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Annual Report

2020-2021

Welcome

Who would have thought more than eighteen months ago that we would still be experiencing the effects of this Pandemic as it lingers longer than it is welcome, influencing almost every action we take daily. Never have we had to stand still for so long and take stock of the world around us as people behaved bravely and unflinchingly to do the best for those in their care while others carried on in ignorance of the danger to themselves and the safety of others.

That 'rock in the river' that I mentioned last year is still hanging around. It is breaking up but is still leaving behind 'sludge' that will be need to be dredged away over the coming months as we reorder our lives. The future for us all is not yet clear or without issues. The great thing about human kind is that for the most part, we relish challenge and will go to meet it, take it on and enjoy the satisfaction in doing so. The signs are there that that is already happening. We are not bowing down to Covid but are acting responsibly in dealing with it.

During this time the Business Plan was held in check as we dealt with the practicalities of running a business with most of the staff working from home, and not one person furloughed, whilst at the same time ensuring that the needs of the tenants and service users were met. This has been well managed throughout this time. The Board and all staff have continued to work as a team, in everybody's best interests.

Throughout the Pandemic we have had a robust Business Continuity Plan in place which includes a robust Covid Response Plan. The strength of these Plans was confirmed by Internal Audit when we received full assurance. We have operated extremely well during this time with a blend of working practice. At different times staff were office based or working from home; at one time almost everybody was working from home. The Board meetings continued with some members in the Board room and others attending virtually. At no time did the quality of service to tenants and

service user fall short, giving assurance that we can deal with the way ahead whatever happens.

Health and Safety is one of our chief priorities. The Board is presented with a Report quarterly to ensure that we have an overview of health and safety compliance. The Report reflects on asbestos, electrics, gas, legionella and lifts. Fire safety is so fundamental to health and safety that it has its own Report. Like many other housing associations, development has been hit with not only delays due to restrictions, but also shortages of materials and workers. That said, it is important to acknowledge that great progress has been made on the Charleston site. The first houses are already let and the site is due for completion shortly; further comment will be made on this in the 2021/22 Annual Report.

It is our ambition over the next five years to increase our stock perhaps modestly but resolutely through development. We wish to do this as it will, not only bring in more rental income for Abertay and homes for the homeless but will also support the Scottish Government in its drive to build 110,000 houses as part of its Housing 2040 plan.

Due to Covid restrictions we were unable to carry out planned maintenance work for the majority of the year. We were able to resume external planned maintenance at the latter part of the year, however we were unable to carry out internal planned maintenance work throughout the whole year. Thankfully, both internal and external planned maintenance work has fully resumed this year.

We decided to support our tenants by not raising rents, which I am sure all tenants have appreciated during this difficult year. Continuity and stability of tenancies is very important to us as it is important to tenants. Life changes but we hope that you will not need to move to another tenancy to accommodate these changes.

In terms of Governance we are out of Engagement with the Regulator, having addressed all the issues that concerned them. We strengthened the skills on our Board and said hello to three new Members, Paul Crichton, an Accountant, Alan Fraser, a Solicitor, and Ian Byers a Housing Manager. They certainly have the skills that we need to make informed decisions on Abertay's future.

During the year we sought out grant money to support the community and also made donations to a number of organisations. We are greatly aware that many families, and indeed individuals, including Abertay tenants, have suffered greatly in different ways during the last year and may not have received all the support that they needed. It was important for us to support the work of others who could address that.

We were awarded a Scottish Government Grant from the Coronavirus Support Fund of £75,000. This was distributed among several local organisations. This funding supported almost 14,000 people throughout our communities. We also made contributions amounting to £1,200 to a number of Foodbanks in the city. Many families are still dependent on them to provide bags of food and in some cases, meals to survive throughout the week.

Sport is a very important part of young people's lives and we all should be trying to support it where possible. To that end we sponsored the boys' and girls' football teams at Longhaugh Primary School. Once Schools' sports begin again the team will be wearing new strips emblazoned with Abertay's logo.

I will finish with this thought – life is like a game of cards. It's not so much about the cards you're holding but how you play with the cards that you've been dealt. We have played them exceptionally well.

Kath Mands, Chair



Housing Quality and Maintenance



91.0%

of our stock met the Scottish Housing Quality Standard (SHQS) in 2020/21**

Scottish Average	91.0%
*Other Landlords.....	93.3%
Abertay in 2019/20	97.3%

2.8 hours

was the average length of time we took to complete emergency repairs in 2020/21

Scottish Average	4.2 hours
*Other Landlords.....	3.9 hours
Abertay in 2019/20	2.2 hours

97.5%

of our repairs appointments were kept

Abertay in 2019/20	98.9%
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93.4%

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

Scottish Average	91.5%
*Other Landlords.....	84.1%
Abertay in 2019/20	89.8%

8.2 days

was the average length of time taken to complete non-emergency repairs in 2020/21***

Scottish Average	6.7 days
*Other Landlords	9.8 days
Abertay in 2019/20	5.7 days

99.4%

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

Scottish Average	90.1%
*Other Landlords.....	89.7%
Abertay in 2019/20	98.7%



* 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.

