

LOCHFIELD PARK HOUSING ASSOCIATION LTD



Meeting the Scottish Social
Housing Charter **2016-17**

STAFF

Management Committee 2015 / 2016

Hannah McDonald	-	Chairperson
Ann Whitley	-	Vice-Chair
Margaret Cox	-	Secretary
Cathy White	-	Treasurer
Jade Ross	-	Committee member
Jane Boyce	-	Committee member
Joan Buchanan	-	Committee member
John Crawford	-	Committee member
June Robertson	-	Committee member
Kate Serries	-	Committee member
Steven Gallacher	-	Committee member
Marie Quinn	-	Committee member
Steven Gallacher	-	Committee member
Theresa McKerracher	-	Committee member

Staff

Kenneth Halliday	-	Director
Allan Docherty	-	Maintenance Manager
Liz Cumming	-	Office Manager
Liz McEachran	-	Housing Services Manager
Paul Harrison	-	Welfare Benefits / Housing Officer
Annie Shannon	-	Housing Services Assistant
Victoria Phelps	-	Housing Services Assistant
James Grant	-	Housing Services Assistant
Lauren Mullen	-	Housing Services Assistant

CHAIRPERSON

As Chairperson of Lochfield Park Housing Association it gives me great pleasure to welcome you to our 2017 document “Meeting the Scottish Social Housing Charter”

Lochfield Park recognizes that the best way of measuring performance is through tenant and service user feedback and this report details performance for the last year in all of our core activities.

The last 12 months has once again been busy with ongoing work in the Brucefield Park Area and planned maintenance projects to the fore. We have also been trying to progress the possibility of a new affordable housing project on the former school site at Abbeycraig Road and are very hopeful that this will come to fruition.

Despite these staff intensive work commitments we managed to maintain high performance levels in Housing Management and Maintenance and further strengthen the financial position of the Association by effective budgeting and control of expenditure.

The Management Committee and Staff Team have shown high levels of commitment to the Association and this has allowed us to achieve so much.

We continue to work in the Brucefield Park Area with the support of Glasgow City Council and have recently facilitated environmental improvements to back courts and waste management services which should improve the environs for residents.

On the development front, there are other sites in the area suitable for mixed tenure housing and we wish to be involved in this important element of the continued regeneration of the Lochend, Commonhead and Bishoploch Areas.

Please enjoy this annual review of performance and as always we would value any feedback you may wish to give.

Hannah McDonald
Chairperson



Hannah McDonald
(Chairperson)

INTRODUCTION

What is the Charter?

The Scottish Social Housing Charter was introduced in April 2012 and requires that all Registered Social Landlords must demonstrate how they perform against a number of relevant outcomes.

Lochfield Park Housing Association is measured against the 14 outcomes set out in the chart below.



Mission Statement

Our main aim is to:

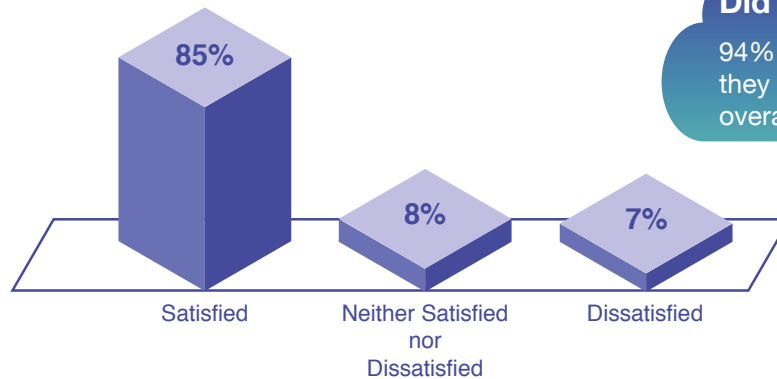
“Contribute to sustaining the local community of Lochend and promote social inclusion”.

We also aim to contribute to the regeneration of Easterhouse through the provision of well-managed, high quality housing and housing services within the means of people in housing need



TENANT SATISFACTION & PARTICIPATION

Taking everything into account how satisfied or dissatisfied are you with the service provided by Lochfield Park Housing Association?



Did you know?

94% of our tenants stated they were satisfied with our overall service?

