

LOCHFIELD PARK HOUSING ASSOCIATION LTD



Meeting the Scottish Social
Housing Charter **2018-19**

CHAIRPERSON



Hannah McDonald
(Chairperson)

As Chairperson of Lochfield Park Housing Association it gives me great pleasure to welcome you to our 2019 document “Meeting the Scottish Social Housing Charter”.

The last year was very special for the Association as it was the 25th Anniversary of the founding of Lochfield Park. It seems such a long time ago now from the Steering Group which started the whole process off, to where we are today, a successful Housing Association with a thriving community behind it.

Last summer we held a fantastic celebratory 25th Anniversary Gala Day for the local community with over 500 attending who enjoyed a great day and showed that there is still a tremendous community spirit in the Lochend area of Easterhouse. Thanks to everyone involved in the Gala Day.

Back to business now, this report provides readers with details of Lochfield Park Housing Association’s performance in the year 1st April 2018 to 31st March 2019 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 successful in progressing our latest new build housing development at Abbeycraig Road. This project is the biggest in the Association’s history to date and will provide 76 properties for social rent and 8 for New Supply Shared Equity.

We have also recently received project approval for a further 15 social rented properties at Abbeygreen Street on the site of the former Fulton Lodge Care Home.

None of these new developments would be possible without the Association being managed efficiently and effectively by the Management Committee and Staff Team.

This report shows that despite intensive work commitments we managed to maintain high performance levels in Housing Management and Maintenance and further strengthen the financial position of the Association through effective budgeting and control of expenditure.

The Management Committee and Staff Team have once again shown high levels of commitment to the Association and this has allowed us to achieve so much. We are pleased to note that this was acknowledged in the results of our most recent tenant satisfaction survey carried out in August 2018.

Our work in the Brucefield Park Area continues with the support of Glasgow City Council and to date we have acquired, improved and let 40 properties which has helped to turn the area around.

We continue to invest in our core housing stock through new kitchens, bathroom replacements, painter work contracts, ground maintenance and regular stock condition surveys, as well as gas and electrical safety inspections. Work will shortly commence to upgrade every property with new smoke and heat detectors in compliance with the new Scottish Government Fire and Smoke Detector Regulations.

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

Hannah McDonald

Chairperson

INTRODUCTION

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.

SCOTTISH SOCIAL HOUSING CHARTER

				
Customer Landlord Relationship	Housing Quality Maintenance	Neighbourhood and Community	Access to Housing and Support	Getting Good Value from Rents and Service Charges
Outcome 1, 2, & 3	Outcome 4 & 5	Outcome 6	Outcome 7, 8, 9, 10 & 11	Outcome 13, 14 & 15
Equalities Communication Participation	Quality of Housing <i>Repairs, Maintenance and Improvements</i>	Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes	Housing Options <i>Access to Social Housing Tenancy Sustainment</i>	Value for Money <i>Rents and Service Charges</i>

TENANT SATISFACTION

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

Overall tenant satisfaction with the service that we provide has remained at a high level with 94% in 2018 stating that they are either satisfied or very satisfied with the service we provide.



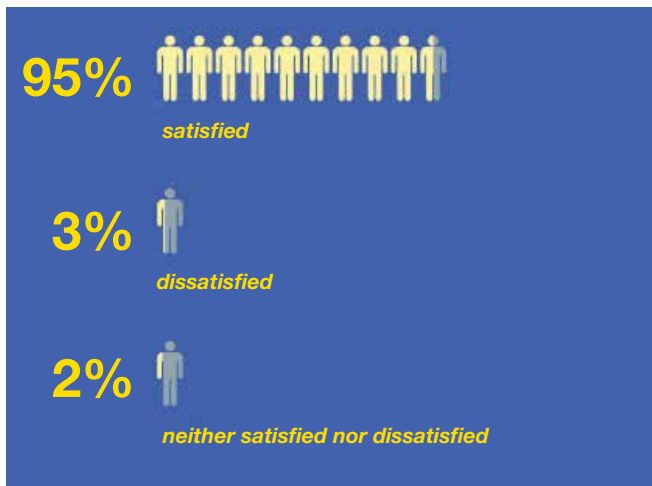
We are happy and settled in our new home within the community

