



2022 - 2023

# Annual Report

# Chair's Introduction

Having taken up the role of Chair in September 2022, I am pleased to provide my introduction to this year's Annual Report on what has been another successful year for Abertay Housing Association. The word 'unprecedented' seems to have become one of the most used of late, but reflecting on local, national, and international events as well as global weather events, over the past year, the challenges that we have and are continuing to face cannot be underestimated.

The Association has a number of key strategies and objectives which we work hard to meet year on year. This could not be done without a strong Board, excellent leadership provided by Barry Moore, Chief Executive, and knowledgeable and committed staff.

The interests of our tenants and other members of the community continue to be a key objective. We also have an overriding objective to remain financially viable in the long-term future and having a 30-year financial forecast gives us the confidence that the Association can afford to maintain and improve its housing stock. We are committed to the requirements of all known future quality standards and targets, where feasible, such as the Energy, Efficiency Standard for Social Housing and Net Zero.

We also aim to keep rents affordable for tenants without risking the Association's viability or our ability to maintain our housing stock to a good standard. This can only be done with stability and predictability year on year, and we favour steady rent increases each year. Rents will also be maintained at levels which are reasonably in line with other social landlords to ensure we remain competitive.

The Association aims to deliver excellent customer service focused on value for money services in all core areas. By letting homes which are in good condition to those that are in greatest need we aim to assist our tenants to maintain their tenancies. The Association will do this through

proactive, sensitive, and effective action to help tenants who may have fallen into rent arrears. Tenants are encouraged to engage with our Income Team who offer assistance, advice, and support. We also help to deal effectively with neighbourhood problems, and provide a good quality, cost-effective repair service to maintain the neighbourhood to a good standard.

The Board, supported by the Management Team and staff, ensure all statutory returns are submitted on time and that both internal and external audits are carried out in a timely manner too. You will see from the figures quoted in the Report that the Association is performing extremely well against its peers and the Scottish average.

The Association's Mission Statement is 'Abertay aims to enhance the quality of life in our communities'. This is not only achieved by supporting our tenants and owners, but also by our role in supporting the wider community initiatives, including our work with One Parent Families Scotland and our sponsorship support to Longhaugh Primary School.

In conclusion, the Association has had a very successful year. I would like to thank my fellow Board Members, the Management Team and staff for their continued hard work in delivering an ambitious Business Plan in very challenging times. We will continue to work extremely hard to provide the best service for our tenants and service users.

**Ron Neave | Chair**

# Housing Quality & Maintenance

## 92.2%

### Percentage of our stock meeting the Scottish Housing Quality Standard (SHQS)

2022/23.....	<b>92.2%</b>
2021/22.....	<b>83.2%</b>
Scottish Average .....	<b>79.0%</b>
Other Landlords.....	<b>88.1%</b>

## 2.6 hours

### Average length of time taken to complete emergency repairs

2022/23.....	<b>2.6 hours</b>
2021/22.....	<b>5.0 hours</b>
Scottish Average .....	<b>4.2 hours</b>
Other Landlords.....	<b>4.2 hours</b>

## 98.2%

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

2022/23.....	<b>98.2%</b>
2021/22.....	<b>92.1%</b>
Scottish Average .....	<b>88.3%</b>
Other Landlords.....	<b>83.4%</b>

## 98.9%

### Percentage of tenants who have had repairs and maintenance carried out in the last 12 months satisfied with the service

2022/23.....	<b>98.9%</b>
2021/22.....	<b>98.7%</b>
Scottish Average .....	<b>88.0%</b>
Other Landlords.....	<b>86.2%</b>

## 98.5%


### The percentage of repairs appointments kept

2022/23.....	<b>98.5%</b>
2021/22.....	<b>99.0%</b>

## 7.9 days

### Average length of time taken to complete non-emergency repairs

2022/23.....	<b>7.9 days</b>
2021/22.....	<b>9.3 days</b>
Scottish Average .....	<b>8.7 days</b>
Other Landlords.....	<b>11.4 days</b>

 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.

## Comments

- ◆ 8 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.
- ◆ 115 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.
- ◆ 21 properties did not meet SHQS as their electrical certificate was over 5 years old.





# Getting Good Value from Rents and Service Charges

	2022/23	2021/22	Scottish Average	Other Landlords
Average length of time taken to relet properties in the last year	27.2 days	25.3 days	55.6 days	54.4 days
Percentage of rent lost through properties being empty in the last year	0.5%	0.6%	1.4%	1.2%
Rent collected from tenants as a % of total rent due in the reporting year	100.7%	99.6%	99.0%	99.4%



## Satisfaction

Abertay's satisfaction figures come from a survey of all tenants carried out in Winter 2023.