- SHN (RSL) 90.9%
- Scottish Average 89.7%
- HA Average 93.9%

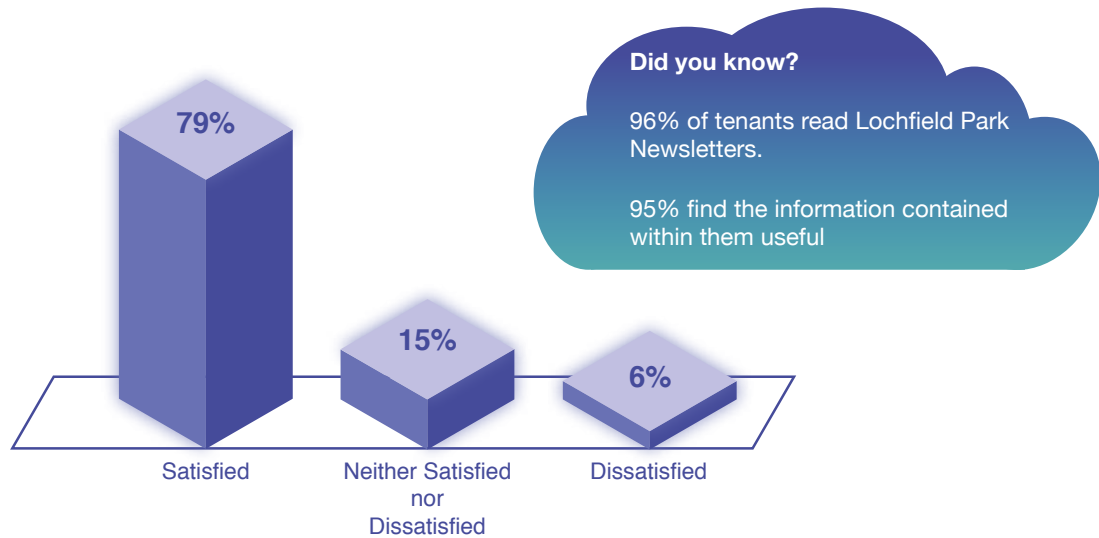
Lochfield Park will be carrying out another full tenant satisfaction survey in 2018.



“MY FLAT IS COMFORTABLE AND I HAVE NICE NEIGHBOURS... THE ASSOCIATION STAFF ARE ALWAYS FRIENDLY AND HELPFUL”

TENANT SATISFACTION & PARTICIPATION

How satisfied are you with the opportunities given to you to participate in Lochfield Park's decision making process?



Did you know?

96% of tenants read Lochfield Park Newsletters.

95% find the information contained within them useful

- SHN (RSL) 85.8%
- Scottish Average 83.8%
- LPHA Average 91.5%

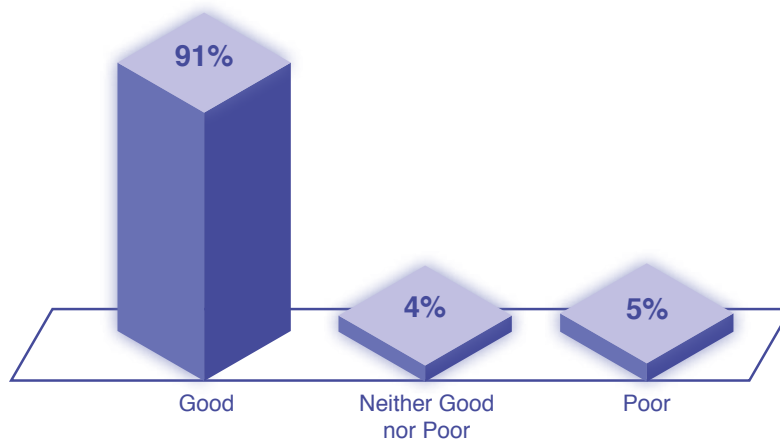
Lochfield Park is looking to form a voluntary Tenant Scrutiny Panel.

The Tenant Scrutiny Panel will help us focus on identifying tenants' need and how to get the best service and value possible. We will assist tenants to set up a Tenant Scrutiny Panel, provide training and support to the Panel.

