

# Ayrshirehousing

## MEMBERS REPORT AUGUST 2015

### Annual General Meeting

You are invited to attend the AGM on Wednesday 9th September at 7.00pm. It will be held in the Savoy Park Hotel, 16 Racecourse Road, Ayr KA7 2UT.

### Agenda

- To approve the Minutes of the 2014 AGM
- Appointment of new Board Members
- To receive the Audited Accounts and the Board's report for the year to 31 March 2015
- To re-appoint Armstrongs, Chartered Accountants, 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).

The Board consists of five tenant members, five community members as well as three Councillors appointed by South Ayrshire Council. 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 four places in the community section and three places in the tenant section. There is no need for a ballot in either category as the number of candidates equals the available places.

You can get copies of the AGM minutes, and Accounts in advance at [www.ayrshirehousing.org.uk](http://www.ayrshirehousing.org.uk) or from the office.

We would encourage tenants and our other members to come along to this year's AGM where you will hear presentations by our Board members and staff on Ayrshire Housing's work over the year. You will also see your tenants receive their certificates and rosettes for our annual garden and pet competitions. Or why not simply come along just to have a cup of tea and a chat with the Board Members and staff.



Work is well underway on our latest housing development. 22 flats and houses which will transform a key site on the approach to Ayr's town centre.

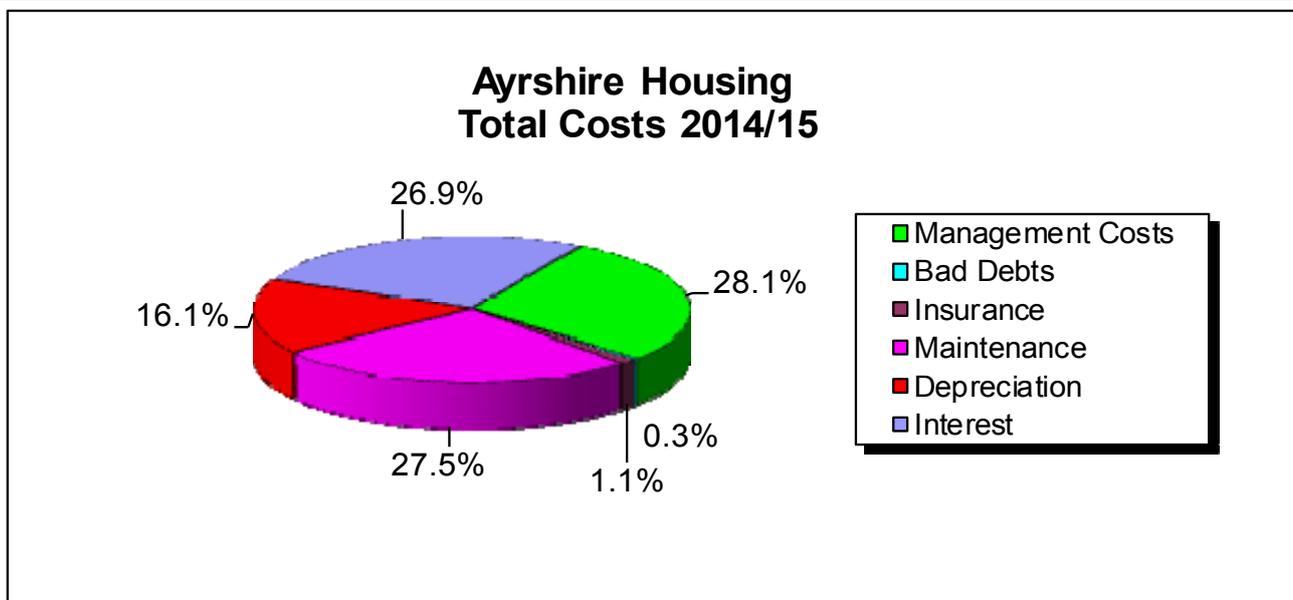
The £2.5million scheme has been designed by John Gilbert Architects to achieve the Scottish Government's silver energy efficiency standard. Ayrshire Housing's chair Rhonda Leith said "I was delighted that Provost Helen Moonie launched this exciting development. As always, we would like to

thank South Ayrshire Council for their continued support for our work. Their practical assistance has complemented that of the Scottish Government to make this project possible".

A copy of the 2014-15 Annual Accounts is available at [www.ayrshirehousing.org.uk](http://www.ayrshirehousing.org.uk). Alternatively, a paper copy can be obtained by phoning Amy Fowler on 01292 880120. Ayrshire Housing's financial position is a strong one. The annual turnover is £6.2M and reserves stand at £28.1M. We regularly monitor our performance and report against the following financial performance indicators:

AYRSHIRE HOUSING FINANCIAL PERFORMANCE INDICATORS FOR THE YEAR ENDED 31 MARCH 2015				
	Year to 31.3.15	Year to 31.3.14	Year to 31.3.13	Year to 31.3.12
<b>KEY FINANCIAL INDICATORS</b>				
Current Assets : Current Liabilities	4.21	3.72	3.84	3.62
Cash : Current Liabilities	3.74	3.39	3.62	3.43
Gearing Ratio (loans divided by reserves)	0.98	1.23	1.32	1.69
Income on lettings : Interest Payable	5.29	5.08	7.37	7.14
Average Cost of Capital	4.2%	4.1%	2.6%	2.6%
Housing Debt per Unit	£18.0K	£18.9K	£19.2K	£19.9K
Operating Surplus : Interest Payable	2.55	2.18	3.35	3.47
Operating Surplus plus Depreciation : Interest Payable	3.15	2.75	4.23	4.37
Operating Surplus % Turnover	48.4%	43.0%	46%	49%
<b>CORE BUSINESS INDICATORS</b>				
Rent Arrears % Annual Rent Receivable	4.9%	5.3%	4.4%	4.2%
Void Losses % Rent Receivable	0.9%	1.0%	0.5%	0.6%
Bad Debts % Rent Receivable	0.2%	0.5%	0.3%	-0.3%
Management costs % rental income	19.9%	19.7%	18.6%	19.0%
All Maintenance costs % rental income	19.3%	24.2%	22.9%	23.1%

