



# Abronhill Housing Association

ANNUAL REPORT  
2017-18

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## A message from the Chair

It is with great pleasure that I welcome you to our 2017-18 Annual Report. I am very pleased to report that the Association has continued to perform well whilst also working with our tenants and stakeholders to give the best advice and support possible.

We continue to work in partnership with our many partners, Citizens Advice, Police Scotland and North Lanarkshire Council to offer excellent advice and support to our tenants. This is especially important in these challenging times in the Social Housing sector.

Our financial management has again ensured that we continue to be financially strong and we work hard to control our costs and keep our rents affordable for our tenants.

Once again you will find the Associations Scottish Social Housing Charter Report for 2017/18 within this report. We carried out a comprehensive Satisfaction Survey in November 2016 which you will see highlights the high levels of tenant satisfaction and the continued progress we have made throughout the year.

We continue to have a strong management committee which enables a well-governed Association which is well-run and focused on delivering good quality and good value services to our tenants. But good governance doesn't happen automatically, it has to be actively worked at. Carrying out regular and robust self-assessments gives assurance about the running of the organisation and helps identify any issues for improvement. We are prioritising self-assessments to give us the assurances we need to ensure we are delivering the services our tenants require.

In closing, I would like to thank my fellow Management Committee members for giving up their time to help make a difference to the Abronhill Community. Further thanks go to our staff team who have provided a positive contribution to ensure the highest standards of performance and customer service.

**Chairperson**  
**Linda Black**



## Staff Team

John Mulholland	Consultant
Cathy Brien	Senior Manager (services)
Amanda Herson	Housing Officer
Fiona Stuart	Housing Officer (Job-share)
Alex Bell	Housing Officer (Job-share)
Andrew Moore	Maintenance Officer
Jackie Daisley	Finance/Administration Officer



## Committee Members

We have a strong management committee team and any share member can be elected on to our management committee at the annual general meeting.

Linda Black	Chairperson
Hazel Paterson	Vice Chairperson
Iain Smith	Secretary
Paul Broadwith	Treasurer
Iain Johnston	
Raymond Russell	
Ian Arthur	
Kevin Mail	Casual Member
Ray Johnston	Resigned 07/06/18

We welcome back Kevin McMail who re-joined our Management Committee as a casual member.

## ANNUAL RETURN ON THE CHARTER (ARC) How we have performed as your landlord

**The Scottish Social Housing Charter was introduced in April 2012 and contains a range of standards and outcomes that Registered Social Landlords must work towards achieving.**

The purpose of this report is to highlight the progress and achievements made by Abronhill Housing Association in achieving the standards and outcomes.

This is our fifth year reporting our performance against the Scottish Social Housing Charter and we are pleased to report that our performance in key areas of operation is still high, including

- **Rent arrears recovery**
- **Allocation of empty properties**
- **Tenancy Sustainment**
- **Neighbourhood disputes**
- **Repairs and Maintenance**
- **Tenant Satisfaction**
- **Complaints against the Association**

The Scottish Housing Regulator use this information to monitor and assess our performance against the Charter and lets them decide the level of engagement they need to have with us.

The Association remains on a low engagement with the Scottish Housing Regulator.



## Welfare Reform

Welfare Reform and the introduction to Universal Credit for some of our tenants has already had an impact on the Association and those families affected, with further difficult times ahead with the rollout of Universal Credit taking place from April 2018. As ever we have done what we can to help mitigate the impact of welfare reforms with our in house AFTAR project.

### Universal Credit:

- Is for those under the qualifying age for Pension Credit.
- Replaces Income Support, Housing Benefit, Child Tax Credits, Working Tax Credits, income based Jobseekers Allowance and income related Employment and Support Allowance.
- Is only paid if you accept a “claimant commitment” which (for most people) will detail what you are expected to do to find work or increase your hours of work.
- Is paid in one lump sum, monthly in arrears, and will not be paid for the first seven days of a claim.
- Claims are made online (in the vast majority of cases).

### If you are claiming Universal Credit you should:

- Speak to your Housing Officer to make arrangements to pay your rent as in most cases the “rent element” of UC will be paid direct to yourself and not the Association.
- Make sure you are able to budget for your rent and other bills – we can refer you to a Money Advice agency for help with this.
- Make sure you have a bank account that your UC can be paid into.