If you would like to become more involved in the Association or have a suggestion about how we could improve please contact us, we would love to hear from you!

TENANT SATISFACTION & PARTICIPATION

How good do you feel Lochfield Park is at keeping you informed about their services and decisions?

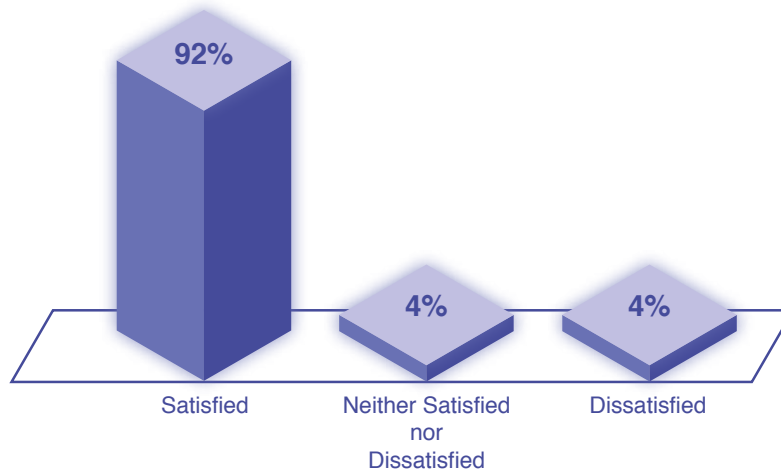


- SHN (RSL) 92.9%
- Scottish Average 91.1%
- LPHA Average 91.5%

We are pleased that 94.6% of our tenants thought we were good or fairly good about keeping them informed about our services and decisions.

ESTATE MANAGEMENT, ANTI-SOCIAL BEHAVIOUR & SUSTAINMENT

Overall how satisfied or dissatisfied are you with your neighbourhood as a place to live?



We are delighted that 95% of our tenants were satisfied with the neighbourhood as a place to live.

The Association carries out regular Estate Maintenance visits and works with an external contractor and tenants to ensure that the neighbourhood is maintained to a high standard.



ESTATE MANAGEMENT, ANTI-SOCIAL BEHAVIOUR & SUSTAINMENT

Anti- Social Behaviour Complaints

We had a total of 16 anti-social behaviour complaints during the year. The majority of the complaints received by the Association related to nuisance neighbour complaints i.e loud music, dog fouling etc

No Category A complaints (serious anti-social behaviour, assault etc) were received during the period.

We are currently reviewing our Anti-Social Behaviour and Neighbour Nuisance policy.

A consultation was sent to tenants for feedback. Following the feedback that we received, the Associations have changed sectarian and homophobic harassment from Category B to Category A. This is why it is extremely important that tenants give us feedback. Tenant feedback helps us adapt our policies to reflect the needs and priorities of our community.

- Scottish Average 87.2%
- LPHA 100% (3.3 cases of anti-social behaviour per 100 properties)



GARDEN COMPETITION WINNERS

The standard of gardens has been very good again throughout the year. The following prizes were awarded for the Annual Garden Competition:

All winners received B & Q vouchers and the Best Garden also received the Lochfield Park Shield.



Winner - Mr E TARRIER – Drumlanrig Ave



Best Tenement Garden - Mr AITKENHEAD – Glassel Road



Most Improved Garden - Mr GIBB, Lochdochart Road



Runner Up - Mr KELLY, Lochfield Gardens

Commended Garden - Mr TARRIER, Drumlanrig Avenue



Runner Up - Mrs FINLAY, Corpach Place



Lochfield Park employ an external contractor to maintain open spaces, litter pick and operate a grass cutting service. We offer a reduced rate garden maintenance service for tenants who are not fit to carry out the work. We also run the popular annual garden competition and awards are presented at our Annual General Meeting in September each year.

