



# ABRONHILL HOUSING ASSOCIATION

ANNUAL PERFORMANCE  
REPORT TO TENANTS  
2021 - 22

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 Abrohill Housing Association

 @Abrohill\_ha

visit our website at [www.abrohillha.org.uk](http://www.abrohillha.org.uk)

## A WORD FROM OUR CHAIR

### Welcome to Abronhill's Annual Performance Report for the year to the end of March 2022.



Hi, my name is Craig Burns, I am the new Chairman of Abronhill Housing Association, elected in September of this year.

First, I would like to thank the tenants for their continued support, patience, and understanding during what has been another difficult year as we've continued with our recovery from the Pandemic.

Despite many restrictions remaining in place until the end of last year I am pleased that the Association has managed to maintain its services throughout as well as reopening our office 5 days per week. This is a testament to the hard work and dedication of our director Stephen and our staff who have worked incredibly hard to ensure we continued to operate and minimise the inconvenience to tenants wherever possible.

During the year, the Association has been able to access funds which allowed us to direct financial support to some of our most vulnerable households, and our advice service AFTAR continues to offer welfare and benefit support and advice, including home energy costs.

In August we finally received handover of the 36 new

homes at Aspen Place, formerly the Woodcutter Pub site. Feedback from our tenants has been very positive and we are pleased to see the first new homes built by the association since Larch Place was completed in 2003.

Last, but not least, I would like to give a special mention to the committee members with specific reference to our out-going Chair, Paul Broadwith, who served as Chair for 4 years. As volunteers the committee provide their time, skills and experience for the benefit and betterment of Abronhill Housing Association. Their dedication provides the Association with strategic direction and a level of governance which delivers tenants and stakeholders of Abronhill Housing Association with a quality service.

Our Annual Assurance Statement is published in October and can be located 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](mailto:admin@abronhillha.org.uk) or call our office 01236 457948

**Craig Burns, 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

Craig Burns	- Chairperson
Raymond Russell	- Vice Chairperson
Iain Smith	- Secretary
Paul Broadwith	- resigned September 15/09/22
Audrey Smith	
William Noon	
Debbie Burns	
Julie Kelly	- elected 15/09/22
Gary Watson	- elected 15/09/22
Alison Peden	- elected 15/09/22

We wish Paul well and thank him for his support and leadership especially during the last 2 years.

Finance Agents	- FMD Financial Services Ltd
Internal Auditor	- Quinn Business Solutions Ltd
External Auditor	- Cheine+Tait
Funders	- Bank of Scotland
Banking Services	- RBS

During the year 2 new Committee Members were elected onto the Committee – Gary Watson and Alison Peden. Julie Kelly who was formerly a co-optee was also elected at our AGM. We now therefore have a Committee of 9 and are looking to recruit new members to further strengthen the Committee.

As mentioned in our Chair’s introductory remarks, Paul Broadwith who had been the Association’s chair for the last 4 years has stood down from the Committee. We wish to extend a heartfelt thanks for his work and support for the Association through a difficult period during the pandemic.

If you are interested in exploring this please feel free to get in touch with us! 01236 457948 or email [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk)