TENANT PARTICIPATION

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



Scottish Housing Regulator Charter Indicator 6



Scottish Housing Regulator Charter Indicator 3



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

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

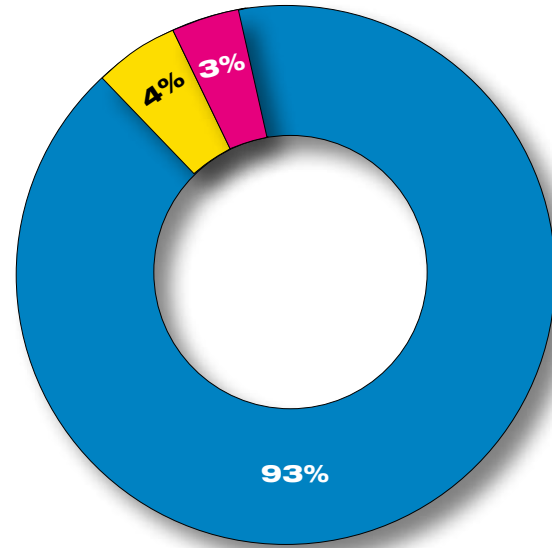
ESTATE MANAGEMENT

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

During the year we carried out:

- ◆ Regular neighbourhood visits by staff.
- ◆ Ground Maintenance of open spaces.
- ◆ New close doors.
- ◆ Grass Cutting service.
- ◆ Distribution of free poop scoop bags from our office.

This year we introduced landscaping on the spare land at Glassel Road with more landscaping in the area planned as part of our 25th anniversary celebrations.



■ satisfied ■ dissatisfied ■ neither satisfied or dissatisfied

Scottish Housing Regulator Charter Indicator 17

93% of our tenants are satisfied with Lochfield Park’s management of the neighbourhood. We hope these levels of satisfaction will continue through the Associations ongoing estate management programme.

ANNUAL GARDEN COMPETITION

The standard of gardens has been very good again throughout the year. Winners of our popular garden competition were announced at our Annual General Meeting in September.



ANTI-SOCIAL BEHAVIOUR COMPLAINTS

We had a total of 19 anti-social 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.

	Number
Category A	0
Category B	0
Category C	19

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.

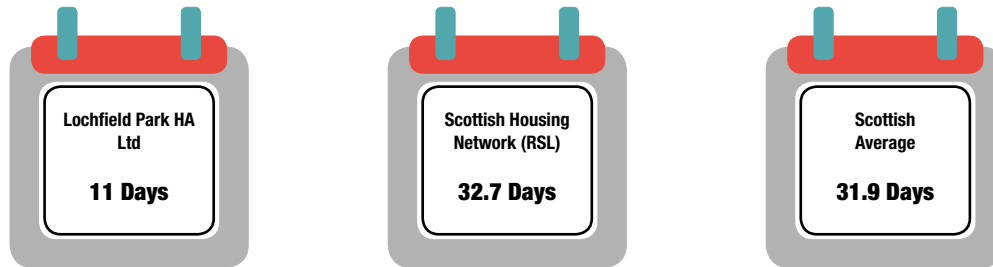
	Number
Stage 1 Complaints	15
Stage 2 Complaints	0

All complaints were resolved without the need to escalate to Stage 2.

Noise Nuisance **Harassment** **Criminal Behaviour**
Pets/Animal Nuisance **VERBAL ABUSE**
Fly-tipping **Alcohol-related ASB** **VIOLENCE**
Hate Crime *Vandalism*
Domestic Abuse **Drugs** **ASB in Communal Areas**

VOIDS

Average Void Times



Lochfield Park is 11 days Scottish Housing Network 2018-2019 is 32.7 days Scottish Average is 31.9 Days

Lochfield Park's void performance has improved in the last 12 months, with re-let well below both the national and Scottish Housing Network average. Maintaining low re-let times is essential to minimise void loss to the Association and reduce waiting times for applicants. Reducing void times will be an area of improvement in the coming year.

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.

Rent Loss

The Associations rent lost due to voids equated to 0.1% of its annual rental income. This is well below the Scottish Housing Network (RSL) average of 0.9% and Scottish Average .

