

Background Information

Irvine Housing Association is a non-profit distributing Housing Association established in 1993, registered with, and monitored by, the Scottish Housing Regulator. It is also a registered society. We are a registered Scottish Charity No. SC042251.

In 2011, Irvine Housing Association became a subsidiary of The Riverside Group.

In 2016 the Association's stock was in excess of 2,210 properties located in Arran, Kilwinning, Irvine, Drongan and Dumfries. Including two sheltered housing complexes located in Kilwinning.

Turnover, Operating Margin and Asset Value

- The Association is in a strong position financially with turnover of £9.6m and an operating margin of 35% (2015/16)
- The value of housing stock as at October 2013 was £54.8m (Existing Use)
- Strong financial management has allowed us to invest in additional staff members to support our communities and to continue developing new homes.

Staffing Numbers

Irvine Housing Association employ a total of 56 staff between their head office in Irvine, two local offices in Drongan and Dumfries and two sheltered housing complexes situated in Kilwinning :

- Head Office, Irvine – 46
- Dumfries Office – 4
- Drongan Office – 1
- Sheltered Housing - 5

Board

Our Board is responsible for the overall direction and activities of the Association and for making sure that the organisation works as well as possible to deliver its core purposes. The Board is currently made up of 10 members which includes the Chairman, Mr Duncan McEachran.

Services

- **Housing Services** – Our Housing Team is made up of experienced Housing Officers who are dedicated to income and estate management, allocation of properties and void management.
- **Money Advice Service** – Our two Money Advisors help customers in all our communities maximise their income by ensuring access to all benefits entitled to, as well as offering budgeting advice and support.
- **Affordable Warmth Service** – Our Affordable Warmth Officer is committed to stopping fuel poverty amongst our customers and provides practical advice and support.
- **Employability Service** – Our Employability Officer is dedicated to helping our customer's access free employability support, which addresses their barriers to work and offering a service tailored to the individual's needs.
- **24/7 Customer Service** – Our Customer Services Team is part of a wider team based in Riverside's head office. This results in a quicker response to customers from an advisor based in either Irvine or Liverpool.
- **Asset Management Service** – Our Asset Management Team are responsible for day to day response repairs, cyclical and grounds maintenance. They are also responsible for planned, capital programme and landscape works in all neighborhoods within the Association's area of operation. In addition, the team ensure all our landlord and employer responsibilities are health and safety compliant. Following completion of the Scottish Housing Quality Standard in 2014, a year ahead of the Scottish Government deadline, we continue to ensure our homes maintain this standard. We are now also required to meet the Scottish Energy Efficiency Standard for Social Housing by 2020.
- **Factoring Service** – As a property factor, we provide a factoring service for our home owners. Irvine Housing Association manages and maintains the common landscaped areas as well as common parts of homes and flats.

- **Development Service** – Our Development Officer's manage the Association's development programme, agree targets with the Housing Investment Division (HID) of the Scottish Government and ensure that available funds are maximised and utilised efficiently to the full.

KPI's

The 10 Key Performance Indicators (KPI's) listed below are reported to Board on a monthly basis to monitor our performance.

Our current Top 10 KPI's - as at August 2016

% Stock Void	0.09%
Relet Period (days)	6.7
Current Rent Arrears	1.65%
% homes with a valid gas certificate	100%
Data Quality	99.91%
Health & Safety Risk Actions	100%
First Visits to Tenants	98.46%
First Time Fix (Repairs)	98.73%
CRM 24hours callback	97.94%
Positive Customer Exit	66.67%