



Annual Performance Report (ARC Report)

2016/17



*Serving the Community for
over 3 generations - 1975 to 2017*



Contents

Chairperson’s Foreword	Page 4
Chief Executive Officer’s Introduction	Page 5
The Annual Return on the Charter Report (ARC Report)	Page 6
Landlord Profile	Page 7
Tenant Satisfaction	Page 8-9
Neighbourhood & Community	Page 10-11
Housing Quality & Maintenance	Page 12
Getting good value from Rents	Page 13 - 15
Tenancy Support & Sustainment	Page 16
Development	Page 17-19
Financial Highlights	Page 20-21
Committee and staff	Page 22-23

Chairperson's Foreword



As many of you will know I have been a member of Elderpark Housing Association's Management Committee for the last 21 years. It's fair to say that on a personal level for all staff and committee within the Association the last year has proven to be the most challenging. Last year we lost our previous Director Christine Murphy who sadly passed away after a short illness.

Christine had been with us for 33 years and had been the Director of the Association since 2006. All the committee and staff were shocked by the sudden loss and I would like to express my gratitude on behalf of all at Elderpark Housing Association for all she achieved during her many years with the Association.

As Chair I should also pay tribute to the staff of the Association who managed to deal with the tragic loss while still continuing to provide an excellent service to our tenants and residents. Their efforts are greatly appreciated and it goes without saying that I am proud that the organisation has such committed and skilled employees.

Following Christine's passing our Depute Chief Executive, Shirley McKnight operated as the Interim Director before the appointment of our new Chief Executive, Gary Dalziel who joined the Association in February 2017. I would like to personally thank Shirley for keeping things operating so effectively during this period.

I don't intend to say much in terms of what the main achievements of the Association were during the last year, however, I am delighted that in almost all areas we have improved performance from the previous year, increased our cash position and continued to be what in my opinion is the best Housing Association operating in the Central Govan area.

Just to briefly pick out a couple of main things that are important in terms of last year. Our customer satisfaction levels are something which I am immensely proud of with 96% of tenants satisfied with Elderpark as a landlord. We have invested almost £1 million pounds making improvements to our homes and have continued to develop proposals for our potential new office and the building of new 82 new homes both of which should hopefully commence later this year.

I would like to express my sincere thanks to the Management Committee for their dedication and support over the year, they willingly give up their time as volunteers because they care about the area and the organisation and without them the organisation wouldn't exist. On that subject we are always keen for more local residents to become involved. We currently have a few vacancies and if you think you could make a contribution to your community we would love to hear from you.

We have recently had two committee members stand down and I would like to pay a special thank you to them.

Susan Peters had been on the Management Committee for 20 years and a former chair and most recently vice chair. She has played a significant role in Elderpark and from a personal perspective her support and commitment to the organisation is recognised by everyone.

Sophia Kaseke has also very recently stood down from our Management Committee after a number of years and again we would like to record our thanks for her contribution to Elderpark's success.

Elspeth Millen

Chairperson

Chief Executive Officer's Introduction

As the new Chief Executive of Elderpark Housing Association I am delighted to be contributing to such a positive Annual Landlord Report.

Having only been in post since February this year I can take no credit whatsoever for the excellent progress which has been achieved by the Association in continuing to enhance the services you receive.

I am especially pleased to note that when we ask you about how we are doing, satisfaction has increased from the previous year and in almost all cases is higher than the Scottish average which compares over 160 housing associations operating throughout the country. The Association works hard to provide services to you which meet your needs and it's heartening to note that our tenants recognise this and are almost universally satisfied with Elderpark as their landlord.

Throughout the report you will see a range of statistics which highlight how we have performed in terms of the Scottish Social Housing Charter. This charter sets out the standards that each housing association is expected to achieve and while I appreciate it can often be a little confusing trying to understand what all the different figures and percentages mean the key points I would hope it gets across are:

- We carry out extensive customer satisfaction surveys using an independent company and for each of the six satisfaction indicators provided in this report these are higher than they were in 2015. Across the city of Glasgow there are many housing associations and our satisfaction compares extremely favourably with all
- During the last year we spent over £1.5million repairing and improving your homes
- Continuing negotiations on purchasing the Hills Trust primary School site for our office premises and the site for 82 new rented homes adjacent to this site

On a personal level I have been impressed by all aspects of the Association and despite a difficult time experienced in the last year which Elspeth has outlined in her foreword, immense credit should go to the staff and management committee for managing to

provide such an excellent service to you. I hope that by next year's annual report you will see even more positive developments within Elderpark Housing Association, including a new brand to properly reflect what the organisation represents, a new website, employment opportunities for younger people and building work finally commencing on the new homes and office.

I hope this annual landlord report is of interest to you and we welcome your feedback or questions on any aspect of this report. We are also keen for local people with an interest in the organisation to get in touch and discuss how they could contribute.

Gary Dalziel

Chief Executive Officer



Annual Return on the Charter Report

The Association is now in its fourth year of reporting on the Annual Return on the Charter. Every landlord must submit its annual performance figures to The Scottish Housing Regulator and produce a report for its tenants. This report will detail the Association's performance across different standards and outcomes and will be compared to other similar registered social landlords across the sector. It is divided into five different sections and includes the performance indicators that we must report on. It covers the period 1st April 2016 to the 31st March 2017.

Landlord Profile

- Total no. of houses
- Total rent due in the year
- Percentage average weekly rent increase
- Total no. of each apartment size & average weekly rent

Tenant Satisfaction

- % of tenants satisfied with overall service
- % of tenants satisfied with how we communicate with them regarding services and outcomes
- % of tenants satisfied with opportunities to participate in association decision making processes

Neighbourhood & Community

- % of tenants satisfied with landlord's management of neighbourhood they live in
- No. of cases of anti-social behaviour reported in 2016/17
- No. of cases resolved within locally agreed targets in 2016/17

Housing Quality & Maintenance

- % of reactive repairs carried out in the last year completed right first time
- % of repairs appointments kept
- % of tenants satisfied with repairs carried out in the last twelve months
- Average length of time taken to complete emergency repairs
- Average length of time taken to complete non-emergency repairs
- % of housing meeting the Scottish Housing Quality Standard (SHQS)

Getting Good value from Rents

- Average time taken to re-let properties in 2016/17
- Rent collected in 2016/17 as a % of total rent due
- % of rent lost through vacant properties in 2016/17

Landlord Profile – Our Stock profile as at 31 March 2017

Total no. of houses – **1257** Total rent due 2016/17 = **£4,445,701** Our rents increased by **2%** from the previous year

Stock by house types, apartment sizes and average weekly rents

Stock by Type, Apt, Size & Rent	House	Tenements	4 in a Block	Other Flat/ Maisonette	Total
1 Apt	0	63	0	0	63
2 Apt	0	471	6	11	488
3 Apt	29	442	2	38	511
4 Apt	94	54	0	10	158
5 Apt +	36	1	0	0	37
Total	159	1031	8	59	1257

The houses below denotes a colour rating system to show how we are performing.