## Advice for Tenants and Residents (AFTAR) Project

The AFTAR project has been running for a number of years and is funded through the Big Lottery until 2019. Abronhill Housing Association shares the remaining costs involved in running the project with the other 4 partner landlords, Forgewood Housing Co-op, Garrion People’s Housing Co-op, Lanarkshire Housing Association, Wishaw and District Housing Association.

The AFTAR project provides 2 full time advisors over 2 days each week in Abronhill. Appointment slots are available for tenants and residents of Abronhill to see an advisor either at the Association’s offices or in their own home.

As well as making an appointment to see one of the advisors residents of Abronhill can access the following services:

- Computer learning for ALL ages and levels
- Learn step by step and at your own pace
- Digital Inclusion Course
- Money Awareness Course

### Also for job seekers

- Create or update a CV
- Understanding Universal Job Match
- Apply for jobs using online forms
- Job searching online

Appointments are available on Monday’s at Abronhill Library please contact John on 07948702231 to make an appointment.

AFTAR also have an energy advisor, Ian Symington who can provide residents with information and advice on energy costs, cheap tariffs and energy saving tips. Ian can also assist with grant application and deal with energy bill queries. If you would like to make an appointment please contact the Association’s office on 01236 457948.

All aspects of our AFTAR service are free and confidential and the service continues to be well used by residents.



