

# EXECUTIVE DIRECTOR'S REPORT



**TRAFALGAR COURT NEW BUILD**  
 The Association has been building 2 blocks of twelve flats on two bookend sites in Aboukir Street. These sites have been lying vacant for over 30 years and the Association finally got the opportunity to acquire and develop them in 2009. There will be 12 flats for rent on the lower floors with 4 flats wheelchair accessible and 12 New Supply Shared Equity flats in the upper floors. At time of writing the Association has sold all the New Supply Shared Equity and expects residents to start moving into their new houses in July.

**LANGLANDS MODERNISATION PROGRAMME**  
 The Association is currently consulting residents in Langlands regarding our proposed modernisation programme. Unfortunately the tenement properties in particular do not meet modern energy efficiency standards and the Association would like to rectify this through our modernisation programme. If we can get some grant funding and persuade the owners to sign up to this programme the Association will reach the Scottish Housing Quality Standards four years ahead of schedule.

**17 KENNEDAR DRIVE**  
 Due to neglect from absent landlords/house owners 17 Kennedar Drive was in a particularly sorry state until the Association intervened and acquired the properties in 2009. The Association is pleased to say that 8 newly refurbished flats will be available for let in the coming months and will provide top quality accommodation for 8 households.

**VOID TURNAROUND TIME**  
 The Association is pleased to see the time taken to get void properties up to scratch for re-letting has come down from an average of 29 days to 14 days meaning the amount of rent lost has almost halved.

**TENANT PARTICIPATION**  
 Linthouse Housing Association continues to build upon the solid foundations of its original Tenant Participation Strategy and continue to explore new ways to maximize tenant involvement in the participation process. The Association is committed to involving tenants in shaping the services we provide. We aim to create a culture that places tenants' views and opinions at the heart of everything we do. By creating opportunities for tenants to participate, we hope to achieve customer service excellence. We have witnessed the success of our Consultation Register through the increasing numbers of new members and also by the attendance levels of recent focus groups meetings. The Association currently has one Registered Tenant's Organisation (RTO) – Langlands Resident's Association. We provide them with grant funding and also hold regular liason meetings to keep them updated on issues affecting the Langlands area. We also use feedback from a variety of surveys to influence policy formulation and the way we deliver our services. During the forthcoming year we will be carrying out a full tenant satisfaction survey, the results of which will be reported in our quarterly newsletter.

**COMMITTEE**

## COMMITTEE MEMBERS 2009-2010

Paul Phin Margaret Neeson	Chairperson Secretary
Agnes Cormack Jean Hughes Agnes McCusker Pamela Devoy Eileen Dorrian Patricia Sarrison Councillor Stephen Dornan Alison Guthrie John McDougall John O'Connor Norman Sutton-Hibbert Thomas McMahon Roisin McMahon	Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member

## STAFF MEMBERS 2009-2010

John McBride Kenneth MacLeod Andrea McDowall David Cowan Gillian Thomson Theresa O'Neill John Johnson John Gordon Catherine Anderson Maureen McCluskey May MacLeod Derek Rainey Michelle McColl Kenneth Smollett Sandra Keating Craig Coleman Serena Baxter Jean Fergus Simone Townsley James Docherty Pat Carmichael Maureen Caldwell Kenina Murray Mary McSherry David Robertson Marion Galloway Rose Howie Claire Maxfield Elizabeth McDonald Margaret McKenna Ann Roe Angela Sanderson	Executive director Depute Director Finance Manager Maintenance Manager Senior Housing Officer Human Resource Officer Senior Customer Services Officer Wider Action Development Officer Housing Officer Customer Services Officer Housing Officer* Finance Officer Policy Officer Housing Assistant Housing Assistant Finance Assistant Temporary Housing Assistant Customer Services Assistant Customer Services Assistant In house Maintenance Team Warden Warden Warden Relief Warden Cook Domestic Domestic Domestic Domestic Domestic Domestic Domestic Domestic
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\*Retired

# Linthouse ANNUAL REPORT 2009 - 2010



# CHAIRPERSON'S REPORT

I am pleased to present, for the first time, the Annual Review for Linthouse Housing Association which highlights the achievements of the Association in the year 2009/10.

