



Annual Report

2019-2020



Chairperson's Report

This year started off as busy and productive as previous years – who knew the challenges it was going to end with? Coronavirus (COVID19) saw us end the year in lockdown, with our services having to be provided remotely and all non urgent repairs being put on hold. By the time you receive this Annual Report, we may very well still be in that position!

We would like to thank everyone for your patience and support during this time.

We were very lucky at this time to have many grassroots community organisations in place, who, supported by the Association, immediately co-ordinated a Coronavirus Emergency Response group to provide help ranging from food to white goods to activity packs to as many of those who needed them as possible.

Our Staff changed a bit during this year. We now have a Staff complement of 9, with Louise Kirkland joining us in April 2019 as our Senior Finance Officer. Other Staff changes during the year were the appointment of Rachel Knox Anderson as our Receptionist and the appointment of Mark Quigley to replace Jim Wylie, who retired at the end of March, as Technical Services Manger.

The Management Committee has managed to continue to effectively govern the Association during Covid19, as it has for rest of the year. You will see this from our performance statistics in the report. There are currently 9 members on the Management Committee. This means that there are vacancies for anyone interested in joining at our AGM in September.

The Management Committee once again oversaw the Internal Audit programme. This year focussed on IT, GDPR compliance and financial controls. 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.

Once again we are happy to report that we received a clean management letter from our External Auditor, which confirms the finances of the Association are

being managed appropriately. We will be assessing the impact that COVID19 has had on the Association's finances – if any – over the coming months and will report to Tenants on any significant issues that arise.

Another casualty of the Covid19 situation was progress with our New Build housing programme.

We took ownership of 8 of the properties just before lockdown started. This left 18 units still on site. Again we would like to thank those awaiting their new home, and those awaiting transfers, for their patience and understanding. Thankfully things have restarted on site.

We continue to fully support Connect Community Trust who manage the local community facility and deliver wider role projects including: youth clubs, job clubs, elderly lunch clubs, I.T. classes and bingo. We hope to be able to develop more projects with them over the coming year.

We also continue to work successfully with EHRA, the partnership of 8 local Community Based Housing Associations, to improve services we offer you and your neighbours. This year we made a short film to show case 'The past, the present and the future of Easterhouse'. We will be launching this soon and will let you know when it is on our website for viewing.

Finally, I would like to thank all of the Staff and my fellow Management Committee members for all of their work and support, especially with the difficulties they have been faced with this year. I look forward to another successful year for the Association, and hope that normal service can be resumed as soon as possible!



Elizabeth McEwan • Chairperson



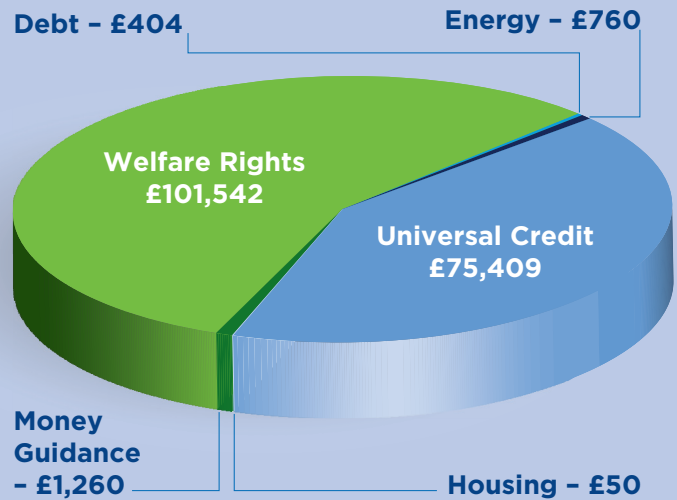
Income Advice Service

During 2019, Marshall Gemmell was our Income Advisor providing help and support to Provanhall Housing tenants relating to income and money issues. Over the year Marshall was able to support local people and increase income as shown in the pie chart.



This year, Elaine McIntyre joins us as Income Advisor and although starting during Covid-19, she has already made a huge impact and provided support to 32 individuals within Provanhall.

Provanhall Housing - Financial Gains Quarter 1, 2 & 3 (19-20)



Complaints April 2019 – March 2020

Total Numbers Received:	2019/20	2018/19
Stage 1	21	44
Stage 2	4	7

Outcomes			
Stage 1		Stage 2	
Upheld	4	Upheld	1
Not Upheld	17	Not Upheld	3
Partial	0	Partial	0

Timescales				
	Stage 1	Target	Stage 2	Target
Average No of days to resolve	3	5	11	20
% resolved within timescale	100%		100%	3

100.0% of these cases were resolved within targets agreed locally, compared to the Scottish figure of 87.9%. (2018/19 statistics – latest available info.)

Ombudsman Complaints No complaints were raised with the Ombudsman.

