

# 2021/22

## ANNUAL PERFORMANCE REPORT TO TENANTS



**ELDERPARK**  
HOUSING



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# Chairperson's Foreword

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It is my great pleasure to introduce this year's Annual Performance Report to Tenants as Chairperson of Elderpark Housing. I took over as Chair earlier this year from our previous Chair, Janet Evans who unfortunately had to stand down from her role on the Management Committee due to personal circumstances.

I would like to thank Janet on behalf of the Management Committee for the commitment and dedication she has shown over 18 years as a committee member and the last few years as Chairperson. She has provided a sense of calm and reason throughout her time and she will be greatly missed within the organisation. The role of the Chairperson is to lead the Management Committee which is a group of volunteers that comprises of local tenants and residents and other individuals with an interest in Elderpark Housing. This collective group are responsible for the overall leadership and direction of the association and as we meet regularly to review performance, set strategy and make decisions on behalf of Elderpark Housing.

The purpose of this Annual Report to Tenants' is primarily to report on our performance in relation to the Scottish Social Housing Charter for the period 1st April 2021 until the 31st March 2022 together with providing our tenants with an overview of our financial position. The last year remained challenging as the pandemic continued to have an effect on the services we were able to deliver particularly in relation to repairs, home improvements and the ability to open our office for people to attend. Throughout the last year however the performance of the association in relation to the key charter indicators has been positive and we have continued to perform along similar levels as previous years despite the difficulties that were encountered.

While there were many challenges there were also many positives and this included the final completion of the 82 new build homes at Nethan Street in April 2021, investment of over £1.5 million in improving your homes with works undertaken on central heating, kitchens and

bathrooms and development of a new Business Plan which articulated our vision of 'a vibrant neighbourhood where everyone can prosper'. The Management Committee are responsible for the overall governance of the association and during the year commissioned an external consultant to carry out a full Governance Review. This was unique within the housing sector as it involved five housing associations coming together to do a joint project which involved more than just reviewing governance but sharing good practice across each of the organisations. The overall review was extremely positive with the external independent consultant identifying that we had 'high levels of compliance with good processes and systems in place'.

Finally, as a local tenant and former councillor I am fully aware of the role that housing associations can play within our communities and our main focus is always on ensuring that our homes are of good quality at a price tenants are able to pay. However it is a matter of great pride to me and the other committee members that we offer much more than that and support our tenants and residents in many other ways including employability projects, fuel and energy advice, befriending networks, welfare benefits advice and much more and we will continue to work closely with the local community and develop partnerships which can add more to the area in which you live.

With best wishes,

*John Kane*

Chairperson



# Chief Executive's Introduction

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Where do you start with the last few years. It sometimes feels like a never ending cycle of challenges being experienced throughout the world and unfortunately most of these have some form of impact on the association and the work that we do.

As this report is designed to look at the period 2021-22, that year was no doubt greatly affected by the continuing restrictions placed upon our lives through the Covid-19 pandemic. It wasn't really until the end of the financial year in March 2022 that we were able to look at providing all services in a similar way to what had been the case prior to March 2020 when the virus began to take hold.

Throughout the year we continued to deliver a strong performance in relation to the various charter indicators which you will read about throughout this report and while there are always ways in which we can seek to improve what we do it was heartening to be able to advise that we compare favourably to other housing associations which are of a similar size and nature and across the whole of Scotland. What makes this important to me in terms of the performance results is that they have been delivered within a time of constant change in the organisation. Over the last two years large numbers of long serving employees have taken the decision to retire and for many of them they have been the 'glue' within the association providing that continuity of service and face to our tenants for the last 40 years. Such valued and knowledgeable colleagues leaving does take time to replace however we have been recruiting new colleagues throughout the year and have been delighted with the quality, passion and enthusiasm shown from them in coming to work for Elderpark Housing.

There was a new requirement placed on the association last year to install hard wired smoke alarms to all our properties and ensure that they have had an electrical wiring check carried out within the last five years. We were fortunate that we had already commenced a new smoke alarm project a few years earlier but this additional work had both an implication in terms of costs to the association and the ability to source and manage the programme of work with contractors.

In the year we carried out a full tenant satisfaction survey with an independent company asking over 400 tenants a range of questions about the association. In an introduction there is no way to give enough detail on the results and these will be shown throughout the report but we asked one specific question that was perhaps more important to us than most of the others which was 'Do you feel Elderpark Housing cares about you?' and over eight out of ten felt that they agreed that we did which was very positive to know. This by no means suggests that we don't make mistakes, we get things wrong or sometimes don't provide our tenants with the service that they require but what I hope it means that tenants recognise that we are trying to do the right things and offer the support and services which meet your needs.

The other significant activity in the last year was the development of a new business plan for the association. This plan sets out what we hope to achieve in the next few years and places a focus on providing modern services, investing in our homes, working in partnership with others, engaging with our tenants and residents and deliver community activities and projects. I hope that over the next few years you notice these key themes being delivered and see the enhancements it makes within our local community.

*Gary Dalziel*

Chief Executive Officer

# Our Aspirations

## Our Vision

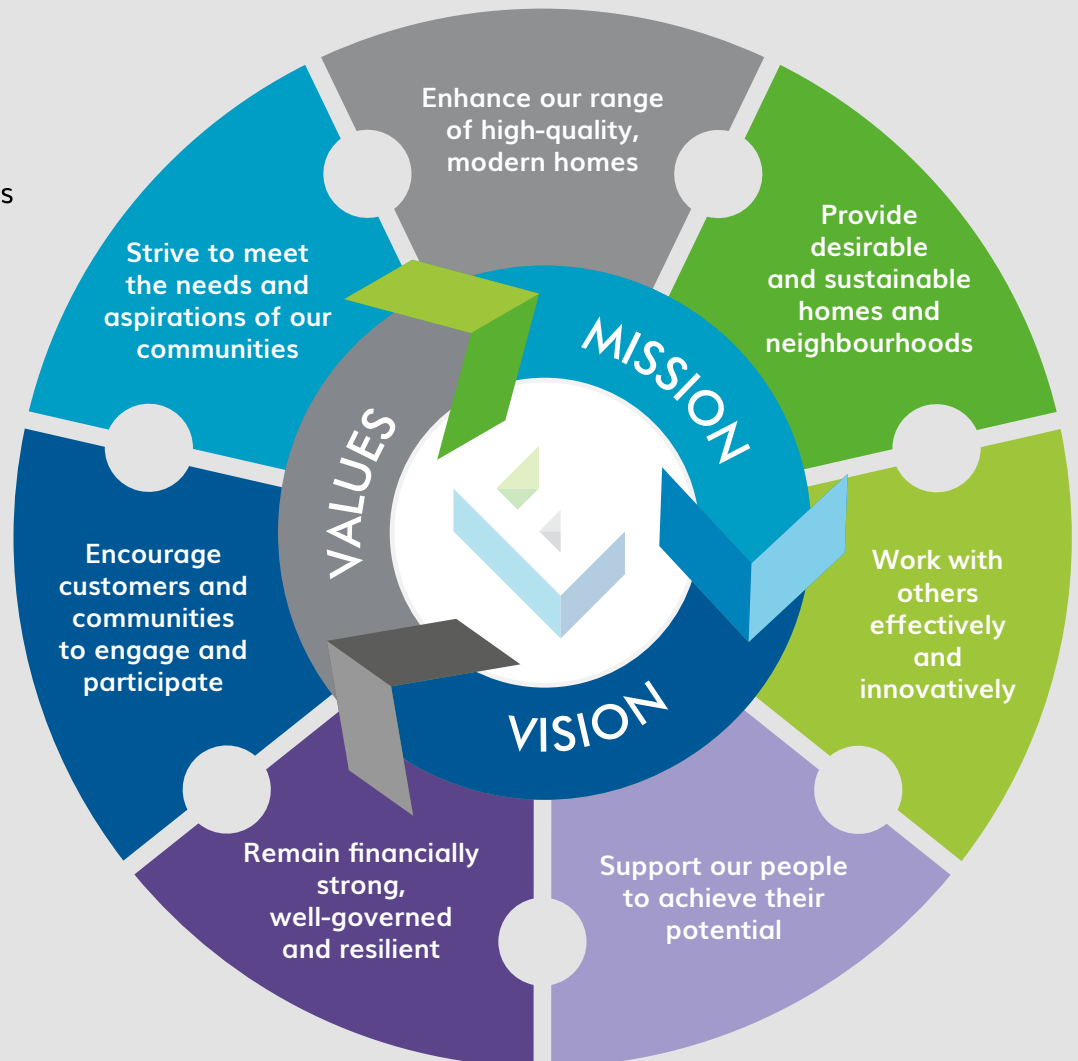
A vibrant neighbourhood where everyone can prosper.