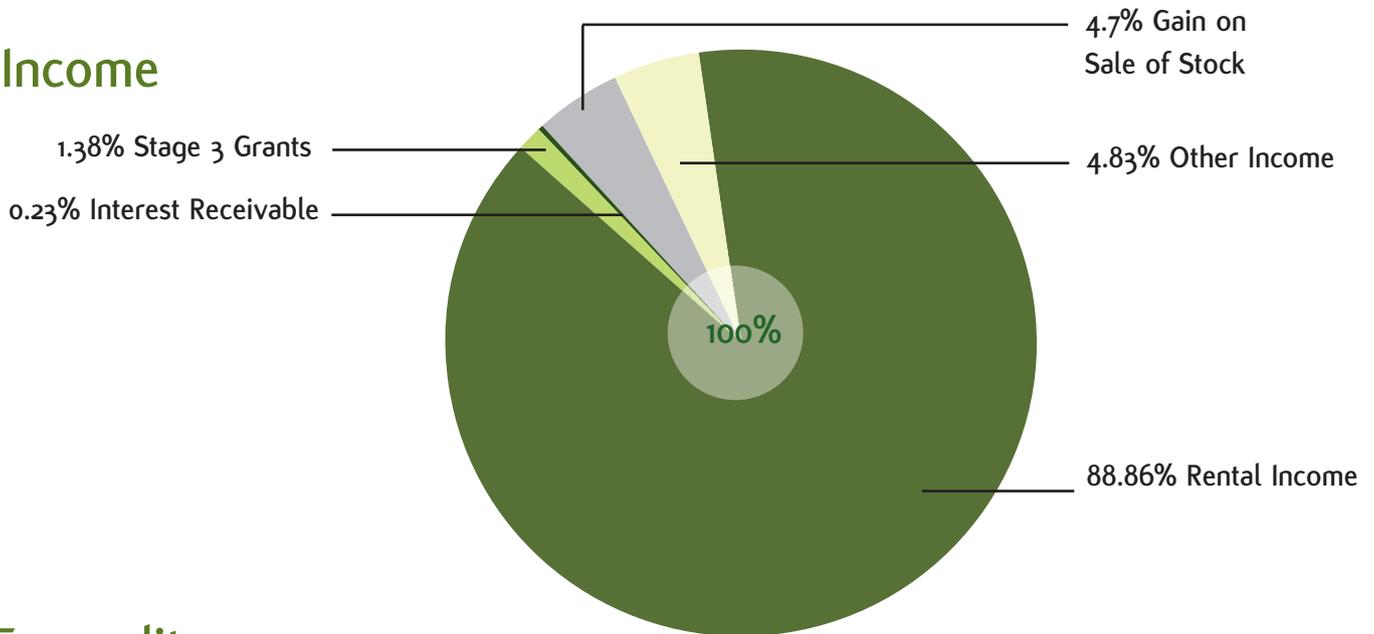
## Performance Update

### Financial Information

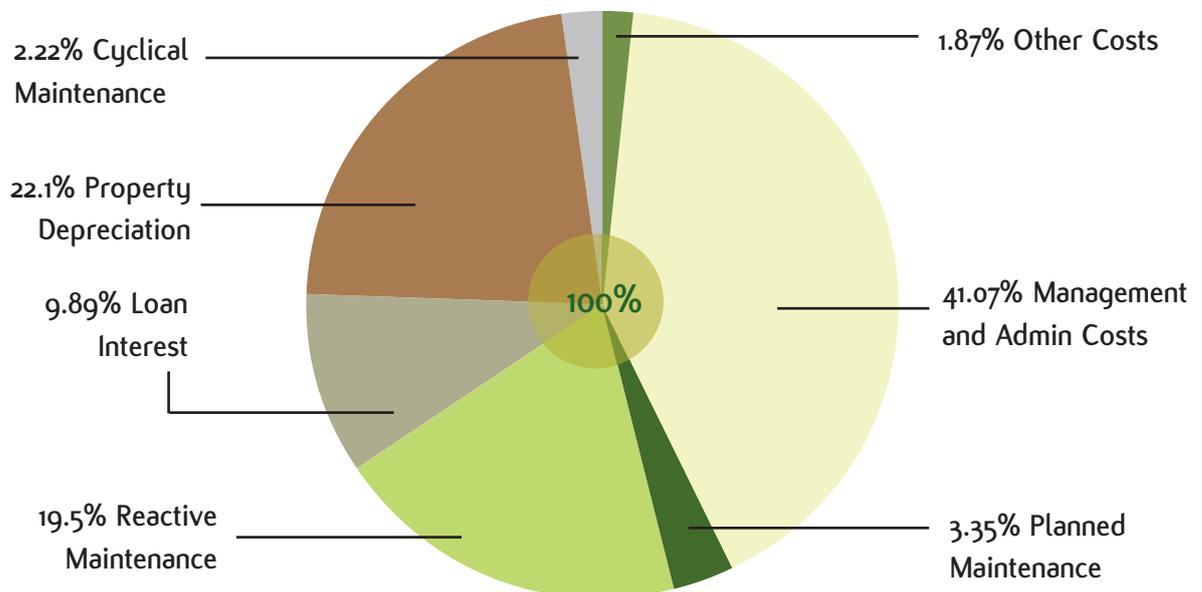
Finance Information for the year      2017/18      2016/17

Revenue	948,814	943,723
Operating Costs	697,089	682,476
Operating Surplus	251,725	261,247
Other Costs	28,332	65,936
Net Surplus	223,393	195,311

### Income



### Expenditure



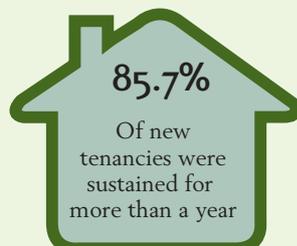
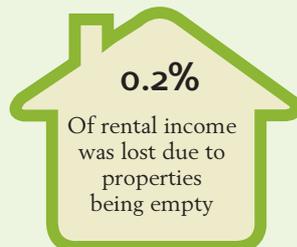
### Maintaining Homes



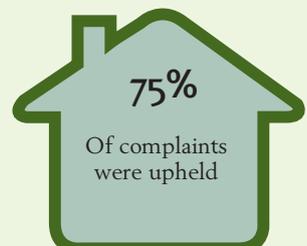
### Repairing Homes



### Managing Tenancies



### Customer Service



## Our Performance 2017-18

## Complaints Information

We try to ensure that all of our customers are satisfied with the service we provide. Sometimes it will not be the case. If someone is unhappy about the service provided we will do something to try and resolve the issue and learn from the complaint. How we deal with and record complaints changed significantly in late 2012. We now follow the Complaints Handling Procedure produced by the Scottish Public Services Ombudsman (SPSO). We also report this information not only to our management committee but to tenants. In 2017/18 we dealt with 4 complaints.

