Barrhead Housing Association Limited

Performance Report 2015/16

meeting the requirements of the Social Housing Charter

1986-2016: Celebrating 30 years working in the community

Contents

2. What have we been doing?
3. What are we planning to do next?
4. Indicator 1: Equalities
5. Indicator 2: Communication
6. Indicator 3: Participation
7. Indicator 4 Quality of housing
8. Indicator 5: Repairs and maintenance
9. Indicator 6: Estate management
10. Indicators 7,8,9: Housing options
11. Indicator 10: Access to social housing
12. Indicator 11: Tenancy sustainment
13. Indicators 14,15: Rent and charges
14. Indicator 13: Value for money
15. Income and expenditure

If you need this document in large print, or translated, please let us know.

HAPPY TO TRANSLATE

disability confident EMPLOYER

What have we been doing?

1986-2016: Celebrating 30 years working in the community

Welcome to the third edition of our Performance Report for 2015/16. This provides you once again with information on how we meet the Scottish Social Housing Charter, and we continue to show trends in performance across some Charter indicators. We are required by the Scottish Housing Regulator to report to our tenants annually on our performance against these standards. We don't receive many comments on the format and content of our previous Performance Reports, but a couple of customers felt our report was too long so we will continue to review the format each year. We also provide further information on our financial position, and our progress with other projects. Please remember that we do not report on all 16 of the main Charter indicators as two do not apply to housing associations. Indicator 12 on homeless people and Indicator 16 on gypsies/travellers are related to statutory duties of the local authorities.

We continue to work with our Tenant Scrutiny Panel on all aspects of our work and once again have worked with them to produce this report. We have reported other facts and figures to them over the last year and they found our budget setting process most interesting. We have compared our performance figures with that of our local FLAIR housing association partners (four in Renfrewshire), a benchmarking club 'the Quality Efficiency Forum' of 30 housing associations and with East Renfrewshire Council. We have only just become members of Housemark and we will receive a detailed report against other members later this year. We will include such details in our Newsletter when available.

On the whole our performance is good across the indicators compared to the Scottish average with only a couple of exceptions. While we still report positively on our repairs figures, we have seen an improvement in our emergency and non-emergency repair responses as we work with our main contractor. We recently had a very detailed validation of our Charter indicators and have made some internal improvements to how we collect and report our data.

Most of our customers know that we continue to invest in our stock with over £1,040,000 spent last year. Our 15 new homes at Rankin Court were completed in April 2016 so not included in our final figures for 2015/16. We are pleased to have the roof repairs at Rankin Way completed by our insurance company but had further problems at Rankin Way which required the decanting of two tenants for several months to allow water damage under the floors to be repaired. We thank our customers at Rankin Way for their patience during this time.

2016 marks a significant milestone for the Association as we were first registered on 16th June 1986. We have marked and continue to mark our 30th birthday during the year with a number of events and competitions. At our recent AGM, we presented two of our founding members with a small gift to mark their involvement in setting up the organisation and their interest in the Association still. We have marked the events in a number of ways so far by initially asking tenants what they would like us to do. We delivered on a community wide free fun day in June, promoted an art exhibition at our sheltered housing, provided a garden make-over for one tenant and five tenants received one week's free rent (of course they had to have a clear rent account to enter and not be in receipt of housing benefit). In February 2016, with the Housing Minister, Margaret Burgess MSP, we helped the Scottish Federation of Housing Associations with its launch of the housing apprentice challenge. Our own trainee David Adam entered the challenge and presented a great video of Rankin Court, having only been in post for a matter of weeks. We were pleased that the Housing Minister returned to Barrhead In March 2016 to formally open the new homes at Rankin Court.

We would welcome any further feedback from our customers on this Report. If anyone would want to join our Tenant Scrutiny Panel which meets every quarter, then please get in touch with us. We hope you enjoy our third Report.

"94% of you are satisfied with us as your landlord"

What are we planning to do next?

During the last year, we said goodbye to two senior staff members who had been with us for some time. Dougie McIntyre has been replaced by James Ward as our Director of Asset Management and Jim Munro by Lorraine Dallas as our Director of Customer Services. Both new staff members have settled in very well and have already brought a fresh approach to our work. This will continue. Change can be invigorating!

