

welcome
to our 32nd
annual report



we're
building!



clydebank housing association

2016/2017

as at 31 March 2017



Chairman's Welcome	03	• Providing homes in Clydebank, West Dunbartonshire since 1985
Our Wider Role	04	• Manage and maintain 1,075 homes for rent and manage 49 shared ownership units
<i>Highlights:</i>		• We are factor to over 600 owner occupiers
April - June	05	• We let 97 properties in the year, completed 6 Right to Buy sales, 2 Shared Ownership buy-backs, 1 Mortgage to Rent purchase and 1 Open Market purchase
July - September	11	• We have 809 housing applicants on our waiting list
October - December	13	• We own and manage Centre81, in Whitecrook (see page 4)
January - March	15	• We have a wholly-owned subsidiary, CHA Power Ltd (see page 4)
<i>Performance:</i>		• Rental income of c. £3.8 million received in year to 31 March 2017
Finance	16	• 33 staff employed (full time equivalent is 29) including caretakers, cleaners, Centre81 and 4 temporary staff. We had 2.7% of days lost through staff absence in the year
Maintenance	19	• Run by a Management Committee made up of volunteers. There were 13 Management Committee members whose attendance at meetings for the year was 79%
Housing Management	22	• Low engagement from the Scottish Housing Regulator (March 2017)
Complaints	24	• 1 Registered Tenants Organisation, Radnor Park Multis Tenants and Resident Association and 1 Tenant Panel
Associates	25	• 94% of tenants are satisfied with the quality of services we provide
Centre81 Funders	25	• We commenced on site with a 44-unit development for rent at Graham Avenue
Staff	26	
Committee	27	

Welcome

from the Chairman

Well it's been another busy year for both staff and committee in all aspects of our business as we continue to both address the challenges and limit the impact of welfare reform for the Association and our tenants. Significant effort and resources continue to be spent on tackling current and former tenant rent arrears and supporting our tenants to sustain their tenancies.

Again this year, in recognition of the financial difficulties many of our tenants and other customers are experiencing, we have concentrated on providing as much assistance as possible through our welfare rights service delivered by Clydebank Independent Resource Centre. A further £330,000 of regenerated income has been secured for our tenants and other customers as a direct result of the service. Additionally, we are very proud of our many employability, educational and environmental activities delivered at Centre81 in collaboration with our various partners and which the community, including Clydebank HA tenants, have benefitted from.

In terms of regeneration income, we successfully secured over £129,000 last year in grant funding from various sources including the Scottish Government's People and Communities Fund and Climate Challenge Fund, Glasgow Airport Flight Path Fund and Big Lottery Awards for All to deliver these worthwhile projects in the heart

of our community. I'd like to thank all our funders who have supported our activities over the years and who recognise our desire and commitment to provide more than bricks and mortar. Our Centre81 project has now received over £533,000 of Scottish Government funding alone since 2011 and we thank Community Links Scotland for their valuable contribution in helping us to achieve this.

I am also delighted to report that our Graham Avenue development is progressing well towards the programmed completion date of March 2018. The £5.1million design and build contract in partnership with AS Homes, consists of 44 housing units for affordable rent. The 20 one bedroom and 20 two bedroom flats and 4 two bedroom wheelchair adapted flats are being funded by both private finance from CAF Bank and Scottish Government grant via its Affordable Housing Investment Programme.

With over 800 applicants on our waiting list, I am also pleased to re-affirm the Association's commitment to increase the number and diversity of our stock through further development activity. We are currently working with the local authority and the Scottish Government to secure at least 50 affordable housing units at the Queens Quay development in partnership with Cube Housing Association as well as exploring other potential opportunities with developers.



We are pleased that in a recent survey of over 400 tenants, tenant satisfaction with our overall service although slightly down on the previous survey, is still at 94%. Furthermore, our new Tenant Panel has undergone extensive training, has dealt with 2 issues throughout the year and also assisted in reviewing and setting of our overall performance targets for 2017/18. We were again classified as "low engagement" by Scottish Housing Regulator in March 2017.

Please read on to learn more about our activities, performance and achievements in 2016/17.

Tom McCormack
Chairperson
October 2017

Our Wider Role

Centre81



We own and manage Centre81, our regeneration centre in the heart of our community which opened in 2008.

The Centre is home to Gym81, has an outdoor sports & play area. We run our own classes and classes in partnership with others, mostly free, including health and fitness, IT, confidence building, employability and ESOL courses.

We provide office space to a range of organisations, rooms for hire, youth and school holiday activities, weekly bingo and lunch club, community arts and much more.

It has a community garden and a community café, Café81.