## SCOTTISH HOUSING CHARTER REPORT 2021/22



## 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.



### CUSTOMER SERVICE

### MANAGING TENANCIES

### REPAIRING HOMES

### MAINTAINING HOMES



Performance 2021/22



Abronhill 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>

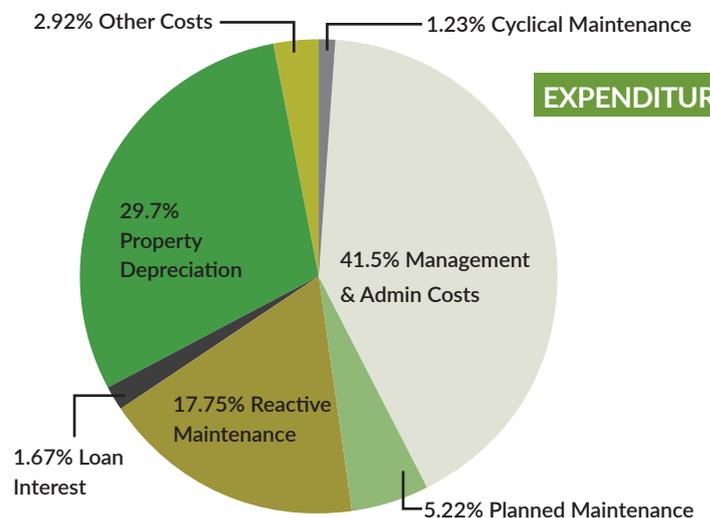
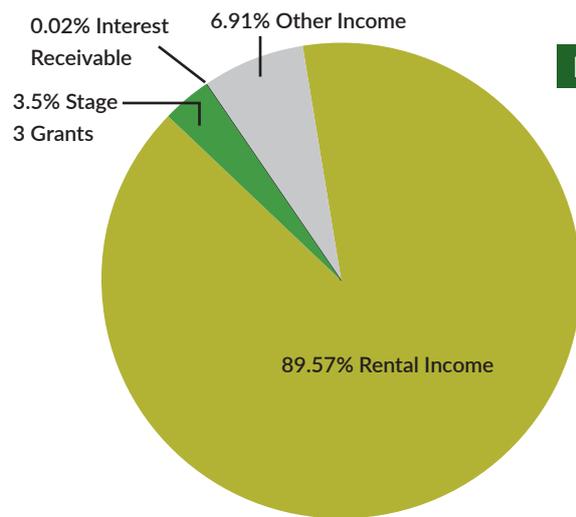
We are Members of the following organisations:

- 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

	21/22	20/21
REVENUE	1097982	1010536
LESS OPERATING COSTS	1075634	823731
<b>OPERATING SURPLUS</b>	22348	186805
LESS OTHER NET COSTS	20093	8466
	<u>2255</u>	<u>178339</u>
Adjusted relating to opening Pension Liability		
Actuarial Gains/(Losses) on defined benefit pension plan	96000	(167000)
<b>NET SURPLUS FOR YEAR</b>	<u>98255</u>	<u>11339</u>



## OUR RENTS

At 31 March 2022 the Association owned 222 homes. The total rent due to the Association in the year was £993,668. We increased our weekly rents on 1 April 2022 by **4.2 %** from the previous year.

Average weekly rents 21/22

SIZE OF HOME	NUMBER OWNED	ABRONHILL HOUSING ASSOCIATION	SCOTTISH AVERAGE	DIFFERENCE
1 apartment	1	£74.20	£75.95	-2.3%
2 apartment	51	£81.10	£81.32	-0.3%
3 apartment	94	£84.45	£84.18	0.3%
4 apartment	46	£90.40	£91.48	-1.2%
5 apartment	30	£85.06	£100.74	-15.6%



## 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 99.6% 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.

## 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 number of these that are outstanding and will be working to ensure all of our homes meet the necessary electrical standards by March 2023. We do however need the cooperation of our tenants in order to allow our contractor entry to your home to carry out the checks and for access to any follow up remedial works.

## 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. We also carry out annual checks of the our smoke and carbon monoxide detectors alongside our annual gas servicing programme.

## ANNUAL ASSURANCE STATEMENT 2022

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

### 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 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.

### Electrical Installation Condition Reports (EICRs)

We currently have a number of properties (50) where EICRs have not been obtained due to tenant access issues and due to inspections having been deferred due to Covid 19 restrictions. A further 66 properties are due to be

checked this current year. A plan for obtaining all outstanding certificates is in place and we are working with our contractor to ensure these are completed by the end of March 2023.



### Rent Levels and Financial Viability

As an Association we are committed to keeping our rents affordable and ensuring that they meet the needs of the local community and our own tenants in particular. The cost-of-living crisis places more pressure on the levels of rent increase in the future. The recently announced rent freeze for Registered Social Landlords has prompted us to review and revise our longer-term financial plans to ensure our ongoing viability. This will form the basis of our rent consultations with tenants over the next few months.

**27 October 2022**

**Craig Burns  
Chairperson**

**On behalf of the Management Committee**

## HELPING OUR COMMUNITY MEET RISING ENERGY COSTS

### Scottish Housing Fuel Support Fund

In February 2022 the Association received funding of £11,000 from the Scottish Housing Fuel Support Fund which is Scottish Government funding administered by the Scottish Federation of Housing Associations to assist our tenants with meeting rising energy costs at home

- 26 tenants with thermaflow electric heating systems each received £250.00 towards their heating costs.
- 174 households have received shopping vouchers, energy vouchers and cash vouchers to assist with their household expenses.