As our welfare and energy project has been so successful, we have continued to employ two staff members to provide much needed services to our tenants. Our two officers are available at the office and its best to book an appointment. We are seeing a continuing increase in the number of customers needing help and coming back for more assistance. Through welfare reform and our partnership approach to helping people, more resources than ever before are being offered to our customers. With Universal Credit now active within our local area, we don't see such demand for help declining. While we have small numbers involved in transferring to Universal Credit so far, the process can be complex and confusing – our staff are here to help. We also became members of Our Power, a new energy supply company set up for the wider housing sector to provide cheaper energy through pre-payment meters. This is targeted initially to help new tenants but it will expand over time. We have just completed a comprehensive study of tenant satisfaction with an external consultant speaking with 349 tenants during June and July 2016. We have included a few updated figures within this report. The results are very positive.

We have continued to develop our new computer system over the last year which is starting to improve the way we process things like repairs – this will continue for some time to come. We are still working on a digital project to help our customer's access cheaper broadband.

I'd like to note thanks to our customers, our members, all our staff members and the governing Board members for their continued support and commitment to Barrhead Housing Association. We have come a long way since 1986 when we had no homes, £27 in the bank and an overdraft of £6000. We have achieved a lot and we've still got lots that we would like to do. Thank you.

Claire Boyd
Chairperson

Chief Executive, Shirley Robison welcomes Housing Minister, Margaret Burgess, MSP to officially open Rankin Court.

Invited guests join in the official opening of our 15 new homes.

Fun Day celebrations with support partners, RAMH.

Customer Services staff raise £50 for the St Vincent Hospice with our Fun Day swap shop.

Indicator 1: Equalities

Every tenant and other customer, has their individual needs recognised, is treated fairly and with respect, and received fair access to housing and housing services.

We monitor equalities information from our customers so that we can provide the most appropriate services. Most existing tenants, 96%, are 'White British', with 1% 'Non-white British'. 90% of housing applicants are 'White British', with 5% 'Non-white British'. While we have small numbers of 'Non-white British' tenants, we have increasing numbers of Polish tenants and applicants. We have provided interpreters where required and can have documents translated where requested.

We aim to highlight equalities in a range of ways including having appropriate policies in place, having accessible office accommodation, being members of Happy to Translate, and providing information in different formats when asked to do so. We monitor disabilities with 11.6% of existing tenants with a disability and 0.4% on the housing list. Last year we spent £48,000 on providing medical adaptations to our homes to alleviate medical needs for our customers. We also monitor whether there is an equalities issue from our complaints process.

We continue to have a range of supported projects including:

- Young homeless project – 12 tenancies
- Homeless leases – 3 tenancies
- Women's support project – 6 tenancies
- Sheltered housing – 27 tenancies
- Wheelchair support – 23 tenancies
- Other disabilities – 7
- Amenity adapted housing – 49 tenancies

Our Big Lottery welfare and energy advice project supported 774 tenants. Below is a breakdown of the services provided.

Age	Disability	Gender	Ethnicity
16-24 years – 6%	Disabled – 27%	Female – 52%	White British – 63%
25-34 years – 17%	Not disabled – 41%	Male – 32%	Irish – 1%
35-44 years – 20%	Unknown – 32%	Unknown – 16%	Polish – 6%
45-54 years – 16%			Asian – 1%
55-64 years – 14%			Chinese – 1%
65-74 years – 4%			African – 1%
Over 75 years – 5%			Unknown – 27%
Unknown – 18%			

Indicator 2: Communication

Tenants and other customers, find it easy to communicate with us and get the information they need about us, how and why we make decisions and services we provide.

Our customers told us in our last full survey in December 2013 that they prefer to contact us by telephone (83%), followed by a preference to visit our office (29%). You confirmed that you prefer a letter from us to get in touch (95%). But this is changing. Our new survey of 349 tenants in July 2016 indicates just how much our tenants now use a range of ways to communicate. These are as follows:

- Use Facebook – 54%
- Email – 56%
- Texting – 75%
- Apps on your phone – 30%
- Barrhead HA's website – 3%

...but 24% said none of these.

Access through the internet is now really important.

