



Abronhill Housing Association

ANNUAL PERFORMANCE
REPORT TO TENANTS
2019-20

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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 2020.

Whilst the Association continues to enjoy very high levels of tenant satisfaction, we are committed to continuous improvement. We are currently working with the Tenant Participation Advisory Service (TPAS) to help establish a new working group for tenants that will help us shape our housing services. If you have any feedback on our services, or would be interested in taking part in the tenants working group, please get in touch.

The Association has invested in new digital services; the first stage was a new website which went live last November and can be accessed at www.abronhillha.org.uk secondly the introduction of a new text messaging service.

I would like to thank the staff, committee members and tenants for continuing to support the Association.

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 on 01236 457948

Paul Broadwith

CHAIRPERSON



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
Craig Burns	
Mary McGuire	
Audrey Smith	Joined 17/09/20
William Noon	Co-opted 17/09/20
Debbie Burns	Co-opted 17/09/20
Iain Johnston	Retired 23/01/20
Sarah Boyle	Resigned 20/02/20
Kevin McMail	Retired 17/09/20
Elizabeth Irvine	Retired 17/09/20

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

Scottish Housing Charter Report 2019/20

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

Gross Rent Arrears

Abronhill HA 4.1%
Peer Group 2.5%
Scottish Average 4.4%

Days to re-let a house

Abronhill HA 28.3 days
Peer Group 10.6 days
Scottish Average 32.5 days

Hours to complete an Emergency Repair

Abronhill HA 1.9hrs
Peer Group 2.2hrs
Scottish Average 3.8hrs

% of reactive repairs carried out right first time

Abronhill HA 94.8%
Peer Group 96%
Scottish Average 91.9%

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

Abronhill HA 92.3%
Peer Group 96.7%
Scottish Average 91.3%

Hours to complete a non Emergency Repair

Abronhill HA 3.6 days
Peer Group 3.6days
Scottish Average 6.5 days

Peer Group:

Our Peer Group comprises 10 similar sized housing associations and co-operatives in Scotland.



Performance 2019/20



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:



IT'S BUSINESS AS (THE NEW) NORMAL!

We hope all our tenants and their families are keeping safe and well during these strange and unsettling times.

When we closed our office to the public in March due to government guidance in light of the Coronavirus pandemic, we did not anticipate the situation would go on quite so long.....

Even though our office is closed, all our staff have carried on working from day 1, and continue to do so to this day. We are all working from home, with staff attending the office to manage our mail and key systems. Our Maintenance Officer also maintains a presence in the area to deal with inspections and remedial works in empty properties

RENT DIFFICULTIES AND WHERE TO GO FOR HELP

Since lockdown, times have been very different and challenging in different ways for us all. Trying to seek the help and advice we need has proved to be more difficult with organisations, business and charities, through having their staff work from home and contact details not being as straightforward as they usually are.

If you are struggling with your rent and feel that you need help, we are still providing support and advice to all our tenants. Unfortunately, bills still need to be paid and your rent should be a priority. Please contact your housing officer who, although working from home, will be happy to help you.

If your rent is paid by Universal Credit or Housing Benefit it is your responsibility to keep all your details updated and if any information is requested you should supply this as quickly as possible.

Many people have had to claim benefits for the first time and it can be a daunting process. If you need any advice or help with this, our AFTAR advice service can help guide you through the process. You can call them on 01698 251981

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 coronavirus, 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

KEEPING IN TOUCH WITH US

If you're having problems with your rent because of coronavirus now or in the future, it is important that you have conversations with us so that we can try to help you as early as possible. Ignoring letters, telephone calls and emails from your Housing Officer will not make the problem go away.

THINGS WE ARE DOING IN SPITE OF LOCKDOWN

The office closing to the public with all staff working from home has indeed brought some challenges. Since March our staff continue work behind the scenes to provide all of our tenants and residents with a comprehensive service.