## AFTAR - ADVICE FOR TENANTS AND RESIDENTS

Abronhill continues to offer tenants and residents advice and support through our membership of AFTAR - Advice for Tenants and Residents Project. We are now offering face to face appointments.

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. You can call them on 01698 251981

## INVOLVING TENANTS

We are keen to involve tenants in the development of our key policies and to hear feedback from you on how we could improve our services. If you would like to be involved in any of our workshops, meetings, focus groups please let us know.



Ms. Peden and Ms. Christie attend a workshop on Managing Anti-Social Behaviour.



### 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
- Make referral to local food bank



## HOW AFTAR SERVICE CAN HELP YOU!

Below are two real life examples of how the AFTAR service is helping people now in these difficult and challenging times.

### AFTAR CASE STUDY 1

#### Presenting Issue

Client is single and lives alone in 1-bedroom property. They work full time but at time of referral client was off on sick leave and in receipt of Contractual Sick Pay. The client's health has steadily declined in terms of both physical and mental health.

#### Actions Carried out

Eligibility criteria explored for Personal Independence Payment.

Due to clients decline in health, AFTAR Adviser carried out a Home Visit to the client to help client complete their Personal Independent Payment (PIP) claim form.

#### Outcome

Client was awarded the highest level of PIP a claimant can receive (Enhanced Daily Living and Mobility components). Client awarded PIP for 3 years

This award would provide the client of an additional annual income.

**Total Client Financial Gain – over £11,000**

#### Energy Advice

Client was offered advice on energy efficiency and offered help to apply for energy vouchers.

#### Money Advice

Client has a number of non-priority debts. In house Money Advice Specialist reviewed all the options and recommended setting up affordable repayment plan. They are liaising with all the creditors.

### AFTAR CASE STUDY 2

The client was living with his daughter. The client was in receipt of Job Seekers Allowance (JSA), Housing Benefit (HB) and Council Tax Rebate (CTR). The client had approached the foodbank as he was trying to support himself and his daughter on around £140 per fortnight. The client was struggling to cover the costs of basic necessities such as gas, electricity and food.

A benefit check was carried out for the client which showed that the client was not in receipt of his full benefit entitlement. The client was advised that he was eligible for Child Benefit (CB) of £21.15 per week and Universal Credit (UC) of £215.15 per week, in addition to the CTR the client was already in receipt of. The client was provided with an overview of UC and how to claim. Adviser assisted with Universal Claim.

The client was also provided with two fuel vouchers from the Bureau.

The client was extremely grateful for the advice he received and felt that he would be better able to support his daughter.

#### Client Financial Gain:

UC- £11,187.80

CB-£1,099.80

Fuel Vouchers - £98



## Aspen Place



Our biggest achievement during the year was the completion of the Newbuild at Aspen Place. The development comprises a mix of 1, 2 and 3 bedroom flats and cottage flats. Developed by Clyde Valley Housing Association and built by S Wilson Homes the scheme is funded by a mix of Scottish Government grant and private finance from the Bank of Scotland.

We were delighted to handover keys to 36 new households and pictured below are Mrs Bambrick and Miss Ross who moved into their flats at the end of August.



## Abronhill Post Office

As many of you will know Abronhill lost its local Post Office which had operated in the Spar shop for some time. The Association successfully applied for funding from Awards for All in order to engage a consultant to explore the options for a community run post office service. The study reported back in July and has laid out what would be necessary for a local post office to be re-established. The Association is keen to assist the local community in finding a new provider for a post office service.



## 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.



## Planned Maintenance Investment

During the year we completed the follow works:

- 16 new boilers and 8 bathrooms
- 12 new boilers as part of our ongoing replacement of the Thermaflow boilers
- Close electrics upgrades
- Re-rendering works
- Front Door replacement
- Medical Adaptations

The total invested in our housing stock amounted to £57,237.



## 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.



## ABRONHILL HOUSING ASSOCIATION LTD **CHRISTMAS & NEW YEAR HOLIDAYS 2022**

Please note we will close at 12:30pm on Friday 23 December 2022 and re-open at 09:00am on Thursday 5 January 2023.

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

We aim to provide  
Good quality affordable  
Housing for people who want  
To live in abronhill by giving  
A high quality housing service  
Controlled by local people

### CONTACT US:

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