



# Annual Review 2020

## Helping our customers in challenging times....

The Association has had another strong year financially and has continued to deliver on its four key challenges during the 2019/20 operational year:

- Maintaining rent affordability by driving further efficiencies in operating costs
- Delivering relevant services that meet the changing needs of our customers
- Investing significantly to enhance standards and safety in existing homes
- Developing new homes to meet the continued housing needs in our area of operation.

We completed the development / acquisition of 105 new homes including 87 on the Tarryholme development in Irvine and 18 in Kilmarnock – our first new homes in the town.

We continue to manage our operations during the Covid-19 pandemic which significantly affected our business – and many other businesses – during the final weeks of the year and into the new financial year.

There is no doubt that the financial cost of the pandemic has been high and it will take some time to fully understand the true impact on our business. However, we are continuing to monitor the situation closely, take all necessary precautions and keep our customers updated at all times.

## Customer support

Our housing and tenancy sustainability team continue to work hard to find homes for our tenants and provide ongoing support for customers.

**75.53%** of tenants said they were satisfied with the overall service provided by their landlord (81.21 last year)



**81.43%** of anti-social behaviour cases reported in the last year were resolved (71.28 previous year)



The average length of time taken to re-let properties was **10.03 days** (9.3 previous year)



**11.19%** of tenancy offers were refused during the year (15.03% previous year)



At the end of 2019/20 the total number of tenants in receipt of universal credit stood at **739** - an increase of 68% in 12 months.



We understand this is a financially challenging time for many of our customers, and we are providing guidance and advice to help those who are struggling. Rent arrears are now **3.46%**, compared to **1.98%** last year.

## Investing in housing

Over the past year **£2.4 million** has been spent on improving the quality, energy efficiency and safety of our properties. This includes the installation of replacement kitchens, bathrooms, doors, windows, boilers and roofs.

A further **£304,000** was spent on medical adaptations for our tenants with specific mobility requirements.

## Repairing and maintaining your home

Our repairs and maintenance team have been working hard to improve our services:

Emergency repairs in the last 12 months were completed in an average of **3 hours**. Non-emergency repairs were completed in an average of **8.3 days**.

**84.83%** of tenants who had repairs or maintenance carried out in last 12 months were satisfied with the repairs and maintenance service (up from 80% last year).

**97.26%** of reactive repairs carried out in the last year completed right first time (98.18 last year).

## Complaints and compliments 2019/20

We try to give a great service but we know we can still improve. We record everything you tell us that we could have done better, from a missed contractor visit to us not replying quickly enough to an enquiry. This helps us spot where things are going wrong.

We received **360** complaints, **99.44%** (358) were resolved at Stage 1 with **0.56%** (2) resolved at Stage 2. Top three service areas:

**88.61%** of complaints related to Responsive Repairs

**3.06%** of complaints related to Customer Care

**2.50%** of complaints related to Income Collection

We received 14 compliments. Top three service areas:

**35.71%** of compliments related to Responsive Repairs

**21.43%** of compliments related to Income Maximisation

**21.43%** of compliments related to Customer Care

The average time for a complaint to be resolved at Stage 1 was 1.74 days and the average time for a complaint to be resolved at Stage 2 was 21 days.

## New homes

As a leading housing charity, we are committed to building more high quality, affordable homes in our areas of operation and meeting local housing need. All 87 new homes at our development in Tarryholme, Irvine, are now filled and we also let our new homes in Kilmarnock within days of the development being completed.

## Financial Results 2019/20

During the 2019/20 operating year, the Association has worked to increase efficiency to ensure it can continue to grow, and provide high quality services that meet the needs of our customers.

A very strong financial performance for the year ended 31 March 2020 resulted in a surplus of **£3.4m** which will be re-invested in our stock and communities in the coming years. Overall reserves of **£16m** place us in a strong position, meaning that we have capacity to deliver additional housing and fund capital works programmes with a view to increasing customer satisfaction.

### Statement of Comprehensive Income

Year ended 31 March	2017	2018	2019	2020
	£000	£000	£000	£000
<b>Turnover</b> – Income from rents, factoring and grants	9,706	9,933	10,132	10,805
<b>Less : Operating Costs</b> – Costs directly linked to managing properties and estates	(7,401)	(4,908)	(4,478)	(4,600)
<b>Surplus before Depreciation and Interest</b>	2,305	5,025	5,654	6,205
<b>Less : Depreciation</b> – Accounting entry the spreads the cost of assets such as houses, kitchens etc over the expected life of that asset	(1,188)	(1,220)	(1,299)	(1,201)
<b>: Net Interest</b> – Interest paid on loans	(1,346)	(1,334)	(1,441)	(1,586)
<b>Surplus / (Deficit) before Taxation</b> – Surpluses made in the year to be used in the future to maintain existing homes and build new houses	(229)	2,471	2,914	3,418

### Statement of Financial Position

As at 31 March	2017	2018	2019	2020
	£000	£000	£000	£000
<b>Fixed Assets</b> – Net cost of houses and equipment owned by the association	64,813	64,683	71,426	80,991
<b>Investments</b>	690	690	0	0
<b>Current Assets</b> – Money in the bank and money owed to the Association	2,351	2,776	2,087	1,554
<b>Total Assets</b>	67,854	68,149	73,513	82,545
<b>Less : Creditors</b> – Money owed by the Association including loans	(60,587)	(58,411)	(60,861)	(66,475)
<b>Net Assets</b>	7,267	9,738	12,652	16,070
<b>Share Capital &amp; Reserves</b> – Surpluses made to be used to maintain existing homes and build new houses	7,267	9,738	12,652	16,070

## How every £1 is spent 2019/20



