

LOCHFIELD PARK HOUSING ASSOCIATION LTD



Meeting The Scottish Social Housing Charter 2022-2023



As Chairperson of Lochfield Park Housing Association I am pleased to submit to you our 2022-23 document “Meeting the Scottish Social Housing Charter.”

Although Covid19 is still with us it appears to be having less impact on our ability to function as a business and we are all pleased to be back providing normal services to tenants.

This report provides readers with details of Lochfield Park Housing Association’s performance in the year 1st April 2022 to 31st March 2023 in all our core activities.

The Association staff and committee have tried to maintain high level services to tenants throughout the last year despite difficulties associated with increased costs of labour and materials due to issues such as Brexit, increased Energy Costs and Interest Rate Rises.

We are also very aware and understand how the cost-of-living crisis is affecting you and therefore any decisions we make, have taken this issue into account.

Grateful thanks go out to our Staff Team, Consultants, Contractors, and to you our tenants for the understanding, assistance, and patience you have afforded us during this very difficult period.

On a more positive note, our two new housing developments at Abbeycraig Road and Abbeygreen Street completed on time and feedback from tenants has been very positive.

This year (2023) is the 30th anniversary of the inception of Lochfield Park and we will be holding several celebratory events which we hope you will participate in.

Please enjoy the report and as usual we would be grateful to receive feedback from you to help us improve the way we do things.

Steven Gallacher

Chairperson

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.

What is the Social Housing 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.



TENANT SATISFACTION & PARTICIPATION

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



Scottish Housing Regulator Charter Indicator 1

all tenants invited to participate. The Association appreciates all those who took time to complete the survey and provide us with vital feedback. All participants were entered into a prize draw with 20 participants receiving shopping vouchers for taking part.

Overall tenant satisfaction with the service that we provide has remained at a high level with 96% in 2021 stating that tenants are either satisfied or very satisfied with the service we provide. The Association carried out its Tenant Satisfaction Survey in May 2021 with



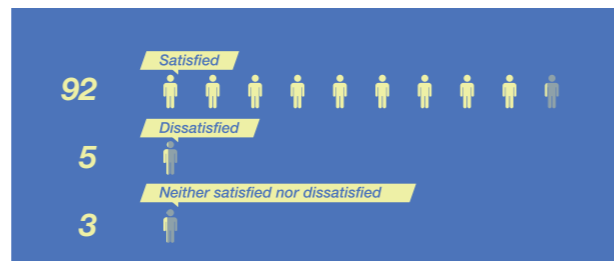
“I received a lot of support from Lochfield Park when moving in and I’m very happy with my new home”

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



Scottish Housing Regulator Charter Indicator 6

“How satisfied are you with the opportunities given to you to participate in Lochfield Park’s decision-making process?”



Scottish Housing Regulator Charter Indicator 3

We strive to improve our tenant participation at Lochfield Park and always welcome any feedback that you may have to help us improve.

30TH ANNIVERSARY GALA DAY



This year the Association celebrates its 30th Anniversary and hosted a gala day to mark the occasion. Over 700 residents attended the free event, with visitors enjoying a range of carnival rides, games, and food. We were delighted with the turnout and received a number of comments and thank you cards from those who attended. We hope you all enjoyed the day and want to thank everyone who attended for making it such a great success.

“Just wanted to send a little message to say yesterday’s fun day was absolutely fantastic. It was clear to see a lot of time, effort and money had gone into it.

It really brought the local community together during hard times and from what I could see everyone was really enjoying themselves. Well done Lochfield Park and happy 30 years :-) “



“Overall, how satisfied or dissatisfied are you with Lochfield Park’s contribution to the management of the neighbourhood you live in?”



Scottish Housing Regulator Charter indicator 17

The Association continues to carry out bulk uplift services to remove fly tipped waste from our neighbourhood.

89% of our tenants are satisfied with Lochfield Park management of the neighbourhood. We hope these levels of satisfaction will continue through the Association’s ongoing estate management programme.

