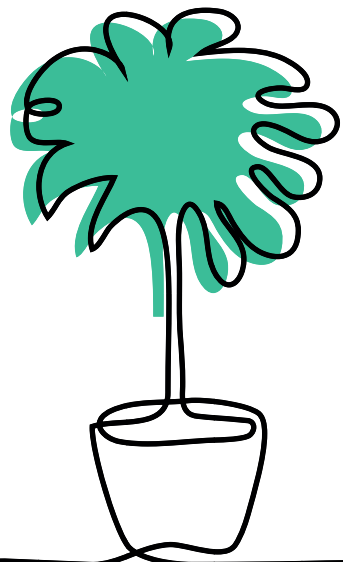
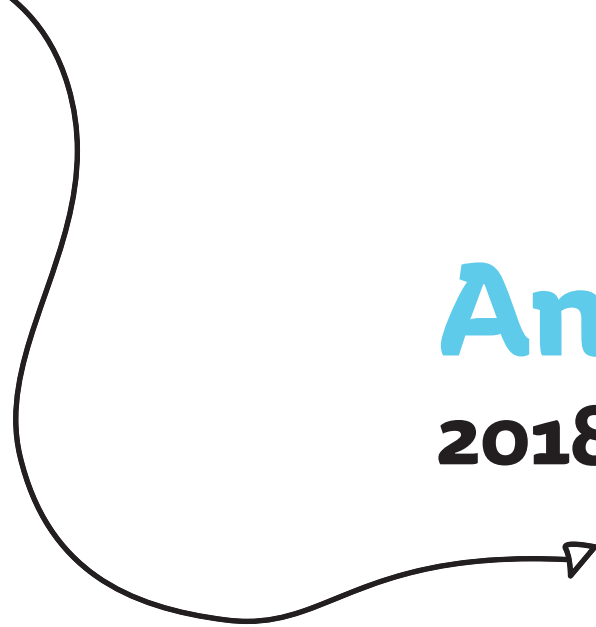




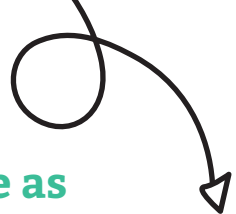
Annual Report

2018 - 2019





Welcome



Last year we considered all the progress we had made as a Housing Association over the last 21 years, and we have achieved much over that time.

However, nothing remains the same forever and this year marks a time of transition for Abertay. Our journey as a Housing Association is changing direction whilst still maintaining the core values on which the business was built. We may be wary of change but I think it should be embraced. From change we will enjoy improved services, higher quality of homes and greater comfort in our lives.

We always have tenants and service users at the heart of what we do. We have recognised the need to maintain our existing homes and develop new homes that meet the different expectations of tenants today. To that end we have plans in place to ensure we maintain our existing homes and build new homes in different parts of the city. These plans are ambitious but we believe we have the right people in place to advise, lead and oversee what we are doing and to ensure our homes are fit for life in the 21st century.

Last year at this time we were looking to refresh the committee membership as some members had moved on. We set out to and did recruit individuals with particular skills which would benefit the Committee in terms of governance and strategic planning.

During the year, Alison Mc Feat, who was the first Chair of Abertay and who many of you will remember, sadly passed away. Dorothy Taylor, a long standing member of our committee, who was also part of the steering group that prepared the way for the setting up of Abertay Housing Association decided to retire. Barbara Warden also decided she would leave the committee during the year having been on the committee a number of years. Ian Thomson who had been with Abertay for 13 years, mainly as Chief Executive, retired at Easter.

We had the pleasant responsibility of looking for a new Chief Executive. The sub-committee came to the unanimous conclusion that Barry Moore was the person for the job. We know that during the short time he has been with us he has already influenced many changes in our working practices; we will talk more about this next year when we publish the 2019/20 Annual Report.

