



# Landlord Report

## 2020-21



HAPPY TO TRANSLATE

The Association is committed to promoting equality

The Association is required by the Scottish Housing Regulator to provide you with information about our performance. The Social Housing Charter sets out the standards and outcomes that tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.

2020-21 was dominated by the pandemic, and we have adjusted to the government restrictions and adapted to the challenges of continuing to provide services to our tenants. Whilst this meant that our office remained closed to the public, and we were limited in our ability to travel and visit tenants, we adapted very quickly to the new normal and continued to respond to tenant service enquiries.

As we are actively working towards a Transfer of Engagement to Caledonia Housing Association, subject to a successful ballot of tenants in early 2022, our report on our performance for 2020-21 is much briefer than usual.

*Catherine Lowe*

Catherine Lowe  
Interim Director.



## HOMES AND RENTS

As at 31 March 2021, Faifley Housing Association owned **332** homes.

The total rent due in 2020-21 was £1,466,768.

We increased our weekly rent on average by 1.0% from the previous year.

## AVERAGE WEEKLY RENTS

Size of Home	No of homes owned	Faifley HA	Scottish Average	Difference from Scottish Average
2 Apartment	57	£80.05	79.48	0.7%
3 Apartment	137	£87.13	£82.60	5.5%
4 Apartment	115	£92.25	£89.81	2.7%
5 Apartment	23	£94.08	£99.97	-5.9%

## TENANT SATISFACTION

Of the tenants who responded to our most recent satisfaction surveys:

- 96.3% said they were satisfied with the overall service we provided, compared to the Scottish average of 89%.
- 97.8% felt that we are good at keeping them informed about our services and outcomes compared to the Scottish average of 91.7%.
- 98.0% of our tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of 91.7%.

## QUALITY AND MAINTENANCE OF HOMES

- 97.6% of our homes met the Scottish Housing Quality Standard compared to the Scottish average of 91.0%.
- The average time we took to complete emergency repairs was 2.9 hours, compared to the Scottish average of 4.2 hours.
- The average time we took to complete non-emergency repairs was 5.2 days, compared to the Scottish average of 6.7 days.
- We completed 93.9% of reactive repairs 'right first time' compared to the Scottish average of 91.5%
- 88.4% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 90.1%.

## NEIGHBOURHOODS

- 100.0% of reported anti-social behaviour cases reported were resolved, compared to the national average of 94.4%.

## VALUE FOR MONEY

- During 2020-21, we collected current and past rent due that equalled 100.1% of the total rent that was due in the year, compared to the Scottish average of 99.1%.
- We did not collect 0.3% of rent due because homes were empty, compared to the Scottish average of 1.4%.
- We took an average of 45.4 days to re-let homes, compared to the Scottish average of 56.3 days.

# ANNUAL ASSURANCE STATEMENT OCTOBER 2021

The Management Committee has considered numerous reports over the last 12 months and having made enquiries of our Interim Director, and through our own experience and knowledge, the Management Committee can confirm our view that Faifley Housing Association is not currently fully compliant with the regulatory requirements set out in the Scottish Housing Regulator's Regulatory Framework.

A successful transfer to Caledonia HA will address all areas of non-compliance subject to a successful tenant ballot and we hope to achieve a transfer of engagement in the Spring of 2022.

A full version of this statement can be viewed on our website under Documents at [www.faifleyha.co.uk](http://www.faifleyha.co.uk) or alternatively a copy can be requested through our office on 01389 877924 or by emailing [enquiry@faifleyha.co.uk](mailto:enquiry@faifleyha.co.uk)

## FAIFLEY HOUSING ASSOCIATION FINANCIAL SUMMARY 2020-21

	Faifley HA 2020-21	Faifley HA 2019-20
	£	£
<b>Statement of Comprehensive Income</b>		
Turnover	2,043,763	1,932,943
Net Surplus	390,013	426,425
<b>Total Comprehensive Income</b>	<b>38,013</b>	<b>766,425</b>
<b>Statement of Financial Position</b>		
<b>Housing Assets</b>	17,391,968	18,025,015
<b>Other Fixed Assets</b>	20,820	27,010
<b>Total</b>	17,412,788	18,052,025
Current Assets	1,932,456	1,550,365
Current Liabilities	-329,346	-287,026
Long Term Liabilities	-2,123,607	-1,995,143
Deferred Income	-11,620,953	-12,095,882
<b>Net Assets</b>	<b>5,262,388</b>	<b>5,224,319</b>
<b>Represented by:</b>		
Revenue Reserves	<b>5,262,388</b>	<b>5,224,319</b>

A full copy of Faifley HA's accounts for 2020-21 can be found on our website [www.faifleyha.co.uk](http://www.faifleyha.co.uk) under documents.

# OUR TEAM AT 31 MARCH 2021

## Management Committee

## Office Bearer Title

Jackie Lorimer.....	Chairperson
Audrey Murphy .....	Vice Chair
Mandy White.....	Member
Brenda Cameron .....	Member
Marion Benson .....	Member
Thomas McGowan .....	Member
John Anderson.....	Member (Resigned 15.7.20)
Allen Mullen.....	Member (Resigned 28.7.20)
Daniel Wilson.....	Member (Resigned 29.6.21)
Anne Culley .....	Co-optee from 4.2.20 to 28.6.21 Member from 29.6.21
Shirley Robison.....	Co-optee from 27.10.20 Member from 24.8.21
Liz Ruine.....	Co-optee from 27.10.20 Member from 24.8.21

## Staff Members

## Title

Catherine Lowe.....	Interim Director
Janette Meechan.....	Housing Manager
Teresa Jones .....	Housing Officer
Sharon Clark.....	Housing Officer
Stuart McQueen.....	Maintenance Officer (Resigned Oct 20)
Christopher Paterson.....	Temp Maintenance Officer
David McCleary.....	Maintenance Assistant
Yvonne Sweeney .....	Admin Assistant
Anne Hay.....	Office Cleaner

## Professional Services:

Alexander Sloan .....	External Auditor
Information Law Solutions Limited.....	GDPR and DPO Services
FMD Financial Services.....	Financial and accounting services



Contacting the Association:

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Website

You can access our website at:

[www.faifleyha.co.uk](http://www.faifleyha.co.uk)