



ANNUAL *Report* 2014 - 2015

*Abertay aims
to enhance the quality
of life in our
communities.*





Introduction

The past year has been a very successful one for Abertay. We had started a lot of good things in the previous few years, and over the last year we really saw the benefits.

I am particularly proud of the fact we completed all the work to bring our homes up to the Scottish Housing Quality Standard, before the March 2015 deadline. Over the past 2 years alone we have spent almost £8 million on upgrading work, which is quite something.

All Housing Associations have to report to the Housing Regulator each year on their performance in a wide range of areas, including the quality of our repairs service, re-letting empty properties and rent collection. I am delighted to say that Abertay's performance looks extremely good in all areas. You can read more on this in this report. Last year we introduced Estate Walkabouts, giving residents the chance to walk the area around their home with our staff and discuss the improvements they would like to see. These have proved very worthwhile, and we have identified and carried out a lot of improvement works as a result. We would encourage all residents to join us on these.

We also launched our Register of Interested Residents. If you want to have your say in what Abertay does, without the commitment of attending regular meetings, this is for you. Details of this, and of the Estate Walkabouts, are on our website.

On our Management Committee, we were sorry to say goodbye to Beverley Searle who resigned due to other work pressures. My thanks to her for all she contributed, and indeed to all our Committee members who so generously give up their time to help Abertay better serve its communities. I would also like to thank our staff who do a sterling job to achieve the improvements you will read about.



*Dorothy Taylor,
Abertay's
Chairperson*



COMPLETED £3.5M CONTRACT
TO UPGRADE 82 FLATS AT
DRYBURGH GARDENS

HOUSING QUALITY AND Maintenance



of our stock met the Scottish Housing Quality Standard (SHQS) in 2014/15**

Scottish Average	*Other Landlords	Abertay in 2013/14
91.0%	94.5%	82.7%



was the average length of time we took to complete emergency repairs in 2014/15

Scottish Average	*Other Landlords	Abertay in 2013/14
5.9 Hours	14.3 Hours	1.9 Hours



was the average length of time taken to complete non-emergency repairs in 2014/15

Scottish Average	*Other Landlords	Abertay in 2013/14
7.9 Days	10.7 Days	6.1 Days



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

Scottish Average	*Other Landlords	Abertay in 2013/14
90.2%	78.9%	80.9%



of our repairs appointments were kept

Scottish Average	*Other Landlords	Abertay in 2013/14
92.4%	91.2%	92.3%

** 30 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 2013/14
89.3%	86.3%	92.2%

† The customer satisfaction % is the same as last year as it has been taken from the latest tenant survey which was conducted in 2013

SATISFACTION

Abertay's satisfaction figures come from a survey of all tenants carried out in summer 2013. We plan to carry out another survey in summer 2016.

Percentage of tenants satisfied with the overall service provided by Abertay

Abertay	Scottish Average	*Other Landlords
86.9%	88.1%	85.0%

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

Abertay	Scottish Average	*Other Landlords
88.0%	89.3%	84.3%

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

Abertay	Scottish Average	*Other Landlords
75.0%	79.6%	74.8%

GETTING

Good Value

FROM RENTS

AND SERVICE CHARGES

16.3 DAYS

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

Scottish Average	*Other Landlords	Abertay in 2013/14
36.8 Days	43.2 Days	32.4 Days

242
HOMES AND CLOSES
PAINTED

0.5%
of our rent was lost last year through properties being empty

Scottish Average	*Other Landlords	Abertay in 2013/14
1.1%	1.2%	0.8%

103.3%

of the rent due was collected from tenants as a % of total rent due in the reporting year

Scottish Average	*Other Landlords	Abertay in 2013/14
99.5%	98.3%	99.2%

£550K OF GRANT FUNDING
SECURED TO FUND 50% OF
OUR INSULATIONS WORKS.



LANDLORD Profile



3.2%

Percentage
rent increase

2.6% *Other Landlords - 4% in 2013/14



1,758

Total number of Abertay homes

1,762 in 2013/14

£7,149,442

Total rent due in the year

£6,909,220 in 2013/14



NEIGHBOURHOOD AND Community



25.9

cases of anti-social
behaviour per 100 homes
were reported in the last year

Scottish
Average
8.8

*Other
Landlords
9.1

Abertay in
2013/14
17.1

96.3% of cases resolved
within locally agreed targets
in the last year

Scottish
Average
83.2%

*Other
Landlords
67.9%

Abertay
in 2013/14
95.3%

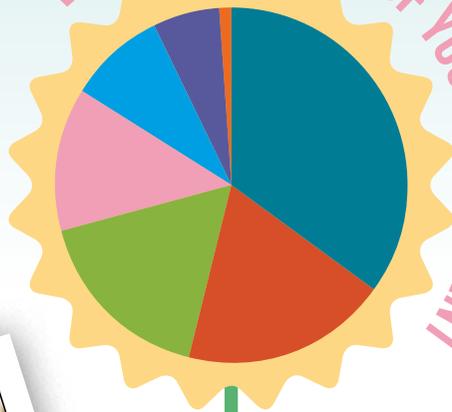


TOTAL NUMBER OF EACH APARTMENT SIZE AND AVERAGE WEEKLY RENT FOR EACH

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	56.53	64.03	47.19
2 Apt	19	4	108	0	96	227	227	84.88	68.54	64.09
3 Apt	215	77	512	55	11	870	869	73.21	69.60	74.51
4 Apt	330	0	219	51	0	600	598	82.09	75.69	84.21
5 Apt+	57	0	1	0	0	58	58	107.08	84.04	92.04
Total	621	81	843	106	107	1,758	1,755	78.84		