## Our Values

- Caring:** We demonstrate a caring, kind and compassionate nature.
- Reliable:** We are honest, trustworthy and reliable in everything we say and do.
- Fair:** We are fair and non-discriminatory at all times, treating each individual with the utmost respect.
- Open:** We display strong integrity, ensuring everything we do is carried out in an open and transparent manner.
- Adaptable:** We are adaptable and responsive to change in order to meet the needs of our customers and organisation.

## Our Strategic Objectives

We have developed seven strategic objectives for the period 2021-25 which will focus on the following themes:



# Highlights of the Year



## Completed

the final houses for Nethan Street



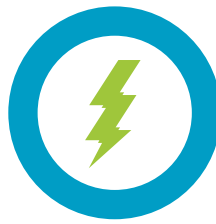
## Our Rents

are over 10% lower than Scottish Average



## 91%

of our tenants satisfied with the overall service



## Achieved

requirements to install smoke alarms and concluded electrical wiring tests



## £2.4million

spent on investing and maintaining our homes



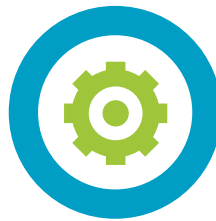
## £300,000

secured for an energy advice project across the three Govan housing associations



## 93.6%

of reactive repairs carried out completed right first time



## Over 3000

repairs to tenants homes



# Landlord Profile

## Our stock profile as at 31 March 2022



Total no. of homes

1340



Total rent due

£5,473,212

Our rents increased by **1.5%** from the previous year

### Stock by house type, apartment size and average weekly rent

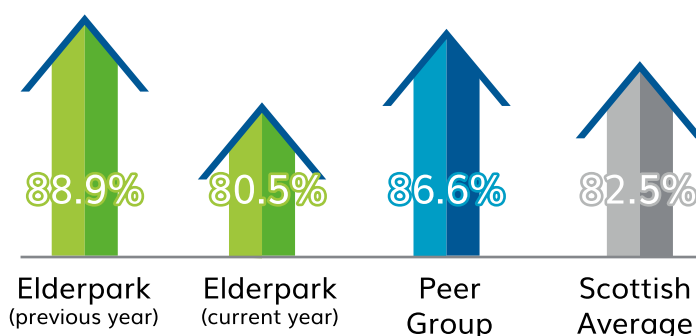
Stock by type, apt size & rent	House	Tenements	4 in a block	Other Flat/ Maisonette	Total	Average Weekly Rent	Scottish Average Weekly Rent	% +/- Scottish Average
1 Apartment	0	63	0	0	63	£68.80	£75.95	-9.41%
2 Apartment	0	476	6	37	519	£73.89	£81.32	-9.14%
3 Apartment	37	438	2	86	563	£83.33	£84.18	-1.00%
4 Apartment	99	51	0	9	159	£98.29	£91.48	+7.44%
5+ Apartment	36	0	0	0	36	£114.95	£100.47	+14.10%
<b>Total</b>	<b>172</b>	<b>1028</b>	<b>8</b>	<b>132</b>	<b>1340</b>	<b>£81.63</b>	<b>£91.61</b>	<b>-10.90%</b>

Between 21st March – 8th April 2022, a large scale independent face to face tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Elderpark Housing.

By the end of the survey period 407 tenants and 60 owners had completed a survey and the results can be seen throughout this report, compared to the previous year and against our peer group and the Scottish average.

### Value for Money

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



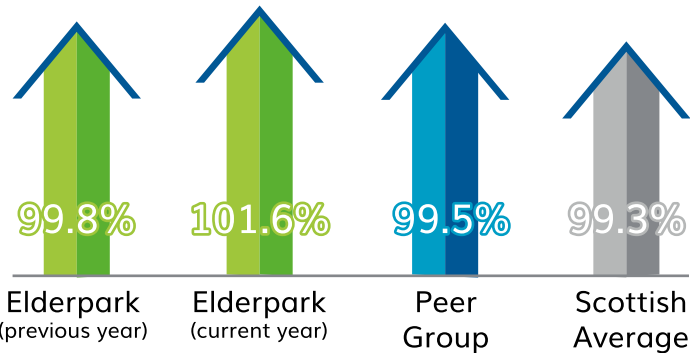
# Getting Good Value from Rents

Annually we review the rents we charge for our homes and in 2021/22 a 1.5% rent increase was applied. This allows us to ensure we continue to invest in and maintain our homes and provide high quality services within the community. To do this we must effectively balance income with expenditure which includes maximising rental income through pro-active arrears management and re-let our properties quickly to minimise void rent loss created when our homes are empty.

As can be seen below throughout the reporting year the rent collected has increased, re-letting times have reduced which in turn has reduced the rent lost through homes being empty. We believe this has been assisted by the reviewed structure within our Housing Management and Customer Services department and the ethos of right first time and the capacity to provide the right support to those who need it.

