



Annual Report

2015 - 2016





Introduction

Welcome to our Annual Report for 2016! This report aims to provide you with an overview of Abertay's service provision, and how the service we gave to our tenants and other customers throughout the year compared with the service of other social landlords in the area.

I think the past year has been a good one for Abertay. You will see from the information on later pages that our performance has been excellent, and our financial position is strong. While there have been years when we have made more radical changes, over the past year we made steady improvement across a wide range of areas.

Abertay is led by a Management Committee which meets about 10 times a year. This Committee is 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.

Three Committee members left during the year - Meryle Taylor, Clare Ramsey and Fred Whitnall. My thanks go to all of them for their contributions to Abertay over the years.

A Special General Meeting recently approved changes in our Rules. This should allow more flexibility and help ensure we continue with a strong and effective Committee into the future.

Looking ahead, the next year or two will be a busy and exciting time. We have now started the major upgrading of the 80 or so steel homes at Craigiebank. We also hope to start building work early in 2017 to create about 56 new homes on Finavon Street and Fintroy Drive.

I hope you find this report an interesting and enjoyable read. 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





of our stock met the Scottish Housing Quality Standard (SHQS) in 2015/16**

Scottish Average	*Other Landlords	Abertay in 2014/15
92.8%	95.6%	98.3%



was the average length of time we took to complete emergency repairs in 2015/16

Scottish Average	*Other Landlords	Abertay in 2014/15
5.1 Hours	13.0 Hours	1.9 Hours



was the average length of time taken to complete non-emergency repairs in 2015/16

Scottish Average	*Other Landlords	Abertay in 2014/15
7.5 Days	7.4 Days	5.1 Days



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

Scottish Average	*Other Landlords	Abertay in 2014/15
91.3%	80.6%	90.9%



of our repairs appointments were kept

Scottish Average	*Other Landlords	Abertay in 2014/15
94.4%	94.1%	94.3%



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

Scottish Average	*Other Landlords	Abertay in 2014/15
89.9%	85.2%	92.2%

** 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.

Satisfaction

Percentage of tenants satisfied with the overall service provided by Abertay

Abertay	Scottish Average	*Other Landlords
86.9%	89.0%	83.5%

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

Abertay	Scottish Average	*Other Landlords
88.0%	90.6%	84.4%

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

Abertay	Scottish Average	*Other Landlords
75.0%	81.3%	72.5%

Abertay's satisfaction figures come from a survey of all tenants carried out in summer 2013. We carried out another survey in summer 2016 which will be reported on next year.



0.4%

of our rent was lost last year through homes being empty

Scottish Average	*Other Landlords	Abertay in 2014/15
1.0%	1.1%	0.5%



13.2 days

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

Scottish Average	*Other Landlords	Abertay in 2014/15
35.4 Days	43.8 Days	16.3 Days



101%

of the rent due from tenants was collected in the year

Scottish Average	*Other Landlords	Abertay in 2014/15
99.5%	98.8%	103.3%

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

Landlord Profile

 **1,746**

Total number of Abertay homes
1,758 in 2014/15

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

 **1.0%**

Percentage
rent increase

1.3% *Other Landlords - 2.3% in 2014/15

£7,264,772

Total rent due in the year
£7,149,442 in 2014/15

 **317**

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

455 in 2014/15

97.2% of cases were
resolved within locally
agreed targets

Scottish
Average
86.6%

*Other
Landlords
70.0%

Abertay
in 2014/15
96.3%

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	57.69	65.94	43.85
2 Apt	19	4	108	0	96	227	227	86.07	70.39	65.71
3 Apt	215	77	508	52	11	863	854	74.95	71.55	76.42
4 Apt	328	0	217	51	0	596	594	84.01	77.60	86.47
5 Apt+	56	0	1	0	0	57	57	109.13	85.98	94.04
Total	618	81	837	103	107	1,746	1,735	80.60		

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



Neighbourhood and Community



£8.2m borrowing planned to build new properties, refurbish existing homes and replace existing borrowing



How We Performed

2016
£000

2015
£000

Where Abertay got its Money

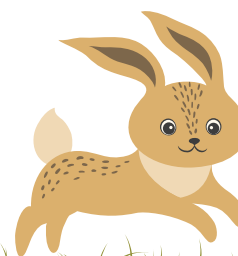
Tenants Rents and Service Charges	7,265	7,182
Sale of Property	589	133
Owner Occupier Charges	230	198
Bank Interest Received	23	13
Grant Income	272	705
Other	68	48
	<u>8,447</u>	<u>8,279</u>

How it was Spent

Staff Costs	1,460	1,415
Repairs and Maintenance	2,731	3,317
Management and Administration	2,670	2,460
Cost of Property Sales	106	65
Interest Paid	753	766
	<u>7,720</u>	<u>8,023</u>

What we had Left over

Surplus / (Deficit) for the period	<u>727</u>	<u>(256)</u>
------------------------------------	------------	--------------



Balance Sheet

What we own and what we owe

2016

£000

2015

£000

Our Assets (what we own)

Capital items owned		
Housing Properties	36,230	34,844
Equipment and Furnishings	260	301
	<hr/>	<hr/>
	36,490	35,145

Debts owed to Abertay	450	578
Cash and Bank Balances	2,605	2,999

Total Owned	<hr/> <hr/>	<hr/> <hr/>
	39,545	38,722

Our Liabilities (what we owe)

All money owed, excluding loans	1,819	1,400
Pension Fund Deficit	1,395	1,503
Deferred Capital Grant	10,150	10,407
Loans Outstanding	13,278	13,526

Total Owed	<hr/> <hr/>	<hr/> <hr/>
	26,642	26,836

Net Assets	<hr/> <hr/>	<hr/> <hr/>
	12,903	11,886

Represented by

Share Capital	1	1
Reserves	12,902	11,865
	<hr/> <hr/>	<hr/> <hr/>
	12,903	11,866

Committee of Management as at 31 March 2016

	Membership Category
Dorothy Taylor	Chairperson (owner)
Kathleen Mands	Vice Chairperson (tenant)
Darren Keddie	Other
Drew McKelvie	Other
Ian Mathers	Other
Ron Neave	Other
Helen Reeves	Tenant
Barbara Warden	Tenant
Darren Walton	Other
Billy Webster	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



Our People

£13.28m
bank borrowings
at 31 March 2016



4 homes sold
under the
Right to Buy





Abertay
HOUSING ASSOCIATION




Find us on
Facebook!



Abertay Housing Association

147 Fintry Drive
Dundee
DD4 9HE

Tel: 01382 903545
Web: www.abertayha.co.uk



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

