

## MEMBERS REPORT AUGUST 2014

# Ayrshirehousing

### Annual General Meeting

You are invited to attend the AGM on Wednesday 10th September at 7.00pm. It will be held in the Savoy Park Hotel, Ayr.

### Agenda

- To approve the Minutes of the 2013 AGM
- Appointment of new Board Members
- To receive the Audited Accounts and the Board's report for the year to 31 March 2014
- 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 two places in the community section and three places in the tenant section. There is a need for a ballot in the community category as the number of candidates exceeds the available places. In the tenant category there are three candidates for the three available places and a ballot will therefore not be required.

The outcome will be announced at the AGM.

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 to come along to this year's AGM where you will hear presentations by our Board members and staff on Ayrshire Housing's work throughout the year. You will also see your fellow 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.

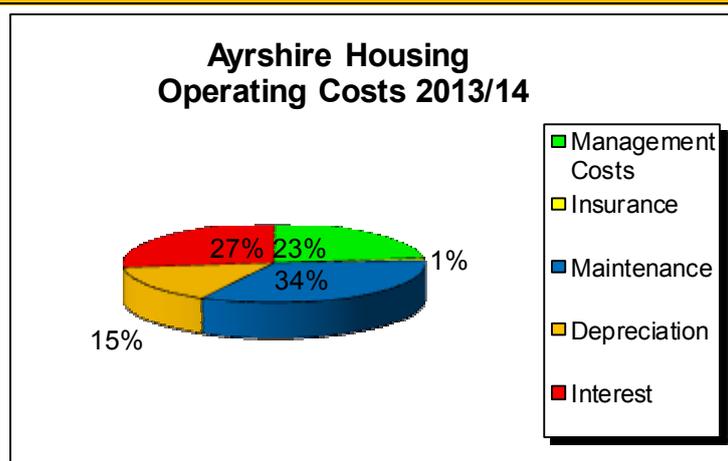


Ayrshire Housing's latest development at Burns Wynd, Maybole received a prestigious Saltire Society Housing Design Award at a ceremony in Edinburgh at the beginning of July. The scheme consists of 13 wheelchair accessible houses arranged in a dramatic terrace on the edge of Maybole. At the same ceremony, the contractor Ashleigh (Scotland) Ltd received a Good Building Commendation for the quality of their work from the Chartered Institute of Building. Last month, the scheme was judged the best Affordable Housing Development at the Scottish Design Awards.

A copy of the 2013-14 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 £5.9M and reserves stand at £23.3M. We regularly monitor our performance and report against the following financial performance indicators:

<b>AYRSHIRE HOUSING FINANCIAL PERFORMANCE INDICATORS FOR THE YEAR ENDED 31 MARCH 2014</b>					
	Year to 31.3.14	Year to 31.3.13	Year to 31.3.12	Year to 31.3.11	Year to 31.3.10
<b>KEY FINANCIAL INDICATORS</b>					
Current Assets : Current Liabilities	3.70	3.84	3.62	1.44	0.84
Cash : Current Liabilities	3.36	3.62	3.43	1.52	2.09
Gearing Ratio (loans divided by reserves)	1.23	1.32	1.69	1.73	2.08
Income on lettings : Interest Payable	5.08	7.37	7.14	6.67	6.89
Average Cost of Capital	4.14%	2.6%	2.6%	2.5%	2.7%
Housing Debt per Unit	£18.9K	£19.2K	£19.9K	£19.8K	£20.4K
Operating Surplus : Interest Payable	2.18	3.35	3.47	3.23	3.23
Operating Surplus plus Depreciation : Interest Payable	2.75	4.23	4.37	3.88	3.96
Operating Surplus % Turnover	43.3%	46%	49%	48%	47%
<b>CORE BUSINESS INDICATORS</b>					
Rent Arrears % Annual Rent Receivable	5.3%	4.4%	4.2%	3.6%	4.4%
Void Losses % Rent Receivable	1.0%	0.5%	0.6%	0.7%	0.7%
Bad Debts % Rent Receivable	0.5%	0.3%	-0.3%	-0.3%	0.5%
Management costs % rental income	19.7%	18.6%	19.0%	19.8%	20.8%
All Maintenance costs % rental income	14.8%	22.9%	23.1%	22.6%	21.4%

The total operating costs in 2013/14 amounted to £4.4M and this can be broken down by category:



## ENERGY EFFICIENCY PROJECT

We have just finished installing air source heat pumps into 33 homes in the village of Dailly which were built in the 1950's. The tenants are delighted with the improved comfort and lower costs compared with their old electric storage heaters. They were also delighted with the performance of the contractor, Coolheat of Dumfries. Helen Moonie, South Ayrshire's Provost, joined our tenants Mr and Mrs Hodges in celebrating the completion of the last installation. The project was made possible by a £132,000 grant from the Department of Energy and Climate Change. This was the result of our success in the UK wide Renewable Heat Premium Social Landlords Competition last year. We are also planning to host a public event aimed at providing energy advice to all the residents of the village later in the year.