Achieving excellence (Achieved up to 90-100% Satisfaction)



Performing well (Achieved up to 75-90% Satisfaction)



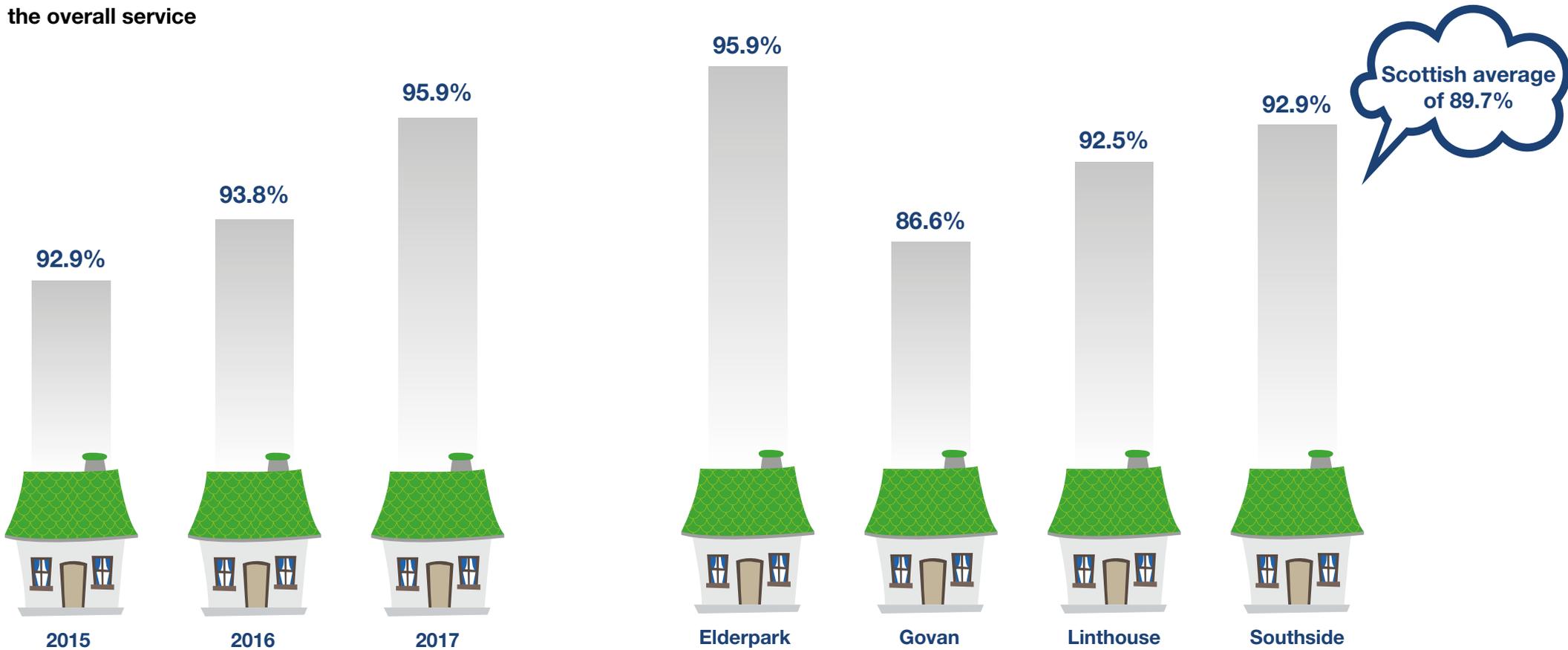
Further work required (Achieved up to 75% Satisfaction)

Tenant Satisfaction

Overall Service

EXCELLENT: % of tenants satisfied with the overall service

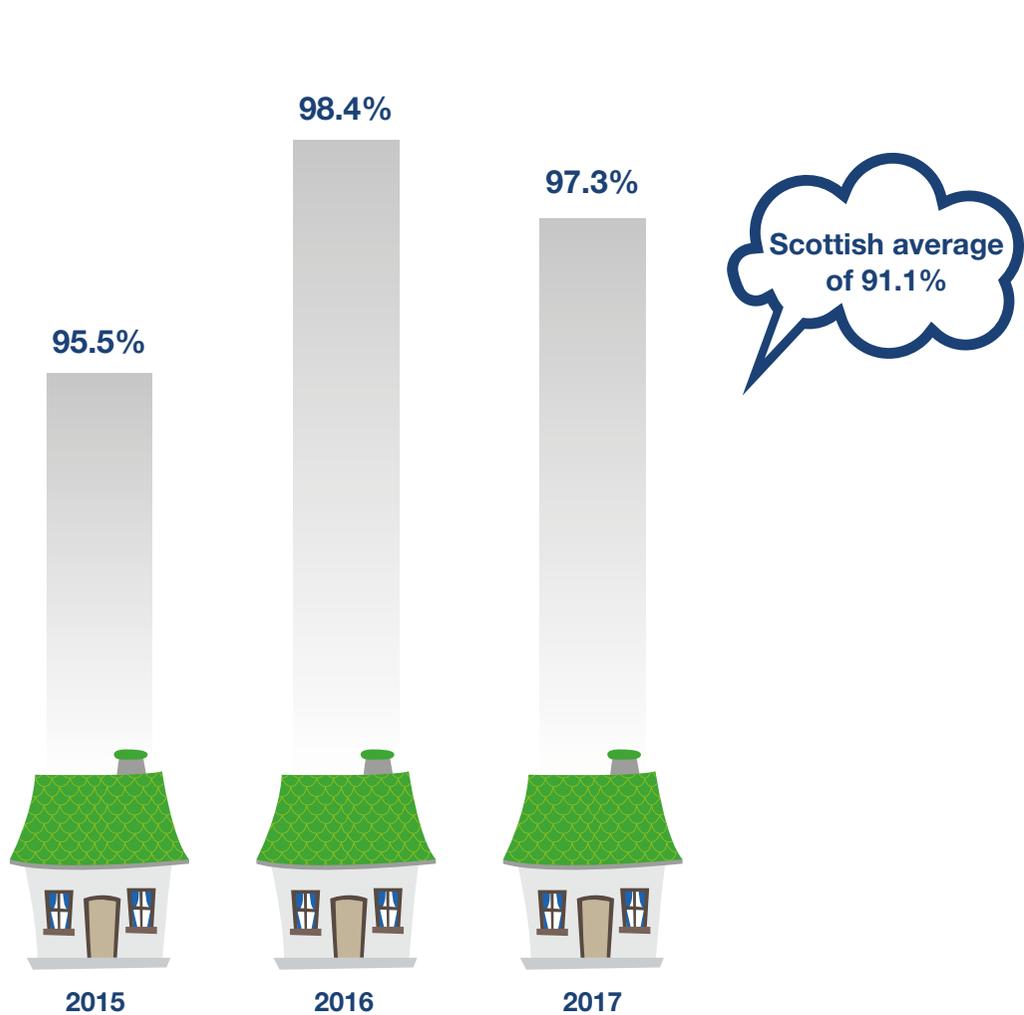
EXCELLENT: % of tenants satisfied with the overall service - comparison with peer group



