



Annual Report

2018 2019



Provanhall Housing Association Limited

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MOŻEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

Chairperson's Report



This year brought with it a lot of changes for the Association.

We were all very saddened at the sudden loss of our Financial Services Agent Rhona Joss. Rhona had worked with the Association for 25 years providing financial services. She was a well-liked and respected member of the team and is still very sorely missed.

Due to Rhona's passing, we had to review our Financial Services provision.

Services were procured from Wellhouse Housing Association to the end of the financial year when the Association advertised for a Senior Finance Officer. Louise Kirkland took up this post in April 2019. We also employed a new receptionist this year after the departure of Ashleigh Cooper.

We were very pleased to see from the Tenant satisfaction Survey we did during the year that Tenant satisfaction remains very high. 94% were satisfied with the Association as its Landlord, 95% were satisfied with the repairs service, 88% thought the rents were value for money and 98% were happy with the management of the

neighbourhood. You can see how this compares with the performance of other Landlords later in this report. We will strive throughout the coming year to maintain and improve on our services to you.

The number of staff remains at 8, with additional services being provided for Finance and Income Advice. We entered into a new partnership for the provision of Income Advice services this year. This resulted in us doubling the provision of this service to our tenants.

Our Internal Audit programme this year focussed on gas safety, succession planning and welfare reform. An action plan has been drafted with all of the identified recommendations. We are pleased to report there were no causes for concern in any of these areas. Our Management Committee Membership remains strong. At the end of the year we had 11 Management Committee members. Attendance was 76%. The Management Committee attended the SHARE and EVH annual conferences and undertook a substantial amount of training during the year to ensure their skills and knowledge remain up to date to ensure they continue to govern the Association well.

Our new build site at Phase 13 finally began this year, with 26 new homes being developed for the Association. We are delighted that most of the properties will be allocated to Provanhall tenants. This means that even more properties will be available to meet the needs of other local tenants and applicants.

We also launched a new website and App this year. These give tenants and others much

information about the Association and electronic ways to contact or report issues to the Association. They also include updates from our twitter feed.

We continue to fully support Connect Community Trust who manage our community facility and deliver wider role projects including: youth clubs, job clubs, elderly lunch clubs, I.T. classes and bingo. We meet regularly with the Trust to develop service provision ideas. We have also undertaken work with other local groups this year including local schools and the Dogs Trust. We hope to build on these relationships in future years.

We continue to work successfully with EHRA, the partnership of 8 local Community Based Housing Associations, to improve services we offer you and your neighbours. In addition we undertake a lot of joint lobbying and training with EHRA.

We are happy to report that the External Audit of the Association's finances once again concluded that we are in a financially healthy position and everything is being managed appropriately.




Finally, I would like to thank all of the Staff and my fellow Management Committee members for all of their work and support during the year. I look forward to another successful year for the Association.








Chairperson



Tenant Satisfaction Survey...

We carried out a comprehensive tenant satisfaction survey during the year. We spoke to over 50% of our Tenants to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to improve its services to Tenants and residents.

-  **Higher than both our peer and the national average**
-  **Higher than one of the peer and national averages**
-  **Result is below both the peer and national average**

Question	Provanhall HA		Peer Average	National Average
% tenants satisfied with overall service provided by landlord	94%		94%	90%
% tenants who feel landlord is good at keeping them informed about services and decisions	98%		97%	91%
% tenants satisfied with opportunities given to them to participate in landlords decision making	97%		96%	86%
% tenants satisfied with repairs service	95%		96%	92%
% tenants answered "Overall how satisfied or dissatisfied are you with the quality of your home?"	89%		93%	88%
% tenants who feel rent for their property represents good value for money	88%		86%	83%
% tenants satisfied with management of neighbourhood	98%		95%	88%

Complaints April 2018 - March 2019

Total Numbers Received	2017/18	2018/19
Stage 1	35	44
Stage 2	5	7

Outcomes	Upheld	Not Upheld	Partial
Stage 1	10	26	8
Stage 2	0	6	1

Ombudsman Complaints

One complaint went to the ombudsman and was not upheld.