Stage 1 - Complaints Issues	Number	% of all	% received upheld
Repairs	9	43%	0%
Contractors	2	9%	100%
Factoring	2	9%	50%
Staff	3	14%	33%
Allocations	1	5%	0%
Tenancy Management	1	5%	0%
Estate Management	1	5%	0%
Other	2	10%	0%
Stage 2 - Complaints Issues	Number	% of all	% received upheld
Repairs	3	75%	0%
Factoring	1	25%	100%

Stage 1 - Outcomes

Void procedures were reviewed to ensure applicants viewing properties were completely clear about the void standard – especially decoration at handover stage.

Noted that some complaints could have been dealt with at first point of contact rather than passed on to other Staff members.

Staff refresher training being arranged.

Stage 2 - Outcomes

Factoring invoices reviewed re charges for services not accessed by owners.

Databases used for mail merges reviewed for accuracy.

Housing Services...

Everything our Housing Services team do is to help and support tenants, and potential new tenants, be happy in their home, enjoy the local environment and successfully sustain their tenancy.

To achieve this, Sean, Julie & Tracy work in close partnership with lots of statutory and support agencies, including:

- Connect Community Trust (Income Advisor and Peoples Gateway Officers, Reconnect)
- Glasgow City HSCP Social Work and Homeless services
- Police Scotland
- Glasgow City Council Land and Environmental services & Finance staff
- DWP
- Trussell Trust
- Addaction
- Loretto Care
- Greater Easterhouse Alcohol Awareness Project

Work the housing Services team have undertaken this year has involved:

Allocations: managing the housing list, dealing with allocations enquiries & allocating empty homes.

388
New Applications for Housing



525
Housing Applications Reviewed



57
Empty Homes to reallocate



44
New Tenant Visits



169
Current Tenant Visits




Performance Report...

2019/20 Outcome	Provanhall HA Target	Provanhall HA Actual	Scottish Average
% average rent increase	N/A	2.2%	2.97%
Average number of days to relet empty houses	7 days	4 days	31 days
% rent loss for empty homes	0.25%	0.14%	0.88%
% of lettable homes that become available	7%	10.5%	8.6%
Average number of days to process Housing Applications	10 days	2 days	N/A
% gross rent arrears	4%	2.44%	5.67%
% of former tenant arrears written off	N/A	38.03%	37.98%
% of antisocial behaviour complaints resolved within local target	100%	100%	87.9%
% of existing tenants very or fairly satisfied with the quality of their home	97%	88.8%	88.1%
% of existing tenants very or fairly satisfied with the landlord's management of the neighbourhood they live in	99%	99.2%	87.88%

PHA Actual figures based on 2019/20. Scottish Average based on 2018/19 as ARC Return results for 2019/20 not yet available.

Housing Services Team



Sean



Julie



Tracy

Rent Management: ensuring rent is paid on time & managing arrears.

- Actual Rent Arrears **1.23%**.
Down from **1.31%** last year.

Legal Notices: working with others to do all we can to minimise legal actions, court actions and eviction

- 9 legal notices issued
- 1 eviction
- 2 abandoned houses

Antisocial Behaviour: dealing with neighbour & antisocial behaviour complaints

66 Complaints in total:

- Category A Very Serious 5
- Category B Serious 6
- Category C Nuisance 55

Estate Management: estate management inspections & action, monitoring stair cleaning & environmental contracts and checking cleansing services including bulk uplift.

- Daily, Weekly & Monthly Estate Management Inspections

Stock Profile at 31/3/20

Properties for Rent:

4 bedroom property	23
3 bedroom property	88
2 bedroom property	332
1 bedroom property	54
Total	497

Other:

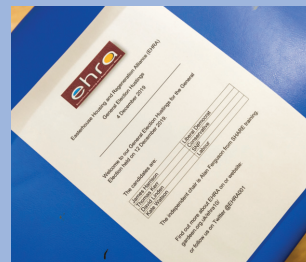
Owner occupiers	36
Sharing owners	2

EHRA: Easterhouse Housing and Regeneration Alliance

Working with the other seven housing Associations and Co-operatives in the area is a big part of our work.



As a group we have strength in numbers and we regularly meet with politicians, Scottish Government Staff, Police and staff of Housing representative bodies to raise issues affecting Greater Easterhouse and to promote the great grass roots community work in the area. We also do a lot of joint training and are looking at doing some joint procurement and projects. Whenever there is an election we hold a hustings event so that local people can come and question all of the candidates. Our hustings are fast becoming widely recognised as one of the most important dates in electoral campaigns in the city. We held a hustings event for the General Election in 2019. We also hold an annual conference to promote our work. This year's conference had a fun element and was a great success, as you will see from the pictures below. More information on the work of EHRA can be found here: <https://gardeen.org.uk/ehra10/>



Donations

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

The Association also gave a bursary to the daughter of one of its Tenants to allow her to pursue a scholarship abroad.

