

Building for the Future



Annual Report

2021-2022



Welcome

It is good to reflect on another very successful year for Abertay Housing Association. As the restrictions of the last few years have receded we have returned to a relatively normal way of life.

The past year has been one of success and growth, maintaining our high standards of service and providing an excellent working environment for staff. The Board had difficult decisions to make in challenging economic conditions. I believe we made the right decisions to ensure the viability of Abertay. We have to accept that we might not progress in the ways that we want but recognise that these are challenging times. There will be tough decisions to take, but I believe we have the range of skills on the Board to address all issues.

The office is once again open to the public. This has been welcomed by those who like to meet staff face to face and it brings a sense of stability. The Internal Management Plan covered all aspects of Abertay's operations. It is a comprehensive document - an action plan and like many plans is subject to change. Despite increasing labour and material costs, Abertay has delivered. During the year seven internal Audits were carried out, and all received Full Assurance, giving the Board reassurance in these areas.

Our KPIs record how well we have done in meeting our targets. The effects of Covid have had a detrimental effect on the KPI's. However, they have improved throughout 2021/22. The Staff are committed to improving performance to achieve these targets, to achieve greater success for Abertay.

Income for many will still be difficult but tenants have continued to pay their rent, supported in some part the staff at Abertay by assisting them to obtain the benefits they are entitled to and much more. This will be needed more than ever with more people finding themselves in difficult financial situations. Rent affordability and health and safety remain two of the most important issues for Abertay. These are regularly monitored by the Board through the Risk Management Framework and quarterly reports.

Our Development at Charleston is complete and was opened by Shona Robison, MSP and Cabinet Secretary for Social Justice, Housing and Local Government. Houses were being handed over to Abertay one day, with tenants being given keys by the next day. We are supportive of the Scottish Government's Housing to 2040 initiative, and its aim to build 110k homes. This is necessary to address the acute affordable housing shortage in Dundee and indeed Scotland. Development costs are increasing and require good financial management. We are still keen to develop even if it is on a smaller scale. The need for affordable new homes is not going away.

Development also gives the opportunity to address Net Zero targets. There will be an opportunity to try heat pumps and/or hydrogen gas. We are still at the early stages and it may be inhibited by current energy difficulties but needs to be tackled.

We received additional grant money for developments at Finavon Street and Charleston, and thanked Dundee City Council and the Scottish Government for this. We also received additional grant

from Scottish Government to allow us to carry out adaptations to our properties to address tenants' mobility needs.

Abertay aims to enhance the quality of life in our communities. This is achieved by supporting our tenants, and by our wider role in supporting community initiatives, for example our work with One Parent Families Scotland and Longhaugh Primary School.

In conclusion, Abertay has had a very successful year in spite of prevailing conditions. The Board and Staff, with excellent leadership provided by Barry Moore, have the knowledge and expertise to take us through the challenges next year and beyond. Nobody is going to be exempt from what lies ahead but we will all deal with it and come through it even if it takes some time to do so. Abertay will be there to support tenants and service users in finding ways to mitigate the effects of what lies ahead. There are tremendous challenges of inflation and energy costs this winter which require Government support. All the potential costs can't be sustained by the majority of the population. The costs of doing nothing will be far greater on family life and the NHS in the next few years.

Following the AGM in September 2022, I passed on the baton to a new Chair, Ron Neave, who has a strong corporate knowledge of our business. He will lead us forward, through a challenging future. He will lead us on the next part of the journey which I know he will excel at doing. Abertay succeeds because we work together as one team to deliver for tenants and service users alike.

Kath Mands, Chair

83.2%

of our stock met the Scottish Housing Quality Standard (SHQS) in 2021/22**

Scottish Average.....	74.6%
*Other Landlords.....	79.4%
Abertay in 2020/21.....	91.0%

5.0 hours

was the average length of time we took to complete emergency repairs in 2021/22

Scottish Average.....	4.2 hours
*Other Landlords.....	4.5 hours
Abertay in 2020/21.....	2.8 hours

98.7%

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

Scottish Average.....	88.0%
*Other Landlords.....	83.0%
Abertay in 2020/21.....	99.4%

Housing Quality and Maintenance

92.1%

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

Scottish Average.....	88.3%
*Other Landlords.....	82.6%
Abertay in 2020/21.....	93.4%

9.3 days

was the average length of time taken to complete non-emergency repairs in 2021/22***

Scottish Average.....	8.9 days
*Other Landlords.....	11.5 days
Abertay in 2020/21.....	8.2 days

99.0%

of our repairs appointments were kept

Abertay in 2020/21.....	97.5%
-------------------------	-------

* 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.

** 10 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.

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

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

185 Properties did not meet SHQS as their electrical certificate was over 5 years old..



Getting good value from rents and service charges indicators

25.3 days

Average length of time taken to relet properties in the last year

Scottish Average.....	51.6 Days
Other Landlords*.....	55.2 Days
Abertay in 2020/21.....	38.6 Days

0.6%

Percentage of rent lost through properties being empty in the last year**

Scottish Average.....	1.4%
Other Landlords*.....	1.3%
Abertay in 2020/21.....	0.7%

99.6%

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

Scottish Average.....	99.3%
Other Landlords*.....	99.1%
Abertay in 2020/21.....	99.5%

Neighbourhood and Community Indicators

406

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

Abertay in 2020/21.....	358
-------------------------	-----

92.6%

Percentage of cases resolved within locally agreed targets in the last year

Abertay in 2020/21.....	91.3%
-------------------------	-------

98%

Percentage of cases resolved in the last year

Scottish Average.....	94.7%
Other Landlords*.....	87.1%
Abertay in 2020/21.....	95%

Landlord Profile Indicators

3.6%

Average weekly rent increase 2022/23

Abertay in 2021	0.0%
Other Landlords	3.0%

1847

Total number of abertay homes.