“I really like my new house; my neighbours are all lovely and I love the view from my window”

ANTI-SOCIAL BEHAVIOUR COMPLAINTS

We had a total of 18 anti-social complaints during the year. The majority of the complaints received by the Association related to nuisance neighbour complaints e.g., loud music, dog fouling etc.

Category	Number
Category A	0
Category B	0
Category C	18

The Scottish Secure Tenancy Agreement defines anti-social behaviour as: “any conduct which might reasonably be expected to cause, alarm, distress, nuisance or annoyance to any person or causing any damage to anyone’s property”.

We will accept complaints by letter, by phone, email, or an interview.

We will provide as much support and assistance as possible to any tenant experiencing anti-social behaviour.

SERVICE LEVEL COMPLAINTS

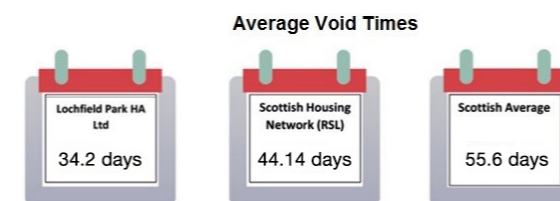
A complaint is an expression of dissatisfaction about our action, or lack of action about the standard of service provided by us on our behalf.

Stage	Number
Stage 1 Complaints	21
Stage 2 Complaints	1

All complaints were dealt with in accordance with our complaints policy and procedures timescales.

Our 2022- 2023 Estate Maintenance program included:

- Regular neighbourhood visits by staff
- Ground Maintenance of open spaces
- Removal of Giant Hogweed in our neighbourhood
- Grass Cutting service
- New planting in the Stag Garden



Lochfield Park 34.2 days. Scottish Housing Network 2022-2023 44.14 days. Scottish Average 55.6 days.

Void performance improved slightly by 0.8 days from 35 days in 2021-2022 to 34.2 days in 2021-2023. The Associations void

performance continued to be affected by both contractor workloads, and utility issues resulting in extended void time.

It is important that properties are maintained to an appropriate standard. We remind tenants that it is essential to give the required 28-day notice period to end your tenancy and grant the Association access to conduct a pre-termination inspection. More information about the termination process is available in our office and on our website.

Year	Scottish Average	Lochfield Park Average Days Lost
2022-2023	55.6 days	34.2 days
2021-2022	51.6 days	35 days
2020-2021	56.3 days	37.7 days

Rent Loss

The Associations rent lost due to voids equated to 0.39% of its annual rental income. This is well below the Scottish Housing Network (RSL) average of 1.13% and Scottish Average of 1.4%.

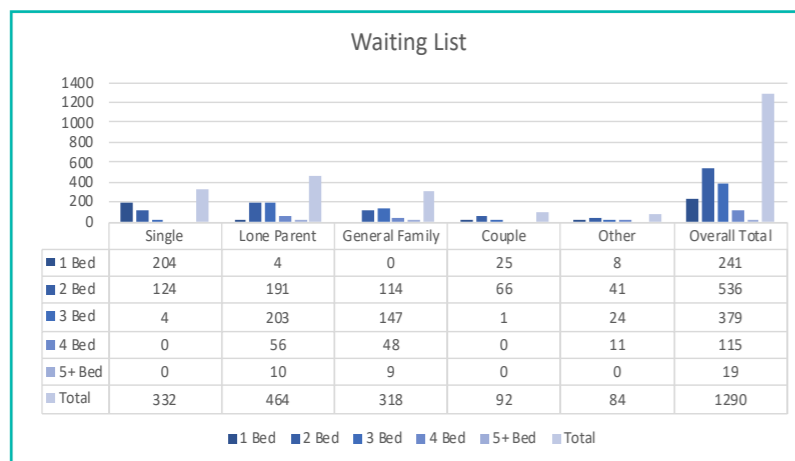
Year	Scottish Average	Lochfield Park Average Days Lost
2022-2023	1.4%	0.39%
2021-2022	1.4%	0.4%
2020-2021	1.4%	0.39%

Tenancy sustainment at Lochfield Park remains consistently high and has been above the Scottish average for several years. This is usually a sign of a stable community.