Year	Scottish Average	Lochfield Park Average Days Lost
2018-2019	31.9 days	11 days
2017-2018	31 days	23.9 days
2016-2017	31.5 days	19.7 days

Year	Scottish Average	Lochfield Park Average Days Lost
2018-2019	0.9 %	0.1%
2017-2018	0.7%	0.36%
2016-2017	0.9%	0.24%

TENANCY SUSTAINMENT



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

I've settled in right away. I feel like I've lived here for years

It's a nice quiet area and I'm really happy with my house. I wouldn't want to move

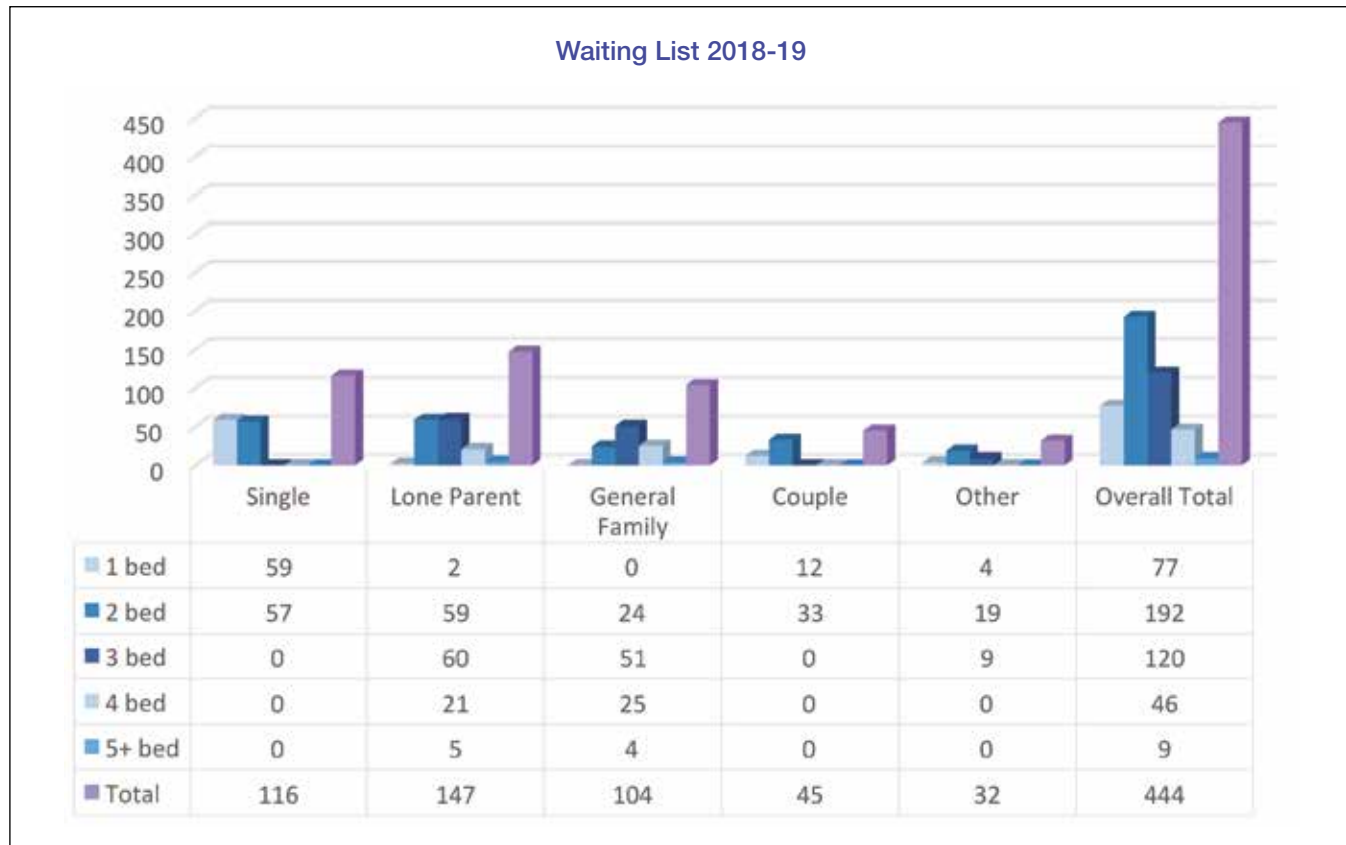
Year	Number of Lets	Number sustained for 12 months	% Tenancy Sustained for 12 months or more
2017-2018	40	36	90%
2016-2017	30	28	93.3%
2015-2016	34	29	851.3%

Over the period only 2 tenants ended their tenancy within 12 months for the following reasons;

- ◆ Moving to another country,
- ◆ Cannot afford to live independently.

