



Abronhill Housing Association

ANNUAL PERFORMANCE
REPORT TO TENANTS
2020-21

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New Housing

ABRONHILL HOUSING
ASSOCIATION LTD
CHRISTMAS & NEW YEAR
HOLIDAYS 2021

PLEASE NOTE WE WILL
CLOSE AT 12:30PM ON
FRIDAY 24 DECEMBER
2021 AND RE-OPEN AT
09:00AM ON THURSDAY 6
JANUARY 2022.

 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 2021.

Firstly, I would like to thank the tenants for their patience and understanding during the last 18 months. It has been difficult for all of us, but I am very pleased that the Association has managed to maintain its services throughout this period by adapting so quickly to new ways of working. It is a credit to Stephen and his team that we have been able to do this without too much disruption.

As you know our office remains closed but we are hoping to have some of our team working from the office very soon. We are working towards a position where we can offer tenants face to face appointments with staff. However as you will appreciate these arrangements require to be kept under constant review.

During the year we have been able to access funds which has meant we have been able to direct financial support to some of our more vulnerable households. Our advice service, AFTAR continues to offer welfare benefits support and advice with home energy costs.

We published our Annual Assurance Statement in October and a copy of it can be read here and on our website: www.abronhillha.org.uk.

We are very much looking forward to the handover of the new homes at Redwood Road in 2022.

Finally, 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 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

Craig Burns - Treasurer

Audrey Smith

William Noon - Elected 16/09/2021

Debbie Brown - Elected 16/09/2021

Julie Kelly – co-opted 30/09/21

Mary McGuire – resigned 04/02/21

Linda Black – resigned 24/06/21

Robert Brownlee – 27/05/21 resigned 31/08/21

We wish both Mary and Linda well in their retirements and a thank you to Robert for his support whilst on our Committee.

Finance Agents - FMD Financial Services Ltd

Internal Auditor - Quinn Business Solutions Ltd

External Auditor - Alexander Sloan Ltd

Funders - The Cooperative Bank and Bank of Scotland

Banking Services - RBS

Scottish Housing Charter Report 2020/21

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



Gross Rent Arrears

Abronhill HA 5.7%
Peer Group 3%
Scottish Average 6.1%

Days to re-let a house

Abronhill HA 89.3 days
Peer Group 21.3 days
Scottish Average 56.3 days

Hours to complete an Emergency Repair

Abronhill HA 2.0 hrs
Peer Group 2.5 hrs
Scottish Average 4.2hrs

% of reactive repairs carried out right first time

Abronhill HA 90 %
Peer Group 94.7%
Scottish Average 91.5%

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

Abronhill HA 92.3%
Peer Group 95.6%
Scottish Average 90.1%

Hours to complete a non Emergency Repair

Abronhill HA 6.8 days
Peer Group 3.5 days
Scottish Average 6.7 days

Peer Group:

Our Peer Group comprises 9 similar sized housing associations and co-operatives in Scotland.

Customer Service



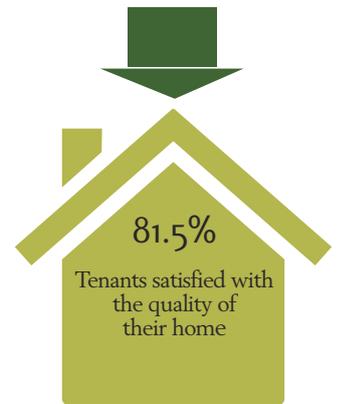
Managing Tenancies



Repairing Homes



Maintaining Homes



90.7%

Tenants feel that their rent offers value for money

94.7%

Tenant Satisfaction with the management of the neighbourhood

2 hrs

Average time taken to complete emergency repairs

54.5%

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



83.3%

Complaints responded to within timescales

2.5%

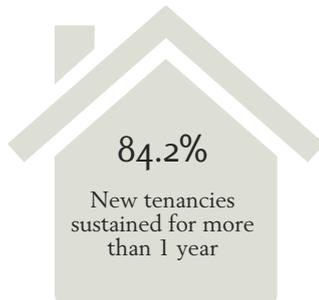
Rental Income lost due to houses being empty

