

clydebank housing association



clydebank housing association

“Offering our community more than a home”

Annual Report 2020/2021

Contents

Welcome from the Chairperson	02	Our Performance - Housing Management	12
Our Wider Role	03	Our Performance - Complaints	13
At a Glance	03	Staff	14
Highlights	04	Committee	15
Our Performance - Finance	08	Associates	15
Our Performance - Maintenance	10		

Welcome

from the Chairperson



KIMBERLEY TENNANT,
CHAIRPERSON
SEPTEMBER 2021

During the last 12 months, our Management Committee and staff have been focussing on the health and wellbeing of our residents during the Covid-19 pandemic alongside reviewing key risks facing the organisation and we again continue to address the challenges and attempt to limit the impact of welfare reform, rent arrears and increasing fuel bills. As we will demonstrate in this report, we have aimed to support our tenants as much as possible in the process and will continue to do so as we move into recovery mode from the pandemic.

In recognition of the financial difficulties many of our tenants are experiencing, we appointed a part-time Welfare Rights Officer in January 2021.

We also received funding for a Tenancy Sustainability post in December 2020, shared with 2 other associations.

To 31st March 2021, 121 referrals were made for tenants and 60 tenants were assisted with £3,000 worth of farmfoods vouchers, 39 iPads were distributed to families and almost £25,000 of financial benefit was given to tenants in regards to fuel assistance.

We are proud of the many activities delivered at Centre81 in collaboration with our various partners. During the lockdown period, Centre81 acted as a foodbank location for Northwest Food Bank and was the hub for delivering the outcomes of our Wellbeing Fund.

Now on to physical regeneration... Our 37 units at the Queens Quay site, in partnership with Cube Housing Association and West Dunbartonshire Council, are on plan to be complete by March 2022.

In addition to this, 24 units at Dalton Avenue in Linnvale are estimated to be complete by May 2022 and we have purchased the Clydebank Bowling Site where we hope to receive funding for an additional 18 social rented properties.

We continue to work closely with West Dunbartonshire Council and are currently exploring other potential development sites.

As you will see, some of our performance was impacted by the Covid-19 pandemic. We are working hard to recoup this lost performance as things open up and restrictions have been removed. We are never complacent and the staff team continually work hard to improve performance in all areas for the benefit of our tenants.

As we shifted to a more digital approach due to the Pandemic, much of our tenant participation activity moved online including our residents group catch ups and Tenant Panel meetings. Over 140 people got involved with consultations over the year including rent setting, business plan and our tenants report on the Scottish Social Housing Charter.

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 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, Café81, a community garden, allotments and has an outdoor multi use games area (MUGA).

We run our own activities and activities in partnership with others, including health and fitness, employability, English as a Second Language (ESOL), youth club, weekly bingo and lunch club.

We provide office space to a range of organisations, and rooms are available for hire.



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 21) and also supplies the local church. As the system was able to operate efficiently, this has allowed the price to be frozen now for 5 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 West Dunbartonshire Citizens Advice Bureau.

Our staff were also based in the Social Economy Centre for a period during the year whilst our main office was undergoing refurbishment.

At a Glance

at 31/03/21

1,129
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



ONE Tenant Panel

Factor to
600⁺
owner
occupiers
38 shared
ownership



Our Highlights

Check-in Calls



We called/attempted to call all tenants for a wellbeing check-in call through the lockdown periods. Through these calls, we organised 280 food parcels for tenants, signposted tenants onto the West Dunbartonshire Council Crisis Team and even collected and delivered prescriptions.

Owner Satisfaction Survey



We were very thankful to the 268 (42%) of our owners who participated in our owner satisfaction survey. Just over 9 in 10 owners (90.3%) were either very or fairly satisfied with the factoring service provided by us. Whilst disappointed in the slight dip from 2017 (91.4%) we were pleased it is significantly higher than the Scottish average of 67% satisfaction.

