



Celebrating 21 Years

Annual Report

2017 - 2018

Welcome to Abertay's Annual Report for 2018!

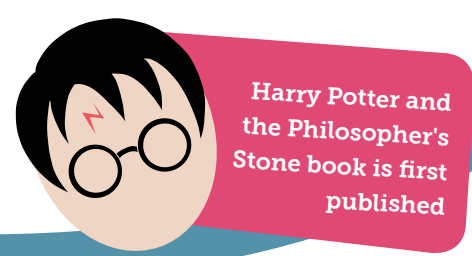
This year Abertay Housing Association has come of age – 21 years as an organisation. Those of you, like me, who have been long term tenants will remember Scottish Homes and perhaps even further back.

We have come a long way since then towards our objective of improving the quality of life in our communities. In particular, we have invested heavily in improving the standards of our tenants homes. In those 21 years, we are proud to say that every home has had new heating installed, and virtually all have been fitted with a new kitchen and bathroom. In the past few years this work had included some particularly complex and challenging projects, such as the major refurbishment of the multi-storey flats at Dryburgh Gardens, and the steel frame houses at Craigiebank. Last year saw us complete the two year programme of work at Craigiebank, making the homes there far more comfortable and cheaper to heat than they were before. As well as upgrading our existing properties, the past year was a significant one in terms of building new homes. The 56 new homes being built at Finavon Street are now well on the way to completion, and last month we were delighted to welcome the Scottish Housing Minister, Kevin Stewart, to officially open our development of 16 new flats in Forfar. Abertay has long been

providing a high standard of service to tenants and other customers as being a high priority and last year was no different. Information on how we performed in some key areas is shown on the following pages and I am happy to report that our performance in areas such as our repairs service, reletting of empty homes, and rent collection remains excellent. Our performance in relation to rent collection is particularly significant, as the full roll out of Universal Credit means Housing Associations are faced with more serious challenges in collecting rents than ever before. Abertay's success over the past 21 years has depended heavily on its staff and the members of its Management Committee which leads the organisation. The Management Committee, is made up entirely of volunteers and includes people with a wide range of experience (including tenants) who are all happy to give up their time for the good of the organisation and its aims. My sincere thanks go to them all.

Kathleen Mands,
Chairperson

The Lost World:
Jurassic Park hit
cinemas in May



1997

Housing Quality And Maintenance

1999

Charitable status granted



of our stock met the Scottish Housing Quality Standard (SHQS) in 2017/18**

Scottish Average	*Other Landlords	Abertay in 2016/17
94.2%	96.0%	98.4%



was the average length of time we took to complete emergency repairs in 2017/18

Scottish Average	*Other Landlords	Abertay in 2016/17
4.0 Hours	5.9 Hours	2.2 Hours



was the average length of time taken to complete non-emergency repairs in 2017/18

Scottish Average	*Other Landlords	Abertay in 2016/17
6.4 Days	5.4 Days	4.9 Days



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

Scottish Average	*Other Landlords	Abertay in 2016/17
92.2%	82.7%	90.5%



of our repairs appointments were kept

Scottish Average	*Other Landlords	Abertay in 2016/17
95.5%	89.4%	91.7%



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

Scottish Average	*Other Landlords	Abertay in 2016/17
92.1%	89.0%	99.5%

** 27 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.

*Other landlords are Dundee City Council, Hillcrest Housing Association, Home in Scotland and Sanctuary Housing Association. These are the other landlords with the highest number of houses in Dundee.

Satisfaction

Percentage of tenants satisfied with the overall service provided by Abertay

Abertay	Scottish Average	*Other Landlords
87.2%	90.5%	89.3%

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

Abertay	Scottish Average	*Other Landlords
89.6%	91.7%	92.4%

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%	88.1%	85.9%

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 2016/17
0.7%	1.0%	0.4%



17.2 days

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

Scottish Average	*Other Landlords	Abertay in 2016/17
30.7 Days	39 Days	17.1 Days



of the rent due from tenants was collected in the year

Scottish Average	*Other Landlords	Abertay in 2016/17
99.4%	99.5%	101.3%

Getting Good Value from Rents and Service Charges

McGonagall Society unveiled Plaque at Patons Lane to commemorate William McGonagall who was born in a tenement on the site 100 years earlier

The London Eye opened to the public



2000

* Other landlords are Dundee City Council, Hillcrest Housing Association, Home in Scotland and Sanctuary Housing Association.

