

2019/20

ANNUAL PERFORMANCE REPORT (ARC Report)



ELDERPARK
HOUSING



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Chairperson's Foreword

At our AGM in June 2019, I was honoured to become the Chairperson of Elderpark Housing and lead the Management Committee of the organisation. The purpose of this Annual Report to Tenants is to report to you as our tenants our performance in achieving the Scottish Social Housing Charter outcomes for the period 1st April 2019 until the 31st March 2020.

However, before I highlight some of the key activities and achievements that will form part of this report, it is important to reflect on the last 9 months since the country has been gripped in the middle of a pandemic. It has been an extremely challenging time for our communities and I am immensely proud of how Elderpark, along with our partners including Govan Housing Association and Linthouse Housing Association and many many others have worked closely together to go above and beyond to provide support to our tenants and residents. The support provided to the whole community by every organisation, charity and local people has been one of the real positives to come out of adversity and has shown the real depth of community spirit that has always been part of Govan.

Looking back on 2019/20 it's been a very busy year for Elderpark Housing and probably the most obvious place to start is with the eventual commencement of the works for the 82 new homes at Nethan Street and the restoration of the iconic Hills Trust Primary that will become Elderpark Housing's new home. It had been anticipated that these would have been completed around spring 2020 however due to the pandemic they were delayed somewhat. I would hope that as you make your way around Govan you have had the opportunity to see the stunning new homes which add a real prominence to area.

Over the course of 2019/20, the association invested around £2.4 million in maintaining and improving the homes of our tenants and residents with just over £600,000 on day-to-day reactive repairs, £1.5 million on planned maintenance improvements including kitchen and bathroom renewals and around £300,000

on cyclical maintenance programmes. We have invested heavily in recent years in improving our tenants and residents homes and this will continue in future years to ensure that Elderpark Housing continues to provide safe, modern and high quality homes.



One of the more significant areas to affect Elderpark Housing during the financial year 2019/20 was the introduction of the Scottish Housing Regulator's new Regulatory Framework that introduced various additional requirements on both the organisation and the Management Committee as a whole. The most significant was the requirement for all Housing Associations and Co-operatives to submit an Annual Assurance Statement (signed by myself as Chairperson) to the Scottish Housing Regulator. This statement is to confirm how compliant the association was in meeting the requirements contained within the Framework and the Regulatory Standards of Governance and Financial Management. I am delighted to report that we were able to achieve this and identified no material weaknesses which we would need to address. You can read our Statement on page 18.

Elderpark Housing is led by a voluntary Management Committee and we continue to have a few vacancies and are keen for local residents with an interest in their community to consider standing for election – if you would like to know more please contact the office.

We would welcome any comments from you on the style, content or ease of information. If you have any views please email admin@elderpark.org. I thank you for taking the time to read this introduction and hope you find the rest of the report interesting and informative.

Janet Evans
Chairperson

Chief Executive's Introduction



Trying to remember what happened prior to phrases like 'global pandemic' and 'COVID' became part of the everyday vocabulary is a real challenge and in some ways the world has changed so much since the period this report will refer to.

For the last nine months the association has tried to be that 'community anchor' working with a host of partners we already had strong relationships with including Moogety Foods, Aberlour, Impact Arts, Govan Housing Association and Linthouse Housing Association but also with other partners with who hadn't had as close a relationship. This has involved staff out in the communities delivering food, increased digital support, funding for community activities, welfare benefits and employment assistance and many other aspects. I have been proud of the commitment of our staff to try and support our tenants through this difficult time and their passion, empathy and desire to be out in their areas helping those most in need has been something which puts into sharp focus the role that Housing Associations can play.

Looking back at 2019/20 the organisation had some excellent achievements, made strong progress across all areas of our performance and hopefully continued to deliver excellent services to our tenants and residents. Some of the other activities we delivered during the year was the introduction of a new on-line Customer Feedback tool. You may have noticed that you have received more on-line surveys from us and we appreciate you completing these as they help us learn about how we can enhance what we do and understand your views. We as a staff team are all passionate about working for Elderpark Housing because we wish to provide the best possible service and highest quality homes to our tenants and residents and as Chief Executive of this organisation seeing

the satisfaction results that our tenants give us across all areas of service is extremely pleasing.

We also carried out a full review of our staff resources last year recognising that there was some gaps in areas relating to Customer Service, ICT and Governance and were delighted to welcome a number of new staff to the organisation and also provide permanent roles to our two modern apprentices. We are confident that these changes in the staff team will help us continue to be a leading housing association within Scotland based on our performance figures but more importantly will allow us to continue to meet our tenant's and resident's needs.

The association, working with partners Glasgow Life and Glasgow City Council, has managed to attract significant funding from the Scottish Government's Regeneration Capital Grants Fund and Glasgow City Council's Town Centre Funding in the region of £2 million which will involve carrying out major construction and refurbishment works to redesign the listed Elderpark Library into a Library and Learning Centre. This will ensure the long term life of this asset and provide an outstanding community hub for the whole of Govan and it is hoped that work will commence in 2021.

Throughout the rest of the report we will give you a flavour of some of the work undertaken, the performance of the association together with a copy of our assurance statement. Trying to encapsulate everything that happens in a year within a few pages is not that easy so if you have anything you want to know a little bit more about please get in touch with me at gary.dalziel@elderpark.org

Take care and stay safe, wishing you all a slightly more normal 2021.

Gary Dalziel

Chief Executive Officer

Our Aspirations

Our Vision

Elderpark Housing will lead the way in delivering outstanding customer service and great places to live.

Our Mission

To provide quality, affordable homes and excellent customer service which places a focus on our customers and enhancing our communities.

