

TENANT REPORT CARD 2019-2020



**Drumchapel
Housing**
Co-operative Limited



This is the Co-operatives Tenant Report Card for 2019/20, normally you would have received this in October, however with everything that has happened this year, our regulator advised that all RSL's should ensure that Tenants receive the report by end of December 2020.

I hope that everyone is keeping safe and well and managing under the most unique set of circumstances that any of us will have ever faced. In March 2020, the UK went into lock-down and this has changed just about everything that we do in our daily lives.

This year, we have had to change quite a few things at the Co-operative to make sure that we can still operate as your landlord providing services. We have moved to working remotely and have all learned really quickly to use video conferencing which we would never have expected to have to do within our small tight-knit community.

I am delighted to have served you as the Co-operative's Chairperson for another year and would like to note thanks for the support of the Vice Chair, Helen Eakin and Secretary, Paul McBride and all of our past and present Board Members.

This report is about all the work that we carried out throughout 2019/20 and I hope that you enjoy reading about our successes and plans for the year ahead. I would like to thank the tenant panel members past and present that have given us their views on what should be included in this report and how it should look.

Joan McFarlane
Chairperson

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OUR CUSTOMER AND LANDLORD RELATIONSHIP

During August/September 2019 we carried out a full independent Tenants Satisfaction Survey. The survey is carried out every 3 years and we're delighted with the latest results. Of the tenants who responded to the satisfaction survey, we have seen improvements since 2016 and good results in comparison to the Scottish averages and other local organisations in Drumchapel.

Overall service

94.2% of our tenants said that they were satisfied with the overall service Drumchapel Housing Co-operative Ltd (DHC) provided.

This is compared to the Scottish average of **89.2%** and within Drumchapel the average is **88.6%**. Our 2019 result was a slight improvement on the last survey we carried out when the result was 94.04%.

Keeping tenants informed

98.1% of tenants felt that DHC was good at keeping them informed about its services and outcomes compared to the Scottish average of **92.0%** and within Drumchapel the average is **96%**. Our 2019 result was almost the same as the last survey we carried out when the result was 98.17%.

Opportunities to participate

98.1% of tenants were satisfied with the opportunities to participate in DHC's decision making, compared to the Scottish average of **87.2%** and within Drumchapel the average is **94%**. Our 2019 result was slightly better than the last survey we carried out when the result was 97.7%.



Significant Performance Failures

When a landlord repeatedly fails to achieve its outcomes; fails to report its performance annually to tenants; fails to meet Scottish Housing Regulator (SHR) standards; or fails to take action/ puts tenants' interests at risk, then you can report

a significant performance failure (SPF) to the SHR. During 2019-20, DHC met all the outcomes expected of us and we have not recorded or been subject to any significant performance failures.

Good News in 2019/20

Last Summer, in July 2019, we hired transport to take some of our families on a fun day out to the Glasgow Science Centre with lunch included. The day was a great success and hopefully inspired some of our children with a fun way to look at science.



Our ever-popular annual Summer Fun Day was in August 2019 and saw over 150 people attend; we had an animal petting zoo; fire brigade; bouncy castles; basketball; food and the exciting Tombola.

In December 2019, we held another successful annual children's Christmas party with crafting and gifts from Santa. We also took part in the joint Pensioners Party at Oliver's which is a very popular event in the community.



Fantastic numbers turned out for our annual AGM in August 2019 with raffle prizes and a buffet alongside the awards for our garden competition.

Throughout the year, our children were treated to sweet treats at Easter and Hallowe'en and a few competitions in our newsletters with many prize winners.



At DHC, we have a Living-Well Strategy that aims to help our community thrive. We used some of the funding to deliver ten luxury food hampers at Christmas to tenant. This initiative received a positive response.



The Co-operative featured in a Parliamentary Review in 2019 highlighting the history of the organisation which was a significant honour for us to showcase the work of our fully mutual Co-operative.

We continued in low engagement with the Scottish Housing Regulator during 2019/20 which demonstrates our ability to run a financially healthy organisation with good governance in place.

HOUSING QUALITY & MAINTENANCE

A good Repairs Service is one of the most important areas that tenants demand from us at DHC. We have continued to improve in all of the areas of housing quality and maintenance and some headlines are:

Scottish Housing Quality Standard (SHQS)

Our properties at DHC meet the SHQS at **99.2%** which is compared to the Scottish average of **94.4%**, within Drumchapel the average is **99.5%**.

In addition, **99%** of our homes achieved the Energy Efficiency Standard for Social Housing.

Our day to day repair service, including voids, cost us around **£202,000**



Reactive repairs 'right first time'

DHC completed **99.4%** of reactive repairs <right first time> compared to the Scottish average of **92.4%** and within Drumchapel the average is **97.4%**



Non-emergency repairs

The average time that DHC took to complete emergency repairs was **2.3 days**, compared to the Scottish average of **6.4 days** and within Drumchapel the average is **2.6 days**.



Emergency repairs

The average time that we took to complete emergency repairs was **2.4 hours** which is better than the Scottish average of **3.6 hours**. Within Drumchapel the average is **2.4 hours**.