90%

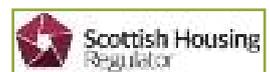
Reactive Repairs completed right first time

£13,419

Spent on planned maintenance and improvement works



Performance 2020/21



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>

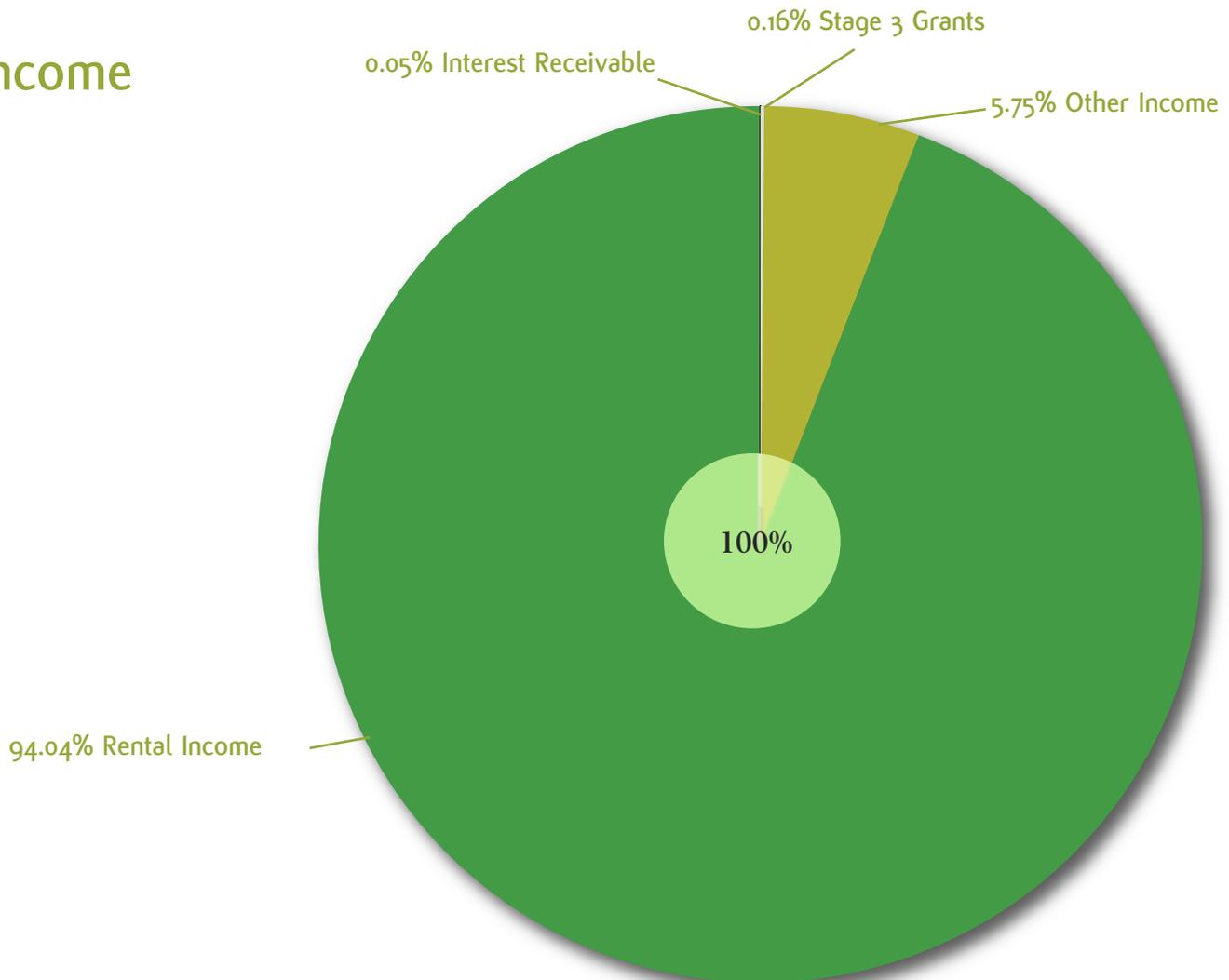
We are Members of the following organisations:



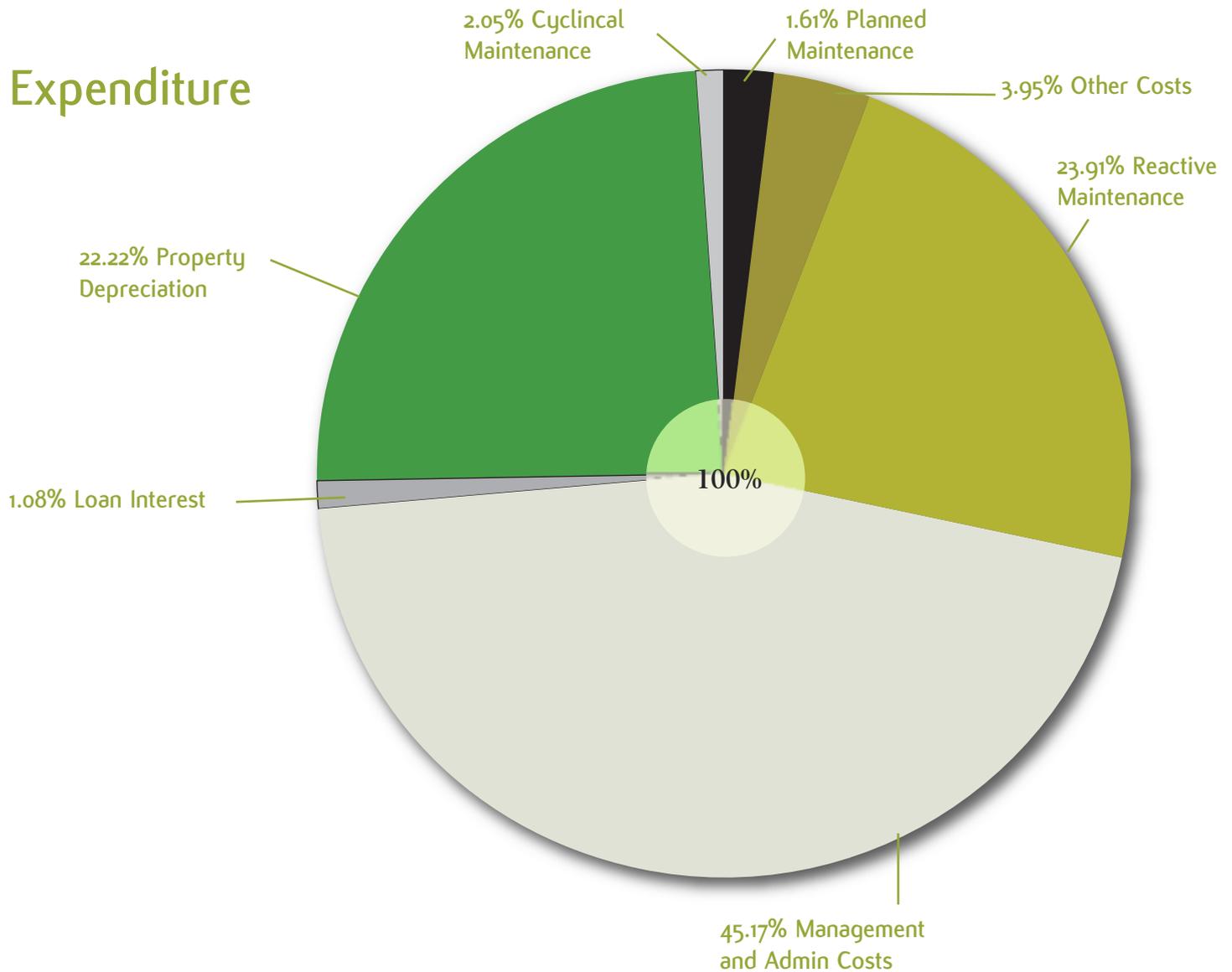
Financial Information

	20/21	19/20
REVENUE	£1,010,536	£994,438
OPERATING COSTS	£823,731	£835,299
OPERATING SURPLUS	£186,805	£159,139
OTHER NET COSTS	£8,466	£36,890
	£11,339	£234,249
* surplus adjusted for actuarial gains (losses) on defined pension plan	(£167,000)	£112,000
NET SURPLUS FOR YEAR	£11,339	£234,249

Income



Expenditure



Our Rents

At 31 March 2021 the Association owned 222 homes. The total rent due to the Association in the year was £975,620. We increased our weekly rents on 1 April 2021 by 1.7 % from the previous year.