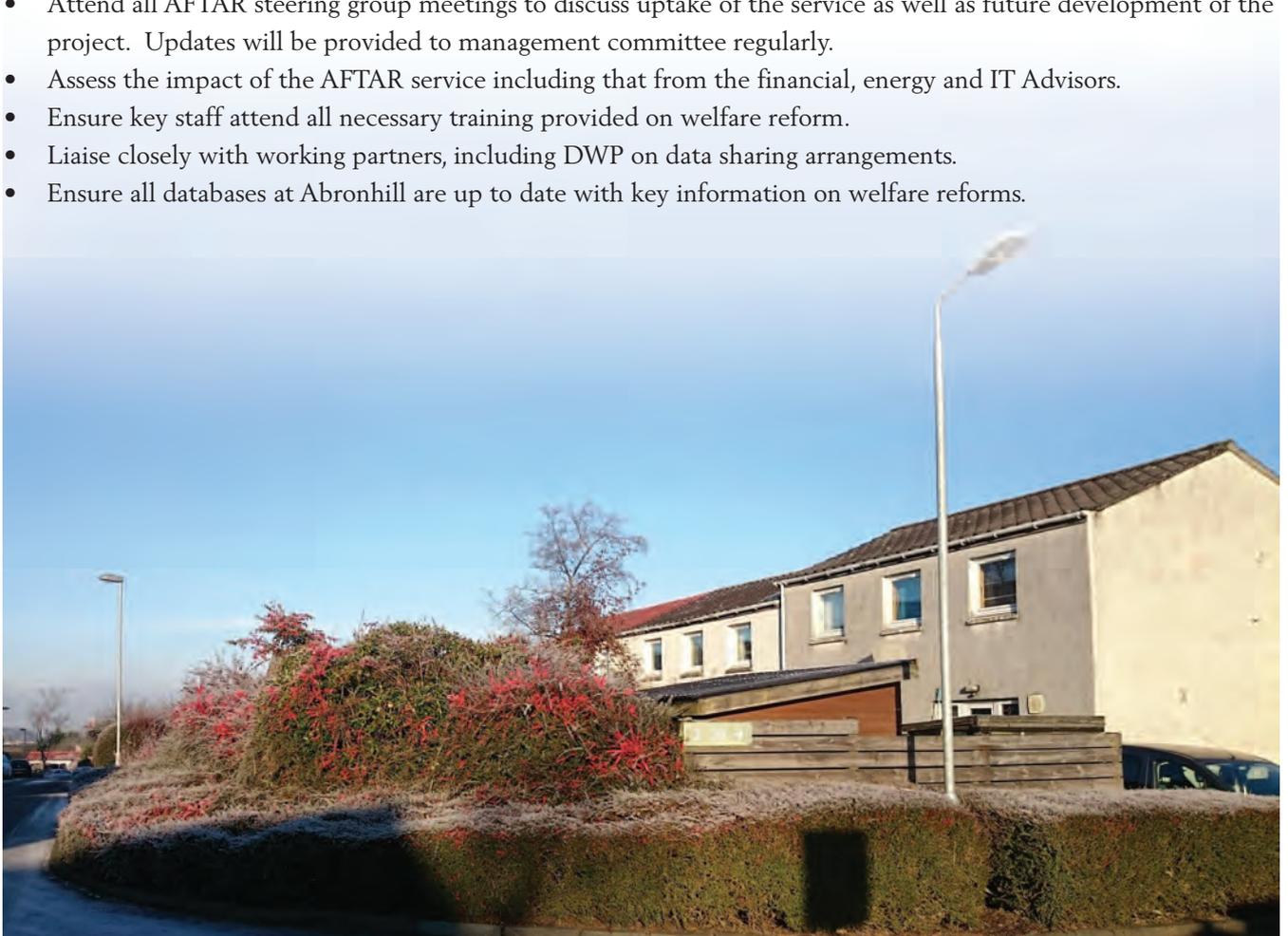
Details on the complaints are on the chart below:

1st stage non-equalities complaints received	4
1st stage non-equalities complaints responded to in full	4
2nd stage non-equalities complaints received	0
2nd stage non-equalities complaints responded to in full	0

## Future Work

Abronhill Housing Association will continue to do the following:

- Attend all AFTAR steering group meetings to discuss uptake of the service as well as future development of the project. Updates will be provided to management committee regularly.
- Assess the impact of the AFTAR service including that from the financial, energy and IT Advisors.
- Ensure key staff attend all necessary training provided on welfare reform.
- Liaise closely with working partners, including DWP on data sharing arrangements.
- Ensure all databases at Abronhill are up to date with key information on welfare reforms.





