

2022/23

ANNUAL PERFORMANCE REPORT TO TENANTS



ELDERPARK
HOUSING



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Contents

Chairperson's Foreword	Page 3
Chief Executive's Introduction	Page 4
Our Vision	Page 5
Highlights	Page 6
Landlord Profile	Page 7
Getting Good Value from Rents	Page 8
Tenant Satisfaction	Page 9
Community	Page 10
Supporting Our Tenants	Page 11
Neighbourhood	Page 12
Tenancy Sustainment	Page 13
Access to Housing	Page 14
Housing Quality and Maintenance	Page 15-17
Governance and Strategic Planning	Page 18-19
Engagement Plan	Page 20
Financial Highlights	Page 21
Committee and Staff	Page 22-23



Chairperson's Foreword

It is with sadness that I provide the Chairperson's foreword this year following the sad passing of our former Chairperson, John Kane who passed away earlier this year following illness. John made a huge contribution to the local community as a Councillor and Bailie, a Community Champion and from 2019 a Committee Member of Elderpark Housing and we were extremely grateful for his commitment, dedication and support over his time with Elderpark and within the local community.

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.

As a local resident of Govan I am proud to call myself a 'Govanite' and have a strong passion and commitment for the local area and having been a Committee Member of Elderpark Housing for the last nine years I have been fortunate to play a role in the ongoing development of the association and the community in which we serve.

This 'Annual Report to Tenants' is mainly to allow us to provide our tenants with information on our performance in relation to the Scottish Social Housing Charter for the period 1st April 2022 until the 31st March 2023 which is the set of standards which all Housing Associations work towards. In addition this report also provides the opportunity to outline some of the work the association has undertaken in the year, our financial position at the 31st March 2023 and some of the activities we will be undertaking this year.

Given that the report itself will present various facts and figures to you this foreword is really a personal reflection from myself on the year. As a local tenant I take pride in seeing the work the association has done in continuing to invest

in our homes while trying to balance that with having affordable rents. But beyond this what has also been obvious to me in the year is that we have worked within the community to deliver projects including employability programmes, fuel and energy advice, working with local schools, Christmas hampers, befriending networks, welfare benefits advice and much more and this is something which is central to our purpose as a local community organisation.

The Management Committee are responsible for the overall governance of the association and as volunteers we have significant responsibilities including leading Elderpark Housing, reviewing performance and ensuring that the money paid by our tenants through our rent is used in the most effectively way for the benefit of the association, our local residents and the community as a whole.

We have a strong Management Committee with a mix of age, gender, experience and local knowledge but all have the same aim of Elderpark Housing being the best organisation it can be and focusing on our vision of 'a vibrant neighbourhood where everyone can prosper'.

Myself, like former chairs including John, Janet and Elspeth have all lived in the area and have seen first-hand the difference some of the work Elderpark Housing has achieved in improving the quality of the homes, providing support to residents in their homes and being committed to the Govan area and I have been proud to have been the Chair of the organisation for the last few months.

Maureen McDonald

Chairperson



Chief Executive's Introduction



Elderpark Housing has seen so much change in the last few years, from long serving colleagues and committee members either having left the association or in some cases sadly passed away and it's sometimes easy to forget how much happens over the course of a year.

Echoing what Maureen our Chairperson said the loss of our former Chairperson John Kane earlier this year was a source of major sadness and in the time I knew him he was a humble, knowledgeable and generous man who was fully committed to the Govan area and while he never sought attention for his achievements attending his funeral and seeing the volume of mourners from Govan and the wider Glasgow community there to pay their respects was a testament to him.

An 'Annual Report to Tenants' looks back on the year 1st April 2022 to the 31st March 2023 and during this period the world continues to experience one significant event after another including rising inflation, cost of living crisis, ongoing war in Ukraine, climate challenges and the death of the UK monarch to name only a few. While it is easy to think that as a Housing Association we operate in a bubble unfortunately this is not the case and our tenants and residents, the wider community and the organisation are all directly or indirectly impacted by events that are often outwith our control.

The vast majority of Elderpark Housing's income comes from the rent that our tenants pay and we recognised the difficulties being experienced by our tenants as prices of gas and electricity, food and clothing have all rose significantly in the year and this was also experienced by us as an organisation with one example being the cost of repairing and maintaining our homes rising significantly as the cost of materials and the difficulties around increased labour costs in the

construction / building industry.

The following pages of this 'Annual Report to Tenants' will delve into the overall performance against the Scottish Social Housing Charter indicators but overall our view was that it had been another positive year in 2022/23 with our performance across most of the key services we provide to our tenants and residents remaining stable or seeing small improvements especially in the challenging environment.

In summer of 2022 we undertook a review of our Business Plan with support from an external consultant – this review concluded that our original vision and strategic objectives remained valid but due to the external environment we seek to deliver these ambitious objectives over a slightly elongated period with the plan now extending to 2025 instead of its original 2024 date. Our vision of 'a vibrant neighbourhood where everyone can prosper' remained valid and would be delivered through key strategic objectives focusing on developing modern services, ensuring strong governance and financial management, providing high quality homes and communities, seeking out partnership working, striving to meet the needs of our tenants and developing our people.

Another key topic for us has been the focus on tenant safety and ensuring our homes meet all the legal and regulatory requirements – we all know from horrendous stories in the media the tragic consequences which can occur within the home and we invest large sums each year to ensure safety in areas like asbestos, gas safety, electrical safety, lift safety, legionella and fire safety.

We hope you find the 'annual report to tenants' interesting and should you have comments about the content, layout or would like to find out more please contact us at corporate@elderpark.org