Firstly, I would like to thank the Staff and Committee members who have retired this year for the hard work and dedication which they brought to the Association over many years. This has helped to ensure that the Association has been well run and is on a secure financial footing.

There are many challenges currently facing the Association as the financial crisis hits deep into the pockets of our tenants and residents. Rents were frozen for this year to help our tenants survive in these difficult times. This was not an easy decision for the Management Committee to make as the Association needs to remain viable financially in order to continue to ensure that Linthouse remains a pleasant and desirable place to live in.

Throughout the year we have worked to improve the quality of the existing stock of houses so that we can achieve the Scottish Housing Quality Standard. This gives our existing and future tenants high quality accommodation at affordable rents. We have also seen some new build development taking place in Aboukir Street which will consist of homes for rent and new supply shared equity scheme. There has also been a complete refurbishment of 17 Kennedar Drive to add to our stock of apartments to rent. Both these developments will be finished before the end of the calendar year.

Outwith our core business, the LUV project remains an integral part of our ambition to enhance and improve the quality of life within Linthouse. Many local groups use the LUV Gallery as their meeting space and it is great to see it being used as a focal point for them. The LUV Café continues to provide high quality healthy food in a relaxed environment. New to the LUV Project this year has been the establishment of a market garden in the yard for Fairfield Farmhouse and this has been used as a base for people to grow their own vegetables. The Association remains committed to sourcing funding for the complete revitalisation of the Fairfield Farmhouse and the surrounding area which we hope will see the park being used more often by more people of all ages.

The waiting list of people seeking accommodation in the Linthouse area continues to be well subscribed and the number of people moving out of our accommodation remains low which shows that Linthouse is, indeed, a great place to live.

I am sure that the Staff and Committee members are well prepared for the challenges of the next year and we look forward to working with our partner agencies to continue improving Linthouse.

Finally, I would like to thank the Staff and Committee members for their continued support and hard work in achieving the Association's aims. By working together we will ensure the Association and Linthouse go from strength to strength.

**Paul Phin  
Chairperson**



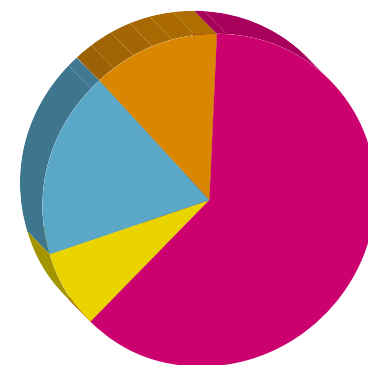
*"The Association aims to provide good quality affordable housing which will allow residents choice in a secure living environment. It also aims to assist in the economic regeneration of its operational area".*

*"Working in Partnership"*

## ALLOCATIONS

During 2009/10 the Association rehoused a total of 116 applicants, which can be broken down as follows:

LETTINGS YEAR TO 31/3/10	No.
Waiting List	72
Transfers	9
Homeless Persons:	
Section 5 Referrals	21
LHA Homeless	14
Category	
<b>Total</b>	<b>35</b>
Others	0
<b>Total</b>	<b>116</b>



The Association had 1127 tenants renting at the end of March 2010.

This represents a turnover of 10 % which is consistent with previous years.

The total number of applicants on our waiting list at 31 March 2010 was 659.

## PERFORMANCE OUTCOMES 2009/10

FINANCIAL YEAR ENDING 31/3/2010	2008/09	2009/10	TARGET
Non technical arrears	5.16%	4.8%	5%
Void rental loss	0.83%	0.37%	1.25%
Average no. of days to re-let a property	29	14	19
Average no. of days to process an application	6	4	5

As can be seen by the results we have made significant progress in a number of areas but there is still room for further improvement and we will be continually reviewing targets in order to challenge ourselves, particularly with regard to rent arrears.

## RENT ARREARS

It should be noted that since 2007 there has been a year on year reduction in arrears owed by current tenants and we remain confident that this positive trend will continue. We are continually reviewing our approach towards arrears recovery and this has included text reminders, evening and weekend visits and out of hours telephone calls. We have also re-worded standard letters to emphasize the importance of early contact and the potential consequences of not adhering to arrangements.

