



clydebank housing association



clydebank housing association

"Offering our community more than a home"

Annual Report 2019/2020

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Welcome

from the Chairperson



A handwritten signature in blue ink, which appears to read 'Kimberley Tennant'.

KIMBERLEY TENNANT,
CHAIRPERSON
AUGUST 2020

I really hope that you and your families have been well during what has been unprecedented times for all of us.

Like many businesses, we were required to close the office premises at short notice and deliver our services from the home environment. The Association was up and running very quickly and staff, either working from home or on our estates have been there for tenants and other customers throughout.

Our performance in most areas has been largely unaffected by the pandemic, however, we have unsurprisingly experienced challenges in rent collection and re-let times and where we have required access to tenants homes for statutory health and safety gas servicing. Suffice to say, we will be endeavouring to minimise any adverse effects as much as we possibly can.

Now onto the year just passed, before Covid-19 took hold.

During the year significant effort has been required to maximise the amounts due to tenants and ultimately to maximise our overall rental income. We have continued to provide assistance through our welfare rights service delivered by Clydebank Independent Resource Centre. A further £608,647 of regenerated income was secured last year for our tenants and other customers as a direct result of the service. In the year ahead, we plan to employ a part-time Welfare Rights Officer as an additional resource to directly focus on reducing rent arrears which, given the current circumstances are likely to increase further as the impact on jobs becomes more apparent.

Centre81 remains a catalyst for our many employability, educational, social and environmental activities in partnership with the community, community groups and resident organisations. We also saw the emergence of the Centre81 Steering Group which has been absolutely crucial in securing funding to deliver many children's activities from the centre.

I am delighted to report that our 37 flats on the prestigious Queens Quay site, in partnership with Cube Housing Association and West Dunbartonshire Council are now on site and should be completed by the end of 2021. The 37 units include 4 wheelchair adapted homes and will be extremely energy efficient and of high quality design. We have also secured planning permission to build on the St. Cuthbert's Church site in Linnvale.

To conclude, I want to assure you that what is most important to us is continuing to achieve high standards of service delivery and high levels of tenant satisfaction throughout. We will do this by continuing to involve our customers in shaping our services and in our decision-making processes. Our customers will be our priority.

I would like to acknowledge the hard work and support of the staff and in particular, to my fellow Committee members for ensuring continuous learning and carrying out their unpaid work diligently and with dedication, especially during these extraordinary times. We expect another busy year ahead to deliver our objectives and we look forward to the challenge!

Our Wider Role



Centre81

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

The Centre is home to Gym81 and has an outdoor sports & play area. We run our own classes and classes in partnership with others, including health and fitness, certificated IT and confidence building, employability and English as a Second Language (ESOL) courses.

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

The Centre 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 370 two bedroom multi-storey properties, for just £11.95 (incl. 5% VAT) a week (as at 01 April 20) and also supplies the local church. This price has now been frozen for 4 years.

Our CHA Power plant generates electricity and, as a by-product, heat is produced and used to provide the heat and hot water to tenants whilst the electricity is sold back to the National Grid.



Clydebank Social Economy Centre (SEC)

We own and manage Clydebank SEC which opened in 2005. The 5,000ft² building offers quality, inclusive accommodation for social economy, voluntary sector and community businesses.

We are delighted that, at present, the majority of the office space is rented to Community Links Scotland and the Citizens Advice Bureau.

During the year we also moved our staff into the Centre on a temporary basis, while our main office undergoes refurbishment.

At a Glance

at 31/03/20

1,126
homes for rent



Providing
homes in
Clydebank
since
1985



T
W
O Registered Tenants Organisations - Radnor Park Multis Tenants and Resident Association & La Scala Tenants Association



Factor to
600⁺
owner
occupiers
40 shared ownership



*full time equivalent

ONE Tenant Panel

Our Highlights

Centre81 Spring Activities



An assortment of successful activities were run from the Centre funded by a variety of sources including a home energy advice drop-in clinic, free gardening workshops, annual Easter holiday programme and the creation of the Centre81 Steering Group.