Last year at this time we had just completed a development at New Road, Forfar and were looking forward to the site at Finavon Street being completed. Although most of the properties at Finavon Street are now occupied,

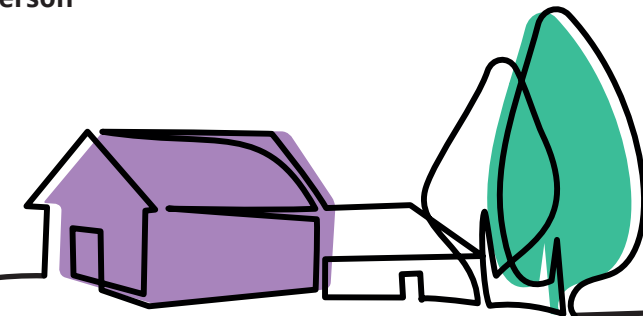
there are still 15 homes to finish. These should be completed by February 2020.

It is important to say that in comparison with other Landlords, we perform very favourably over the all the services we provide; exceeding the Scottish average in the majority of those services.

The dedication, commitment and loyalty of staff, who have worked conscientiously and tirelessly to ensure we provide efficient and effective service to tenants, is one of the great strengths in Abertay's continued success.

Someone once said that it isn't enough to make sure that you are on the right track; you must also make sure you're that you are going in the right direction. I can assure you that we are doing both. We are also taking you on this journey. I do hope you are up for it and will enjoy the journey too!

**Kathleen Mands,
Chairperson**





Housing Quality And Maintenance



99.2%

of our stock met the Scottish Housing Quality Standard (SHQS) in 2018/19**

Scottish Average	*Other Landlords	Abertay in 2017/18
94.1%	96.7%	98.5%



2.0 Hours

was the average length of time we took to complete emergency repairs in 2018/19

Scottish Average	*Other Landlords	Abertay in 2017/18
3.6 Hours	4.9 Hours	2.0 Hours



6.1 Days

was the average length of time taken to complete non-emergency repairs in 2018/19

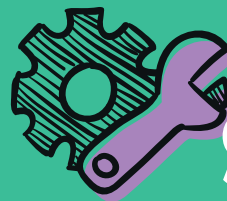
Scottish Average	*Other Landlords	Abertay in 2017/18
6.6 Days	6.0 Days	5.9 Days



88.5%

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

Scottish Average	*Other Landlords	Abertay in 2017/18
92.5%	86.3%	88.0%



92.8%

of our repairs appointments were kept

Scottish Average	*Other Landlords	Abertay in 2017/18
95.6%	92.5%	92.3%



99.0%

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

Scottish Average	*Other Landlords	Abertay in 2017/18
91.7%	91.8%	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.

Satisfaction Indicators

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

Percentage of tenants satisfied with the overall service provided by Abertay

Scottish Average	*Other Landlords	Abertay in 2018/19
90.1%	87.4%	87.2%

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

Scottish Average	*Other Landlords	Abertay in 2018/19
91.6%	92.4%	89.6%

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

Scottish Average	*Other Landlords	Abertay in 2018/19
86.5%	90.7%	78.6%

Getting Good Value from Rents and Service Charges



0.4%

of our rent was lost last year through homes being empty

Scottish Average	*Other Landlords	Abertay in 2017/18
0.9%	1.0%	0.4%



15.9 days

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

Scottish Average	*Other Landlords	Abertay in 2017/18
31.9 Days	40 Days	17.2 Days



99.4%

of the rent due from tenants was collected in the year

Scottish Average	*Other Landlords	Abertay in 2017/18
99.1%	99.1%	99.7%



Neighbourhood and Community



443

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

567 in 2017/18

88.3% of cases were resolved within locally agreed targets

Scottish Average
87.9%

*Other Landlords
77.7%

Abertay in 2017/18
92.1%

Landlord Profile

3.4%

Percentage rent increase

3% *Other Landlords - 4% in 2018/19



1

£7,704,554

Total rent due in the year

£7,309,723 in 2017/18



1,795

Total number of Abertay homes

1,742 in 2017/18

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	61.07	70.22	49.51
2 Apt	18	4	109	20	92	243	243	87.08	76.10	70.39
3 Apt	222	77	470	50	55	874	873	78.56	77.70	82.49
4 Apt	345	0	219	49	6	619	616	89.18	84.44	93.64
5 Apt+	54	0	1	0	1	56	56	115.15	93.49	101.85
Total	639	81	802	119	154	1,795	1,791	84.48		

