



Elections to join our Board

Our Annual General Meeting will take place on 2 September 2020
See back page for full details.

All tenants are members of the company and can therefore attend the AGM and also seek election to the Board. If you have a joint tenancy, both tenants are members with individual votes.

This year, there will be two vacancies within the tenant category. This is a real opportunity to influence the quality of service that you and your fellow tenant members receive. It's also an opportunity to contribute generally to the work of a major Ayrshire charity. you would like to apply, simply fill out the form on the back of this newsletter, together with a short statement of no more than 100 words in support of your application and return to us by Friday 24 July. If there are more candidates than places, we will hold a postal ballot.

For more information, go to our website: www.ayrshirehousing.org.uk.



A message from our new Chairperson

Dear Tenant,

I think it is safe to say that 2020 has been a year like no other! The Covid19 pandemic has meant some major changes in the way we have had to provide services to our tenants. All the staff at Ayrshire Housing have worked hard to maintain a personal service in these difficult times. The Board have made efforts to continue to build on what was a successful year for new developments and service delivery and this has been reflected in the very positive response from our tenants in the recent independent survey. I am delighted to lead such a committed Board and staff and I look forward to meeting everyone at our virtual AGM.

Kind regards, Simon Leslie

ne
ws

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.

HOW ARE WE DOING?



We've just completed the first year of our three-year Business Plan. We're already well on our way to achieving our objectives. The Board ensures delivery by monitoring our performance every quarter. We're committed to delivering services our tenants value and to maintaining our financial strength to guarantee the quality of our stock in the years ahead as we also invest in much needed new housing.

Providing an excellent service

We will provide a responsive service to tenants and other users that:

- 🏠 Surpasses tenants' expectations
- 🏠 Ensures fair access to housing and sustains tenancies
- 🏠 Guarantees high levels of satisfaction and active engagement.



What have we done to date?



- 🏠 Received excellent feedback in our recent tenants survey
- 🏠 Seen a continued uptake of our online My Home service without compromising on personal contact
- 🏠 Added 50 houses to our stock with over 160 in the pipeline, to help meet housing needs.

Quality homes

We will ensure that our existing and future houses are built and maintained to the highest standards, and continue to meet the needs and aspirations of our tenants by:

- 🏠 Maintaining our houses to the highest standard
- 🏠 Creating new quality homes.



What have we done to date?



- 🏠 Updated our Asset Management Plan to reflect new energy standards
- 🏠 Maximised energy efficiency and accessibility in our latest developments
- 🏠 Extended the number of repairs appointments.

Thriving communities

We will engage with residents in our neighbourhoods and throughout Ayrshire by:

- 🏠 Ensuring our neighbourhoods remain popular places
- 🏠 Empowering our communities
- 🏠 Equality of access.



What have we done to date?



- 🏠 Supported 15 local sporting and community groups with our grants
- 🏠 Worked in partnership with several local charities
- 🏠 Attended and supported a wide range of community events, and worked with schools.



A forward looking and sustainable association

We believe that we make a distinctive contribution to Ayrshire and the lives of those we serve. To maintain this we will:

- 🏠 Ensure our Board and staff are equipped to respond positively to change
- 🏠 Always be open to feedback and new ideas
- 🏠 Ensure fairness in our work
- 🏠 Build on our enthusiasm and skills to deliver even better projects and services. ✓

What have we done to date?



- 🏠 The Board has carried out its yearly review of its competence and composition
- 🏠 Advertised widely for new Board members
- 🏠 Provided independent support to the tenant scrutiny panel
- 🏠 Maintained our Health Working Lives gold award for another year
- 🏠 Ensured an equalities and human rights approach in our policies.

You can see the Business Plan at www.ayrshirehousing.org.uk. In addition, you will shortly receive the Annual Report on the Scottish Social Housing Charter. This is a comprehensive assessment of the quality of the services we provide compared to national averages. Our annual accounts also include a comprehensive operational and financial commentary.

We welcome your feedback, especially on things that you feel we could be doing better or differently.

