



Annual Report

Including Performance Against Scottish
Social Housing Charter 2018/2019

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CALVAY HOUSING ASSOCIATION’S MISSION

“We are a community based organisation providing a great place for our tenants and factored owners to live”

VICE CHAIR’S REPORT

Welcome to our combined Annual Report and Annual Charter Report.

The purpose of the Annual Report is to provide you with an update on the work carried out by the Association during the financial year 2018/19.

The purpose of the Charter Report is to provide you with information on how Calvay Housing Association performed against the Scottish Social Housing Charter.

I am pleased yet again to say that we performed very well, which you will see as you read through this report.

The Charter sets out the standards all tenants should expect from their landlord across all service

areas, there are 16 standards and outcomes within the Charter. Only 14 of these standards apply to Calvay.

I was pleased to be voted as Vice Chair of Calvay Housing Association following our Annual General Meeting and would like to take this opportunity to thank my fellow Committee Members for the time and effort they give to the Association.

We have also continued to work with our colleagues in EHRA which has included campaigning, lobbying, service improvement, benchmarking performance, employment, training for local people and training for EHRA Staff and Committee.



I hope you will find the report both informative and interesting.

Anna Ellis

Anna Ellis
Vice Chair 2018/19

DIRECTOR’S REVIEW 2018/19



I was delighted to be appointed as Director of Calvay Housing Association in October 2018. Previous long-standing Director,

Michael Dawson retired in April 2018 and we are grateful to Brian Gannon, formerly of Thenue HA and now Chief Executive at West of Scotland HA for stepping in as interim Director while a Strategic Options Appraisal was carried out.

It was another busy year for the Association and yet again we performed well against the Scottish Social Housing Charter.

During the year, we progressed our development plans at three sites in the Barlanark area where we plan to deliver new homes.

We constantly strive to improve performance and we always welcome feedback both positive and negative from all our stakeholders.

If you would like to discuss any of the information contained within this report or make any comments about our services please contact me.

Nick Dangerfield

Nick Dangerfield
Director

HOUSING MANAGEMENT

Rents

It's been a very busy year for Property Services Staff, in terms of monitoring rent payments and keeping up with the various welfare benefits changes and the effects this has for the Association and tenants alike.

Helping Asylum Seekers and Refugees

The Association has continued to work with Glasgow City Council's Asylum & Refugee Project and with Serco, over the past year to help rehouse asylum seekers and refugees within our area and we are grateful to those of our tenants who have helped these families integrate well and settle into the Barlanark community.

GCC Anti-Social Behaviour Services

We have also continued our commitment to work with this team to help reduce anti-social behaviour and make our community a safer and happier place to live. However, the biggest bugbears this year have been:-

Dog-fouling - and dealing with the anti-social dog owners who don't take proper responsibility for keeping their dogs under control and cleaning up their mess. We need all residents to be on alert and tell us who the culprits are!

Untidy Gardens - which are an eye-sore for everyone and bring down the look of the area. Residents with gardens need to maintain them and keep them tidy. Calvay HA can help people who are unable to manage their gardens and offer a chargeable service if you'd rather pay someone else to do it for you!

WELFARE RIGHTS

Calvay's Welfare Rights Service provides Tribunal Representation and Money Advice to local tenants.

Dawn commenced the new role on 1st May 2018.

In the past year the Welfare Rights Service has:

Delivered 399 appointments, which accumulated in Client Financial Gains of £584,687.63.

Of this £124,271.06 was in backdated claims for Housing Benefit and Discretionary Housing Payment.

Dawn has been working hard to set up and develop the Welfare Rights Service as well as managing a busy diary of appointments. The service has made internal links with local stakeholders at the Department of Work and Pensions in light of Universal Credit which commenced 5th December 2018, as well as the New Scottish Social Security System which was introduced in June 2018. This has meant a more streamlined delivery of benefits payments to tenants and families. A Universal Credit community event was held in December 2018 to encourage tenants to prepare for the start of Universal Credit.