External Wall Insulation



Work to our 37 rented properties completed in Linnvale. These works not only improved the properties visually but also their energy efficiency. The contractor, A.C. Whyte & Co. Ltd painted rooms at Centre81 as a community benefit.



Radnor Park Cavity Wall Insulation Replacement



Work was carried out to upgrade the previous insulation to one that was more suitable to the buildings both in terms of heat retention, and by providing a more natural drainage system for which the cavity wall was originally designed for.

New Allocations Policy Live



Following extensive consultation, the new Allocations Policy was approved by our Management Committee on 30 April 2019, and went live on 1 May 2019.

Smart Heat Conference held at CHA office



We hosted a successful 'smart heat' conference in June. The event focussed on the rise of smart heating and web enabled thermostats, and explored how new remote home sensor technologies could revolutionise the management of housing stock.

Tenant Satisfaction Survey Results



We were very thankful to the 450 (40%) of our tenants who participated in our tenant satisfaction survey with independent market research company, Research Resource. We were pleased that 93.3% were satisfied with our overall service.

Queens Quay



The Association received and accepted an offer of Grant from the Scottish Government, to build 37 housing units in partnership with Cube Housing Association and West Dunbartonshire Council on the Queens Quay site in Clydebank.



Connecting Clydebank



Our “Connecting Clydebank” Project, funded by the Scottish Government Aspiring Communities Fund, came to an end. The Project aimed to increase services within the area and to improve access to these services as well as increase participation from local people in Centre81.



Customer Care Policy Review



We were delighted that tenants and other customers took the time to complete our online consultation and/or attend a focus group to share views and experiences of customer care and influence the update of our Customer Care Policy.

Employee of the Year



We introduced an “Employee of the Year” award which honours an employee who has been recognised by the majority of fellow colleagues as being outstanding at CHA in the past year. The people’s vote for outstanding individual achievement went to Jack Devlin, Maintenance Officer.

Annual General Meeting & Social Event 2019



We were delighted at the success of our 34th AGM and Social Event held at Centre81 on 27 June. 33 (20%) of our shareholders attended and heard Kimberley Tennant, Chairperson, talk about the Association’s achievements during the year and our plans for the future.

Centre81 Gala Day 2019



We had another fantastic Gala Day in August. The sun shone and over 600 people attended and enjoyed music, free kids’ fairground rides, BBQ and refreshments, dancing, pony rides, garden and bike maintenance stalls, face painting and a table top sale. A great day was had by all.

*Photo courtesy of the Clydebank Post.
©Clydebank Post*

Our Highlights

Repairs & Maintenance Policy Review



We'd like to thank the members of the Focus Group who assisted us with the review of this policy. Their comments and ideas were incorporated into the new version of the policy e.g. adding examples of the different types of repair categories.

Internal Wall Insulation Dumbarton Road



Work to install internal wall insulation at 161-173 Dumbarton Road was completed. This work was undertaken in two projects, one through HEEPS Energy Efficiency Programme with A. C. Whyte and the other as a result of our working relationship with Save Scotland Energy.

Assurance Statement



Our Management Committee issued our first assurance statement, required by the Scottish Housing Regulator to confirm our compliance with their Regulatory Standards and other regulatory requirements. Our Tenant Panel and Radnor Park Multis Tenants and Residents Association both participated in the process.



Tenant Conference 2019



We held a fantastic and informative tenant conference in November. We had over 13 information stalls including all of the Association's staff teams, The Big Disability Group, Scottish Fire & Rescue Service, Police Scotland and TPAS and we ran a variety of interesting workshops.

Tenant Panel Review EESSH Recording & Reporting



The Tenant Panel provided a thorough report to our Management Committee after reviewing how well we are performing against the Energy Efficiency Standard for Social Housing (EESSH), which is a standard to be met by all social landlords like ourselves by 2020.