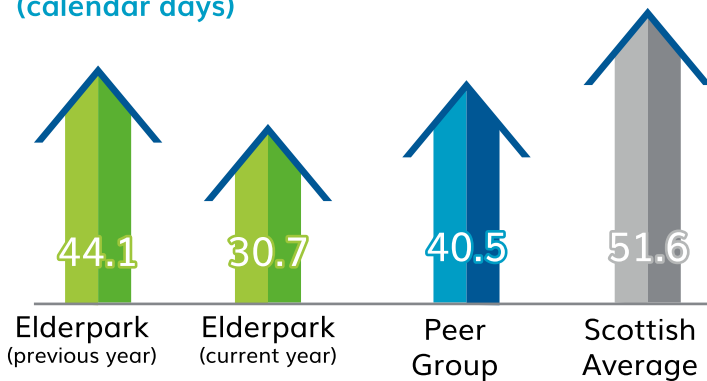
## Rent Collected

% of the total rent due



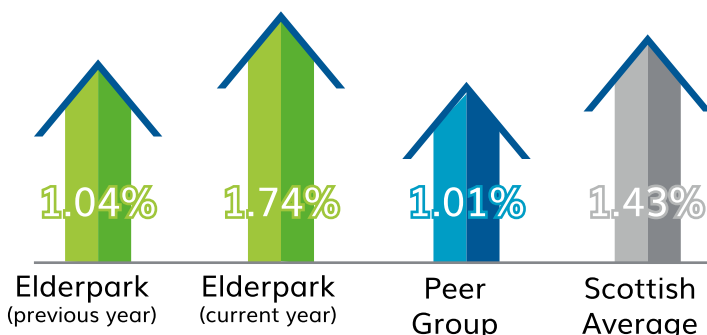
## Re-let Times

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



## Rent Loss

% of rent lost through properties being empty



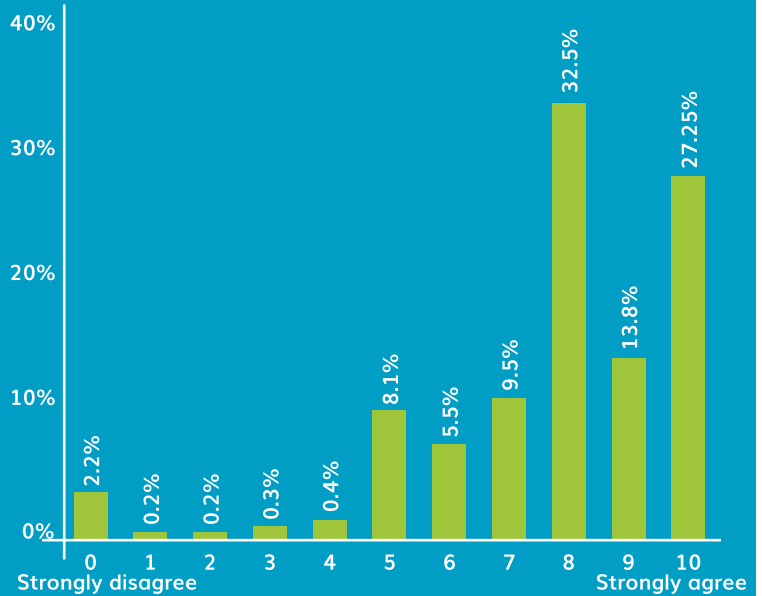


# Tenant Satisfaction

As part of the large independent scale face-to-face survey we wanted to gain insight into whether our tenants felt that, as an organisation we cared about them.

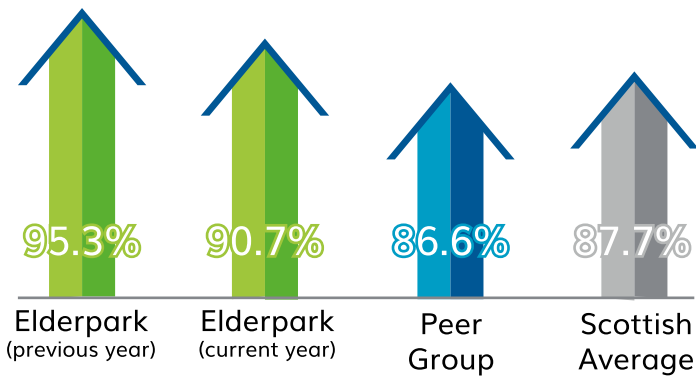
The reason for this is one of our core values is to be caring and as such an additional question was included in the survey to draw this information out and help us understand how we are doing in achieving this key value. We were pleased that almost nine out of ten of our tenant's felt that Elderpark Housing cared about them.

The breakdown of the responses to this question are shown in the graph here.



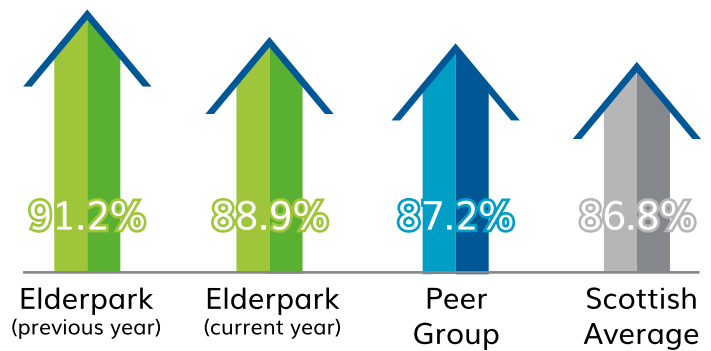
## Overall Service

% of tenants satisfied with the overall service



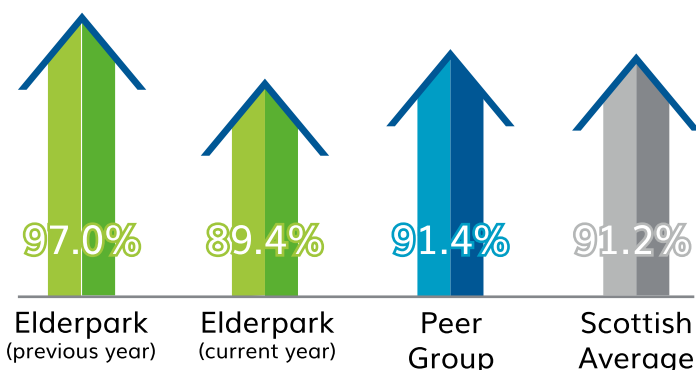
## Participation

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



## Communication

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



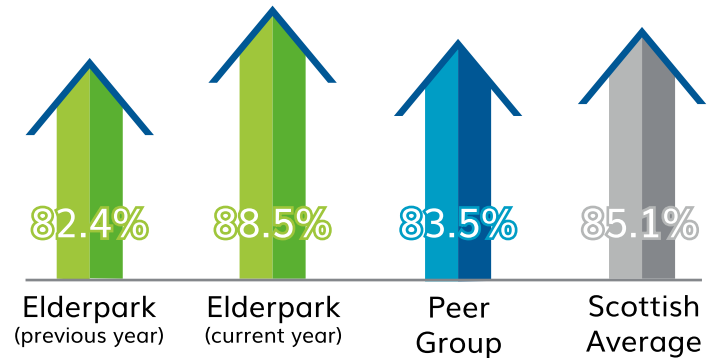
# Neighbourhood and Community

The association’s vision set out in the new Business Plan for the period 2022-2025 is ‘a vibrant neighbourhood where everyone can prosper’ and this looks to encapsulate the importance we give to community, place and equalities. Some of the projects delivered through partnership working are set out here:

- **Ibrox Flower Field** – supported 168 adults and 141 young people during the reporting year through activities including yoga, tai chi, weekly gardening, wreath making workshop and a pop up soup kitchen
- **Moogety Food – Dig in Shop** – provides cheap fresh food bags for soup and meals
- **Moogety Food Hub** – offers the community access to affordable food in a collective and friendly space
- **Moogety Garden** – provides the community with a garden space to grow and hold well-being events
- **WorkingRite** – provide support and guidance to young people seeking employment and are currently operating out of the association’s office 2 days per week
- **No 1 Befriending Agency** – to reach out to those who are isolated and in need of support and friendship
- **Craft Café / Impact Arts** – a relaxed and friendly environment where people over 60 can come to enjoy a cup of tea and try some artistic activities
- **Youthpoint Aberlour** – engages with young people from the local community and looks to help build positive relationships, resilience and promote community engagement.

## Neighbourhood

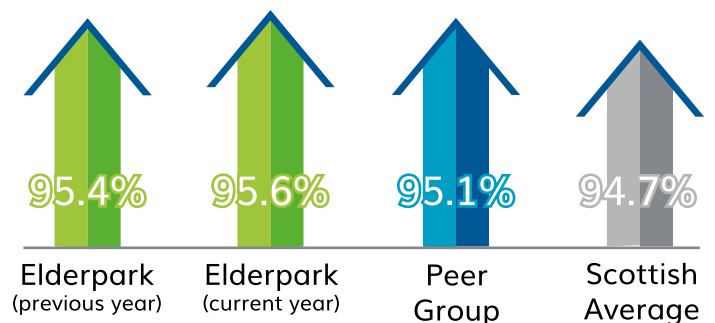
% of tenant satisfaction with the management of the neighbourhood they live in



## Anti-Social Behaviour

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

The Association received 247 complaints of anti-social behaviour throughout the reporting year which equates to 18.43 cases per 100 homes. This is a further increase on the previous year where 217 complaints of anti-social behaviour were reported and we continue to resolve the vast majority of these within locally agreed targets



# Supporting Our Tenants

The association has very recently reviewed its Tenancy Sustainment Policy which outlines how we will help support those of our tenants who need additional help to remain in their homes. The policy is a key document to help achieve our vision of 'a vibrant neighbourhood where everyone can prosper'. We aim to achieve positive outcomes for our tenants and have now fully embedded our new service delivery model which places emphasis on single point of contact, a person-centred approach to problem solving and working in partnerships with others to provide more options for our tenants.

## Support for New Tenants

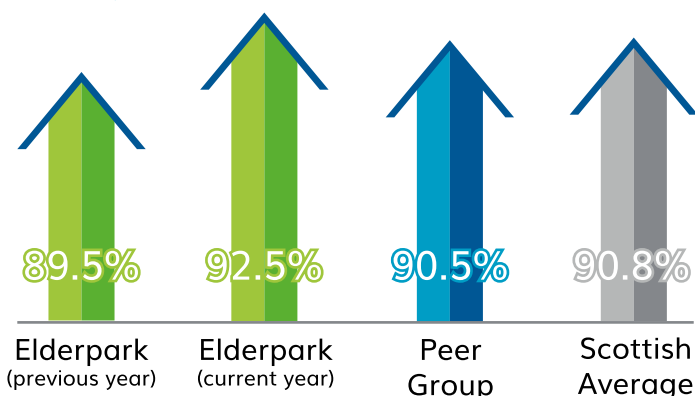
- Furniture support for those on low incomes
- The provision of a flooring and blinds service charge
- Partnership working with support agencies through Housing Options
- Providing Starter Packs
- Referrals to our in-house Welfare Rights Service
- Provide Dulux Decoration Vouchers
- Fuel Advice Service to help set tenants up on the best tariffs available

## Support for Existing Tenants

- Carrying out tenancy sustainment interviews and refer to support agencies and prevent court action, identify support needs and refer to appropriate support agencies
- Referral to our in-house Welfare Rights Service
- 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
- Partnership working with Together for Childhood Govan which aims to support children and families thrive in Govan.

## Tenancy Sustainment

% of new tenancies sustained for more than a year



# Access to Housing

We allocate our homes to different groups of housing applicants, with each applicant being offered a Housing Options interview which gathers detailed information about current circumstances, allowing the best possible housing advice to be given to each individual. These groups allocated to are existing tenants of Elderpark Housing who are looking to transfer within our stock, waiting list applicants, those who have been assessed as Statutory Homeless by Glasgow City Council and other sources which include Leaving Care Services.

A total of 132 properties were re-let and the breakdown of how these lets were made is shown here:

- Percentage of lets to existing tenants: 25%
- Percentage of lets to homeless applicants: 41%
- Percentage of lets to waiting list applicants: 33%
- Percentage of lets to other sources: 1%

# Complaints

Service level complaints provide very important learning for the association and during the reporting year there were improvements to services implemented as a result of this learning, some of the examples are listed below:

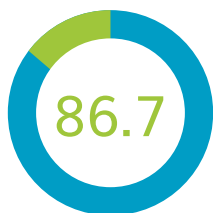
- Reviewed the timing of issuing our automated repairs satisfaction survey
- Updated our Lettings Booklet to include information on the local area
- Pre Tenancy Interview process improved to gain better insight when offering properties

% of Stage 1 and 2 complaints responded to in full in the last year, within the Scottish Public Service Ombudsman timescales and average working days taken to respond.

Stage 1 - Responded to in full (Elderpark)

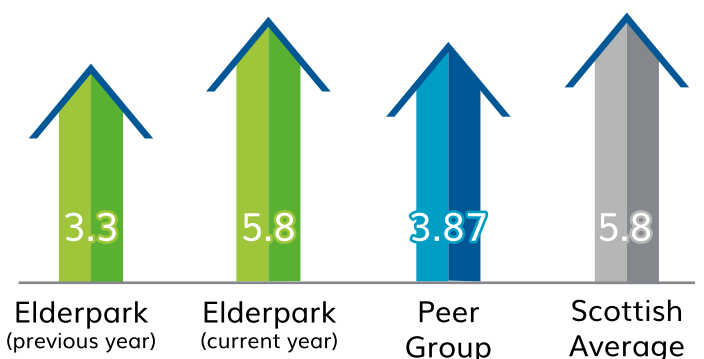


Stage 2 - Responded to in full (Elderpark)