Our Strategic Objectives

We have developed five key strategic objectives for the period 2018-2021 which will focus on the following keys themes:



Highlights of the Year



294

Radio linked smoke alarms fitted



95.3%

of tenants are satisfied with our overall service



3405

Repairs carried out to your home



100%

Gas Safety Checks Completed



124

Re-lets in the year



135

Kitchens replaced



152

Gas Boilers replaced



115

Bathrooms replaced



Landlord Profile

Our stock profile as at 31 March 2020



Total no. of houses
1256



Total rent due
£4,920,661

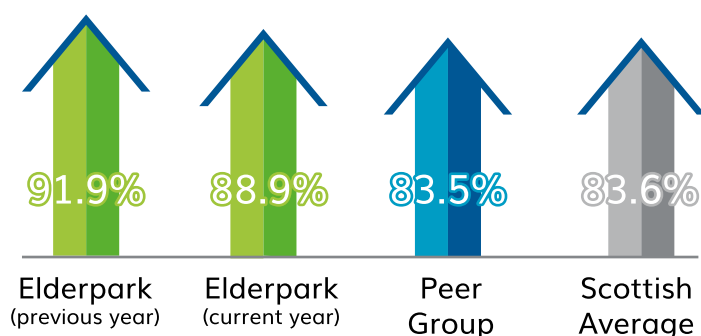
Our rents increased by **2.0%** from the previous year

Stock by house type, apartment size and average weekly rent

Stock by type, apt size & rent	House	Tenements	4 in a block	Other Flat/Maisonette	Total	Average Weekly Rent	Scottish Average Weekly Rent	% +/- Scottish Average
1 Apartment	0	63	0	0	63	£66.97	£73.47	-8.8%
2 Apartment	0	476	6	12	494	£71.32	£78.65	-9.3%
3 Apartment	29	438	2	38	507	£79.79	£82.76	-3.0%
4 Apartment	95	51	0	9	155	£95.55	£84.44	+9.1%
5+ Apartment	36	1	0	0	37	£112.71	£98.69	+14.2%
Total	160	1029	8	59	1256			

Value for Money

% of tenants who feel that the rent for their property represents good value for money

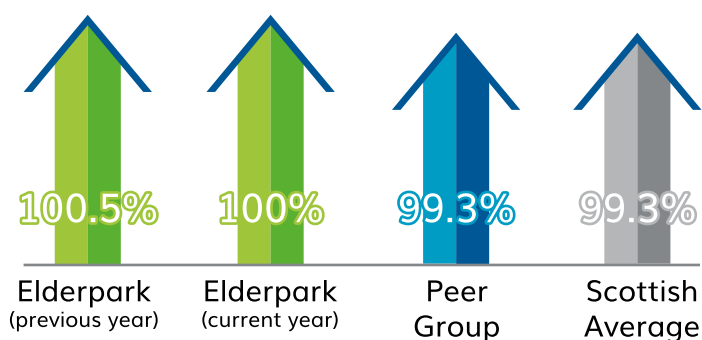


Getting Good Value from Rents

The Association recognises the importance of striking the right balance between keeping rents affordable while ensuring excellent customer service and value for money in all areas of service. In order to do this we must effectively manage arrears to maximise rental income and keep re-let times to a minimum, avoiding our properties being empty for too long.

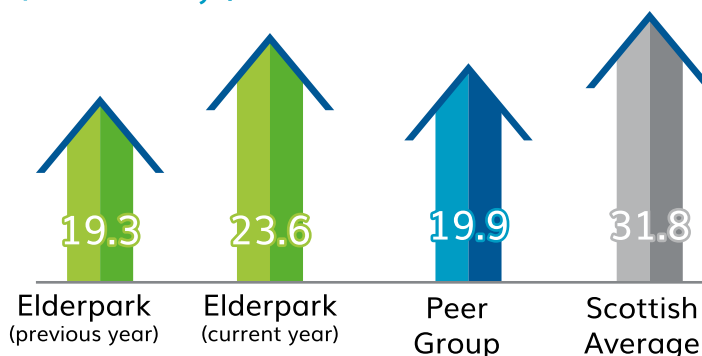
Rent Collected

% of the total rent due



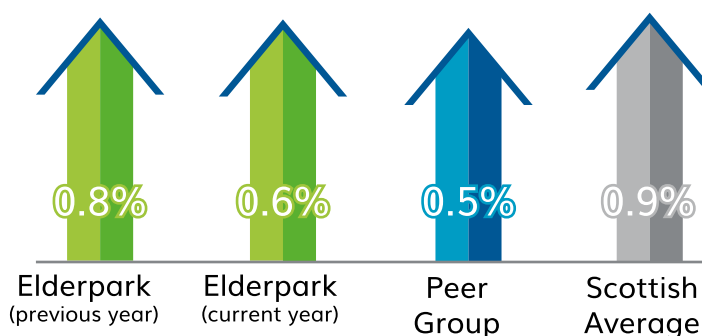
Re-let Times

Average length of time taken to re-let properties (calendar days)