Group Register as Residents Association



We were delighted that the tenants at Graham Avenue wished to formally set up a Registered Tenants Organisation. La Scala Tenants Association became our second registered tenants organisation since 2007.



Centre81 Christmas Activities



Santa paid a visit to the Centre81 Christmas Fayre in December where staff sold goodies including homemade soup and raised over £450 for the 'Community Pot'. Later in the month, over 50 people also enjoyed the annual Christmas 3-course lunch with free bingo, raffle and carol singing.



Radnor Park Community Clear Out Day



Huge thanks went to our on-site caretakers and office staff who rolled up their sleeves and got stuck in to assist tenants at this successful clear out day and to the Radnor Park Multis Tenants and Residents Association and GOC Engineering Services for their support.



Becoming Factor again in Linnvale



We asked the owners in the Linnvale Estate to vote on whether or not they wished the Association to continue as Factor for the Linnvale Estate, once the current agreement ends in September 2020. We were delighted that the required majority was reached and we continued as the factor.

Linnvale Bathroom Contract Completes



Our bathroom refurbishment programme to 135 properties within our Atholl steel, Atholl brick, Blackburn cottages and Whitson Fairhurst properties in Linnvale was completed successfully. We would like to thank all of our tenants involved in these works for their co-operation.

International Woman's Day



Centre81 hosted ISARO Community Initiative's annual International Women's Day event in March. International Women's Day celebrates achievements of women throughout the world. Over 120 women enjoyed inspirational speakers, information stalls, a fashion show and entertainment.



Queens Quay Development On Site



The Association's 37 housing units, in partnership with Cube Housing Association and West Dunbartonshire Council, commenced on site. The homes, all for social rent, are being built as part of the £250 million Queens Quay regeneration project on the site of the former John Brown's shipbuilding yard.



KEY FINANCIAL RESULTS

- £4.33m received in rental income with a 3.0% rent increase applied in 2019/20. £359k of income was received for our other activities (wider role, factoring etc.).
- £64k was received in bank interest. Average rate of interest receivable was 0.8% (2019: 0.6%).
- £4.15m was spent providing housing services and maintaining the housing stock. £480k was spent on our other activities (wider role, factoring etc.).
- 36p of every £1.00 of your rent received was spent on direct maintenance costs.
- Almost c. £880k was spent on Major Repairs in the year, including the installation of heat and smoke alarms and the renewal of bathrooms, rewiring and emergency light inventors.
- £106k was payable for loan interest. Average rate of interest payable was 2.05% (2019: 2.70%).
- During the year to 31 March 2020, the Association bought 2 shared ownership properties (per its Shared Ownership Buy Back Policy) and 2 properties on the open market (per its Open Market Purchase Policy)
- 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.

INCOME AND EXPENDITURE

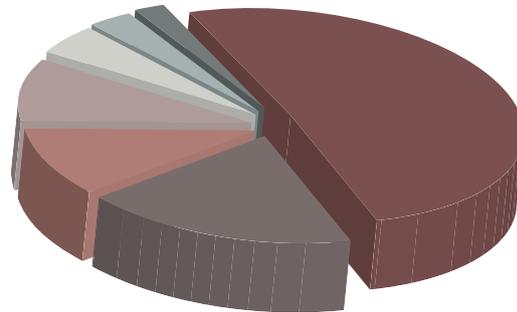
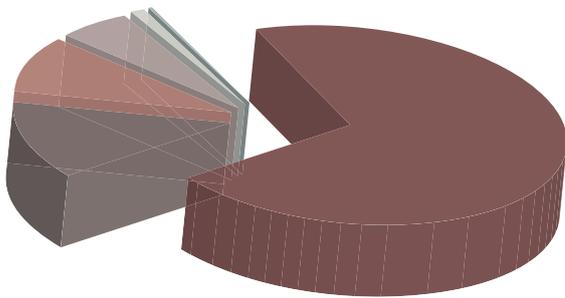
Income and expenditure associated with our housing stock for the financial year to 31 March 2020 is as follows:

Income from 2020 Accounts £6,097,640

■ Rents & Service Charges	70.8%
■ Pension Adjustments	12.2%
■ Release of Grant Income	9.7%
■ Other Income	5.9%
■ Bank Interest Received	1.1%
■ CHA Power Surplus	0.4%
	<u>100%</u>

Expenditure from 2020 Accounts £3,987,685
Expenditure including Capitalised Major Repairs £4,732,275

■ Management Expenses	51.1%
■ Major Repairs (Direct)	18.6%
■ Other Activities	10.1%
■ Routine Maintenance (Direct)	9.8%
■ Cyclical Maintenance (Direct)	4.9%
■ Services	3.2%
■ Interest on Loans and Finance Charges	2.2%
	<u>100%</u>



HOW EACH £1 OF INCOME WAS SPENT

	2019/2020	2018/2019
Direct Costs:		
Major Repairs	£0.18	£0.40
Routine Maintenance	£0.10	£0.11
Cyclical Maintenance	£0.05	£0.06
Services	£0.03	£0.02
Total Direct Maintenance Costs	£0.36	£0.59
Staff Salaries	£0.20	£0.22
Office Overheads	£0.06	£0.06
Interest on Loans	£0.02	£0.03
Other Activities*	£0.08	£0.10
Property Insurance	£0.02	£0.02
General Expenses	£0.02	£0.02
Bad Debts/Voids	£0.01	£0.01
(Taken from)/Put into reserves	£0.23	(£0.05)
TOTAL	£1.00	£1.00

SUMMARY OF THE STATEMENT OF FINANCIAL POSITION

The Association's financial results to 31 March 2020 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 2020.

ASSETS	£'000	£'000	Non-Accountants' Guide
Non-Current Assets			
Housing Properties:			
Gross cost less depreciation	29,741		The cost of all our houses
Other Non-Current Assets	<u>3,003</u>		Office premises/computers/furniture
Investments		32,744 392	CHA Power
Current Assets			
Receivables	610		Money owed to us from debtors
Bank/Cash	<u>8,208</u>		Money in the bank
Less: Current Liabilities	8,818 (1,707)		Money we owe to others (repayable in less than 1 year)
Net Current Assets		<u>7,111</u>	
Total Assets less Current Liabilities		40,247	
Less: Long Term Creditors		(3,605)	Money we owe to others - loans (repayable in more than 1 year)
Less: Deferred Grant Income		(15,291)	Grants received towards the cost of our flats/houses
Less: Pensions Provision		<u>(0)</u>	Amount provided for pension costs
NET ASSETS		<u>21,351</u>	
Funded by:			
Revenue Reserves		21,351	Money set aside to pay for future major repairs
Pension Reserves		<u>(0)</u>	Money set aside to pay for pensions
TOTAL EQUITY		<u>21,351</u>	

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.



CENTRE81 TENANTS



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	2019/2020	2018/2019
Number of reactive repairs (excluding emergency repairs)	2,994	2,830
Number of reactive repairs completed right first time	2,737	2,702
Percentage of reactive repairs completed right first time	91.47%	95.65%
Average length of time to complete a reactive repair	3.38 days	3.38 days

VOID REPAIRS - Repairs to empty properties before they are re-let	2019/2020	2018/2019
Number of void repairs	528	616
Percentage of void repairs completed within target	92.99%	91.40%

EMERGENCY REPAIRS - Repairs necessary to prevent serious damage to the building, danger to health, risk to safety etc.	2019/2020	2018/2019
Number of emergency repairs	460	444
Percentage of emergency repairs completed within target (4 hours)	96.30%	97.75%
Average length of time to complete emergency repairs	2.04 hours	2.40 hours

CYCLICAL REPAIRS - Repairs programmed at regular intervals	2019/2020	2018/2019
Number of cyclical repairs	309	292
Percentage of cyclical repairs completed within target	97.41%	95.89%