WINNERS

Tenant Loyalty Winners

The winners of the Tenant Loyalty Scheme, during the year who received Morrison's vouchers were:

- Mr McGready, *Lochdochart Road*
- Ms Robertson, *Lochdochart Gardens*
- Mr McCambridge, *Corpach Place*
- Mr Murphy, *Lochdochart Road*
- Ms Dunlop, *Dunphail Drive*
- Mr Taborek & Ms Sadowski, *Glassel Road*
- Mr & Mrs Kuwowski, *Glassel Road*
- Mr Donaghy & Ms Gavin, *Dunphail Drive*
- Mr France, *Dalilea Drive*

**“WE BELIEVE IN REWARDING
GOOD TENANTS!”**

Kids Competition

The winners of our Kids competition during the year were:

- Kenzie Cassells
- Eliza Musgrove



SERVICE LEVEL COMPLAINTS

A complaint is an expression of dissatisfaction about our action or lack of action about the standard of service provided by us or on our behalf.

	Number
Stage 1 Complaints	23
Stage 2 Complaints	2

All Stage 1 complaints were resolved when first reported to the Association. Two stage 2 written complaints were received during the financial year. Both complaints related to the repairs service and were resolved at the first contact.



TENANCY SUSTAINMENT

Year	Number of Lets	No Sustained for 12 month's	% Tenancy Sustained for 12 months or more
2013-2014	23	21	91.3%
2014-2015	42	39	92.9%
2015-2016	34	29	85.3%

5 Tenants ended their tenancy within 12 months for the following reasons:

- 2 tenants abandoned properties,
 - 1 moved for family support as a result of her pregnancy,
 - 1 moved in with their partner
 - 1 did not like the close.
- SHN (RSL) 87.7%



“WE FOUND MOVING IN STRESS FREE. THE STAFF WERE VERY HELPFUL”

VOIDS



Lochfield Park's re-let times are well below both the national and Scottish Housing Network average.

Maintaining low re-let times is essential to minimize void loss to the Association and reduce waiting times for applicants.

Void performance had deteriorated since last year when days void were 16. However, performance still compares favourably with both the Scottish Housing Network and the Scottish average.

Reducing void times will be an area for improvement in the coming year. Void Loss

The Associations rent loss due to voids equated to 0.24% of its annual rental income.

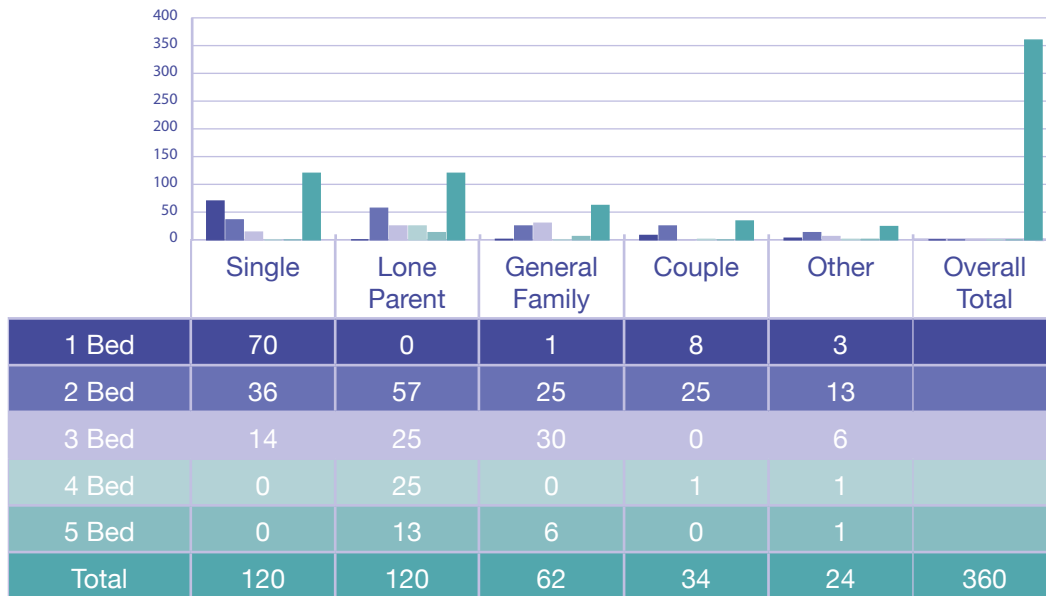
SHN (RSL) average is 1%

Scottish Average 0.9%

WAITING LIST AND ALLOCATIONS

The graph shows the number of applicants on our waiting list. It can be seen from the graph that the majority of applicants are waiting on one or two bedroom properties.