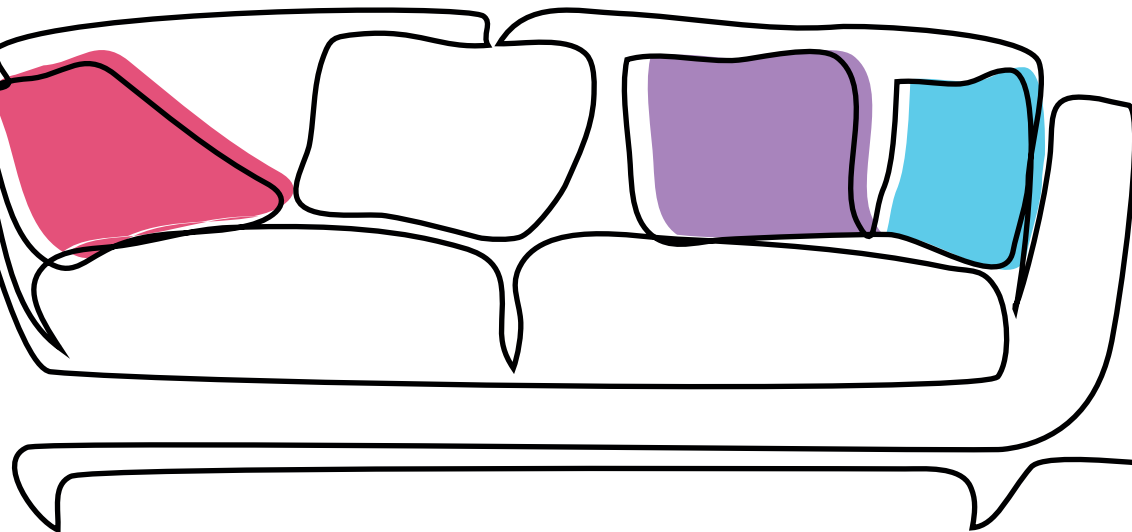
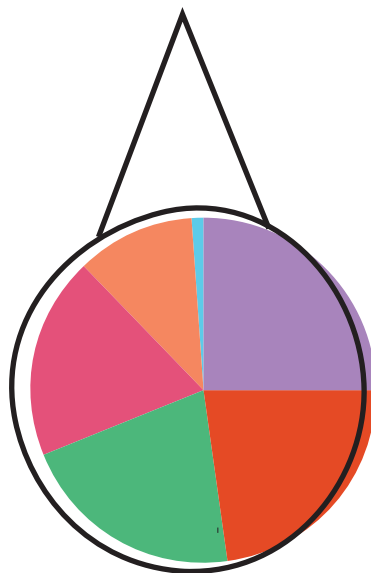
NB: The average weekly rent includes service charges, which, for Abertay, are in general higher in 2 apartment properties as this is the size of most of our supported accommodation and retirement housing.

These are the other landlords with the highest number of houses in Dundee.

Finance Report

Where every £1 of your rent went

- 25p Planned & Cyclical Maintenance
- 23p Other Maintenance
- 21p Payroll
- 19p Loan Repayments & Interest
- 11p Operating Costs
- 1p Bad Debts and Debt Collection



How We Performed

2019 2018

£000 £000

Where Abertay got its money

Tenants Rents and Service Charges	7,727	7,310
Sale of Property	273	49
Owner Occupier Charges	220	283
Bank Interest Received	2	1
Grant Income	151	103
Other	38	61

8,411 7,807

How it was spent

Staff Costs	1,537	1,486
Repairs and Maintenance	2,155	3,652
Management and Administration	2,905	3,184
Cost of Property Sales	93	8
Interest Paid	905	795