Timescales

All complaints were resolved within the required timescales.

Outcomes

As a result of complaints received and upheld the following actions were taken:

1. Internal procedures were reviewed and changed.
2. Additional Staff training was given.
3. A review of the service level agreement was undertaken with one Contractor to ensure correct service was provided.

Complaint Subject

Stage 1

17	Estate Management
16	Repairs inc. Estate Maintenance
4	Staff
2	Factoring
1	Fraud
2	Other
1	Housing Management
1	Reception

Stage 2

6	Repairs inc. Estate Maintenance
1	Factoring

	EHRA	National Average	Provanhall HA
Percentage 1st stage non-equalities complaints responded to in full within timescales	92%	86.22%	100%
Percentage 2nd stage non-equalities complaints responded to in full within timescales	100%	83.31%	100%

Housing Services...

The Housing Services Team has had another busy and challenging year.

They have continued to provide a high level responsive service and the performance outcomes are detailed below.

The housing services team are responsible for:

Allocations

Managing the housing list; dealing with allocations enquiries & allocating empty homes.

Estate Management

Estate management inspections and action; monitoring stair cleaning and environmental contracts; checking cleansing services including bulk uplift.

Rent Management

Ensuring rent is paid on time and managing arrears.

Anti-social behaviour

Dealing with neighbour and antisocial behaviour complaints.

Tenancy Sustainment

Working in partnership with support agencies to minimise legal and court actions and to help people stay in their homes.



Our Partners:

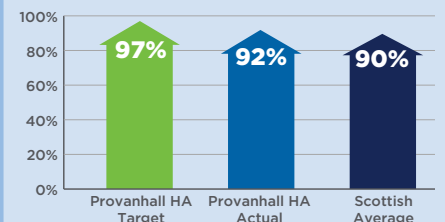
Much of the work we do is carried out in partnership with other agencies. Our main partners are: Connect Community Trust Income Advisor and Peoples Gateway Officers, HSCP Social Work and Homeless services, Police Scotland; GCC Land and Environmental services & Finance staff; DWP, Addaction, Greater Easterhouse Alcohol Awareness Project and Loretto Care; Re-Connect and the Trussell Trust.

Performance Report...

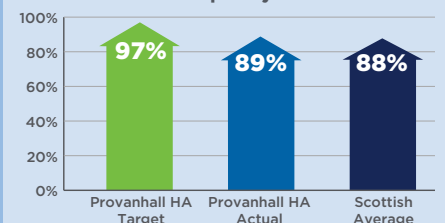
2018/19 Outcome	Provanhall HA Target	Provanhall HA Actual	Scottish Average
% average rent increase	N/A	3.5%	3.2%
Average number of days to relet empty houses	7 days	7 days	31 days
% rent loss for empty homes	0.25%	0.01%	0.7%
% of lettable homes that become available	7%	5.9%	8.6%
Tenancy Sustainment Rate	95%	96%	88%
Average number of days to process Housing Applications	10 days	2 days	N/A
% gross rent arrears	4%	3.2%	5.2%
% of former tenant arrears written off	N/A	44%	36%
% of former tenant arrears written off	N/A	44%	37%
% of antisocial behaviour complaints resolved within local target	100%	100%	88%
% of existing tenants very or fairly satisfied that the rent for their property is good value for money	90%	88%	83%

Tenant Satisfaction

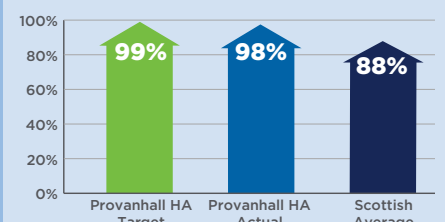
% of new tenants very or fairly satisfied with the standard of their home



% of existing tenants very or fairly satisfied with the quality of their home



% of existing tenants very or fairly satisfied with the landlord's management of the neighbourhood they live in





2019 Garden Competition

This year's garden competition was judged by Councillor Maureen Burke. Councillor Burke was really impressed with the amount of work Provanhall residents have put in to their gardens and the use of space. She even admitted that she may steal some ideas for her own garden!