The service also delivers a money advice service which provides guidance on budgeting, managing utilities and energy assistance. Debt advice is also offered with the service.

Dawn continues to keep the local community abreast of the continuing migration of Universal Credit which is expected to continue until 2025 as well as the developing service through the Scottish Government, which have been the main changes in the last financial year. Other links have been made with Glasgow City Council's Housing Benefit, Council Tax and Scottish Welfare Fund teams.

Dawn works closely with the Housing Team to ensure affordability of rents.

The service is funded until 30th April 2020.



MAJOR IMPROVEMENTS

During 2018/2019, the Association spent over £650,000 carrying out major improvements to our properties and the extent of works is listed below:-

3 full replacement heating systems

75 tenement flats fitted with new UPVC windows

9 replacement bathrooms

83 new modern and energy efficient boilers fitted

7 closes, with front and back security doors, entry systems and handsets

11 tenement closes, with new linotol close flooring

3 replacement kitchens

CYCLICAL WORKS

The Association also carried out almost £200,000 of cyclical works, including annual roof anchor testing and annual gas servicing, including replacement of smoke detectors and carbon monoxide detectors

(where necessary). We also continued with our rolling programme of electrical inspection tests and remedial works, including replacement of consumer units and full rewires where necessary.

REPAIRS & MAINTENANCE

The Association carried out 2889 repairs over the year, which equates to almost 4 repairs per occupied property. Of those tenants who returned a Repairs Satisfaction Sheet, i.e. 100, only 1 tenant reported they were not completely satisfied with the overall service.

We have also worked closely with our factored owners over the year, to encourage

their participation in planned major improvement works and cyclical repairs and have held meetings in both the Calvay Centre and Barlanark Community Centre, to encourage joint discussions. We hope to build upon owner involvement over the coming year, as we continue with major improvement works and the bin replacement programme.



MEDICAL ADAPTATIONS

The Association spent almost £53,000 on medical adaptations during 2018/2019. We installed:-