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 2 or 3 bedroom properties.



Our highest turnover is within our 2 bedroomed stock, however many applicants aspirational requirements are for main door properties. Normally applicants would wait a long time before receiving an offer, however the Association is building 99 new homes over the next 2 years which should assist with waiting times.

Next year we are hoping to start the Abbeycraig Development. We would encourage anyone interested in the new homes to make an application to the Association.

ETHNIC ORIGIN WAITING LIST

The table shows the ethnic origin of the current housing waiting list.

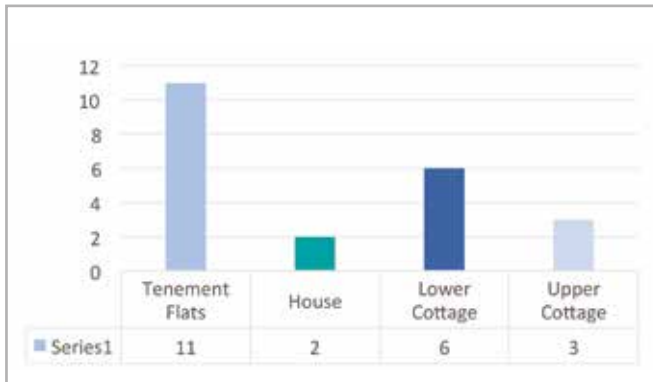
The majority of applicants identify themselves as being White Scottish, however we are seeing higher numbers than in previous years of Polish and African applicants.



Ethnic Origin	No.
White Scottish	312
White English	2
White Welsh	0
White Northern Irish	0
Other White Background	2
White Irish	0
Other White	7
Indian	0
Pakistani	0
Bangladeshi	1
Chinese	1
Other Asian Background	2
Caribbean	1
African	39
Other Black Background	2
Other Background	2
Gypsy / Traveller	0
Polish	35
Any Mixed Background	0
Black	13
Arab	2
Unknown	14
Refused	5
Total	440

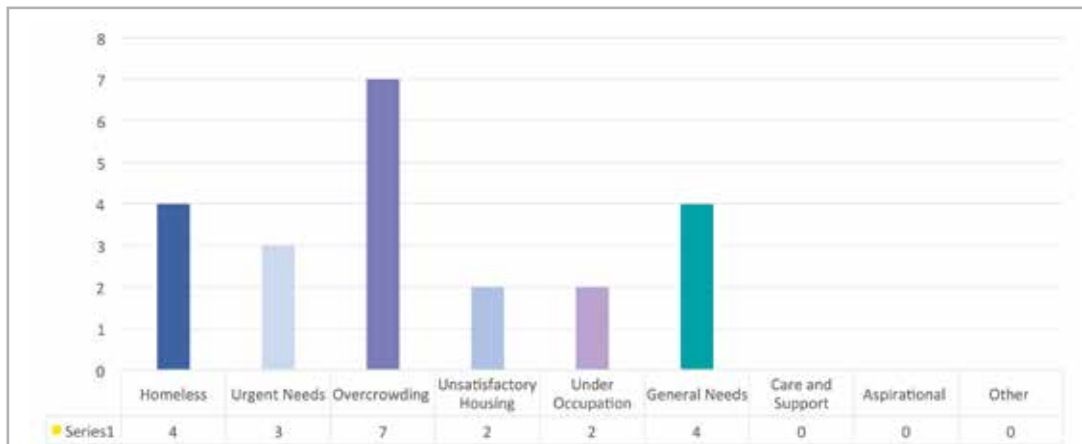
ALLOCATIONS

Property Types



Household Composition	Number
Couple	2
General Family	5
Lone Parent	10
Single Person	5
Other	0

Allocation by Group



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

It can also be seen that the highest number of properties were allocated to Lone Parent and Single Person and General Family.