Development Activity in 2019/20

As well completing the Peebles Street development in Ayr in May, we started work on a further 27 flats close by in Elba Street. This includes 12 flats being built in partnership with South Ayrshire Health and Social Care Partnership. This very much builds on our track record of integrating care and adapted housing into many of our developments. As part of our ambitious development plans, we acquired sites in Ayr and Troon for 83 new houses which we intend to develop shortly. We also purchased 11 houses in the market over the year.



Our work in the Community

We have continued to support many local community and sporting groups over the years through our Building Community Capacity grant scheme. We have also built on our longstanding support for a number of local charities, including the homelessness charities Care and Share and Seascope, the Energy Agency, South Ayrshire Foodbank, and South Ayrshire Woman's Aid. We were also pleased to work with a number of primary schools including supporting Newton's poetry competition for another year and presenting prizes to the pupils at Ballantrae who designed our seasonal card.

The Annual General Meeting

**You are invited to attend this at 5.30pm on
Wednesday 2 September**

Given the Coronavirus pandemic, we are holding this as an online meeting. This is allowed for through emergency company legislation being enacted by the UK Parliament. To attend you must first register by sending an email headed "AGM" to info@ayrshirehousing.org.uk. Please include your name and address. We will send you a link to join the AGM a few days before the event. On our website - www.ayrshirehousing.org.uk - you will find the minutes of last year's meeting and the audited accounts for 2019-2020. You will also find details of how to appoint a proxy to attend the meeting on your behalf. We'll also announce the results of our garden and pet competitions!

Agenda

- ⇒ To approve the minute of the 2019 AGM
- ⇒ To appoint new Board members
- ⇒ To receive the audited accounts and the Board's annual report
- ⇒ To note the appointment of Alexander Sloan as auditor

APPLICATION TO JOIN THE BOARD



Name: _____

Address: _____

Tel: _____

Email: _____

STATEMENT (no more than 100 words please) :-

Please return your completed form to us by post: Ayrshire Housing, 119 Main Street, Ayr, KA8 8BX. You can also apply via My Home—go to the 'My Tenancy' panel for details. Alternatively email us at: info@ayrshirehousing.org.uk. Entries to be received by Friday 24 July 2020.





Elections to join our Board

**Our Annual General Meeting will take place on 2 September 2020
See back page for full details.**

You are invited to join us at our virtual AGM.

This year there are two vacancies in the community category on the Board. If you are interested in joining the Board, please complete and return the form on the back page by Friday 24 July. If there are more applications than vacancies, a postal ballot will be organised with the result being announced at the Annual General Meeting. Please provide a short statement of no more than 100 words in support of your application. You can find full details of what's involved at www.ayrshirehousing.org.uk. This includes details of the sort of skills and experience that would benefit the continued development of the association.



A message from our new Chairperson



Dear **Member**,

I think it is safe to say that 2020 has been a year like no other! The Covid19 pandemic has meant some major changes in the way we have had to provide services to our tenants. All the staff at Ayrshire Housing have worked hard to maintain a personal service in these difficult times. The Board have made efforts to continue to build on what was a successful year for new developments and service delivery and this has been reflected in the very positive response from our tenants in the recent independent survey. I am delighted to lead such a committed Board and staff and I look forward to meeting everyone at our virtual AGM.

Kind regards, **Simon Leslie**

**ne
ws**

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.

HOW ARE WE DOING?



We've just completed the first year of our three-year Business Plan. We're already well on our way to achieving our objectives. The Board ensures delivery by monitoring our performance every quarter. We're committed to delivering services our tenants value and to maintaining our financial strength to guarantee the quality of our stock in the years ahead as we also invest in much needed new housing.

Providing an excellent service

We will provide a responsive service to tenants and other users that:

- 🏠 Surpasses tenants' expectations
- 🏠 Ensures fair access to housing and sustains tenancies
- 🏠 Guarantees high levels of satisfaction and active engagement.



What have we done to date?



- 🏠 Received excellent feedback in our recent tenants survey
- 🏠 Seen a continued uptake of our online My Home service without compromising on personal contact
- 🏠 Added 50 houses to our stock with over 160 in the pipeline, to help meet housing needs.