Gary Dalziel

Chief Executive Officer

Our Aspirations

Our Vision

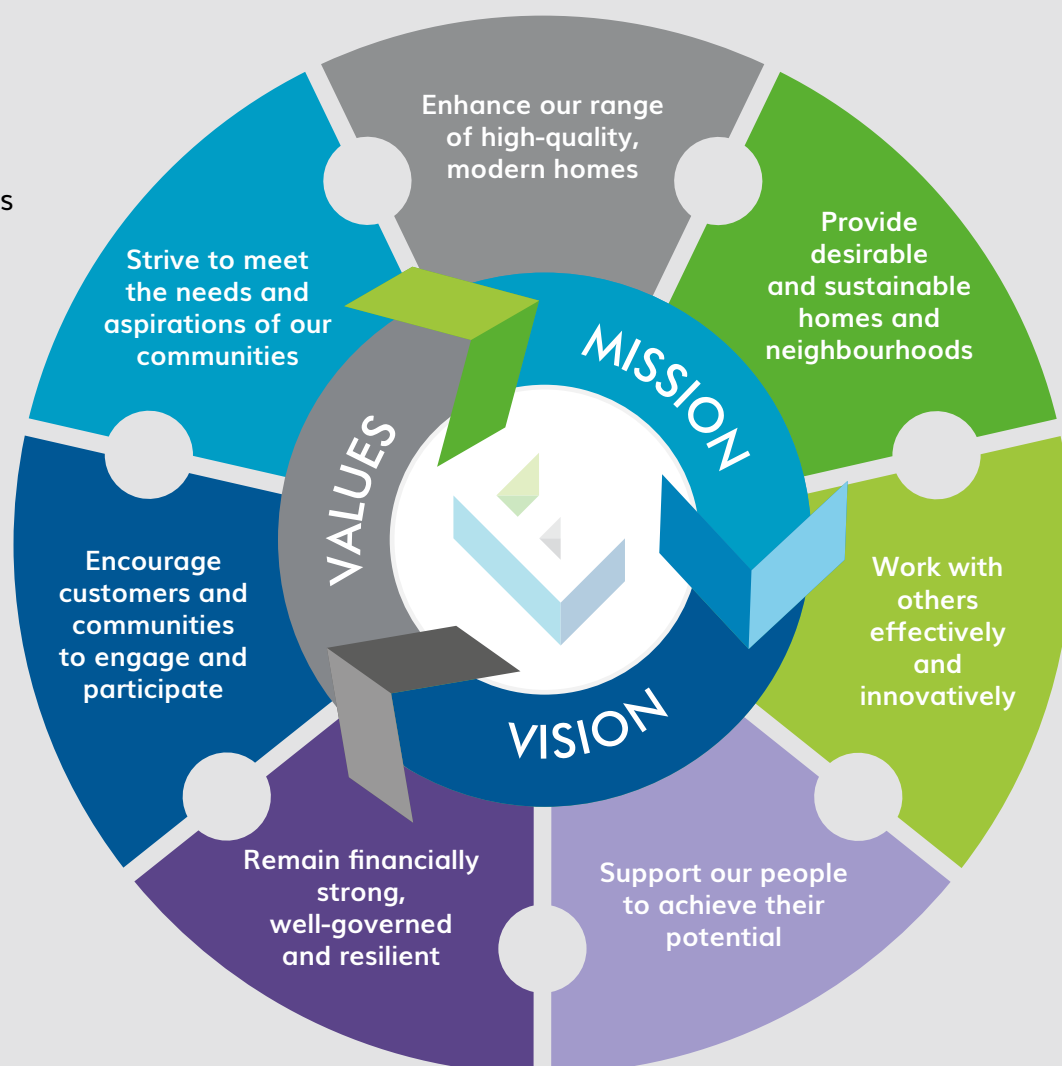
A vibrant neighbourhood where everyone can prosper.

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



Over £3m

spent on repairs and improvements to homes



91%

of our tenants are satisfied with the overall service



Almost 4000

repairs carried out to your homes



Almost 9 out of 10

tenants feel that we care about them



Developed

a Community Regeneration Strategy



97.54%

of our stock meets the Scottish Housing Quality Standard



Our rents

are 10% below the RSL average



88.45%

of our tenants satisfied with the management of our neighbourhood



Landlord Profile

Our stock profile as at 31 March 2023



Total no. of homes
1341



Total rent due in year
£5,709,255

Our rents increased by **3%** from the previous year significantly below the rate of inflation

Stock by house type, apartment size and average weekly rent

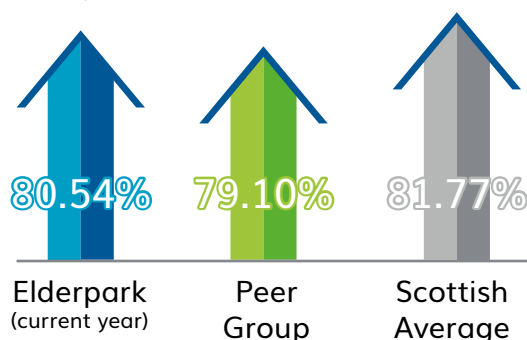
Stock by type, apt size & rent	House	Tenements	4 in a block	Other Flat/ Maisonette	Total	Average Weekly Rent	Scottish Average Weekly Rent	% +/- Scottish Average
1 Apartment	0	63	0	0	63	£71.21	£78.26	-9%
2 Apartment	0	477	6	37	520	£76.48	£83.46	-8.36%
3 Apartment	37	438	2	86	563	£86.25	£86.28	-0.03%
4 Apartment	99	51	0	9	159	£101.73	£93.96	+8.26%
5+ Apartment	36	0	0	0	36	£118.97	£103.72	+14.70%
Total	172	1029	8	132	1341	£84.49	£94.55	-10.64%

The most recent large scale independent face-to-face survey was carried out by Knowledge Partnership between 21st March – 8th April 2022 and involved feedback from 407 tenants and 60 owners.

It is normal for the association to carry out this type of survey every 3 years, and on that basis throughout this report you will see a comparison with the result from this survey shown as 2022/23 benchmarked against our peer group and the Scottish average 2022/23.

Value for Money

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



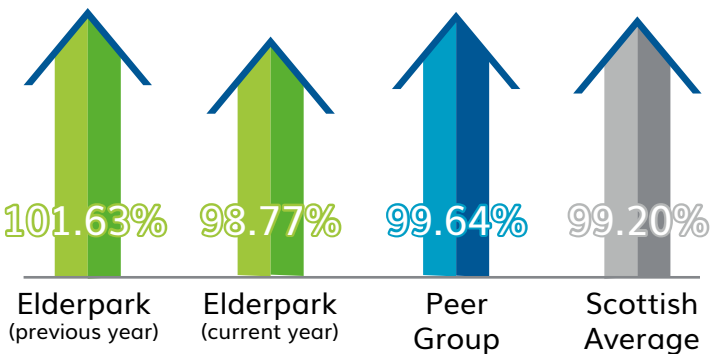
Getting Good Value from Rents

The association reviews its rents annually in consultation with our tenants and on 2022/23 an increase of 3% was applied. As can be seen earlier in this report our average rents for the majority of our properties are below the Scottish average and we are proud of this as we strive to provide the best value for money through excellent services and maintaining our homes, while keeping rents affordable. To do this we must effectively balance income with expenditure which includes maximising rental income through pro-active arrears management and re-letting our properties quickly to minimise void rent lose created when our homes are empty.

