



ABRONHILL HOUSING ASSOCIATION LTD CHRISTMAS & NEW YEAR HOLIDAYS 2023

Please note we will close at 12:30pm on Friday 22 December 2023 and re-open at 09:00am on Thursday 4 January 2024.

If you need to report an emergency repair during this period please contact the following Contractors:

All emergency repairs
(non gas central heating related)
RODGERS AND JOHNSTON 0800 999 2520

Gas central heating breakdown
JAMES FREW LTD/GASSURE
01294 468113
or if you prefer you can email
repairs@gassure.com
(please note email is monitored until 10pm)

Gas escapes should be reported immediately to
0800 111 999

Please keep these numbers handy.
You can also get them on our answering
machine by calling 01236 457948 or on our
website
www.abronhillha.org.uk

CONTACT US:

Unit 10, Abronhill Shopping Centre,
Abronhill, Cumbernauld G67 3AZ
Tel: 01236 457948
Email: admin@abronhillha.org.uk
Facebook: Abronhill Housing Association
Website: www.abronhillha.org.uk
Twitter: @Abronhill_ha

INFORMATION IN OTHER FORMATS

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

Registered under the Co-operative and Community Benefits Societies Act 2014 (No 2443 R(S)
and with Scottish Housing Regulator (No HCB 275 AL)
Abronhill Housing Association is a registered Scottish Charity (Number SC033116) Tax Reference CR53305



ABRONHILL HOUSING ASSOCIATION

ANNUAL PERFORMANCE
REPORT TO TENANTS
2022 - 23

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 Abronhill Housing Association

 @Abronhill_ha

visit our website at www.abronhillha.org.uk

A WORD FROM OUR CHAIR

Welcome to Abronhill's Annual Performance Report for the year to the end of March 2023.



Hi, my name is Craig Burns, I am the Chairperson of Abronhill Housing Association, a position I first took up in 2022. It has been another eventful year for the Association and you can read more about our services, performance and plans for the future elsewhere in this year's report

First, I would like to thank the tenants for their continued support, patience, and understanding during what has been another difficult year, as the cost of living crisis shows no sign of letting up.

Early in 2023, we learned of the pending retirement of our Director, Stephen Macintyre. Whilst he does not retire until March next year, his notice has prompted the Association to carry out a review of the organisation's future. The Scottish Housing Regulator (SHR) requires this. The Regulator has also been in contact with the Association about how we plan to ensure that as many of our homes as possible meet current and future housing quality and energy standards.

We engaged a Housing Consultant who carried out an in depth review of the Association, its finances, governance and service delivery. I am pleased to report that across all 3 areas we received an excellent feedback and we know that our tenants very much value our locally based service. However, the main issue remains that we do not have the financial resources to upgrade all of our homes to meet the required standards

particularly in the blocks where there are private rented and owner occupied flats. The Consultant's report outlined the options open to the Association with a recommendation that the Association seeks a transfer to another Registered Social Landlord (RSL) that has the financial resources to enable all of our stock to be upgraded. Without this new investment, many of our homes will not meet the required standards of energy efficiency.

We wrote to all of our tenants in September outlining the process and reasons in a bit more detail. The first main task however is for us to find a replacement for Stephen and we hope to have an appointment made by the end of the year.

Last, but not least, I would like to give a special mention to the committee members and staff team who all provide their time, skills and experience for the benefit and betterment of Abronhill Housing Association.

Our Annual Assurance Statement was published at the end of October and can be viewed on our website.

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 or call our office 01236 457948

Craig Burns, Chairperson

Committee Members

Craig Burns	– Chairperson
Raymond Russell	– Vice Chairperson
Iain Smith	– Secretary
Debbie Brown	– Treasurer
William Noon	
Julie Kelly	
Gary Watson	
Alison Peden	
Audrey Smith	– Resigned 24/08/23
Finance Agents	– FMD Financial Services Ltd
Internal Auditor	– Quinn Business Solutions Ltd
External Auditor	– Cheine+Tait
Funders	– Bank of Scotland
Banking Services	– RBS

This year's AGM took place on 14 September 2023. Audrey Smith stood down after a second period of being a Committee Member. We wish Audrey well and thank her for her time and support.

We now have 8 members on our Committee and are actively seeking new members to strengthen the Committee as we move forward with our plans. You can view more information about our Committee Members on our website.

If you are interested in exploring this opportunity, please feel free to get in touch with us!
01236 457948 or email admin@abronhillha.org.uk

SCOTTISH HOUSING CHARTER REPORT 2022/23

Gross Rent Arrears

Abronhill HA 3.4%
Peer Group 2.9%
Scottish Average 6.8%

Days to re-let a house

Abronhill HA 78.8 days
Peer Group 18.5 days
Scottish Average 55.6 days

Hours to complete an Emergency Repair

Abronhill HA 1.7 hrs
Peer Group 2.8 hrs
Scottish Average 4.2hrs

KEY PERFORMANCE

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

Peer Group:
Our Peer Group comprises 11 similar sized housing associations and co-operatives in Scotland.