Tenant Satisfaction - Continued

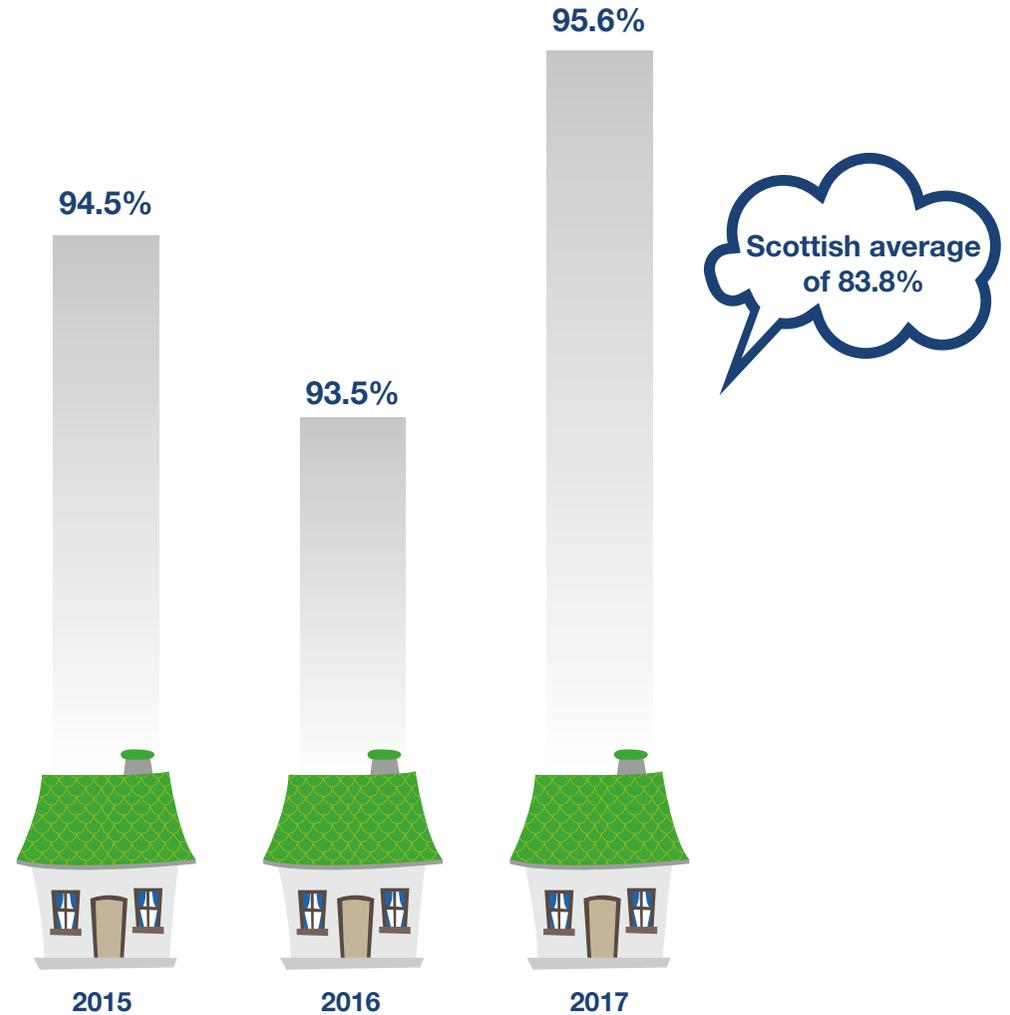
Communication

EXCELLENT: % of tenants satisfied with Elderpark keeping them informed about services and outcomes



Participation

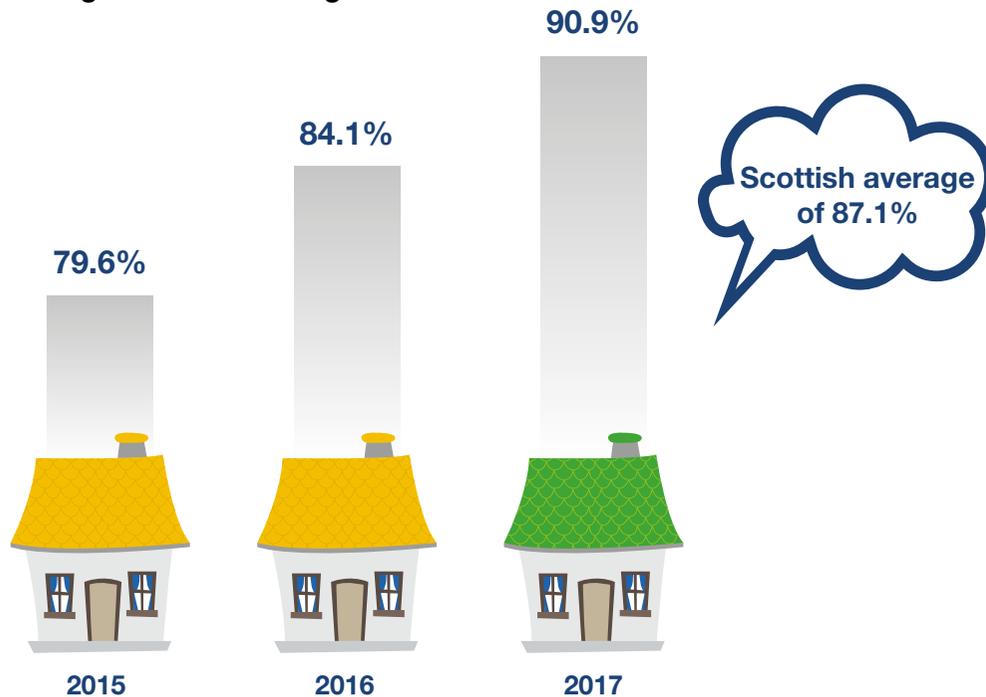
EXCELLENT: % of tenants satisfied with the opportunities to participate



Neighbourhood and Community

Neighbourhood

EXCELLENT: % of tenants satisfied with the management of the neighbourhood



No. of anti-social behaviour cases reported in 2016/17 = **115**

On average cases were investigated within 3.5 days

No. of anti-social behaviour resolved within locally agreed targets = **108 (94%)** compared to the Scottish Average of **87.2%**

The Association has allocated additional resources to compliment existing Council services to ensure that our back courts, bin areas and streets are maintained to a high standard.

