



## Welcome to Abronhill's Annual Review and Performance Report to Tenants 2024-25

Telephone 01236 457948

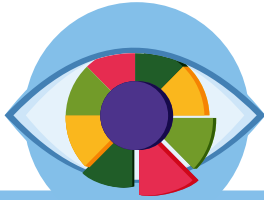


Abronhill Housing Association



abronhillha\_

[www.abronhillha.org.uk](http://www.abronhillha.org.uk)



## VISION

High quality homes in an empowered community



## MISSION

To provide Abronhill HA Tenants with high quality homes and services at affordable rents.



## VALUES

- Putting customers first
- Obtaining value from every rent paid
- Collaborative solutions

## STRATEGIC OBJECTIVES



Improve housing stock and maintain service quality



Ensure statutory and regulatory compliance



Prepare a robust long term strategic financial plan



Progress the Transfer of Engagements

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# CHAIRPERSON'S REPORT

## Chairperson's Report – Annual Performance Review

**Welcome to Abronhill's Annual Performance Report for the period from 1st April 2024 to 31st March 2025.**

As Chair of Abronhill Housing Association since September 2024, I am pleased to present our Annual Performance Review. This report highlights both our strong achievements and the challenges we continue to face.

Over the past year, we have focused on three key priorities: **strengthening our services, investing in our homes, and listening to what matters most to our tenants.** A full stock condition survey was completed, and we made targeted improvements to energy performance. We also carried out extensive consultations with tenants, staff, and our Committee. These valuable insights have shaped our strategic direction and informed plans for a sustainable future, our plans can be found in our new three year Business Plan 2025 to 2028.

Despite rising costs and the complexity of managing over 40% of our stock within mixed-tenure ownership, we continue to deliver high levels of tenant satisfaction and responsive services. Our commitment remains clear: **to provide safe, warm, and affordable homes for every tenant.**

In August, we launched our prospectus to the sector, seeking a strategic partnership that will secure long-term improvements for our community. The deadline for first-stage responses from other landlords is **16 January 2026.** After reviewing these submissions, we will progress suitable partners to stage two. We will keep you informed through written updates and invitations to meet with us.

Your feedback matters. If you have any questions or comments about this report, please get in touch:

Email: [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk)

Phone: 01236 457948

Thank you for your continued support and engagement.

**Anne Marie Thomson**

Chair, Abronhill Housing Association



# LANDLORD PERFORMANCE REPORT – HOW WE DID IN 2024/25

Each year, Abronhill Housing Association reports to the Scottish Housing Regulator (SHR) on how well we’re meeting the standards set out in the Scottish Social Housing Charter. These standards cover things that matter most to tenants—like repairs, customer service, and keeping homes safe and warm.

We’re committed to being open and honest about our performance, and this report is part of that promise. It shows how we’ve done over the past year and where we’re working to improve.

The SHR also provides a Landlord Comparison Tool on its website, where you can see how our performance compares to other landlords across Scotland. You can find it at: <https://www.housingregulator.gov.scot>

If you ever feel that we’re not meeting our responsibilities, the Regulator has a process for tenants to report what’s called a Significant Performance Failure. This is when a landlord isn’t doing something it should—like carrying out repairs, keeping homes safe, or listening to tenant concerns.

We value your feedback and encourage you to get in touch if you have any questions or suggestions about our services. t on page 11 in this report and it is also on our Website.

### TENANT SATISFACTION 2025 – COMING YOUR WAY

It has been nearly three years since we asked all our tenants to give us feedback on how satisfied you were with the Services provided by the Staff at the Association. We will be coming out to you soon to gather your views once more.

## HOMES AND RENTS

At 31 March 2025 this landlord owned **257 homes**.

The total rent due to this landlord for the year was **£1,360,141**.

The landlord increased its weekly rent on average by **4.3%** from the previous year.

### AVERAGE WEEKLY RENTS

SIZE OF HOME	NUMBER OF HOMES OWNED	ABRONHILL HOUSING ASSOCIATION RENTS	SCOTTISH AVERAGE	DIFFERENCE FROM SCOTTISH AVERAGE
1 Apartment	1	£88.37	£87.12	1.4%
2 Apartment	61	£95.51	£93.27	2.4%
3 Apartment	117	£100.35	£96.00	4.5%
4 Apartment	56	£107.04	£104.51	2.4%
5 Apartment	22	£119.32	£115.58	3.2%



## TENANT SATISFACTION

Of the tenants who responded to our last satisfaction survey in December 2022, the following results were returned. Our new 3 year survey will be out soon, please watch out for it.