** 13 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.

130 Properties are now classified as exempt from SHQS as they do not meet the energy efficiency standards, but the cost to sort this is deemed excessive.

***Non-emergency repairs took longer than normal due to Covid-19 restrictions.

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	89.0%
*Other Landlords.....	82.0%
Abertay in 2020/21	88.4%

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

Scottish Average	91.7%
*Other Landlords.....	88.4%
Abertay in 2020/21	83.0%

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

Scottish Average	86.0%
*Other Landlords.....	84.6%
Abertay in 2020/21	72.6%



Getting Good Value from Rents and Service Charges

0.7%

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

Scottish Average	1.4%
*Other Landlords.....	1.3%
Abertay in 2019/20	0.3%

**Properties were empty for longer during the year as for part of the year Covid-19 restrictions prevented us from carrying out works to relet.

99.5%

of the rent due from tenants was collected in the year

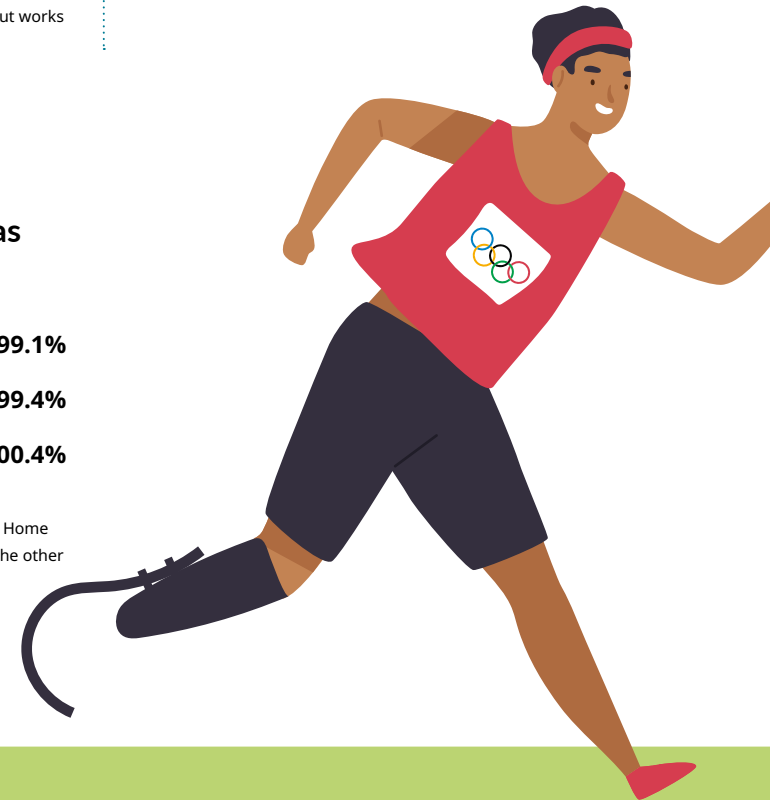
Scottish Average	99.1%
*Other Landlords.....	99.4%
Abertay in 2019/20	100.4%

*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.

38.6 days

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

Scottish Average	56.3 days
*Other Landlords	59.3 days
Abertay in 2019/20	15.5 days



Neighbourhood and Community

358 (384 in 2019/20)

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

91.3% (92.7% in 2019/20)

of cases were resolved within locally agreed targets

95.0% (98.4% in 2019/20)