MAINTENANCE SPEND A breakdown of our maintenance spend is:

Repair Type	Description	2019/2020	2018/2019
Routine repairs	These are repairs which are carried out on a reactive basis and include voids.	£463,817	£448,103
Cyclical repairs	This included gutter cleaning, electrical inspections, open space maintenance, gas safety inspections, lift and laundry maintenance and water tank testing.	£229,834	£277,022
Major repairs (contracts)	Includes all planned major repair programmes.	£744,589	£1,801,800
Major repairs (ad-hoc)	Includes all non-scheduled premature failures and empty property major repairs.	£135,048	£97,243
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.	£143,963	£143,963
TOTAL		£1,717,251	£2,768,131

MAJOR REPAIRS

Almost £880k was spent on Major Repairs contracts in the year, including bathroom renewals, cavity wall replacements, rewiring as follows:

- 135 bathroom renewals within Whitson Fairhurst, Atholl Steel, Atholl Brick and Blackburn Cottage properties in Linnvale
- Emergency Lighting Battery Renewals within all 7 Multi Storey Blocks at Radnor Park
- 19 properties at Dumbarton Road with Internal Wall Insulation
- 493 properties (including owners) who benefitted from Cavity Wall Insulation replacement works throughout our stock



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.

	2019/2020	2018/2019
Number of properties in ownership	1,126	1,122
Percentage which achieve the EESHS rating	92.01%	89.8%

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 our target of 100%. We had no failures during the reporting year meeting our annual target of 100% compliance.

	2019/2020	2018/2019
Number of gas services due	589	588
Completed within timescale	100%	99.49%

MEDICAL ADAPTATIONS

During the year we carried out 19 medical adaptations. These adaptations allow tenants with changing physical needs to continue living in their home. We secured £34,000 grant funding from the Scottish Government to fund these installations.



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). During the year, we improved performance across most of our housing management functions, e.g. letting times and void loss. Unfortunately, some of our performance in rent arrears management did deteriorate. This was due to a number of factors, including an increase in tenants moving to Universal Credit and associated delays in payment. Like most landlords, we also suffered as a result of the Covid-19 lockdown imposed in mid-March 2020. We always endeavour to ensure the services we offer provide maximum benefit, as well as value for money to our tenants and customers alike and will be working hard in the year ahead to address any dips in performance.

Indicator	Performance at 31 March 2020	Target to 31 March 2020	Within Target	Performance at 31 March 2019
Maximum rent loss on vacant properties	0.3% of annual rental income	0.4% of annual rental income	Yes	0.43% of annual rental income
Non-technical rent arrears* (current tenants as % of the total annual rent receivable)	2.37%	2.15%	No	2.06%
Gross arrears (non-technical* and former tenant)	4.12%	3.9%	No	3.84%
Number of calendar days to let a property	14.63 calendar days	15 calendar days	Yes	15.05 calendar days
Processing of housing application forms	7.1 calendar days	10 calendar days	Yes	7.6 calendar days
Conclusion of neighbour complaints: Category A (Extreme) Category B (Serious) Category C (Dispute)	0 received 100% within timescale (12) 100% within timescale (40)	1 working day 5 working days 15 working days	n/a Yes Yes	0 received 100% within timescale (4) 88% within timescale (48)

* Non-technical arrears are arrears that are due to non-payment of rent and do not include any arrears due to late payment of housing benefit

BREAKDOWN OF OUR 91 LETS 2019/2020

By list	By area		By new tenant employment status		By new tenant age		By Ethnic Origin		
Homeless	45	Central	44	Employed	43	16-17	0	White Scottish	84
Existing housing list	40	Radnor Park	29	Unemployed	29	18-29	33	Other British	4
Transfer	6	Whitecrock	9	Long term sick	8	30-49	28	African	2
Other	0	Linnvale	8	Retired	9	50-59	15	Mixed	1
		Drumry	1	Student	2	60+	15		
	91		91		91		91		91

By points category	
Homeless	45
Overcrowding	23
Medical need	12
Underoccupancy	7
Sharing amenities	3
Support	1
	91

The Housing (Scotland) Act 2001 states we should be giving reasonable preference to persons:

- who are occupying houses which do not meet the tolerable standard or
- who are overcrowded or
- who have large families or
- who are living in unsatisfactory housing conditions and
- who are homeless

The table on the left shows we are complying with legislation by rehousing those in the most housing need.