Year	Number of Lets	No Sustained for 12 months	% of Tenancies Sustained for 12 months or more
2021-2022	29	29	100%
2020-2021	25	21	84%
2019-2020	16	16	100%

“I like everything about my new house, I have a better life and my son’s health has improved since living here”

WAITING LIST



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 2 or 3-bedroom properties. Highest turnover is within our 2 bedroomed stock; however, many applicants' aspirational requirements are for main door properties and can

therefore expect to wait for an extended period before being made any offer. If you wish to apply for housing, you can do so by contacting our office by telephone, in writing, by email and request a housing application pack. You can also apply for housing by using our online application form. The table below shows the ethnic origin of the current housing waiting list. Most applicants identify themselves as being White Scottish, however we are seeing higher numbers than in previous years of African and Polish applicants.

Ethnic Origin	Number
White Scottish	839
White English	2
White Welsh	0
White Northern Irish	0
White Irish	0
Other White	85
Indian	2
Pakistani	2
Bangladeshi	2
Chinese	1
Other Asian Background	4
Caribbean	1
African	130
Other Black Background	16
Other Background	11
Gypsy/Traveller	0
Polish	87
Any Mixed Background	3
Black	14
Arab	11
Unknown	72
Refused	8

APPLICATIONS RECEIVED

Number of Applicants Received

No of Applicants	Category
21	Couple
234	Lone Parent
120	General Family
155	Single person
11	Other
541	TOTAL

Groups	2018-19	2019-20	2020-21	2021-22	2022-23
Group 1&1B	4	3	5	5	14
Group 2	3	4	0	2	9
Group 3A	7	0	7	5	42
Group 3B	0	0	1	3	13
Group 4	2	2	6	4	20
Group 5A	0	0	0	0	0
Group 5B	2	0	0	0	4
Group 6	4	6	1	7	15
Group 7	0	0	0	0	0
Group 8	0	0	0	0	0
Succession	0	0	2	2	1
Mutual Exchange	0	0	1	0	0
Assignment	0	0	2	1	0

The charts show the number and types of properties which became available for let in the year. It shows there was a higher turnover of tenement flats compared to other property types with the majority of applicants being rehoused from Group 3, Overcrowding. Figures show that the highest number of allocations were made to lone parent and single person categories.

"I love my wee house. I love my garden and my driveway, and I love that it's open plan. I've never had a brand-new house before. I lived up a close before I moved here"



RENTS

“Taking into account the accommodation and services that Lochfield Park provides, do you think rent for his property represents good value for money?”



Scottish Housing Regulator Charter Indicator 29

The Scottish Federation of Housing Association’s Affordability tool indicates that our rents are affordable. This is also reflected in our tenant feedback with 90% of respondents to our satisfaction survey thinking that our rent is good value. The table shows the rent increase applied by the Association for the past 3 years. It can be seen from the table that our increases have been significantly lower than the Scottish Average each year. The Association aims to keep rent increases to a minimum to ensure affordability whilst still providing high quality services.

	Scottish Average	Year	Lochfield Park
Rent Increase	5.14%	2022-2023	4.0%
Rent Increase	2.88%	2021-2022	2.5%
Rent Increase	1.22%	2020-2021	0.0%

RENT ARREARS

2021-2022	Non – Technical		Technical		Total Arrears	
	£	%	£	%	£	%
Current Tenant	68,337	3.19	15,916	0.74	84,253	3.94
Former Tenant	2,703	0.13	Nil	Nil	2,703	0.13
Total Arrears	71,040	3.32	15,916	0.74	86,956	4.07

2022-2023	Non – Technical		Technical		Total Arrears	
	£	%	£	%	£	%
Current Tenant	72,744	2.94	13,918	0.56	86,662	3.51
Former Tenant	1,744	0.07	Nil	Nil	1,744	0.07
Total Arrears	74,488	3.01	13,918	0.56	88,406	3.58