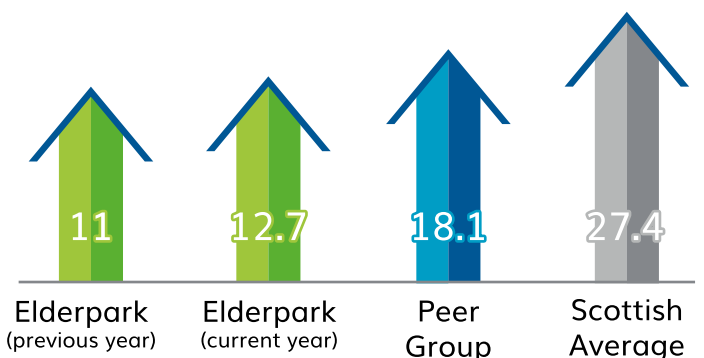


A total of 99 Stage 1 and Stage 2 complaints were received within the reporting year which equates to 7.6 complaints per 100 homes

### Stage 1 - Average working days to respond



### Stage 2 - Average working days to respond



# Housing Quality and Maintenance

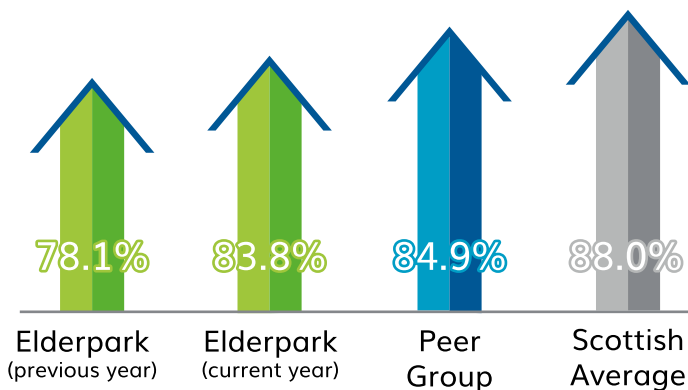
On March 21st 2022, all restrictions relating to Covid-19 were lifted, which meant that we could hopefully get back to some sort of normality. Routine tasks like the repairs service, Investment programmes and our office being open at long last, to the public.

The last 2 years has greatly affected people and businesses in such a way that the cost of living, heating your home and fuel costs in general has created a huge challenge so soon after the lockdowns and other restrictions associated with the pandemic.

Over the last 2 years the Maintenance Team has gone through a huge transitional period with no fewer than 4 out of the 5 long term staff with a combined service of 150 years leaving the department. This was a huge void to fill and we recruited well and you our service users, should now have some experience of the new staff within the Maintenance team.

## Repairs Satisfaction

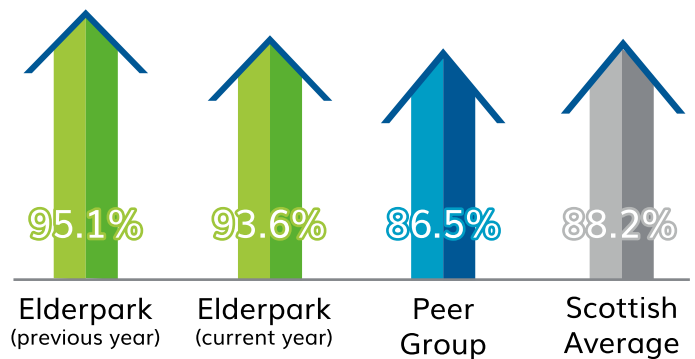
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service



It is recognised that we need to improve satisfaction levels with our repairs service. However, some of the feedback analysed throughout the reporting year relates to issues created by the lack of availability of materials which are out with the association's control. We are hopeful with the appointment of a new major repairs contractor in late 2022 together with engaging with our contractors more closely will bring the improvements we would like to see achieved and we will continue to use you're valuable feedback to improve in this area.

## Repairs Right First Time

% of reactive repairs carried out in the last year completed



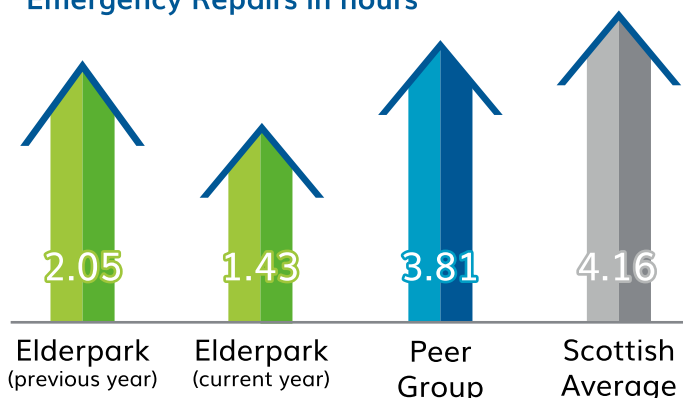
We also record when repairs are completed 'Right first time' which is calculated when the repair is completed at the first visit or when the tenant was in agreement with an arranged time for completing the repair. That's an incredible 2806 works orders from a combined 3000 emergency and non-emergency works orders were completed first time which is above both our peer group and Scottish average.



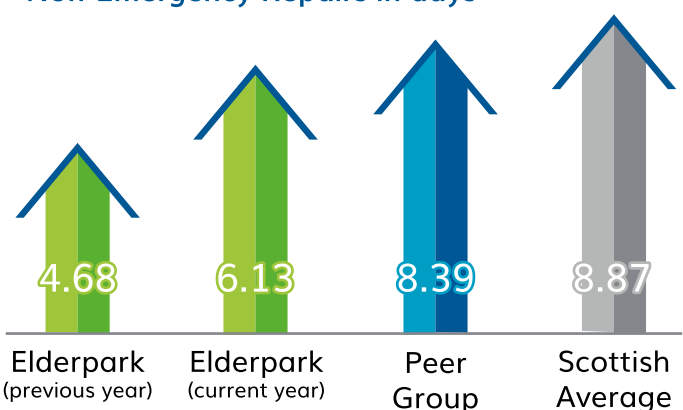
# Housing Quality and Maintenance

During the 12 month period of 1st April 2021 and the 31st March 2022, we would still be feeling the aftershocks created by the pandemic, with a full years' worth of restrictions, the challenges on the availability of materials and skilled labour would continue to have an impact on our ability to deliver our repairs service. However, despite these challenges our performance was remarkably respectable with just short of 500 emergency works orders issued and just under 2500 non-emergency work orders issued. The response times can be seen below.