As can be seen below the rent collected in the reporting year has decreased slightly which reflects the current economic context and cost of living which has impacted our tenants. We understand the financial difficulties being faced and support this through engaging with our tenants at the earliest opportunity and providing Welfare Rights and Fuel Advice, as well as working with partnering agencies. Through the introduction of more robust void monitoring practices there has been a reduction in the time properties are empty between lets which has resulted in reduced rent loss.

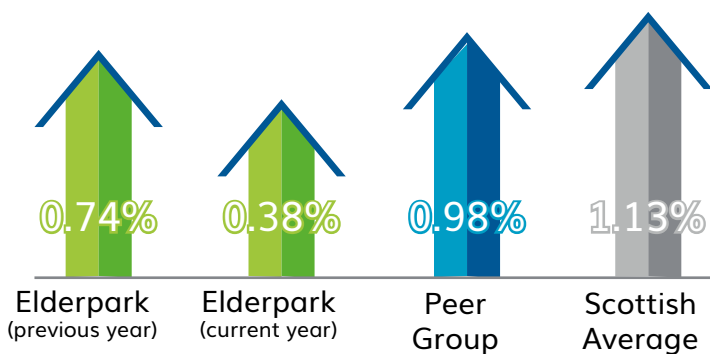
Rent Collected

% of the total rent due



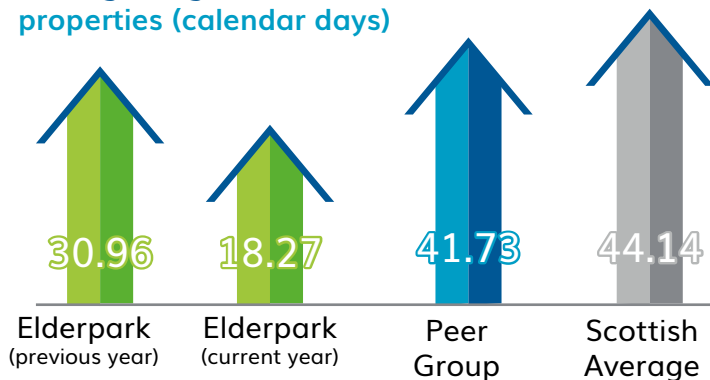
Rent Loss

% of rent lost through properties being empty



Re-let Times

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

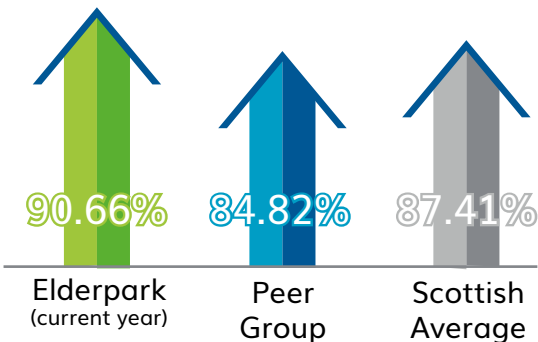


Tenant Satisfaction

Here at Elderpark Housing, we pride ourselves on receiving continually good feedback from our tenants in relation to key satisfaction indicators which we hope to demonstrate throughout this Annual Report. We strive to live by our values and ensure they are embedded in everything we do.

Overall Service

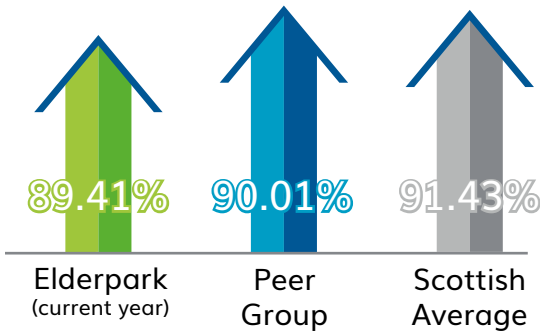
% of tenants satisfied with the overall service



One of our values is to be 'caring' and in order to check if our tenants felt we were living by this value in the last large scale face-to-face survey we undertook, we asked an additional question to draw this information out. Satisfaction on some key areas together with the result of this additional question are set out below.

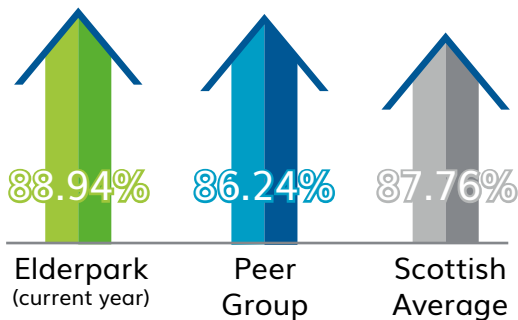
Communication

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

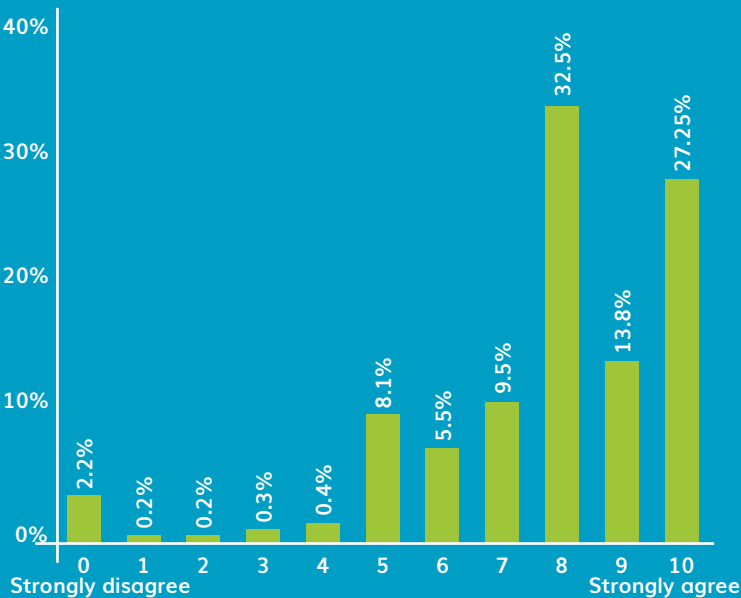


Participation

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



We are delighted that almost nine out of ten of our tenants felt that Elderpark Housing cared about them.