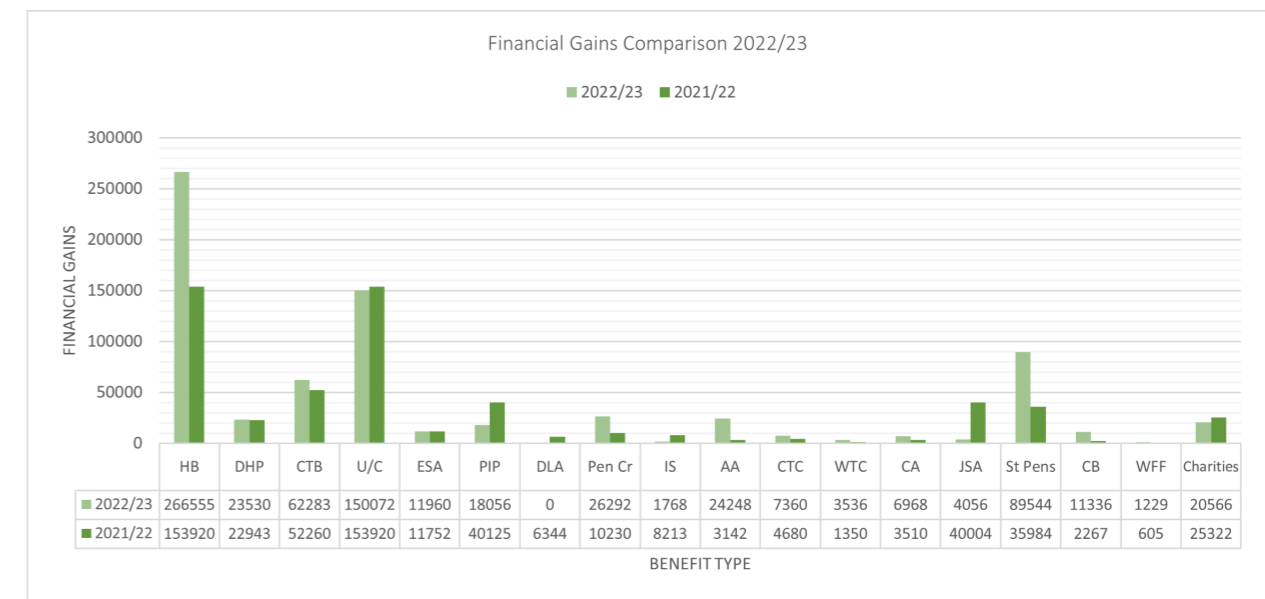
The tables show that the total % rent arrears had decreased since last year. The Association recognises that many tenants have been financially impacted by the continuing cost of living crisis and we ensure that staff, including our Welfare Benefits Officer are available to assist tenants who require assistance or money advice.

WELFARE BENEFIT SERVICE

The Service had a caseload of 469 from April 2022 to March 2023. This represents 2655 benefit and benefit related enquiries, resulting in a total financial gain of £729,359.

This included a £4000 ‘Cash for Kids’ grant which was distributed to families and 124 payments were made to 21 households who received £148 each from the Warm Home Discount Scheme. In addition to this, £13,416 Home Heating grants were awarded to 33 households each receiving on average £406 to ease the burden of increased domestic fuel costs.

The Scottish Welfare Fund awarded 102 essential household items to 44 applicants and £1,229 in cash payments with each applicant receiving an average payment of £245 to assist with immediate financial circumstances and hardship.