Rent Loss

% of rent lost through properties being empty

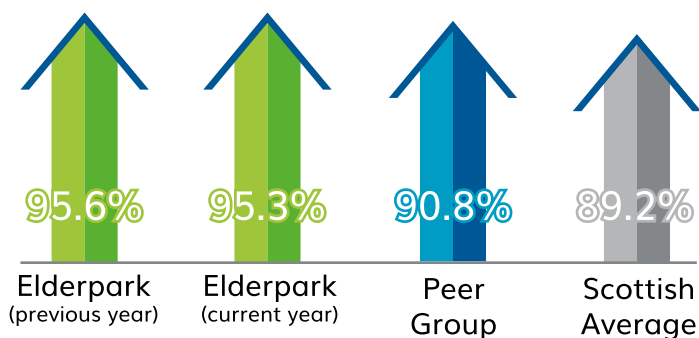


Tenant Satisfaction



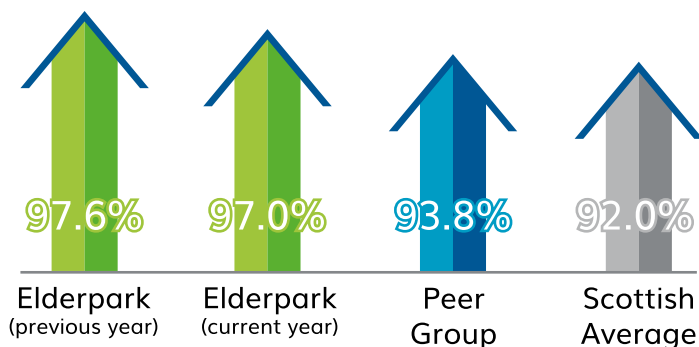
Overall Service

% of tenants satisfied with the overall service



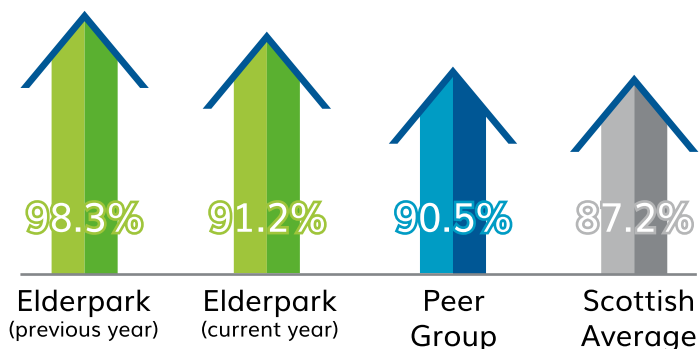
Communication

% of tenants satisfied with how we keep them informed about services and decisions



Participation

% of tenants satisfied with the opportunities to participate in their landlord's decision making processes



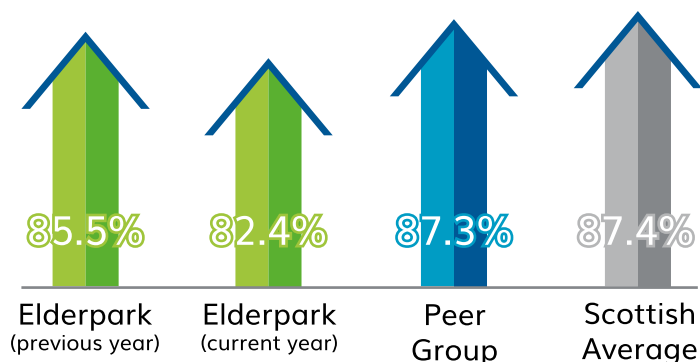
Neighbourhood and Community

The values of Elderpark mean that we are more than a landlord because we care about the people in our community. By adopting values of trust and fostering stronger partnership with others, we are able to maximise opportunities for our tenants and residents. This is evident through some of the work detailed below.

- Through our involvement in the Govan Thriving Places and Art Heritage and Wellbeing, we helped to put on a family fun day and music events, which was probably one of the busiest events in Elderpark for years.
- Govan Games in August was an opportunity to P6 and P7 pupils to try out 11 different sports.
- We held our annual Burns Supper in January.
- Through our work with local NHS Health Improvement Team we organise cookery lessons through Govan.
- We secured funding to support our partnership with Urban Roots to utilise food as link to combating loneliness, poor health, community events, education, training, volunteering and employment opportunities.
- Elderpark also supports Moogety Foods social enterprise Community Green grocers.
- We support emerging community organisations by securing funding for Food Befriending Agency, who bring the elderly and those with poor health together to enjoy a day out or a meal and entertainment.
- We partnered with Marketa from the No 1 Befriending agency to offer a befriending service for those who are lonely and isolated.
- With the dedication of Stuart Minnis and in conjunction with GHA and Glasgow City Council, we offer wellbeing and community activities at Ibrox Flower Field community garden.
- We support the work of Govan Jobs Match, led by Govan HA as a Govan Thriving place partnership. This service promotes, training and employment opportunities.

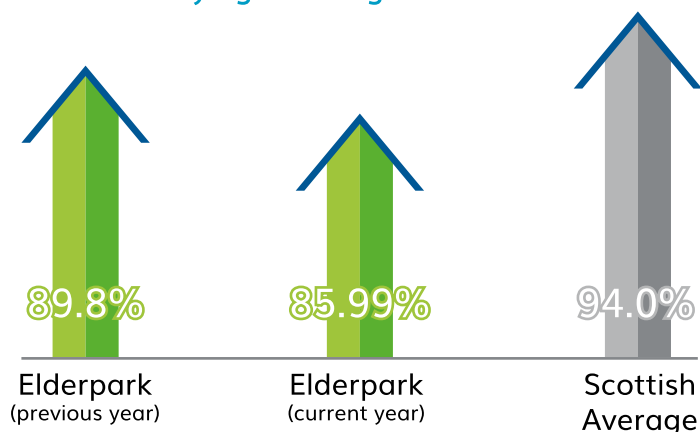
Neighbourhood

% of tenant's satisfaction with the management of the neighbourhood they live in



Anti-Social Behaviour

% of anti-social behaviour complaints resolved within locally agreed targets



The Association received 157 complaints of anti-social behaviour in 2019/2020.