Neighbourhood and Community - Continued

Some of the ways in which the Association engaged with the community and improved the neighbourhood

- Hosted a working group with Glasgow Community Safety Services & the Police to tackle youth disorder
- Power washed bin stores and steam cleaned closes
- Carried out minor repairs to the streetscape, the removal of graffiti and paint spillage as well as weed removal and street cleaning
- We have invested additional money in weeding and street cleaning
- Changed the close cleaning contractor and increased satisfaction levels from 43% to 93%
- Invested in a programme of Community Events



- Worked in partnership with Aberlour and Govan High to involve local, young people in a painting programme
- Invested in Ibrox Flower Field and Moogety Community garden
- Liaised closely with the cleansing department to try and ensure that services are being delivered to our tenants
- Put up hanging baskets and restocked existing planters
- Promoted skills and employment opportunities through Moogety Garden and Grub Hub and Dig In Community shop

Housing Quality & Maintenance



EXCELLENT: 99.8% of reactive repairs carried out in the last year were completed first time compared to the Scottish average of **92.4%**



EXCELLENT: 96% of repairs appointments were kept compared to the Scottish average of **95.7%**



EXCELLENT: 96.1% of tenants were satisfied with repairs or maintenance carried out in the last 12 months, compared to the Scottish average of **90.6%**. Over the last 4 years our repairs satisfaction results have increased year on year.



EXCELLENT: The average length of time taken to complete emergency repairs was **2.7 hours** compared to the Scottish average of **4.7 hours**



EXCELLENT: The average length of time taken to complete non-emergency repairs was **2.3 days** compared to the Scottish average of **7.1 days**

The percentage of Elderpark stock meeting the Scottish Housing Quality Standard (SHQS) – 42% compared to the Scottish average of 93.6%*

*We can report that the low figure of 42% is due to a high number of properties which are exempt from the standard. If we include these exempt properties, the stock meeting the SHQS would be 100%.

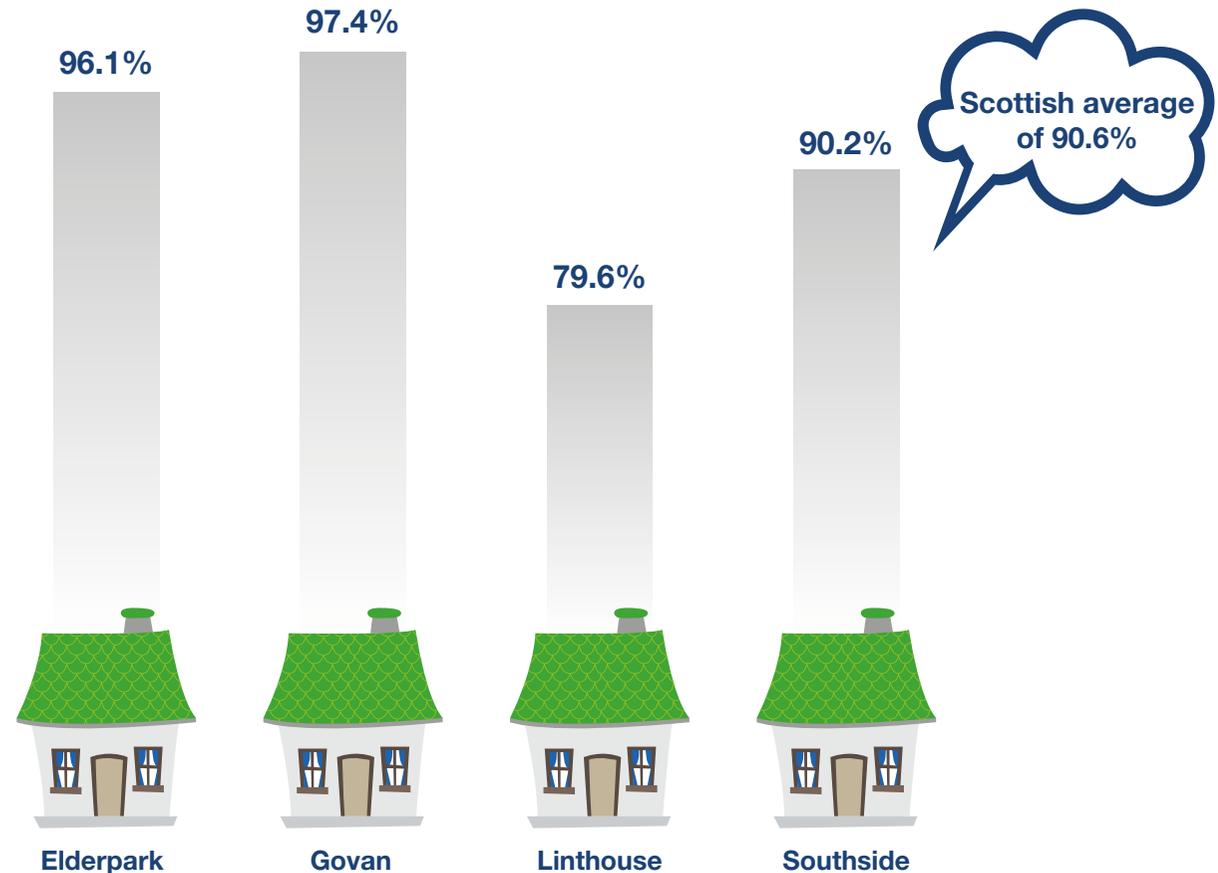


Housing Quality & Maintenance - Continued

Repairs satisfaction results over the last 3 years



Satisfaction with Repairs – Comparison with Peer Groups



A snapshot of just some of the things we have done over the year to put your rent to good use