## TENANCY SUSTAINMENT

Disappointingly we had to carry out four evictions during the year. Two were for anti social behaviour and two for rent arrears. On the positive side we now have a Welfare Benefits adviser in the office two days per week. This has proven to be a great success as the adviser has helped numerous tenants to improve their income through assistance with benefit claims.

We are also working with the Starter Packs organisation to provide homeless applicants with the necessary basics to allow them to move into their new homes. In addition we provide all new tenants with details of organisations that provide low cost furniture and carpets.

A number of properties were abandoned during the year but we have been analysing data on those tenants to assist in the introduction of a strategy to help tenants sustain their tenancies. Housing Officers now carry out 2 settling in visits to vulnerable households to ensure that the new tenant has all of the necessary support mechanisms in place to assist them in sustaining their tenancy.

## ESTATE MANAGEMENT

As demonstrated by the fact that we had to carry out two evictions, the Association continues to take a tough stance on persistent anti social behaviour. Eviction is a last resort, but where there is no intent on behalf of the perpetrator(s) to change their unacceptable actions, we are left with no option but to take eviction proceedings.

We have been greatly assisted by the Community Police Officers in our efforts to deal with anti social behaviour. The partnership between Housing Staff and Police Officers has helped to keep crime in the area to a minimum whilst ensuring that decent citizens can enjoy the peace and quiet of their homes.

## VOID PROPERTIES

We have managed to dramatically reduce the void (empty house) turnover period from an average of 29 days to 14 days. This has the dual effect of minimising the amount of lost rent but at the same time ensuring that high demand properties are quickly available for re-let to persons in housing need.

## ENVIRONMENT

The landscape contractors continue to provide a high standard of service and this contributes to maintaining an attractive environment for residents to live in. We also have an environment team consisting of housing management and maintenance officers and they meet to discuss general environmental issues such as the cleansing service. Thankfully we still do not have to use expensive and unsightly security shutters on our empty properties. This helps to make the area more attractive to existing and new residents.

## EQUAL OPPORTUNITIES

We operate an open waiting list and anyone can apply and be accepted onto our list.

As with all aspects of our activities the Association is committed to Equal Opportunities throughout our allocation processes and as such welcomes applications from all people regardless of their race, colour, ethnic or national origin, sex, marital status, disability, sexual orientation, religion, disease, age or other grounds.

Of the 659 applicants on our waiting list at 31 March 2010 their Ethnic Origin was as follows:

White Scottish	605	92%
Asian, Asian Scottish or Asian British	9	1%
Black, Black Scottish or Black British	18	3%
Other	5	0.5%
Unknown	22	3.5%
<b>TOTALS</b>	<b>659</b>	<b>100%</b>

Of the 116 relets during the year, the ethnic breakdown was as follows:

White Scottish	114	98%
Asian, Asian Scottish or Asian British	1	1%
Black, Black Scottish or Black British	1	1%
Other	0	0
Unknown	0	0
<b>TOTALS</b>	<b>116</b>	<b>100%</b>

## HUMAN RESOURCES

In our commitment to staff training and development each staff member receives an annual appraisal with their line manager, where each individual employees training and development needs are identified and incorporated into a training plan.

Training is then organised through a number of providers including EVH (Employers in Voluntary Housing) and the SFHA (Scottish Federation of Housing Associations). In addition to external agencies training is also carried out by in-house staff. Regular training ensures that staff have the necessary knowledge and skills to continually provide a high standard of service for our residents and stakeholders.

To ensure that the Management Committee are kept abreast of the ongoing changes within the Social Housing Sector, individual Committee Members undertake an Annual Skills Audit through the EVH. This identifies training requirements which are implemented through individual and collective training plans.

The Association's accounts for the year ended 31 March 2010, show a deficit of £ 93,468. These results relate wholly to the continuing commitment to the upgrading and maintenance of our properties.