The Children of Oakwood Primary School named the Stags: Hamish, Oakley and Fergus

RENTS

The Scottish Federation of Housing Association's Affordability tool shows that our rents are affordable. This is reflected in our tenant feedback with 92% of respondents to our satisfaction survey thinking that our rent is good value.

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



92%
Good



4%
Poor



4%
**neither
good
nor poor**

Tenant satisfaction has increased by 7% since our last Tenant Satisfaction Survey in 2015!

Scottish Housing Regulator Charter Indicator 29

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 average each year. The Association tries to keep rent increases to a minimum to ensure affordability whilst still providing high quality services.

	Scottish Average	Year	Lochfield Park
Rent Increase	2.97%	2018-19	2.4%
Rent Increase	3.21%	2017-18	2.5%
Rent Increase	2.29%	2016-17	0.5%

RENT ARREARS

2018-19	Non Technical		Technical		Total Arrears	
	£	%	£	%	£	%
Current Tenant	58,763	2.0	37,890	1.85	96,653	4.74
Former Tenant	5,892	0.28	Nil	Nil	5,892	0.28
Total Arrears	64,655	3.17	37,890	1.85	102,545	5.02

2017-18	Non Technical		Technical		Total Arrears	
	£	%	£	%	£	%
Current Tenant	59,980	3.0	47,641	2.4	107,621	5.4
Former Tenant	976	0.04	Nil	Nil	976	0.04
Total Arrears	60,956	3.04	47,641	2.4	105,597	5.44

The tables above show that total rent arrears have decreased since last year. The Association will continue to prioritise rent collection.

**Did you know
you can pay rent
in these various ways**



Please remember to pay your rent if the office is closed to prevent late payment and falling into arrears. If you require a replacement rent card please contact the office.

Remember if you are experiencing financial difficulties you can contact our Welfare Benefits Officer who may be able to assist you.