CHA Power Ltd



In 2005, following consultation with tenants, we set up CHA Power Ltd, a wholly-owned subsidiary, to provide energy efficient and affordable heat and hot water through a Combined Heat and Power system (CHP).

It now provides unlimited heat and hot water to over 360 two bedroom multi-storey properties, for just £11.95 (incl. 5% VAT) a week (as at 1 April 17)) and also supplies the local church.

Clydebank Social Economy Centre



We own and manage Clydebank Social Economy Centre (SEC) which opened in 2005. The SEC provides quality, inclusive accommodation for social economy, voluntary sector and community businesses.

The SEC, situated in the centre of Clydebank, is a refurbished 5,000ft² building which currently offers accessible office, boardroom and meeting facilities at excellent rental rates throughout the year.

We are delighted that, at present, the majority of the office space is rented to Community Links Scotland and the Citizens Advice Bureau. The SEC also hosts a disaster recovery suite for local housing associations.

Demolition Commences



Demolition of the former La Scala cinema, Graham Avenue, commenced as part of our £5.168m design and build contract with partnership with AS Homes (Scotland) Ltd.

Once completed, the development will consist of 44 energy efficient flats for affordable rent, including 4 two bedroom wheelchair adapted flats.

The development has been funded by both private finance and Scottish Government grant via its Affordable Housing Investment Programme.



Association Low Risk



We were pleased to be classified as low engagement by the Scottish Housing Regulator again this year. This means they are satisfied with the information we provide regarding our financial health and management of our Association and will therefore have a low/routine level of contact with us for the year ahead.

Tenant Satisfaction High



Results were received from our 2015/2016 Tenant Satisfaction Survey.

280 tenants took part in the surveys carried out by independent company, Research Resource.

We exceeded our tenant satisfaction levels from 2013 in all but one area and took on board useful ideas, comments and feedback received.

Highlights included:

96 % were satisfied with our overall performance

98 % thought we were good at keeping them informed

92 % satisfied with the repairs service

The workmen did a great job, cleaned up after themselves and were very courteous in their manner.

Our Highlights

Low Rent Increase



We applied a low rent increase of 1.7% which would still enable us to continue to provide competitive and affordable rents, as well as allow for future investment in the maintenance of our housing stock.

A proposed increase of between 1.7% and 3% went out to tenants for consultation and we were delighted that 96 responses were received! Of those who responded 93% were satisfied with the information provided and 85% understood a rent increase between 1.7% and 3% was necessary. The Scottish average rent increase was 1.88% West Dunbartonshire Council's was 4%.

Scottish average rent increase was 1.88% West Dunbartonshire Council's was 4%.

Living Wage Accredited



We have paid the living wage since April 2010 and became officially accredited in 2016. The Living Wage is an hourly rate set independently and updated annually, based on the cost of living in the UK.

We believe that every member of staff deserves a Living Wage and we are so proud to be part of such an ethical movement, one which fits so well with our aim to be a responsible, thoughtful employer that values our staff and best practice.

Annual General Meeting Success



We were delighted at the success of our 31st AGM and Social Event held at Centre81, Whitecreek, on 30 June 2016.

46 (28%) of our shareholders attended and heard what we had achieved during the year, plans for the year ahead and also reviewed our annual accounts.

After the business of the meeting, shareholders and their partners/friends joined staff and voluntary management committee members at our annual social event sponsored by some of our maintenance contractors.

I couldn't praise the roofing contractor highly enough. They worked non-stop, were very tidy workers and their workmanship was first class.

Working with our Residents Group



We attended the Annual General Meeting of our only residents association, Radnor Park Multis Tenants and Residents Association, held their Annual General on 9 May 2016.

Our Chief Executive, Housing and Maintenance Managers as well as the Communications Officer, were delighted to attend to update the residents on our activities and plans for the year ahead and take questions from the floor.

New Estate Caretaker



Alan Thompson joined us in the new role of temporary part-time Estate Caretaker in April.

The Association introduced this new role as they recognise that tenants have the right to live in a clean and safe environment and this role is to assist the Association to achieve this. Alan is based in the Housing Management team.

New Housing Assistant



We were also delighted when Lynne McKenzie joined us as a part-time Housing Assistant in March for a year. Lynne works the second half of the week and complements our Housing Management team.

This post was created to address the increased workload within the Housing Management section as a result of welfare reform and associated issues.

I want to thank staff for all their help and advice with dad moving house due to health issues. It has made such a difference to dad's life

Daughter of tenant, Central Clydebank

Our Highlights

April - June

Owners Satisfied with Service

WE'RE LISTENING

We were very pleased when results from our Owner Satisfaction Survey, carried out by an independent company, were received. 100 owners took part in our owner satisfaction survey and were asked how satisfied or dissatisfied they were with the factoring services provided by us. 90% replied very or fairly satisfied.

