

MEMBERS REPORT AUGUST 2017

Annual General Meeting

You are invited to attend the AGM on **Wednesday 6th 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 2016 AGM
- Appointment of new Board Members
- To receive the Audited Accounts and the Board's report for the year to 31 March 2017
- 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.

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 one place in the tenant section. In the community category eight candidates applied for the four places and in the tenant category two tenants applied for the one vacancy. The results of the postal ballots will be announced at the AGM.

You can get copies of the AGM minutes and Accounts in advance at www.ayrshirehousing.org.uk or from the office.



Come Along.....

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 tenants receive their certificates and rosettes for our annual garden and pet competitions. So why not come along, enjoy a cup of tea and a chat with the Board members and staff.



A copy of the 2016-17 Annual Accounts is available at www.ayrshirehousing.org.uk. Alternatively, a paper copy can be obtained by phoning Kirsty Broadfoot on 01292 880120. Ayrshire Housing's financial position is a strong one. The annual turnover is £8.3M and reserves stand at £33M. We regularly monitor our performance and report against the following financial performance indicators:

**AYRSHIRE HOUSING
FINANCIAL PERFORMANCE INDICATORS
FOR THE YEAR ENDED 31 MARCH 2017**

	Year to 31.3.17	Year to 31.3.16	Year to 31.3.15	Year to 31.3.14
KEY FINANCIAL INDICATORS				
Current Assets : Current Liabilities	3.67	3.31	4.21	3.72
Cash : Current Liabilities	3.41	3.11	3.74	3.39
Gearing Ratio (loans divided by reserves)	0.79	0.83	0.98	1.23
Income on lettings : Interest Payable	5.74	5.55	5.29	5.08
Average Cost of Capital	4.2%	4.2%	4.2%	4.1%
Housing Debt per Unit	£16.8K	£17.8K	£18.0K	£18.9K
Operating Surplus : Interest Payable	2.57	2.58	2.55	2.18
Operating Surplus plus Depreciation : Interest Payable	3.25	3.24	3.15	2.75
Operating Surplus % Turnover	45%	46%	48.4%	43%
CORE BUSINESS INDICATORS				
Rent Arrears % Annual Rent Receivable	2.0%	4.6%	4.9%	5.3%
Void Losses % Rent Receivable	1.2%	1.6%	0.9%	1.0%
Bad Debts % Rent Receivable	0.6%	0.6%	0.2%	0.5%
Management costs % rental income	21.2%	19.5%	19.9%	19.7%
All Maintenance costs % rental income	20.3%	20.8%	19.3%	24.2%

Ayrshire Housing's Total Costs 2016/2017

The total operating costs including improvement works in 2016/17 amounted to £5.2M and these can be broken down by category:



REPAIRS AND MAINTENANCE

During 2016/17, we handled 5,076 repair requests. Performance in both the emergency and non-emergency categories was above target. We are proud to report that we achieved 100% compliance with our statutory obligations for gas appliance servicing.

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

Performance Area	2017	2016	Comment
Emergency repairs	96.1% - (1,541 repairs)	97.5% (1,490 repairs)	% of repairs completed within 4 hour target
Average time taken to complete emergency repairs	2 hours 19 minutes	2 hours 30 minutes	SSHC Indicator 11
Non-emergency repairs	97.7% (3,535 repairs)	96.3% (3,573 repairs)	% of urgent & routine repairs completed within 3 and 15 day target
Average time taken to complete non-emergency repairs	4.7 Days	5.3 Days	SSHC Indicator 12 working days – excludes weekends and public holidays
% of reactive repairs completed Right First Time	93.4%	91.5%	SSHC Indicator 13
% of reactive repair appointments kept	98.7% (998 appointments)	98.4% (733 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	97.7%	96.7%	SSHC Indicator 16