Percentage of cases resolved in the last year

Scottish Average 94.4%

*Other Landlords..... 86.6%

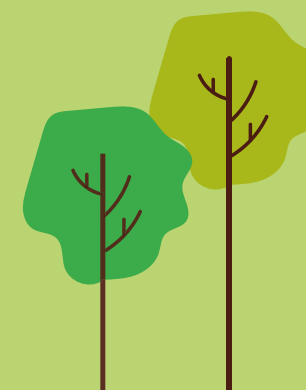
Landlord Profile

£8,278,405

Total rent due in the year
£8,052,966 in 2019/20

0.0%

Percentage rent increase
1.3% *Other Landlords
2.5% in 2020/21



1,808

Total number of Abertay homes
1,796 in 2019/20

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

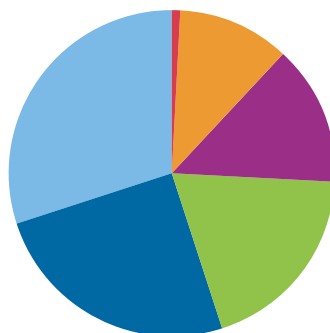
Stock by type, apartment size and rent	House	High Rise	Tenement	4 in a block	Other flat / maisonette	Total	Number of lettable units	Average weekly rent £	Scottish Average weekly rent £	Other Landlords' rent £
1 Apt	0	0	3	0	0	3	3	64.65	73.61	57.14
2 Apt	18	4	108	20	99	249	249	90.84	79.48	74.74
3 Apt	221	77	472	50	61	881	881	83.02	82.60	87.80
4 Apt	348	0	216	49	6	619	618	94.53	89.81	99.57
5 Apt+	54	0	1	0	1	56	56	121.98	99.97	108.88
Total	641	81	800	119	167	1,808	1,807	89.21		

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

- 14p Planned & Cyclical Maintenance
- 25p Other Maintenance
- 19p Payroll
- 30p Loan Repayments & Interest
- 11p Operating Costs
- 1p Bad Debts and Debt Collection



2.5%
rent increase from
1 April 2020

3
properties sold

£19.49m
bank borrowings at
31 March 2021

£2.5m
bank balance at
31 March 2021

£3.6m
spent on building
new homes

£1.2m
spent on planned and
cyclical maintenance to
our existing homes



How We Performed

2021 **2020**

£000 £000

Where Abertay got its money

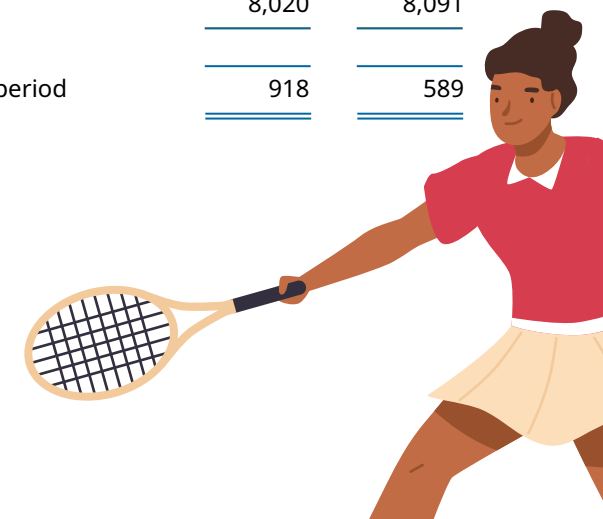
Tenants Rents and Service Charges	8,294	8,119
Sale of Property	174	142
Owner Occupier Charges	207	200
Bank Interest Received	1	5
Grant Income	192	151
Other	70	63
	<u>8,938</u>	<u>8,680</u>

How it was spent

Staff Costs	1,581	1,548
Repairs and Maintenance	2,390	2,459
Management and Administration	3,125	3,111
Cost of Property Sales	55	36
Interest Paid	869	937
	<u>8,020</u>	<u>8,091</u>

What we had left over

Surplus / (Deficit) for the period	<u>918</u>	<u>589</u>
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Balance Sheet

	2021	2020
What we own and what we owe	£000	£000
Our Assets (what we own)		
Capital items owned		
Housing Properties	52,301	49,956
Equipment and Furnishings	137	142
	<u>52,438</u>	<u>50,098</u>
Debts owed to Abertay	882	515
Cash and Bank Balances	2,481	1,822
	<u>55,801</u>	<u>52,435</u>
Our Liabilities (what we owe)		
All money owed, excluding loans	2,266	1,353
Pension Fund Deficit	719	965
Deferred Capital Grant	18,134	15,232
Loans Outstanding	19,280	20,865
	<u>40,399</u>	<u>38,415</u>
Net Assets	<u>15,402</u>	<u>14,020</u>
Represented by		
Share Capital	1	1
Reserves	<u>15,401</u>	<u>14,019</u>
	<u>15,402</u>	<u>14,020</u>

Our People

Committee of Management as at 31 March 2021

	Membership Category	Office
Kathleen Mands	Tenant	Chairperson
Ron Neave	Owner	Vice Chairperson
Andrew Black	Other	
Denis Brown	Owner	
Ian Byers	Other	
Vicki Cutler	Other	
Paul Crichton	Other	
Gordon Edwards	Other	
Alan Fraser	Other	
Paul Hocking	Other	
Nile Istephan	Other	
Rhona McLeod	Other	

Senior Management Team

	Membership Category
Barry Moore	Chief Executive
Marjorie Sloan	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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