

How are we doing?

A report to tenants on
the Scottish Housing
Charter 2016-2017



**Drumchapel
Housing**
Co-operative Limited



Annual Summary

by Chair 2016/17

In last year's annual report, we highlighted some big changes that had taken place at the Co-operative in 2016. This change has continued in 2017, resulting in some movement in both the Board and staff team.

I'd first like to report Margaret Bowie and Helen Eakin standing down as Chair and Secretary. I am delighted that they decided to stay on as Board members as they bring a considerable amount of knowledge and experience to the group. I was honoured to be elected Chairperson of the Co-operative during this past year and would like to thank all my Board colleagues for supporting me, including Elspeth Kerr in her role as Secretary and John Roche as Treasurer.

We also welcomed six new Board members and said goodbye to three others. Likewise, on the staff side, five members of staff left and five new members joined. We are delighted to welcome the new Board and staff members and give our very best wishes and thanks to those who left.

You may also recall that we asked all tenants last year to let us know their preferences for replacing our Director, Rani Dhir, who left in late 2015. We considered the options available to us and agreed with the view expressed by the majority of tenants that we should enter into a service sharing agreement with another local landlord. We entered into a formal agreement with Cernach Housing Association in mid-November 2016 and I'm pleased to report that this is working very well; we

have been able to use some of the money saved from not having a full time Director to employ a Technical Manager whom we share with Cernach.

The Co-operative has faced some challenging times in the past couple of years, but I am delighted to say that this has not in any way affected the level of service to tenants – in fact the frontline staff came first in a national competition for customer service excellence. This was an amazing achievement for the Co-operative. We have also picked up again on the bathroom and window replacements and are in the process of appointing a contractor to carry out this work.

One of the big priorities for us in the past year was to try to limit our rent increases as much as possible. We carried out a comprehensive financial exercise and, taking account of the savings made on staff costs following the re-structuring, we were able to apply a 1% rent increase for 2017/18 – this being **less than** the rate of inflation at the time. We have also assumed inflation-only rent increases in our business plan and will ensure that we keep future increases to a minimum. We are completely reliant on tenants' rent money to pay for the running and upkeep of the Co-operative and need to make prudent decisions for now



and the future; however, we also recognise that our rents are higher than some other landlords and, at a time when our incomes are being squeezed, we wanted to do something to try to help our tenants, even if only in a small way.

The next year promises to be another busy one, with the planned maintenance programme picking up speed and reviews to our key service policies, such as repairs & maintenance and allocation of housing scheduled for later in the year. We are keen to get as much input as possible on all of this work and would love to speak to you if you'd be interested in joining the Board or tenants' panel.

I hope you enjoy reading this report and would be delighted if you were able to feed back any comments to our Depute Director, Pauline Burke or any of the housing or maintenance staff.

Lastly, I would like to thank our staff and Board colleagues for all their hard work over the past twelve months. Here's to another successful year!

Alison Kilgour

Chairperson

**Drumchapel Housing
Co-operative Limited**

Introduction

This report card outlines our performance in 5 key areas based upon 14 outcomes taken from the Scottish Housing Regulators; Social Housing Charter. Each year all Social landlords must submit their performance results as part of its Annual Report on the Charter (ARC).

The following are the main areas of measurement:

- 1 Customer and Landlord Relationship
- 2 Housing Quality & Maintenance
- 3 Neighbourhood and Community
- 4 Access to Housing & Support
- 5 Getting Value from Rents & Service Charges

The comparators used in this report are the Scottish Average results for Registered Social Landlords as published by the Scottish Housing Regulator, together with our previous year's performance (2015-16).

Customer and Landlord Relationship

We undertake a comprehensive satisfaction survey with you every 3 years. This survey is carried out by independent consultants and was last completed in August 2016, when 218 surveys (48% of tenants) were carried out. This information is supplemented by annual satisfaction surveys.