% of reactive repairs carried out right first time

Abronhill HA 91.4 %
Peer Group 93.8%
Scottish Average 87.8%

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

Abronhill HA 94.7%
Peer Group 93.4%
Scottish Average 88.0%

Hours to complete a non Emergency Repair

Abronhill HA 4.1 days
Peer Group 3.9 days
Scottish Average 8.7 days

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
Claire Douglas	– Maintenance Admin Assistant (temporary)

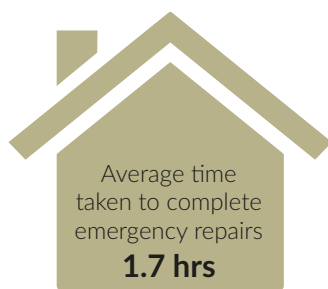
CUSTOMER SERVICE



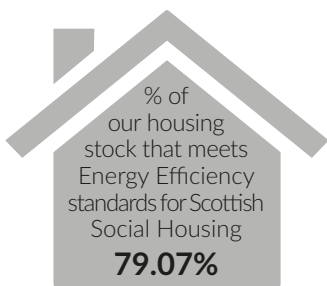
MANAGING TENANCIES



REPAIRING HOMES



MAINTAINING HOMES



Performance 2022/23



Scottish Housing Regulator Abrohill Landlord Report
You can view our Landlord Report which is published by the Scottish Housing Regulator here:
<https://www.housingregulator.gov.scot/landlord-performance/landlords/abronhill-housing-association-ltd>

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
- Glasgow and West of Scotland Forum of Housing Associations (GWSF)



FINANCIAL INFORMATION

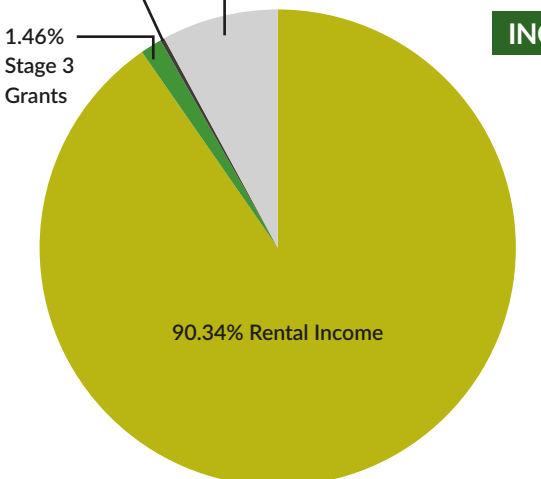
	22/23	21/22
REVENUE	1215377	1097982
LESS OPERATING COSTS	1079283	1075634
OPERATING SURPLUS	136094	22348
LESS OTHER NET COSTS	99029	20093
	37065	2255
Adjusted relating to opening Pension Liability		
Actuarial Gains/(Losses) on defined benefit pension plan	(43000)	96000
NET SURPLUS FOR YEAR	-5935	98255

0.28% Interest Receivable

1.46% Stage 3 Grants

7.91% Other Income

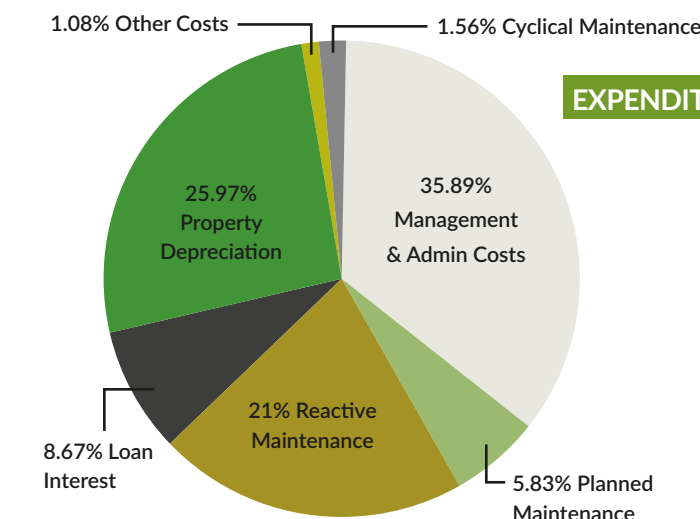
INCOME



1.08% Other Costs

1.56% Cyclical Maintenance

EXPENDITURE



OUR RENTS

At 31 March 2023, the Association owned 258 homes. The total rent due to the Association in the year was £1,100,573. Although inflation was over 11% at the time we set our rents we managed to limit the increase to 7% which was the minimum we could afford to apply.