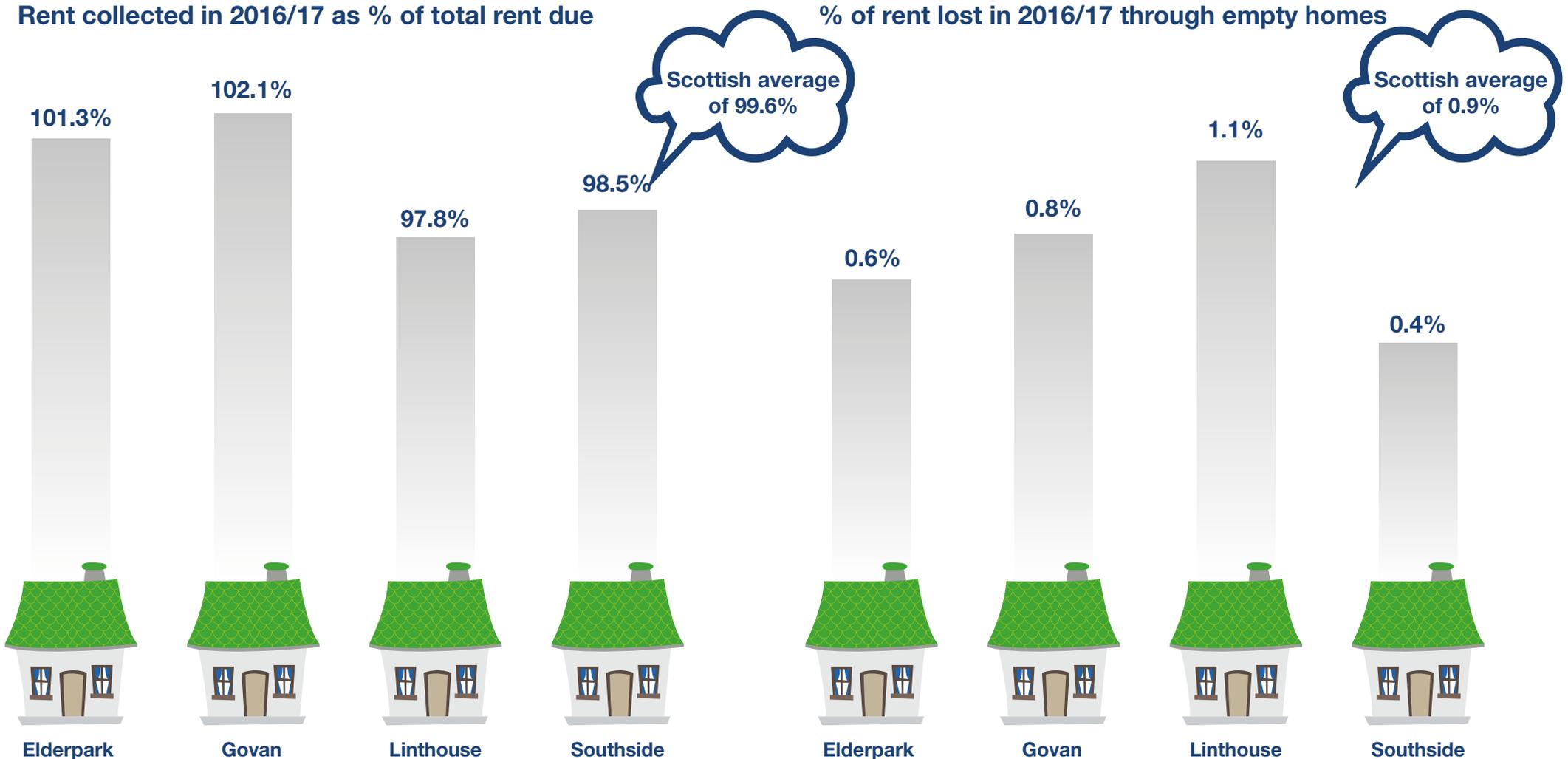
- 100% of our properties have a current gas safety certificate
- In 2016/17 we completed 20 medical adaptations
- 79.33% of our properties meet the Energy Efficiency Standards for Social Housing (EESH)
- We have carried out 90 mini refurbishments to our older, tenement stock including new kitchens, bathrooms, internal doors and at a cost of £976,000
- We completed external wall insulations to 14 closes

Getting Good Value from Rents

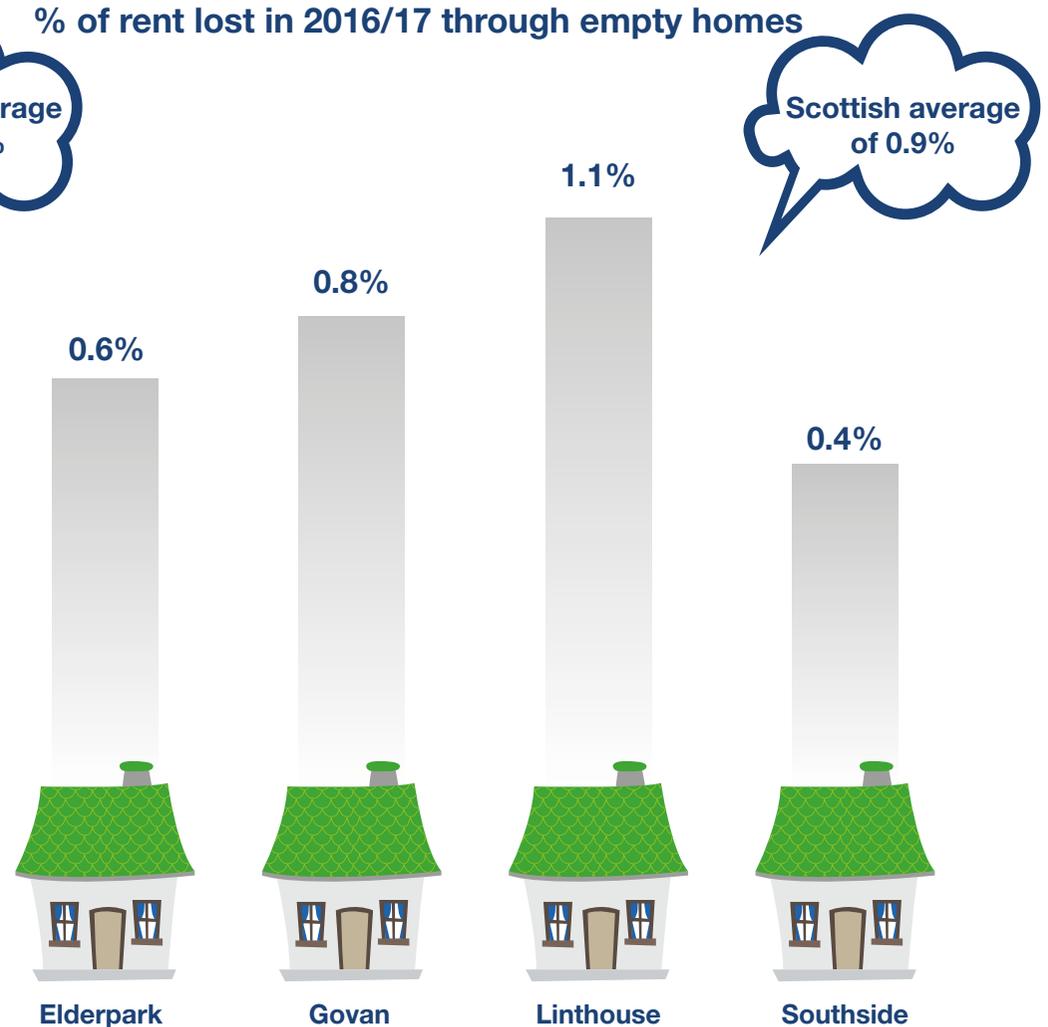
The essence of value for money is that the rents are affordable and tenants' money is being spent on the right things. Although the "right things" will vary from person to person it is important that we use our limited resources to deliver the maximum outcomes. To do this we need to manage tenants' money and contracts professionally and use intelligence and information to understand service costs and outcomes.