CUSTOMER SERVICE & COMMUNICATION	2024/2025	NATIONAL AVERAGE	PERFORMANCE AGAINST AVERAGE
Percentage of tenants satisfied with the overall service provided by us	95.4%	86.9%	↑
Percentage of tenants who feel we are good at keeping them informed about our service and decisions	96.1%	90.0%	↑
Percentage of tenants satisfied with the opportunities given to them to participate in our decision-making processes	91.5%	86.3%	↑

VALUE FOR MONEY	2024/2025	SCOTTISH AVERAGE	PERFORMANCE AGAINST AVERAGE
Rent collected for current and past rent as a percentage of total rent due in the reporting year	101.1%	100.2%	↑
The percentage of rent due lost through properties being empty during the last year	0.2%	1.3%	↑
Average calendar days to re-let properties	13.1	60.6	↑

QUALITY AND MAINTENANCE OF HOMES	2024/2025	SCOTTISH AVERAGE	PERFORMANCE AGAINST AVERAGE
Percentage of Abrohill homes meeting the Scottish Housing Quality Standard	60.7%	87.2%	↓
Average length of time taken to complete emergency repairs	1.9 hours	3.9 hours	↑
Average length of time taken to complete non-emergency repairs (working days)	4.5	9.1	↑
Percentage of reactive repairs carried out during the year completed 'right first time'	91.5%	88.0%	↑
Percentage of tenants who had repairs or maintenance carried out satisfied with the service they received	91.4%	86.8%	↑

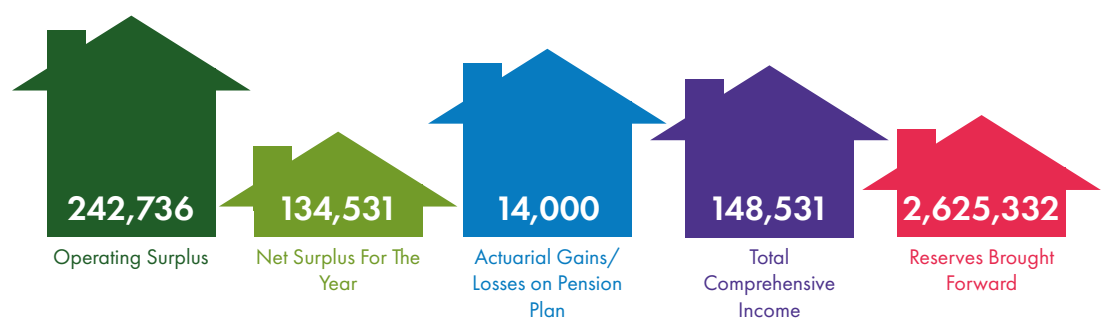
NEIGHBOURHOOD	2024/2025	SCOTTISH AVERAGE	PERFORMANCE AGAINST AVERAGE
Percentage of anti-social behaviour cases resolved	93.3	93.7	↑



# FINANCES

The following table summarises the income and expenditure for the Association for the period 1st April 2024 to 31st March 2025.

STATEMENT OF COMPREHENSIVE INCOME			
For The Year To 31 March	2025	2024	
	£	£	
Income from rents, service charges etc	1,479,522	1,390,720	
Costs of management & maintenance of houses etc,	(1,236,786)	(1,114,256)	
<b>Operating Surplus</b>	<b>242,736</b>	<b>276,464</b>	
Profit On Sales	21,484	0	
Interest Receivable	10,447	9,920	
Interest Payable	-135,136	-139,918	
Other Finance Charges	-5,000	-1,000	
<b>Net Surplus For The Year</b> (Amount left after deducting all expenses)	<b>134,531</b>	<b>145,466</b>	
Actuarial Gains/Losses on Pension Plan	14,000	-70,000	Change in year, of Pension Fund Liability.
Total Comprehensive Income	<b>148,531</b>	<b>75,466</b>	Net Surplus in the Year.
Reserves Brought Forward	<b>2,625,332</b>	<b>2,549,866</b>	Accumulated reserves from previous years.
<b>TOTAL RESERVES</b>	<b>2,773,863</b>	<b>2,625,332</b>	Accumulated reserves per Statement of Financial Position.