This satisfaction with the factoring service exceeded our 2014 result (70% / 56 owners). We still continue to strive to improve upon this by providing the highest standard of service and addressing issues promptly and efficiently.

People & Communities Fund



We were delighted to secure £103k from the Scottish Government People and Communities Fund to continue our 'Confident Clydebank' project at Centre81. The funding enabled us to run IT Classes, employability sessions, weekly autistic sports & arts club and more. Over 750 people have benefitted.

Pictured: some of the ladies who secured 4 units from National 5 Early Years Care & Education Confidence classes with West College Scotland delivered at Centre81.

Grow Your Own Garden



We were delighted to have received £23,960 from the Scottish Government Climate Challenge Fund for our new "Grow Your Own Garden Project".

The project helped and encouraged over 200 people to reduce their carbon footprint and adopt a healthier lifestyle by growing fruit & vegetables in underused gardens, using the community garden, encouraging cycling and walking, cookery classes and much more.



Thanks to CHA for all their help. Staff were very good at responding quickly



La Scala, which opened its doors on 14 February 1938, drew crowds of more than 2,000 to hit movies such as “The Wizard of Oz”. The prominent building on the Clydebank skyline surprisingly survived the Clydebank Blitz in March 1941 whilst thousands of homes around it were reduced to rubble. The venue went through many refurbishments and closed its door in 2006 after lastly serving as a bingo club and snooker hall.

Having lain derelict for a decade, the building had deteriorated badly. With demolition complete, our 44 flats will hopefully bring a new lease of life to a site which was home to one of Clydebank’s most iconic buildings.

La Scala pictured in 1953. Image, also used on front page, courtesy of West Dunbartonshire Libraries & Cultural Services

Our Highlights

Volunteers' Long Service Awards



We thanked Dorothy for her valuable contribution to Clydebank HA. Dorothy Bain (pictured) served on our Management Committee of volunteers for 5 years but stepped down after our Annual General Meeting (AGM).

Other Members celebrating 5 years' service at the AGM were Patricia Betty, Pat McGinley and Chris Morgan.

Consultation Prize Draw



Mrs McCulloch of Central Clydebank, was picked out as the winner of our annual consultation draw. Anyone who replies to our questionnaires, surveys etc. throughout the year is automatically entered into the prize draw to win £50 of grocery vouchers.

We thank all our tenants and customers for their valuable responses.

New Maintenance Assistant



We welcomed Debbie Brown to the Maintenance team for a year in August to cover the maternity leave of Sam Joyce. Debbie settled in very quickly and assisted in the delivery of our maintenance service to tenants and owners.

Every dealing I've had with the factoring team has been excellent. Other factors could do with taking a leaf out of your book!

Community Growing Project



Our Whitecrook Children's Community Growing Project, funded by Community Food and Health (Scotland) kicked off during the Easter School holidays and concluded during the Summer holidays. Over 100 people benefitted. The project delivered a programme of gardening and healthy eating workshops to enable primary age children to participate in garden focussed activities throughout the year.



Trainee Position Filled



We were delighted to welcome Rae Carruthers who was successful in securing the position for a two-year traineeship in our Maintenance Department.

Rae assists the Maintenance Team with processing tenant repairs and admin duties and will participate in a programme of maintenance and customer service training.

Fantastic Focus Groups



We'd like to thank the tenants (some pictured) who took part in several Focus Group meetings relating to the review of our Social Work Adaptations & Repairs and Maintenance Policies.

Over the 3 meetings many improvements to the services and the policy were suggested and incorporated into the new Policies.

Thank you to the Association for the help they provided when I developed rent arrears during a time of addiction.

Accreditation & Award



We were successful in meeting the criteria to become a 'Disability Confident' employer. The scheme is accredited by the Department of Work and Pensions and supersedes the 'Two Ticks' Positive About Disabled People scheme.

We were also delighted to add IIYP Gold to the Association's list of achievements, which highlights the Association's commitment to young people both within the organisation and in the community.

Oodles of Art



Over the summer holidays we ran an Oodles of Art free art and creative fun project. The classes were a great success with 22 children attending. We were delighted to be able to deliver this holiday activity with £2,500 funding from Glasgow FlightPath.



Great Gala Day



The sun was shining for our annual Centre81 Community Gala Day, in July 2016 and we welcomed over over 500 local residents to this amazing partnership event!

Crowds were entertained by dancing, bouncy castles, face painting, glitter tattoos, funfair rides, BBQ, community garden produce samples and more.

