



# Annual Report

2019-2020



# Welcome

**Last year I said that not only was Abertay on the right road but also going in the right direction. So true that was.**

**Abertay** has made great progress in refining the processes and protocols of how we run the Business. We have worked at strengthening our Management Committee. The Management Committee, despite some changes during the year, continues to maintain a diverse range of skills to inform our decision making.

We give the highest priority to the health and safety of the tenants and service users in their homes and staff in our office. This is monitored by Abertay throughout the year and reported quarterly to the Management Committee so that we can be confident that our homes are safe and secure places to live in. Tenants' needs also change and we have to be alert to providing homes for tenants at every stage of their life in areas where they wish to live. This may not just yet be possible for everyone but is a target for the future. We also recognise that we can't achieve the same results with some of our existing homes although they remain in desirable places to live. To that end, we aim to 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 by the end of next year we will be able to add further new, cutting edge homes to our stock, fit for life in the 21st century.

Rent affordability and achieving value for money are also two of our important priorities. Comparing ourselves with other landlords, we compare very favourably with respect to rent affordability and value for money, as we do with the quality and maintenance of our homes. We recognise that tenants sometimes face different challenges in their neighbourhoods. We will continue to resolve local issues where we can. We work faithfully to ensure that tenants feel safe and secure in their homes despite the present financial pressures on tenants particularly those on benefits and/or with children to clothe and feed.

During the year we again supported Scottish Housing Day whose aims support closely our own. We made a number of charitable donations. We made a provision of a lock-up rent free to Starter Packs, Dundee at the cost of £380.46. We also donated £100 to Dundee Foodbank and £200 to Fintry Gala Day.

Abertay has had a very good 2019/20 financial year and this is attributable to a very strong and committed Management Committee, the skilled leadership of Barry our CEO, Marjorie, our Corporate Services Director, and all the staff working so well together as a team. Once again I am very proud to say that 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.

It would be remiss of me to leave without mentioning the coronavirus pandemic. I did mention at the AGM about Covid being like a 'rock in the river'. It may change the river's course but it doesn't change the river. That 'rock in the river' will be dislodged or will wear away over time and a new kind of normality will take its place. This remains true. Our resilience, vigilance and stoicism will see us through this challenging part of our lives.

We will talk more about the coronavirus pandemic when we publish the 2020/21 Annual Report next year, however be assured Abertay will still be here, aiming to enhance the quality of life in our communities, aiming to be the best of the best.

**Kathleen Mands,**  
**Chairperson**

# Housing Quality and Maintenance

**97.3%**

of our stock met the Scottish Housing Quality Standard (SHQS) in 2019/20\*\*

Scottish Average .....	94.4%
*Other Landlords.....	97.9%
Abertay in 2018/19 .....	99.2%

**89.8%**

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

Scottish Average .....	92.4%
*Other Landlords.....	89.1%
Abertay in 2018/19 .....	88.5%

**2.2 hours**

was the average length of time we took to complete emergency repairs in 2019/20

Scottish Average .....	3.6 hours
*Other Landlords.....	5.0 hours
Abertay in 2018/19 .....	2.0 hours

**5.7 days**

was the average length of time taken to complete non-emergency repairs in 2019/20

Scottish Average .....	6.4 days
*Other Landlords .....	6.2 days
Abertay in 2018/19 .....	6.1 days

**98.9%**

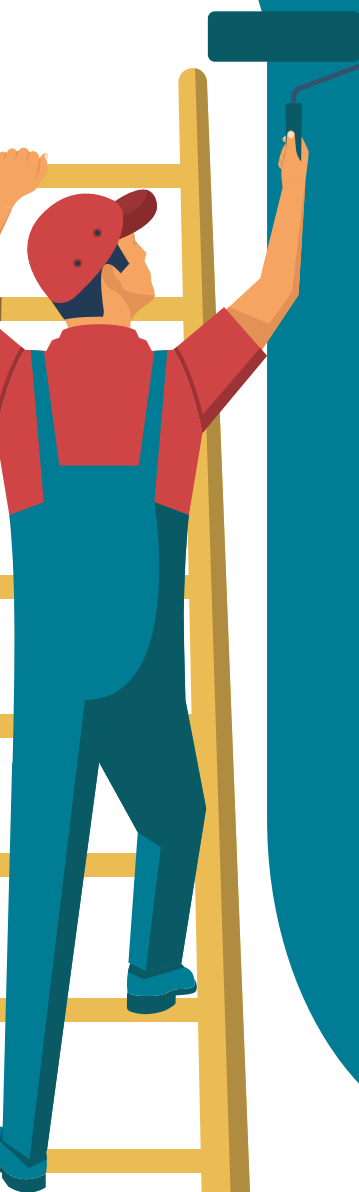
of our repairs appointments were kept

Abertay in 2018/19 .....	92.8%
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**98.7%**

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

Scottish Average .....	91.3%
*Other Landlords.....	90.7%
Abertay in 2018/19 .....	99.0%



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

\*\* 14 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 autumn 2019.

