

## MEMBERS REPORT AUGUST 2016

### Annual General Meeting

You are invited to attend the AGM on Wednesday 7th 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 2015 AGM
- Appointment of new Board Members
- To receive the Audited Accounts and the Board's report for the year to 31 March 2016
- 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 is one place in the community section and five places in the tenant section. There was no need for a ballot in either category this year.

You can get copies of the 2015 AGM minutes, and 2016 Accounts in advance at [www.ayrshirehousing.org.uk](http://www.ayrshirehousing.org.uk) or from the office.



### COME ALONG!

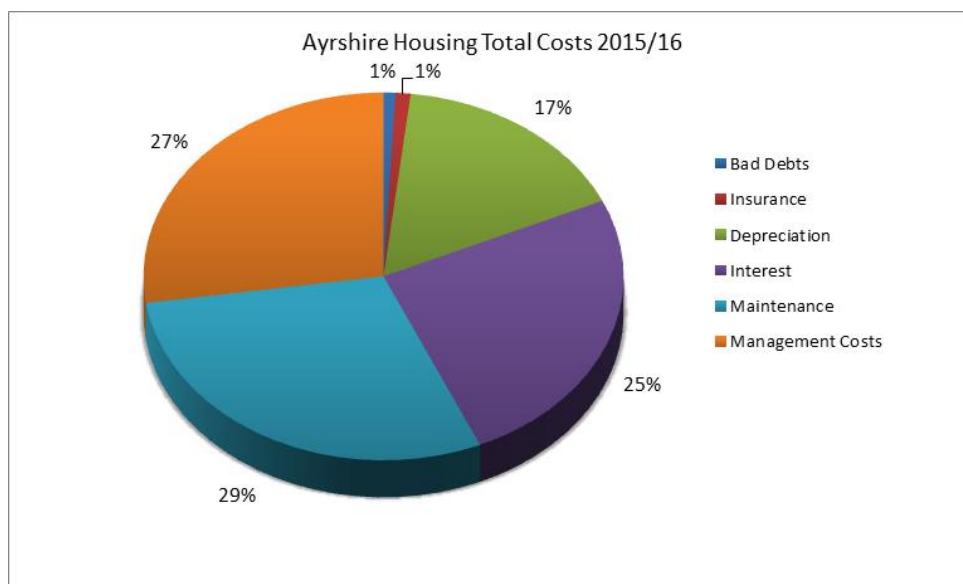
We would encourage tenants and our other members to come along to this year's AGM where you will hear presentations by our Board members and staff on Ayrshire Housing's work over the year. You will also see fellow tenants receive their certificates and rosettes for our annual garden and pet competitions.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



A copy of the 2015-16 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 £6.4M and reserves stand at £30M. 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 2016</b>				
	Year to 31.3.16	Year to 31.3.15	Year to 31.3.14	Year to 31.3.13
<b>KEY FINANCIAL INDICATORS</b>				
Current Assets : Current Liabilities	3.31	4.21	3.72	3.84
Cash : Current Liabilities	3.11	3.74	3.39	3.62
Gearing Ratio (loans divided by reserves)	0.83	0.98	1.23	1.32
Income on lettings : Interest Payable	5.55	5.29	5.08	7.37
Average Cost of Capital	4.2%	4.2%	4.1%	2.6%
Housing Debt per Unit	£17.8K	£18.0K	£18.9K	£19.2K
Operating Surplus : Interest Payable	2.58	2.55	2.18	3.35
Operating Surplus plus Depreciation : Interest Payable	3.24	3.15	2.75	4.23
Operating Surplus % Turnover	46%	48.4%	43%	46%
<b>CORE BUSINESS INDICATORS</b>				
Rent Arrears % Annual Rent Receivable	4.6%	4.9%	5.3%	4.4%
Void Losses % Rent Receivable	1.6%	0.9%	1.0%	0.5%
Bad Debts % Rent Receivable	0.6%	0.2%	0.5%	0.3%
Management costs % rental income	19.5%	19.9%	19.7%	18.6%
All Maintenance costs % rental income	20.8%	19.3%	24.2%	22.9%

The total operating costs in 2015/16 amounted to £ 4.5M and these can be broken down by category:



## REPAIRS & MAINTENANCE

During 2015/16 we processed 5,063 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	2016	2015	Comment
Emergency Repairs	97.5% - (1,490 repairs)	97.2% (1,634 repairs)	% of repairs completed within 4 hour target
Average Time taken to complete Emergency repairs	2 hours 30 minutes	2 hours 11 minutes	SSHC Indicator 11
Non-Emergency Repairs	96.3% (3,573 repairs)	98.1% (3,526 repairs)	% of Urgent & Routine repairs completed within 3 and 15 day target
Average Time taken to complete Non-Emergency repairs	5.25 Days	4.54 Days	SSHC Indicator 12 Working days – excludes weekends and public holidays
% of Reactive Repairs Completed Right First Time	91.5%	92.1%	SSHC Indicator 13
% of Reactive Repair Appointments Kept	98.4% (733 appointments)	97.3% (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	96.7% (705 surveys)	96.5% (798 surveys)	SSHC Indicator 16

### CYCLICAL PLANNED MAINTENANCE PROGRAMME

The cyclical painting programme for 2015/16 included the following estates: -

- Ailsa Street West/Clyde View/Dalrymple Street and Hamilton Street, Girvan
- Hosiery Court/Kenmore/Logan Drive/Killin Place and Wallacefield Road, Troon
- Moorpark Crescent and Observer Court, Prestwick
- Victory Crescent, Dailly
- Whitefaulds Avenue/Crescent, Maybole
- Viewfield Court, Ayr



The planned works programme included replacement windows to properties in Burnbank Road, Ayr; Kenmore and Logan Drive, Troon. Also, replacement external doors to various properties in Kirkmichael, Kirkoswald, Crosshill, Symington, Girvan, Troon and some properties in Forehill, Ayr.



In addition, replacement kitchens were installed in the following: -

- Fernbank Court, Prestwick
- Victory Crescent, Dailly
- St Andrews Court, Girvan
- Earl Crescent/Rise, Dundonald
- Whitefaulds Avenue/Crescent, Maybole



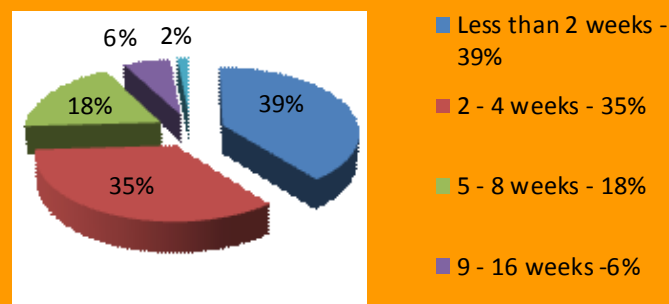
## ALLOCATIONS

During 2015-2016 the association allocated 193 properties. Of these, 67 were let on a temporary basis to homeless persons or for women fleeing domestic abuse. In total, 83 homeless households were housed by the association in either permanent or temporary lets during the last year.

Unfortunately our performance in re-letting properties during the last year declined with 39% of empty properties being let within 2 weeks and 74% let within 4 weeks. Our average re-let time for 2015 – 2016 was 24 days which was above our target of 16 days.

During the year we experienced a lack of demand for our temporary furnished accommodation which led to long void periods, to counter this trend a number of temporary properties were changed to mainstream lets.

### Re-let Performance



## 2015 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:



### 2015 Garden Competition Winners

**Best Shared Garden** — Mr & Mrs Orr and Mr Cole of The Clachan, Barr and the tenants of Good Shepherd Court, Ayr (pictured left).

**Best Container Garden** — Ms Vanda McLean and Mr Robert Sweeney, both of Hamilton Street, Girvan.

Each prize winner received either an engraved bedding spade or a lawn edger.

A further **6 Commendations** were awarded across all the categories.



### 2015 Pet Competition Winners

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

Fran the chicken who lives with Mr & Mrs Orr of Barr, Bubble & Squeak the chickens who live with Mr Cole of Barr, Molly & Muffin the Lhaso Apso's who live with Ms McLean of Girvan, Brian the black Labrador who lives with Mr Thomson of Girvan, Poppy the British short haired cat who lives with Ms Main of Ayr and Noushka the Piebald husky who lives with Ms D'Amico of Monkton (pictured left).

A further **6 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.

Ayrshire Housing  
119 Main Street, Ayr,  
KA8 8BX  
01292 880120