- Using a desk top computer – 10%
- Using a laptop or notebook – 19%
- Using a tablet – 44%
- Using a smartphone or mobile phone – 54%

...but 38% said they had no access to the internet.

We will be reviewing these findings as we go forward. We have a lot of information on our website which is more interactive and we use Facebook, Twitter and YouTube to communicate with you. We also use our Barrhead television network of six screens to share local information – these screens are located in our office and at various points within Barrhead and Neilston. Do you use them? Eventually our a new computer system will be adapted to give tenants better access to information going forward. Let us know your views on this important issue?

"99% of you felt we are keeping you well informed"

Compliments and feedback

Did you know that last year saw the biggest increase in compliments and gifts being handed into staff – thank you cards from those getting a good service from us, chocolates, home baking, biscuits, and flowers. Please note that our staff cannot accept cash gifts and such items will be returned to our tenants. While we are grateful for gifts received, please keep them small. And thank you – it's good to be appreciated.

We continue to record all complaints and we welcome your feedback. We review these and make service improvements where we can so please let us know if we should be doing something differently.

Complaints received: 98 in total		
	Equalities	Within timescales
Stage 1	15 (14)	80% (79%)
Stage 2	2 (1)	100% (100%)
	Other	Within timescales
Stage 1	80 (126)	91.3% (93%)
Stage 2	1 (1)	100% (100%)

Complaints upheld		
	Equalities	Other
Stage 1	33.3% (57%)	66.3% (54%)
Stage 2	50% (0%)	66.7% (0%)

follow us on...www.barrheadha.org

In our quarterly Newsletters, we report on complaints investigated and provide a 'You said' and 'We did' record of how complaints have made service improvements over the year. We welcome feedback from our customers.

You Said: Gas service contractor failed to keep appointments and took too long to get parts.

We Did: We have now re-tendered this contract with much more robust details for monitoring performance. The new contract started in Sept 2016.

You Said: The garden landscaper didn't tidy up or respond to our complaints.

We Did: We are now reviewing the specification required for this contract and will tender this contract before the new season in Spring 2017.

AGM members toast our 30th birthday.

Garden competition winner Mrs Inglis, from Barrhead.

Indicator 3: Participation

Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.

We are committed to working with our tenants and customers and welcome participation, should customers choose to get involved. One example of this is our Tenant Scrutiny Panel, a dedicated group of local people who get together with our staff to discuss what we are doing and how we are doing it.

What did we do with the TSP in 2015/16?

- Met with our staff on four occasions at the office to discuss our work.
- Participated in estate walkabouts influencing how our service works and what we can do to make it better.
- Discussed the Annual Return on the Social Housing Charter and Performance Report – our Panel believe that where customers choose to participate, the Association offers ample opportunity.
- Attendance at our annual FLAIR conference meeting staff, other Board members and consultants to share new ideas.
- Attendance at our annual Open Day which last year was a second successful tea dance with live music and assistance from Impact Arts.

But we need more members to join this group and influence what we do. Get in touch if you can spare a few hours. For example, want to help with estate inspections? Want help to tidy up your development? Apply for a garden improvement voucher for buying plants or equipment?

'John McIntyre' good neighbour winner Carol Riddell.

In 2015/16, we spent £12,231 on tenant participation including issuing four newsletters, our Performance Report, our FLAIR report and delivering our Annual Open Day in November 2015. We are also continuing to review our services to deliver value for money – more information is available in this Report – we have worked with our tenants and our Tenants Panel to introduce rent harmonisation of our rent setting policy and overall this will simplify our rent structure – this will mean winners and losers as our rents harmonise over the next few years.

Indicator 4: Quality of housing

Tenants' homes as a minimum meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when homes are allocated, they are always clean, tidy and in a good state of repair.

1986-2016: Celebrating 30 years working in the community

We currently meet this standard for 98.45% of our properties, as indicated in the table below. This is not 100% as a small number of customers – 14 properties – do not want certain repairs completed, for example, installing new door entry systems in mixed tenure blocks of flats. We will continue to try to have this work carried out going forward and we will maintain the SHQS standard for our existing homes.

IFLAIR partnership contractors, CCG upgrade 32 properties with new roofs and external render.

Void standard for empty homes

When a property becomes vacant, we ensure it is brought up to a high standard before being let. We check gas and electricity; clean the property; and repair any defects. We also check if it needs a new kitchen, bathroom or heating system as it makes sense to do these replacements when the property is empty.