Average weekly rents 20/21

Size of home	Number owned	Abronhill Housing Association	Scottish Average	Difference
1 apartment	1	£72.96	£73.61	-0.9%
2 apartment	51	£79.74	£79.48	0.3%
3 apartment	92	£83.04	£82.60	0.5%
4 apartment	48	£88.89	£89.81	-1.00%
5 apartment	30	£83.64	£99.97	-16.3%

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 99.46% of these safety checks within the anniversary date of the previous check. (One service was not completed within the anniversary date as the tenant had advised the Association that they had tested positive for Covid.) We would like to thank our tenants for their continuing co-operation in allowing access for this very important safety check.



Helping our Community Recover from the Pandemic Community Recovery Fund

In January 2021 the Association received funding of £14,450 from the Community Recovery Fund (CRF) to assist our tenants and local organisations. To date the CRF has assisted the following:

- 34 tenants with thermaflow electric heating systems received £250.00 towards their heating costs.
- 73 tenants who have children aged 16 or under received shopping vouchers to assist with their household expenses.
- £1000 has been donated to the local foodbank.
- £650 has been donated to the Cumbernauld Resilience Group who provide weekly pre-cooked meals primarily for the elderly and also provides emergency food parcels for the elderly and vulnerable.

A further £1500 has been allocated to the three Abronhill Primary Schools Parent Teacher Councils to allow them to enhance their outdoor play activities/spaces.





AFTAR - Advice for Tenants and Residents

Abrohill continues to offer tenants advice and support through our membership of AFTAR - Advice for Tenants and Residents Project. Whilst face to face appointments aren't possible from our office a full telephone service can be offered. Along with the Project's other partners – Forgewood Housing Coop, Garrion People's Housing Coop, Lanarkshire Housing Association, and Wishaw & District 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. You can call them on 01698 251981

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 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



Our Assurance Statement 2021

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.

These are summarised in the table below

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 below:

Standard	Description	Timescale for completion
1.Committee leads and directs the RSL to achieve good outcomes for tenants and other service users	Our services continue to be delivered by staff via remote working. From 1 November we will be restarting office based service delivery.	November 2021
1.Committee leads and directs the RSL to achieve good outcomes for tenants and other service users.	Due to tenant self-isolation we reported one gas servicing failure in October 2021.	Service successfully completed by end of October 2021.

In spite of the COVID-19 restrictions we have been able to maintain our commitment to continuous improvement and as part of our evidence review we have in place an Action Plan which will be completed by March 2022. The Committee is assured that none of these actions represent material instances of non-compliance. **Date of Meeting of Management Committee:** - 28 October 2021



Committee Members

During the year 3 new Committee Members joined – William Noon, Debbie Burns and Julie Kelly. Following our AGM in September 2021 we now have a Committee of 8 and are looking to recruit new members to further strengthen the Committee.

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



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



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.

New Build at Redwood Road-The old Woodcutter Pub site



Many of you will have noticed the ongoing development of new homes at the site of the Woodcutter Pub. The Association will be acquiring 36 new homes in March 2022 from Clyde Valley Housing Association.

The development comprises a mix of 2 and 3 bedroom flats and cottage flats. The scheme is being funded by a mix of Scottish Government grant and private finance from the Bank of Scotland.

If you would like to be considered for one these new homes please contact the Association's office to request a housing application form.

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.



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



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



We aim to provide good quality affordable housing...

If you need to report an emergency repair during the festive period or outwith office hours 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

INFORMATION IN OTHER FORMATS

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