The winner this year was Mrs McIntyre of Auchinlea Road. Runners up were Mrs McManus and Mr and Mrs Kirkcaldy of Balfluig Street. Third place was Mr Perkins of Balfluig Street.

Commendations were given to Mrs McEwan, Mr and Mrs Craig, Conisborough Road; Miss Hill of Duffus Street and Mrs Cotter and Mrs Kenna of Conisborough Close.

Equalities

Provanhall HA as an Equality and Diversity Policy in place to treat everyone equally and fairly. Our office is wheelchair accessible. We are a member of Happy to translate which allows us to communicate with our non-English speaking customers and tenants. Our website has google translate and browse aloud.

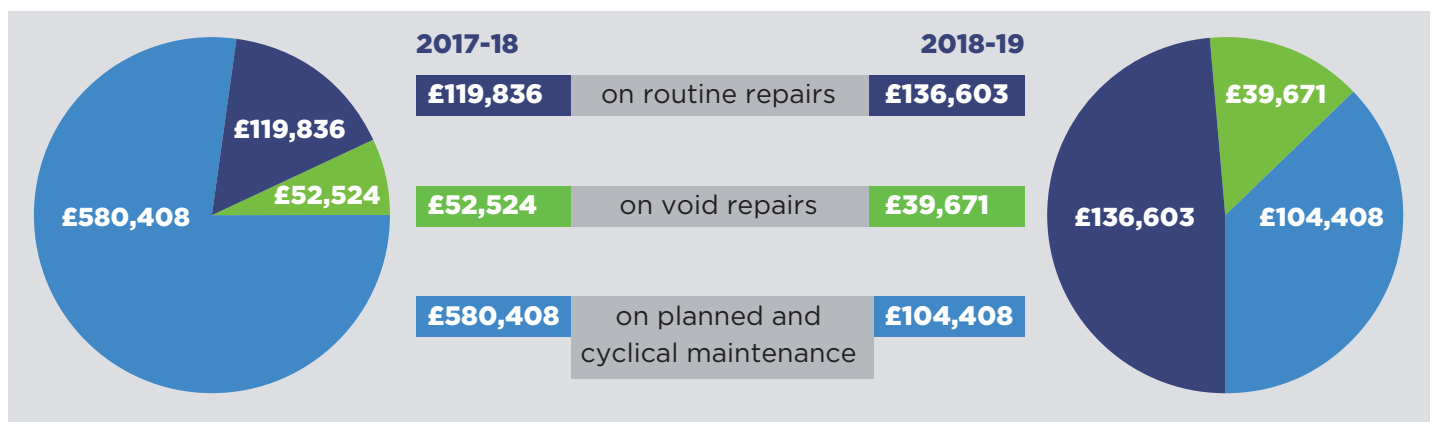
Technical Services...

In order to meet the challenges of increasing labour and materials costs for our repairs and maintenance operations, the Association reviewed how it procured its reactive and planned works. The result of the review saw us putting in place a number of framework agreements to ensure best value for money on a variety of Repairs & Maintenance contracts which were due over the next few years.

This method of procurement allowed us to obtain prices for work at this years prices with only inflationary increases agreed with the contractors for future years. These contracts will run until 2023 and included the following areas of work:

Reactive repairs contract, Smoke alarm replacements, External and close repainting, Controlled entry and handset replacements.

As part of our continued commitment to provide our tenants with a high quality repairs & maintenance service and to in line with the 30 year planned and cyclical works programme, the Association spent a total of **£280,682** on the following services:



Meeting the high standards and targets we set ourselves in the last 12 months was only made possible by our dedicated staff and skilled repair contractors. This high performance saw the Association complete a total of **1360** reactive day to day repairs which included **318** emergency repairs and **1042** non-emergency repairs.