3 wet floor bathroom adaptations

1 adaptation to a kitchen for wheelchair access

8 sets of handrails either within or outside tenants' properties

12 level access showers with half-height screens

4 overbath showers for disabled access

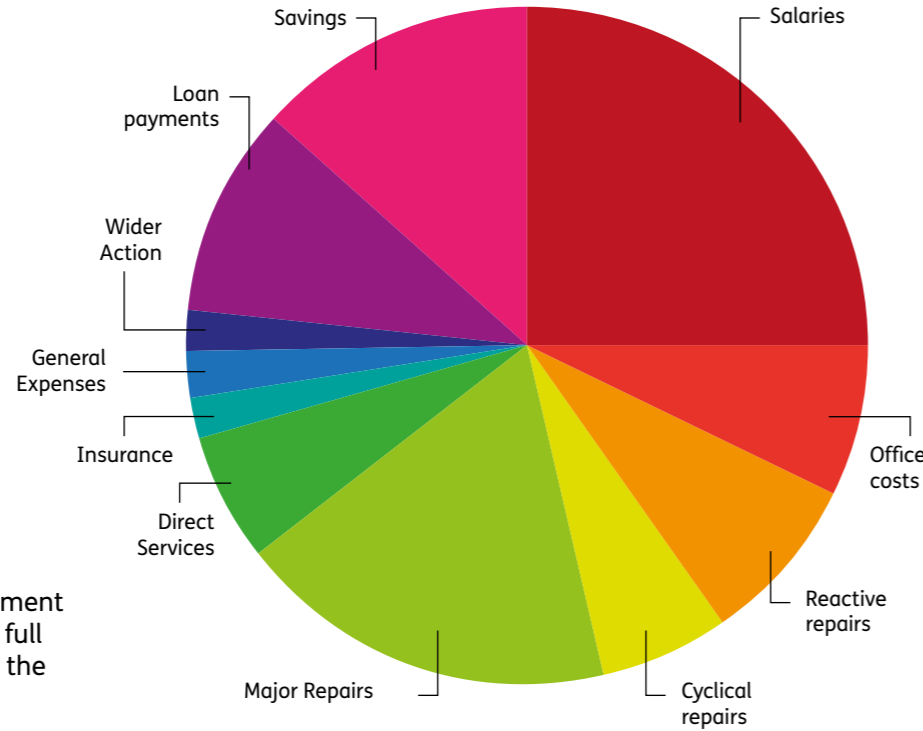
1 fully ramped access to a property

All of these adaptations have enabled tenants to remain in their homes, while also helping to sustain their independence, privacy and dignity.

FINANCIAL SUMMARY

Summary Expenditure For Year to 31st March 2019

	31.03.19	£	%
Salaries	792,323		25
Office costs	218,676		7
Reactive repairs	264,134		8
Cyclical repairs	177,059		6
Major Repairs	574,164		18
Direct Services	192,446		6
Insurance	63,051		2
Bad Debts	13,473		0
General Expenses	59,718		2
Calvay Centre	10,398		0
Wider Action	49,292		2
Loan payments	329,515		10
Savings	427,422		13
TOTAL	3,171,671		100



The above has been extracted from Management Accounts for the year to 31st March 2019. A full set of Statutory Accounts are available from the Association's offices on request.

ALLOCATION OF HOUSING



We lost 0.23% of rent due to the properties being void compared to the Scottish average of 0.9%.

RENT CHARGED 2018/19

Size of home	Number owned	Calvay	Scottish Average	Difference between Co-op and Scottish average
1 apt	42	£51.22	£70.22	£19 less
2 apt	149	£66.94	£76.10	£9.16 less
3 apt	372	£71.05	£77.70	£6.65 less
4 apt	205	£77.93	£84.44	£6.51 less
5 apt+	57	£94.06	£93.49	£0.57 more
Total	825			

The average increase across the stock was 2.9%, however actual increases ranged between 0-5% to bring properties into line as part of an ongoing rent restructure.

SCOTTISH SOCIAL HOUSING CHARTER - TENANT INVOLVEMENT - HAVE YOUR SAY

The Charter was introduced in 2012 and has sixteen outcomes and standards, not all apply to Calvay, standard 12 relates to duties on homeless and only applies to local Councils and number 16 is about managing sites for Gypsies/ Travellers and Calvay does not manage any sites.

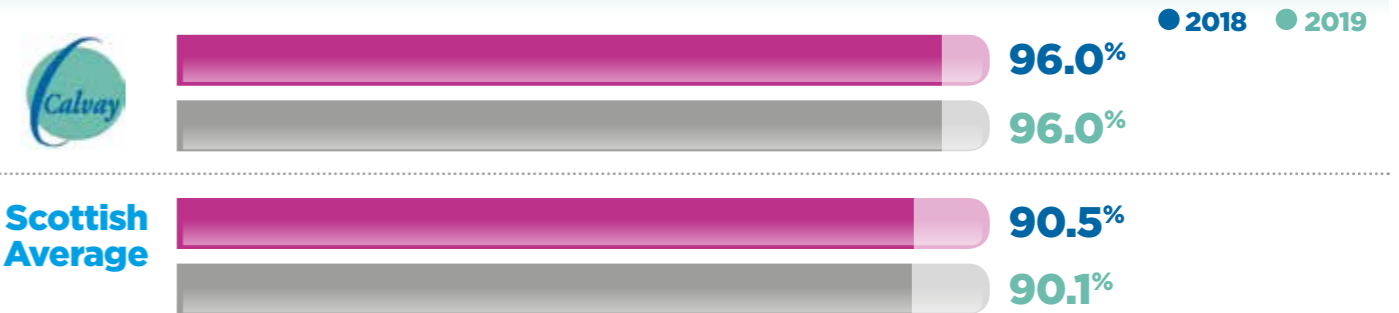
Throughout the year we collect information and assess our performance against the charter outcomes and standards, in May each year we complete our Charter Return (ARC) to the Scottish Housing Regulator.

