

## Annual General Meeting

You are invited to attend the AGM on 8th September at 7.00 pm. This will be held in the Ramada Jarvis Hotel, Dalblair Road Ayr.

## Agenda

- To approve the Minutes of the 2003 AGM
- Results of the postal ballots for the election of Community and Tenant Board Members
- To receive the Audited Accounts and the Board's report for the period 16 April 2003 to 31 March 2004
- To re-appoint Armstrongs as auditors

You may appoint someone else (a proxy) to represent you at the AGM. If you would like to do this please contact the office for a form or go to [www.ayrshirehousing.org.uk](http://www.ayrshirehousing.org.uk)

## Elections to the Board

The Board consists of five people elected from the community members and five from the tenants as well as five individuals appointed by South Ayrshire Council. Each year a proportion of the first two categories retire. This year seven candidates have put themselves forward for two community vacancies and seven candidates for three tenant places.

With this newsletter, you should have received a ballot paper and return envelope for your constituency (community or tenant) together with details of the candidates. If you hold a joint tenancy, each tenant receives an individual ballot paper and prepaid envelope.

## A Busy "First" Year

The twelve months since the transfer of engagements from Carrick Housing Association to South Ayrshire Homes have been extremely busy.

Highlights include the completion of 80 houses at Ballantrae, Maybole and Dalmling, Ayr. We received a number of high profile awards for the quality of our developments including a prestigious Saltire Society Housing Design Award for our houses at Earl Rise, Dundonald.

The Board and its employees have worked hard to integrate service delivery to all our tenants. For example, we have given each of our Housing and Maintenance Officers a specific patch in which they can work with tenants to maintain high standards in our estates.

An attractive Tenants Handbook has been issued to all our tenants. This gives details of our services, useful tips and outlines opportunities for involvement. Our redesigned website provides update information on Ayrshire Housing in formats accessible to people with visual impairments.



Ballantrae



Maybole



Dundonald



Dalmling

## Housing Management

Over the year, 115 households were accommodated from our waiting list or through nominations by SAC. The list however continues to grow at a pace which outstrips supply. We are working with South Ayrshire Council to improve the quality of information on housing options available to applicants.

On 1 April 2004, rents increased by 3.8%. This is in accordance with the rent guarantee to our tenants. Over the next few months, we hope to make paying rent more convenient by increasing the range of places that it can be paid.

We measure our performance against national benchmarks. Some of the key measures are as follows:

	Ayrshire Housing	National Benchmark
Av re-let time	23	24
Arrears/total rent	3.7%	2.3%
Voids/total rent	0.5%	0.6%

The current arrears position is disappointing and improving this is a major priority.

Our Housing Officers working closely with tenants to encourage the formation of estate forums. We carried out quarterly customer satisfaction sample surveys and we intend to extend this approach further over the next few months.

Over the year, we received two complaints which were the subject of appeal to the Board. In both cases, the complaints were at least in part upheld and financial compensation awarded. There was one referral by a tenant to the Scottish Public Services Ombudsman which was not upheld. The majority of complaints were however resolved informally through discussion with our staff.

## Housing Maintenance

Over the Year, over two thousand repairs were carried out. Virtually all of these were carried out within the required time limits.

Central heating and kitchen refurbishment contracts were let for 72 houses at Dundonald and Forehill, Ayr.

We are commissioning a major survey of our stock to help us plan for the maintenance of the stock in the long-term.

## Ayrshire Initiatives Ltd

This company is a wholly owned subsidiary of Ayrshire Housing. It manages a very successful project providing support to people in their own homes. In addition, it has developed a training programme to help people to develop careers in construction. This is a welcome spin-off from Ayrshire Housing's building programme.

## Financial Position

A copy of the 2003-2004 accounts will be available at [www.ayrshirehousing.org.uk](http://www.ayrshirehousing.org.uk) before the AGM. Alternatively, a paper copy can be obtained by phoning **01292 880 120**.

Ayrshire Housing's financial position is a strong one. The annual turnover is now over £2.5 million and reserves stand at £6.2m. With the continued development programme, the value of our houses has grown by £5m.

We monitor performance to ensure that our overheads are reasonable compared with other associations and represents value for money to our tenants.

	Ayrshire Housing	National Benchmark
Management costs/	23.1%	25%
Rental income		
Admin costs/unit	£526	£600

## Openness

Members and the general public are welcome to attend Board meetings and to have access to Board papers subject to certain confidentiality restrictions.

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