The average time we took to re-let properties in 2016/17 is 19.2 days.

Rent collected in 2016/17 as % of total rent due



% of rent lost in 2016/17 through empty homes

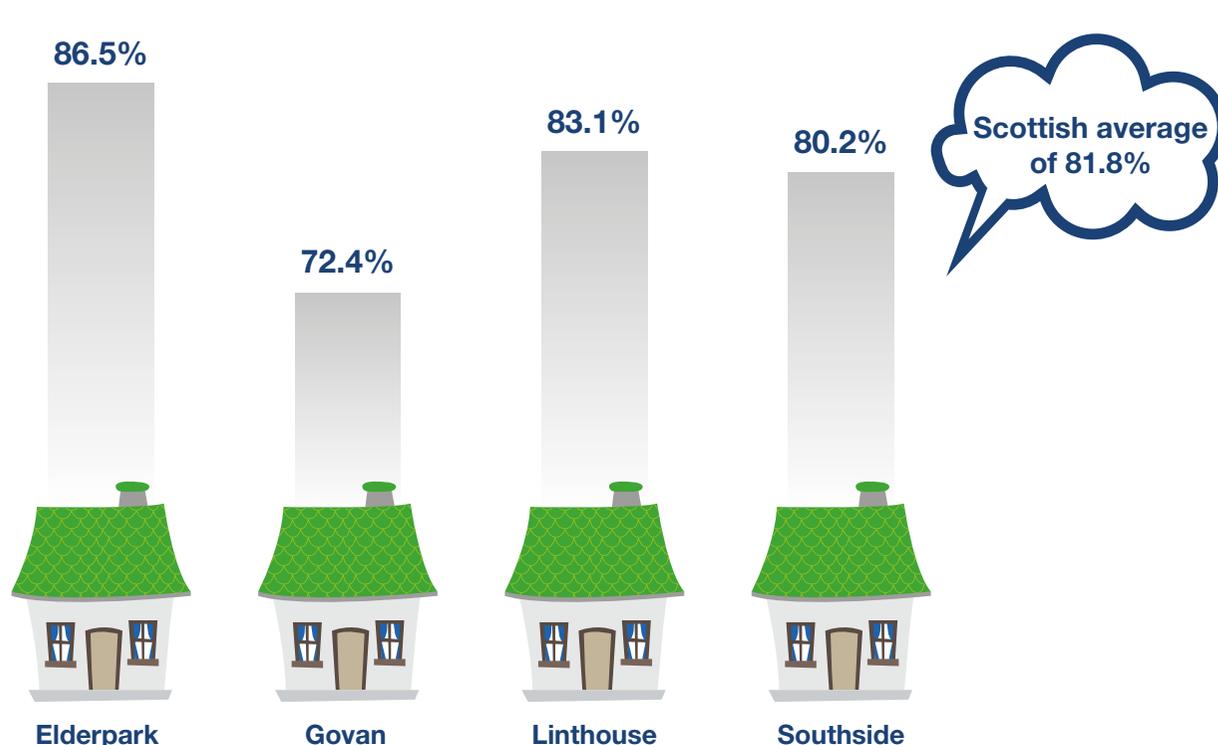


Getting Good Value from Rents - Continued

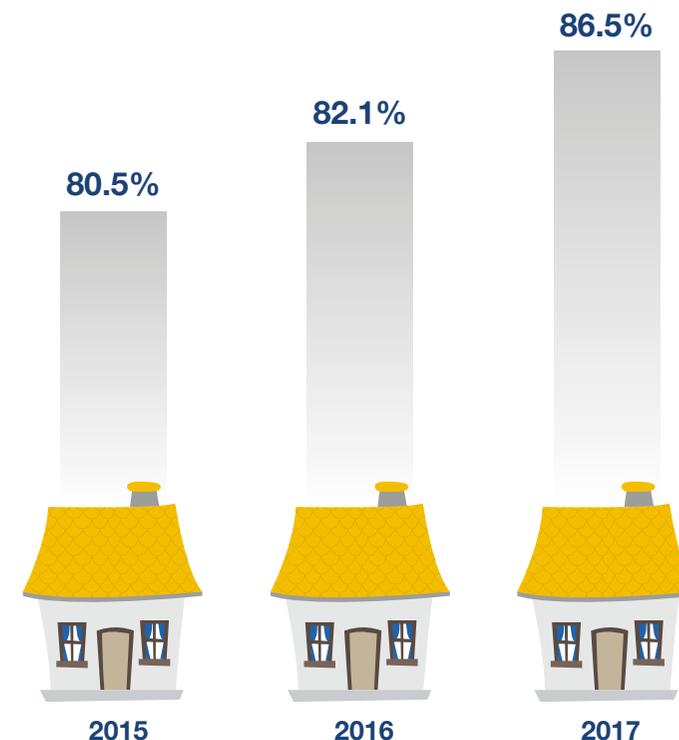
Average Weekly Rents*	Elderpark HA	Govan HA	Linthouse HA	Southside HA	Scottish Average
2 Apartments	£66.88	£63.20	£60.70	£78.08	£71.67
3 Apartments	£73.56	£74.60	£69.77	£87.51	£73.13
4 Apartments	£86.90	£82.74	£76.37	£95.75	£79.42

*The largest factor affecting average rent is the ratio of new build stock to older or traditional tenement stock. This is because the rent levels for new build stock is higher because of the loans required to build the properties. Based on the table above our rents are on a par with the Scottish Average and slightly higher than Lighthouse and Govan Housing Association.

Rent/Value for Money – Comparison with Peer Groups



Satisfaction results over the last 3 years



86.5% of tenants felt that the rent for the property represented good value for money compared to the Scottish average of 81.8%.

Again we can report an increase in satisfaction levels over the last 3 years.