ADDITIONAL INFORMATION

- We received c. £4.17m in rent this year (excluding shared ownership rental income)
- We have 841 housing applicants on our waiting list
- We served 4 Notice of Proceedings in the year for anti-social behaviour (ASB)
- We unfortunately had to evict 6 tenants for arrears
 - 9.95% (112) of our tenants have arrears of 1 month or more
 - 2.04% (23) of our tenants have arrears of 3 months or more
- We referred 21 tenants for money advice or to health agencies
- We referred 30 tenants to the Homeless Support team in the year

The Association is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The following tables outline our complaints information for the year.

ALL COMPLAINTS	1ST STAGE		2ND STAGE	
	Number		Number	
Complaints b/fwd 2018/19	0		1	
Equalities related issues	0		0	
Other issues	56		7	
Total number of complaints	56*		8*	
	Number	%age	Number	%age
Responded to in full*	55	98%	7	88%
Upheld	34	61.8%	3	43%
Responded to within SPSO timescales	55	100%	7	100%

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	N/A	N/A	N/A	N/A
Complaints upheld by landlord	N/A	N/A	N/A	N/A
Responded to within SPSO timescales	N/A	N/A	N/A	N/A

COMPLAINTS - OTHER	1ST STAGE		2ND STAGE	
	Number	%age	Number	%age
Total number of complaints received	56	N/A	8	N/A
Total number responded to in full*	55	98%	7	88%
Complaints upheld by landlord	34	61.8%	3	43%
Responded to within SPSO timescales	55	100%	7	100%

* 1 complaint at each stage c/fwd to 2020/21 as not resolved at year-end

SERVICE IMPROVEMENTS

Many service improvements we made during the year as a direct result of complaints received by the Association:

- Staff reminded of Customer Care Policy timelines for responding to customers
- Contractor reminded of Customer Care standards
- Improved caretaking procedures
- Improvement to CHA Power call out procedure including social media updates
- Contractor reminded to leave a high quality finish on CHA jobs
- Contractor reminded to always tidy and remove mess
- Contractor reminded to keep customers up to date during delays
- Weekly updates for all ongoing anti-social behaviour cases to take place

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

Compliments

These are just some of the 72 compliments received by us from tenants and other customers throughout the year. We thank them for taking the time to contact us.

Tenant is delighted with their house and the support from all staff he has dealt with

Tenant commented "I find that the staff go out of their way to help if you have a question also if it is just to report a repair. I think all your staff are wonderful and they do a great job."

Tenant commented, "If you phone anywhere, that's what you'd want in terms of customer service – warmth, openness and helpfulness"

Tenant delighted with how quickly the contractor responded. Stated staff and contractors are wonderful and always very helpful

Tenant called to say the annual report was "top rate", an easy read, informative and beautifully presented

Tenant was delighted with the prompt response from maintenance dealing with the repair that they had reported

Owner praised Maintenance for being efficient and helpful. They were pleased that all their queries were answered

MANAGEMENT TEAM

Sharon Keenan	Chief Executive Officer
Lynette Lees	Head of Finance & Corporate Services
Joe Farrell	Head of Housing Services
Fiona White	Finance & Corporate Services Manager
Alison Macfarlane	Housing Services Manager



FINANCE & CORPORATE SERVICES SECTION

Sinéad Farrell	Communications Officer
Geri Whitley	Finance Assistant
Janet Dunphy	Senior Admin Assistant
Drew McDougall	Clerical Officer (PT)
Melanie Cameron	Clerical Officer (PT)
Taylor Kelly	Finance Trainee
Janis Jarvis	Temporary Receptionist
Ann Doris	Office Cleaner
Margaret Allan	Office Cleaner