## REPAIRS AND MAINTENANCE

During 2013/14 we processed 5,171 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.

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

Performance Area	Last Year (to March 2013)	This Year (March 2014)	Comment
Emergency Repairs	92.49% - (1,532 repairs)	98.20% - (1,531 repairs)	% of repairs completed within 4 Hour target
Average Time taken to complete Emergency repairs	2 Hours 31 Minutes	2 Hour 2 minutes	SSHC Indicator 11
Non-Emergency Repairs	96.90% - (3,806 repairs)	96.20% (3,640 repairs)	% of Urgent & Routine repairs completed within 3 and 15 day target
Average Time taken to complete Non-Emergency repairs	4.18 Days	4.85 Days	SSHC Indicator 12 Working days - excludes weekends and public holidays
% of Reactive Repairs Completed Right First Time	Not Calculated	88.22%	SSHC Indicator 13
% of Reactive Repair Appointments Kept	Not Calculated	98.69% (687 appointments)	SSHC Indicator 14
% of Properties that require a gas safety certificate completed by the anniversary date	100%	100%	SSHC Indicator 15
% of tenants satisfied with the repairs and maintenance service	97.59% (956 Surveys)	94.43% (933 Surveys)	SSHC Indicator 16

## PLANNED MAINTENANCE PROGRAMME

The cyclical painting programme for 2013/14 included the following estates: - Crown Square, Belmont and various properties in Forehill, Ayr; Fairway View, Prestwick and The Clachan, Barr.

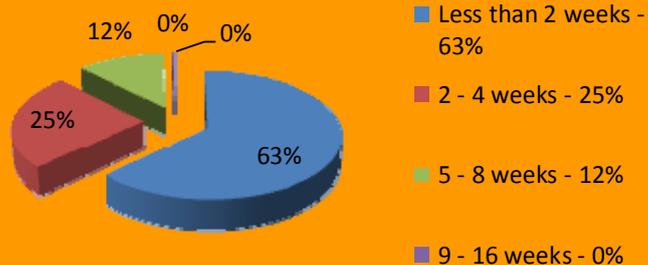
For 2014/15 the painting programme covers Springfield Road/Croft Street, Tarbolton; Highpark Road/St Brides Way/Glenhead Place/Glenhead Court, Coylton; Baird Road, Monkton; Fulshaw Place/George Place and Lochside, Ayr. Last year saw the completion of 43 replacement kitchen installations in Wallacefield Road/Killin Place, Troon; West Sanquhar Avenue/West Sanquhar Place, Ayr and Clyde View, Girvan.

The programme for 2014/15 includes 45 properties in Victory Crescent, Dailly; Bolestyle Crescent/Woodside Avenue, Kirkmichael; Kirkbride Crescent/Kirkmichael Road, Crosshill; Oswald Court, Kirkoswald and Fernbank Court, Prestwick/.

## ALLOCATIONS

During 2013-2014 the association allocated 216 properties. Of these, 95 were let on a temporary basis to homeless persons or for women fleeing domestic abuse. In total, 111 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 63% of empty properties being let within 2 weeks and 87.5% let within 4 weeks. Our average re-let time for 2013 - 2014 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 maximization, welfare rights advice and budgeting. We are also working in partnership with the 1st Alliance Credit Union based in Ayrshire, who offer secure savings, attractive loan packages, prepaid debit cards and a transparent bank account. If you would like some Money Advice Assistance or more information on the Credit Union, please contact Jacqueline Rowlands on 01292 885583.

## COMPETITION WINNER ANNOUNCEMENT

Our popular garden and pet competitions have received a large number of entries and this year's winners will be announced at this year's AGM. A list of last year's winners can be found below:



### 2013 Garden Competition Winners

**Best Individual Garden** — Mr & Mrs Alexander, of Kirkmichael (left)

**Best Container** — Mr & Mrs Sweeney & Ms McLean, of Hamilton Street, Girvan. Each prize winner received either an engraved bedding spade or a lawn edger. A further 2 commendations were awarded across all the categories.

### 2013 Pet Competition Winners

**Winning Red Rosettes were awarded to Joint Winners:**

**Patch** (left) who lives with John Slider of Ayr and Border Collie, **Skye** who lived with Georgina Dawson of Maybole. It is with great sadness to report that Skye has now passed away.

**Commendations** were awarded to Lynn Ball's Lhasa Apso; Alfie of Troon; Nico the dog and owner Ashley Harrison of Girvan; puppy Toby and owner Karen Harvey of Viewfield Court, Ayr; Yorkshire Terrier puppy Pepe and owner Christopher Druggan of Ayr; Jack the dog and owners Mr & Mrs Alexander of Kirkmichael; and Idaho, Arizona, Angel and Marie the mice and their owner Karen Occardi of Coylton.



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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