	Abertay	Scottish Average	Other Landlords
Percentage of tenants satisfied with the overall service provided by Abertay	86.6%	86.7%	80.9%
Percentage of tenants who felt that Abertay was good at keeping them informed about services and decisions	79.4%	89.7%	85.2%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	70.8%	85.9%	79.9%




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.


Landlord Profile		
	2022/23	2021/22
Total number of Abertay homes	1,849	1,847
Total rent due in the year	£8,797,580	£8,355,936
	2023/24	2022/23
Percentage average weekly rent increase	7.0%	3.6%

Neighbourhood and Community				
	2022/23	2021/22	Scottish Average	Other Landlords
Number of cases of anti-social behaviour reported in the last year	337	406	-	-
Percentage of cases resolved within locally agreed targets in the last year	94.7%	92.6%	-	-
Percentage of cases resolved in the last year	97.9%	98.0%	94.2%	85.0%

 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.

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	67.97	78.26	67.06
2 Apt	18	4	109	20	99	250	250	91.62	83.46	80.63
3 Apt	228	77	468	56	61	890	890	86.11	86.28	92.21
4 Apt	372	0	217	55	6	650	649	98.09	93.96	104.53
5 Apt+	54	0	1	0	1	56	56	126.29	103.72	113.84
Total	672	81	798	131	167	1,849	1,848	92.25		

 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.

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# Summary of Annual Financial Statements

How we performed	2023	2022
Where Abertay got its Money	£000	£000
Tenants Rents and Service Charges	8,827	8,385
Sale of Property	68	285
Owner Occupier Charges	247	252
Bank Interest Received	18	1
Grant Income	141	113
Other	101	35
	<b>9,402</b>	<b>9,071</b>

How it was Spent	2023	2022
Staff Costs	1,753	1,899
Repairs and Maintenance	2,770	2,673
Management and Administration	3,391	2,875
Cost of Property Sales	10	54
Interest Paid	861	867
	<b>8,785</b>	<b>8,368</b>

What we had Left over	2023	2022
Surplus / (Deficit) for the year	617	703

Balance Sheet	2023	2022
What we own and what we owe	£000	£000

Our Assets (what we own)	2023	2022
Capital items owned		
Housing Properties	53,892	54,062
Equipment and Furnishings	124	111
	<b>54,016</b>	<b>54,173</b>
Debts owed to Abertay	682	853
Cash and Bank Balances	1,714	1,383
<b>Total Owned</b>	<b>56,412</b>	<b>56,409</b>

Our Liabilities (what we owe)	2023	2022
All money owed, excluding loans	1,356	1,422
Pension Fund Deficit	-	304
Deferred Capital Grant	17,716	18,034
Loans Outstanding	19,230	19,767
<b>Total Owed</b>	<b>38,302</b>	<b>39,527</b>
<b>Net Assets</b>	<b>18,110</b>	<b>16,882</b>

Represented by	2023	2022
Share Capital	1	1
Reserves	18,109	16,881
	<b>18,110</b>	<b>16,882</b>

# Finance Report

Where every  
£1 of your rent went

- ◆ 24<sup>p</sup> **Planned & Cyclical Maintenance**
- ◆ 29<sup>p</sup> **Other Maintenance**
- ◆ 20<sup>p</sup> **Payroll**
- ◆ 16<sup>p</sup> **Loan repayments & Interest**
- ◆ 10<sup>p</sup> **Operating Costs**
- ◆ 1<sup>p</sup> **Bad Debts & Debt Collection**



3.6%

Rent Increase from  
1 April 2022

£19.42m

Bank borrowings at 31 March 2023

1

Property Sold

£1.7m

Bank balance at 31 March 2023

3

Properties purchased

£2.2m

Spent on planned and cyclical  
maintenance to our existing homes

## Our People

### Committee of Management as at 31 March 2023

Ron Neave	Owner	Chair
Kathleen Mands	Tenant	Vice Chair
Kevin Braidwood	Other	
Denis Brown	Owner	
Ian Byers	Other	
Paul Crichton	Other	
Vicki Cutler	Other	
Alan Fraser	Other	
Darren Keddie	Other	

### Senior Management Team

Barry Moore	Chief Executive
Marjorie Sloan	Corporate Services Director and Secretary

### 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

### Bankers

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

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**Web:** [www.abertayha.co.uk](http://www.abertayha.co.uk)



Abertay Housing Association Ltd is a registered Scottish Charity No. SC030152 and Registered Society No. 2517 R(S)



# Abertay Housing Association

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