## INCOME AND EXPENDITURE ACCOUNT

FOR THE PERIOD ENDED 31 MARCH 2010

	£,000's	
Turnover	3,369,658	(1)
Operating Costs	3,478,194	(2)
Operating (Deficit)	(108,536)	(3)
Profit on sale of fixed assets	2,050	(4)
Interest receivable and other income	74,109	(5)
Interest payable and other charges	(61,091)	(6)
Loss on Investments	-	
Deficit for the year	<b>(93,468)</b>	<b>(7)</b>

## BALANCE SHEET AS AT 31 MARCH 2010

	£,000'S	
<b>Fixed Assets</b>		
Housing properties – depreciated cost	35,301,715	(8)
Less Housing Associated grant	(31,142,140)	(9)
	<b>4,159,575</b>	
Other Fixed Assets	610,872	(10)
Investments	6,533	(11)
	<b>4,776,980</b>	

## Current Assets

Stock	195,617	
Debtors	240,126	(12)
Cash in bank and in hand	4,280,845	(13)
	<b>4,716,588</b>	

## Current Liabilities

Creditors due within 1 year	(1,022,691)	(14)
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## Net Current Assets

	3,693,897	
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## Total assets less total liabilities

	8,470,877	
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## Long Term Liabilities

	(1,597,603)	(15)
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## NET ASSETS

	<b>6,873,274</b>	
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## Capital & Reserves

	351	(16)
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## Designated Reserves

	3,419,633	(17)
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## Revenue Reserves

	3,453,290	(18)
	<b>6,873,274</b>	

(1) Income from rents and factoring services	(10) What our offices, furniture and equipment are worth
(2) Cost of management and maintenance of properties	(11) Money we have invested for the future
(3) ...which results this year in a shortfall	(12) Money owed to us
(4) Income received from right to buy sales/ disposal of assets	(13) Money in bank and building society accounts
(5) Interest earned on money we invested	(14) Money we owe others
(6) Interest paid on our loans	(15) Money we owe on loans for building and rehabilitation of our houses
(7) So our overall deficit for the year amounts to this	(16) Share Capital – active member's investments in the Association
(8) The value of our stock less what it has reduced in cost by.	(17) Money set aside for future planned repairs
(9) Government grants received towards building costs	(18) Money from previous year's surpluses

The Association's Maintenance Department has had another successful year in terms of repairs performance and investment to our stock.

## REACTIVE MAINTENANCE

The Association completed 4960 reactive repairs. The category of repairs are Emergency, Urgent and Routine and the breakdown is detailed in the table below.

Category	Target Response time set by RSL (hours or working days)	Number of repairs completed in this category	Number of repairs completed within the RSL's target response time	% of repairs completed within the RSL's target response time
Emergency	4 Hours	324	324	100%
Urgent	2 Days	19	19	100%
Routine	8 Days	4617	4413	95.58%

To maintain a high standard of repairs service we hold regular meetings with the sub-contractors, analyse customer survey feedback and carry out post inspections

## SCOTTISH HOUSING QUALITY STANDARD

In order to achieve the SHQS standard by 2015, the Association carried out a full stock condition survey. Of the total stock that required to be surveyed, 93% was physically surveyed and the information populated onto our database. This helps us achieve a realistic view of the volume and costs of works required to achieve the standard. The information also informs our 30 year planned maintenance programme.

May we take this opportunity to thank you for your patience if your property was involved in the survey process.

## MAINTENANCE SPEND

Major Repairs	Cyclical Maintenance		£
Each year the Association carries out a rolling programme of major works. These works include the renewal of kitchens, bathrooms and central heating systems. Details of how the money was spent on our major repairs are detailed below. As detailed in our development report, the Association also carried out a programme of mini modernisations to 13 closes.	The objective of our cyclical maintenance programme is to protect the investment made in our properties. £ 197,000 was spent on cyclical maintenance last year on the following:		
• Kitchen & Bathroom Renewal	• Painting of closes	99,000	2,000
• Central Heating Renewal	• Gas Servicing	35,000	46,000
• Void Upgrading	• Electrical/Fan Servicing	121,000	21,000
• Mini Modernisations	• Lift Servicing	764,000	15,000
	• Landscape Maintenance		65,000
	• Gutter Cleaning		39,000
	• Roof & Window Works		9,000
<b>TOTAL</b>	<b>TOTAL</b>	<b>1,019,000</b>	<b>197,000</b>