Volunteer Week



During Volunteer Week 2020 we celebrated all of the valuable contributions our volunteers make. Pictured is a Centre81 Community Garden volunteer but we also have our Tenant Panel, residents groups and Management Committee members to thank. We couldn't do everything we do without our volunteers!

Radnor Gardening Group



Our Radnor Community Garden got some extra TLC as 10 residents, all with different gardening experience, came together to plant some fruit, vegetables and herbs to ensure the garden has a purpose and to get enjoyment from it. Thanks to garden helper Craig Edward for the photo!

Growing Change for Good



Our Growing Change for Good project continued the focus from past CCF funded projects to develop residents' gardening and growing skills, like little Ryan, pictured, and provide cooking sessions, Carbon Literacy information and support bike and public transport use.

Wellbeing Fund Award



£52,900 of funding received helped distribute more than 11,000 cooked ready meals, over 2,000 food parcels, 2,400 kids' packed lunches, £1,800 of food for BAME groups and 1,100 kids' activity packs. The fund also provided Farmfoods vouchers to purchase essential items and £18,000 of funding to Strathclyde Autistic Society to provide 1-2-1 support. Some of our project helpers are pictured.



Prize Winners!



We love it when tenants and customers get involved with us in whichever way they can. We were delighted to have 2 prize winners for an £80 grocery voucher. A competition was held to celebrate the 80th edition of our newsletter 'ChitChat' - Current Housing Information to Clydebank Housing Association Tenants.

Our Lockdown Hero!



Congratulations went to our Estate Caretaking Supervisor, Alan Duckett, who was awarded the 2020 CHA Lockdown Hero award, voted for by staff, to recognise all of his hard work and his positive attitude in helping his fellow colleagues and customers.

Celebration Fund!



With thanks to the generosity of contractors, consultants and suppliers, we were able to launch a Celebration Fund to help residents recognise and celebrate special occasions such as birthdays and anniversaries, which had been missed during these difficult times. CHA was delighted to distribute over 40 £20 vouchers to those who were nominated.

Online Cooking Success



As we continued to adapt services due to the Pandemic, we began holding online cooking classes as part of our Climate Challenge Fund project delivered from Centre81. They were a great success, with participants safely collecting ingredients from the Centre and then joining in live from their own kitchens.

Tenant Participation Activity Moved Online



We moved our regular catch up meetings with our Tenant Panel and residents groups online. We also assisted in the distribution of 39 iPads to our tenants with families and launched a lending library with 19 tablet devices for residents.

Bike Maintenance



In just the first few months of the year, we had refurbished, upcycled and given away 39 old bikes, which would have otherwise been destined for the scrap heap. We also managed to complete 109 bike repairs, thanks to our bike mechanic and funding from the Scotland Cycle Repair Scheme.

Our Highlights

First Virtual Public Meetings



On 23 September 2020 our shareholders were in attendance for the Association's first virtual public meetings. The Special General Meeting was attended by 22 and 24 then attended the Annual General Meeting.

It Pays to Get Involved!



Radnor Park tenant, Paul Dempster, was the lucky winner of our consultation prize draw 2020, drawn at our Annual General Meeting, winning a £50 voucher.

Congratulations to Paul and thanks to everyone who got involved with us in the year. We really appreciate all of the feedback we receive during consultation and use it to shape our services.

Assurance Statement Issued



Our Management Committee issued our second assurance statement, required by the Scottish Housing Regulator to confirm our compliance with their Regulatory Standards and other regulatory requirements. The Management Committee undertook a robust review of evidence and self-assurance factors and the statement was signed off by our Chairperson, Kimberley Tennant (pictured).

Disability Confident Employer



We were delighted to have again been successful in our accreditation as a Disability Confident Employer, until November 2023.

The scheme helps employers recruit and retain great people, and helps customers and other businesses identify those employers who are committed to equality in the workplace.