Average weekly rents 22/23

SIZE OF HOME	NUMBER OWNED	ABRONHILL HOUSING ASSOCIATION	SCOTTISH AVERAGE	DIFFERENCE
1 apartment	1	£77.48	£78.26	-1.0%
2 apartment	61	£84.34	£83.46	1.1%
3 apartment	118	£88.23	£86.28	2.3%
4 apartment	56	£93.84	£93.96	-0.1%
5 apartment	22	£100.30	£103.72	-3.3%



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.

ELECTRICAL CHECKS

We are also required to carry out 5 yearly electrical checks on all of our properties. These are called Electrical Installation Condition Reports (EICRs). We have a very small number of these that are outstanding and are working with the tenants to ensure we can get access to complete the checks and any associated follow up work.

FIRE SAFETY

All of our properties have been fitted with the up to date fire detection systems that we were required to have installed by February 2022. In addition we check smoke alarms and carbon monoxide detectors when we carry out your annual gas servicing.

DAMP & MOULD

We respond to all reports of dampness and mould within our homes and carry out any necessary repairs. In addition, we provide tenants with advice and useful information on how to prevent damp and mould from occurring.



IMAGINATION LIBRARY

Parents with children aged from birth to five have the opportunity to apply to the library and receive a new, carefully selected book delivered to their home every month to read too, and enjoy with their children.

Tenants will begin to receive books 6-8 weeks after applying and will then continue to receive a book every month until their child's 5th birthday or when they move away from being our customer.

If you would like to participate in the Dolly Parton Library please get in touch with us on 01236 457948 or email us at admin@abronhillha.org.uk

Our participation in the Library is made possible by a charitable donation from PWC.



AFTAR - ADVICE FOR TENANTS AND RESIDENTS

Abrohill Housing Association continues to offer tenants advice and support through our membership of AFTAR - Advice for Tenants and Residents Project. Appointments can now be made to speak with an advisor in our office as well as by telephone.

Along with the Project's other partners – Forgewood Housing Coop, Garrion People's Housing Coop, Lanarkshire Housing Association, and Trust Housing Association we can offer specialist help and support for the following

- Energy Advice – energy savings, billing enquiries and access to best tariffs
- Welfare Benefits – Universal Credit, Housing Benefit and all legacy benefits
- Money and Debt Advice
- Digital Inclusion

If you need any advice or help with any of these, our AFTAR advice service can help guide you through the process. Please call our office in the first instance and we can put you in contact with an advisor 01236 457948

During the last year over 200 tenants received advice and assistance from the service. The service brought in almost £75,000 of additional income for tenants.

REASON FOR CONTACT	22/23
Benefit Advice	175
Energy Advice	48
Digital Inclusion & Employability Support	46
Client Financial Gains	£74,922.82



Help With Your Rent

You might be entitled to benefits to help with housing costs if your income has reduced, even if you're still working.

There are things that can be done if you're struggling to pay your bills because of the Cost of Living Crisis, for example your council tax, rent, loans and energy bills. The AFTAR Service can help you to access financial help of different types. They can;

- Check if you can get free school meals or supermarket vouchers
- Check if you can get help with your living costs
- Check if you can pay less council tax
- Check what help you can get with your bills
- Warm Home Discount and other Cost of living Crisis help



ANNUAL ASSURANCE STATEMENT 2023

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 including: -

- all the relevant requirements set out at chapter 3 of the Regulatory Framework
- all relevant standards and outcomes in the Scottish Social Housing Charter.
- all relevant legislative duties.

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 Management Reports provided by our Finance Agents
- Internal and External Audit Reports
- Feedback from Tenant Surveys
- Benchmarking Reports from Scotland's Housing Network
- Reports, advice, and information from members of the staff team
- Assurance Mapping
- Assurance Statement Baseline Review carried out by internal auditor in May/June 2023
- Governance Review carried out as part of Options Appraisal in June 2023

Equalities & Human Rights

In reviewing our compliance with the Regulatory Framework, we are assured that we have appropriate systems in place for the collection of and annual reporting of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

Tenant Safety

The Committee is assured that it meets all duties in relation to tenant and resident safety and has the appropriate assurance on our levels of compliance with all relevant safety requirements.

Housing Stock Quality and Energy Efficiency

The Association has a large proportion of its stock that does not meet current housing quality standards and is unable to afford the level of investment that is required. We are developing our approach to strategic asset management and are producing action plans to address these matters and we are liaising with the SHR.