Technical Services...

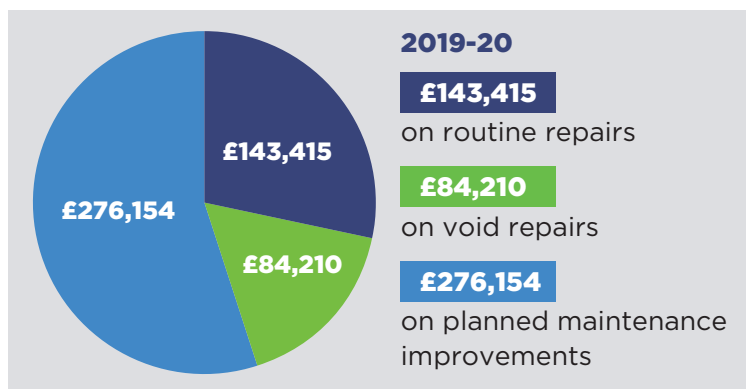
Repairs and Maintenance

Provanhall Housing Association entered the first full year of many framework agreements. These multi year agreements ensure best value for money on a variety of Repairs & Maintenance contracts over the next few years.

These contracts run until 2023 and included the following areas of work:

Reactive repairs contract, Smoke alarm replacements, Bathroom renewals, 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 continue delivering the 30 year planned and cyclical works programme, the Association spent a total of **£503,779** 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 **1522** repairs.

These were split between:

458 emergency repairs

1064 non-emergency repairs

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

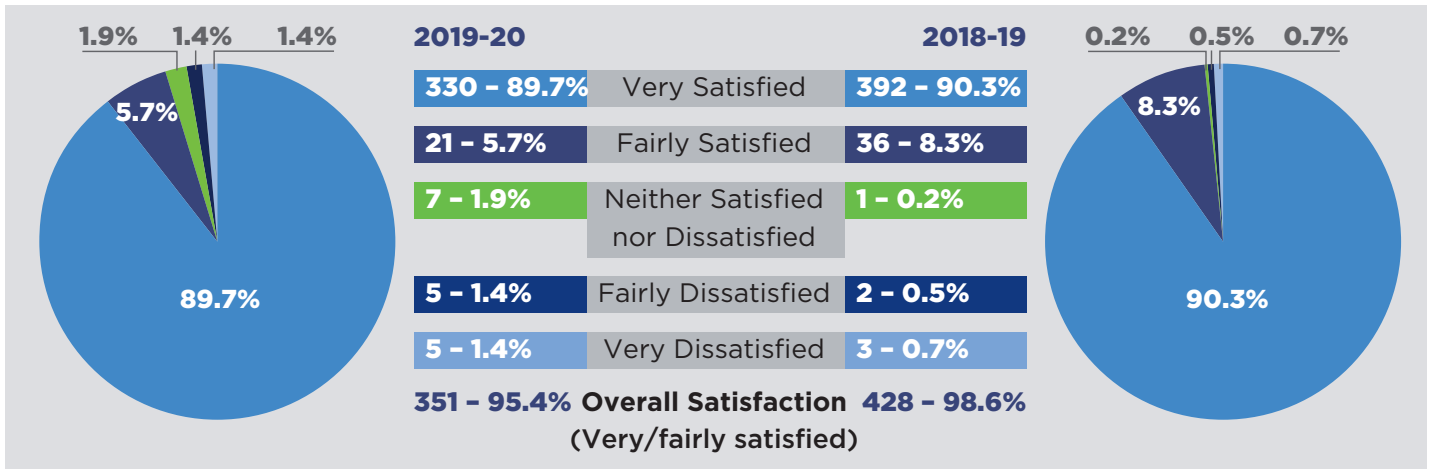
	PHA Target	Achieved 2019-2020	Achieved 2018-2019	National Average 2018-2019*
Emergency Repairs – Average Time	4 hours	1 hour 28 minutes	1 hour 8 minutes	3 hours 44 minutes
Non-emergency Repairs – Average Time	6 days 12 hours	3 days 7 hours	3 days	6 days 14 hours
Repairs Completed <i>Right First Time</i>	99%	98.6%	99.7%	92.3%
Gas Servicing Completed On Time	100%	100%	100%	99.9%

*Latest National average statistics available.



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 and survey via telephone and text. During the year a total of 368 responses were obtained and the results are also in the pie charts below.



Planned and Cyclical Projects

The planned maintenance programme continued throughout 2019-20 with fire detection improvements, bathroom renewals and door entry upgrades the primary focus.



In February 2019 the Scottish Government stipulated all social housing requires a minimum level of fire detection installed by February 2021.