Tenancy Support and Sustainment

The Association strives to provide an excellent service to our new and existing tenants. We promote tenancy support and sustainment in the following ways;

New Tenants

- Provision of a flooring and blinds package
- Partnership working with support agencies through Housing Options
- Providing Starter Packs
- Referrals to the Money Matters service
- Dulux Decoration Vouchers
- Programme of mini refurbishment of older, tenement properties
- Protocol with Leaving Care Services to give young people leaving care priority for housing
- Work with Citrus Energy to provide the best energy deals for our tenants

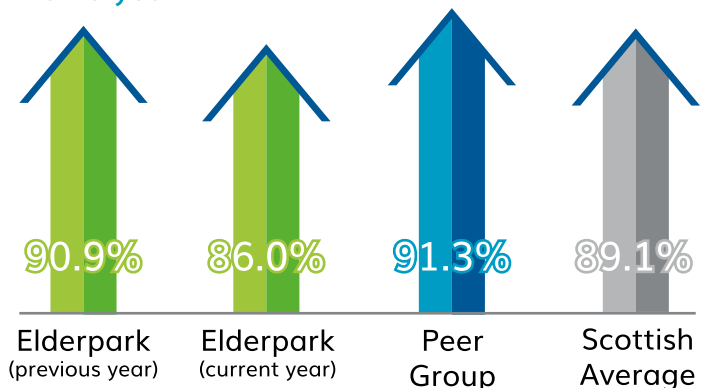
Existing Tenants

- Carrying out tenancy sustainment interviews and refer to support agencies and prevent court action
- Carrying out tenancy sustainment interviews to identify support needs and refer to the appropriate support agencies
- Referral to Money Matters
- Introduced community benefit clauses when awarding contracts to help decorate and clean tenants' houses that have serious health problems
- Operate 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
- Promote wider role projects such as the Craft Café for people over 60

During the reporting year there was a review of our staffing structure and using the principles of service design the Housing Management structure changed to put an emphasis on tenants' having a single point of contact for all housing management enquiries and more specialist support from a Financial Inclusion Officer and Tenancy Support Advisor. There was also the creation of a Housing Manager post to help oversee the team and bring consistency as we strive towards a right first time service.

Tenancy Sustainment

% of new tenancies sustained for more than a year



Access to Housing

Our properties are allocated to 3 groups of housing applicants. These 3 groups are, existing tenants of Elderpark Housing who are looking to transfer within our stock, waiting list applicants and those who have been assessed as Statutory homeless by Glasgow City Council.

A total of 124 properties were re-let and the breakdown of how these lets were made is shown here:

Number of lets to existing tenants: 15

Number of lets to waiting list applicants: 92

Number of lets to homeless applicants: 17

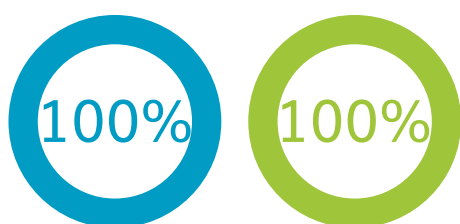


Complaints

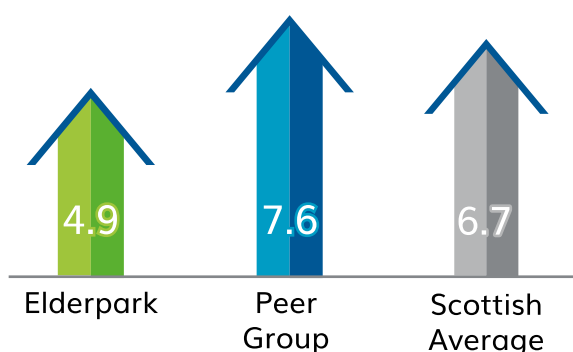
Complaints are an important part of how the Association continuously reviews our services, we use complaints and feedback from tenants to shape how we deliver services in a way that is right for our tenants. As part of the staffing restructure complaints will now be monitored through our Corporate Services Team to improve how we learn and develop services. In early 2021 an internal review of how we record and respond to complaints will be carried out, we will adopt the latest Model Policy from Scottish Public Service Ombudsman (SPSO) and further training on this will take place for staff.

Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Service Ombudsman timescales

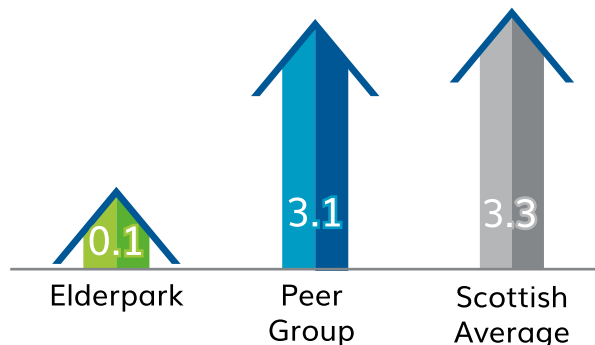
Stage 1 and 2 complaints who responded in full