## Emergency Repairs in hours

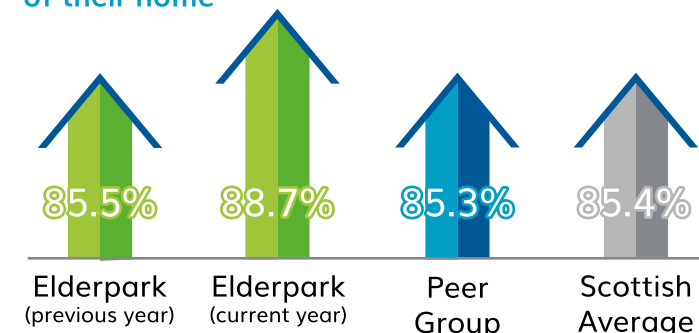


## Non-Emergency Repairs in days



## Quality of home





% of existing tenants satisfied with the quality of their home



## Investment in our homes

Like the previous year planned maintenance was disrupted by the pandemic, which put programmes like our window and door contract back till March 2022. However, we still managed a significant spend despite the restrictions associated with working in tenants homes. All in all the association spent £2.4 million on investing and maintaining your homes against a planned budget of £2.32 million. The overspend of £80k accounts for additional Asbestos and Legionella surveys including removals and remedial works, additional works following electrical checks and the mopping up of up repairs held due to the restrictions for Covid-19.

The main investment areas where this £2.4 million was spent were:

- 
**£403,624**  
 107 New Kitchens
- 
**£381,771**  
 113 New Bathrooms
- 
**£180,596**  
 93 New Boilers
- 
**£135,997**  
 90% of stone repairs completed at Langlands Rd

We are pleased that the investment in our homes continues to be well received by tenants and this is demonstrated through the satisfaction with the quality of home indicator shown above where we see an increase from the previous satisfaction survey carried out and we also remain above both our peer group and the Scottish average.

# Housing Quality and Maintenance

## Scottish Housing Quality Standard (SHQS)

Throughout the years the association has been faced with challenges in meeting the full SHQS criterion, with the most challenging aspects of our stock relates to testing electrics and energy efficiency. The criteria for attaining SHQS is each home:


- Must be above the Tolerable Standard
- Must be Free from Serious Disrepair
- Must be Energy Efficient
- Must have Modern Facilities and Services
- Must be Healthy, Safe and Secure

Where the association cannot meet a certain criterion may be associated with access not achieved via the tenant, technical reason (s) why the standard cannot be met as well as the estimated exorbitant costs in meeting the standard. These are either categorised as 'In abeyance' or 'exempt', depending on the circumstances

Last year we had 210 properties 'in abeyance', 208 where access could not be gained to carry out the electrical safety test and 2 where access could not be gained to upgrade the smoke and heat detection systems.

Where we have failed to meet the SHQS can be attributable to those properties where energy efficiency is difficult to achieve, along with the storage in kitchens (relates mainly to galley kitchens). In total we have 572 properties failing at this moment in time with 417 failing one criterion and 155 failing on 2 criterion

At the end of the reporting year 41.64% of our stock met SHQS. Our aim is to increase this number by 302 properties at the end of the next reporting year.

 **41.64%**  
met the standard

## Energy Efficiency Standard for Scottish Social Housing (ESSH)

This is a standard set by the Scottish Government with the aim to make homes more energy efficient by reducing energy usage and generating savings to the end user. The standard uses an energy rating similar to what you see on white goods with our target being a rating of 69. This is a 'C' rating, and is difficult to achieve in tenement flats that were built over 100 years ago. With the increase in energy prices this has become more of a priority for us as we look to improve the energy rating so far as reasonably practicable.

At the end of the reporting year just under 82% of our properties attained the ESSH rating. We are continually replacing boilers with new efficient boilers and are investigating other heating sources to hopefully tackle fuel poverty as best as we can.


### Void Works

 **132 Properties**  
Total cost: **£197,425**

### Reactive Repairs

 **3000 Repairs**  
Total cost: **£558,265**

### Cyclical Maintenance

 Gas servicing, electrical checks, etc  
Total cost: **£370,326**

# Housing Quality and Maintenance

## Landlord Health and Safety

During the reporting year the association underwent a very robust external Health and Safety audit covering the key areas of landlord Health and Safety what is referred to as the 'Big 6', testing our compliance against legal duties and covers the areas shown below. We were pleased that the audit findings were positive providing areas to further improve upon and the implementation of these improvements is underway with a further audit scheduled for 2022/23:

Gas Safety  
Electrical Safety  
Asbestos Management  
Legionella Management

Fire Safety  
Lift Safety

### Gas Safety

In 2021/22 we experienced 8 failures due to issues around access during COVID-19 restrictions which is an improvement on the previous reporting year where there were 86 fails.



2022  
8 Fails



2021  
86 Fails

### Fire Safety

The Scottish Government set a deadline of the 1st February 2022, for all households in Scotland to upgrade their smoke and heat detection systems. On the 1st February we had around 183 properties that still had no smoke and heat detection upgrades. We then had to take drastic action and issue forced access letters to enable this legislative task to be completed. All but 2 were completed by the 31st March 2022, with the remaining 2 properties completed in mid-April. These detectors are planned for renewal 10 years from the date of install.



## Electrical Safety

Another deadline was for Electrical Installation Condition Reports checks (EICR) The Scottish Government issued a target of the 31st March 2022, for all properties to receive an EICR. These checks are made to ensure that the electrical installation is safe for the next 5 years, when a further check will be carried out. At the deadline we had around 70 properties outstanding, and to date that is reduced to 1 property requiring its electrical installation checked.



## Lift Safety

We have 5 lifts within our stock and our compliance obligation relates to thorough examinations and servicing. All 5 lifts are compliant in relation to these inspections and servicing.

## Asbestos Management

The Association has a legal duty to manage any Asbestos Containing Materials (ACM's) in non-domestic premises. These include stairwells, landings, cellars in close areas and bin stores. In 2021/22 we surveyed 124 of our common closes and carried out some asbestos removal works where the risk of deterioration was elevated. We are currently embarking on our re-inspection programme to ensure that the ACM's identified have not deteriorated.



## Legionella Management

The Association also has a duty to manage the quality of water stored in cold water storage tanks within the loft space. To date we have issued 135 loft areas to be inspected to determine and test the water in the tanks situated in the common attics. Our aim is to mitigate this risk by developing a programme to switch water feeds to bathrooms to the mains feed. This will negate the need for ongoing testing and cleaning as the tanks would be capped and rendered redundant.



# Governance and Strategic Planning

The key to a successful organisation is having good governance and a clear strategy for the future. This annual report details the performance and financial position of the association over the course of 2021-22 and the results of this are underpinned by how the association is run and the decisions it takes. The role of the voluntary Management Committee is to lead the association which includes a range of tasks like:

- **ensuring we meet the Scottish Housing Regulator's Standards of Governance and Financial Management**
- **developing and approving a strategic plan for the association with a clear vision, values and objectives which the staff team are tasked with delivering**
- **reviewing and challenging the performance of the services we deliver**
- **taking appropriate external advice to ensure that decisions are taken in the best interests of the organisation and our tenants and residents**

## How we ensure effective governance?

Good governance is about having strong leadership, effective decision making and a clear plan for the future together with meeting all the legal and regulatory requirements placed on an organisation.

The Management Committee are responsible for ensuring that we are governed effectively with support from the Senior Management Team and Governance and Compliance Manager led by the Chief Executive. In the last year we have carried out extensive work on governance through the ongoing development and implementation of an assurance framework which has the key documents and evidence used for ensuring we are meeting all good practice and legal / regulatory requirements.