Image © Owen McGuigan

I'm a young tenant and this is my first property. Thanks for sorting the hot water and for all the assistance and communication

Our Highlights

October-December

7th Community Clear Out



The 7th community clear-out day at Radnor Park took place in October, in partnership with Radnor Park Multis Tenants and Residents Association. As always, this was a great opportunity for our multi storey tenants to get rid of any unwanted items and this year 12.7 tonnes were disposed of and 5 tonnes (40%) of this was recycled by WDC's Waste Services Department.

Thanks to RPMTRA who provided all the helpers with a delicious lunch. Also thanks to Roddy, Scott and team from West Dunbartonshire Council for their assistance.

West
Dunbartonshire
COUNCIL

Radnor Park
Multis Tenants
and Residents
Association

Great Clydebank Bake Off



We raised £130 at our staff bake off in aid of Macmillan Cancer Support. Well done to Ali Mailey who won on the day for her delicious yogurt and blueberry loaf.

Our staff are delighted to participate in this annual event and we are grateful to all who come along.

**WE ARE
MACMILLAN.
CANCER SUPPORT**

9th Tenant Conference



We held our 9th Tenant Conference on Tuesday 29 November at Centre81. We were so pleased that 27 tenants spent the day with us discussing rent and what we consider when we review rent and service charges.

These events really help us with our decision making processes and we thank all who took time out of their day to attend.

So pleased with my new kitchen and bathroom! Contractors were very pleasant and hardworking and staff were helpful

Tenant, Central Clydebank

Annual Report 2016-2017

Tenant Panel Report



A huge thanks to our Tenant Panel (some pictured out with staff), made up of 6 tenants, who spent many an hour throughout the year looking in detail at our Estate Management processes, particularly the provision of services in closes and common areas. Many of the recommendations have already been incorporated into our practices.



La Scala Apartments



As the year draws to a close and demolition work is complete, work begins on our 44-unit development on our Graham Avenue site. The development is to be named La Scala Apartments as requested by our voluntary Management Committee and agreed by the Council's Building Standards department, in light of the La Scala cinema having previously occupied the site.

Centre81 Festivities



We held our Centre81 annual Christmas Lunch on 8 December where 46 people enjoyed a 3 course festive lunch and refreshments. After lunch followed a free raffle and prize bingo.

Earlier in the week, Santa had taken time out of his very busy schedule to pay a visit to the Centre81 Christmas Fayre. The event raised £450 for our 'Community Pot' which helps us to provide activities and events for the local community at Centre81.

The new foyer looks great. I'm really impressed with it!

Our Highlights

January - March

We're out to Lunch!



Staff were delighted to receive an invite to the Radnor Park Multi-Tenants and Residents Association (RPMTRA) community lunch in January, held at Radnor Park Church. RPMTRA is our only Registered Tenants Organisation and we enjoy supporting their activities whenever we can.

All staff had a wonderful time and enjoyed meeting with, chatting and getting to know residents.



New Development Info Day



We held an open day in March to provide details to local residents of our development on Graham Avenue. Our staff provided application forms, advice on the allocation of the properties and were able to show flat layouts and plans.

We held the day in partnership with West Dunbartonshire Council who also had a development in progress on a neighbouring site.



Thank you for all the help and assistance provided to me during the shared ownership buy-back process

Former sharing owner, Central Clydebank

Silver Award for Radnor Park



Our 7 multi-storey flats at Radnor Park were accredited with "silver" in the National Awards for Environmental Excellence by Keep Scotland Beautiful, home to a third of our tenants. The award acknowledged our continued commitment to improving environmental quality and made us the second in the housing sector in Scotland to receive the commendation.

We continue to work together with residents to maintain and hopefully exceed this standard to ensure the area remains desirable for tenants.



Annual Report 2016-2017

KEY FINANCIAL RESULTS

- £3.8m received in rental income with a 1.7 % rent increase applied in 2016/2017. £318k of income was received for our other activities (wider role, factoring etc.)
- £80k received in bank interest and average rate of interest receivable was 1.2 % (2016: 0.9 %).
- £3.7m was spent providing housing services and maintaining the housing stock. £396k was spent on our other activities (wider role, factoring etc.)
- Over £765k was spent on Major Repairs in the year
- £79k was paid in loan interest and average rate of interest was 2.49 % (2016: 2.61 %).
- The Association remains in a strong financial position with significant cash deposits available to fund its major repair investment programme over the next year and beyond.