### Percentage of tenants satisfied with the overall service provided by Abertay

Scottish Average .....	89.2%
*Other Landlords.....	87.4%
Abertay in 2019/20 .....	88.4%

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

Scottish Average .....	92.0%
*Other Landlords.....	92.4%
Abertay in 2019/20 .....	83.0%

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

Scottish Average .....	87.2%
*Other Landlords.....	90.7%
Abertay in 2019/20 .....	72.6%

## Getting Good Value from Rents and Service Charges

# 0.3%

### of our rent was lost last year through homes being empty

Scottish Average .....	1.2%
*Other Landlords.....	0.9%
Abertay in 2018/19 .....	0.4%

# 15.5 days

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

Scottish Average .....	31.8 days
*Other Landlords .....	30.4 days
Abertay in 2018/19 .....	15.9 days

# 100.4%

### of the rent due from tenants was collected in the year

Scottish Average .....	99.3%
*Other Landlords.....	98.6%
Abertay in 2018/19 .....	99.4%

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



## Neighbourhood and Community

**384** (443 in 2018/19)

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

**98.4%** (96.4% in 2018/19)

**Percentage of cases resolved in the last year**



**92.7%**

**of cases were resolved within locally agreed targets**

Scottish Average ..... **94.1%**  
 \*Other Landlords..... **84.0%**  
 Abertay in 2018/19 ..... **88.3%**

## Landlord Profile

**£8,052,966**

**Total rent due in the year**  
 £7,704,554 in 2018/19

**2.5%**

**Percentage rent increase**  
 2.4% \*Other Landlords  
 3.4% in 2019/20



**1,796**

**Total number of Abertay homes**  
 1,795 in 2018/19

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

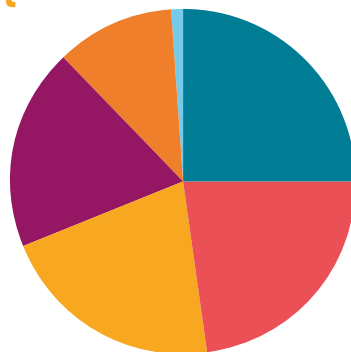
Stock by type, apartment size and rent	House	High Rise	Tenement	4 in a block	Other flat / maisonette	Total	Number of lettable units	Average weekly rent £	Scottish Average weekly rent £	Other Landlords' rent £
1 Apt	0	0	3	0	0	3	3	63.06	73.47	52.09
2 Apt	18	4	109	20	92	243	242	89.31	78.65	73.03
3 Apt	221	77	473	50	55	876	876	81.01	82.26	85.70
4 Apt	346	0	217	49	6	618	617	92.24	89.76	97.52
5 Apt+	54	0	1	0	1	56	56	119.08	98.69	106.36
<b>Total</b>	<b>639</b>	<b>81</b>	<b>803</b>	<b>119</b>	<b>154</b>	<b>1,796</b>	<b>1,794</b>	<b>87.28</b>		

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

## Where every £1 of your rent went

- 29p Planned & Cyclical Maintenance
- 24p Other Maintenance
- 19p Payroll
- 17p Loan Repayments & Interest
- 10p Operating Costs
- 1p Bad Debts and Debt Collection



**3.4%**

rent increase from  
1 April 2019

**£1.8m**

bank balance at  
31 March 2020

**2&3**

2 properties sold and  
3 properties purchased

**£0.8m**

spent on building  
new homes

**£20.86m**

bank borrowings at  
31 March 2020

**£2.27m**

spent on planned and  
cyclical maintenance to  
our existing homes

## How We Performed

**2020**

**2019**

£000

£000

### Where Abertay got its money

Tenants Rents and Service Charges	8,119	7,727
Sale of Property	142	273
Owner Occupier Charges	200	220
Bank Interest Received	5	2
Grant Income	151	151
Other	63	38
	<u>8,680</u>	<u>8,411</u>

### How it was spent

Staff Costs	1,548	1,537
Repairs and Maintenance	2,459	2,155
Management and Administration	3,111	2,905
Cost of Property Sales	36	93
Interest Paid	937	905
	<u>8,091</u>	<u>7,595</u>

### What we had left over

Surplus / (Deficit) for the period	<u>589</u>	<u>816</u>
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## Balance Sheet

	2020	2019
What we own and what we owe	£000	£000
<b>Our Assets (what we own)</b>		
Capital items owned		
Housing Properties	49,956	49,363
Equipment and Furnishings	142	169
	<u>50,098</u>	<u>49,532</u>
Debts owed to Abertay	515	538
Cash and Bank Balances	1,822	2,082
	<u>52,435</u>	<u>52,152</u>
<b>Our Liabilities (what we owe)</b>		
All money owed, excluding loans	1,353	1,506
Pension Fund Deficit	965	744
Deferred Capital Grant	15,232	15,276
Loans Outstanding	20,865	21,324
	<u>38,415</u>	<u>38,850</u>
Net Assets	<u>14,020</u>	<u>13,302</u>
<b>Represented by</b>		
Share Capital	1	1
Reserves	<u>14,019</u>	<u>13,301</u>
	<u>14,020</u>	<u>13,302</u>

## Our People

Committee of Management as at 31 March 2020



	Membership Category	Office
<b>Kathleen Mands</b>	Tenant	Chairperson
<b>Ron Neave</b>	Owner	Vice Chairperson
<b>Andrew Black</b>	Other	
<b>Kenneth Brannan</b>	Owner	
<b>Denis Brown</b>	Owner	
<b>Vicki Cutler</b>	Other	
<b>Gordon Edwards</b>	Other	
<b>Gavin High</b>	Other	
<b>Paul Hocking</b>	Other	
<b>Rhona McLeod</b>	Other	

### Senior Management Team

	Membership Category
<b>Barry Moore</b>	Chief Executive
<b>Marjorie Sloan</b>	Corporate Services Director and Secretary

### Bankers

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

### Solicitors

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

### External Auditors

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

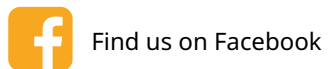


# Abertay Housing Association

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