**TOTAL RESERVES: 2,773,863**

## AFTAR - ADVICE FOR TENANTS AND RESIDENTS

Abronhill 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

### HELP WITH YOUR RENT

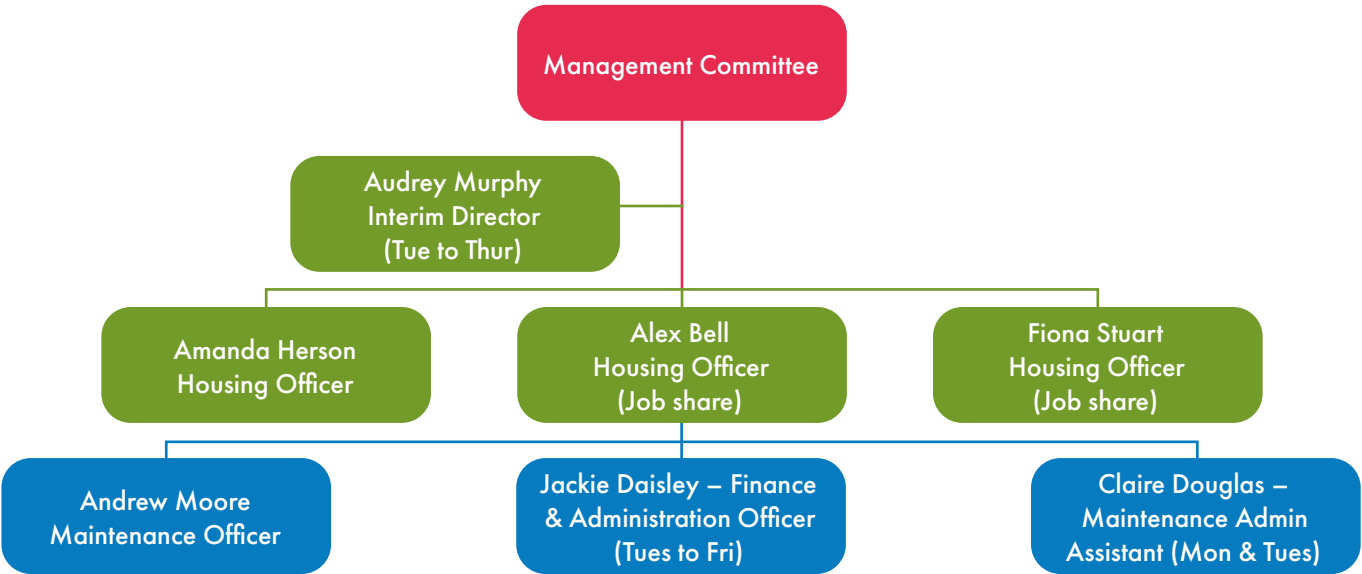
You might be entitled to benefits to help with housing costs if your income has reduced, even if you're still working.

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



# STAFF TEAM



## COMMITTEE MEMBERS

We would like to thank those members who have left this past year for their commitment of their time and knowledge to the Association

Anne Marie Thomson .....Current Chairperson  
Craig Burns..... Former Chairperson  
resigned September 2024  
Janette Meechan .....Vice Chairperson  
resigned September 2025  
Raymond Russell .....Current - Vice Chairperson  
Iain Smith .....Secretary

Alison Peden  
Carolann Docherty  
Heather West ..... Resigned August 2025  
Adam Smith  
Andy Robinson

**Committee Members Needed:-** If you are interested in exploring becoming a committee member, please contact us for a chat or ask to be sent our Committee Recruitment Pack. Please feel free to get in touch with us! 01236 457948 or email [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk)



Finance Agents..... FMD Financial Services Ltd  
Internal Auditor ..... Quinn Business Solutions Ltd  
External Auditor ..... Cheine+Tait

Funders ..... Bank of Scotland  
Banking Services..... RBS

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)**





## 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.



Abrons Hill Housing Association 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](tel:01236457948) or email us at [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk)**

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



## 2025 ANNUAL ASSURANCE STATEMENT

Each year the Committee go through gathered evidence as part of a self assurance exercise to ensure we are doing what we need to do in terms of being compliant as a Registered Social Landlord (RSL) with the Scottish Housing Regulatory Standards of Governance and Financial Planning. We have carried out this exercise for 2025 and you can see our statement below.



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.

You can view our latest Annual Assurance Statement on our website:- **[www.abronhillha.org.uk](http://www.abronhillha.org.uk)**

You can view our Landlord Report and compare it to other Landlords, which is published by the Scottish Housing Regulator here: **<https://www.housingregulator.gov.scot/landlord-performance/landlords/abronhill-housing-association-ltd>**



# CONTACT US & USEFUL INFORMATION

## Registered Office:-

Abronhill Shopping Centre

10 Larch Road

Cumbernauld, G67 3AZ

Email: - [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk)

Telephone: - 01236 457948

Website: [www.abronhillha.org.uk](http://www.abronhillha.org.uk)

## Opening Hours

Monday to Thursday 9am to 5pm

Friday 9am to 4pm

(Please note we are closed every day for lunch from 1pm to 2pm.)

## Social Media

 Abronhill Housing Association

## 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

## Christmas & New Year Holidays 2025

Please note we will **close at 12:30pm on Wednesday 24th December 2025** and **re-open at 09:00am on Tuesday 6th January 2026**.

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](mailto: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](http://www.abronhillha.org.uk)



## 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.



# ABRONHILL HOUSING ASSOCIATION LTD.



The only community  
run housing association  
in Cumberland.

Abronhill provides good quality  
affordable housing for people in Abronhill.  
We offer a high quality housing and  
repairs service controlled by local people.

Telephone 01236 457948



## GET INVOLVED AND MAKE A DIFFERENCE!

Join us in shaping the future of Abronhill Housing Association! We're looking for tenants to share their views in focus groups on key topics that impact your community. Or, if you have skills in Housing Finance, Risk Management, Asset Management, or Regulation, consider joining our Committee and playing a hands-on role in guiding our work.

Your insights and expertise can make a big difference—help us create a better community together! Interested? Get in touch today!