The following results were obtained from the survey carried out in 2016-17:

Table 1 Customer and Landlord Relationship	DHC 2016-17	Scottish Average 2016-17	DHC previous results 2015-16
Are you satisfied with the overall level of service?	94.04%	91.03%	100%
Is the Cooperative good at keeping tenants informed?	98.17%	92.85%	100%
Are you satisfied with the opportunities to participate in your landlord's decision making process?	97.71%	85.80%	100%

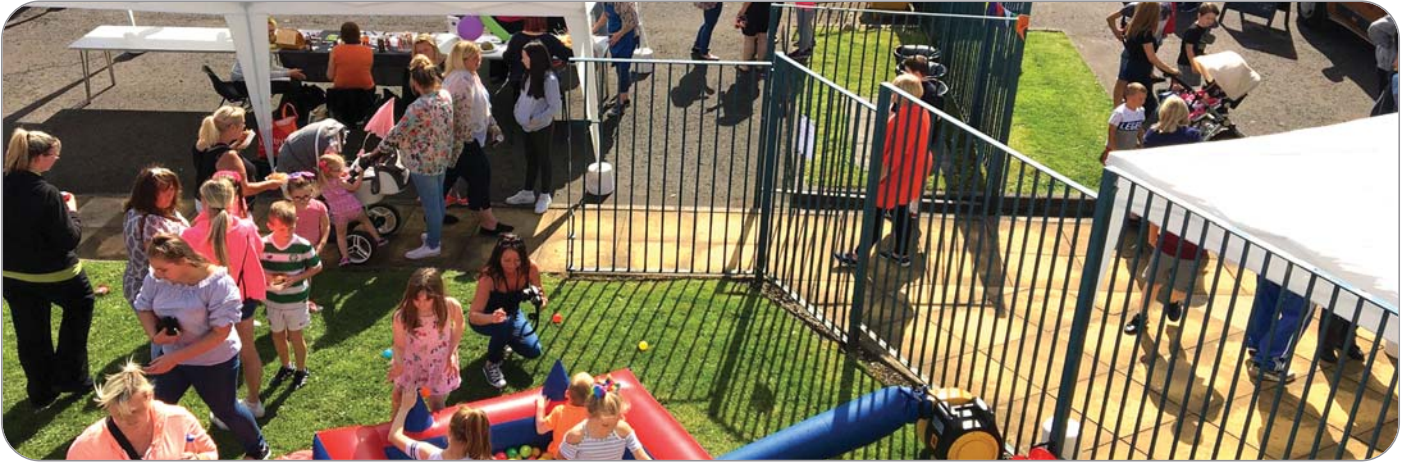
The above results are considerably higher than the Scottish average. This is a slight reduction on our previous year's performance, however we will strive to improve this over the next 12 months.

Additional Facts

- We published 10 newsletters to keep tenants informed of developments and issues that affect them.



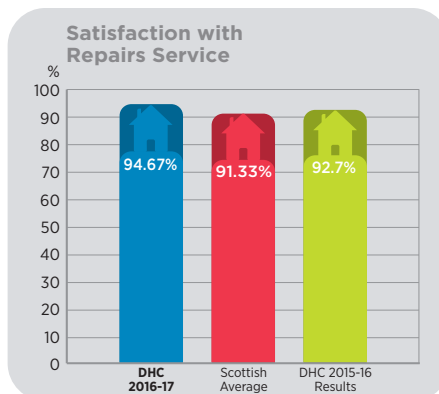
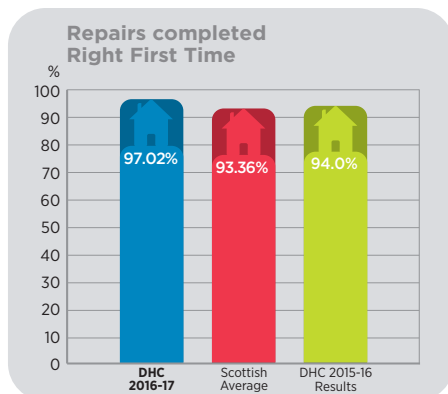
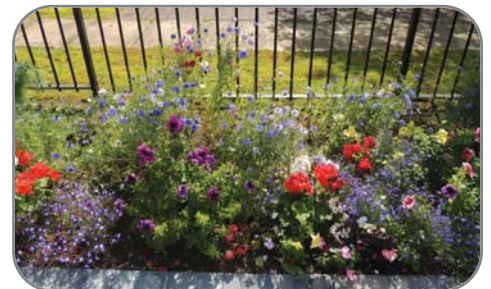
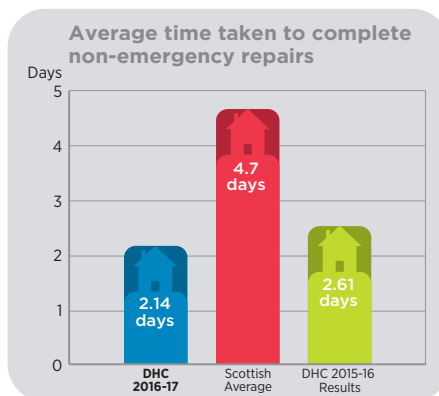
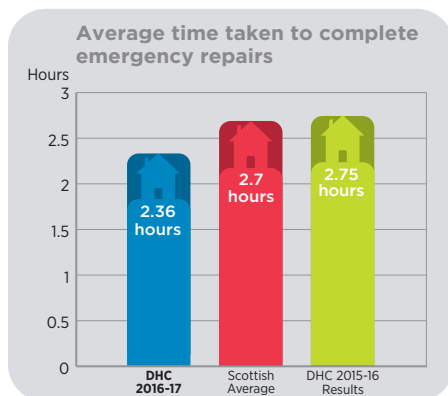
- As part of a partnership arrangement with other registered social landlords in Drumchapel (DRUMCOG) we participated in joint training, keeping Committee members up-to-date on issues affecting the housing sector.
- We have developed a tenants' panel that meets at least 4 times a year and helps to shape our policies and services.