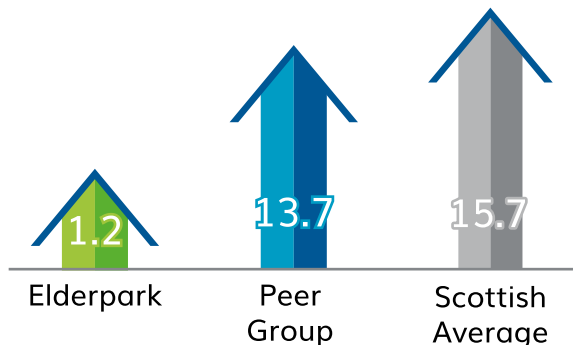
Complaint received per 100 homes



Stage 1 - Days taken to respond



Stage 2 - Days taken to respond



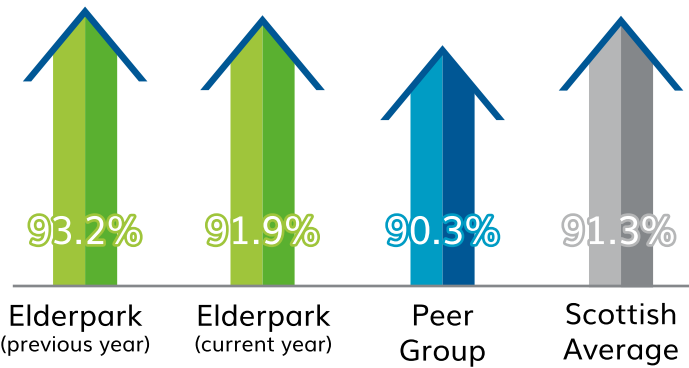
62

No. of complaints received within the reporting year

Housing Quality and Maintenance

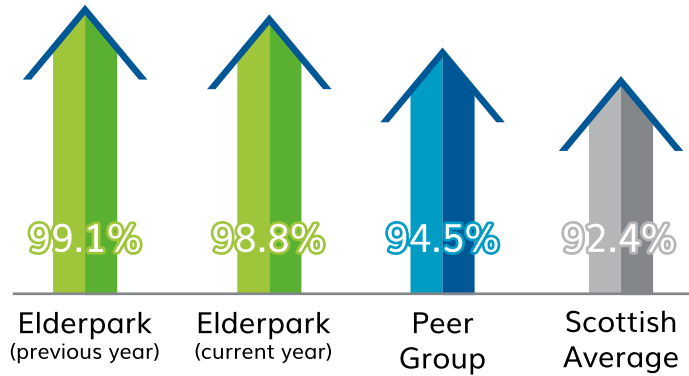
Repairs Satisfaction

% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service



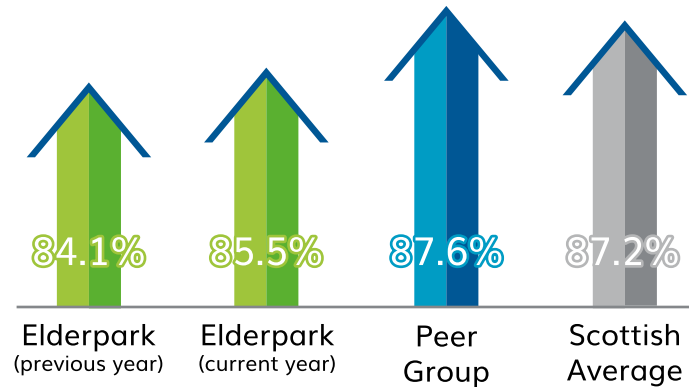
Repairs Right First Time

% of reactive repairs carried out in the last year completed



Quality of home

% of existing tenants satisfied with the quality of their home



Medical Adaptations

- Last year the association completed 16 medical adaptations taking on average 34 days.



The total amount of grant awarded by Glasgow City Council last year

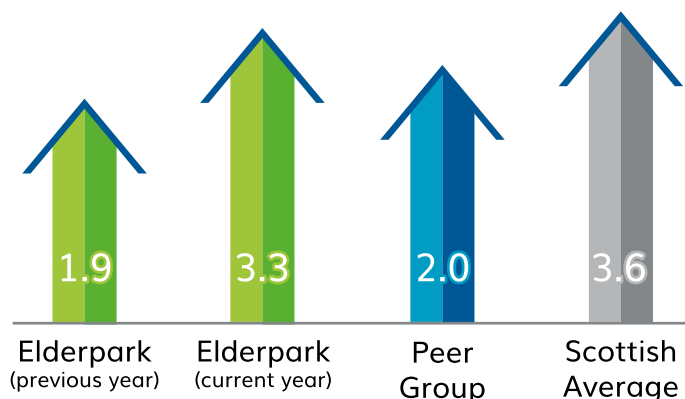
£38,260



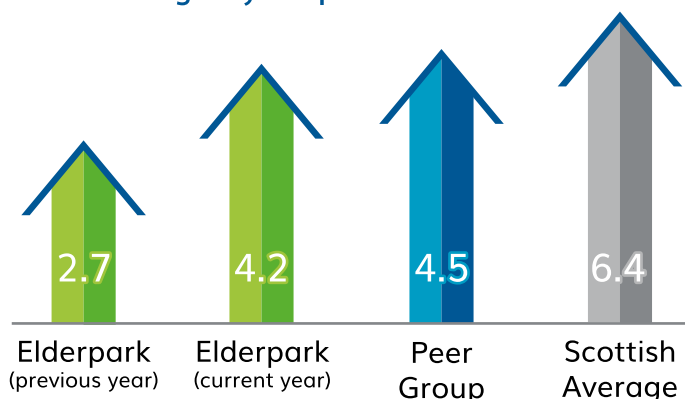
Housing Quality and Maintenance

Response times for emergency and non-emergency repairs

Emergency Response Time in hours



Non-Emergency Response Time in hours



Reactive Repairs Service

- Last year there were 3405 repairs reported of which 98.8% were completed right first time.

A total cost of
£448,742

Cyclical Maintenance Completed last year

- Roof Work
- Paint Work
- Electrical
- Gas Appliance Annual Safety Check

A total cost of
£308,443

Planned Maintenance Completed Last Year Including

- We renewed 152 A rated Central Heating Boilers
- We upgraded 135 Kitchens
- We upgraded 115 Bathrooms
- We installed 294 radio linked smoke detector systems

A total cost of
£1,551,543

Void Works

Last year we carried out remedial works to 124 vacant properties which included renewing kitchens and bathroom, decoration, cleaning and clearing, lock changes, gas and electrical safety checks and general repairs.

A total cost of
£167,627

Housing Quality and Maintenance

Scottish Housing Quality Standard (SHQS)



46.0%
of our properties
met SHQS

There has been a slight increase since last year and the reason for this figure being low is due to the number of our properties which are exempt from the Standard. If our exempt properties were included, the stock meeting this standard would be 100%.

Energy Efficiency Standard for Social Housing (EESH)

EESH was introduced in March 2014 and aimed to encourage landlords to improve the energy efficiency of social housing in Scotland. This supports the Scottish Government's vision of warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.

The EESH set a milestone for social landlords to comply for social rented homes by 31 December 2020. There is a minimum Energy Efficiency rating of C69 that is dependent upon the type of dwelling and fuel type.

Current Position

	Number of properties	% of our stock
Properties with a current Energy Performance Certificate (EPC)	908	72.3
Properties where the EPC rating is C or above	705	77.6
Properties currently complying with EESH	1159	92.3



A total of
73 properties

are exempt from the EESH standard due to excessive costs in carrying out cavity wall works.