In August the Scottish Housing Regulator publish a report for each landlord with the data from its ARC - in the Autumn each year Calvay reports both this and additional information to all its tenants.

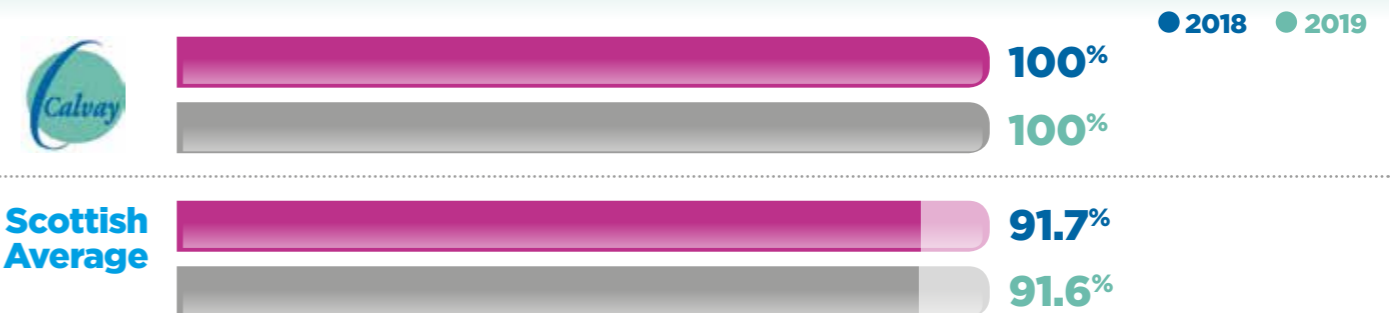
Remember you can comment on any aspect of our service throughout the year by contacting the Association's office, or you can complete the feedback form at the back of this report.

SATISFACTION WITH OVERALL SERVICE (%)