Housing Quality and Maintenance

We appreciate that the quality and standard of your home is of vital importance and invest considerable time and money to provide an effective repair and maintenance service.

At 31st March 2017, 99.6% of our homes met the Scottish Housing Quality Standard compared to the Scottish average figure of 93.6%.



Our performance within these areas has improved upon the previous year's figures and we aim to continue this trend in 2017-18.



Additional Facts

- We carried out 1,366 reactive repairs at a cost of £177,220
- The average amount spent per property on reactive repairs was £369.21
- The average cost of a reactive repair was £129.74
- On average, 2.85 repairs were carried out per property
- We spent £203,012 on Cyclical and Planned Maintenance

Neighbourhood and Community



As part of our annual survey, we asked you the following questions:

The results showed that **98%** of tenants were satisfied with their neighbourhood as a place to live.

Following on from this we also asked:

"Overall, how satisfied or dissatisfied are you with Drumchapel Housing Cooperative's management of the neighbourhood in which you live?"

We dealt with 18 cases of anti-social behaviour over this period which represents a 21% reduction in anti-social behaviour from the previous year. 100% of cases were resolved within target timescales in comparison with the Scottish average figure of 89.48%.

"With regard to the neighbourhood you live in i.e. the street in which you live and the immediate surrounding area, how satisfied are you with this area as a place to live?"

Once again the feedback was positive with **93.58%** of tenants satisfied with the management of their neighbourhood. This compares favourably with the Scottish average figure of 88.25%.

Additional Facts

- We spent £65,500 on environmental maintenance, including stair cleaning and landscaping
- We provide an Estate Caretaker/Handy Man service to help maintain the estate and assist less able tenants with household tasks
- We held a best garden competition
- We held a summer fete in August 2016 as part of our AGM
- We held a children's Christmas party
- In partnership with DRUMCOG, we provided an Xmas lunch for pensioners

Access to Housing and Support

We contributed to the roll out of Housing Options within Glasgow, assisting in the provision of housing advice and helping to reduce homelessness within the city.

All applicants received individual action plans and were offered appropriate support to assist them with their circumstances

and to access suitable housing.

Over the past year we have worked with Glasgow City Council and other social landlords to create a Common Housing Register. This enables applicants to apply for housing across Glasgow by completing one application form, reducing duplication and improving

access. The register has subsequently been launched and is proving to be a great success.

We completed 14 medical adaptations within tenant's homes and successfully raised £14,937 in grant funding to accommodate this work.

Getting Value from Rents and Service Charges

Value for money is crucial in all areas of life and we want to ensure that our services reflect this.

When surveyed 69.27% of tenants considered their rent to represent good value for money. This compares with the Scottish average figure of 82.60% and reflects a dip in performance from the previous year (79.63%). However, by minimising rent increases and investing in our older stock, we aim to change this perception and improve our performance in this area.

The annual rent increase for 2017-18 has been set at 1%. This is the lowest rental increase for several years and is considerably less than the Scottish Average figure of 2.24%.

Rent collection is one of our most important functions as it pays for most of the services that we provide. In 2016-17 we collected 100.75% of the rent due. This compares to the Scottish average figure of 99.5%. and reflects an improvement upon last year's performance (98.4%). This will

continue to be a focus for the organisation, together with the provision of advice and support services to help maximise tenant's incomes.