REPAIRS & MAINTENANCE

The tables show that during the year a total of 1631 repair lines were raised and 93.92% of these jobs were completed within target. The table below shows reactive repairs by category

Reactive Repair

Category	Response Times	Issue	Completed	% Completed on Target	April Completion
Emergency	3 hrs - 24 hrs	15	15	100	0
Out of Hours	3 hrs - 24 hrs	86	86	100	0
Urgent	3 Working Days	304	300	100	4
Routine	10 Working Days	879	868	89	11
TOTAL		1284	1269	100	15

Right to Repair

Category	Response Times	Issue	Completed	% Completed on Target	April Completion
R.T.R. 1	1 Day	116	116	100	0
R.T.R. 3	3 Days	11	11	100	0
R.T.R. 7	7 Days	5	5	100	0
TOTAL		132	132	100	0

Void Repair

Category	Response Times	Issue	Completed	% Completed on Target	April Completion
Large	10 Days	40	40	100	0
Small	5 Days	175	170	100	5
TOTAL		215	210	100	5

“Right First Time”

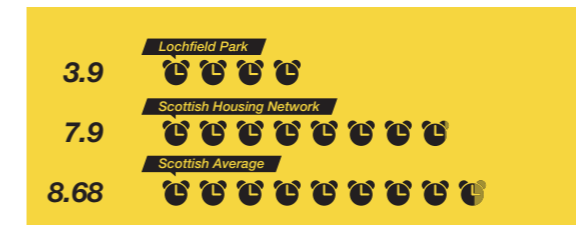
93.88% of qualifying repairs issued were completed “Right First Time”. The Association aims to provide a high-quality repairs service and we are always grateful to receive any comments regarding this service.

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

We are pleased that tenant satisfaction in our repairs and maintenance service has increased since our last survey! We are always trying to improve our repairs service. After having a repair carried out, we may contact you to find out how satisfied you are with the service provided.



REPAIRS & MAINTENANCE



Non- Emergency Repairs

Our average time to complete non-emergency repairs was 3.8 days. This is below the Scottish Average of 8.68 days. SHN 7.9 days



Emergency Repairs

Our average time to complete emergency repairs was 2.02 hours This is also below the Scottish Average of 4.17 hours. SHN RSL 3.6 hours.

Medical Adaptions

The Association carried out 14 (Stage 3) Medical Adaptations to properties to meet the needs of tenants with a medical requirement.

PLANNED MAINTENANCE

The Association carried out Planned Maintenance to protect our properties. During the year the Association completed the following Planned Maintenance programs.



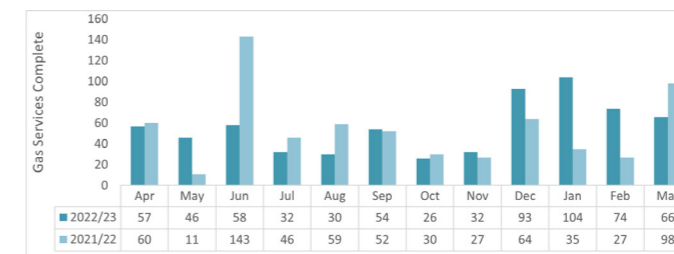
40 Boiler Replacements



672 Gas Service Checks

Gutter Cleaning - The Association also carried out gutter cleaning to all its properties. The Association carried out external paint programmes and ground maintenance programme.