Grant income received
to date
£206,997



Elderpark expenditure
to date
£425,025



Total expenditure towards
EESH to date
£632,022

Development

New Build at Former Hills Trust School

After the lock-down due to Covid 19 we managed to get works re-started on 1st June and have since had completion of the first 15 units in August 2020 with the remaining handovers scheduled between October and January 2021. The development breathes new life into the former derelict site and has been welcomed by the local community. We worked in partnership with Glasgow City Council to deliver this fantastic development which was designed by MAST Architects and built by CCG (Scotland).

Delighted tenants have quoted:

"Our new home is fantastic with our own front and back door – something new to us having only ever lived in a flat. The finish on the house is outstanding and we couldn't be happier with it. One unexpected bonus was to find some of our old neighbours here too."

"It is a fresh start coming to this new community. Looking around I feel I'm in a totally different area because of the lovely way it is set out."



New Office

We are delighted to announce that we have achieved completion on our new office which is in the former original Hills Trust School located right beside our new build on the site of the demolished 'new' Hills Trust School. We got keys from the developer, CCG (Scotland) in October 2020 and hope to start getting some of the staff back to working from it from November 2020.

Our staff are excited about moving in, although it will not be open to the public until we are advised further by the Scottish Government, however we are looking forward to welcoming people to visit in the hopefully not too distant future.

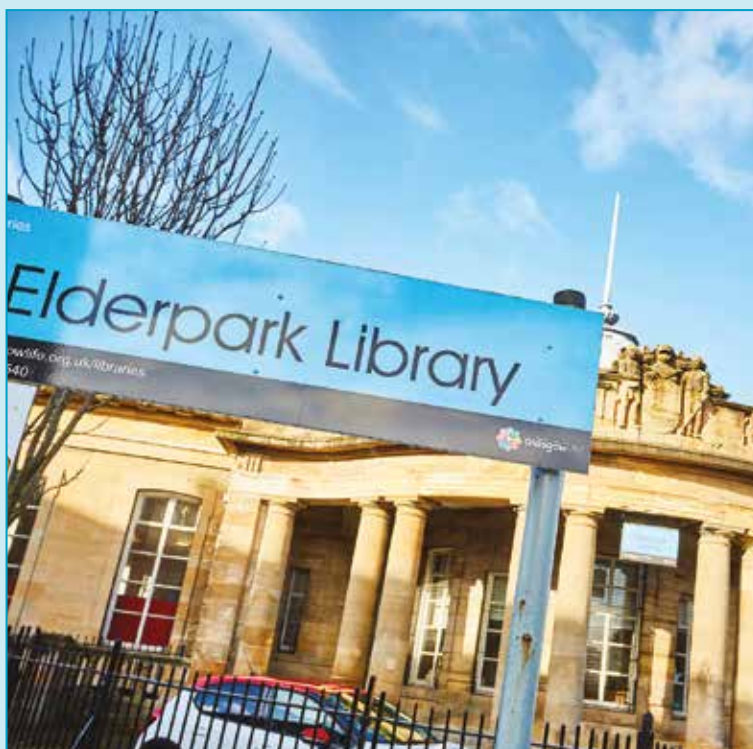


Development

Community Hub at the Library

Elderpark Housing is working in partnership with Glasgow Life to convert the existing A listed Elderpark library building into a Community Hub. Once completed this Hub will provide the area with a multi-functional community space and library and will allow all groups from our existing centre, which is not meeting current needs and due to it's construction type, is unsuitable for extension. We also hope to provide a community café and training kitchen.

ZM Architecture are in the process of preparing proposals and community consultation is underway via an online survey and CX text survey. Works should be commencing around March 2021. The following funding has been approved.



from Scottish Government's
Regeneration Capital Grant Fund
£1,450m



from Town Centre Funding
£550k



from Elderpark Housing
£100k



from Sir Hugh Fraser Foundation
£25k

Old Office at 31 Garmouth Street

We have appointed New Practice to carry out a feasibility study for the adaptive re-use of this office and the maintenance office at 227 Langlands Road into creative workspaces. We are currently at Phase 2 which is to develop a more detailed business case and operational model.

This will be completed within the next few weeks.

Our Assurance Statement

Materially compliant with the Regulatory Standards

The Management Committee of Elderpark Housing confirms that based upon the self-assurance process carried out throughout 2020 and the decisions taken by the Management Committee and Senior Management Team throughout the year, we are 'assured' that we are materially compliant with the Regulatory Standards set out in Chapter 3 of the Regulatory Framework.

This exercise has identified some minor non-material enhancements, which we will seek to implement over the next 12 months and these are outlined below as we seek to continuously improve our services and the governance of the organisation.

Clearly, the advent of a global pandemic has meant that the association has experienced significant challenges in relation to areas such as gas servicing, provision of a full repairs service, implementing major and cyclical works and delivering an effective housing management service particularly in relation to allocations. We have ensured that each of these areas have been managed in line with the relevant Scottish Government Guidance at any given time and are satisfied that we have taken all reasonable steps to meet our service, legislative, regulatory and governance requirements and obligations.

There is a recognition that working during a crisis has had an impact on some areas including performance, staff management, tenant engagement and delivery of a full suite of services however, we are confident that any decisions taken on these by the Management Committee have been reflective of the needs of our tenants, our communities and the organisation as a whole.

In undertaking the self-assurance exercise Elderpark Housing has appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory Framework
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services
- Comply with the relevant legislative duties

- Have taken appropriate account of the regulatory advice provided by the Scottish Housing Regulator and other regulatory bodies
- Comply with the Scottish Housing Regulator's Standards of Governance

Evidence of these sources of assurance include:

- Management Committee reports on key business areas such as governance, finance, human resources, asset management, housing management, service delivery and development
- Detailed professional advice in the form of reports and updates from the Chief Executive, Senior Management Team and relevant staff members
- Internal audit reports, policy review process, peer review exercises, benchmarking services and partnership working
- Reports and analysis from external auditors, appointed advisers and specialist consultant advisers all of whom provide external independent evaluation, feedback and validation.