Over the last 3 years we have reduced our rent loss for void properties from 2.3% to 0.2%. This was a slight increase from the previous year (0.18%), however, compares favourably with the Scottish average figure of 0.77%.

The number of days to re-let properties increased slightly during 2016-17, rising from 7.3 days to 10.6 days. This was considerably lower than the Scottish average figure of 23.74 days. We will continue to review our performance in this area to ensure that properties are let quickly and effectively, while providing a high standard of accommodation for new tenants.

Average weekly rents for 2016-17 compare as follows:

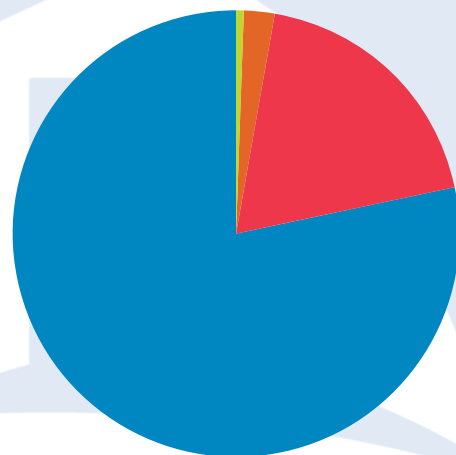
Table 2: Value for money	Number of houses	DHC Average weekly rent	Scottish Average weekly rent
Apartment Size			
2 Apartment	93	£75.67	£76.02
3 Apartment	263	£76.42	£78.79
4 Apartment	87	£89.58	£86.17
5 Apartment	36	£98.03	£96.42

Income and Expenditure Accounts

for year ended 31st March 2017

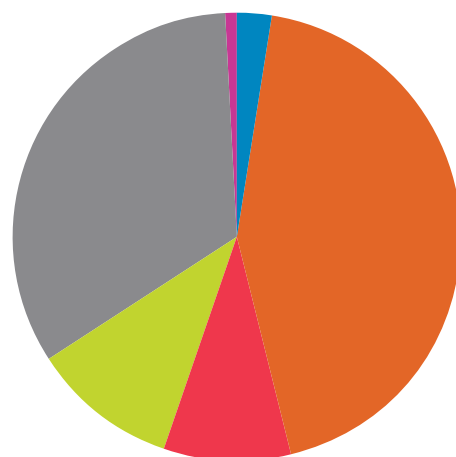
Sources of Income

	2017 £	2017 %
Rents	1,950,585	78.4
Service charges	59,600	2.3
Release of deferred revenue grant	468,838	18.8
Grants to adapt properties	14,937	0.6
Grants - other	1,864	0.1
Other	329	0.0
Less:		
Voids	-3,757	-0.2
Total	2,492,396	100.0



Expenditure Costs

	2017 £	2017 %
Service costs	49,682	2.6
Administrative and overhead costs	848,163	43.7
Reactive repairs	177,220	9.1
Planned and cyclical maintenance	203,012	10.5
Depreciation of Stock	648,659	33.4
Adaption of properties	15,756	0.8
Other costs	81	0.0
Bad debts	-609	-0.1
Total operating costs	1,941,964	100.0



Management Committee and Staff at 31st March 2017

Management Committee

Alison Kilgour	<i>Chair</i>
Elsbeth Kerr	<i>Secretary</i>
John Roche	<i>Treasurer</i>
Margaret Bowie	<i>Board Member</i>
Helen Eakin	<i>Board Member</i>
Paul McBride	<i>Board Member</i>
William Wilson	<i>Board Member</i>
Joan McFarlane	<i>Co-opted Board Member</i>
Fiona Russell	<i>Co-opted Board Member</i>
Alana Durnin	<i>Co-opted Board Member</i>

Staff

Caroline Shepherd	<i>Shared Director (from November 2016)</i>
Pauline Burke	<i>Depute Director</i>
Jackie McGoran	<i>Finance Officer</i>
Duncan McKnight	<i>Technical Manager</i>
Colin Henderson	<i>Maintenance Officer</i>
Lorraine Logan	<i>Asset Management Officer</i>
Stephen Watt	<i>Customer Services Adviser</i>
Caroline Meiklejohn	<i>Housing Officer</i>
Marisa McCarthy	<i>Housing Officer</i>
Kevin Clements	<i>Estate Caretaker</i>
Chantelle Devlin	<i>Housing Apprentice</i>
Liam Kernan	<i>Environmental Handyperson Trainee</i>



**Drumchapel
Housing**
Co-operative Limited

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