We also achieved excellent response times throughout the period as outlined in the table below:

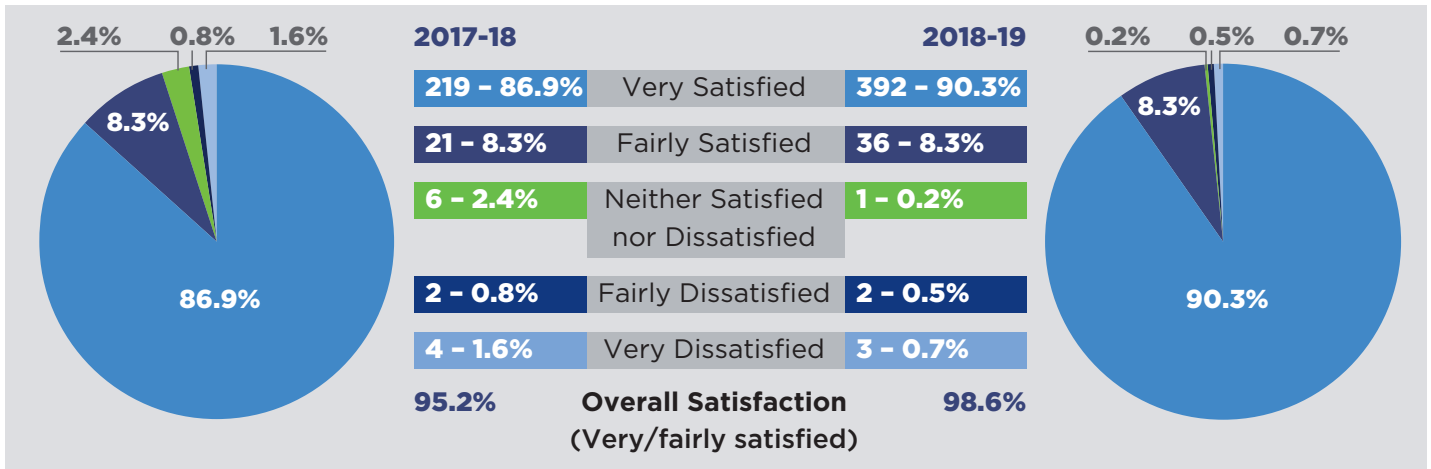
	Target	Achieved 2017-2018	Achieved 2018-2019	National Average 2018-2019
Emergency Repairs – Average Time	4 hours	1 hour 19 minutes	1 hour 8 minutes	3 hours 44 minutes
Non-emergency Repairs – Average Time	6.5 days	3 days	3 days	6.6 days
Repairs Completed <i>Right First Time</i>	100%	99.5%	99.7%	92.3%
Gas Servicing Completed On Time	100%	100%	100%	99.9%



Repairs Satisfaction

It is important for the Association to measure what our tenants think about the quality of our repairs service including the helpfulness of staff and the conduct of our contractors. To measure this we issue a satisfaction slip with every repair reported, conduct house visits, do telephone surveys and send text surveys.

During the year a total of 434 responses were obtained and the results are also in the pie charts below.



Development

Phase 13 New Build

Our partnership project with GHA which will see 106 new homes built on the vacant site at the corner of Auchinlea Road and Westerhouse Road went on site in August 2018. The contractor continues to make good progress and is still on track with their programme to complete Provanhall Housing Association's 26 new homes by Spring 2020.