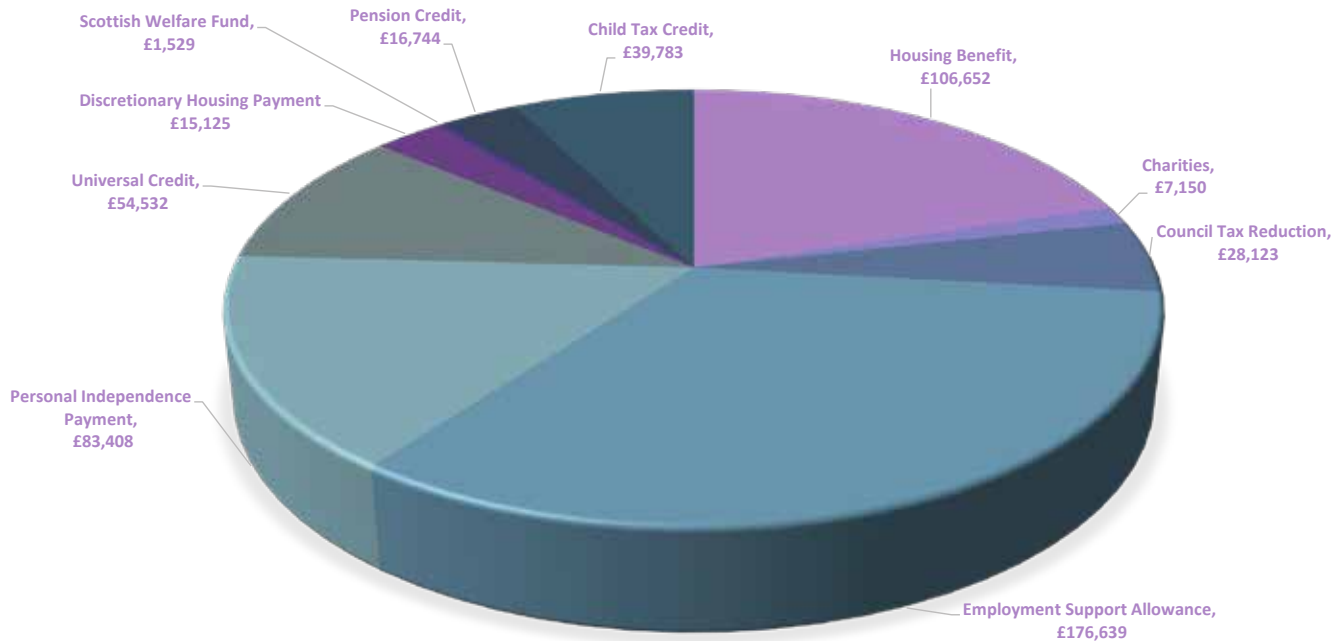


WELFARE BENEFITS SERVICE

On December 2018, Lochfield Park Housing Association went 'Full Service'. Universal Credit is a means-tested benefit for people of working-age who are on a low income. It replaces six existing means-tested benefits.

Since period 2017/18 to 2018/19, Universal Credit enquiries have increased by 100% from 57 to 114 with financial gains increasing by 259% from £15,184 to £54,532 respectively.

During the last year the Welfare Benefits Service has assisted with 1380 enquiries resulting in £529,685 financial gains for tenants. The most common enquiries were for Employment Support Allowance, Housing Benefit, Personal Independence Payment and Universal Credit. The Welfare Benefits Officer helped 372 people with debt advice and £26,520 of debt settled. The Association expects Universal Credit enquiries to increase further this year as more tenants move to this benefit.



REPAIRS AND MAINTENANCE

The table shows that during the year 1456 reactive repairs were raised. 98.5% of these jobs were completed on time. This is consistent with last performance when 98.48% of jobs were completed on time.

Reactive Repairs

Category	Lines Issued	% Completed on time
Emergency	17	100
Out of hours	64	100
Urgent	216	100
Routine	982	97.31
Right to Repair	59	100

Right to Repair

Category	Lines Issued	% Completed on time
Right to Repair 1	45	100
Right to Repair 3	13	100
Right to Repair 7	1	100

Void Repair Lines

Category	Lines Issued	% Completed on time
Void Large	9	100
Void Small	109	100

“Right First Time”

93.31% 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.

REPAIRS AND MAINTENANCE

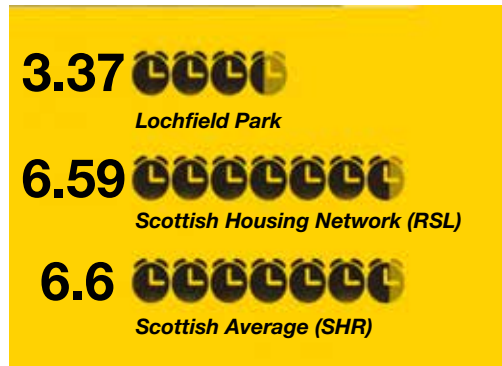
“Generally, how satisfied or dissatisfied are you with the way that Lochfield Park deals with repairs and maintenance?”

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.



Non- Emergency Repairs

Our average time to complete non-emergency repairs was 3.37 days. This is well below the Scottish Average of 6.6 days.



Emergency Repairs

Our average time to complete emergency repairs was 1hr 41 mins. This is also well below the Scottish Average of 3 hours 36 mins .



REPAIRS AND MAINTENANCE

Medical Adaptions

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



*I am very happy
with my new
shower and it
makes a big
difference*

Scottish Housing Quality Standard

The Association completed a full Stock Condition Survey in October 2018 which confirmed that all of our properties meet the requirements of the Scottish Housing Quality Standard. The Association is due to carry out a new Stock Condition Survey in 2020.

Energy Efficiency Standard for Social Housing (EESH)

The Associations properties also meet the requirements of the 2020 Energy Efficiency Standard for Social Housing.

PLANNED MAINTENANCE

The Association carried out Planned Maintenance to protect our properties.

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



17
Boiler
Replacements



591
Gas Service
Checks



29
Bathroom
Upgrades



6
Internal
Close Painting

Bathrooms

Customer satisfaction surveys were carried out to those tenants who received Bathroom upgrades. 100% of tenants reported that they were satisfied with the works. The Association offered tenants the choice of doors, wallboards, vanity units, and flooring.