Community

The Association's vision, set out in our Business Plan 2021/25 to create a '**vibrant neighbourhood where everyone can prosper**' continues to be strengthened by our commitment to community activity – both regeneration and engagement, this is further supported and enhanced by our strong community stakeholder partnerships and working collaborations.

2022/23 has provided us with some amazing outcomes and we are proud to set out below some of the highlights from the last year and plan to build on this success in the future.

- **Fabulous Food** - Moogety Food, Grub Hub, Garden and Dig In – Govan's community green grocers. Supporting local people to Grow, eat and cook better local food is at the core of this project. We have engaged over 400 residents this year in various activities and initiatives.
- **Ibroy Flower Field** - Over 800 users visited and celebrated the flower field this year, 389 Adults and 433 Children. We have also strengthened our relationship with Ibroy Primary School to increase outdoor learning.
- **Developing the Janitors Kitchen Garden and Active travel Hub** - In partnership with MAST architects and REIDS QS we held an event for residents to share ideas about developing a piece of land, formally the janitors house. We hope to work with community partners to create a vibrant space for our residents to use.



- **Craft Café** - With over 50 regular members, craft Café is a much loved and well used relaxing artistic space for our community members over 60.

- **Valuing our young people** - Working Rite Providing support, guidance and work experience to young people from our tenants families and across Govan, looking to find work.
- **Youthpoint and Govan Youth Information Project** - Working with these partners we are able to support a range of projects and activities aimed at young people in Govan, focusing on the families of our tenants. This includes summer and after school engagement, field trips and work connections.
- **Developing the young workforce** - This Scottish Government initiative is offered in partnership with Glasgow Chamber of Commerce. We are central to this offer in Govan – working with secondary Schools to help young people transition from school to the work place.
- **Junior community voice champion** - Giving our young people a voice to influence community activity – get involved with volunteering and scrutinise the work that we do with young people, this project is delivered in partnership with Riverside and St Saviours primary schools. Last Year we engaged with over 200 pupils in classroom based activity.



- **Increased grant funding** - Having successfully secured increased funding last year so that we could lead on the Winter Warmer Together project – a partnership approach to offering our tenants a safe, warm space to meet others and get a free hot meal with activity, we are constantly seeking opportunities to apply for funding to develop and deliver amazing projects.

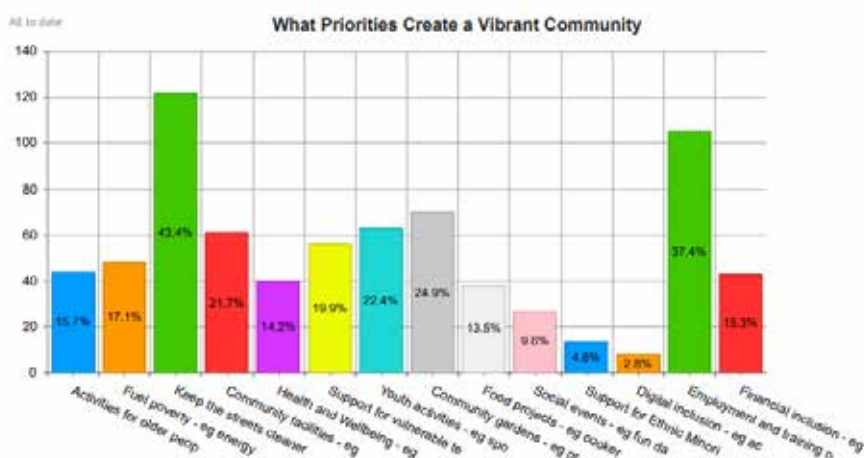
Supporting Our Tenants

Through a service delivery model that emphasises a single point of contact, a person-centred approach to problem-solving and working in partnership with others to provide more options the association sets out to achieve positive outcomes for our tenants.

This concept will be further supported by the rollout of our new Community Regeneration Strategy, **'Regenerate and Prosper'** which can be found on our website at: <https://elderpark.org/wp-content/uploads/2023/09/Regenerate-and-Prosper-Regeneration-Strategy-2023-2025.pdf>. The Strategy was developed in consultation with tenants to ensure its central themes align with the priorities of the local community.

We asked residents to name their top priorities to help create **'a vibrant neighbourhood where everyone can prosper'** with the results being detailed above.

The top 5 priorities identified by our tenants were:



43.4%

Keep the streets cleaner



37.4%

Employment and training Opportunities



24.9%

Community gardens e.g green space



22.4%

Youth activities e.g sports and music



21.7%

Community facilities e.g community centre

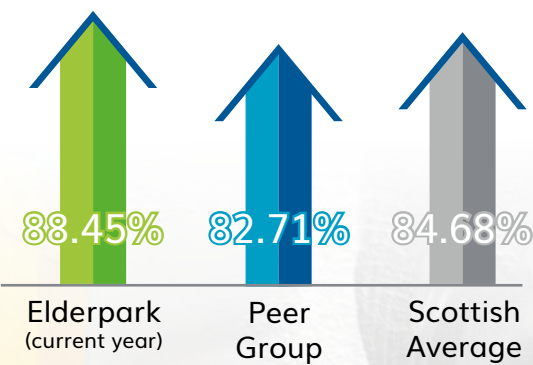
Neighbourhood

The association has developed an Estate Management Strategy, '*A Green and Pleasant Govan*' in consultation with our tenants. This Strategy aims to outline our journey to achieve our vision of a '*vibrant neighbourhood where everyone can prosper*'. The aesthetics of our environment are an important aspect of the association achieving this vision. There is a connection between a vibrant neighbourhood which is clean, neat and tidy and the well-being of residents. A clean environment facilitates good health and helps build robust well-being and can also reduce pollution and promote biodiversity. You can read the full Strategy on our website at: <https://elderpark.org/wp-content/uploads/2023/09/A-Green-and-Pleasant-Govan-Estate-management-Strategy-1.pdf>

As shown below a high percentage of tenants are satisfied with the association's approach to the management of our neighbourhoods, with performance in this area higher than both our peer group and the Scottish average.