The enhancements we will seek to make include ensuring a more focused approach to performance management; a review of how the association engages with our tenants and service users; a revised business planning process, and an increased understanding and application of how equalities and human rights are considered within our work and each of these will be the focus of our work in the coming months to ensure full compliance with the standards.

The current sources of assurance together with our Assurance Action Plan will be reviewed by the Management Committee on a continuous basis in line with our assurance framework methodology. Additionally on an annual basis the Management Committee will undertake an exercise focusing on a fuller review of the self-assurance template, a review of the risk register and risk appetite, an update of the Business Plan including an environmental analysis and an assessment of our medium to longer term financial projections.

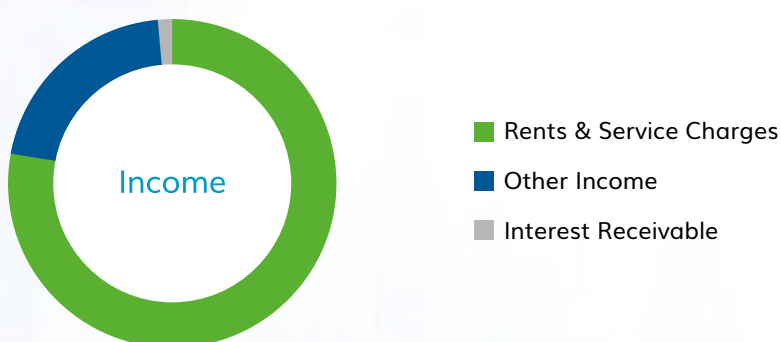
Financial Highlights

Income / Expenditure Summary 2019/20

Income £000's

Rents & Service Charges	5,111
Other Income	1,410
Interest Receivable	92

6,613



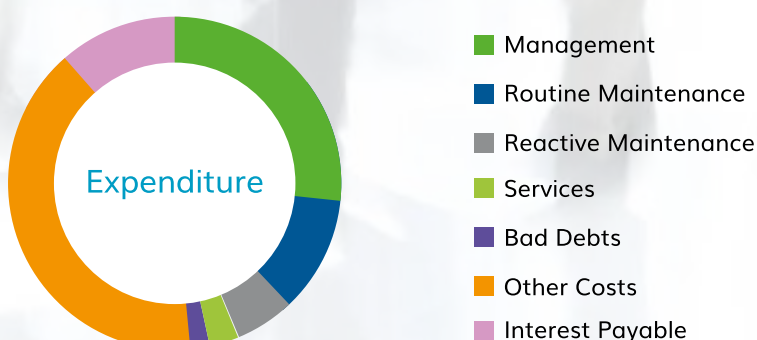
Expenditure £000's

Management	1,462
Routine Maintenance	616
Reactive Maintenance	331
Services	167
Bad debts	85
Other Costs	2,237
Interest Payable	554

5,452

Surplus £000's

1,161



Last Financial year finished in March 2020, just as the Covid19 pandemic was beginning. This required us to very quickly adapt to a new way of delivering services and home working. The Finance and Corporate Services Team have done a terrific job in adapting and making the new way of working successful as they continue to deliver services to tenants, staff and contractors. We have been improving the way we communicate with tenants, colleagues and external bodies by investing in IT.

This year we have a reported surplus of £1.8 million but it should be recognised that £680,000 of that is an adjustment due to changes in assumptions in the pension scheme.

We have spent £6.8 million on our new homes and £2.2 million on the new office and office infrastructure to provide an improved service to our tenants and service users. The Association remains on a sound financial footing. To continue the work we do; investing in our property, our community and our people, we need financial strength and effective financial management to underpin and expand our work. To this end we always try to ensure we provide value for money and use our resources to add value and release potential.

If you would like more financial information please contact the main office.

Financial Highlights

Statement of Comprehensive Income For The Year Ended 31st March 2020	2020	2019	A non-accountant's guide to the accounts
	£	£	
Revenue	6,521	6,445	Income from Rents and Factoring services.
Operating Costs	-4,933	-5,028	Cost of Management & Maintenance of our properties.
Operating Surplus	1,588	1,417	
Bank Interest Received	92	100	Interest earned on money we invested.
Interest Payable	-554	-558	Interest payments on our loans.
Gain on sale of Housing stock	35	0	Sale of Property
Surplus For Year	959	959	Which leaves us this much.
Other Comprehensive Income			
Initial Recognition of multi-employer defined benefit scheme	0	216	Movement in pension remeasurement basis
Actuarial gains/losses in respect of pension scheme	680	-341	Pension adjustments
Total Comprehensive Income	1,841	834	
Statement of Financial Position as at 31st March 2020	2020	2019	A non-accountant's guide to the accounts
	£	£	
Non-Current Assets			
Housing Properties - Depreciated Cost	66,321	60,020	All houses we own cost this much to build.
Other Tangible Fixed Assets	2,859	703	Offices, and fixed assets.
	69,180	60,723	
Current Assets			
Debtors	381	299	Money owed to us.
Cash and Cash Equivalents	8,464	11,980	Money in bank and building society accounts.
Creditors: Amounts falling due within one year	-2,329	-2,146	Money we owe to others.
Total Assets Less Current Liabilities	75,696	70,856	
Creditors: amounts falling due after more than one year			
Housing property Loans	-14,800	-15,007	What we owe on loans for building and rehabilitation of our houses.
Retirement Benefit Scheme Deficit	-153	-1,014	Pension Scheme operated by the Association.
	-14,953	-16,021	
Deferred Income			
Social Housing Grants	-46,334	-42,570	Government grants we receive towards the building costs.
Other Grants	-4775	-472	
Net Assets	13,634	11,793	
Equity			
Share Capital	1	1	
Revenue Reserves	13,633	11,792	Money built up from this year's and previous year's surpluses.
Revenue Reserves	13,634	11,793	

Committee and Management Team

Over the course of the reporting year and to date there have been several changes to our Management Committee. We would like to thank those who have after many years of contribution decided the time was right for them to resign during the reporting year 2019/20. Those members were Elspeth Millen, Anne Melvin, Sadie Montgomery and Evi Viza. At our 2019 AGM John Kane, Douglas Muir and Martin Costick were all formally elected to the Management Committee.