FINANCE & CORPORATE SERVICES SECTION - CENTRE81 STAFF

Ali Mailey	Centre Administrator (PT)
Andrew Babb	Caretaker
James McKay	Caretaker
Jean Edmonds	Clerical Officer (PT)
Ryan Savage	Project Officer (CCF Project)
Donald Campbell	Gardener (CCF Project)
Brian Fraser	Bike Mechanic (CCF Project)



HOUSING SERVICES - MAINTENANCE

George Stevenson	Maintenance Officer
Jack Devlin	Maintenance Officer
Sam Joyce	Maintenance Assistant (PT)
Ali Mailey	Maintenance Assistant (PT)
Chato Chilambwe	Maintenance Assistant
Rae Carruthers	Clerical Assistant
Fanica Ciobotaru	Temporary Clerical Assistant (PT)
Jim Inglis	Caretaker
Donnie McDonald	Caretaker
Charlie Kane	Caretaker
John Douglas	Temporary Caretaker

HOUSING SERVICES - HOUSING MANAGEMENT

Scott Graham	Data Protection & Compliance Officer
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 (PT)
Margaret McKeitch	Clerical Assistant
Alan Duckett	Estate Caretaker

EQUAL OPPORTUNITIES MONITORING

We had 5 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 to ensure access and opportunity for all.

STAFF TRAINING & DEVELOPMENT

Investing in our people makes good business sense and ultimately leads to our tenants and other customers receiving the best possible service. We thank staff for their commitment to continuous improvement through training and development. We currently hold the Investor in People Gold Accreditation, the Investors in Young People Gold award for Good Practice and are proud to be an officially recognised Living Wage employer since 2016.



Some of our dedicated staff team

Committee

at 31/03/20

MANAGEMENT COMMITTEE

Kimberley Tennant
Chairperson

Catherine McGarrity
Vice Chairperson

Paul Shiach
Secretary

John Hillhouse
Treasurer

Doris Smith
Grace Daly

Joe O'Donnell

John Calderwood

Laura Breeze

Tom McCormack

Co-opted members:

CLlr John Mooney

CLlr Marie McNair



Our Core Values:

Respectful

Professional

Accountable

Responsive & Informative

Associates

at 31/03/20

SOLICITORS & AUDITORS

Solicitors
TC Young
7 West George Street
GLASGOW G2 1BA

Harper Macleod
Haymarket Terrace
EDINBURGH EH12 5HD

External Auditors
Alexander Sloan
Accountants & Business
Advisers
180 St Vincent Street
GLASGOW G2 5SG

Internal Auditors
Wylie & Bisset LLP
168 Bath Street
GLASGOW G2 4TP

MEMBERSHIPS

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
(SHN)

Glasgow & West of Scotland
Forum (GWSF)

Scotland Excel

Scottish Procurement
Alliance

REGISTRATIONS

OSCR (Scottish Charity
No. SC033962)

Scottish Housing
Regulator (No. HAL 86)

Scottish Government as
a Property Factor (No.
PF000231)

Industrial and Provident
Societies/FCA (No.
2191RS)

Information
Commissioner's Office
(No. Z6043444)

ACCREDITATIONS

Investors in People (Scotland)



Investors in Young People



Disability Confident



Living Wage Foundation





clydebank housing association

“Offering our community more than a home”



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

For more regular updates of what we are up to, catch up on all our news on our social media pages @clydebankha or on our website 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 2.00pm for staff training.

Please recycle this report.



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Scottish Charity No. SC 033962. Registered Social Landlord with the Scottish Housing Regulator, Registration No 86. A Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). Registered Property Factor No. PF000231. Information Commissioner's Office Registration No Z6043444. Member of the Scottish Federation of Housing Associations. Registered in Scotland at the above address. To the best of our knowledge the information contained within this report is correct at the time of going to print.