At 31 March 2018 the Association owned 222 homes.

The total rent due to the Association in the year was £886,526 we increased its weekly rent on 1 April 2017 by 2.5 % from the previous year.

### Average weekly rents

Size of home	Number owned	Abronhill Housing Association	Scottish Average	Difference
1 apartment	1	£66.49	£67.44	1.4%
2 apartment	51	£72.51	£73.33	1.1%
3 apartment	92	£75.57	£74.94	0.8%
4 apartment	48	£80.76	£81.37	0.8%
5 apartment	30	£83.49	£90.39	7.6%

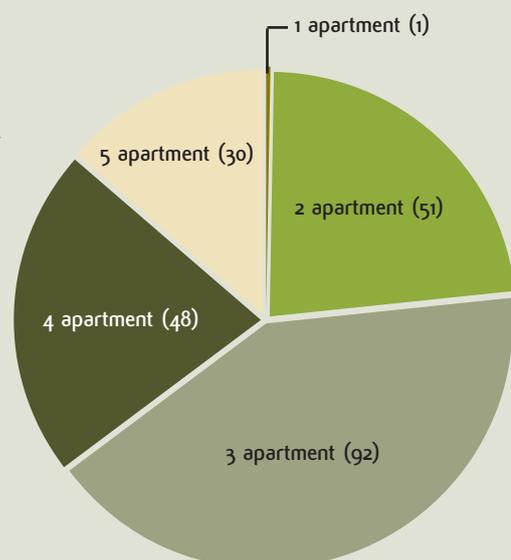
## Our Stock Information

### Stock Profile

The rented stock managed by the Association at 31 March 2018 is as follows:



- 1 apt = 1
  - 2 apt = 51
  - 3 apt = 92
  - 4 apt = 48
  - 5 apt = 30
- Total = 222



ABRONHILL BY GIVING A HIGH QUALITY HOUSING SERVICE CONTROLLED BY LOCAL PEOPLE.



## 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. This year we achieved 99.49% of these safety checks this was due to one property being outwith the anniversary inspection date due to severe weather conditions. All gas properties are currently 100% compliant.



## Neighbourhoods

Abronhill Housing Association has always taken pride in the way we look after our estate. We have a responsibility to ensure it is clean, safe and an attractive environment for all residents.

We have strong relationships with our partner's within North Lanarkshire Council including the Environmental Protection Officer, Animal Welfare Officer (Dog warden) and many other services. To ensure we keep our neighbourhood sustainable, we have to react swiftly and correctly to any reports of anti social behaviour/neighbour complaints.



## Committee Members

### Do you want to make a difference in your community?

Do You:

- Have a couple of hours that you can spare each month
- Would like to be involved in your local community
- Would like the opportunity to learn and gain more skills

Then why don't you become a member of the Abronhill Housing Association's Management Committee.

1. The Association is registered with the Scottish Government and the Charity Commission.
2. The Management Committee are responsible for the management and maintenance of the properties they own in Abronhill.
3. The Management Committee employ staff to carry out the day to day operational work.
4. The Association's aim is to make Abronhill a better place to live.

We offer training to our committee members to give them the skills they require to make a difference.



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



## Foodbank Collection

We would like to thank everyone who donated items to the local foodbank during December 2017. This was the third time that we had collected non-perishable food items and toiletries for this very worthwhile cause.



## Abronnill Credit Union

If you are interested in joining the Abronnill Credit Union they are open on Mondays from 7.30pm to 8.30pm at Abronnill Community Education Centre. They also use the Association's office facilities on Tuesday mornings between 10am - 11am.

## General Data Protection Regulation (GDPR)

On the 25 May 2018 a new European-wide law General Data Protection Regulation (GDPR) came into effect. The Association issued a Fair Processing Notice to all tenant's explaining in detail how we will use their personal information.

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

## Equal Opportunities Statement

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.

We do this not only because of our legal responsibilities, but because it is a vital part of who we are and what we are trying to achieve as an organisation. It also helps us become better at what we do.



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

**CONTACT US:**

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

Email: [abronhillha@btconnect.com](mailto:abronhillha@btconnect.com)  
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.

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