During 2021-22 the association worked with a number of other associations to commission an external consultant to carry out a full review of our governance processes. This was an in-depth piece of work taking over six months to

undertake across the five participating housing associations and the final report produced in August 2021 stated that for the association they 'found high levels of compliance with good processes and systems in place to self-assess, provide assurance and ensure evidence is collated to demonstrate compliance.'

## How we develop our strategy?

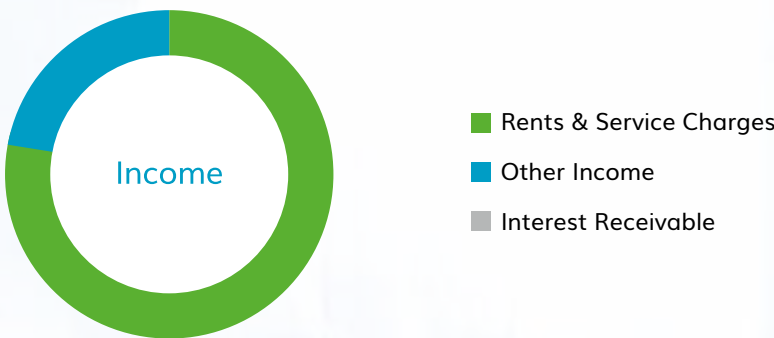
The Management Committee are responsible for 'leading and directing Elderpark Housing to achieve good outcomes for our tenants and other service users' and this is done through the different areas outlined above. One of the key aspects is the development of a Business Plan which sets out the vision, strategic objectives and values together with a range of high level activities the organisation will undertake over this period. During 2021-22 the association worked with an external consultant to develop a new Business Plan which would be the main strategic document for determining our future plans and objectives. This was an extensive piece of work involving various workshops with the Management Committee, seeking the views of external stakeholders, engaging with the Management Team and staff team all over the course of a six month period with a new plan produced in August 2021 which will be in place for the period up until March 2025.



# Financial Highlights

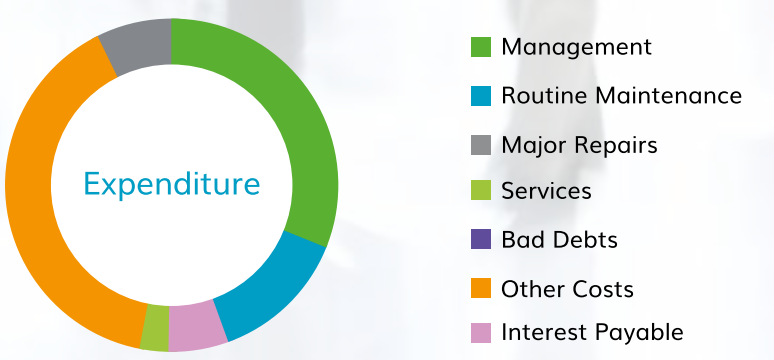
## Income / Expenditure Summary 2021/22

Income	£000's
Rents & Service Charges	5,634
Other Income	1,704
Interest Receivable	7
<hr/>	
	7,345



Expenditure	£000's
Management	1,996
Routine Maintenance	827
Major Repairs	370
Services	130
Bad debts	8
Other Costs	2,573
Interest Payable	478
<hr/>	
	6,383

Surplus	£000's
	962



Financially, the last few years have been very difficult for the Association and for our service users. In recognising the current difficult economic climate and its impact on family income the Association has striven to keep rent levels at a bare minimum. Whilst CPI inflation has risen by double figures over recent times the Association has applied rent rises well below inflation. Obviously this is unsustainable as an organisation wishing to meet the high expectations of service users.

Looking over the past year the rent increase was 1.5% although total income increased due the addition of new properties. Staff costs and depreciation charges increased, these were offset by a slight reduction in planned and cyclical maintenance. We had a surplus for the year of £962k. There were £1.4m of housing additions along with £660k of disposals and £1.7 m of depreciation. Other assets additions included £124k on heritable property, £42k on fixtures and fittings, offset by £111k of depreciation. We spent £2.4m on planned, cyclical and reactive maintenance. Our cash at bank reduced by £66k as we used our own funds on fixed assets additions.

All our income and surplus is invested in our community in support of our vision. These include building new affordable homes, letting and maintaining our existing homes, improving our customer service and supporting the most vulnerable in our communities.

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

# Financial Highlights

Statement of Comprehensive Income For The Year Ended 31st March 2021	2022	2021	A non-accountant's guide to the accounts
	£	£	
Revenue	7,338	6,811	Income from Rents and Factoring services.
Operating Costs	-5,905	-5,151	Cost of Management & Maintenance of our properties.
<b>Operating Surplus</b>	<b>1,433</b>	<b>1,660</b>	
Bank Interest Received	7	9	Interest earned on money we invested.
Interest Payable	-478	-514	Interest payments on our loans.
Gain on sale of Housing stock	0	0	Sale of Property
<b>Surplus For Year</b>	<b>962</b>	<b>1,155</b>	<b>Which leaves us this much.</b>
<b>Other Comprehensive Income</b>			
Initial Recognition of multi-employer defined benefit scheme	0	0	Movement in pension remeasurement basis
Actuarial gains/losses in respect of pension scheme	-623	-908	Pension adjustments
<b>Total Comprehensive Income</b>	<b>1,585</b>	<b>247</b>	
Statement of Financial Position as at 31st March 2021	2022	2021	A non-accountant's guide to the accounts
	£	£	
<b>Non-Current Assets</b>			
Housing Properties - Depreciated Cost	67,681	68,584	All houses we own cost this much to build.
Other Tangible Fixed Assets	3,558	3,503	Offices, and fixed assets.
	<b>71,239</b>	<b>72,087</b>	
<b>Current Assets</b>			
Debtors	312	299	Money owed to us.
Cash and Cash Equivalents	4,866	4,931	Money in bank and building society accounts.
Creditors: Amounts falling due within one year	-1,986	-2,137	Money we owe to others.
<b>Total Assets Less Current Liabilities</b>	<b>74,431</b>	<b>75,180</b>	
<b>Creditors: amounts falling due after more than one year</b>			
Housing property Loans	-14,351	-14,589	What we owe on loans for building and rehabilitation of our houses.
Retirement Benefit Scheme Deficit	-69	-843	Pension Scheme operated by the Association.
	<b>-14,420</b>	<b>-15,432</b>	
<b>Deferred Income</b>			
Social Housing Grants	-43,724	-45,079	Government grants we receive towards the building costs.
Other Grants	-821	-788	
<b>Net Assets</b>	<b>15,466</b>	<b>13,881</b>	
<b>Equity</b>			
Share Capital	1	1	
Revenue Reserves	15,465	13,880	Money built up from this year's and previous year's surpluses.
<b>Revenue Reserves</b>	<b>15,466</b>	<b>13,881</b>	

# What's in store for 2022/23

The purpose of an annual report is to look back to the previous financial year in terms of our performance against the Scottish Social Housing Charter together with our financial performance over the year. By the time this report is published we are already well into the next year and have been progressing various areas of work to continue to deliver positive services to those which live within our homes and communities.