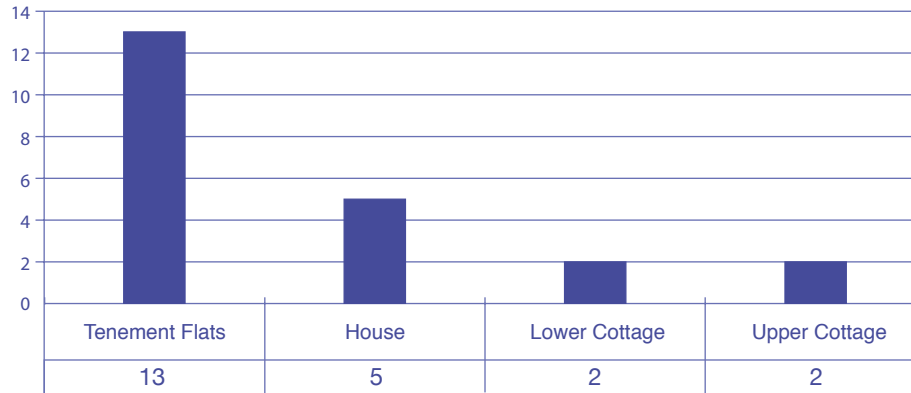
Waiting List 2016-17



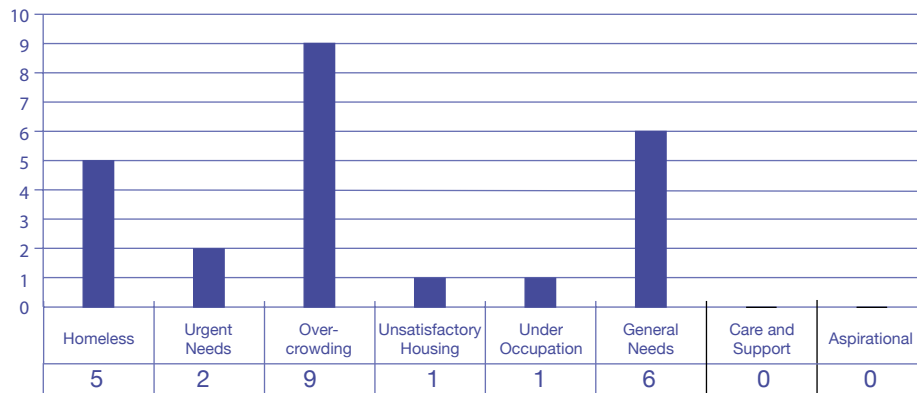
Our highest turnover is within our two bedroomed stock, however many applicants aspirational requirements are for main door properties and therefore can expect to wait a considerable period of time before receiving any offers.

WAITING LIST AND ALLOCATIONS

PROPERTY TYPES



ALLOCATIONS BY GROUP



The charts above show the types of properties which became available for let in the year. The chart shows that tenements had the highest turnover, with the majority of new tenants coming from overcrowded properties.

ETHNIC ORIGIN OF WAITING LIST

Ethnic Origin	No.
White Scottish	268
White English	0
White Welsh	0
White Northern Irish	0
Other White Background	3
White Irish	2
Other White	8
Indian	1
Pakistani	1
Bangladeshi	0
Chinese	0
Other Asian Background	0
Caribbean	0
African	22
Other Black Background	5
Other Background	3
Gypsy/Traveller	
Polish	23
Any Mixed Background	1
Black	4
Arab	1
Unknown	9
Refused	2