Neighbourhood

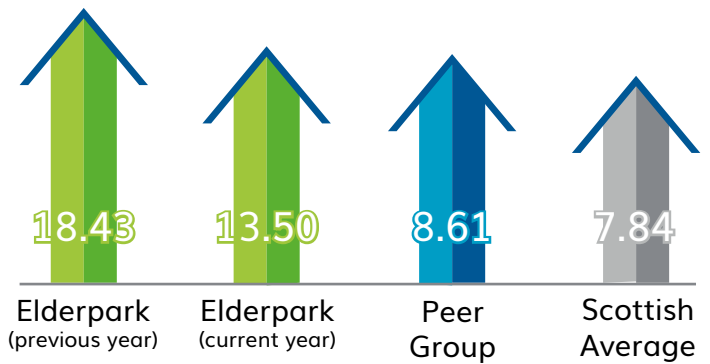
% of tenant satisfaction with the management of the neighbourhood they live in



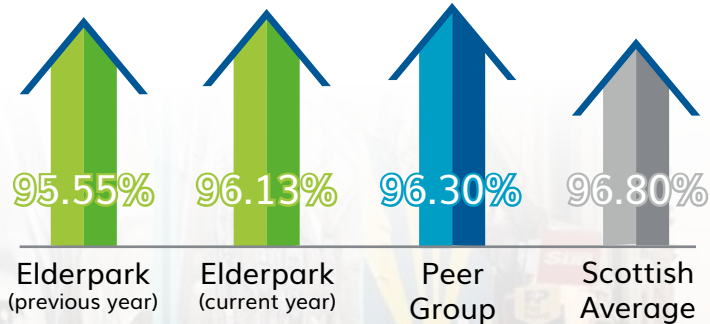
Anti-Social Behaviour

number of cases per 100 homes

The association received 181 complaints of anti-social behaviour throughout the reporting year, which is a significant reduction from the previous year. As can be seen in the image below this equates to 13.50 cases per 100 homes and is significantly higher than our peer group and the Scottish average. The association intends to undertake some analysis in this area over the coming year to understand why this may be. Despite receiving a higher number of anti-social cases than the average, cases continue to be resolved within locally agreed targets, also shown below.



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



Tenancy Sustainment

It is important for the association to monitor and understand reasons that result in tenancies ending within a 12 month period of the tenancy starting. This may occur due to circumstances such as a property being abandoned or someone passing away. However, where reasons such as financial are cited this helps inform the associations decisions around tenancy support activities including Welfare Rights and Fuel Advice to ensure the right support is in place to help tenants remain in their homes. Some examples of this support can be seen below.

Support for New Tenants

- Offer carpets and blinds packages through a service charge
- Provide small essential household items through the provision of starter packs
- Provide a 'welcome' cleaning pack

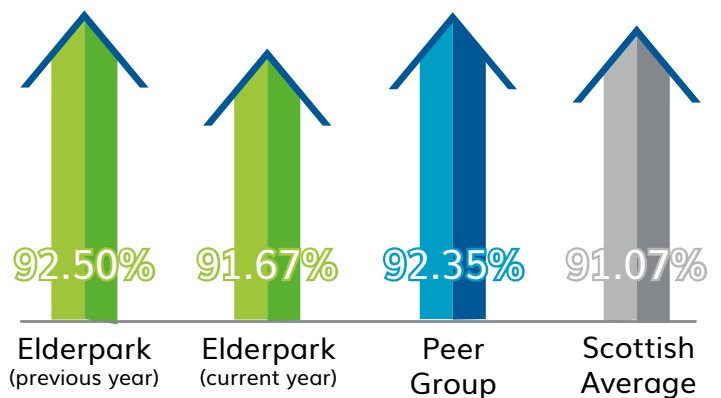
Other support

Referral to our in-house Fuel Advice service to help tenants reduce their energy consumption and save money and partnership working with 'The Wise Group' whose aim is to lift people out of poverty through mentoring support by enhancing employment and skills prospects.

Support for Existing Tenants

- Partnership working with Together for Childhood Govan which aims to support children and families thrive in Govan
- Partnership working with Experian

% of new tenancies sustained for more than a year

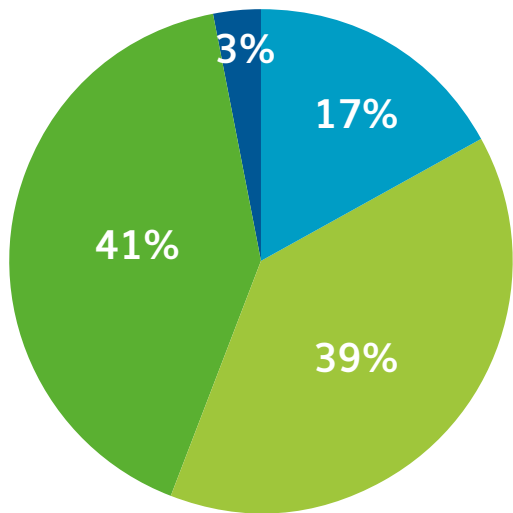


Access to Housing

A total of 104 properties were re-let during 2022/23, this is a reduction from the previous year which saw 132 properties re-let and demonstrates a continued downward trend year on year. This is both a positive and negative in that it means more tenants are remaining in their homes with fewer becoming available to re-let but it increases pressure on the waiting list as there are fewer properties to allocated.

We allocate our homes to different groups of housing applicants. Priority within these groups is based on gathering detailed information about current circumstances, and offering each applicant the best possible advice bespoke to their own housing need. The different groups include our existing tenants who are looking to transfer within our stock, waiting list applicants, those assessed as Statutory Homeless by Glasgow City Council and other sources, such as young people moving on from Leaving Care Services. Due to the vast numbers of people and families classed as homeless we are now required to let a higher percentage of our properties to this group to help alleviate homelessness.

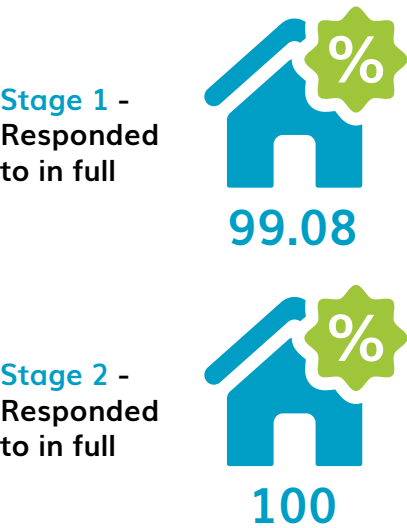
How our properties were allocated by applicant group



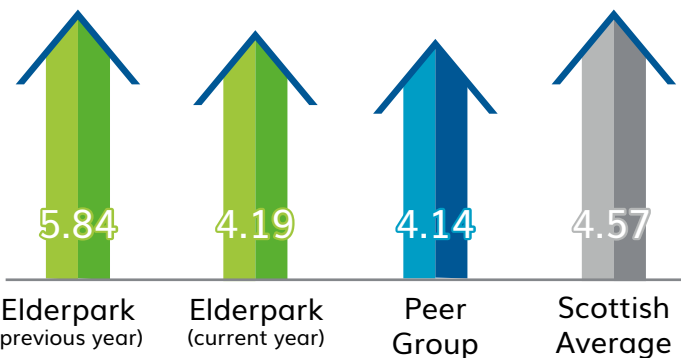
- Existing tenants
- Waiting List
- Statutory homeless
- Other sources