Neighbourhood and Community

 **567**

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

500 in 2016/17

92.1% of cases were resolved within locally agreed targets

Scottish Average
87.9%

*Other Landlords
73%

Abertay in 2016/17
93.6%

Landlord Profile

  **4.0%**

Percentage rent increase

3% *Other Landlords - **1%** in 2017/18

 **1,742**

Total number of Abertay homes

1,736 in 2016/17

£7,309,723

Total rent due in the year

£7,277,597 in 2016/17

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

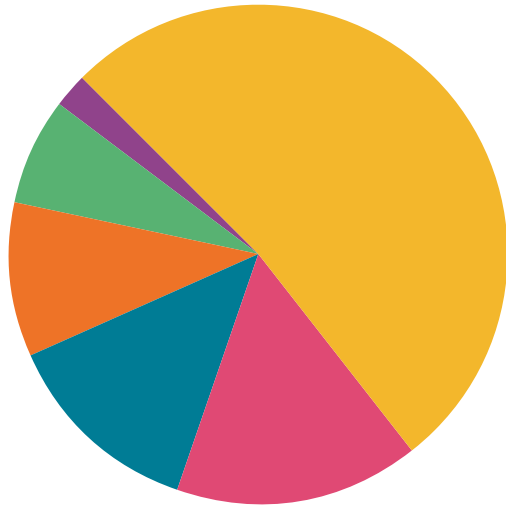
Stock by type, apartment size and rent	House	High Rise	Tenement	4 in a block	Other flat / maisonette	Total	Number of lettable units	Average weekly rent £	Scottish Average weekly rent £	Other Landlords' rent £
1 Apt	0	0	3	0	0	3	3	59.55	67.44	47.17
2 Apt	18	4	109	8	88	227	227	85.76	73.33	68.32
3 Apt	212	77	512	51	11	863	862	75.86	74.94	79.50
4 Apt	324	0	220	49	0	593	590	85.52	81.37	90.19
5 Apt+	55	0	1	0	0	56	56	111.49	90.39	98.14
Total	609	81	845	108	99	1,742	1,738	81.55		

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 accommodation and retirement housing.

Finance Report



£5.95m spent on building new homes



- 52p Planned & Cyclical Maintenance
- 16p Other Maintenance
- 13p Payroll
- 10p Loan Repayments & Interest
- 7p Operating Costs
- 2p Bad Debts and Debt Collection

Where every £1 of your rent went

How We Performed

2018
£000

2017
£000

Where Abertay got its money

Tenants Rents and Service Charges	7,310	7,278
Sale of Property	49	374
Owner Occupier Charges	283	177
Bank Interest Received	1	6
Grant Income	103	253
Other	61	82
	<u>7,807</u>	<u>8,170</u>

How it was spent

Staff Costs	1,486	1,568
Repairs and Maintenance	3,652	3,539
Management and Administration	3,184	2,653
Cost of Property Sales	8	140
Interest Paid	795	735
	<u>9,125</u>	<u>8,635</u>

What we had left over

Surplus / (Deficit) for the period	<u>(1,318)</u>	<u>(465)</u>
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2017/18

Britain said goodbye to the round £1 coin in October 2017



Balance Sheet

What we own and what we owe

2018 **2017**

£000 £000

Our Assets (what we own)

Capital items owned		
Housing Properties	46,345	38,707
Equipment and Furnishings	199	218

46,544 38,925

Debts owed to Abertay	571	929
Cash and Bank Balances	1,774	1,008

Total Owned 48,889 40,862

Our Liabilities (what we owe)

All money owed, excluding loans	2,179	2,347
Pension Fund Deficit	632	2,271
Deferred Capital Grant	15,160	10,361
Loans Outstanding	18,579	14,161

Total Owed 36,550 29,140

Net Assets 12,339 11,722

Represented by

Share Capital	1	1
Reserves	12,338	11,721
	<u>12,339</u>	<u>11,722</u>



Our People

Committee of Management as at 31 March 2018

	Membership Category
Kathleen Mands	Chairperson
Kenneth Brannan	Vice Chairperson
Dorothy Taylor	Secretary
Denis Brown	Owner
David Milne	Resigned 30 May 2018
Ron Neave	Owner
George Penman	Resigned 29 May 2018
Helen Reeves	Tenant
Barbara Warden	Tenant

Senior Management Team

Ian Thomson	Chief Executive
Marjorie Sloan	Corporate Services Director

Solicitors

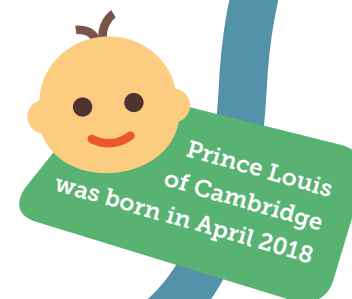
Thorntons WS,
Whitehall House,
33 Yeaman Shore,
Dundee
DD1 4BJ

Bankers

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

External Auditors

Alexander Sloan,
180 St Vincent Street,
Glasgow
G2 5SG



**£1.8m bank
balance at 31
March 2018**





FLOOD PREVENTION



PLANNED MAINTENANCE



DEVELOPMENTS



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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)

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