EACH £1 OF INCOME

How each £1 of income was spent	2016/2017	2015/2016
Direct costs:		
Major Repairs	£0.18	£0.30
Routine Repairs	£0.12	£0.12
Cyclical Repairs	£0.05	£0.05
Services	<u>£0.02</u>	<u>£0.02</u>
Total Direct Maintenance Costs	£0.37	£0.49
Other costs:		
Staff salaries	£0.22	£0.22
Office overheads	£0.07	£0.06
Interest on loans	£0.03	£0.04
Other Activities*	£0.08	£0.08
Property Insurance	£0.02	£0.02
General Expenses	£0.02	£0.02
Bad debts/voids	£0.01	£0.01
Surplus back into reserves	£0.18	£0.06
TOTAL	£1.00	£1.00

SECTION STAFF TRAINING & DEVELOPMENT

We maintain the principles of Investors in People and ensure members of the Finance & Admin section attend professional courses/training events during the year. This year staff attended:

- IPRM Factoring qualification
- CIH Level 2 qualification
- SFHA Factoring Conference
- SFHA Procurement Conference
- Charity Conference (Digital IT topics)
- Stress Management for Managers
- Notifiable Events
- SHN Value for Money Forum
- CIH Conference Housing Festival
- Customer Service
- Website training
- Defibrillator training
- Fire & Manual Handling Training
- Smart Meter Training

SUMMARY OF THE STATEMENT OF FINANCIAL POSITION

The Association's financial results to 31 March 2017 are detailed in the separately bound annual accounts, which are available on request at the Association's offices. Our accounts are audited and it is our Auditor's opinion that they are properly prepared and give a true and fair view of the Association's affairs.

Detailed below is a brief summary of the Statement of Finance Position (formerly called Balance Sheet) as at 31 March 2017.

ASSETS	£'000	£'000	Non-Accountants' Guide
<u>Non-Current Assets</u>			
Housing Properties:			The cost of all our houses
Gross cost less depreciation	26,002		Office premises/computers/furniture
Other Non-Current Assets	<u>3,155</u>		
		29,157	
Investments		330	
<u>Current Assets</u>			
Receivables	860		Money owed to us from debtors
Bank/Cash	<u>6,798</u>		Money in the bank
	7,658		
Less: Current Liabilities	(1,736)		Money we owe to others (less than 1 year)
Net Current Assets		<u>5,922</u>	
Total Assets less Current Liabilities		35,409	
Less: Long Term Creditors		(2,829)	Money we owe to others (more than 1 year)
Less: Deferred Grant Income		<u>(15,670)</u>	Grants received towards the costs
NET ASSETS		<u>16,910</u>	
Funded by:			
Revenue Reserves		<u>16,910</u>	Money set aside to pay for future major repairs
TOTAL EQUITY		<u>16,910</u>	







Our Performance

in Finance (continued)








INCOME AND EXPENDITURE

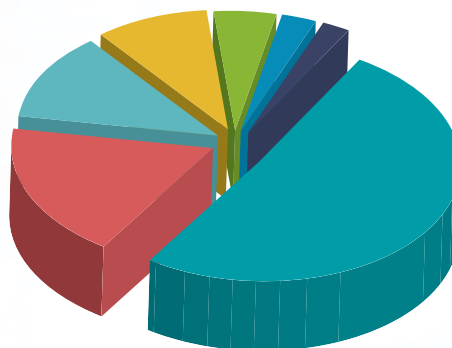
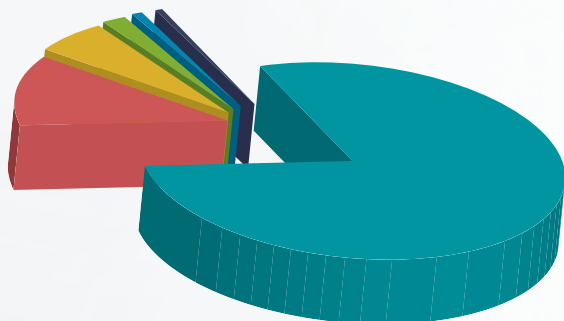
Income and expenditure associated with our housing stock for the financial year to 31 March 2017 is as follows:

Income from 2017 Accounts £4,809,653

	Rents & Service Charges	79.0%
	Release of Grant Income	12.0%
	Other Income (Grant)	6.0%
	Bank Interest Received	1.7%
	CHA Power Surplus	1.0%
	House Sales	0.3%
		<hr/> <hr/>
		100.0%

Expenditure from 2017 Accounts £3,503,811
 EXPENDITURE including Capitalised Major Repairs £4,185,396

	Management Expenses	51.0%
	Major Repairs (Direct)	18.0%
	Routine Maintenance (Direct)	12.0%
	Other Activities	9.0%
	Cyclical Maintenance (Direct)	5.0%
	Interest on Loans and Finance Charges	3.0%
	Services	2.0%
		<hr/> <hr/>
		100.0%