Abertay in 2020/21.....	1808
-------------------------	------

£8,355,936

Total rent due in the year

Abertay in 2020/21.....	£8,278,405
-------------------------	------------

* 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.

** 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.

Satisfaction Indicators

Percentage of tenants satisfied with the overall service provided by Abertay

Abertay.....88.4%
 Scottish Average.....87.7%
 Other Landlords*81.0%

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

Abertay.....83%
 Scottish Average.....91.2%
 Other Landlords*84.8%

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

Abertay.....72.6%
 Scottish Average.....86.8%
 Other Landlords*78.1%

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

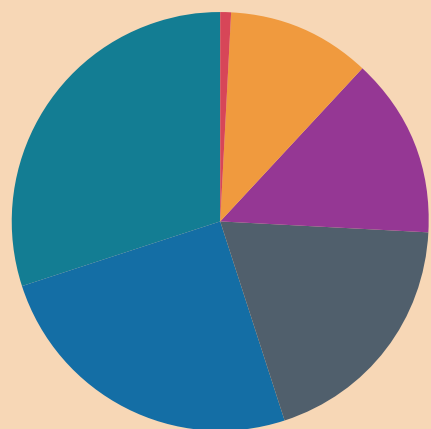
Stock by type, apartment size and rent	House	High Rise	Tenement	4 in a Block	Other Flat/ Maisonette	Total	Number of Lettable units	Average Weekly Rent £	Scottish Average Weekly Rent £	Other Landlords Rent £
1 APT	0	0	3	0	0	3	3	64.76	75.95	62.00
2 APT	18	4	108	20	99	249	249	88.65	81.32	78.86
3 APT	228	77	469	56	61	891	890	83.48	84.18	90.21
4 APT	372	0	215	55	6	648	647	94.69	91.48	101.76
5 APT+	54	0	1	0	1	56	56	121.97	100.74	111.03
Total	672	81	796	131	167	1,847	1,845	89.25		

* 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.

**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.



Summary of Annual Financial Statements



Where Every £1 of Your Rent Went

- Other Maintenance 28p
- Payroll..... 23p
- Planned and Cyclical Maintenance 22p
- Loan Repayments and Interest 16p
- Operating Costs 10p
- Bad Debts and Debt Collection.....0p

£1.8M

Spent on planned & cyclical maintenance to existing homes

£19.97M

Bank borrowing at 31 March 2022

£2.7M

Spent on building new homes.

0.0%

Rent increase from 1st April 2021

£1.4M

Bank balance 31st March 2022

4

Properties sold



How We Performed

2022 **2021**
£000 £000

Where Abertay got its money

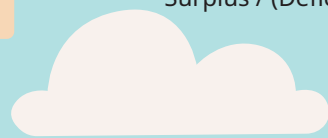
Tenants Rents and Service Charges	8,385	8,294
Sale of Property	285	174
Owner Occupier Charges	252	207
Bank Interest Received	1	1
Grant Income	113	192
Other	35	70
	<u>9,071</u>	<u>8,938</u>

How it was spent

Staff Costs	1,899	1,581
Repairs and Maintenance	2,673	2,390
Management and Administration	2,875	3,125
Cost of Property Sales	54	55
Interest Paid	867	869
	<u>8,368</u>	<u>8,020</u>

What we had left over

Surplus / (Deficit) for the period	<u>703</u>	<u>918</u>
------------------------------------	------------	------------



Balance Sheet

What we own and what we owe

2022 **2021**
£000 £000

Our Assets (what we own)

Capital items owned		
Housing Properties	54,062	52,301
Equipment and Furnishings	111	137
	<u>54,173</u>	<u>52,438</u>
Debts owed to Abertay	853	882
Cash and Bank Balances	1,383	2,481
Total Owned	<u>56,409</u>	<u>55,801</u>

Our Liabilities (what we owe)

All money owed, excluding loans	1,422	2,266
Pension Fund Deficit	304	719
Deferred Capital Grant	18,034	18,134
Loans Outstanding	19,767	19,280
Total Owed	<u>39,527</u>	<u>40,399</u>

Net Assets	<u>16,882</u>	<u>15,402</u>
Represented by		
Share Capital	1	1
Reserves	<u>16,881</u>	<u>15,401</u>
	<u>16,882</u>	<u>15,402</u>

Our People Committee of Management as at 31 March 2022

	Membership Category	Office
Kathleen Mands	Tenant	Chair
Ron Neave	Owner	Vice Chair
Andrew Black	Other	
Denis Brown	Owner	
Ian Byers	Other	
Paul Crichton	Other	
Vicki Culter	Other	
Alan Fraser	Other	
Teresa Robertson	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

147 Fintry Drive, Dundee, DD4 9HE

Tel: 01382 903545

Web: www.abertayha.co.uk



Find us on Facebook

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

