Hillhead's Management Team Abronhill can be assured of highly professional and qualified leadership and strategic direction. The appointment is for an initial term of 2 years.

Since April we have been focusing on a number of key tasks including:

A new website which went live in November 2019  
[www.abronhillha.org.uk](http://www.abronhillha.org.uk)

We carried out a Tenants Survey in October 2019 and will be reporting the outcomes to Tenants before the end of the year.

In October we submitted our first Assurance Statement to the Scottish Housing Regulator confirming that the Management Committee is assured that it is compliant with the regulatory standards for Financial Management and Governance.

In May we appointed Quinn Internal Audit & Business Support Services as our Internal Auditors who have to date carried out audits on our reactive maintenance service and lettings services.

We have also been working on ensuring that we are compliant with the Freedom Of Information legislation which has been extended to all housing associations. Our commitment to Openness and Transparency can be read in our Guide to Information which is published on our website.

We are Members of the following organisations:

- Scottish Federation of Housing Associations SFHA
- Employers in Voluntary Housing EVH
- Tenant Participation Advisory Service TPAS
- Scotland's Housing Network SHN
- Training for Housing Associations SHARE



## Advice for Tenants and Residents (AFTAR) Project

We continue to support AFTAR Advice for Tenants and Residents Project.

In its final year of funding we along with the Project's other partners – Forgewood Housing Coop, Garrion People's Housing Coop, Lanarkshire Housing Association, and Wishaw & District Housing Association have been supporting Citizens Advice Bureau in seeking alternative funding to enable the AFTAR services to continue beyond the end of 2019. Watch out for our updates in our newsletter and on our website.

In the meantime the Project continues to offer the services of 2 full time advisors over 2 days per week in the Association's office. As well as speaking face to face

with an Advisor, Abronhill residents can access the following services:

- Energy Advice – energy savings, billing enquiries and access to best tariffs
- Assistance to Job Seekers with CV completion, applying for Jobs, understanding Universal Job Match
- Money Awareness course
- Digital Inclusion Course
- Computer Learning for all ages

If you would like to make an appointment please contact the Association's office 01236 457948.