Santa and his Elf Deliver Selection Boxes



As we were unable to have our annual Christmas Fayre at Centre81, we gave Santa some funds from our Community Pot to provide selection boxes for the children of the C81 Steering Group, Y Sort-It, ISARO Community Initiative, Strathclyde Autistic Society and Action for Children.

New Canal Path at Centre81



Work started on our canal path access from Centre81 onto the Forth & Clyde Canal to allow local residents to have easier access to the Centre, Café81 and Gym81, alongside the wide range of activities available at the Centre.

We thank our funders for working together with us to make this possible.



Christmas Donation to Y-Sort-It



The staff donned their Christmas jumpers and raised £100 for charity. Staff decided to donate the funds to the Christmas Appeal in aid of local group Y Sort-It, to buy Christmas gifts for local children and young people. Our Management Committee also contributed £200, meaning a total of £300 was donated to the Appeal.

Performance Report



9 tenants got involved and helped us shape the content and design of our 7th Performance Report for Customers. We received some great feedback from the 33 tenants who returned feedback forms. 100% of those said the information was useful to them and 97% said it was presented clearly.

New Publications Launched



We were so pleased to have launched 2 new publications to enhance the wide range already available. Our 'Contractors Newsletter' hopes to share good news and good practice and enhance communication. 'Your New Home' provides a guide to applicants receiving an offer as to what standard of property to expect.

Investor in Young People Accreditation



We again achieved the prestigious Investors in Young People Gold Accreditation. This award represents a true commitment to the training and development of young people at CHA.

We currently employ over 40 staff, 12 of whom have been employed and developed as a young person.

New Staff to Support Tenants



We introduced new staff to support tenants and customers. including a new shared Tenancy Sustainment Officer, a Welfare Rights Officer (pictured) and an Estate Caretaking Apprentice. In just the first 3 months, the Welfare Rights Officer dealt with 55 referrals and almost £10,000 was received by tenants.

Developments Shape Up



The Association's 37 housing units, in partnership with Cube Housing Association and West Dunbartonshire Council, progressed well in the year (pictured). A new development at Dalton Avenue, Linnvale, was also poised to come on site and we secured funding to purchase a site at Clydebank Bowling Club. It's all go!



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KEY FINANCIAL RESULTS

- £4.46m received in rental income with a 2.5% rent increase applied in 2020/21. £575k of income was received for our other activities (wider role, factoring etc.).
- £34k was received in bank interest. Average rate of interest receivable was 0.3% (2020: 0.8%).
- £3.99m was spent providing housing services and maintaining the housing stock. £735k was spent on our other activities (wider role, factoring etc.).
- 28p of every £1.00 of your rent received was spent on direct maintenance costs.
- £57k was payable for loan interest. Average rate of interest payable was 1.83% (2020: 2.05%).
- Almost c. £479k was spent on Major Repairs in the year, including the installation of heat and smoke alarms, installation of CCTV equipment at our multi storey flats and the renewal of bathrooms, kitchens and boilers in void properties.
- During the year to 31 March 2021, the Association purchased 1 shared ownership property, where the owners were facing financial difficulties and thereafter were able to remain in their property under a standard Scottish Secure Tenancy Agreement.
- 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 2021 is as follows:

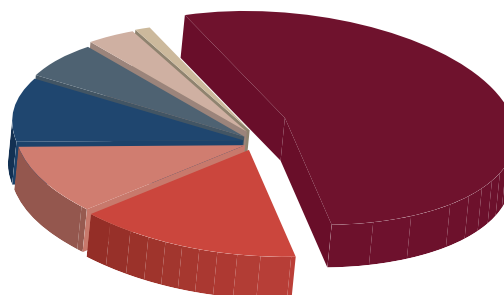
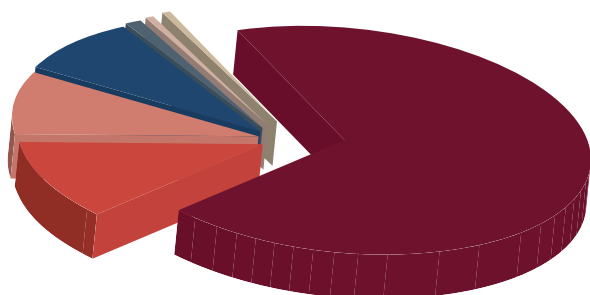
Income from 2021 Accounts **£5,023,246**