Complaints

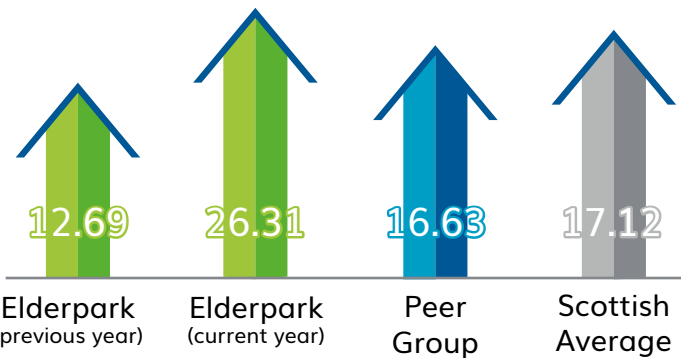
We place a high value on the feedback received from our tenants through service level complaints as this helps us learn and improve our services. A total of 124 complaints were received in the reporting year which equates to 9.02 complaints per 100 homes, this is lower than our peer group at 9.14 but higher than the Scottish average at 8.21.



Stage 1 - Target 5 working days



Stage 2 - Target 20 working days

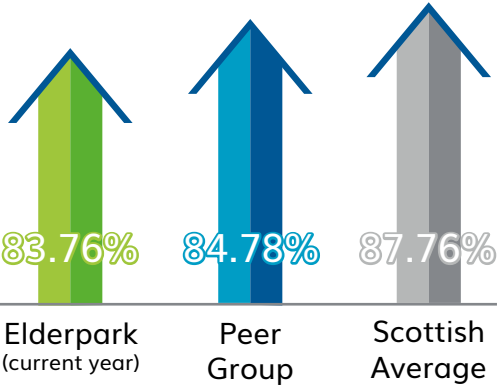


Housing Quality and Maintenance

The association experienced some challenges in relation to delivery of a reactive repairs service throughout 2022/23 with our then main contractor withdrawing from providing the service. We have worked hard to stabilise the service and ensure minimal disruption for our tenants by utilising a number of smaller contractors until a robust procurement exercise could be undertaken. We are now happy to say Timetra were awarded the contract in early 2023 and we hope this brings continuity of service, improved satisfaction and performance to ensure targets are consistently met.

Repairs Satisfaction

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



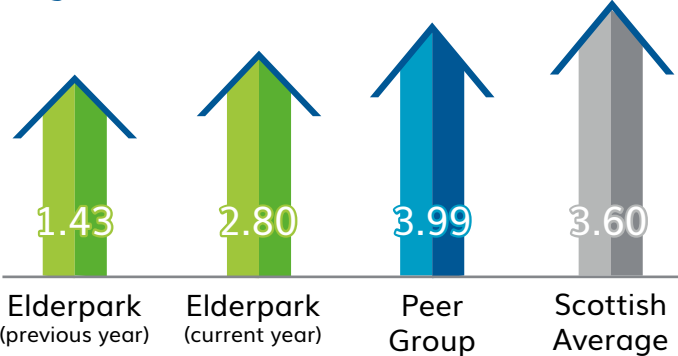
Gas Safety

In addition to the challenges with our reactive repairs contractor detailed above, we also experience challenges as our gas contractor went into liquidation during the reporting year and interim arrangements had to be made for an interim contractor to deliver this vital service to ensure we maintained compliance with legal obligations around gas service, as well as maintaining a day to day repairs service for this area. Following a robust procurement exercise undertaken during the reporting year, City Technical were appointed and are now delivering this service on behalf of the association.

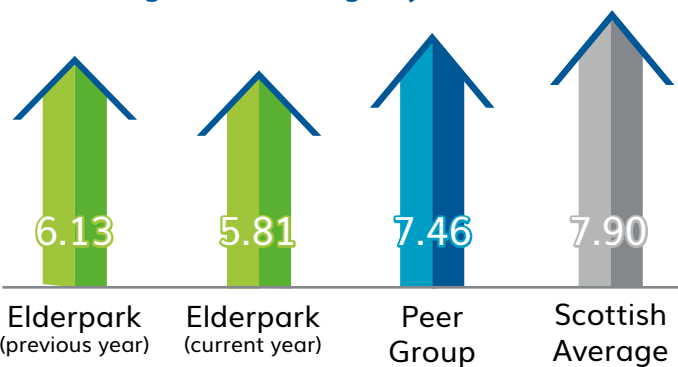
The association has a legal duty under the Gas safety (Installation and use) Regulations to

During the reporting year a total of 3402 non-emergency repairs and 444 emergency repairs were completed which is around 1000 more repairs than the previous year. The response times are shown below.

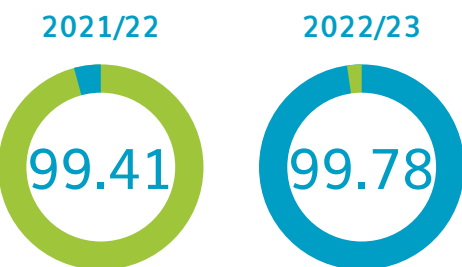
Response time for emergency repairs in hours Target – 2 hours



Response time for non-emergency repairs in hours. Target – 5 working days

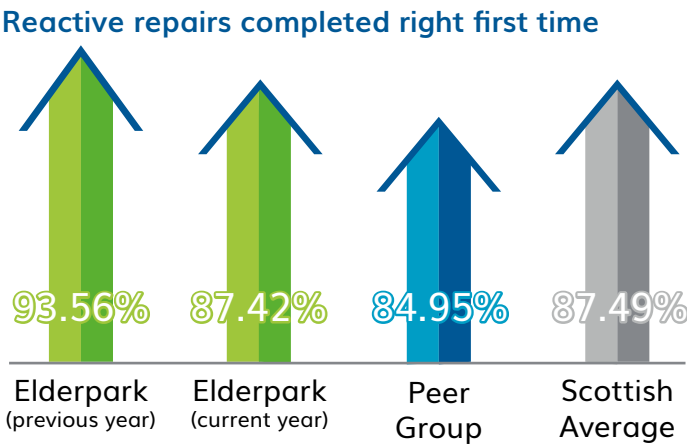


service and ensure that all gas appliances and flues are safe to use. To ensure this duty is met we are required to carry out an Annual Gas Safety check on or before the anniversary date of the last service. Compliance levels are shown below with three gas services not completed within the timescale due to illness or death meaning we were unable to access the home at that time.