All services that we provided before lockdown are still being provided - for example rent enquires, anti-social complaints, allocating properties and all other estate management enquires. You can contact any member of staff by email and or by telephone by dialling the main office number and leaving a message. The answerphone is regularly monitored throughout the day by staff.

If you have any additional issues caused as a result of the Coronavirus pandemic, we can offer assistance and advice. Do not feel that you have to struggle on your own - we are here to assist you just as much as we did when the office was open and you could speak to us face to face.

We hope that it will not be too much longer before we are back working in the office and will be able to open our doors for you to pop in and speak to us.

Fiona Stuart

Last December Fiona gave birth to her third child, Aaron. Fiona will be returning to work in the New Year and will resume her job share role with Alex who has been working full time to cover for Fiona.

Performance Update

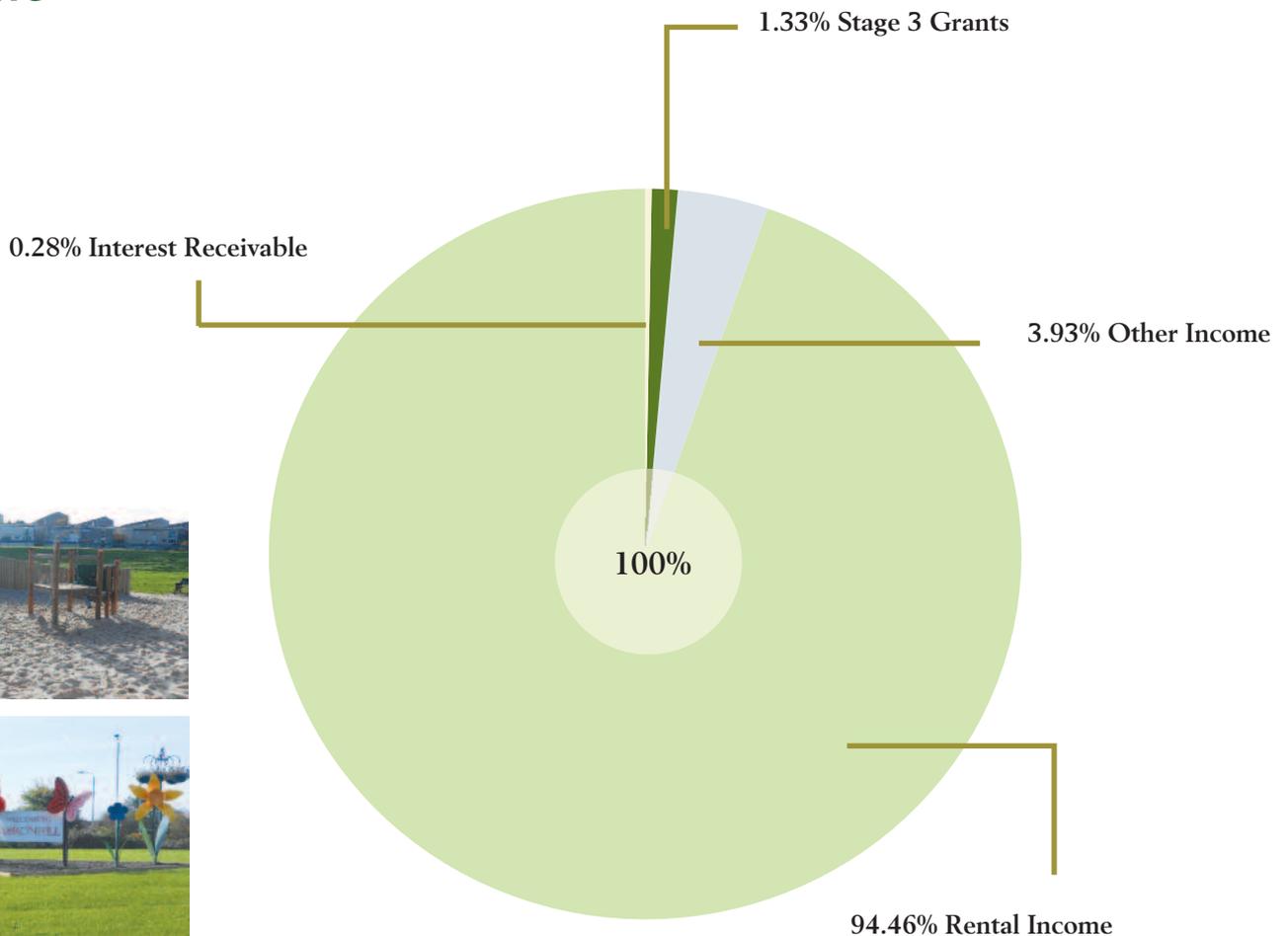
Financial Information

Financial Information for the year

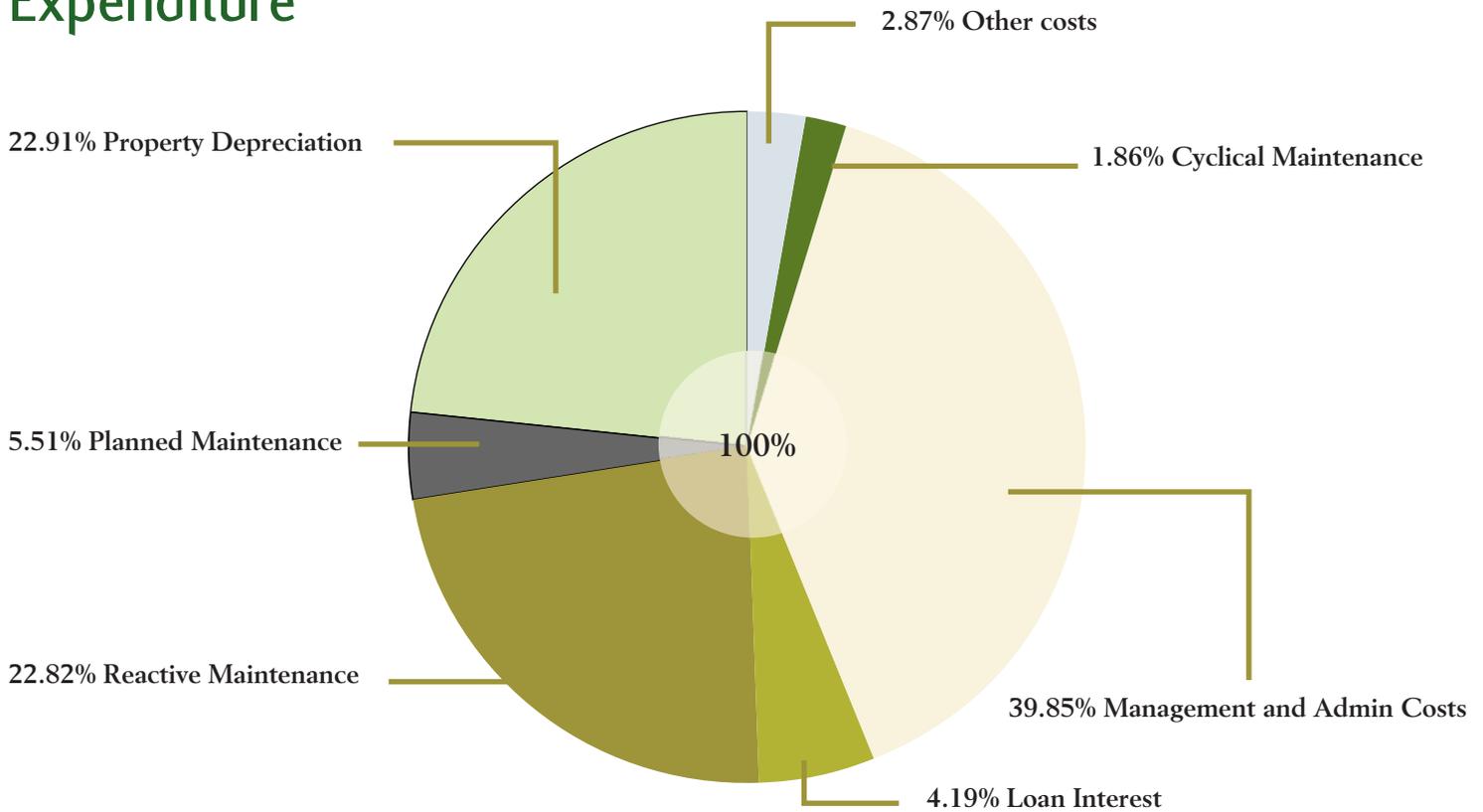
	19/20	18/19
Revenue	994,438	983,166
Operating Costs	835,299	789,049
Operating Surplus	159,139	194,117
Other Costs	36,890	72,819
Net Surplus	234,249	87,298