■ Rents & Service Charges	68.9%
■ Pension Adjustments	-11.0%
■ Release of Grant Income	9.0%
■ Other Income	8.9%
■ CHA Power Surplus	1.2%
■ Bank Interest Received	0.5%
■ House Sales	0.4%
	<u>100%</u>

Expenditure from 2021 Accounts

Expenditure including Capitalised Major Repairs **£4,784,159**

■ Management Expenses	53.9%
■ Other Activities	15.4%
■ Major Repairs (Direct)	10.0%
■ Routine Maintenance (Direct)	9.9%
■ Cyclical Maintenance (Direct)	6.2%
■ Services	3.5%
■ Interest on Loans and Finance Charges	1.1%
	<u>100%</u>



HOW EACH £1 OF INCOME WAS SPENT

	2020/2021	2019/2020
Direct Costs:		
Major Repairs	£0.09	£0.18
Routine Maintenance	£0.09	£0.10
Cyclical Maintenance	£0.06	£0.05
Services	£0.03	£0.03
Total Direct Maintenance Costs	£0.28	£0.36
Staff Salaries	£0.21	£0.20
Office Overheads	£0.07	£0.06
Interest on Loans	£0.01	£0.02
Other Activities*	£0.12	£0.08
Property Insurance	£0.02	£0.02
General Expenses	£0.02	£0.02
Bad Debts/Voids	£0.01	£0.01
(Taken from)/Put into reserves	£0.27	£0.23
TOTAL	£1.00	£1.00

SUMMARY OF THE STATEMENT OF FINANCIAL POSITION

The Association's financial results to 31 March 2021 are detailed in the separately bound annual accounts, which are available on our website. 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 2021.

ASSETS	£'000	£'000	Non-Accountants' Guide
Non-Current Assets			
Housing Properties:			
Gross cost less depreciation	32,455		The cost of all our houses
Other Non-Current Assets	<u>3,161</u>		Office premises/computers/furniture
Investments		35,606 470	Asset value of our subsidiary company, CHA Power Ltd
Current Assets			
Receivables	359		Money owed to us from debtors
Bank/Cash	<u>11,319</u>		Money in the bank
Less: Current Liabilities	11,678 (1,131)		Money we owe to others (repayable in less than 1 year)
Net Current Assets		<u>10,547</u>	
Total Assets less Current Liabilities		46,623	
Less: Long Term Creditors		(3,323)	Money we owe to others (repayable in more than 1 year)
Less: Pensions Provision Adjustment		(579)	Adjustment for pension scheme deficit
Less: Deferred Grant Income		<u>(20,781)</u>	Grants received towards the cost of our flats/houses
NET ASSETS		<u>21,940</u>	
Funded by:			
Revenue Reserves		22,519	Money set aside to pay for future major repairs
Pension Reserves		<u>(579)</u>	Money set aside to pay for pensions
TOTAL EQUITY		<u>21,940</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.



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Centre81



CENTRE81 TENANTS



Our Performance

Maintenance

We carry out repairs under various categories and provide statistical information to the Scottish Housing Regulator through the required Annual Return on the Scottish Social Housing Charter. Timescales are calculated from the moment in which a repair is reported to us, as such this year has been particularly challenging due to COVID related challenges i.e., lockdown periods where we were unable to carry out non-essential repairs and the availability of materials/contractors.

This year, in line with guidance, the Association is calculating those repairs categorised as “right to repair” that would be classed as an emergency, i.e no heating or hot water, as emergency repairs. As a result you will see a noticeable difference in the number of repairs reported within emergency and reactive repair categories from the previous year. We will continue this practice moving forward.

