

Annual Report



Provanhall Housing Association Limited

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Registered Scottish Charity. Number SCO37762



MOŻEMY PRZETŁUMACZYĆ
HEUREUX DE TRADUIRE

Chairperson's Report



I would like to extend a warm welcome to all of our members, to this year's annual report. This will be my last year in the position of Chairperson, and I would like to say at this point, what an honour it has been to lead the Association.

When I look back over the past 5 years I am amazed to see what has been achieved, and how much the Association has grown its tenant involvement. I have really enjoyed my time in the Chair and I will continue to enjoy working on the Management Committee and helping to develop the Association even further, and in to new areas.

Enclosed with this report is a copy of our Landlord Report from the Scottish Housing Regulator. In this 'report card', you will see that the performance of the association remains strong. The report shows how well we are doing in relation

to our peer group and against the national average.

I can also tell you that once again we have received a clean management letter from our External Auditor, which confirms that the finances of the Association are being managed appropriately.

We also had Internal Auditors in the office looking at various areas of our service and procedures. This year focussed on allocations, financial management, risk management and factoring. Some recommendations were made for improvements in these areas and these are being put in place by the Staff.

Throughout the year we have undertaken the following maintenance works:

 **11** front & back close doors and controlled entry systems

 **98** kitchens replaced

 **91** boilers replaced

 **485** gas servicings completed

 **gutters cleaned - all properties**

Much more of this type of improvement work will be carried out over the coming years. The

Management Committee undertook an exercise earlier in the year to ensure that monies will be available for this. This exercise is kept under regular review.

I have been saddened over my time as Chair to see the harsh impact that welfare reform has had on many of our tenants. We continued to employ the services of a GEMAP welfare benefits advisor to assist tenants and we continue to support the Jobs Club at the People's Gateway in The Connie. Unfortunately during the year we lost the services of EPIC 360 from the office, although a referral system remains in place.

Over the coming year we will be doing lots of policy and procedure reviews and we will be asking you to tell us what you think about our service in these areas. We will also be looking at new services we can bring in to the area and funding opportunities for these.

Finally, it almost goes without saying, but I could not have achieved what I did as Chair without the hard work, support and dedication of my fellow Committee Members, and our Staff. I would like to thank each and every one of them, and I wish the new Chairperson every success.

Thank you.

Linda Cameron
Chairperson

Donations

Throughout the year the Association has made small donations to several worthwhile charities. They include: CHAS, Marie Trust, Cancer Research and Positive Action in Housing's winter destitution fund

Many families once again received a Christmas treat thanks to the Association Staff and Cash for Kids. £3625 was received to be shared equally between 145 children in Provanhall last Christmas. We hope that everyone enjoyed their gifts.



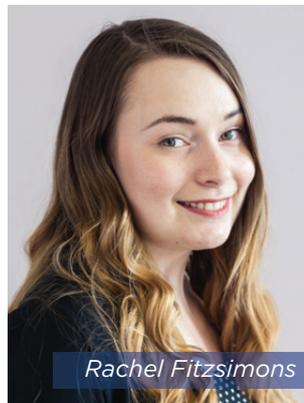
Staff and Committee 2016/17

Staff

Patricia Gallagher	Director
Jim Wylie	Technical Services Manager
Lynne Lappin	Technical Services Officer
Sean Douglas	Housing Services Manager
Julie Smith	Housing Services Officer
Chris Creaney	Housing Services Officer
Rachel Fitzsimons	Clerical Assistant
Jonny Danks	Clerical Assistant (left Dec 2016)
Niki Watson	Receptionist



Patricia Gallagher



Rachel Fitzsimons

Committee

Linda Cameron	Chairperson
Christine Morris	Secretary
Babs McCluskey	Committee Member
Cathie Reid	Committee Member
Rosemarie Docherty	Committee Member
Tracy Coutts	Committee Member
Clarice Spaine	Committee Member
Elizabeth McEwan	Committee Member
John Dempsey	Committee Member (resigned Oct 2016)
William Blunn	Committee Member
Margaret Stewart	Committee Member
Rodger Harley	Committee Member

Agency Staff

Rhona Joss	FMD
Elaine Gallacher	GEMAP, Welfare Rights Officer
Elizabeth Shields	Connect Community Trust



Mrs Coutts



Ms McManus



Mr Cameron

2017 Garden Competition

Congratulations to the winners of the 2017 Garden Competition!