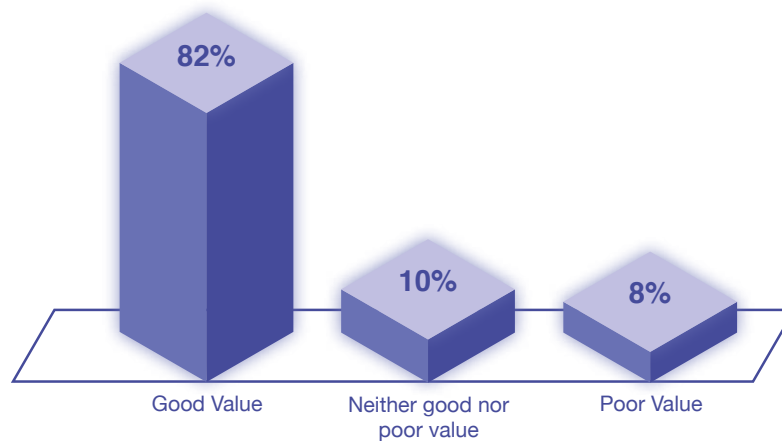
Ethnic Origin of Waiting List

The table shows the ethnic origin of the current housing waiting list. The majority of applicants identify themselves as being White Scottish, however we are seeing higher numbers than in previous years of Polish and African applicants.



RENTS

The SFHA Affordability Tool shows that our rents are affordable. This is reflected in our tenant feedback with 92% thinking that our rent is good value.



The table below shows the rent increase applied by Lochfield Park for the past 3 years. It can be seen from the table that Lochfield Park increases have been significantly lower than the Scottish average each year. The Association tries to keep rent increases to a minimum to ensure the affordability whilst still providing high quality services.



	Scottish Average		Lochfield Park
All Landlords	2.29%	2016-17	0.5%
All Landlords	1.9%	2015-16	1.2%
All Landlords	2.7%	2014-15	2.0%

RENT ARREARS

2015 / 2016	Non Technical		Technical		Total Arrears	
	£	%	£	%	£	%
Current Tenant	56,006	2.9	54,232	2.8	110,238	5.7
Former Tenant	13,922	0.7	Nil	Nil	13,922	0.7
Total Arrears	69,928	3.6	54,232	2.8	124,160	6.4

2016 / 2017	Non Technical		Technical		Total Arrears	
	£	%	£	%	£	%
Current Tenant	59,425	3.0	49,276	2.5	108,701	5.6
Former Tenant	1,691	0.1	Nil	Nil	1,691	0.1
Total Arrears	61,116	3.1	49,276	2.5	110,392	5.6

The tables show that total rent arrears have decreased since last year. The Association will be introducing Continuous Rent Payments (Continuous Rent Authority) in aiming to maximize the options available to tenants to pay their rent.

Do you know you can pay in these various ways



Paypoint
Post office
Online

Allpay App
At the Post Office
Over the Phone

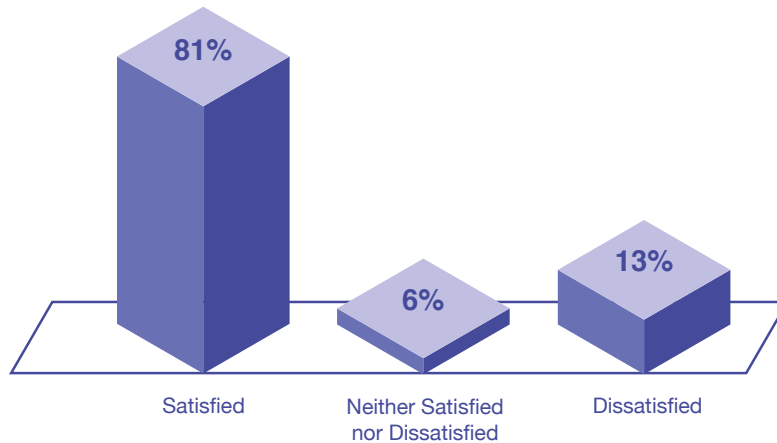
WELFARE BENEFITS

Our Welfare Rights Service supported our local community with 1206 issues.



REPAIRS AND MAINTENANCE

Generally how satisfied or dissatisfied are you with the way Lochfield Park deals with the repairs and maintenance?



Non Emergency Repairs



Emergency Repairs

Scottish Average Emergency Repairs Time

04:07

SHN (RSL) Average Emergency Repairs Time

03:03

LPHA Emergency Repairs Time

01:07

REPAIRS AND MAINTENANCE

Reactive Repairs

Category	Lines Issued	% Completed on Time
Emergency	11	11
Out of hours	53	53
Urgent	161	161
Routine	936	884
Right to Repair	117	117
Void Repairs	123	122
TOTALS	1284	1231

Scottish Housing Quality Standard and EESH

The Association completed a Full Stock Condition Survey last year which confirmed that all of the properties surpass the requirements of the Scottish Housing Quality Standard. The Associations properties also meet the 2020 Energy Efficiency Standard for Social Housing.