The categories and our performance are as follows:

REACTIVE REPAIRS - Repairs which tenants report to us	2020/2021	2019/2020
Number of reactive repairs (excluding emergency repairs)	1,887	2,994
Number of reactive repairs completed right first time	1,480	2,737
Percentage of reactive repairs completed right first time	78.4%	91.5%
Average length of time to complete a reactive repair	4.2 days	3.4 days

VOID REPAIRS - Repairs to empty properties before they are re-let	2020/2021	2019/2020
Number of void repairs	434	528
Percentage of void repairs completed within target	90.1%	93.0%

EMERGENCY REPAIRS - Repairs necessary to prevent serious damage to the building, danger to health, risk to safety etc.	2020/2021	2019/2020
Number of emergency repairs	572	460
Percentage of emergency repairs completed within target (4 hours)	79.2%	96.3%
Average length of time to complete emergency repairs	3.9 hours	2.0 hours

CYCLICAL REPAIRS - Repairs programmed at regular intervals	2020/2021	2019/2020
Number of cyclical repairs	234	309
Percentage of cyclical repairs completed within target	84.6%	97.4%

MAINTENANCE SPEND A breakdown of our maintenance spend is:

Repair Type	Description	2020/2021	2019/2020
Routine repairs	These are repairs which are carried out on a reactive basis and include voids.	£475,272	£463,817
Cyclical repairs	This included gutter cleaning, electrical inspections, open space maintenance, gas safety inspections, lift and laundry maintenance and water tank testing.	£296,904	£229,834
Major repairs (contracts)	Includes all planned major repair programmes.	£350,620	£744,589
Major repairs (ad-hoc)	Includes all non-scheduled premature failures and empty property major repairs.	£127,868	£135,048
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.	£170,629	£143,963
TOTAL		£1,421,293	£1,717,251

MAJOR REPAIRS

Major repairs were significantly impacted by COVID-19. The furlough of admin staff within the construction industry resulted in difficulties procuring contracts. Programmes procured prior to March 2021 were able to commence throughout the year and the resulting backlog is being addressed during 2021/22.

Almost £479k was spent on Major Repairs contracts in the year, including smoke alarm upgrades and rewiring as follows:

- 538 smoke alarm upgrades throughout all of our stock to LD2 standard in line with upcoming legislation
- 34 rewires carried out within BISF, Maisonette and Whitson Fairhurst properties in Linnvale



EESHS PROGRESS

An Energy Efficiency Standard for Social Housing (EESHS) has been introduced to ensure social landlords like us provide warmer, more energy-efficient homes for our tenants. Compliance is evidenced mainly by Energy Performance Certificates. Exemptions are submitted based on the Association's ability to evidence issues

preventing the property meeting the required standard such as excessive cost, access refusals and the ability of the property to meet the standard. The first milestone for EESHS was December 2020 which is the basis of the results shown. We will be working towards meeting EESHS 2 requirements by December 2032.

	2020/2021	2019/2020
Number of properties in ownership	1,129	1,126
Percentage which achieve the EESHS rating	91.7%	92.0%
Properties exempt from meeting the EESHS standard	65	26

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%. Over the course of the year we failed to carry out the service before the anniversary date in 10 properties. This was due to COVID-19 factors and all properties have now had a gas service carried out.

	2020/2021	2019/2020
Number of gas services due	579	589
Completed within timescale	98.3%	100%

MEDICAL ADAPTATIONS

During the year we carried out 20 medical adaptations. These adaptations allow tenants with changing physical needs to continue living in their home. We secured £50,000 grant funding from the Scottish Government to fund these installations with £25,000 spent on general adaptations and £25,000 spent on major adaptations.



Our Performance

Housing Management

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). Like most landlords, during the year, our performance was significantly impacted by the Covid-19 pandemic and the restrictions imposed by the associated lockdowns. In the coming year we will be working hard to recoup performance and we always endeavour to ensure the services we offer provide maximum benefit, as well as value for money to our tenants and customers alike.