Our Finance & Admin Team



Clydebank Housing Association

Our Performance *in Maintenance*

We carry out repairs under various categories and provide statistical information to the Scottish Housing Regulator on some of these. The categories and our performance are as follows:

REACTIVE REPAIRS - Repairs which tenants report to us	2016/2017	2015/2016
Number of reactive repairs (excluding emergency repairs)	3,540	3,994
Number of reactive repairs completed right first time	3,437	3,925
Percentage of reactive repairs completed right first time	95.8%	98.3%
Average length of time to complete a reactive repair	5.33 days	3.61 days
Number of repairs appointments made	1,171	1,921
Percentage of appointments kept	92.1%	100%

VOID REPAIRS - Repairs to empty properties before they are re-let	2016/2017	2015/2016
Number of void repairs	722	670
Percentage of void repairs completed within target	100%	100%

EMERGENCY REPAIRS such as fire, flood, reported when the office is closed	2016/2017	2015/2016
Number of emergency repairs	288	257
Percentage of emergency repairs completed within target (4 hours)	100%	97.67%
Average length of time to complete emergency repairs	1.64 hrs	1.67 hrs

CYCLICAL REPAIRS - Repairs programmed at regular intervals	2016/2017	2015/2016
Number of cyclical repairs	453	414
Percentage of cyclical repairs completed within target	100%	100%

MAINTENANCE SPEND A breakdown of our maintenance spend is:

Repair Type	Description	Spend
Routine repairs	These are repairs which are carried out on a reactive basis and include voids.	£434,165
Major repairs	This included bathrooms, central heating systems and roof refurbishments.	£765,790
Cyclical repairs	This included gutter cleaning, electrical inspections, open space maintenance, gas safety inspections, lift and laundry maintenance and water tank testing.	£222,467
Service costs	Communal electricity, landscape maintenance and caretaker costs. A portion of which is covered through the rent / factoring charges with the remaining costs allocated to routine maintenance	£126,982
TOTAL		£1,549,404

MAJOR REPAIRS

Over £765k was spent on Major Repairs in the year, including the renewal of close doors, kitchens, bathrooms, foyer refurbishments and structural repairs, as follows:

- 60 new kitchens and bathrooms at Ian Smith Court/ Fleming Avenue and 15-27 Bannerman Place (pictured)
- 28 close entrance doors fitted at Kilbowie Road, Alexander Street, Whitecrook Street and 161-173 Dumbarton Road
- Roof renewal at 4 mixed tenure four-in-a block properties in Linnvale (at the request of owner occupiers)
- Foyer at Lusset View as a pilot ahead of scheduling similar works to the remaining 6 blocks for the coming year



EESHS PROGRESS

An Energy Efficiency Standard for Social Housing (EESHS) has been set to ensure social landlords like us provide warmer, more energy-efficient homes for our tenants. We are working towards achieving these ratings by the first milestone in 2020.

	2016/2017	2015/2016
Number of properties in ownership	1075	1077
Percentage which achieve the EESHS rating	63.8 %	61.7 %

GAS MANAGEMENT

Tenant safety is paramount. We have a legal duty to carry out gas safety inspections each year in properties with gas appliances and the following table shows performance against target.

	2016/2017	2015/2016
Number of gas services due	543	580
Completed within timescale	99.8 %	100 %

POLICY REVIEWS

The following policies were reviewed during the year:

- Repairs & Maintenance
- Right to Repair
- Compensation for Improvements
- Social Work Adaptations
- Rechargeable Repairs
- Procurement

We thank the tenants who participated in focus groups for the Repairs & Maintenance, Social Work Adaptations and Rechargeable Repair policy reviews.

MEDICAL ADAPTATIONS

During the year we carried out 26 medical adaptations. These adaptations allow tenants with changing physical needs to continue living in their home. We secured £32,500 grant funding from the Scottish Government to fund these installations.

SECTION STAFF TRAINING & DEVELOPMENT

We maintain the principles of Investors in People and ensure members of the Maintenance section attend professional courses/training events during the year. This year staff attended:

- HNC Construction Management
- IPRM Factoring Qualification
- Emergency First Aid at Work
- Property Management Conference
- City & Guilds – Heating, Lighting & Power module
- Consortium Procurement
- Delivering Great Customer Service
- Factoring Conference
- Gas Safety Awareness
- Tackling Fuel Poverty

Some of our Maintenance Team



The table below shows our performance in various Housing Management functions, as reported to the Scottish Housing Regulator through the Annual Return on the Charter (ARC), compared to our targets for the year and our previous years' performance. As can be seen, we achieved most of our agreed targets. We always try to find ways to continually improve and ensure that the services we offer provide maximum benefit, as well as value for money to our tenants and customers alike.