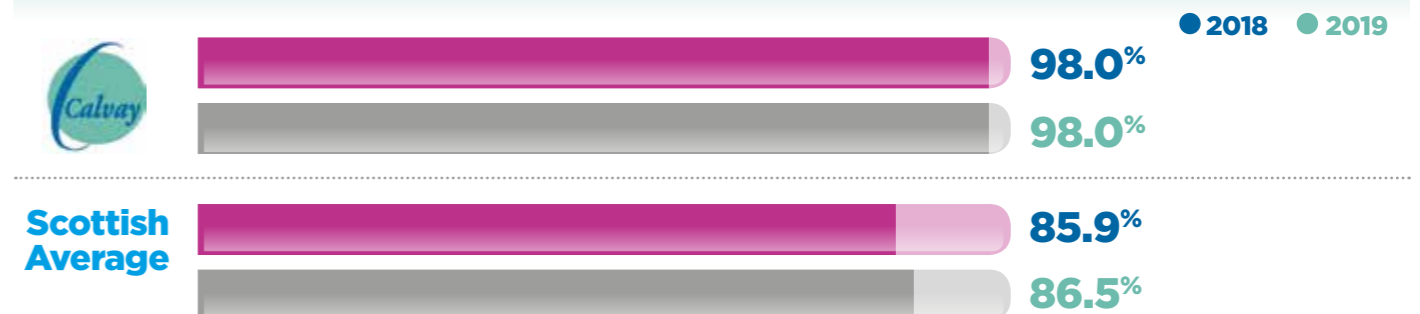
Satisfaction with overall service



Satisfaction regarding being kept informed

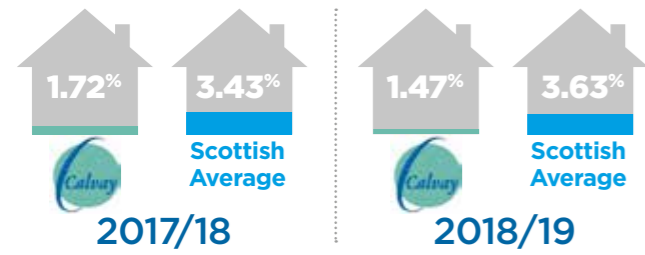


Satisfaction with opportunities to participate

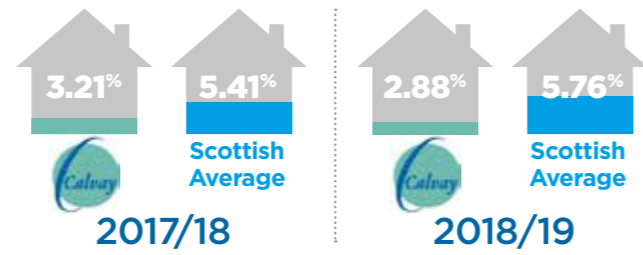


RENT ARREARS

% Tenants in Non-Technical Arrears (i.e. excluding HB due)



% Gross Arrears (i.e. for Current and Former Tenants at 31st March)

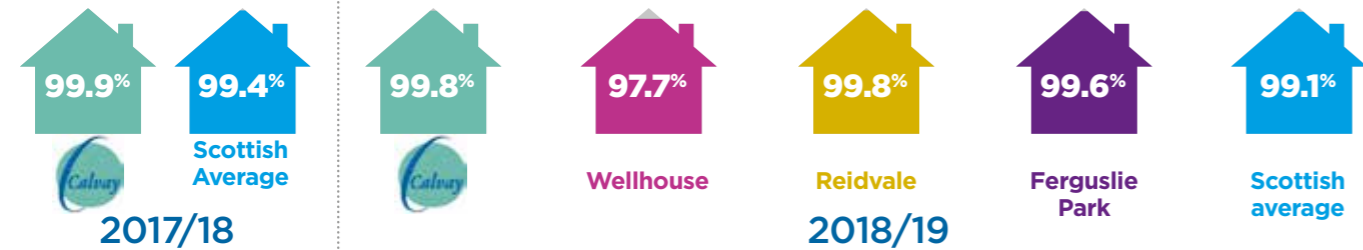


This shows the % of rent not collected due to tenants being in arrears. Non-technical arrears are well below our target of 3%, which is a major achievement given the continued reforms to welfare benefits. Staff has worked hard to help tenants apply for DHP (Discretionary

Housing Payment) to cover the bedroom tax, assist those tenants moving onto Universal Credit (UC), while also encouraging others to make affordable payment arrangements to cover any shortfalls in their benefit eligibility or arrears.