Tenancy Support & Sustainment

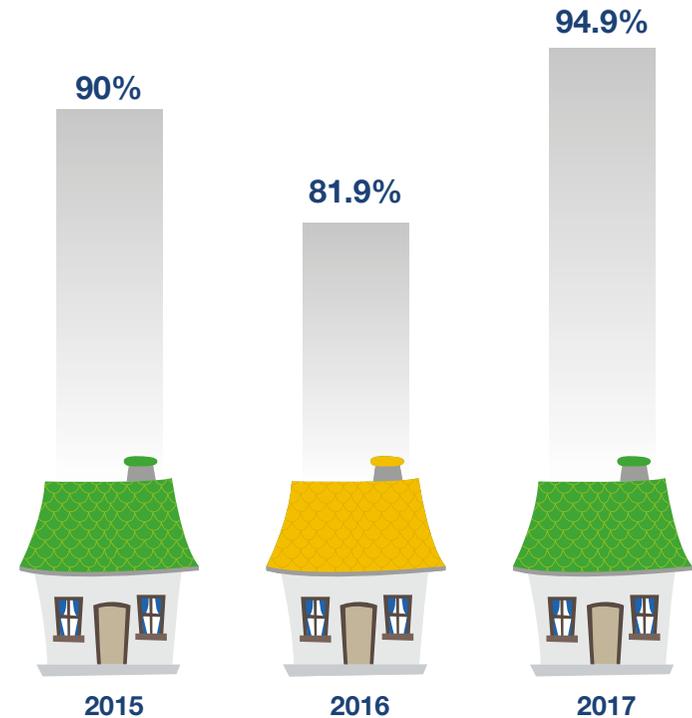
New Tenants

- Provision of a flooring and blinds package
- Partnership working with Support Agencies through Housing Options
- Providing Starter Packs
- Referral to Money Matters service
- Dulux Decoration Vouchers
- Mini refurbishment programme on older, tenement properties
- Protocol arrangement with Leaving Care Services to provide priority to young people leaving care

Existing Tenants

- Carrying out Tenancy Sustainment Interviews to prevent court action & refer to support agencies
- Referral to Money Matters and EPIC 360 service
- The no. of eviction decrees reduced from 11 to 7
- Reduced the amount of legal notices served from 61 to 51
- Introduced community benefit clauses when awarding contracts to help decorate and clean tenants' houses that have serious health problems
- Designated a tenancy sustainment budget to assist vulnerable tenants
- Helpline Service for over 65s and disabled tenants
- Medical adaptations to assist tenants to remain in their home
- Partnership working with Experian's Rental Exchange to improve tenants' credit rating

% of tenancy sustained for more than 12 months



Development

Hills Trust New Build

Our proposed development on the site of the former Hills Trust Primary school has experienced delays due to legal issues. However, a site start is anticipated in the spring of 2018.

We are providing 82 family houses and flats for rent, ranging from 2 person 2 apartments to 5 person 4 apartments and will include wheelchair provision. All properties have been designed to 'Silver Standard.' Houses will have front and back gardens and flats will have south facing balconies that can be opened or closed allowing all year round use. The development will also provide communal garden/amenity space and parking. Funding is being provided by Scottish Government Grant administered by Glasgow City Council and a Charitable Bond Loan from Allia, a Scottish Government loan scheme.



Architect's impression of the Hills Trust new build site

Development - Continued

New Office

The Association has, after a lengthy delay acquired the former B listed Hills Trust school building at Golspie Street and will be converting it for office accommodation to enable us to bring all our staff together and to provide a more comprehensive service to our customers.

This project has been approved by Central Govan Action Plan Steering Group (CGAP) as a priority project for grant funding from the Townscape Heritage Initiative (Phase 2). This grant of just under £400,000 from Heritage Lottery and Historic Environment Scotland will be used for external conservation works to bring the building back, as near as is possible, to its original condition.

We are delighted that we have saved this historic building and look forward to commencing works, along with the new build development in the spring of 2018.



Architect's impression of the New Office



Development - Continued

Community Centre

The Association has received confirmation of funding from the Scottish Government's Regeneration Capital Grant Fund towards the cost of demolishing our existing centre at 82 Elderpark Street and replacing it with a purpose built centre. We have also received a Grant award from Big Lottery for development funding to prepare designs, costs and community consultation and this process is underway.

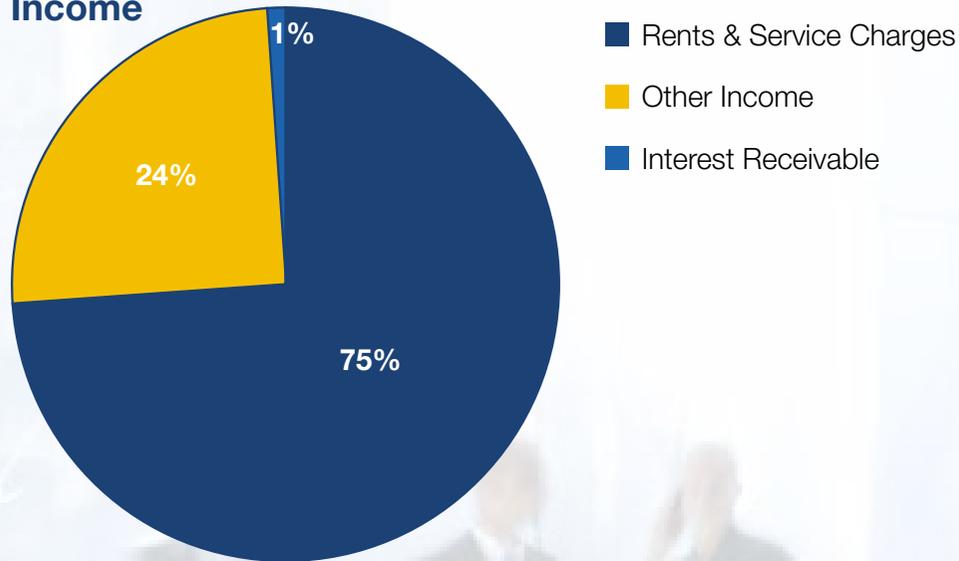
We carried out two community consultation exercises, one with the current and potential user groups and a second one with the full community and the results of these are being incorporated into the final design. We will submit a further bid to Big Lottery in October and hope to receive funding to allow us to build the new centre.



