

MEMBERS REPORT AUGUST 2010

Annual General Meeting

You are invited to attend the AGM on Wednesday 15th September at 7.00 pm. It will be held in the Horizon Hotel, Esplanade, Ayr.

Agenda

- To approve the Minutes of the 2009 AGM
- Results of the Board Elections – Community Category
- To receive the Audited Accounts and the Board's report for the year to 31 March 2010
- 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.

The Board consists of five tenant members, five community members as well as five representatives appointed by South Ayrshire Council, including Councillors. Each year a number of the tenant and community members retire from the Board who are then eligible for re-election. This year, there are two places in the community section and three in the tenant section. Seven candidates have put themselves forward for the two community places. A postal ballot is to be held. There is no need though for a ballot in the tenant category as the number of candidates equals the available places.

At the AGM, the members will be asked to confirm the appointment of the following to the Board:

Tenants: Nancy Cassidy (re-election), Gordon McIntosh and Karen MacIsaac

The results of the community election will be announced at the AGM.

Highlights of 2009/10

September 2009 saw the opening of 7 family houses in Torcy Way, Girvan.

Paul Torrance and Pearl Boyd, respectively Ayrshire Housing's Chair and Vice-chair, handed a delighted Stephen and Caroline Fox the keys to their new home.

The six 2 bedroom and one 3 bedroom houses were built by Maybole contractor J D Thomson and designed by Ayr based Lawrence McPherson Associates.

The Observer Court project was facilitated by Scottish Churches Housing Action and produced 10 new houses for affordable rent, alongside a major extension to Kingcase Church's existing hall. Both schemes were designed by Ayr architects ARPL.

At a dedication service to mark the formal reopening of the hall, the Reverend David Watson thanked Ayrshire Housing for its work in facilitating this complex project.

Ayrshire Housing held community open days to celebrate the completion of the final two phases in its £13 million redevelopment of three streets in Ayr's Lochside neighbourhood. This followed on from the completion of the initial phase in March 2009.

The overall development provides 100 new houses for rent. The scheme was designed by ARPL architects of Ayr and built by Prestwick based, Ashleigh (Scotland) Ltd.



Torcy Way, Girvan



Observer Court, Prestwick



Lochside, Ayr

ALLOCATIONS

During 2009-10, the association re-let 172 properties. These included 82 temporary lets using accommodation we provide for homeless persons and for women who are victims of domestic abuse. In addition to providing temporary accommodation, the association also assisted South Ayrshire Council's response to homelessness by accommodating a significant number of homeless households in permanent housing. These households were referred to the association by South Ayrshire Council through a statutory referral process.

In all, 132 homeless households were accommodated in either permanent or temporary housing by the association during 2009-10.

The association's performance in re-letting houses during the last year was very good with 74% of vacant properties being let within two weeks, compared to 75% last year. This figure increases to 93% let within four weeks, compared to 99% last year.

Our average re-let time for vacant properties in 2009-10 was 12 days.



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REPAIRS

We have carried out almost 5000 repairs over the past year. The vast majority were carried out on time and to our tenants' satisfaction. Working with our contractors, we seek regular feedback from our tenants to ensure that the quality of the service is maintained and indeed enhanced.

We ensured that our statutory responsibilities to service gas installations were honoured in 100% of our houses over the year.

The Partnerships we entered into covering landscape maintenance, gas servicing and reactive repairs are now well established. We hope that these are delivering the benefits for our tenants that we envisaged when establishing these arrangements. These contracts are all closely monitored by the association to ensure that they provide our tenants with the value for money and quality that is expected.

PLANNED MAINTENANCE

The association has in place a fully funded investment plan which is reviewed annually. This plan provides the financial structure for the maintenance and improvement of our housing stock for the next thirty years.

Over the past year we have completed the following external painter works;

- Springfield Road, Tarbolton
- Croft Street, Tarbolton
- Coylton
- Baird Road, Monkton
- Fulshaw Place, Ayr
- George Place, Ayr
- Oswald Court, Kirkoswald
- Non-scheme properties

New windows and doors have been fitted at Mossblown.

All this work contributes to ensuring that our commitment to providing tenants with accommodation of a high standard of maintenance and repair is achieved. It also addresses our obligation to ensure that our houses meet the Scottish Housing Quality Standard.

A copy of the 2009-10 Annual Accounts is available at www.ayrshirehousing.org.uk. Alternatively, a paper copy can be obtained by phoning Sharon Ritchie on 01292 880120. Ayrshire Housing's financial position is a strong one. The annual turnover is over £4.4M and reserves stand at £14M. Through our continued development programme almost £9M has been added to the asset base.