The new Energy Efficiency Standard for Social Housing has set new targets for 2020 and 2050. EESSH means we need an energy rating for every home we own. We currently complete an energy performance certificate, EPC, for each void property and over the last year, have been completing EPCs for tenanted properties that are getting works done under our planned programme. Where homes currently have an EPC, 77.5% meet the 2020 target. The table opposite shows our current position as at 31st March 2016.

Over the next 18 months, we plan to update every property with an Energy Performance Certificate. This will allow us to plan improvements to meet the 2020 target.

Indicator	Barrhead HA 2013/14	Barrhead HA 2014/15	**Barrhead HA 2015/16**	Scottish average	East Ren Council	FLAIR average	QEF average
Proportion of stock meeting Scottish Housing Quality Standard, SHQS, 2015	98.3%	98.0%	**98.45%** ★	92.8%	97.0%	92.4%	90.12%

Dwelling type	No. of self-contained properties	No. of properties that meet the standard for gas	No. of properties that do not meet the standard for electricity	% currently passing the 2020 standard
Flats	530	241	9	46%
Four-in-a-block	56	28	0	50%
Non-detached	308	107	0	35%
Detached	8	6	0	75%
Total	902	382	9	42%

"92% of you are satisfied with the quality of your home"

All our Customer Services Officers have been trained to offer advice on repairs, including Julie Stewart (pictured at our recent Fun Day).

Indicator 5: Repairs and maintenance

Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Below is our key performance data for 2015/16. We continue to work with our main contractor to do all our reactive day-to-day repairs work. Overall performance from our main contractor has improved. Performance from our gas contractor and other specialist contractors could be better. We are now considering the employment of a handyperson or estate caretaker – we will discuss this with our Tenant Scrutiny Panel going forward. The two fails for gas servicing relate to new boilers being installed. It is still really important that we get access to complete this annual safety check.

Indicator	Barrhead HA 2013/14	Barrhead HA 2014/15	**Barrhead HA 2015/16**	Scottish average	East Ren Council	FLAIR average	QEF average
Average time to complete emergency repairs	2.4 hours	3.9 hours	**2.4 hours** ★	5.1 hours	2.6 hours	2.2 hours	2.5 hours
Average time to complete non-emergency repairs	3.8 days	5.48 days	**4.5 days** ★	7.5 days	5.2 days	4.4 days	4.4 days
Reactive repairs completed right first time	85.7%	91.25%	**89%**	91.3%	93.7%	92.3%	93.3%
Repairs by appointment kept	98.3%	94.99%	**96.5%** ★	94.4%	97.4%	97%	97%
Satisfaction with repairs carried out	93.4%	93.4%	**93.2%** ★	89.9%	82.9%	90.1%	89%
Gas Safety	100%	99.78% (2 fails)	**99.8% (2 fails)**	99.8%	99.9%	99.9%	99.8%

"93% of you are satisfied with the repairs service over the last 12 months"

How much we spent	2015/16
Reactive repairs	£290,490
Void repairs	£90,439
Planned maintenance	£488,761
Cyclical maintenance	£210,194
Number of repairs completed	2788
Average no./cost per house	3.10/£136
Average repair spend per house	£322

Last year we completed...	which cost
20 new kitchens	£60,393
7 new bathrooms	£12,218
32 new roofs and render	£405,000
27/4 new boilers/heating	£50,024
59/37 house/flats painted	£34,039
892 gas services	£122,768
Landscaping	£53,387

Indicator 6: Estate management...

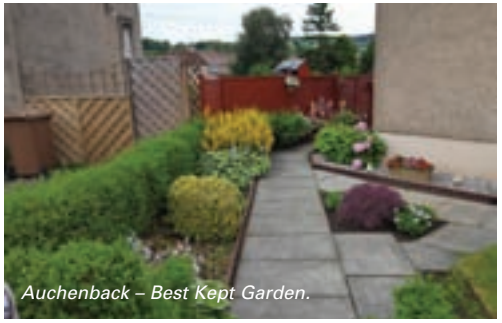
...anti-social behaviour, neighbour nuisance and tenancy disputes – tenants and other customers live in well-maintained neighbourhoods where they feel safe.