* Surplus adjusted for actuarial gains(losses) on defined pension plan

Income



Expenditure



Our Rents

At 31 March 2020 the Association owned 222 homes. The total rent due to the Association in the year was £941,178. We increased our weekly rents on 1 April 2020 by 2.5 % from the previous year.



Size of home	Number owned	Abronhill Housing Association	Scottish Average	Difference
1 apartment	1	£71.33	£73.47	-2.9%
2 apartment	51	£77.26	£78.02	-1.0%
3 apartment	92	£80.91	£80.10	1.00%
4 apartment	48	£86.73	£87.08	-0.4%
5 apartment	30	£91.32	£96.18	-5.1%

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

Last year we reported that new Scottish Government Legislation required all our properties to meet higher standards of Fire Safety by February 2021. The work involves the installation of enhanced smoke and Co2 detectors which are interlinked to one another. The Scottish Government have extended the date for completion of this work until February 2022. The Association has completed the upgrade to 123 properties and will contact those tenants who have still to have this work completed in due course.



Our Assurance Statement 2020

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 of 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
- Benchmarking Reports from Scotland's Housing Network
- Reports, advice and information from members of the staff team.

Corona Virus has impacted on our ability to meet some of our statutory and regulatory requirements and these were communicated to the Scottish Housing Regulator at the time. These are summarised in the table on page 10.



Assurance Statement (cont.)

Standard	Description	Timescale for completion
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users	Suspension of Letting activities – March to June	Restarted in July 2020
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users	Office remains closed to the public – since March. Our staff team has however successfully transitioned the provision of housing services from an office based service to one that is provided by home working.	Once Scottish Government move our area to Tier 0 equivalent
1. Committee leads and directs the RSL to achieve good outcomes for tenants and other service users	Emergency Only repairs service – March to July	Full service re-instated in July 2020

In spite of the Corona Virus restrictions we have been able to maintain our commitment to continuous improvement and as part of our evidence review we have in place an Improvement Action Plan which will be completed by March 2021.

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

Date of Meeting of Management Committee, 26 November 2020



Supporting Local Organisations

Foodbank Collection

We would like to thank everyone who donated items to the local foodbank during December 2019. This was the fourth time that we had collected non-perishable food items and toiletries for this very worthwhile cause.



Getting Involved!

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

Abronnill Credit Union – Looking to save and/or borrow?

You can join Abronnill Credit Union. They are open on Mondays between 7.30PM and 8.30PM at Abronnill Community Centre and on Tuesday mornings between 10.00AM and 11.00AM.



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.



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



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
Facebook: Abronhill Housing Association
Website: www.abronhillha.org.uk
Twitter: @Abronhill_ha

OUT OF HOURS:

All emergency repairs (Non gas related)
please contact
Rodgers & Johnston 0800 999 2520
Gas Central heating breakdown
please contact Saltire 0330 202 0444

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.