7,595 9,125

What we had left over

Surplus / (Deficit) for the period	<u>816</u>	<u>(1,318)</u>
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Our People

Committee of Management as at 31 March 2019

	Membership Category	Office
Kathleen Mands	Tenant	Chairperson
Ron Neave	Owner	Vice Chairperson
Dorothy Taylor	Owner	Secretary
Kenneth Brannan	Owner	
Denis Brown	Owner	
Vicki Cutler	Other	
Gordon Edwards	Other	
Gavin High	Other	
Paul Hocking	Other	
Rhona McLeod	Other	
Helen Reeves	Tenant	
Rebecca Wilson	Other	

Senior Management Team as at 31 March 2019

	Membership Category	Office
Ian Thomson*	Chief Executive	
Marjorie Sloan	Corporate Services Director	

*Ian Thomson retired in April 2019 and was replaced by Barry Moore in July 2019.

Solicitors

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

External Auditors

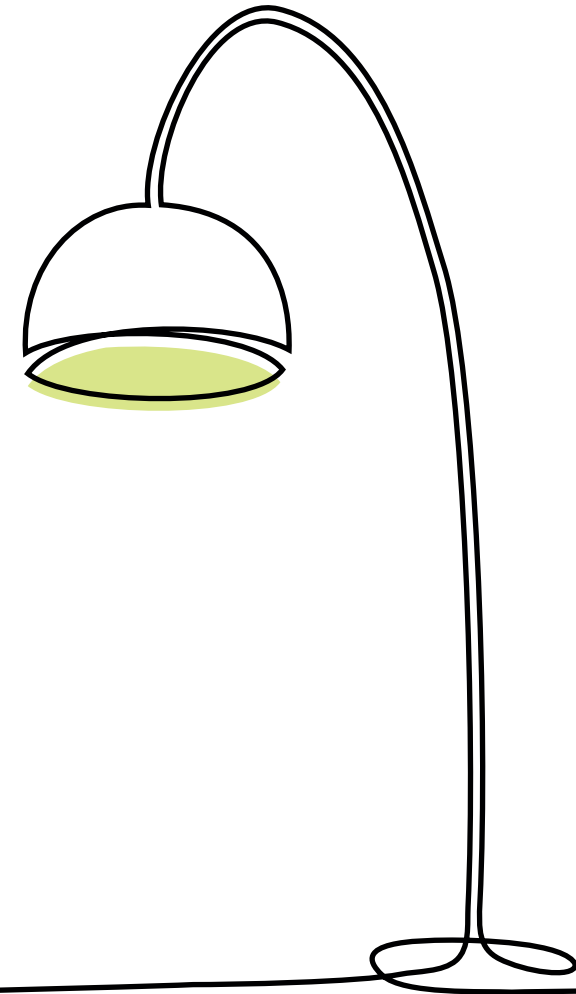
Alexander Sloan,
180 St Vincent Street,
Glasgow, G2 5SG

Bankers

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

Balance Sheet

	2019	2018
	£000	£000
What we own and what we owe		
Our Assets (what we own)		
Capital items owned		
Housing Properties	46,363	46,345
Equipment and Furnishings	169	199
	<u>49,532</u>	<u>46,544</u>
Debts owed to Abertay	538	571
Cash and Bank Balances	2,082	1,774
	<u>57,152</u>	<u>48,889</u>
Our Liabilities (what we owe)		
All money owed, excluding loans	1,506	2,179
Pension Fund Deficit	744	632
Deferred Capital Grant	15,276	15,160
Loans Outstanding	21,324	18,579
	<u>38,850</u>	<u>36,550</u>
Total Owed	<u>38,850</u>	<u>36,550</u>
Net Assets	<u>13,302</u>	<u>12,339</u>
Represented by		
Share Capital	1	1
Reserves	<u>13,301</u>	<u>12,338</u>
	<u>13,302</u>	<u>12,339</u>



Abertay Housing Association

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