The total operating costs in 2014/15 amounted to £4.4M and these can be broken down by category:



## ENERGY EFFICIENCY MONITORING PROJECT

Following the successful installation of air source heat pumps to 33 houses in Dailly during 2014, the association obtained an additional grant of £15,000 towards a study into the performance and use of the air source heat pumps in older housing stock. This study is being undertaken by Professor John Currie of the Scottish Energy Centre, Napier University.

The project involves the installation of remote monitoring equipment in two of the houses. It is intended that the study will both benefit our tenants and be of use to other housing providers considering the installation of this type of heat pumps.

## REPAIRS & MAINTENANCE

During 2014/15 we processed 5,160 repair requests. Performance in both the Emergency and Non-Emergency categories was above target. We are again delighted to report that we achieved 100% compliance with our statutory obligations for gas appliance servicing.

The Scottish Social Housing Charter (SSHC) has introduced new reporting requirements for landlords. The following table illustrates our performance against the new range of indicators.

Performance Area	2014	2015	Comment
Emergency Repairs	98.20% - (1,531 repairs)	97.20% - (1,634 repairs)	% of repairs completed within 4 hour target
Average Time taken to complete Emergency repairs	2 hours 2 minutes	2 hours 11 minutes	SSHC Indicator 11
Non-Emergency Repairs	96.20% - (3,640 repairs)	98.10% (3,526 repairs)	% of Urgent & Routine repairs completed within 3 and 15 day target
Average Time taken to complete Non-Emergency repairs	4.85 Days	4.54 Days	SSHC Indicator 12 Working days – excludes weekends and public holidays
% of Reactive Repairs Completed Right First Time	88.22%	92.11%	SSHC Indicator 13
% of Reactive Repair Appointments Kept	98.69% (687 appointments)	97.29% (811 appointments)	SSHC Indicator 14
% of Properties that require a gas safety certificate completed by the anniversary date	100%	100%	SSHC Indicator 15
% of tenants fairly or very satisfied with the repairs and maintenance service	94.43% (933 surveys)	96.50% (798 surveys)	SSHC Indicator 16

## PLANNED MAINTENANCE PROGRAMME

The painting programme for 2014/15 included the following estates: -

- Springfield Road/Croft Street, Tarbolton
- Highpark Road/St Brides Way/Glenhead Place and Glenhead Court, Coylton
- Baird Road, Monkton
- Fulshaw Place/George Place and Lochside, Ayr
- Torcy Way, Girvan
- Oswald Court, Kirkoswald
- Harbour Road/Turnberry Road, Maidens

plus a number of individual properties throughout our estates.

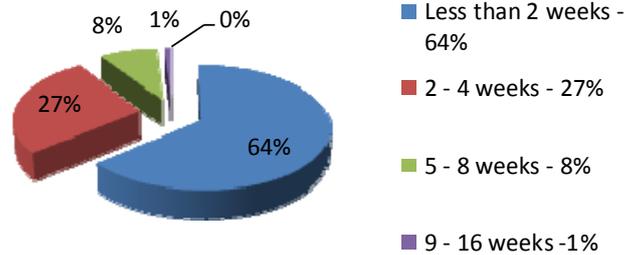


## ALLOCATIONS

During 2014-2015 the association allocated **194** properties. Of these, 97 were let on a temporary basis to homeless persons or for women fleeing domestic abuse. In total, 102 homeless households were housed by the association in either permanent or temporary lets during the last year.

Our performance in re-letting properties during the last year continued to be good with 64% of empty properties being let within 2 weeks and 91% let within 4 weeks. Our average re-let time for 2014-2015 was 15 days which was below our target of 16 days.

## Re-letting Performance



## RENT COLLECTION AND ARREARS RECOVERY

Welfare Reform will eventually result in a single monthly payment being paid directly to claimants. In preparation for the full implementation of Welfare Reform we now offer advice on income maximisation, welfare rights and budgeting. We are also working in partnership with the 1st Alliance Credit Union, who offer secure savings, attractive loan packages, prepaid debit cards and a transactional bank account. If you would like some money advice assistance or more information on the Credit Union, please contact Jacqueline Rowlands on 01292 885583.

## 2014 COMPETITION WINNERS!

Our popular garden and pet competitions have received a large number of entries and this years winners will be announced at the AGM. Here's list of last years winners:



### 2014 Garden Competition Winners

**Best Garden** — Mr Kevin Duncan of Wills Gardens, Ayr (pictured left).

**Best Garden Container** — Ms Vanda McLean, of Hamilton Street, Girvan.

Each prize winner received either an engraved bedding spade or a lawn edger. A further **9 Commendations** and **5 runner-ups** were awarded across all the categories.



### 2014 Pet Competition Winners

Winning Red Rosettes were awarded to Joint Winners:

**Ayka the Husky** (left) who lives with Mr Hillhouse in Troon, **Alfie the Shih Tzu** who lives with Ms Rennie in Ayr, **Jem the Border Collie** who lives with Ms Dawson in Maybole, **Tigger the cat** who lives with Miss Corrin in Maybole and **Max the English Springer Spaniel** who lives with Ryan and Kieran McIlwraith in Ballantrae.

A further **10 Commendations** were awarded.

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.

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