Housing Quality and Maintenance

As part of monitoring the effectiveness of our repairs service we are also required to measure the numbers of repairs considered 'right first time'. As can be seen in the comparison below there has been a reduction in the percentage considered 'right first time' of 5.7%, although performance remains above both our peer group and the Scottish average. We believe this has resulted from the disruption to contractors throughout the reporting year and expect to see an improvement in this area going forward.



Investment in our homes

The vast majority of the association's income, which comes from rent is reinvested back into our stock to ensure our homes are well maintained. During the reporting year at total of £3.03 million was spent on day to day repairs, investment and maintenance.

A breakdown of some of these key spends is show below:

£693,172

Window Replacement

£336,129

New Kitchens

£272,114

New Bathrooms

£181,774

New Boilers

£752,853

Reactive Repairs

£206,845

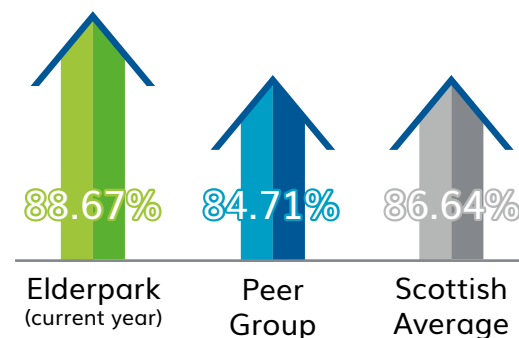
Cyclical Repairs

£191,430

Void Works

Quality of home

% of existing tenants satisfied with the quality of their home



The level of investment in our homes directly impacts upon how satisfied our tenants are with the quality of their homes. The association has seen an increase since 2020-21, from 85.47% to 88.67%, while the Scottish average has decreased by 1.28% over the period. We hope this demonstrates the associations commitment to investing in our homes to deliver on our strategic objectives to 'enhance our range of high-quality modern homes' and 'provide desirable and sustainable homes and neighbourhoods'.

Housing Quality and Maintenance

Scottish Housing Quality Standard (SHQS)

SHQS requires properties to meet certain criteria to be considered compliant with the standard. These criteria are:

- Be above the Tolerable Standard
- Be free from serious disrepair
- Be energy efficient
- Have modern facilities and services
- Be healthy, safe and secure

Before having an independent stock condition survey carried out, 41.64% were deemed to meet the standards. However, following continuous investment the most recent stock condition survey has recorded a much higher number of our properties now meet this standard which is reflective of the investment in your homes.



41.64%

Stock meeting SHQS
2021/22



97.54%

Stock meeting SHQS
2022/23



Energy Efficiency Standard for Scottish Social Housing (ESSH)

ESSH aims to encourage landlords to improve the energy efficiency of our homes. This supports the Scottish Government's vision of warm, high quality, affordable homes and also directly links with the association's objectives 'to enhance our range of high quality homes' and 'provide desirable and sustainable homes and neighbourhoods'.

The energy efficiency rating is a measure of how efficiently your home uses energy and takes into account such components as window glazing types, heating installations and insulation, and requires the property to achieve a Band C within the Energy Performance Certificate (EPC). Currently 98% of our homes meet this standard. During the reporting year the association undertook 268 energy efficiency surveys across a number of different property types in conjunction with stock condition surveys and plan to continue this work in the coming year.

Medical adaptations to properties

As part of our commitment to investment and ensuring our homes met the varying needs of our tenants we have also delivered adaptations to the value of £52,880 through funding. Adaptations refers to changes to components or layout of a property to enable people to live more independently in their homes. These changes may be required as a result of aging or changes in circumstances for any household member.



15

Adaptations made
during the year



37.80

Average number of
working days taken to
complete

Governance and Strategic Planning

The key to a strong and well run organisation is having good governance and a clear strategy for the future. This annual report details the performance against the Scottish Social Housing Charter and the financial position of the association over the course of 2022/23 and the positive results achieved in the year are underpinned by how the association is governed. The role of the voluntary Management Committee is to lead the association which includes a range of functions including:

- ensuring we meet the Scottish Housing Regulator's Regulatory Framework and Standards of Governance and Financial Management
- developing and approving a strategic business plan for the association with a clear vision, values and objectives which the staff team are tasked with delivering
- making decisions around the services we deliver, the employees we recruit and the projects we participate in
- reviewing, scrutinising 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 us as a regulated organisation.

The Management Committee are responsible for ensuring that we are governed effectively with support from the Chief Executive, Senior Management Team and Governance and Compliance Manager. As part of the Regulatory framework laid out by the Scottish Housing Regulator we have processes in place which outline the governance and leadership arrangements of the organisation with some of these being a clear performance framework, a detailed assurance framework which reviews compliance against our regulatory requirements,

a host of organisational and governance policies which set out how the association will meet our legislative and good practice obligations and regular external advice, support and review in the form of internal and external audit and specialist consultancy.

A small selection of these activities in the year included:

- Ongoing review of our assurance framework with a regularly monitored action plan making incremental improvements to our governance approach
- Annual assessment of the Management Committee's performance supported by an external governance consultant
- An internal audit of our Corporate Governance and Risk Management Procedures which provided 'substantial assurance' on the processes we have in place
- An ongoing programme of audits of our tenant safety approaches across the main areas including gas safety, electrical safety, legionella, lift safety, asbestos and fire safety
- Engaging with an external finance consultant to assist with a full review of our thirty year plan which demonstrated that the association was able to achieve our covenants and retain a positive cashflow throughout the life of this plan.



Governance and Strategic Planning

How we develop our strategic business plan?

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 partly achieved through the different areas outlined above. One of the key aspects of the Management Committee role 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 2022/23 the association worked with an external consultant to review the existing Business Plan in recognition that the previous twelve months had seen significant change

both within the external environment due to the economic challenges together with ongoing change within the organisation and our staff team. which would be the main strategic document for determining our future plans and objectives.

This identified that the current vision and ambitions of the association remained as relevant as they had been when the business plan was introduced in 2021 and despite the challenges the organisation remained in a positive place to achieve our strategic objectives. The current business plan will be in place until 2025 although subject to ongoing review to determine whether any revisions should be made.