SHN (RSL) 94%

Scottish Average 93.6%

LPHA 100%

The table left shows that during the year, 1284 work orders were raised. 95.87% were completed on time.

Association aims to provide a high quality repair service and we are always grateful to receive any comments regarding this service.

Right First Time Repairs

The Association records Contractors performance on qualifying Right First time Repairs and it was noted that 96.41% of these repairs were completed "Right First Time".

Medical Adaptions

Lochfield Park carried out 9 (Stage 3) Medical Adaptations to properties to meet the needs of tenants with medical requirement.



PLANNED MAINTENANCE

The Association carries out Planned Maintenance to protect the Associations properties.

During the year the Association completed the following Planned Maintenance programs;



13

Boiler Replacements



649

Gas Service Checks



43

Bathrooms Replaced

The Association also carried out gutter cleaning to all of its properties and installed Martec security doors in 3 closes.

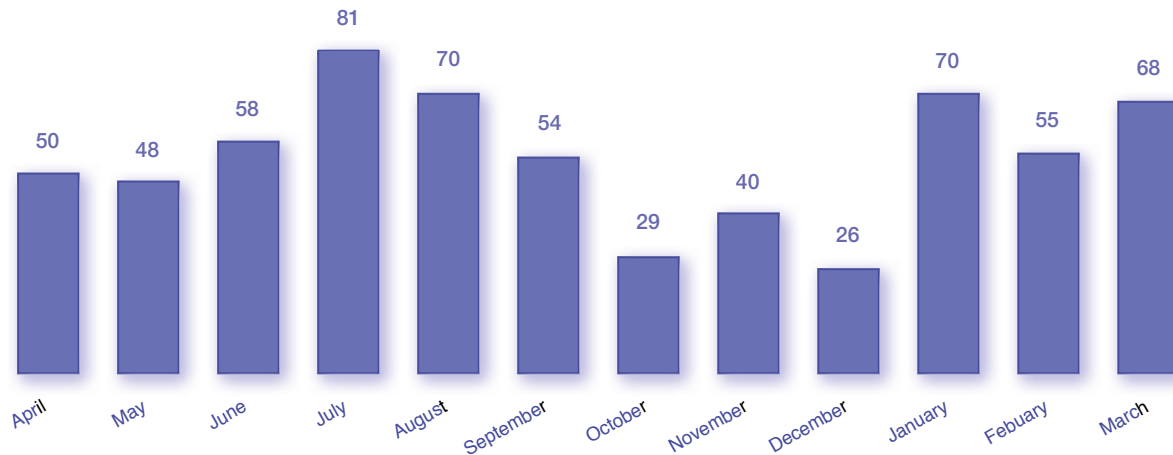
Customer satisfaction surveys were carried out to the 43 tenants who received bathroom replacements. 100% of tenants reported that they were satisfied with the works.

New bathrooms include wet walls, combi showers, vanity units and non-slip flooring.

GAS SAFETY

The Association is legally bound to ensure that all of its properties with gas have a current gas safety certificate. The chart shows the number of gas safety inspections carried out between April 2016 and March 2017.

The Associations performance in this important area was 100% compared with the SHN (RSL) average of 99.9%.



We would like to thank all of our tenants for their continuing support in this very important service area.

FINANCE

Each year the Association approves an annual budget which sets out in financial terms its plans for the year. It then measures its actual performance against the budget through quarterly Management Accounts. This enables both the staff and Committee to monitor the Association’s performance through the respective staff and Committee meetings.

In addition to the Management Accounts the Association monitors those areas it considers to be critical to achieving its targets through the use of key performance indicators. It can be seen from the above table that the Association is meeting all key performance targets. Over the year the Association has seen its bank balance increase and its debt levels fall. Management, staffing and maintenance costs are being kept within planned levels for the year.