Repair or maintenance satisfaction

99.1% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%** and within Drumchapel the average is **93.7%**

During 2019, we carried out a stock condition survey to ensure that we hold accurate information relating to the condition of our properties and to inform us on the future investment required. We use this information to plan out all of the future programmes of planned improvement works.



Cyclical Repairs

We spent over **£228,000** on cyclical repairs and technical surveys to safeguard tenants and ensure that our properties are maintained to a high standard. The key areas of work included:

Gas servicing

Expenditure

£62,500



Roof anchor servicing

Expenditure

£3,500



External painter-work

Expenditure

£64,900



Gutter cleaning

Expenditure

£16,900



Stair lighting to closes

Expenditure

£13,500



Electrical safety checks

Expenditure

£4,900



Asbestos surveys

Expenditure

£14,400



Legionella - inspection and maintenance

Expenditure

£5,400



Planned Maintenance

2019/20 was a busy year for us as we completed Year 1 of our 5-year planned maintenance programme and began preparatory work for Year 2. We published our commitment to our investment plans for improvement works up to 2024 and we know that tenants are now beginning to enjoy their homes with replacement windows and bathrooms at 3, 5, 7 Merryton Avenue, and kitchens in various locations.

We invested **over £258,000** in 2019/20 to improve homes.

We commenced the first year of our cyclical painter-work programme and started upgrading smoke detection systems to meet the new legislation, designed to make homes safer by February 2021.



Kitchen replacements



Expenditure

£51,100

Boiler replacements



Expenditure

£23,500

Heating replacements



Expenditure

£3,000

Bathroom replacements



Expenditure

£99,100

Window replacements



Expenditure

£74,500

Replacement doors



Expenditure

£7,300

NEIGHBOURHOOD AND COMMUNITY

At DHC, we work alongside a variety of organisations to create a sense of community and aim to have a great place for people to live. To help achieve this, we have worked closely with our contractors and Glasgow City Council, monitoring standards and addressing key concerns, which has helped to achieve **96.59%** satisfaction with the management of the neighbourhood. Some of the services that we offer are close cleaning, gardening, handyman services and the satisfaction has improved from 93.58% in 2016 to **96.59%** in 2019. The average within Drumchapel is **91.69%**.

We spent over **£67,000** to ensure that environments and common areas are clean and well maintained with Landscape maintenance costing us around £37,200 every year and close cleaning and environmental works around £30,000.

Our Estate Caretaker/Handy Man service mainly carries out estate improvements and ensures that common areas are maintained to a high standard.

Anti-social Behaviour cases resolved

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Anti-social behaviour within our community is an issue for everyone connected to the Co-operative and of all the reported incidents, **100%** of anti-social behaviour cases reported were resolved, this is compared to the national average of **94.1%** and within Drumchapel the average is **93.3%**



ACCESS TO HOUSING & SUPPORT

In 2019/20, 35 tenants terminated their tenancy with the Co-operative and we managed to turn properties around much quicker than we have in previous years; it took an average of **4.8 days** to re-let homes, compared to the Scottish average of **31.8 days** and **12.3 days** within Drumchapel.

We try hard to turnaround tenancies as quickly as possible without reducing quality as this is just another way that we aim to reduce our costs as this limits the amount of lost rent.

Although we managed to let 34 properties, we did have offers of housing refused, this was **15%** of all offers made. DHC assists the council in managing homeless people and in 2019/20 we housed **4** people that had been homeless.

It is important for us to ensure that tenants can remain in their homes when their health deteriorates, to this end, we carried out adaptations to **17** homes with grant funding from Glasgow City Council and encourage tenants to seek advice if there is a need for this type of work to be carried out in their home.

Complaints

We manage a variety of complaints and in particular, complaints about our services are managed in line with the Scottish Public Service Ombudsman. We recorded **12** complaints in 2019/20 with many about the repairs service which has allowed us to review the reasons behind this and to improve areas needing attention. We are always keen to hear from tenants about the reasons why some of you were unhappy about the service and how we responded.

12
complaints
recorded in
2019/20

You said, We Did

You told us: that the close cleaning contractor had failed to clean properly.

What we did: Our Estate Caretaker inspected the close and requested that the contractor attend on the same day to clean the close.

You told us: that a hole in a ceiling had not been filled in following a repair and causing draught.

What we did: we explained that hole was cut to dry out dampness and then instructed that the contractor return to complete the job when safe to do so and to the tenants satisfaction.

You told us: that bins had not been cleaned on the designated dates.

What we did: We rearranged the date for one week later and bins suitably cleaned and returned, we also publish the new dates of when bins would be cleaned on social media and website.

We want your complaints to ensure that we can learn lessons going forward.