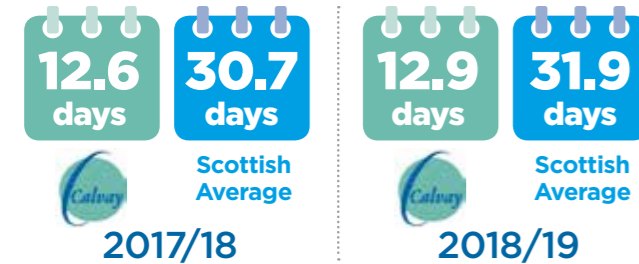
RENT COLLECTED

Percentage Rent Collected

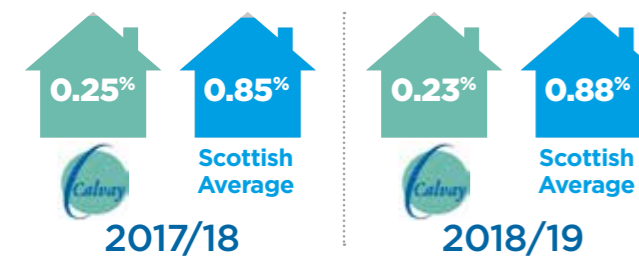


VACANT PROPERTIES

Average number of days vacant



Percentage of rent lost due to voids

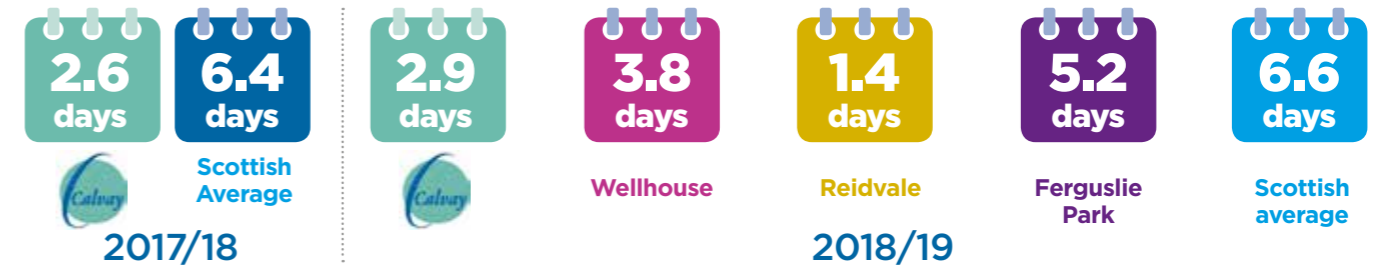


REPAIRS PERFORMANCE

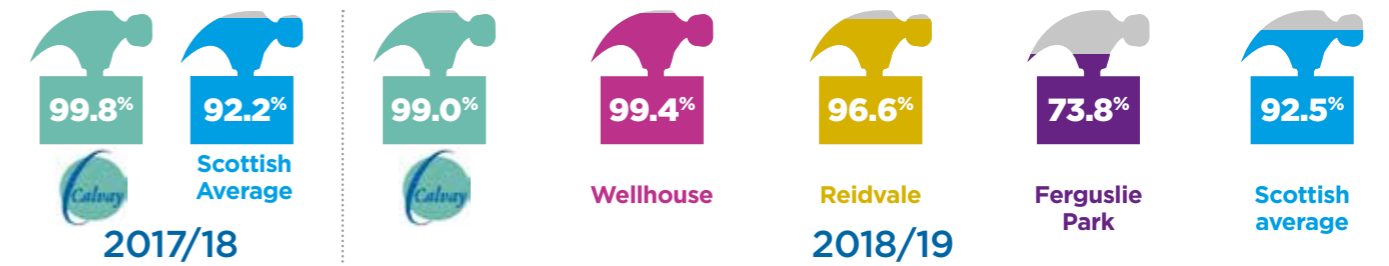
Average number of hours to complete an emergency repair