Indicator	Performance at 31 March 2017	Target to 31 March 2017	Within Target	Performance at 31 March 2016
Maximum rent loss on vacant properties	0.44 % of annual rental income	0.9 % of annual rental income	Yes	0.48 % of annual rental income
Non-technical rent arrears* (current tenants as % of the total annual rent receivable)	1.1 %	1.1 %	Yes	0.98 %
Gross arrears (non-technical* and former tenant)	2.77 %	2.0 %	No	2.06 %
Number of calendar days to let a property	18.9 calendar days	15 calendar days	No	15.5 calendar days
Processing of housing application forms	7.6 calendar days	15 calendar days	Yes	8.5 calendar days
Investigating neighbour complaints:				
Category A (Extreme)	0 received	1 working day	N/A	0 received
Category B (Serious)	100 % within timescale (8)	5 working days	Yes	100 % within timescale (13)
Category C (Dispute)	100 % within timescale (27)	15 working days	Yes	100 % within timescale (40)

* Non-technical arrears are arrears that are due to a tenant not paying their rent. They do not include any arrears due to late payment of housing benefit

ADDITIONAL INFORMATION

- We received c. £3.7m in rent this year (excluding shared ownership rental income)
- We have 809 housing applicants on our waiting list
- We served 8 Notice of Proceedings in the year for anti-social behaviour (ASB)
- We evicted 1 tenant for anti-social behaviour
- 4.3 % of our tenants have arrears of 1 month or more
- 1.3 % of our tenants have arrears of 3 months or more
- We referred 26 tenants for money advice/to health agencies
- We referred 24 tenants to the Homeless Support team in the year



in Housing Management

Breakdown of our 97 lets 2016/2017

By points		By area		By new tenant employment status		By new tenant age		By Ethnic Origin	
Homeless	38	Central	36	Employed	51	16-17	0	White Scottish	87
Existing housing list	47	Radnor Park	35	Unemployed	23	18-29	39	White other British	5
Transfer	12	Whitecrook	14	Retired	12	30-49	25	Polish	2
Other	0	Linnvale	11	Long term sick	8	50-59	17	African	1
		Drumry	1	Student	3	60+	16	Other White	2
	97		97		97		97		97

These figures show that we are rehousing a variety of housing applicants with different needs as well as complying with our legal obligation under the Housing (Scotland) Act 2001 to house people with high levels of housing need.

SECTION STAFF TRAINING & DEVELOPMENT

We maintain the principles of Investors in People and ensure members of the Housing Management section attend professional courses/training events during the year. This year staff attended:

- Smart Meters
- Allocations
- Customer Service
- Chartered Institute of Housing Level 3
- Hometeam/Housing IT
- Benefits
- Digital IT
- Anti-Social Behaviour
- Using a Defibrillator

Some of our Housing Management Team



1 April 2016 - 31 March 2017

COMPLAINTS INFORMATION

The following tables outline our complaints information for the year.

ALL COMPLAINTS	1ST STAGE		2ND STAGE	
	Number		Number	
Carried forward from 2015/2016	1		1	
Equalities related issues	0		0	
Other issues	81		8	
Total number of complaints	82		9	
	Number	% age	Number	% age
Responded to in full	81*	99 %	9	90 %
Upheld	38	46.9 %	7	78 %
Responded within SPSO timescales	81*	100 %	7	78 %

COMPLAINTS - EQUALITIES	1ST STAGE		2ND STAGE	
	Number	% age	Number	% age
Total number of complaints received	0	N/A	0	N/A
Total number responded to in full	0	N/A	0	N/A
Complaints upheld by landlord	0	N/A	0	N/A
Responded within SPSO timescales	0	N/A	0	N/A

COMPLAINTS - OTHER	1ST STAGE		2ND STAGE	
	Number	% age	Number	% age
Total number of complaints received	82	N/A	9	N/A
Total number responded to in full	81*	99 %	9	90 %
Complaints upheld by landlord	38	46.9 %	7	45 %
Responded within SPSO timescales	81	100 %	7	88 %

* 1 complaint received 31 March so will be included in next years' table

SOME SERVICE IMPROVEMENTS

- General customer care improvements, improved working between departments and staff reminded of customer care standards/response times
- Better communication between maintenance staff and contractors and contractors reminded of our standards and timescales
- Realistic timescales for major repairs works and improved communication with tenants

DEFINITIONS

- **Responded to in full** - where CHA has either met the service user's expectations or, where this is not appropriate, provided a full explanation of our position
- **Upheld** - where we consider the case put to us and decide in favour of the complainant. (Apology communicated - CHA accepted service failure & then rectified)
- **Responded within SPSO timescales** -
1st stage (Frontline) - within 5 working days, 2nd stage (Investigation) - within 20 working days