## Performance Update

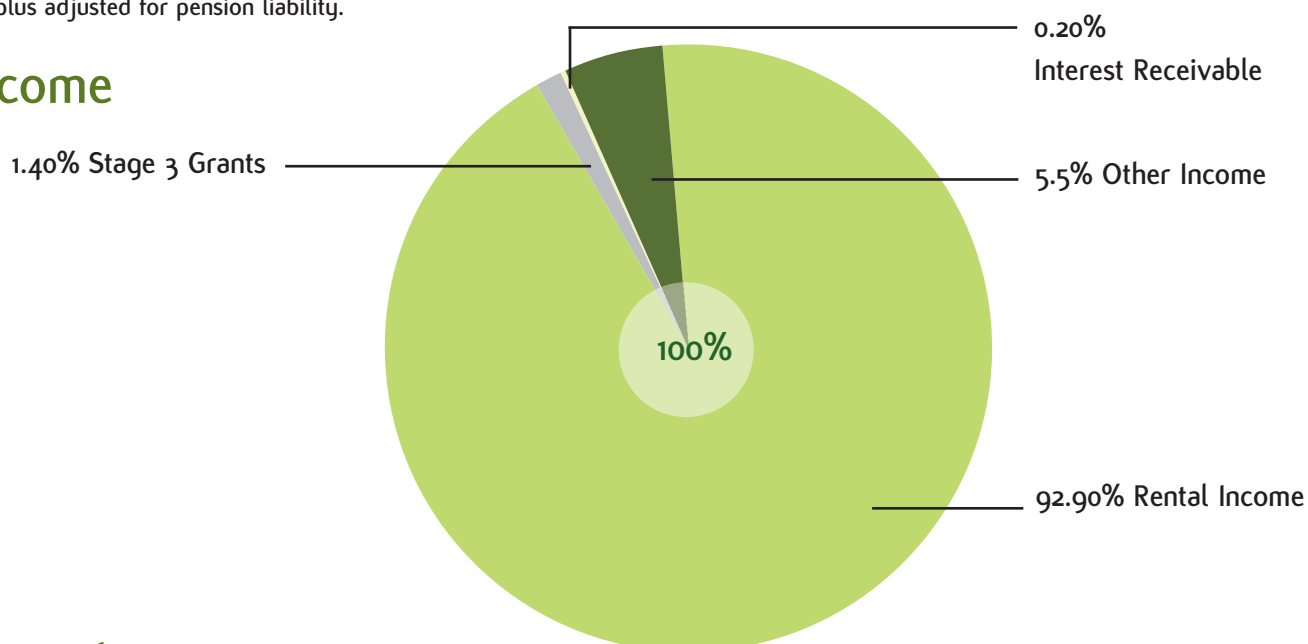
### Financial Information

#### Finance Information for the year

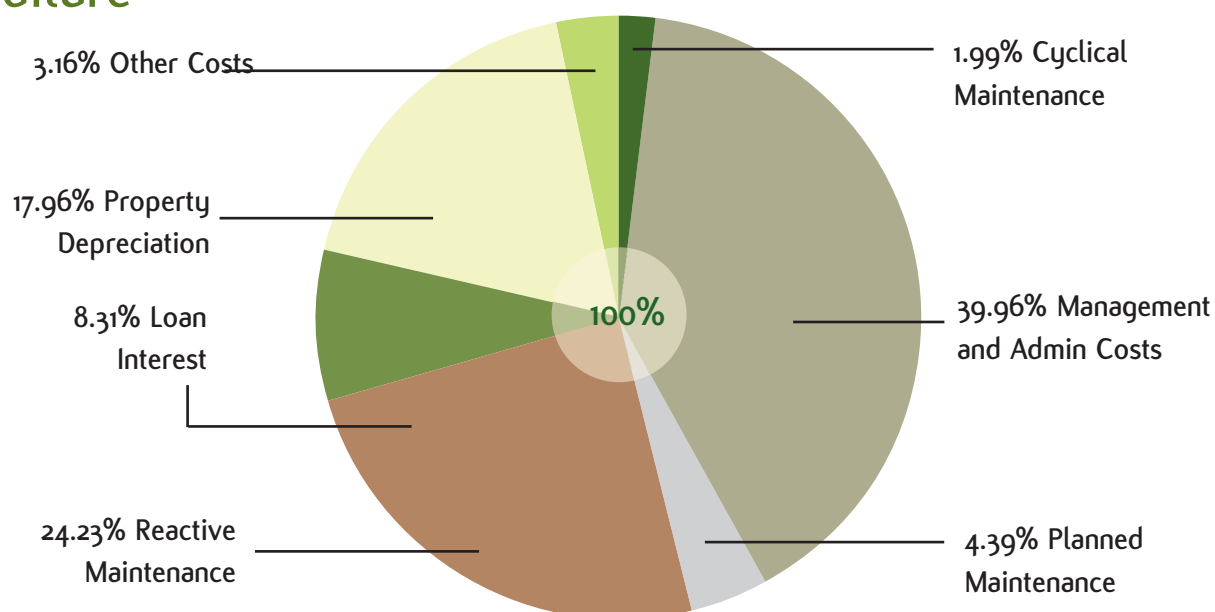
	2018/19	2017/18
Revenue	983,166	948,814
Operating Costs	789,049	697,089
Operating Surplus	194,117	251,725
Other Costs	72,819	28,332
Net Surplus	87,298	223,393

\*Surplus adjusted for pension liability.

### Income



### Expenditure





## Our Rents

As 31 March 2019 the Association owned 222 homes.

The total rent due to the Association in the year was £915,450. We increased our weekly rents on 1 April 2018 by 3.75 % from the previous year.

### Average weekly rents 18/19

Size of home	Number owned	Abronhill Housing Association	Scottish Average	Difference
1 apartment	1	£68.98	£70.22	1.8%
2 apartment	51	£75.23	£76.10	1.1%
3 apartment	92	£78.40	£77.70	0.9%
4 apartment	48	£83.79	£84.44	0.8%
5 apartment	30	£86.62	£93.49	7.4%

## Our Stock Information

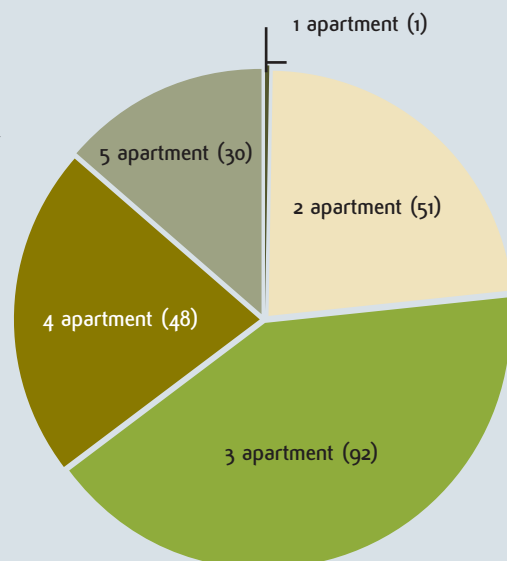
### Stock Profile

The rented stock managed by the Association at 31 March 2019 is as follows:



1 apt =	1
2 apt =	51
3 apt =	92
4 apt =	48
5 apt =	30

Total = 222



## Gas Servicing

As a Landlord we are required by law to carry out an annual gas safety check on all our properties with gas appliances. During the year we have achieved 100% of these safety checks within the anniversary date of the previous check. We would like to thank our tenants for their continuing co-operation in allowing access for this very important safety check.



## Fire Detection Systems

New Scottish Government legislation now requires all our properties to meet higher standards of Fire Safety by February 2021. We have set aside £100,000 to carry out this work to all our homes. The work involves installation of enhanced smoke and Co2 detectors which are interlinked to one another. Upgrades are presently ongoing and will continue in 2020.





## Our Assurance Statement 2019

The Management Committee of Abronhill Housing Association confirms that it has assurance that the Association is compliant with the Regulatory Standards of Governance and Financial Management.