PLANNED MAINTENANCE PROGRAMME

The painting programme for 2016/17 included the following estates -
 Ayr: Good Shepherd Court, Thornyflat Place, Blackfriars Court, Sandgate, West Sanquhar Place/Avenue and Corton Howe
 Girvan: St Andrews Court and Douneburn Crescent
 Troon: North Shore Lane
 Dailly: Hadyard Terrace, Eldinton Terrace and Woodside
 Crosshill: Kirkmichael Road and Kirkbride Crescent
 Straiton: Meadowbank Place, Kirkmichael and Knockbreck Road

The planned works programme included replacement kitchens to houses in Kenmore and Logan Drive, Troon and Moor Park Crescent, Prestwick. In addition the association was awarded over £280,000 in grant towards the provision of replacement heating in off-gas grid rural properties. As a result of this, 56 homes received new energy efficient heaters. The energy rating for these properties has increased from an average of 56 to an average of 70.

In March the association started a major external improvement project for the 30 flats in Rowan Road, Girvan. The works include new roof tiles, new windows, insulated render and new close security doors. The works will complete in September.



ALLOCATIONS

During 2016-2017 the association allocated 124 mainstream properties. 58% of these were allocated within 2 weeks and 88% were let within 4 weeks. Our average relet time for these properties was 17 days which fell just short of our target of no more than 16 days.

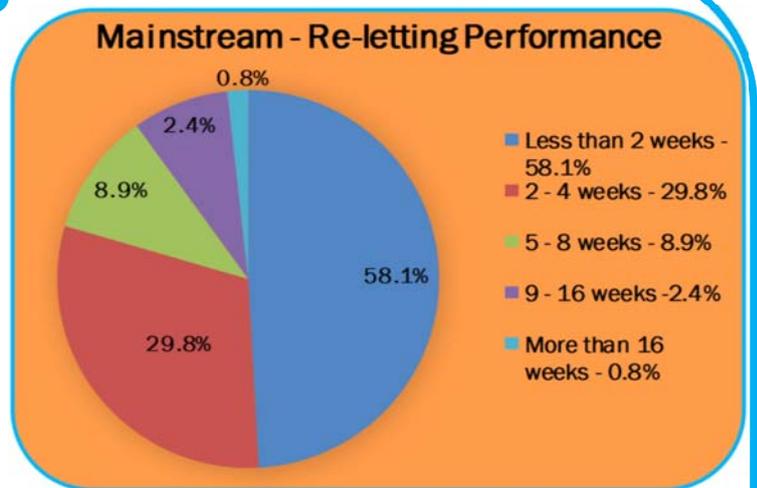
We also let 47 furnished properties on a temporary basis to homeless persons and to women fleeing domestic abuse.

Tenant satisfaction survey

We commissioned Knowledge Partnership to carry out a comprehensive tenant survey during 2016. This involved face to face interviews with 580 tenants which is 40% of all our tenants.

The results demonstrated increased satisfaction levels compared to our previous survey in 2013. For example 92% of tenants were satisfied with the overall service provided by Ayrshire Housing, up from 88% in 2013. Similarly, 92% of tenants were satisfied with our repairs service which was a significant increase from 84% in 2013. A final example from the survey indicates that 87% of tenants thought that the rent charged represented good value for money compared to 82% in 2013.

More information on the outcomes from the survey are available on our website or by contacting the office.



Building Communities

Building more houses

Our latest completion at Cross Gait, Ayr has received lots of plaudits, not least from the delighted tenants who moved into their new homes at the beginning of September 2016. 22 houses and flats were allocated to households who previously had a range of unmet housing needs.

At the beginning of this year we were pleased to appoint 3B Construction to build 4 flats on a long derelict site in Dailly.

We hope soon to announce proposals for a major development in Ayr.

Supporting community initiatives

Over the year we are pleased to have supported a wide range of community initiatives and charities. These have included environmental projects, homelessness prevention and even a community shop.

We are pleased that our tenants are at the heart of many of these.



Cross Gait, Ayr



Community Shop, Barr

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.