We regularly monitor our performance and can report the following financial performance indicators:

AYRSHIRE HOUSING

FINANCIAL PERFORMANCE INDICATORS

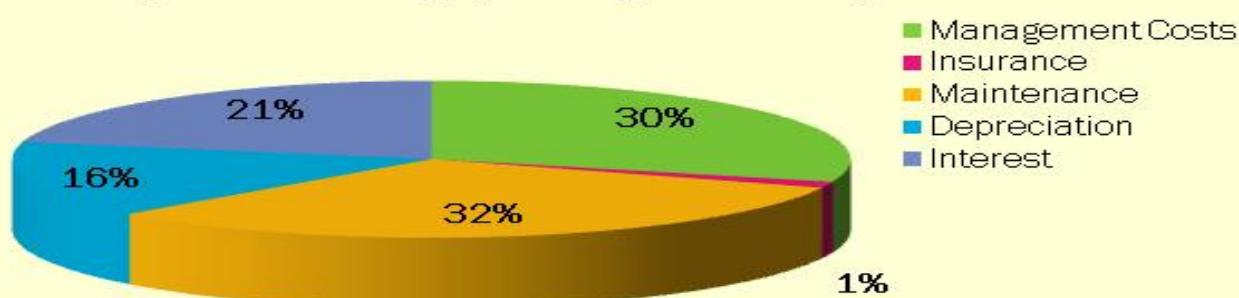
	Year to 31.3.10	Year to 31.3.09	Year to 31.3.08	Year to 31.3.07	Target High / Low	Indicates
KEY FINANCIAL INDICATORS						
Current Assets : Current Liabilities	0.84	1.63	1.34	3.86	High	Ability to pay short term debts
Cash : Current Liabilities	2.09	2.21	1.51	3.33	High	Ability to pay short term debts
Gearing Ratio (loans divided by reserves)	2.08	1.91	1.79	2.66	Low	Financial strength
Income on lettings : Interest Payable	6.89	3.50	2.84	3.34	High	Ability to repay interest
Average Cost of Capital	2.7%	4.1%	5.42%	5.47%	Low	Financial strength
Housing Debt per Unit	£20.4k	£17.9K	£17.2K	£16.1K	Low	Financial strength
Operating Surplus : Interest Payable	3.23	1.62	1.10	1.18	High	Ability to repay interest
Operating Surplus plus Depreciation : Interest Payable	3.96	1.94	1.38	1.54	High	Ability to repay interest
Operating Surplus % Turnover	47%	47%	39%	36%	High	Operating efficiency

CORE BUSINESS INDICATORS

Rent Arrears % Annual Rent Receivable	4.4%	4.4%	5.3%	5.6%	Low	Efficiency of Rent Collection
Void Losses % Rent Receivable to Date	0.7%	0.6%	0.8%	0.9%	Low	Efficiency of Lettings
Bad Debts % Rent Receivable to Date	0.5%	0.8%	0.2%	0.6%	Low	Efficiency of Rent Collection
Management costs % rental income	20.8%	21.4%	21.3%	20.7%	Low	Cost effectiveness of management
All Maintenance costs % rental income	21.4%	21.9%	27.2%	28.8%	Low	Adequacy/ efficiency of repairs programme.

The total operating costs in 2009/10 amounted to £3.0M and this can be broken down by category

Ayrshire Housing Operating Costs 2009/10



Lochside People and Place Project



The official opening of 'The Story Pole' at Ayrshire Housing's new development in Lochside took place in July 2010.

The event highlighted the involvement of the local community and in particular the new Lochside Tenant and Residents group who, alongside Ayrshire Housing and Aspire2gether, played a large part in the design of the Public Open Spaces in this development.



Lochside Youth Initiative worked together with 12 young people who came up with the story for this pole. They chose Ayr and Lochside as their theme and spent 8 weeks researching how they could best represent their home town.

The original designs were sent to chainsaw sculptor Pete Bowsher, who fashioned the pole and transformed the children's ideas into an amazing work of art.



The story pole shows the Ayr Burgh crest, Ayr United's crest, Gaiety Theatre crest, Robert Burns' Bonnie Lassies from Ayr, a swan and a thistle. As well as the story pole, Pete also sculpted the seating area at this site. These designs and sculptures are unique to Lochside.

We can supply this document in a print size to suit. It is also available in Braille, audio and other formats, and in other languages. Our website also has several accessibility features which you may find useful.

GARDEN AND PET COMPETITION

Our ever popular garden competition has received a large number of budding entries and the winners will be announced at this year's AGM.



2009 Winners

Overall Winner—Best Garden

Ms Jean Barclay, Glenhead Place, Coylton.

Joint Winners—Best New Garden

Mr & Mrs Smith, Kirkmichael and Mr & Mrs Shine, Straiton.

Joint Winners—Best Close and Small Garden

Mr & Mrs Kennedy and Mr & Mrs McPherson, Crown Square, Ayr.

The Pet Competition is also fiercely contested by our non-human residents, and the winners will be announced at this year's AGM.

2009 Winners

Winning the top spot

Brian the dog; who lives with Mark Thomson of Highpark, Coylton.

Commendations were given to Frosty the cat, companion of Mrs McKendry, Girvan. Duke the dog, companion of Miss Carter, Kirkmichael and Angel the dog, companion of Mrs Bletsoe, Dalrymple.