GAS SAFETY



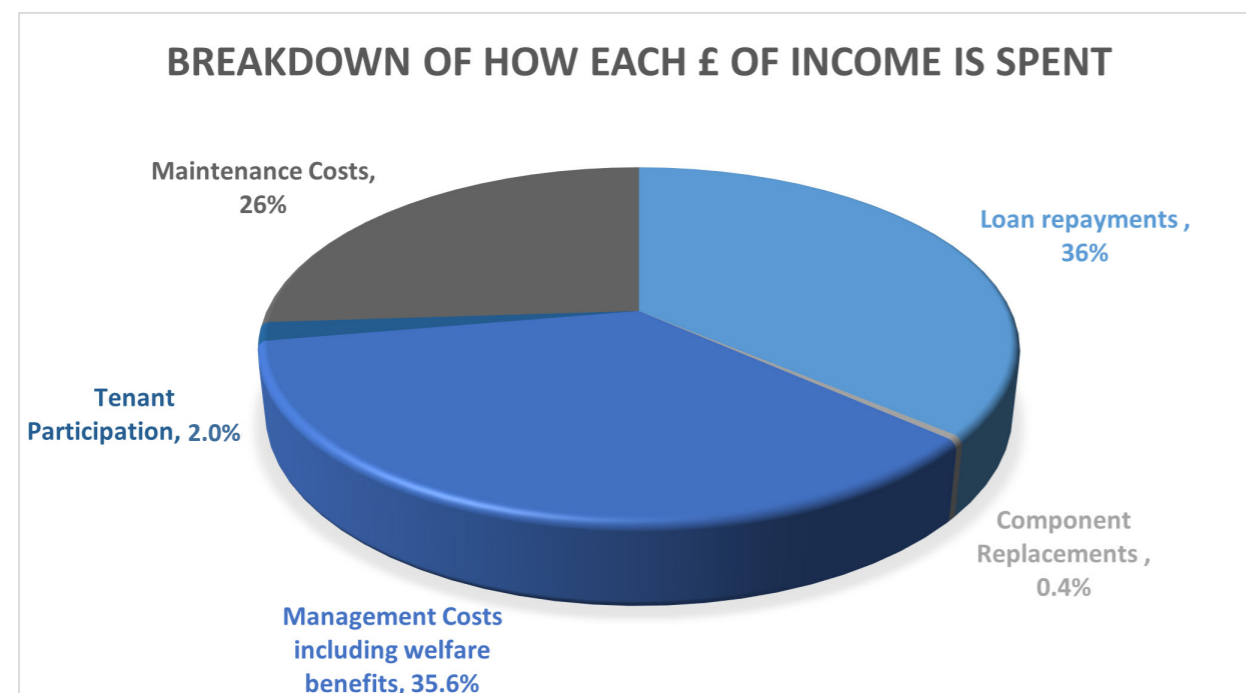
The Association is legally bound to ensure that all its properties with gas have a current gas safety certificate. The chart shows the number of gas safety inspections carried out between April 2022 and March 2023.

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

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 table that the Association is meeting all key performance targets. Management, staffing and maintenance costs being kept within planned levels for the year.

Key Performance Indicators	Actual 2021/22 %	Actual 2022/23 %
Net Surplus	16.9%	9.8%
Debt Per Unit	£23,737	£19,389
Staff costs to turnover	19.3%	16.6%
Interest costs to turnover	13.6%	14.0%
Direct Maintenance costs to turnover	17.8%	17.2%



Management Committee

Lochfield Park Housing Association is governed by a Management Committee comprised of 14 members elected at our Annual General Meeting in September of each year. The last year has been difficult in many ways with the continuing Covid19 situation as well as other National and Global factors such as Brexit, Increased Energy Costs, High Inflation, and increasing Interest rates. The resulting effect on the economy, public services, businesses, families, and individuals has been severe and hard to take.

The new reality for businesses is that a more flexible approach has become necessary involving some working from home when required, more use of technology and an awareness that customer needs are changing, and we must adapt to meet these needs.

Our Governing Body Members and Staff Team are committed to providing the best service possible to tenants and we are always willing to address any issues you may have offering advice and assistance as required.

Lochfield Park Management Committee has managed to fulfil all governance requirements relating to the statutory, financial and operational management of the Association with all meetings quorate throughout the year and a Low Engagement classification by the Scottish Housing Regulator.

Items of note during 2022 / 2023 include:

- We managed to maintain services to tenants despite the many issues noted above.
- We had a successful Annual General Meeting in September 2022 with 14 members elected to our Management Committee.
- We completed two new build housing developments providing 99 new homes for families to live in.
- Carried out £35k of property adaptations to meet the needs of tenants with special requirements
- We managed to maintain the governance requirements of the Association, the Scottish Housing Regulator, other regulatory bodies and Lenders.
- 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.
- We contributed to the local community through Cash for Kids, our own “Help for Kids”, Christmas Hampers, “Help for Pensioners” and we also contributed to the FARE Christmas Hamper Appeal.
- We continued to develop our digital inclusion strategy to include improvements to promoting Facebook and Twitter pages for the Association along with the development of our Housing Application App.