We operate a partnership approach to our estate management and anti-social behaviour issues. Our staff attend the Greater Results In Partnership, GRIP, meetings with partner organisations. Partners include East Renfrewshire Council's cleansing department, housing department, environmental health, community wardens, community safety, fire brigade, other housing associations, and police liaison officers. These meetings discuss ongoing common operational incidents and through our Partnership Protocol for sharing information we can highlight common issues and discuss solutions.

Our complaints policy is used to make service improvements particularly around communicating with those involved in any tenancy dispute or anti-social issue. All our customers want to live in well maintained neighbourhoods where they feel safe.

Our recent survey said: 90.6% of customers were satisfied with the neighbourhood as a place to live. Over the last 10 years this has improved from the 60% recorded in 2001.

We also complete joint inspections with the local Council in key areas of Dunterlie and Auchenback. Senior staff and representatives of our Board and Tenant Scrutiny Panel join in with regular inspections of our key areas and this can lead to service improvements where issues remain problematic. Our locally agreed targets have been agreed with our Tenant Scrutiny Panel and are set out below:



Auchenback – Best Kept Garden.

Lowndes Court – Best Kept Back Court.

Indicator	Barrhead HA 2013/14	Barrhead HA 2014/15	**Barrhead HA 2015/16**	Scottish average	East Ren Council	FLAIR average
Cases reported for AS for every 100 homes	8.0	8.4	**6.5**	n/a	5	10.4
Cases resolved within locally agreed targets	97.2%	97.33%	**94.92%** ★	86.6%	98.7%	80.5%

Our customer services officers work closely with our individual customers and the wider community to make our neighbourhoods safe and secure. More complex cases can take a long time to resolve and need a great deal of commitment from those involved.

Here is a list of the cases we dealt with last year:

Complaints by category	No
A. Severe anti-social behaviour (ASB) where police involvement is necessary:	
Alleged racial harassment	1
Harassment	2
Alleged violence	2
Alleged drug dealing	3
Threatening behaviour	2
Vandalism	1
B. ASB where behaviour is serious and persistent, affecting one or more tenants:	
Domestic violence	1
Noisy neighbour	1
Threatening behaviour	1

Complaints by category	No
C. Dispute solely between two neighbours:	
Noisy neighbour	30
Nuisance	10
Threatening behaviour	1
D. Ordinary breach of tenancy agreement:	
Pet issues	4

"91% of you are satisfied with our management of your neighbourhood"

Best Kept Development – McCulloch Way Neilston.

We provide a variety of house types and sizes.

Dunterlie – Best Kept Garden.

Indicators 7,8,9: Housing options

People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them; people at risk of losing their homes get advice on preventing homelessness.

We are part of the East Renfrewshire Housing Register; a one-stop approach to providing information and advice on housing options within East Renfrewshire. The ERHR partners also include Arklet Housing Association and East Renfrewshire Council. We offer a single application that allows each applicant to apply for one of our houses. Each partner operates its own allocations policy but all applicants can register on this one common housing list. Our staff will provide advice on availability of stock and the prospects for being re-housed.

Below is a list of our current properties – we have on average about 80-90 re-lets each year and have arrangements in place to help the Council with its homelessness targets. We also have a nomination arrangement in place with the Council for new lets. 50% of our new properties at Rankin Court were allocated to East Renfrewshire Council in April 2016 but don't feature in this Performance Report.

During 2015/16, the ERHR partners added 690 new applications to the housing list, cancelled 672 housing applications, suspended 6 applications, made 25 homeless referrals to BHA, and had a total of 2,482 applicants on the list at 31st March 2016.

We commenced 83 new Scottish Secure tenancies during the year including two mutual exchanges between two tenants. These are broken down as follows:

- 16 to existing tenants
- 2 mutual exchanges
- 42 to housing list applicants
- 25 to homeless applicants

Size	House	Tenement	4 in a block	Flat/ maisonette	Total
1 apt	0	2	0	0	2
2 apt	10	281	33	1	325
3 apt	115	207	20	5	347
4 apt	168	18	3	16	205
5+ apt	23	0	0	0	23
Total	**316**	**508**	**56**	**22**	**902**

Indicator 10: Access to social housing

People looking for housing find it easy to apply for the widest choice for social housing available and get the information they need on how we allocate homes and their prospects for being housed.