This year we decided that we would have two winners. For management purposes the area is split in to two patches - North and South, as such, we decided to have a winner from each patch area.

There were tough decisions to be made this year as there were so many excellent gardens to choose from.

The joint winners were Mrs Coutts from Whitslade Street and Mrs Trainer from Conisborough Close. The Runners up were Mrs McIntyre from Auchinlea Road, Ms McManus from Balfluig Street, Mr Cameron from Whitslade Place and Mr & Mrs Cotter from Conisborough Close.

Housing Services...

It has been another busy and successful year for the Housing services Team – Sean, Julie and Chris.

Regular work for the team includes: dealing with all allocations enquiries; estate management walkabouts; checking the stair cleaning; ensuring rent is paid on time; checking bulk refuse has been uplifted; allocating empty houses and dealing with neighbour complaints and disputes.

The Staff work with lots of other agencies to achieve the high standards in the area including: Police Scotland; GCC land and environmental services; Social Work; homeless case work team; GCC Finance Staff; Connect Community Trust and Glasgow East foodbank.

Some of the work they undertook included:

Allocations

281

New Applications for Housing



329

Housing Applications Reviewed



30 Empty Homes

6 homes let to existing tenants (20%), 21 homes let to housing applicants (70%), 3 homes let to homeless applicants (10%)



28 New Tenant Visits



180 House Visits



Rent Management

1.63% Rent Arrears

Down from 1.98% last year.

Estate Management

Daily, Weekly & Monthly Estate Management Inspections

9 Legal notices issued



0 Number of evictions



0 Number of abandoned houses



1 Right to Buy Settled



105 Antisocial Behaviour Complaints

Category A Very Serious	5
Category B Serious	9
Category C Nuisance	91



Sean Douglas



Julie Smith



Chris Creaney

Stock Profile



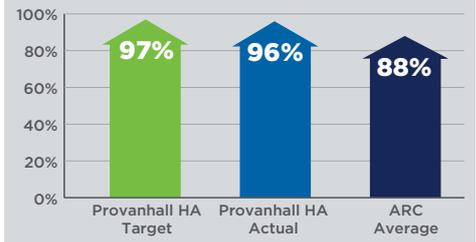
Total properties 489

Other: Owner Occupiers 36 • Sharing Owners 2

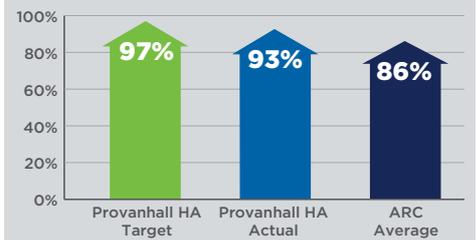
Performance Report...

2016/17 Outcome	Provanhall HA Target	Provanhall HA Actual	ARC National
% average rent increase	N/A	1.2%	2.7%
Average number of days to relet empty houses	7 days	4 days	35 days
% rent loss for empty homes	0.25%	0.08%	1.0%
% of lettable homes that become available	7%	6.1%	8.6%
% of tenancy offers refused	10%	31%	38%
Average number of days to process Housing Applications	10 days	3 days	N/A
% gross rent arrears	3%	2.3%	5.3%
% collected of rent due	N/A	103%	99.5%
% of former tenant arrears written off	N/A	34%	35%
% of antisocial behaviour complaints resolved within local target	97%	96%	88%

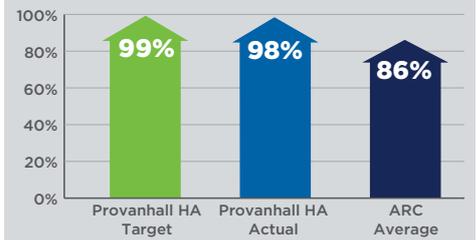
% of new tenants very or fairly satisfied with the standard of their home