Key Performance Indicators	Actual	Sector Average
Net Surplus	20.4%	Should be higher than 10.5%
Debt Per Unit	£7,766	Should be lower than £8,910
Staff costs to turnover	14.86%	Should be lower than 16.00%
Interest costs to turnover	267%	Should be higher than 220%



GOVERNANCE

Management Committee

Lochfield Park Housing Association is governed by a Management Committee comprised of tenants and 1 Sharing Owner, which ensures local decision making and accountability. The Management Committee has 13 members who ensure that targets and objectives agreed at the Strategy Day held in April 2016 are achieved.

Highlights this year include

- Completion of 6 Paint Programs.
- Completion of Bathroom Upgrades – Phase 2a
- Gutter cleaning to all properties.
- Well attended Annual General Meeting held in September 2016 and 14 committee members elected
- Increased stock numbers through acquisition and improvement of properties in Brucefield Park Area.
- Short, medium and long term projections updated
- Welfare Rights / Financial Advice Service continued to grow.
- Performance Targets achieved in all key service areas.
- Completed and submitted Project Proposal for a new housing development at Abbeycraig Road.
- New Facebook and Twitter pages for the Association

The Association sought to further improve the long term prospects of the organisation by updating our Financial and Planning Systems. We also carried out an EEESH assessment of our housing stock which showed that all of the association's properties already meet the proposed 2020 standard.

The Management Committee remains committed to investing in its staff team to ensure we have the right people with the necessary skills to provide the level of service our tenants expect. We are also aware of the need for continual training and support for our committee members to ensure they have the skills necessary to perform their duties effectively.

In 2015 the Association developed a Training Plan for Staff and Committee Members which in 2016 culminated in 12 of our Management Committee Members completing an ILM accredited course in Leadership and Management. Continuous training has been ongoing since then including;

- Allocations
- Appraisal Processes
- Anti-social behaviour Policy and Procedures
- Effective Presentation Skills
- Customer Care
- Housing (Scotland) Act 2014

GET INVOLVED

Lochfield Park is looking to form a Tenants Group.

The Tenants Group will help us focus on identifying tenants' need and how to get the best service and value possible.

It will also help organise events to celebratethe Association's 25th Anniversary during 2018.



ANNUAL GENERAL MEETING

The Association's Annual General Meeting was held on 15th September 2016 in the Lochfield Park office with 37 members attending.

The Chairperson gave a report on the Associations performance in the year and thanked the Director and staff for their hard work during the year and thanked Management Committee members for their support and commitment during the year.

A presentation given by Alexander Sloan, the Associations Auditors, summarised the key points in the Association's accounts and also went through the Accountants Audit report and concluded that the Association continued to be in a strong financial position.

The garden competition winners were announced and Tenant Incentive Winners for the quarter were announced. Each member in attendance was entered into a raffle prize draw.

Lochfield Park encourages any tenants interested in being a member of the Association to contact us about it.



25th Anniversary

Lochfield Park Housing Association is turning 25 in 2018 and we are looking for tenants to help us in our celebrations!

We would like to form a group to help us plan and organise a variety of events throughout the year.

If you can spare some time and this is something you would be interested in.

Please contact Lauren at the office on
0141 773 2228 or email LMullen@lochfield.co.uk

Lochfield Park is 25



HALLOWEEN POSTER

Santa Poster

Thank you

Thank you for reading our Report on the Charter! We hope that you have found it helpful in understanding our performance. We are also keen to hear your views on the Report and the information contained within it.

We welcome your feedback, you can contact us by phone on 0141 771 2228

e-mail – info@lochfield.co.uk

website: www.scottishhousingconnections.org/HA/Lochfield-Park/

We are very keen to hear your views on ways this can be improved.

Did you know you Lochfield Park Housing Association are now on Facebook and Twitter?

You can follow us on:

Facebook: Lochfield Park Housing Association

www.facebook.com/LochfieldParkHousingAssociation

Twitter: @LochfieldParkHA

www.twitter.com/LochfieldParkHA

Help us build it



Help us keep it!

Lochfield Park
Housing Association

Lochfield Park Housing Association Ltd.
37 Drumlanrig Avenue
Easterhouse
Glasgow
G34 0JF

Tel. 0141 771 2228 Fax. 0141 773 0015

Email: info@lochfield.co.uk

www.scottishhousingconnections.org/HA/Lochfield-Park/

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HAPPY TO TRANSLATE

