

A colorful illustration featuring a yellow crane on the left lifting a purple sign with the text 'Annual Report 2016 - 2017'. In the foreground, a construction worker in a yellow hard hat and vest holds a blue document with the Abertay Housing Association logo. The background includes a pink cherry blossom tree, a yellow house, a green tree, and a wheelbarrow on a grassy field under a blue sky with clouds.

Annual Report

2016 - 2017

The logo for Abertay Housing Association, featuring a stylized blue icon of three people with arms raised above the text 'Abertay HOUSING ASSOCIATION' in blue.

Abertay
HOUSING ASSOCIATION

Welcome to Abertay's Annual Report for 2017! This sets out what we have been doing over the past year, and how the service we give compares with the service given by other social landlords in the area.

The past year has been an exciting one for Abertay. Our biggest event came right at the end of the year, when we finally started building our new housing development at Finavon Street. The 56 homes being built will be our first new homes for 7 years and we can't wait until they are ready for let! We also made good progress with several other new build opportunities during the year, so we look forward to having many more new homes available in the future!

We also invested heavily in upgrading our older homes during the year. We completed the first year of the two-year programme to totally modernise the steel houses at Craigmear. This has been a big commitment - for the tenants as well as us - but will make a huge difference to the comfort of these homes for years to come.

We continue to perform well in terms of our core activities. The following pages give you more information on this.

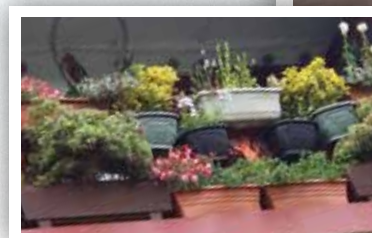
Our financial position also remains strong, and this allows us to invest to improve our tenants' homes. It also enabled us to set a rent rise of 1% for the second year running - among the lowest rent rises of any social landlord in Scotland!

Abertay is led by a Management Committee made up entirely of volunteers, and includes Abertay tenants, owner occupiers living in our estates, and others who have an interest in what we do. We give a warm welcome to anyone interested in joining us!

Four Committee members left during the year - Billy Webster, Drew McKelvie, Darren Keddle and Duncan Wood. My thanks go to all of them for their contributions to Abertay's work.

I hope you find this report interesting and enjoyable. If you have any comments or questions on it, please contact our Customer Service Team - we would love to hear from you!

Dorothy Taylor
Chairperson



Housing Quality and Maintenance



of our stock met the Scottish Housing Quality Standard (SHQS) in 2016/17**

Scottish Average	*Other Landlords	Abertay in 2015/16
93.6%	95.5%	98.4%



was the average length of time we took to complete emergency repairs in 2016/17

Scottish Average	*Other Landlords	Abertay in 2015/16
4.7 Hours	11.9 Hours	1.9 Hours



was the average length of time taken to complete non-emergency repairs in 2016/17

Scottish Average	*Other Landlords	Abertay in 2015/16
7.1 Days	8.3 Days	4.9 Days



of reactive repairs carried out in the last year were completed right first time

Scottish Average	*Other Landlords	Abertay in 2015/16
92.4%	83.8%	92.9%



of our repairs appointments were kept

Scottish Average	*Other Landlords	Abertay in 2015/16
95.7%	93.4%	94.2%

** 28 properties did not meet SHQS, either because tenants did not want us to do the work on their homes, or we did not get permission from owners to complete communal work.



of our tenants who had repairs carried out in the last 12 months were satisfied with the service

Scottish Average	*Other Landlords	Abertay in 2015/16
90.6%	85.6%	99.6%



Satisfaction

Percentage of tenants satisfied with the overall service provided by Abertay

Abertay	Scottish Average	*Other Landlords
87.2%	89.7%	82.9%

Percentage of tenants who felt that Abertay was good at keeping them informed about services and outcomes

Abertay	Scottish Average	*Other Landlords
89.6%	91.1%	85.3%

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making progress

Abertay	Scottish Average	*Other Landlords
78.6%	83.8%	75.5%

Abertay's satisfaction figures come from a survey of all tenants carried out in summer 2016.