Door Entry

New close entry security doors were installed, followed by an internal paintwork program in 6 closes in the year.

Gutter Cleaning

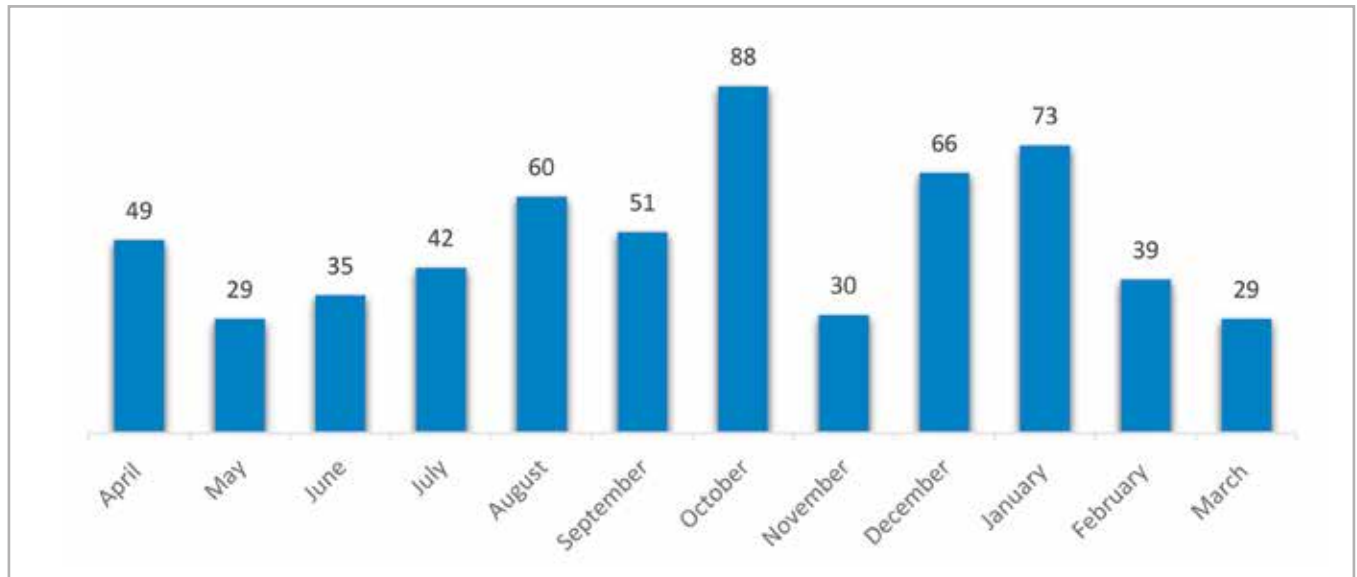
The Association also carried out gutter cleaning to all of its properties.

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 2018 and March 2019.

The Associations Performance in this important area was 100% compared with the Scottish Average (SHR) 99.93%.

Gas Safety Inspections April 2018 - March 2019



We are pleased that 96% of our tenants are satisfied with the gas servicing arrangements.

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



UPGRADE FOR ALL FIRE ALARM SYSTEMS

We recently sent a letter to all tenants advising of the new changes to our fire alarm systems.

The Scottish Government has introduced new legislation regarding Fire and Smoke detectors in the aftermath of the Grenfell Tower tragedy.

This legislation comes into force on the 1st February 2021.

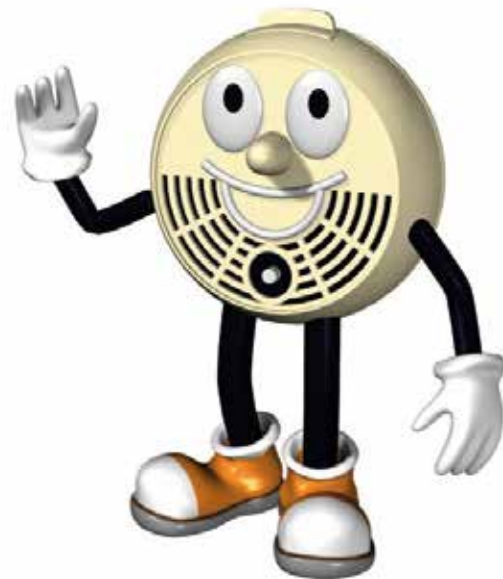
The Association will be carrying out upgrade work to all our properties to comply with the new legislation.