Quality homes

We will ensure that our existing and future houses are built and maintained to the highest standards, and continue to meet the needs and aspirations of our tenants by:

- 🏠 Maintaining our houses to the highest standard
- 🏠 Creating new quality homes.



What have we done to date?



- 🏠 Updated our Asset Management Plan to reflect new energy standards
- 🏠 Maximised energy efficiency and accessibility in our latest developments
- 🏠 Extended the number of repairs appointments.

Thriving communities

We will engage with residents in our neighbourhoods and throughout Ayrshire by:

- 🏠 Ensuring our neighbourhoods remain popular places
- 🏠 Empowering our communities
- 🏠 Equality of access.



What have we done to date?



- 🏠 Supported 15 local sporting and community groups with our grants
- 🏠 Worked in partnership with several local charities
- 🏠 Attended and supported a wide range of community events, and worked with schools.



A forward looking and sustainable association

We believe that we make a distinctive contribution to Ayrshire and the lives of those we serve. To maintain this we will:

- 🏠 Ensure our Board and staff are equipped to respond positively to change
- 🏠 Always be open to feedback and new ideas
- 🏠 Ensure fairness in our work
- 🏠 Build on our enthusiasm and skills to deliver even better projects and services. ✓

What have we done to date?



- 🏠 The Board has carried out its yearly review of its competence and composition
- 🏠 Advertised widely for new Board members
- 🏠 Provided independent support to the tenant scrutiny panel
- 🏠 Maintained our Health Working Lives gold award for another year
- 🏠 Ensured an equalities and human rights approach in our policies.

You can see the Business Plan at www.ayrshirehousing.org.uk. In addition, you will shortly receive the Annual Report on the Scottish Social Housing Charter. This is a comprehensive assessment of the quality of the services we provide compared to national averages. Our annual accounts also include a comprehensive operational and financial commentary.

We welcome your feedback, especially on things that you feel we could be doing better or differently.

Development Activity in 2019/20

As well completing the Peebles Street development in Ayr in May, we started work on a further 27 flats close by in Elba Street. This includes 12 flats being built in partnership with South Ayrshire Health and Social Care Partnership. This very much builds on our track record of integrating care and adapted housing into many of our developments. As part of our ambitious development plans, we acquired sites in Ayr and Troon for 83 new houses which we intend to develop shortly. We also purchased 11 houses in the market over the year.



Our work in the Community

We have continued to support many local community and sporting groups over the years through our Building Community Capacity grant scheme. We have also built on our longstanding support for a number of local charities, including the homelessness charities Care and Share and Seascope, the Energy Agency, South Ayrshire Foodbank, and South Ayrshire Woman's Aid. We were also pleased to work with a number of primary schools including supporting Newton's poetry competition for another year and presenting prizes to the pupils at Ballantrae who designed our seasonal card.

The Annual General Meeting

**You are invited to attend this at 5.30pm on
Wednesday 2 September**

Given the Coronavirus pandemic, we are holding this as an online meeting. This is allowed for through emergency company legislation being enacted by the UK Parliament. To attend you must first register by sending an email headed "AGM" to info@ayrshirehousing.org.uk. Please include your name and address. We will send you a link to join the AGM a few days before the event. On our website - www.ayrshirehousing.org.uk - you will find the minutes of last year's meeting and the audited accounts for 2019-2020. You will also find details of how to appoint a proxy to attend the meeting on your behalf. We'll also announce the results of our garden and pet competitions!

Agenda

- ⇒ To approve the minute of the 2019 AGM
- ⇒ To appoint new Board members
- ⇒ To receive the audited accounts and the Board's annual report
- ⇒ To note the appointment of Alexander Sloan as auditor



APPLICATION TO JOIN THE BOARD

Name: _____

Address: _____

Tel: _____

Email: _____

STATEMENT (no more than 100 words please) :-

Please return your completed form to us by post: Ayrshire Housing, 119 Main Street, Ayr, KA8 8BX. You can also apply via My Home—go to the 'My Tenancy' panel for details. Alternatively email us at: info@ayrshirehousing.org.uk. Entries to be received by Friday 24 July 2020.