Some of the areas of work that have already been ongoing or planned in the near future include:

- A review of our Business Plan which takes into account the changing external environment and sets a range of objectives that Elderpark Housing hopes to achieve over the next few years including continuing to modernise our services, greater involvement and engagement with our communities, remaining financially strong in the face of an uncertain economic environment and maintaining and enhancing the quality of the homes in which you live. This Business Plan is the main strategic document for the association and everything we do should link with this.



- During this year we have already invested heavily in improving homes with the completion of a window replacement contract being the largest area of work over the course of the year. We are continuing to invest around £1.5m in improving homes within the local community to ensure they remain attractive, of good quality and meet our tenants needs.



- We carried out a large scale tenant satisfaction survey using an independent company asking over 400 tenants and

owners a range of questions about the association and our services. The results of this survey are populated throughout this report and demonstrate the positive views held by tenants across most aspects of our services.



- We have been working with a software supplier to implement a brand new product which will allow us to work more effectively in terms of the delivery of our services. This innovative partnership has seen the association play a key role in developing the software to meet our needs and will include opportunities to implement mobile working, future creation of a tenants portal and enhanced digital approaches.
- We have had challenges around our reactive repairs service throughout the year following the decision of our contractor to withdraw from all repairs contracts across most of Scotland. While we are hopeful this won't have had any obvious impact on the services you have received it has been a difficult process and we are thankful that we have been able to source local contractors willing to assist while we look at alternative longer term solutions.
- We have continued to have significant change within the organisation with a number of long term employees retiring and this has meant we have been recruiting new colleagues to join the association and you will see from our Customer Services, Maintenance and Housing teams that there are a number of new colleagues who will be providing the front line services to you.



# What's in store for 2022/23

- We appointed a Community Regeneration Officer to focus on our work in relation to developing partnerships with the many organisations and community groups working in Govan together with seeking to attract funding to deliver new projects on behalf of the association. This is a major part of the association's plans for the future to ensure that our tenants and residents living in our homes have access to information, services and opportunities within the Govan area which can be of benefit. We already work with many partners in areas like youth activity, employability, befriending, health and wellbeing together with providing direct services like energy advice and welfare rights and we hope the addition of Jon our Community Regeneration Officer will continue to grow the wide range of support we are able to provide or signpost to our tenants.
- We continue to work with a developer to explore the potential of building new homes within the site of our existing community centre and a neighbouring industrial unit. This is a slow process and the designs are still being reviewed through planning and Glasgow City Council but should it be feasible we would hope to deliver around 45 new homes in this area in the next few years.



This is just a selection of some of the activities that have been taking place over the last period and into the coming months and it is crucial that we never stop trying to do more for the communities in which Elderpark Housing serves.

As a local housing association all of the income we receive is used to provide services, maintain and improve homes and create opportunities to enhance the area you live in and this will continue to be the focus this year and beyond in line with our vision of 'a vibrant neighbourhood where everyone can prosper'.



## Ways to get involved



@ElderparkHA



www.elderpark.org

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

# Committee and Management Team

The Management Committee are responsible for the overall leadership and strategic direction of the association and there are currently 3 vacancies. If you think this would be of interest and would like more information please contact our Governance and Compliance Manager, Kerry Clayton on **0141 440 6151** or at [kerry.clayton@elderpark.org](mailto:kerry.clayton@elderpark.org)

## Management Committee

John Kane  
 Karen Fee  
 Maureen McDonald  
 Ann McEachan  
 Lindsay Roches  
 Douglas Muir  
 Janice Shields  
 Kirsty Wilson  
 Kirsty Stoddart  
 Stephen Williamson  
 Maureen McKinnon  
 Duncan Smith

## Office Bearer

Chairperson  
 Vice Chairperson  
 Secretary  
 Committee Member  
 Committee Member  
 Committee Member  
 Committee Member  
 Committee Member  
 Committee Member  
 Co-optee  
 Co-optee

## Date Elected to Office

2022  
 2022  
 2017

12

No. of  
 Committee  
 Members



## Management Team

Gary Dalziel	Chief Executive Officer
James McGeough	Director of Finance and Corporate Services
Aidan McGuinness	Director of Housing and Customer Services
David Adam	Director of Maintenance Services

# Current Employees

## Finance and Corporate Services Team

Kerry Clayton	<i>Governance and Compliance Manager</i>
Fiona Koroma	<i>Corporate Services Administrator</i>
Donna Gentles	<i>Corporate Services Administrator</i>
Stuart Clift	<i>ICT Officer</i>
Angela Lee	<i>Finance Officer</i>
Glenda Williams	<i>Finance Officer</i>
Nichole McAvoy	<i>Graduate Finance Officer</i>
Rosalind Doherty	<i>Finance Assistant</i>
Alana Park	<i>Finance Assistant</i>

## Housing Management and Customer Services Team

Elaine Somerville	<i>Housing Services Manager</i>
Lynn Reid	<i>Housing Officer</i>
Debbie Brown	<i>Housing Officer</i>
Magdalena Okrajek	<i>Housing Officer</i>
Dean Vinter	<i>Housing Officer</i>
Amanda Ewing	<i>Housing Officer</i>
Helen Rowan	<i>Housing Services Officer</i>
Laura Gibbons	<i>Housing Administrator</i>
Jacqui Andrews	<i>Financial Inclusion Officer</i>
Ashley McInnes	<i>Tenancy Support Advisor</i>
Jim Fraser	<i>Estate Management Inspector</i>
Laura McNamee	<i>Customer Services Officer</i>
Amra Iqbal	<i>Customer Services Advisor</i>
Mary Dunn	<i>Customer Services Advisor</i>
Hayley Sinclair	<i>Customer Services Advisor</i>

## Fuel Advice Project

Diane Miles	<i>Debt Officer</i>
Patricia Coulter	<i>Fuel Advisor</i>
Sharon De-Meza Dickson	<i>Fuel Advisor</i>

## Maintenance Services Team

Evonne Shanks	<i>Maintenance Services Manager</i>
Derek Robertson	<i>Maintenance Officer</i>
Alan Hay	<i>Maintenance Officer</i>
Lauren Herd	<i>Maintenance Administrator</i>
Ahmed Ibrahim	<i>Maintenance Trainee</i>



**30** No. of Full Time Equivalent Staff





**Solicitor:** TC Young  
**Auditor:** French Duncan LLP  
**Internal Auditor:** TIAA  
**Banker:** Royal Bank of Scotland plc

Registered under the Cooperative and  
Community Benefit Societies Act 2014  
Property Factor Registered No. PF000197

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

RSL No. 108

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

**Opening Hours:** Monday - Friday: 9.00am - 5.00pm

We are members of:



Glasgow and West of Scotland  
Forum of Housing Associations



supporting  
social  
employers