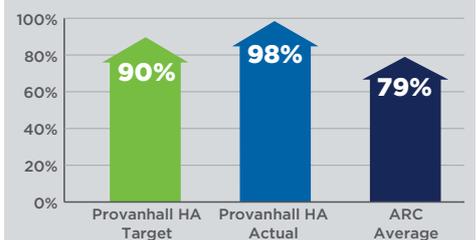
% of existing tenants very or fairly satisfied with the quality of their home



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

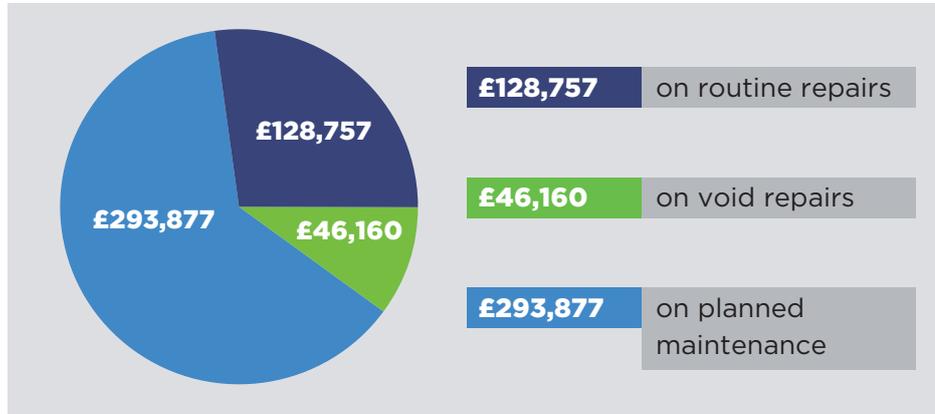


% of existing tenants very or fairly satisfied that the rent for their property is good value for money



Technical Services...

The Association continued with its long term commitment to offer tenants a high quality maintenance service and this was demonstrated last year by a total of £468,794 being spent on:



We continue to have this work carried out by our dedicated repair contractors who ensure that all emergency and reactive repairs are carried out within the timescales set out by the Association.

During the year a total of 1411 reactive and 318 emergency repairs were carried out and we achieved response times as outlined in the table below:

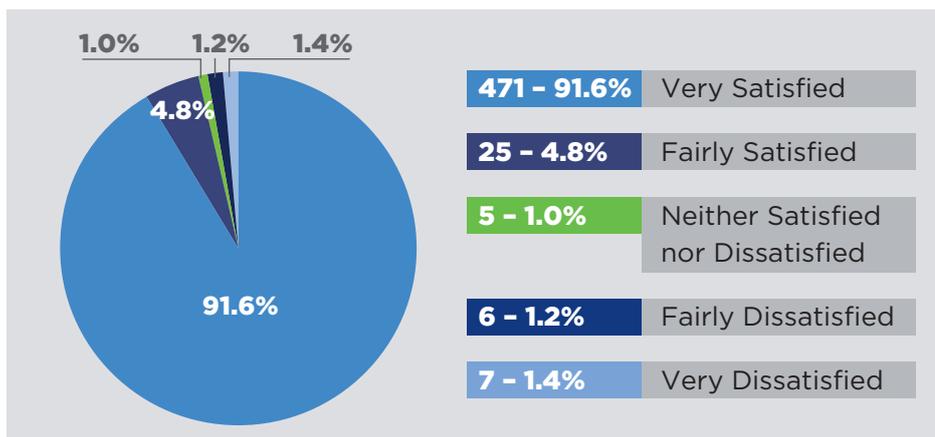
Emergency Repairs - Average Time	1 hour 17 minutes
Non-emergency Repairs - Average Time	3 days
Repairs Completed <i>Right First Time</i>	98.81%
Gas Servicing Completed On Time	99.79%



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 514 responses were obtained and the results were as follows:





Planned and Cyclical Projects

Our planned maintenance programme continued with the following completions:

 **98** new kitchens

 **91** new energy efficient condensing boilers

 **11** front and back doors at 11 closes
plus controlled entry systems and new handsets in **65** homes



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

 **14** closes painted

 external window and fence painting

 **485** gas safety services

 gutter cleaning to every building

Development

Going forward into 2017/2018 the Association will be developing for the first time in 11 years.