Our Values

Adaptable

We are adaptable and responsive to change in order to meet the needs of our customers and organisation.

Caring

We demonstrate a caring, kind and compassionate nature.

Open

We display strong integrity, ensuring everything we do is carried out in an open and transparent manner.

Fair

We are fair and non-discriminatory at all times, treating each individual with the utmost respect.

Reliable

We are honest, trustworthy and reliable in everything we say and do.



Each year the Scottish Housing Regulator (SHR) produces an '**Engagement Plan**' for the association which sets out our Regulatory Status, a copy of the current '**Engagement Plan**' is shown below and provides us with a Regulatory Status of '**Compliant**'. This means the SHR have assessed a wide range of information the association is required to submit to demonstrate we are fully compliant with the Regulatory Framework, including the seven Standards of Governance and Financial Management.

Elderpark Housing Association Ltd

Regulatory Status **Compliant**

The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

We don't require any further assurance from Elderpark Housing Association Ltd (Elderpark) at this point in time other than the annual regulatory returns required from all RSLs.

Regulatory returns

Elderpark must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

You can find more information in relation to the associations performance and how we are regulated on the Scottish Housing Regulations website www.housingregulator.gov.scot



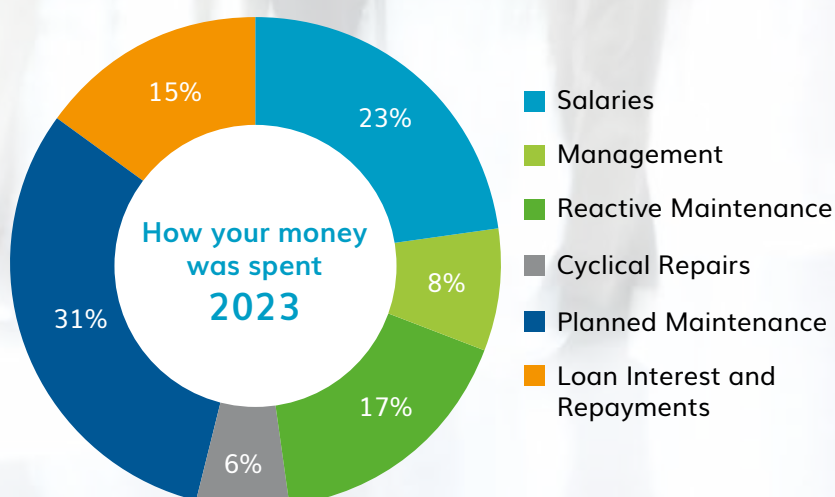
Financial Highlights

Statement of Comprehensive Income For The Year Ended 31st March 2023	2023	2022	A non-accountant's guide to the accounts
	£	£	
Revenue	7,737	7,338	Income from Rents and Factoring services.
Operating Costs	-6,190	-5,905	Cost of Management & Maintenance of our properties.
Operating Surplus	1,547	1,433	
Bank Interest Received	39	7	Interest earned on money we invested.
Interest Payable	-591	-478	Interest payments on our loans.
Gain on sale of Housing stock	0	0	Sale of Property
Surplus For Year	995	962	Which leaves us this much.
Other Comprehensive Income			
Initial Recognition of multi-employer defined benefit scheme	0	0	Movement in pension remeasurement basis
Actuarial gains/losses in respect of pension scheme	-340	623	Pension adjustments
Total Comprehensive Income	655	1,585	

The 2022/2023 financial year has been challenging for our service users, our staff, our contractors and our Association. In recognition of the current tough economic conditions and the short term outlook we are proud of what we have achieved and our current future plans. The finances of the Association remain strong, enabling us to invest in the long term in our homes and in our people. However, over the last several years our rent rises have been significantly below inflation, this is not sustainable over the longer term and will require to be addressed in forthcoming budgets. Like all businesses Elderpark Housing is operating in an environment of increasing labour and material costs, Scottish Government legislation on rent levels and 'net zero' expenditure along with high interest rates and inflation.

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.



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 for more information.

Management Committee

Office Bearer

Date Elected to Office

Maureen McDonald

Chairperson

2023

Janice Shields

Vice Chairperson

2023

Ann McEachan

Secretary

2023

Douglas Muir

Committee Member

Kirsty Stoddart

Committee Member

Kirsty Wilson

Committee Member

Duncan Smith

Committee Member

Maureen McKinnon

Committee Member

Melanie Gilmour

Committee Member

Eileen McCallum

Committee Member

Craig Reid

Committee Member

Veronica McLaughlin

Committee Member

12

No. of
Committee
Members

Senior 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>
Vicky Ross	<i>HR and Corporate Services Officer</i>
Fiona Koroma	<i>Corporate Service Administrator</i>
Donna Gentles	<i>Corporate Services Administrator</i>
Stuart Clift	<i>ICT Officer</i>
Glenda Williams	<i>Finance Officer</i>
Nichole McAvoy	<i>Graduate Finance Officer</i>
Rosalind Doherty	<i>Finance Administrator</i>
Alana Park	<i>Finance Administrator</i>

Housing Management and Customer Services Team

Rachel Cooper	<i>Housing Manager</i>
Magdalena Okrajek	<i>Housing Officer</i>
Dean Vinter	<i>Housing Officer</i>
Amanda Ewing	<i>Housing Officer</i>
Lynn Reid	<i>Housing Officer</i>
Fiona Chan	<i>Housing Officer</i>
Helen Rowan	<i>Housing Services Officer</i>
Jonathan Giddens-Reid	<i>Community Regeneration Officer</i>
Laura Gibbons	<i>Housing Administrator</i>
Jacqui Andrews	<i>Financial Inclusion Officer</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>
Daniel Leabody	<i>Customer Services 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>
Patricia Coulter	<i>Maintenance Administrator</i>





Who Regulates us?

The association is regulated by the Scottish Housing Regulator www.scottishhousingregulator.gov.scot and the Financial Conduct Authority www.fca.org.uk

As a charity the association is regulated by the Office of the Scottish Charity Regulator www.oscr.org.uk

The Scottish Social Housing Charter sets out the standards that all housing associations must achieve <https://www.gov.scot/publications/scottish-social-housing-charter-november-2022/>

Solicitor: TC Young
Auditor: AAB Group
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 - Thursday: 9.00am - 5.00pm Friday: 9.00am - 4.00pm

We are members of:



Glasgow and West of Scotland
Forum of Housing Associations