FINANCE Report

WHERE EVERY £1 OF YOUR RENT WENT



- 35p Planned & Cyclical Maintenance
- 19p Other Maintenance
- 17p Payroll
- 13p Loan Repayments & Interest
- 9p Operating Costs
- 6p Retained in Reserves
- 1p Bad Debts & Debt Collection



*Marjorie Sloan,
Corporate Services Director*

The Association has performed well in what has been another challenging year for the sector. Our audited accounts for the year show a surplus of £256,000. During the year 4 properties were sold under the Right to Buy entitlement.

The Association's priorities are to provide the best standard of homes for affordable let, and the best standard of service it can. We undertook an ambitious programme of improvements and planned maintenance during the year with a total spend of £2.4million. This included completion of the refurbishment of our multi-storey blocks at Dryburgh Gardens which was started in 2013/14. Throughout our stock, externally, we carried out re-roofing, chimney repair or removal, replacement of windows and doors, footpath repairs and our maintenance painterwork programme. Within the flats, we replaced bathrooms, kitchens, installed new central heating systems and internal wall insulation. We also investigated potential solutions to deal with the steel structure in our houses at Craigiebank. Much of this work was carried out to meet or exceed the requirements of the Scottish Housing Quality Standard, and we are happy that all our properties now meet this challenging target. We will continue to spend heavily on improving our stock over the coming years.

We continued to make our regular repayments on existing loans. As a result, total bank borrowings reduced from £13.8million to £13.5million at the year end.

Despite the high level of investment in our housing stock, the Association's bank balances increased slightly over the year, from £2.7million to £3.0 million. We enter 2015/16 in a strong position to meet the challenges the sector will face in the coming years.

HOW WE PERFORMED

2015 2014

£000 £000

Where Abertay got its Money

Tenants Rents and Service Charges	7,182	6,909
Sale of Property	133	53
Owner Occupier Charges	198	255
Bank Interest Received	13	21
Grant Income	705	578
Other	48	81
	<u>8,279</u>	<u>7,897</u>

How it was Spent

Staff Costs	1,415	1,430
Repairs and Maintenance	3,317	4,242
Management and Administration	2,460	2,535
Cost of Property Sales	65	26
Interest Paid	766	743
	<u>8,023</u>	<u>8,976</u>

What we had Left over

Surplus / (Deficit) for the period	<u>256</u>	<u>(1,079)</u>
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BALANCE SHEET

What we own and what we owe

2015 2014

£000 £000

Our Assets (what we own)

Capital items owned		
Housing Properties	23,974	24,418
Equipment and Furnishings	301	332
	<u>24,275</u>	<u>24,750</u>
Debts owed to Abertay	578	505
Cash and Bank Balances	2,999	2,710
	<u>27,852</u>	<u>27,965</u>

Total Owned

Our Liabilities (what we owe)

All money owed, excluding loans	1,384	1,597
Pension Fund Deficit	1,503	1,860
Loans Outstanding	13,526	13,762
	<u>16,413</u>	<u>17,219</u>

Total Owed

Net Assets

11,439 10,746

Represented by

Share Capital	1	1
Reserves	11,438	10,745
	<u>11,439</u>	<u>10,746</u>

16 NEW DOOR ENTRY SYSTEMS
FITTED AND A FURTHER 123
WERE UPGRADED

102 SEMI'S & 22 BLOCKS HAD
FOOTPATH AND BUILDING
REPAIRS CARRIED OUT

Our People

Committee of Management as at 31 March 2015

	Membership Category
Dorothy Taylor	Chairperson/Owner
Kathleen Mands	Vice Chairperson/Tenant
Darren Keddie	Other
Drew McKelvie	Other
Ian Mathers	Other
Ron Neave	Other
Claire Ramsay	Tenant
Helen Reeves	Tenant
Meryle Taylor	Owner
Barbara Warden	Tenant
Billy Webster	Tenant
Fred Whitnall	Tenant
Duncan Wood	Tenant

Senior Management Team

Ian Thomson	Chief Executive
Bob Sander	Operations Director
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

Scott-Moncrieff
25 Bothwell Street
Glasgow
G2 6NL



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Find us on Facebook



COMING IN 2015/16 

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

OVER
£4.3 MILLION
OF PLANNED IMPROVEMENTS

REFURBISHMENT OF
CRAIGIEBANK
STEEL HOUSES

350 HOMES WILL HAVE A
NEW KITCHEN OR BATHROOM
INSTALLED