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

GOVERNANCE

Members to ensure they have the skills necessary to perform their duties effectively. This is an important aspect of our work which we are prioritising now that we are back in the office full time.

Lochfield Park Housing Association Ltd

Annual Assurance Statement 2022

Lochfield Park Housing Association's Management Committee confirms compliance with all relevant requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework. The assurance relates to the standards detailed below:

- Assurance and Notification
- Scottish Social Housing Charter Performance
- Tenant and Service User Redress
- Whistleblowing
- Equality and Human Rights
- Statutory Guidance
- Organisational Details and Constitution
- Regulatory Standards of Governance and Financial Management

The Association continues to be affected by the Covid-19 pandemic and the resulting supply chain issues, rising costs and labour shortages. However, we have now returned to pre-pandemic service delivery with the addition of improved digital services.

The Association is confident that our Business Planning and Financial Management will allow us to meet our responsibilities to tenants, service users, regulators and funders and we do not expect to be adversely impacted by the current economic uncertainty.

The Association will continue to monitor its business plan, budget, and financial assumptions to reflect any potential impact caused by the current economic climate in areas such as continuing rent freeze, treasury management and rising interest and inflation rates. The Association's financial plans demonstrate that the organisation has a sound financial footing.

The Association reviewed the national guidance on "Collection equality information: National Guidance for Scottish social landlords" and implemented an effective system for the recording and collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy making and day to day service delivery.

In preparing the annual assurance statement the Management Committee used both the Scottish Federation of Housing Associations and the Scottish Housing Network toolkits as a way of evaluating the available evidence base.

The Management Committee has actively scrutinised and assessed all of the evidence and data bank and confirms that Lochfield Park Housing Association is compliant with the Regulatory Standards of Governance and Financial Management and the requirements of Chapter 3 of the Regulatory Framework and can confidently assure our stakeholders that there are no areas of material non-compliance.

We will publish this Annual Assurance Statement and share this with our service users and other stakeholders. The Association has an effective monitoring system in place to ensure that any material changes in our level of assurance are readily identified and reported to the Scottish Housing Regulator.

This annual assurance statement was approved by the Management Committee of Lochfield Park Housing Association at their Meeting on 25th October 2022.

MANAGEMENT COMMITTEE & STAFF

Management Committee 2022/2023

Steven Gallacher	Chairperson
Audrey Gilfillan	Vice Chair
Marie Quinn	Secretary
Moira Gilfillan	Treasurer
Hannah McDonald	Committee Member
Joan Buchanan	Committee Member
Jade McCulloch	Committee Member
Kate Serries	Committee Member
Helen Black	Committee Member
Maria Oguntayo	Committee Member
Jenna Vance	Committee Member
Joyce Hennessy	Committee Member
Lorraine Keegan	Committee Member
Karen Bowman	Co-opted Member

Staff

Kenneth Halliday	Director
Liz McEachran	Depute Director
Liz Cumming	Office Manager
Laura Smith	Housing Services Manager
David Shaw	Senior Maintenance Officer
Paul Harrison	Welfare Benefits / Housing Services Officer
James Grant	Housing Services Officer
Lauren Mullen	Housing Services Officer
Megan Caine	Assistant Housing Services Officer
Lucy Buchanan	Maintenance Assistant
Orla Hamilton	Receptionist / Administrative Assistant



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.

Help us build it



Help us keep it!

Lochfield Park
Housing Association

Lochfield Park Housing Association,
37 Drumlanrig Avenue,
Glasgow, G34 OJF

Tel.: 0141 771 2228 | Fax: 0141 773 0015

Email: info@lochfield.co.uk

Web: www.lochfield.co.uk

Twitter: [@LochfieldParkHA](https://twitter.com/LochfieldParkHA)

Facebook: [LochfieldParkHousingAssociation](https://www.facebook.com/LochfieldParkHousingAssociation)

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HAPPY TO TRANSLATE