Indicator	Performance at 31 March 2021	Target to 31 March 2021	Within Target	Performance at 31 March 2020
Maximum rent loss on vacant properties	0.6% of annual rental income	0.4% of annual rental income	No	0.3% of annual rental income
Non-technical rent arrears* (current tenants as % of the total annual rent receivable)	3.0%	2.2%	No	2.4%
Gross arrears (non-technical* and former tenant)	4.4%	3.9%	No	4.1%
Number of calendar days to let a property	32.3 calendar days	15 calendar days	No	14.6 calendar days
Processing of housing application forms	11.9 calendar days	10 calendar days	No	7.1 calendar days
Conclusion of neighbour complaints: Category A (Extreme) Category B (Serious) Category C (Dispute)	0 received 100% within timescale (5) 100% within timescale (17)	1 working day 5 working days 15 working days	n/a Yes Yes	0 received 100% within timescale (12) 100% within timescale (40)

* 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

WELFARE RIGHTS AND TENANCY SUSTAINMENT

We introduced our shared Tenancy Sustainment Officer post in December 2020 and employed our own Welfare Rights Officer part time in January 2021. Both roles are designed to afford assistance to tenants in applying for welfare benefits and receiving assistance via direct means or signposting to support services which it is hoped will enable vulnerable tenants to sustain their tenancies.

- Between both services a total of 470 tenants received assistance and £33,492 was generated in financial benefit to tenants or through sustainment assistance

Going forward, these two posts will be crucial in assisting our vulnerable and in need tenants out of the Covid-19 pandemic and enabling them to gain a firm financial footing that will allow many to remain in their homes.

During the last quarter of 2020-21 (January 2021 to March 2021) the following outcomes were achieved:

BREAKDOWN OF OUR 67 LETS 2020/2021

By list		By area	
Homeless	33	Central	24
Existing housing list	29	Radnor Park	29
Transfer	5	Whitecrook	8
Other	0	Linnvale	5
		Drumry	1
	67		67

ADDITIONAL INFORMATION

- We received c. £4.33m in rent this year (excluding shared ownership rental income)
- We have 880 housing applicants on our waiting list
- We carried out no evictions during the year
- 10.2% (115) of our tenants have arrears of 1 month or more
- 3.5% (39) of our tenants have arrears of 3 months or more



Our Performance

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 as reported to the Scottish Housing Regulator.

COMPLAINTS	1ST STAGE	2ND STAGE
Complaints received in the reporting year	67	2
Complaints carried forward from the previous year	1	1
All complaints received and carried forward	68	3
Number of complaints responded to in full in the reporting year	68	3
Time taken in working days to provide a full response	173	33
Percentage of all complaints responded to in full	100%	100%
Average time in working days for a full response*	2.54	11.00

* timescales expected: 5 working days for Stage 1 and 20 working days for Stage 2

To improve our service we also monitor the complaints upheld. This is where we review the information provided and decide in favour of the complainant. We apologise for our service failure, rectify it where possible and identify, record and put in place a service improvement.

UPHELD COMPLAINTS	1ST STAGE	2ND STAGE
Complaints upheld in the reporting year	47 (69.1%)	2 (66.7%)

Complaints

SERVICE IMPROVEMENTS

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

- Staff reminded of communication timescales, to follow through on promises made and to ensure policies and procedures are followed
- CHA asked contractor to remind their operatives to be respectful to our tenants at all times when carrying out works within any properties on behalf of CHA
- Staff will advise tenants that if they make a chip and pin payment it can take several working days to process through banking system
- Lettable standard leaflet to be developed and in progress

Compliments

These are just some of the 70 compliments received from tenants and other customers throughout the year. We thank them for taking the time to contact us.

Tenant wished to thank CHA for prompt response to repair. Workmen adhered to social distancing and tenant felt safe knowing that the necessary precautions were being taken.