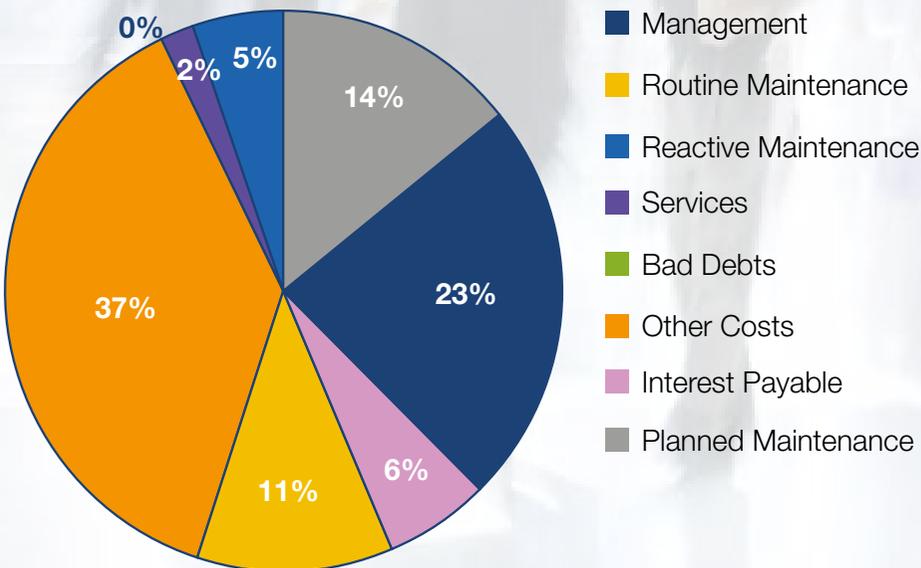
Architect's impression of the new Community Centre

Financial Highlights

Income



Expenditure



Income/Expenditure Summary

Income	£000's
Rents and Service Charges	4,607
Other Income	1,509
Interest Receivable	63
Total	6,179

Expenditure	£000's
Management	1,404
Routine Maintenance	672
Reactive Maintenance	329
Services	140
Bad Debts	22
Other Costs	2,222
Interest Payable	370
Total	5,159

Surplus	£000's
Total	1,020

Planned Maintenance Recorded in Balance Sheet	£000's
Total	870,190

Financial Highlights - Continued

Another successful year has shown we remain financially strong. Our financial resilience is derived from two primary sources: our surpluses and our operating efficiency. In 2016/17, we made a surplus of £1.02 million. We have increased our loan debt to £14m to allow for new homes development which, as a proportion of our asset base, is prudent. The work is supported by investment in technology and making the most of new technology to create smoother, faster and more cost-effective systems to benefit both our staff and our service users.

Our new Committee structure has established an Audit Sub Committee. This Committee oversees the work of the internal and external audit functions as well as the risk management framework and internal control framework for the Association. The Committee receives and reviews various reports along with the audited financial statements and recommends them to the management committee for approval. Through the reports it receives, the Audit Sub Committee gains external assurance that the Association has appropriate systems of internal control and complies with the Scottish Housing Regulator's expectations in this area.

If you would like more financial information please contact the main office on **0141 440 2244**.



Committee and Staff

Elderpark People*

Management Committee

Elsbeth Millen	(Chairperson)
Janet Evans	(Vice Chairperson)
Maureen McDonald	(Secretary)
Barbara Wilson	(Treasurer)
Anne Melvin	
Marri Holmes	
Ann McEachan	
Betty Faulkner	
Allan Bell	
Sadie Montgomery	
Reinhild Gorniak	

Staff

Management Team

Gary Dalziel	(Chief Executive Officer)
Shirley McKnight	(Depute Chief Executive Officer)
Aidan McGuinness	(Housing Manager)
Terry Frew	(Maintenance Manager)
James McGeough	(Finance & Corporate Services Manager)

Staff

Finance & Coporate Services Staff

Maureen Bain	(Corporate Services Officer)
Laura McNamee	(Corporate Services Assistant)
Marie Lubanski	(Finance & H.R Officer)
Angela Lee	(Finance & I.T Officer)
Alana Park	(Finance Assistant)
Keenan Chivasa	(Modern Apprentice)

Housing Management Staff

Lynn Reid	(Housing Officer)
Elaine Somerville	(Housing Services Officer)
Martha Nolan	(Housing Officer)
Helen Rowan	(Housing Officer)
Alan Cunningham	(Housing Officer)
Janet Miller	(Housing Assistant)
Magda Okrajek	(Housing Assistant)
Claire McCabe	(Housing Assistant)
Jim Fraser	(Estate Management Inspector)

Maintenance Staff

Derek Robertson	(Maintenance Officer)
Hugh Brown	(Maintenance Officer)
Jim Woods	(Maintenance Inspector)
Sandra Officer	(Maintenance Assistant)

*As at 1st September 2017



Ways to get involved

Focus Group meetings have been held throughout the year to get tenant feedback and suggestions on a variety of subjects ranging from reviewing the website to tenant participation.

We are always keen to get tenants involved in the decision making process. You can get involved in a variety of ways:

- **Become a shareholder**
- **Participate in a focus group**
- **Request information on becoming a member of the Management Committee**



@ElderparkHA



www.elderpark.org

Our website, facebook page and twitter feed provide you with up-to-date news and information and make it easy for you to communicate with us. You can post comments or questions immediately which allows us to respond quickly to you



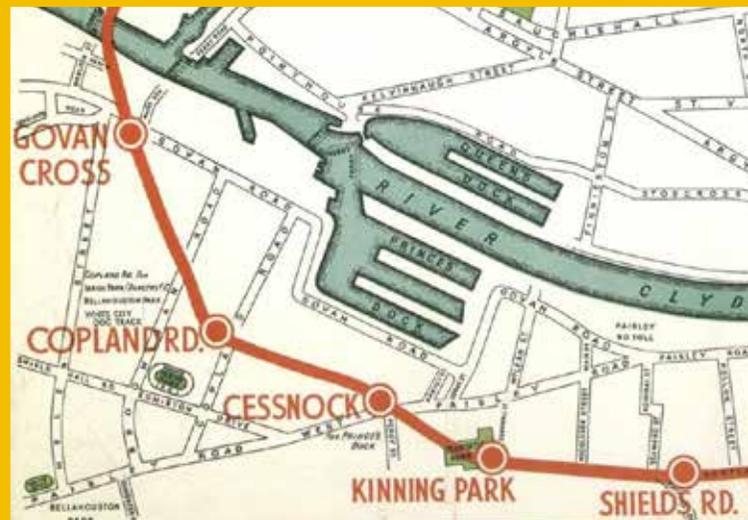
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HOUSING ASSOCIATION

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Auditor: French Duncan LLP
Internal Auditor: Alexander Sloan & Co
Banker: Royal Bank of Scotland plc

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Property Factor Registered No. PF000197

Elderpark Housing Association Ltd
is a recognised Scottish charity No: SCO32823

Elderpark Housing Association is a non-profit making
community based housing association. Our mission is to
improve the quality of life for the people of Greater Govan
by providing high quality housing and associated services
in a safe and secure environment.

OPENING HOURS

Monday - Friday: 9.00am - 12.30pm
1.30pm - 5.00pm

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We are members of:



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supporting
social
employers