Each property will be fitted with:

- ◆ 1 Smoke Alarm in the Living Room
- ◆ Heat Detectors in the Kitchen
- ◆ Smoke Alarm in the Hallway (Both Upper & Lower)
- ◆ Co2 Alarm in the Boiler Room

The fitting of this new equipment is a statutory requirement and it is therefore essential that you provide access for the works to be carried out.

The Associations contractor Sight and Sound Security will be carrying out this work and it should take approximately 90 minutes to complete.



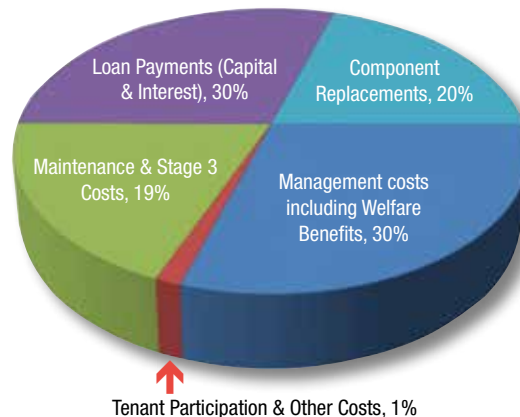
FINANCE

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 table that the Association is meeting all key performance targets. Over the year the Association has seen its bank balance increase and debt levels fall. It is also seeing its Management, Staffing and Maintenance costs are also being kept within planned levels for the year.

Key Performance Indicators	Actual per Annual Accounts 2018	Scottish Median Average 2017
Net Surplus	20%	15%
Debt Per Unit	£12,751	£10,584
Staff costs to turnover	15.2%	21%
Interest costs to turnover	336%	417%

Breakdown of how each pound of income is spent



GOVERNANCE

Management Committee

Lochfield Park Housing Association is governed by a Management Committee comprised of 12 local residents and it is they who ensure that targets and objectives agreed at the Strategy Day held in March / April of each year are achieved.

Highlights this year include

- ◆ Compliance with the requirements of the GDPR and the FOIR.
- ◆ Completion of 29 bathrooms at Phase 4b.
- ◆ Carried out 14 Property Adaptations to meet the needs of tenants with special requirements.
- ◆ Held a celebratory 25th Anniversary Gala Day for the local community with over 500 attendees.
- ◆ Well attended Annual General Meeting held in September 2018 and 12 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.
- ◆ Progressed new build development at Phase 10 (Abbeycraig Road) project to Planning Approval.
- ◆ Progressed new build development at Phase 11 (Abbeygreen Street) to Project Approval.
- ◆ Environmental improvements to the estate including the impressive “Stags” art installation at Drumlanrig Avenue.

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.

MANAGEMENT COMMITTEE & STAFF

Management Committee 2018 / 2019

Hannah McDonald	- Chairperson from September 2015
Ann Whitley	- Vice-Chairperson from September 2015
Joan Buchanan	- Secretary
Cathy White	- Treasurer
Jane Boyce	- Committee Member
Margaret Cox	- Committee Member
Steven Gallacher	- Committee Member
Moira Gilfillan	- Committee Member
Jade McCulloch	- Committee Member
Marie Quinn	- Committee Member
Kate Serries	- Committee Member

Staff

Kenneth Halliday	- Director
Allan Docherty	- Maintenance Manager
Liz Cumming	- Office Manager
Liz McEachran	- Housing Services Manager
Victoria Phelps	- Housing Officer
Paul Harrison	- Welfare Benefits / Housing Services Officer
Annie Shannon	- Assistant Housing Services Officer
James Grant	- Assistant Housing Services Officer
Lauren Mullen	- Assistant Housing Services Officer
Lucy Buchanan	- Modern Apprentice (December 2019)



Abbeygreen Phase 11



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 on the details below.

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.lochfield.co.uk

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Scottish Charity No. SC037694
Property Factor No. PF000221



HAPPY TO TRANSLATE