Average number of days to complete a non-emergency repair

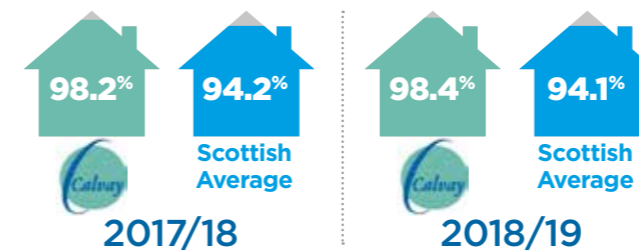


Percentage of reactive repairs completed Right First Time

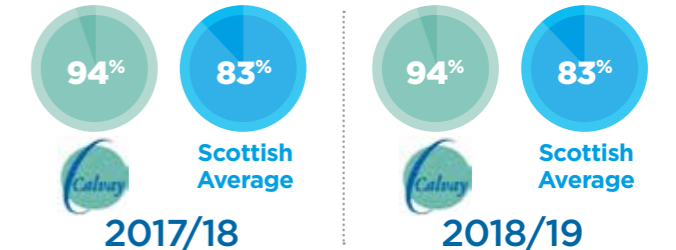


QUALITY OF HOUSING AND ASSOCIATION'S MAINTENANCE SERVICE

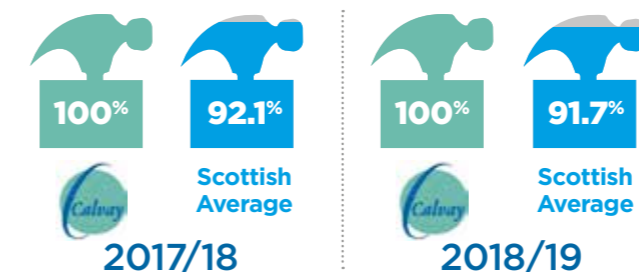
Percentage of houses meeting Scottish Housing Quality Standards (SHQS) (see note 1)



Percentage of Tenants stating rent represents value for money



Percentage of Tenants satisfied with repairs



Note *1 - The 1.8% of Calway properties not meeting SHQS in 17/18 and 1.6% of Calway properties not meeting SHQS in 18 / 19 are due to tenants refusing the offer of an upgrade from electric storage heating to gas central heating

COMMITTEE REPORT

As at the 31st March 2019 the Association had 58 members.

The Management Committee of the Association makes the key decisions on behalf of the Barlanark Community which comprises predominantly of tenants/owner/sharing owners. Committee Members receive training and support to assist them manage the organisation.

New Committee Members are always welcome to join the Management Committee and will receive training and support.

Following the Annual General Meeting held in September 2019, the Management Committee Members are:

- Chairperson – Anna Ellis
- Vice Chair – Alison A’Hara
- Secretary – Christopher Warwick
- Treasurer – Rebecca Howden
- Rosemarie Lindsay
- John Lyon
- Sandra McIlroy
- Laura Sneider

The Staff Team on 31st March 2019 were:

- Nick Dangerfield, Director
- Tricia Thomson, Property Services Manager
- Yvonne Smith, Community Development Manager
- Tracy Boyle, Corporate Services Manager
- Gail Borland, Senior Property Services Officer
- Geraldine McGuigan, Property Services Officer
- Craig Boyle, Property Services Officer
- James McGuire, Property Services Officer
- Dawn Kane, Welfare Rights Officer
- Lauren Morell, Property Services Officer (Maintenance)
- Jane Cassidy, Property Services Assistant (Maintenance)
- Lindsey Roan, Property Services Assistant (Maintenance) (Maternity Leave)
- Pat Coll, Property Services Assistant (Maintenance) (Temporary)
- Melissa Craig, Property Services Assistant
- Diane Steel, Property Services Assistant
- Margaret McCaig, Property Services Assistant (Factoring)
- Amelia Buckley, Finance Officer
- Carl Girvan, Caretaker
- Gerry Shepherd, Finance Consultant
- Gill Montgomery, Development Consultant



Geraldine McGuigan and Margaret McCaig both celebrated 20 years' service in 2018



Calvay Housing Association's very own Lauren Morell, Maintenance Officer, graduated with a Bachelor of Science in Building Surveying on 3rd July 2019 at a ceremony in the Royal Concert Hall. Lauren's hard work and determination over the last few years was handsomely rewarded and the association is very proud of her achievements.

Well done Lauren!!

FEEDBACK FORM

We hope you have enjoyed this report but if there is anything you don't like please let us know.

Did you find this information useful? YES NO

Do you want to find out more about our performance? YES NO

Do you have any suggestions on how to improve our performance further?

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Do you have any suggestions about how to improve this report?

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Name:

Address:

(You do not have to provide your name and address unless you wish us to get back to you)
Please return to the address below, or email any comments to: nick@calvay.org.uk



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enquiries@calvay.org.uk www.calvay.org.uk

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