Working in partnership with The Wheatley Group, we will be building 26 new-build homes on the vacant site at the corner of Auchinlea Road and Conisborough Road.

The project, which will cost approximately £3.7 million, will be funded by a combination of housing grant and private loan finance and it is hoped work will begin on site in the spring of 2018.



Finance Highlights

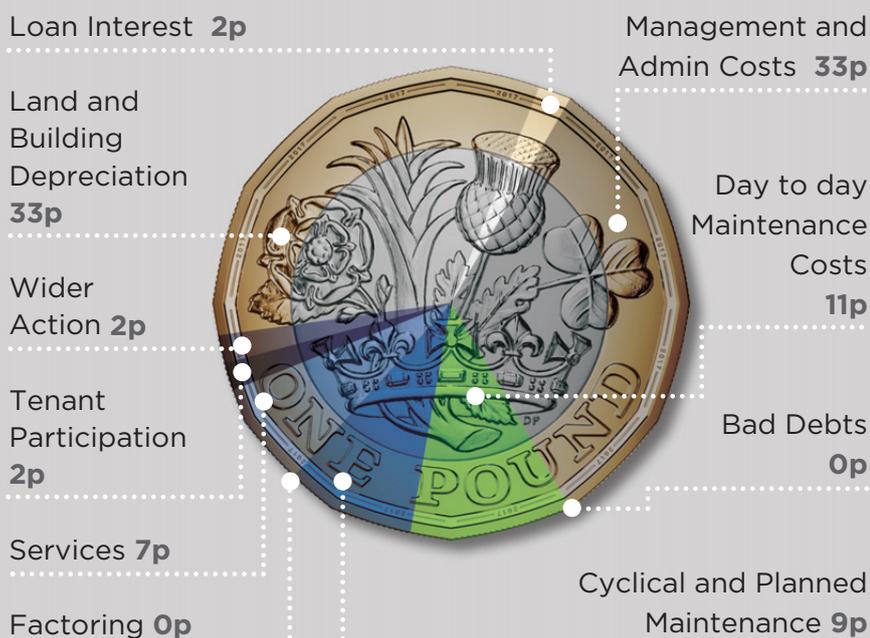
Breakdown of Total Income & Total Expenditure for 2016/2017

Income	2016/2017	2015/16
Rental Income	1,650,013	1,636,446
Void Loss	-1,395	-3,234
Factoring Income	1,416	1,341
Loss on Sale (RTB)	-40,751	-9,057
Revenue Grants	0	29,712
Stage 3 Grants	10,826	15,182
Amortised Grants	411,280	410,484
Interest Income	44,315	53,408
£2,075,704	£2,134,282	

Costs	2016/2017	2015/16
Management & Admin Costs	514,458	482,064
Day to Day Maintenance Costs	178,567	215,213
Cyclical & Planned Maintenance	143,896	193,590
Factoring	1,416	1,341
Services	117,396	112,282
Tenant Participation	29,142	25,942
Wider Action	37,544	31,710
Bad Debts	7,030	11,908
Land & Building Depreciation	516,411	507,736
Loan Interest & Other Finance Charges	33,788	31,764
£1,579,648	£1,643,262	

Surplus for the year	£496,056	£491,020
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How every pound is spent...



At last year's AGM, the Members voted unanimously for Provanhall HA to continue its wider role work in partnership with Connect Community Trust. The funding that the Association provided help Connect to continue the services it runs from the Connie, including: bingo, youth clubs, music group, lunch club, jobs club, IT sessions, sports activities, breakfast club, gala day, school bus and the very successful summer holiday programme. The Support from the Association keeps the Connie building open for community use, for all sectors of the Community.