Planned and Cyclical Projects

Our planned maintenance programme continued with the following project:



24 Smoke and CO2 detectors

Several cyclical repairs projects were also completed throughout the year and included:



128 Homes externally painted



484 gas safety services



gutter cleaning to every building



Finance Highlights

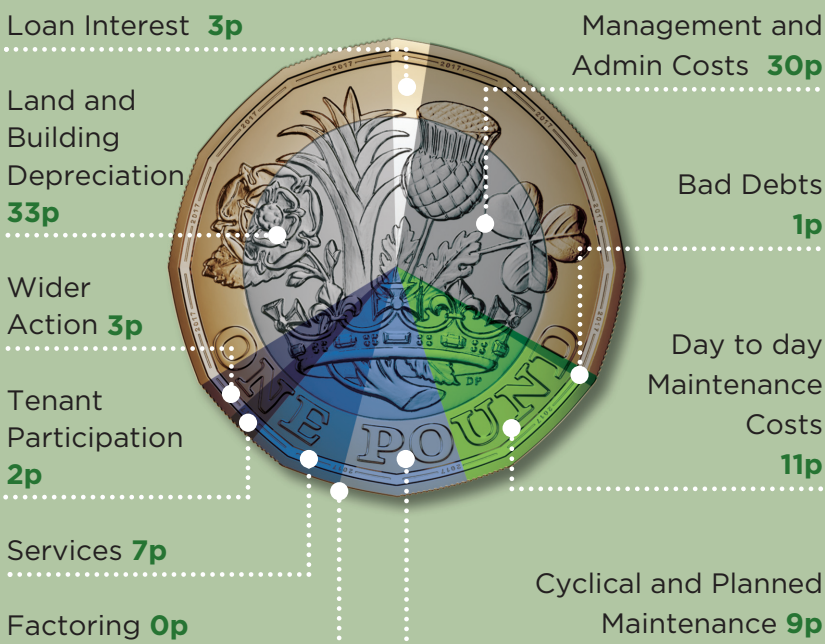
Breakdown of Total Income & Total Expenditure for 2018/2019

Income	2018/2019	2017/2018
Rental Income	1,760,983	1,708,866
Void Loss	967	-1,958
Factoring Income	1,516	1,415
Loss on Sale (RTB)	-	7820
Wider Role Grants	201	15,376
Stage 3 Grants	6,721	29,960
Amortised Grants	350,166	350,166
Interest Income	30,312	35,563
	2,148,932	£2,147,208

Costs	2018/2019	2017/2018
Management & Admin Costs	466,442	482,130
Day to Day Maintenance Costs	168,165	180,136
Cyclical & Planned Maintenance	141,711	108,863
Factoring	1,516	1,415
Services	110,685	106,498
Tenant Participation	34,376	30,445
Wider Action	48,916	51,554
Bad Debts	10,455	13,011
Land & Building Depreciation	507,082	508,156
Loan Interest & Other Finance Charges	49,396	34,830
	1,538,744	£1,517,038

Surplus for the year	£610,188	£630,170
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How every pound is spent...



Staff and Committee 2018/19

Staff

Patricia Gallagher	Director
Jim Wylie	Technical Services Manager
Lynne Lappin	Technical Services Officer
Sean Douglas	Housing Services Manager
Julie Smith	Housing Services Officer
Tracy Campbell	Housing Services Officer
Rachel Fitzsimons	Admin Assistant
Ashleigh Cooper	Receptionist

Committee

Elizabeth McEwan	Chairperson
Christine Morris	Secretary
Babs McCluskey	Committee Member
Cathie Reid	Committee Member
Rosemarie Docherty	Committee Member
Tracy Coutts	Committee Member
Clarice Spaine	Committee Member
Linda Cameron	Committee Member
William Blunn	Committee Member
Margaret Stewart	Committee Member
Rodger Harley	Committee Member

Agency Staff

Rhona Joss	FMD
Gordon Kerr	Wellhouse HA
Elizabeth Shields	Connect Community Trust

Many families once again received a Christmas treat thanks to the Association Staff and Cash for kids. £3000 was received to be shared equally between 120 children in Provanhall last Christmas. We hope that everyone enjoyed their gifts.



Donations

Throughout the year the Association has made small donations to several worthwhile charities. They include: Positive Action In housing destitution appeal, NE Foodbank, pensioners Christmas at The Connie and Cancer Research.