As part of this process we have been self assessing our compliance against a broad range of evidence from both internal and external independent sources. These have included:

- Quarterly Performance Reports on our Housing and Repairs Service
- Quarterly Financial Reports provided by our Finance Agents
- Internal and External Audit Reports
- Advice from specialists in relation to the Options Review and Partner Selection process that took place during 2018 and 2019.
- Feedback from our Tenant Survey Report that took place in October 2016 and ongoing tenant feedback on our repairs and housing management services.
- Annual Benchmarking Reports from Scotland Housing Network
- Reports, advice and information from members of the Management Team

Our commitment to continuous improvement has highlighted that there are some areas where we could improve and we have developed an Improvement Action Plan which will be completed by January 2020.

The Committee is assured that none of these actions represent material instances of non compliance.

We will notify the Regulator to confirm these have been completed. In the event of any change to our compliance status during the year we will notify the Regulator.

Date of Meeting of Management Committee, 24 October 2019



## Supporting Local Organisations

### Foodbank Collection

We would like to thank everyone who donated items to the local foodbank during December 2018. This was the third time that we had collected non-perishable food items and toiletries for this very worthwhile cause.



### Donations to

**Strathcarron Hospice £50.00**

**North Lanarkshire Womens Aid £100**

**Abronhill Parish Church £30**

**MacMillan Cancer Research £100**

In September 2018 the Association made a donation to MacMillan Cancer Support in memory of Rhona Joss who passed away in September last year. She provided Finance Services to the Association for over 20 years and was a great asset to the Association.

## Abronhill Credit Union – Looking to save and/or borrow?

You can join Abronhill Credit Union. They are open on Mondays between 7.30pm and 8.30pm at Abronhill Community Centre and on Tuesday mornings between 10.00AM and 11.00am at the association's office.

## Freedom of Information Regulations

From 11 November 2019 all housing associations in Scotland are included within the scope of Freedom of Information. If you are looking for any information about the Association and its services our new website is a good place to start. You can make a Freedom of Information request here [www.abronhillha.org.uk/freedom-of-information/](http://www.abronhillha.org.uk/freedom-of-information/)

This statement is the basis on which we build and provide all our services.

## Equal Opportunities Statement

This statement is the basis on which we build and provide all our services.

It helps us make sure we try to meet the needs of those from all walks of life, and show respect, fairness and understanding in everything we do.

In practice, it means as a landlord and service provider we try to treat everyone fairly regardless of their personal characteristics - including for example, their age, sex, sexual orientation, disability, race, religion or belief; or their marriage and civil partnership, gender reassignment, or pregnancy and maternity status.

We also firmly oppose all forms of unlawful discrimination, harassment and victimisation.

## Getting Involved!

We are always keen to find out how we involve our tenants more in the development of our housing and repair services.

## Tenants Survey

Thanks to all our tenants who responded to our tenants survey. 151 tenants took part. We will be reporting on the results in our next newsletter. If you would like to take part in a tenants focus group to hear how we will plan to develop our services we would like to hear from you!

Please contact a member of staff.



## Committee Members

**Have you thought about becoming a committee member?**



### Benefits for you

- Gain confidence, build a sense of achievement, improve your self-esteem and have a new sense of purpose.
- Develop your understanding, skills and knowledge, add to your CV, and potentially open new career paths.
- Be involved in a stimulating and mutually supportive environment where your views are heard.
- Meet new people, develop friendships, and socialise with others with a shared commitment.
- Attend social & networking events, as well as training courses, to build up your skills.
- Open up opportunities to apply to serve on important national/regional bodies in the housing sector.
- Become a part of one of the most important and effective movements that has happened in Scotland over the last 40 years.
- Get personal satisfaction from giving something back to the local community whilst making a real difference.
- Broaden your horizons and have fun along the way!

### Benefits for the Association and the wider community

- You'll help raise awareness of the Association's work both within the local community and beyond.
- The time and energy you commit to the Association will directly contribute to its work in improving the quality of life for tenants and the wider community.
- You can help to ensure good quality housing and services.
- As a voluntary committee member you'll join hundreds of local people and other volunteers who play such a crucial role in taking forward the work of community controlled housing associations in Scotland.

Want to know more? Please contact our office (details on the back page)





*We aim to provide good quality affordable housing...*

#### CONTACT US:

Unit 10, Abronhill Shopping Centre,  
Abronhill, Cumbernauld G67 3AZ  
Tel: 01236 457948

Email: [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk)  
Facebook: Abronhill Housing Association  
Website: [www.abronhillha.org.uk](http://www.abronhillha.org.uk)

#### OUT OF HOURS:

All emergency repairs (Non gas related)  
please contact  
Rodgers & Johnston 0844 247 2120  
Gas Central heating breakdown  
please contact Saltire 0845 606 1555

FOR PEOPLE WHO WANT TO  
LIVE IN ABRONHILL BY GIVING  
A HIGH QUALITY HOUSING SERVICE  
CONTROLLED BY LOCAL PEOPLE.

#### INFORMATION IN OTHER FORMATS

If you require this annual report in any other format  
please contact the Association at the above address.