In July 2016, 97% of customers were satisfied with the standard of their home when moving in.

Access to social housing through our East Renfrewshire Housing Register offers a range of routes to a Barrhead HA tenancy:

- ERHR applicants register and apply for properties.
- Mutual exchange where two people approach the landlord to swap homes.
- Homeless nominations from the Council for specific properties.
- Existing transfers where a particular need to move meets our allocations policy.
- Succession where a tenant dies, and a member of the household may apply to succeed the tenancy.
- Assignation where a tenant leaving a property may assign the property to a member of the household.
- Mortgage to rent where a homeowner faced with homelessness due to mortgage arrears is referred to us by the Scottish Government.

Out of a 108 offers of rehousing made during the year, 25 (23%) were refused by applicants.

Breakdown of re-let properties	
General needs	80
Amenity	0
Sheltered	3
Wheelchair/adapted	0
Total	**83**

Reasons for tenancy termination	
Internal transfers	14
Deceased	9
Leaving area	9
Hospital/support	7
Provide/receive family support	7
Buying a property	7
Abandonment	6
Move to Council	5
Property size	4
Financial reasons	3
Fleeing violence	2
Private renting	2
Neighbour problem	2
Personal reason	1
Management transfer	1
Reasons not given	1
Total	**80**

Fun Day celebrations...

Indicator 11: Tenancy sustainment

Tenants get the information they need on how to obtain support to remain in their home and we ensure suitable support is available, including services provided by us and by other organisations.

It is usually in everyone's best interest to help tenants to stay in their homes, whether offering help with applying for benefits, assisting with adaptations to their home or liaising with support agencies to make sure help needed is provided.

Overall 86% of our tenancies were sustained for more than one year – Scottish average 88.6%. From our homeless allocations, 91% of tenancies were sustained for more than 12 months – Scottish average 92.5%

We have 27 sheltered housing properties situated in the Main Street in Barrhead. The demand for these properties is high and turnover usually low. A wide range of services are offered to our tenants including a housing support assistant who completes support plans and liaises with other specialist support services provided by the local authority. We currently offer additional support with IT classes, physical exercise classes, and a craft café. This support service is registered with the Care Inspectorate and inspected every two years. The last inspection was carried out in February 2016 with the Association maintaining it's 'very good' grades for all three areas – quality of care and support; quality of management and leadership; quality of staffing.

Welfare Rights Services

Due to the changes to welfare reform, it is increasingly important that we adapt our services to help our customers with the wide range of changes. We successfully extended our Big Lottery funding to March 2016 and continued to provide a range of help and advice to our customers for welfare reform and energy efficiency. The total funding received over the last two years was £123,000 and the benefits over the period 2014- 2016 have been significant for our customers. This project worked in partnership with local agencies Voluntary Action-East Renfrewshire and East Renfrewshire Citizens Advice Bureau. An additional fund for £21,500 was also achieved as part of the energy project and this allowed us to monitor the effects of our internal wall insulation in our harder to heat tenemental properties over a 12 month period.

Here is what we have provided during the two years of funding:

- Number of customers referred to our Income Maximisation/Welfare advisor: 566 cases.
- Financial gains achieved for customers £290,314.
- Number of customers referred to our energy advisor: 309.
- Reduced energy costs £45,208.

These services offer great additional services to our customers and unfortunately our bid for further funding was refused. We however continue to offer both a full-time welfare officer and part-time energy advice service to our customers going forward.

Medical adaptations

£48,000 funded by the Scottish Government to provide much needed level access showers, grab rails and new door entry systems at the complex. The average length of time to complete approved applications for medical adaptations was 31.3 days (Scottish average 49.9 days).

Evictions and property abandonments

We evicted one tenant last year for rent arrears. This only happens as a last resort when our customers stop engaging with us. We had six properties abandoned – this means that the tenants failed to provide us with the required notice to end their tenancy and failed to return their keys.

"99% of you said you were provided with the correct advice and information from our welfare and energy staff"

Indicators 14,15: Rent and charges

We set rents and service charges in consultation with our tenants and other customers so that a balance is struck between the levels of service provided, their cost, and how current and prospective customers can afford them.