Memberships & Registrations

Scottish Federation of Housing Associations (SFHA)
Chartered Institute of Housing Scotland (CIH)
Employers in Voluntary Housing (EVH)
Tenant Participation Advisory Service (TPAS)
Homeswapper
SHARE
Scotland's Housing Network
Glasgow & West of Scotland Forum (GWSF)

Accredited by:

Investors in People (Scotland)
Investors in Young People
Disability Confident

Registered with:

OSCR (Scottish Charity No. SC033962)
Scottish Housing Regulator (No. HAL 86)
Scottish Government as a Property Factor (No. PF000231)
Industrial and Provident Societies (No. 2191RS)
Information Commissioner's Office Scotland

Solicitors & Auditors

Solicitors

Boyle Shaughnessy
94 Hope Street
GLASGOW G2 6QB

Brechin Tindal Oatts
48 St. Vincent Street
GLASGOW G2 5HS

T C Young

7 West George Street
GLASGOW G2 1BA

External Auditors

Alexander Sloan
38 Cadogan Street
GLASGOW G2 7HF

Internal Auditors

Wylie & Bisset LLP
168 Bath Street
GLASGOW G2 4TP

Centre81 Funders

With special thanks to our Centre81 funders and partners, as without their support, we would not have been able to deliver worthwhile activities and services for the benefit of our community. Particular thanks to Community Links Scotland for their valuable assistance in securing funding.



Scottish Government
Riaghaltas na h-Alba
gov.scot



LOTTERY FUNDED



AWARDS
FOR ALL
SCOTLAND

LOTTERY FUNDED





Sharon Keenan
Chief Executive

Housing Management

Joe Farrell
Housing Manager

Catherine Banks
Housing Officer

Stacy Shaw
Housing Officer (PT)

Fiona Campbell
Housing Assistant (PT)/
Housing Officer (PT)

Joan Craig
Housing Assistant

Lynne McKenzie
Housing Assistant
(P/T)

Margaret McKeitch
Clerical Assistant

Alan Thompson
Estate Caretaker

Maintenance

Alison Macfarlane
Maintenance
Manager

George Stevenson &
Jack Devlin
Maintenance Officers

Chato Chilambwe,
Debbie Brown &
Sam Joyce
Maintenance
Assistants

Rae Carruthers
Maintenance Trainee

Jim Inglis
Caretaking Supervisor

Donnie McDonald &
Charlie Kane
Caretakers

Finance & Administration

Lynette Lees
Finance Manager

Fiona White
Finance Officer

Michael McLaughlin
Finance & IT
Assistant

Janet Dunphy
Senior Admin
Assistant

Ali Mailey
Senior Admin
Assistant (PT)

Heather MacLeod
Admin Assistant (PT)

Drew McDougall
Clerical Assistant

Ann Doris &
Margaret Allan
Office Cleaners

Communication & Wider Role

Sinéad Boyle
Communications
Officer

Centre81

Ali Mailey
Centre Administrator
(PT)

Andrew Babb &
James McKay
Caretakers

Jean Edmonds
Clerical Officer (PT)

Carol Anne Stewart
Garden Co-ordinator
(PT/Temp, funded
by the Scottish
Government)



Some of our staff



Margaret & Ann



Centre81 staff



Sinéad Boyle



Tom McCormack
Chairperson

John Hillhouse
Vice Chairperson

Paul Shiach
Secretary

Chris Morgan
Treasurer

Neil Crilley
Pat McGinley
Patricia Betty
Catherine McGarrity
Nikki Robertson
Kimberley Tennant
Cllr John Mooney (co-opted)
Cllr Jim Brown (reserve)

Some of our Management Committee



EQUAL OPPORTUNITIES MONITORING

We had 3 vacancies during the year. We monitor the ethnic origins and disability details of our job applicants. We also monitor the ethnic origins and disability details of our staff, Management Committee, housing applicants and new tenants and report these details annually to the Scottish Housing Regulator.

OUR CORE VALUES

Respectful

Professional

Responsive
& Informative

Accountable

If you or someone you know needs this annual report in any other format please contact us.


FANCY A CHITCHAT?

For more regular updates of what we are up to, you may wish to receive our quarterly newsletter ChitChat. If so, please contact the office to be added to our mailing list. Alternatively you can catch up on all our news on our website at www.clydebank-ha.org.uk.

OUR USUAL OPENING HOURS:

Monday to Thursday 9.00am to 5.00pm
Friday 9.00am to 4.00pm

We close on the first Wednesday of each month until 2pm for staff training.

Please recycle this annual report. 



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