Provanhall Housing Association has made significant progress throughout the last 12 months with 85% of the properties brought up to the new fire and smoke detection standard.

A summary of the 2019-20 planned maintenance programme is as follows:

Project	Homes Improved	Approx Value
Fire & smoke detection	365 homes	£166,850
Door entry panel upgrades	12 closes	£6,940
Bathroom renewals	34 homes	£86,300

486 homes were accessed for gas safety service inspections. 100% compliance was achieved in accordance with Health & Safety requirements.

Development

Phase 13 New Build

Brunstane Road and Drochil Street has welcomed new families again after the area was cleared in the mid 1990's.

At the beginning of 2020 Provanhall Housing Association took possession of 8 new homes with a further 18 to be built on Conisborough Road and Auchinlea Road.

The entire new build development of 106 homes at the corner of Auchinlea Road and Westerhouse Road will continue throughout 2020-21.



Finance Highlights

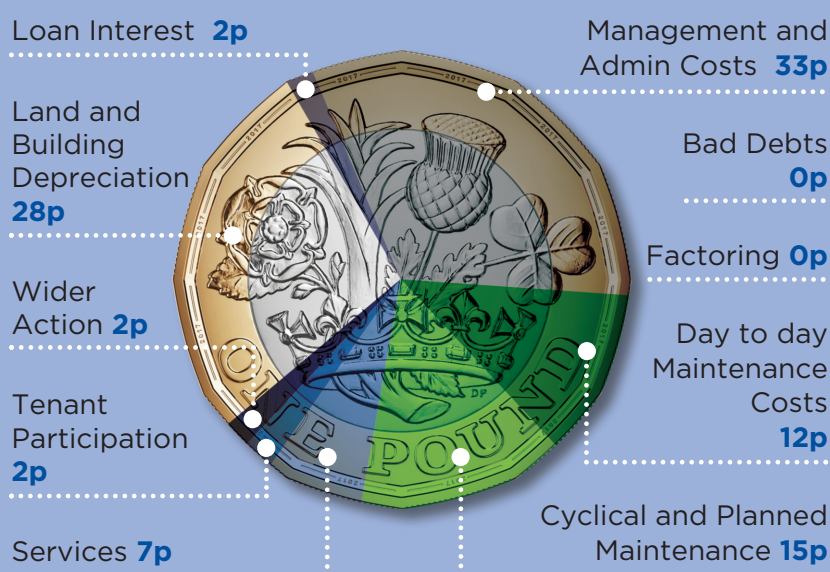
Breakdown of Total Income & Total Expenditure for 2019/2020

Income	2019/2020	2018/2019
Rental Income	1,835,754	1,760,983
Void Loss	3,813	967
Factoring Income	1,505	1,516
Loss on Sale (RTB)	-	-
Wider Role Grants	500	201
Stage 3 Grants	43,116	6,721
Amortised Grants	351,648	350,166
Interest Income	8,076	30,312
	2,236,786	2,148,932

Costs	2019/2020	2018/2019
Management & Admin Costs	608,006	466,442
Day to Day Maintenance Costs	227,625	168,165
Cyclical & Planned Maintenance	284,290	141,711
Factoring	1,505	1,516
Services	122,904	110,685
Tenant Participation	5,763	34,376
Wider Action	38,930	48,916
Bad Debts	7,888	10,455
Land & Building Depreciation	511,640	507,082
Loan Interest & Other Finance Charges	35,148	49,396
	1,843,699	1,538,744

Surplus for the year	2019/2020	2018/2019
	393,087	£610,188

How every pound is spent...



Staff and Committee 2019/20

Staff

Patricia Gallagher	Director
Jim Wylie	Technical Services Manager - retired March 2020
Mark Quigley	Technical Services Manager - as of March 2020
Lynne Lappin	Technical Services Officer
Sean Douglas	Housing Services Manager
Julie Smith	Housing Services Officer
Tracy Campbell	Housing Services Officer
Rachel Fitzsimons	Admin Assistant
Gillian Collins	Receptionist - left April 2020
Rachel Knox Anderson	Receptionist - as of July 2020

Committee

Elizabeth McEwan	Chairperson
Christine Morris	Secretary
Babs McCluskey	Committee Member
Cathie Reid	Committee Member
Tracy Coutts	Committee Member
Clarice Spaine	Committee Member
Linda Cameron	Casual Vacancy
Margaret Stewart	Committee Member
Rodger Harley	Committee Member
William Blunn	Committee Member - resigned October 2019
Rosemarie Docherty	Committee Member - resigned October 2019
Sandra Wilson	Committee Member - resigned December 2019

Agency Staff

Marshall Gemill	Connect Community Trust - left February 2020
Elizabeth Shields	Connect Community Trust

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.

Provanhall Housing Association Limited

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