At 31st March 2016, we owned 908 properties including six shared ownership properties. The total rent due for the year was £3,621,025. We agreed a rent increase of 2% for 2016/17. The table below shows our rent increases for the last three years compared to our local Council and our local Renfrewshire housing association partners. The trend on our rent increase is downward to reflect the lower inflation rates we use as a guide when reviewing all our costs.

However, this is a key area where we need to consider very carefully the ability of our customers to afford our rents, and our ability to meet our costs. We have provided additional services over the last two years following our successful bid to the Big Lottery – with both a welfare officer and an energy advisor. We have brought in an additional £405,000 of extra financial income to our customers. A total of 776 customers have benefited from this service last year and more are coming back for help this year. This is certainly making significant improvements for our customers and is part of our 'added value' services.

The average rent increase across Scotland for social landlords was 1.51% in 2016/17

The average weekly rents opposite will include where provided service charges. We charge for various services provided for our sheltered housing complex including housing support, common facilities like laundry and common rooms and the warden call services. For our overall stock additional charges relate to close and window cleaning, electricity charges for communal entry systems and television aerials.

Average rent increases	2013/14	2014/15	2015/16	2016/17
Barrhead Housing Association	**3.2%**	**3.1%**	**1.9%**	**2.0%**
Bridgewater Housing Association	3.0%	2.9%	1.9%	1.5%
Linstone Housing Association	3.7%	2.9%	1.8%	1.5%
Paisley South Housing Association	4.1%	3.5%	2.9%	2.0%
Williamsburgh Housing Association	3.2%	2.6%	2.3%	0.7%
East Renfrewshire Council	4.9%	5.0%	4.9%	4.9%
QEF benchmarking group of 30 HAs	3.89%	2.86%	2.26%	1.51%

Popular flats in Lowndes Court, Barrhead.

Average weekly rents				
Size of home	Barrhead HA 2013/14	Barrhead HA 2014/15	No. owned 2015/16	**Barrhead HA 2015/16**
1 apt	£40.75	£42.06	2	**£47.15**
2 apt	£65.27	£65.94	325	**£71.45**
3 apt	£79.64	£81.76	347	**£85.22**
4 apt	£83.65	£86.63	205	**£90.61**
5+ apt	£103.26	£107.15	23	**£110.77**

Average weekly rents				
Size of home	Scottish average	East Ren Council	FLAIR average	QEF average
1 apt	£65.94	£56.12	£49.03	£37.86
2 apt	£70.39	£59.05	£70.89	£68.80
3 apt	£71.55	£67.87	£79.51	£75.79
4 apt	£77.60	£76.01	£85.73	£84.19
5+ apt	£85.98	£77.79	£101.62	£95.42

Indicator 13: Value for money

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

"94% of you thought our rents are good value for money"

Assessing value for money is a big concern for everyone. We're a not-for-profit organisation with our main source of income being from our rents. We therefore aim to provide an effective, high quality service whilst making the best use of our resources. If we can achieve a better price without affecting the quality of service, we will investigate this.

In March 2016, we strengthened our Value for Money Statement to emphasise our commitment to value for money. Value for money for BHA is about delivering maximum value whilst minimising costs and providing an effective high quality service from our resources. The statement goes further than cost analysis as it also highlights the added value that our customers may not always see. Overall there are a range of measures we aim to achieve.

For efficient procurement, we look at open tendering with the aid of framework agreements, being members of procurement clubs and obtaining quotations. We have now entered into a second framework agreement for the next four years with a club of eight local housing associations. We have 27 contractors on this framework to assist us with the delivery of environmental projects including our landscape garden maintenance contract, our cyclical contracts including gas safety, and our planned programme for replacement of kitchens, bathrooms and other major components. This year we also tendered our insurance contract for the next three years. We also benchmark or compare our results with local and regional housing associations.

Our local representatives on our Tenant Scrutiny Panel help us develop and review our policies, our performance and our budget setting including rent reviews. Ensuring value for money in the work or services we pay for ensure our ability to keep rents affordable and generates resources to input into activities that generate 'added social value'. This is provided through our commitment to the wider regeneration of our communities. With access to external funding where possible and working with local partners, we are able to consider extra services for our tenants – employability training, welfare and energy advice, activities for our older tenants, etc.