0.4%

of our rent was lost last year through homes being empty

Scottish Average	*Other Landlords	Abertay in 2015/16
0.9%	1.0%	0.4%



17.1 days

was the average length of time we took to relet homes in the last year

Scottish Average	*Other Landlords	Abertay in 2015/16
31.5 Days	42 Days	13.2 Days



101.3%

of the rent due from tenants was collected in the year

Scottish Average	*Other Landlords	Abertay in 2015/16
99.6%	97.9%	101%



Getting Good Value from Rents and Service Charges

Neighbourhood and Community

 **500**

cases of anti-social behaviour were reported in the last year

317 in 2015/16

93.6% of cases were resolved within locally agreed targets

Scottish Average
87.2%

*Other Landlords
73.8%

Abertay in 2015/16
97.2%

 **1.0%**

Percentage rent increase

2% *Other Landlords - 1% in 2016/17

£7,277,597

Total rent due in the year

£7,264,772 in 2015/16

Landlord Profile

 **1,736**

Total number of Abertay homes

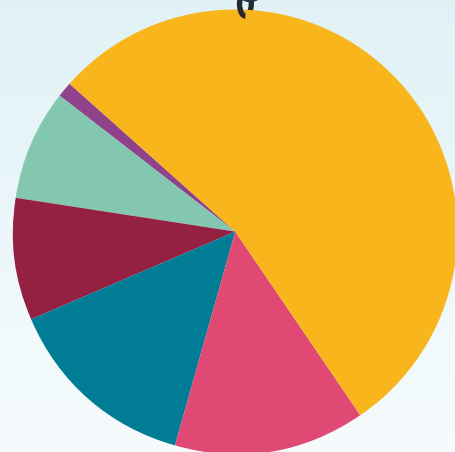
1,746 in 2015/16

Total Number of each apartment size and average weekly rent for each

Stock by type, apartment size and rent	House	High Rise	Tenement	4 in a block	Other flat / maisonette	Total	Number of lettable units	Average weekly rent £	Scottish Average weekly rent £	Other Landlords' rent £
1 Apt	0	0	3	0	0	3	3	58.35	69.55	46.00
2 Apt	18	4	109	8	88	227	227	86.77	71.67	67.17
3 Apt	212	77	507	51	11	858	848	75.70	73.13	77.31
4 Apt	325	0	218	49	0	592	589	84.93	79.42	87.74
5 Apt+	55	0	1	0	0	56	56	110.29	88.02	96.02
Total	610	81	838	108	99	1,736	1,723	81.41		

NB: The average weekly rent includes service charges, which, for Abertay, are in general higher in 2 apartment properties as this is the size of most of our supported and sheltered accommodation

Finance Report



- 54p Planned & Cyclical Maintenance
- 14p Other Maintenance
- 14p Payroll
- 9p Loan Repayments & Interest
- 8p Operating Costs
- 1p Bad Debts and Debt Collection

**Where
every £1 of
your rent
went**

How We Performed

2017

2016

£000

£000

Where Abertay got its Money

Tenants Rents and Service Charges	7,278	7,265
Sale of Property	374	589
Owner Occupier Charges	177	230
Bank Interest Received	6	23
Grant Income	253	272
Other	82	68

8,170

8,447

How it was Spent

Staff Costs	1,568	1,460
Repairs and Maintenance	3,539	2,731
Management and Administration	2,653	2,670
Cost of Property Sales	140	106
Interest Paid	735	753

8,635

7,720

What we had Left over

Surplus / (Deficit) for the period	(465)	727
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**11 homes sold under
the Right to Buy**



Balance Sheet

What we own and what we owe

2017

£000

2016

£000

Our Assets (what we own)

Capital items owned		
Housing Properties	38,707	36,230
Equipment and Furnishings	218	260
	<u>38,925</u>	<u>36,490</u>
Debts owed to Abertay	929	450
Cash and Bank Balances	1,008	2,605
	<u>40,862</u>	<u>39,545</u>

Our Liabilities (what we owe)

All money owed, excluding loans	2,347	1,819
Pension Fund Deficit	2,271	1,395
Deferred Capital Grant	10,361	10,150
Loans Outstanding	14,161	13,278
	<u>29,140</u>	<u>26,642</u>
	<u>11,722</u>	<u>12,903</u>

Represented by

Share Capital	1	1
Reserves	<u>11,721</u>	<u>12,902</u>
	<u>11,722</u>	<u>12,903</u>

Committee of Management as at 31 March 2017

	Membership Category
Dorothy Taylor	Chairperson (owner)
Kathleen Mands	Vice Chairperson (tenant)
John Barnett	Other
Denis Brown	Owner
Kenneth Brennan	Owner
Shaun Crosby	Resigned 19 September 2017
Ian Mathers	Resigned 19 September 2017
David Milne	Other
Ron Neave	Owner
George Penman	Other
Helen Reeves	Tenant
Hilary Smith	Other
Barbara Warden	Tenant
Darren Walton	Resigned 24 May 2017

Senior Management Team

Ian Thomson	Chief Executive
Bob Sander	Operations Director (Resigned 31 August 2017)
Marjorie Sloan	Corporate Services Director

Our People

Solicitors

Thorntons WS
Whitehall House
33 Yeaman Shore
Dundee
DD1 4BJ

Bankers

The Royal Bank of Scotland
5th Floor, Kirkstane House
139 St Vincent Street
Glasgow
G2 5JF

External Auditors

Alexander Sloan
38 Cadogan Street
Glasgow
G2 7HF

£1m bank
balance at
31 March 2017



**Before
& After**



Abertay Housing Association

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Dundee, DD4 9HE

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Web: www.abertayha.co.uk

Find us on
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Abertay Housing Association Ltd
is a Registered Scottish Charity
No. SC030152 and Registered
Society No. 2517 R(S)

Designed by: www.cole-ad.co.uk