26 October 2023

Craig Burns, Chairperson

On behalf of the Management Committee



TENANT SURVEY 2023

Abronhill Housing Association gets a major boost to its approval rating from Tenants!

In January we concluded our 3 yearly Tenant Satisfaction Survey and it is heartening to hear how much tenants appreciate our housing and maintenance services. The information recorded helps us to maintain services and make changes where things could be improved upon.

With 258 homes, we are one of the smallest community run housing associations in Scotland and achieved very high scores across a number of key performance indicators.

A total of 95% of 152 tenants who participated were satisfied with Abronhill's overall service – improving on our 2019 performance of 92%, despite the disruption caused by the pandemic and successive lockdowns in the intervening period.

The findings also revealed:

- ✓ **96% were satisfied with the “customer contact experience” offered by Abronhill**
- ✓ **96% said the Association was good at keeping tenants informed**
- ✓ **95% were satisfied with the repairs service for their homes**
- ✓ **91% were satisfied with being part of Abronhill's decision-making process**
- ✓ **89% were satisfied with the quality of their home**
- ✓ **88% were satisfied with the management of their Neighbourhood**
- ✓ **88% said they felt the rent they pay was “good value for money”**

The survey was carried out by The Knowledge Partnership in December 2022 and January 2023 through a mix of face-to-face and telephone interviews.

Abronhill Director Stephen Macintyre said: “These are a great set of results which reinforce just how much our tenants value a locally run housing service.

“Whilst there are one or two areas where we can still do better we look forward to engaging with our tenants to agree how we can improve further in these areas.”

“Overall this strong performance ranks us in the top 10 best performing housing associations in the country and that is something the staff and committee teams can be very proud of.”



PLANNED MAINTENANCE INVESTMENT

The Association's planned maintenance programme for 2023/24 is noted below

2022/23 Major repairs

In May 2023 the Association has completed the installation of 20 new energy efficient front entrance doors to our properties at a cost of around £54,000. These works were completed by Sidey Solutions Ltd and our tenants have been delighted with the works completed.

2023/24 Energy Efficiency Works

The Association has employed BCA Insulation to carry out loft insulation top ups and cavity wall insulation work to 48 properties that were identified as requiring this work. The investment of around £45,000 will improve the energy efficiency of these homes and hopefully mean lower heating bills for tenants.

Double Glazing Window Replacement Programme

Work is currently underway to install new thermally efficient windows to 20 properties along with new thermally efficient front entrance door to a further 20 properties. This contract also being carried out by Sidey Solutions Ltd and will also improve the thermal efficiency of these homes. The value of this contract is £156,449.52.

Kitchen Replacement Programme

A kitchen replacement programme for 11 homes is currently underway at Larch Place. The value of this contract is £45,000. Other investment taking place in 23/24 includes replacement of expensive and inefficient Thermaflow boilers at a cost of £27,000. We are also carrying out aids and adaptations to some of our homes at a cost £20,000. This cost is covered by a grant from the Scottish Government.



Allocations Policy Review

In 2023 we started a review into the way we let our homes. Our Allocations Policy sets out the criteria for being considered for one of our tenancies. The policy is based on an applicant's housing need and points are awarded for things like overcrowding, health & access needs, insecurity of tenure, sharing with another household.

We held a consultation exercise in September and over 45 applicants and tenants responded. Your views will be included in a report that our Management Committee will consider when a new Allocations Policy is approved in early 2024.

If you wish to apply for an Abrohill Tenancy please call our office or ask for a form to be sent out to you.

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.



HANDY MAINTENANCE TIPS FOR THE WINTER

Nobody wants to deal with an emergency during the holidays. Here are some tips for avoiding problems:

- Before calling out a gas engineer for an emergency gas repair ensure that there is gas in your payment meter (if you have one).
- Find out who your electricity, gas and water suppliers are (the information will be on your utility bills) and take a note of their emergency contact information.
- Leave background heating on if cold weather is expected. This will stop your pipes freezing up in a cold snap.
- If going away over the holidays please leave contact details or a key with a trusted neighbour or relative in case of an emergency. Damage can be made worse if no one can get to the problem quickly.
- Lit candles should be supervised at all times.
- Check the batteries in your smoke detector and stock up on torch batteries in case of a power cut. A torch is much safer to use than candles.

USEFUL NUMBERS

Below are some numbers which may be of use:

Police Scotland	- 101
Crimestoppers	- 0800 555 111
Citizens Advice	- 01236 723201
Benefits Agency	- 0345 604 3719
Scottish Water	- 0845 601 8855
Council Tax & Housing Benefit	- 01698 403210
North Line	- 01698 403110

Call North Line for all your bulk uplifts, pest control, abandoned vehicles, road and lighting, graffiti removal, Animal Welfare Officer and Environmental Protection Officer