Energy Adviser, Amanda Kean giving some 'early years' advice at our Fun Day.

Other indicators to consider are:

Indicator	Barrhead HA 2013/14	Barrhead HA 2014/15	**Barrhead HA 2015/16**	Scottish average	East Ren Council	FLAIR average	QEF average
Amount of rent collected for current and past rent	99.7%	99.98%	**99.3%**	99.5%	98.2%	98.9%	99.5%
Rent due for empty homes	0.3%	0.26%	**0.26%** ★	1.0%	0.9%	0.9%	0.62%
Re-let days for empty homes	11.9 days	10.94 days	**11.6 days** ★	35.4 days	45.4 days	26.6 days	20.87 days

Indicator	Barrhead HA 2013/14	Barrhead HA 2014/15	**Barrhead HA 2015/16**	Scottish average	East Ren Council	FLAIR average	QEF average
Gross rent arrears, current and former	3.49%	3.61%	**3.81%** ★	5.3%	7.3%	4.24%	3.95%
Former arrears – total due	£38,731	£37,469	**£57,415**	n/a	£432,704	£102,859	£102,226
Former arrears – per unit	£43.71	£19.41	**£63.65**	n/a	n/a	n/a	n/a

1986-2016: Celebrating 30 years working in the community

Creative Pathway trainees help out with our rubix cube challenge at the Fun Day.

External funding received for projects included:

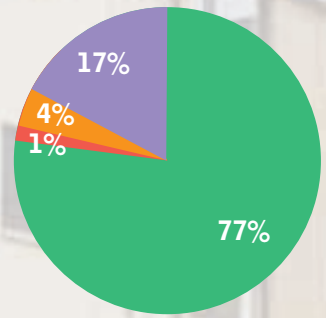
- Big Lottery funded welfare reform project – £123,000 over two years to 31st March 2016.
- Scottish Government People and Communities fund – £68,400 for an employability project for young people with Impact Arts a Glasgow based community arts organisation. We now have funding for 2016/17 for training up to 45 young people.
- Scottish Government People and Communities fund – £28,000 to deliver a craft café for sheltered housing residents in Barrhead and Linstone Housing Associations.
- Scottish Government medical adaptations fund – £48,000 to deliver much needed adaptations within the home.
- Energy Ideas funding of £21,000 in partnership with SFHA to help monitor our internal wall insulation project in Barrhead and Paisley.
- Climate Challenge funding of £94,000 for an energy project at Auchenback Resource Centre in partnership with Barrhead HA.

Income and expenditure

for year ending 31st March 2016

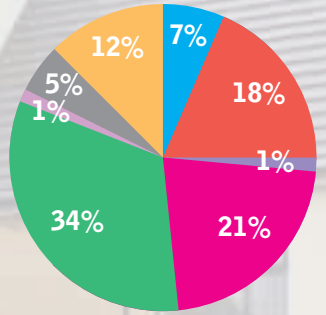
Our income: £4,808,200

- Rental Income: £3,714,600
- Capital gains release: £839,000
- Other income: £209,300
- Service Charges: £45,300



Our expenditure: £3,801,100

- Management/maintenance costs: £262,000
- Repairs: £810,000
- Service costs: £45,300
- Salaries including pensions: £692,900
- Depreciation of housing: £1,283,000
- Loan and finance costs: £470,500
- Other activity costs: £202,100
- Other operating costs: £35,300



Barrhead Housing Association Limited

Creating opportunity for growth and improvement

1986-2016: Celebrating 30 years working in the community

58-70 Main Street, Barrhead,
East Renfrewshire G78 1SB
Tel: 0141 881 0638
Email: enquiries@barrheadha.org
Web: www.barrheadha.org

Scottish Charity No SC 036265
Barrhead Housing Association is a member of: SFHA, TPAS, EVH, FLAIR, I-FLAIR, GWSF, TIS, East Renfrewshire Chamber of Commerce, Scottish Procurement Alliance, Housemark.

INVESTORS IN PEOPLE | Silver

HAPPY TO TRANSLATE

Design: Melville Design Associates • 0141 637 8594
Photography: Kieran Chambers • www.kcphotographics.co.uk