Just wanted to thank the team at Centre81 for the food packages received. It was more appreciated than you will know.

I received two 20 pound Amazon vouchers from the celebration fund. A big thank you to all the staff. It is very much appreciated.

Tenant would like to say that she thinks we are a wonderful Housing Association. We are always so helpful and always try our best to get things done for our tenants.

New tenant is delighted with their house and said the neighbours are great. Tenant can't explain what a positive difference that we have made to their life.

The plumber arrived in less than 2 hours after my call and resolved the problem in less than 10 minutes. Please pass on my thanks.

Tenant really appreciated the help and support provided to help them sort out their rent circumstances.

Staff

at 31/03/21

SENIOR STAFF

Sharon Keenan

Lynette Lees

Joe Farrell

Fiona White

Alison Macfarlane

Jack Devlin

Chief Executive Officer (retired April 2021)

Head of Finance & Corporate Services (appointed CEO April 2021)

Head of Housing Services

Finance & Corporate Services Manager

Housing Services Manager (left April 2021)

Acting Housing Services Manager

Our Management Team
Lynette, Sharon and Joe



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)

Fanica Ciobotaru
Admin Assistant
(Temp)

Taylor Kelly
Finance Trainee

Ann Doris
Office Cleaner

FINANCE & CORPORATE SERVICES SECTION - CENTRE81 STAFF

Ali Mailey
Centre Administrator (PT)

James McKay
Caretaker

Jean Edmonds
Clerical Officer (PT)

Bethany Jones
Centre81 Assistant (PT)

Ryan Savage
Project Officer (CCF
Project)

Donald Campbell
Gardener (CCF Project)

Brian Fraser
Bike Mechanic (CCF
Project)



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 McGeachan
Housing Assistant

Vicky Wickins
Housing Assistant (Temp)

Nikki Quinn
Tenancy Sustainment Officer (PT)

Katie McGhee
Welfare Rights Officer (PT)

Margaret McKeitch
Clerical Officer

Alan Duckett
Estate Caretaking Supervisor

Joel Murphy
Estate Caretaking Apprentice

Vallia Agbokuma
Housing Trainee

HOUSING SERVICES - MAINTENANCE

George Stevenson
Maintenance Officer

Sam Joyce
Acting Maintenance
Officer

Ali Mailey
Maintenance Assistant
(PT)

Pat Coll
Maintenance Assistant
(Temp)

Rae Carruthers
Clerical Officer

Jim Inglis
Caretaker

Charlie Kane
Caretaker

John Douglas
Caretaker

EQUAL OPPORTUNITIES MONITORING

We advertised 4 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.

INVESTORS
IN PEOPLE | Gold

INVESTORS
IN YOUNG
PEOPLE | GOOD
PRACTICE
AWARD
GOLD

We are a
Living
Wage
Employer

Committee

at 31/03/21

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

Kathleen Brown

Co-opted members:

Cllr John Mooney

Cllr Marie McNair



Our Core Values:

Respectful

Professional

Accountable

Responsive & Informative

Associates

at 31/03/21

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

The Big Issue Bronze Sponsor

PATH

Happy to Translate

Child Poverty Action Group

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

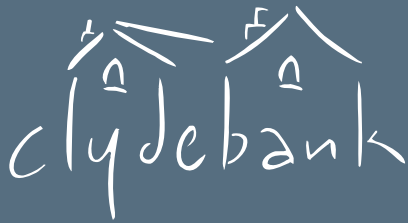


Disability Confident



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.



Clydebank Housing Association Limited | 77-83 Kilbowie Road | Clydebank G81 1BL

@clydebankha T. 0141 941 1044 | F. 0141 941 3448 | info@clydebank-ha.org.uk | www.clydebank-ha.org.uk



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. Some percentages have been rounded to the nearest 0.1%. To the best of our knowledge the information contained within this report is correct at the time of going to print.