More recent changes have taken place and at this year's AGM which was held virtually in September 2020 Lisa Gordon and Debbie McCabe were formally elected. In addition to this following a successful recruitment exercise Janice Shields, Kirsty Wilson, and Kirsty Stoddart were all co-opted to the Management Committee. Within the last few weeks Martin Costick and Allan Bell have also taken the decision to resign and again we take this opportunity to thank them for their contribution. After becoming Members of the association Janice Shields and Kirsty Wilson have now filled Casual Vacancies.

As a result of the above changes there are a few vacancies on our Management Committee and if you would like more information on how to become involved please contact our Corporate Governance Officer, Kerry Clayton for more details on what is involved.

Management Committee

	Office Bearer	Date Elected to Office
Janet Evans	Chairperson	2019
John Kane	Vice Chairperson	2019
Barbara Wilson	Treasurer	2008
Maureen McDonald	Secretary	2017
Ann McEachan	Committee Member	
Lindsay Roches	Committee Member	
Douglas Muir	Committee Member	
Lisa Gordon	Committee Member	
Debbie McCabe	Committee Member	
Janice Shields	Casual Vacancy	
Kirsty Wilson	Casual Vacancy	
Kirsty Stoddart	Co-optee	

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No. of
Committee
Members

Management Team

Gary Dalziel	Chief Executive Officer
Shirley McKnight	Depute Chief Executive Officer
James McGeough	Director of Finance and Corporate Services
Terry Frew	Director of Maintenance Services
Aidan McGuinness	Director of Housing and Customer Services



Staff

Following our staffing review there have been many changes to our staffing team, these changes have taken place over the last 9 months. Some long serving members of staff have retired meaning we have welcomed some new staff and there have also been developmental opportunities for some of our existing staff members.

The staff review has been designed to ensure we have a focus on getting things right first time, ensuring single points of contact for tenants and residents and increasing resources in Customer Service, Corporate Services and ICT.

Finance and Corporate Services Team

Kerry Clayton	Corporate Governance Officer
Alana Park	Corporate Services Administrator
Angela Lee	Finance Officer
Rosalind Doherty	Finance Assistant
Catriona MacDonald	Finance Assistant
Marie Lubanski	Finance and HR Officer
Stuart Clift	ICT Officer

Housing Management and Customer Services Team

Elaine Somerville	Housing Services Manager
Lynn Reid	Housing Officer
Kim Quinn	Housing Officer
Tracey Dargan	Housing Officer
Finbar Moreby	Housing Officer
Magdalena Okrajek	Assistant Housing Officer
Helen Rowan	Housing Services Officer
Fiona Koroma	Housing Services Assistant
Jacqui Andrews	Financial Inclusion Officer
Ashley McInnes	Tenancy Support Advisor
Jim Fraser	Estate Management Inspector
Laura McNamee	Customer Services Administrator
Laura Gibbons	Customer Services Advisor
Lauren Herd	Customer Services Advisor

Maintenance Team

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



25.5 No. of Full Time Equivalent Staff

ELDERPARK
HOUSING

What's in store for 2021

After what has been a difficult year for the whole country we are hoping that 2021 brings a return to some version of normality and at Elderpark Housing we can focus on providing the best service to our tenants and communities. Over the course of next year there are some significant activities currently planned which will see the organisation continue to grow but more importantly hopefully make a positive difference to your homes and places you live. Some of these include:

- The remaining new build flats at Nethan Street should come off-site in early 2021 which will mean all 82 new homes are tenanted in this outstanding development.
- Work should commence in partnership with Glasgow Life and Glasgow City Council to begin the restoration and redesign of Elderpark Library after we all secured £2m investment from various sources.
- Development of a new three year business plan for Elderpark Housing which will determine our future priorities which are focused on customer service, supporting our communities and ensuring value for money.
- The opening of our new office space at the iconic former Hills Trust School on Golspie Street – the restoration of this nearly 150 year old building is nearly complete and will provide a great facility for staff and the wider community.
- The strengthening of a partnership with Govan Housing Association and Linthouse Housing Association which will involve the three organisations coming together to deliver a range of joint community projects and working with the local community.
- Investment in our tenants homes of a further £1.5m with over £750k of this involving new windows and doors across 100 plus properties.
- Continuation of partnerships with agencies including Aberlour, Moogety Foods, WorkingRite and others which can enhance the employability, provide opportunities for youths and deliver effective food supplies.
- Further development of our engagement with tenants using methods like on-line surveys which ensures we have a strong knowledge of your requirements.

These are just a small selection of the activities planned for 2021 at the moment although these will vary slightly as the new business plan is produced. The association is determined to ensure that everything we do is designed to assist our tenants and residents to enjoy their homes and communities and we will continue to engage with you to understand what you wish from Elderpark Housing now and in future years.

Ways to get involved

We are always keen in getting tenants to express their opinion or get involved in the decision making process. We gather information and opinion through surveys, our fb page, website and twitter. This helps us improve different aspects of our service and understand our community.

You can also get involved by:

- Becoming a shareholder
- Participating in a focus group
- Requesting information on becoming a member of the Management Committee



@ElderparkHA



www.elderpark.org



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

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RSL No. 108

Elderpark Housing Association is a non-profit making
community based housing association.

Opening Hours: Monday - Friday: 9.00am - 12.30pm ~ 1.30pm - 5.00pm

We are members of:



Glasgow and West of Scotland
Forum of Housing Associations



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social
employers