Successful Campaigns

- In March 2019, we held a 'It's Your Street, Keep It Neat' litter-picking campaign. Volunteers from around the Co-operative area were kitted out with hi-vis vests, litter-pickers, gloves, and rubbish bags, managing to fill approximately sixteen bags of rubbish.
- In May 2019, we undertook a Board Recruitment drive, delivering flyers to all tenants' households in an effort to increase our Board numbers. This coincided with the annual Strategy Day attended by Board members and staff to focus the direction of the Co-operative and provide a highly useful team-building exercise.
- In September 2019, we raised £161 for Macmillan Cancer Support from our delicious home baking by our staff team and enjoyed by contractors and tenants at another successful coffee morning hosted at the office.
- In November 2019, we invited local four-legged friends to our Dogs Trust event at our offices to provide health checks and other services.

Donations

- Our donation to Drumchapel High School was used towards a study weekend by the school and Drumchapel Food Bank used our donation to replenish supplies

Newsletters/ additional facts

- In 2019/20, we moved to quarterly newsletters to reduce our costs and improve the quality of information we provide to all our tenants.
- The Tenants Panels were hosted throughout the year to ensure tenants views were considered in policy and business plan proposals.



Rents

At 31 March 2020, DHC owned 479 homes and our rental income was **£2,047,050.**

We have been working to reduce our annual rent increases by working towards CPI only. In 2019/20 we increased the weekly rent by 1.5% from the previous year following a very successful tenant consultation with **25%** of tenants responding with their opinion. We also asked if tenants think the rent is affordable and 79% responded yes.

Table 1 Average Weekly Rent by peers and Scottish RSL's

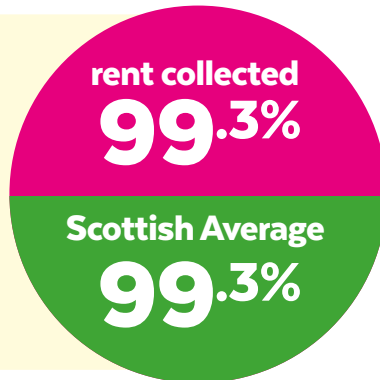
Apartment size	Drumchapel average weekly rent charge 2019/20	DRUMCOG average weekly rent charge 2019/20	Difference between DHC and DRUMCOG (weekly)	Scottish RSL average rent charge 2018/19	Difference between DHC and Scottish Average
2 apartment	£80.70	£66.49	£14.21 (17.6%)	£78.65	£2.05 (2.5%)
3 apartment	£81.16	£74.70	£6.49 (8%)	£82.26	-£1.10 (1.35%)
4 apartment	£95.43	£88.65	£6.78 (7.1%)	£89.76	£5.67 (5.94%)
5 apartment	£104.34	£92.57	£11.77 (11.3%)	£98.69	£5.65 (5.41%)

Although we are working to keep rents as low as possible with CPI only increases, we still have tenants that do not or cannot pay rent. We understand that rent costs are important to tenants and we offered support to tenants to ensure that everyone can afford to live in our properties. Tenants experiencing financial problems requires a lot of compassion and understanding as well as the Co-operative being realistic that rent needs to be paid; our staff will always work with tenants to maintain their tenancy.



Total rent collected

The amount of money DHC collected for current and past rent was equal to **99.3%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**, and within Drumchapel the average is **98.8%**



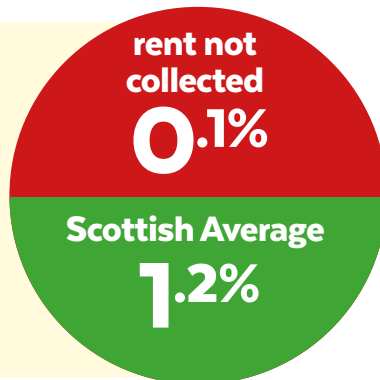
Welfare Reform and our Tenants

£267,230

claimed and received in benefits

Rent not collected: empty homes

DHC did not collect **0.1%** of rent due because homes were empty, compared to the Scottish average of **1.2%**, and within Drumchapel the average is **0.2%**



During 2019/20, our welfare rights service assisted in maximising the incomes of over **90** tenants and **£267,230** was claimed and received in benefits for those tenants seeking advice. Debts of over **£41,000** were also negotiated. We are delighted with this financial gains and debts managed for our community and can reassure tenants once again that we will keep a close eye on rent charges while offering support to those who may not be able to meet the cost of our homes. Our Housing Officers are always available to assist tenants with practical support with a variety of issues.

Income and Expenditure

Finance: Our financial performance is well managed on a day-to-day basis by Jackie McGoran and overseen by our finance agent David Ampofo (FMD Financial Services). In 2019/20 we set out to drive down our day-to-day operational costs which we achieved with determination; however, our operating surplus fell this year partly due to an increase in expenditure within our planned and cyclical maintenance.

Financially, the Co-operative has seen an increase in its short-term financial position by way of an overall surplus, increasing from £402,136 in 2018/19 to £1,074,205 in 2019/20; this is largely due to the actuarial movement on the pension scheme.

Sources of Income

	2019-2020 £	2019-2020 %	2018-2019 £	2018-2019 %
Rents	£2,078,813	80.0%	£2,030,080	79.0%
Service charges	£63,485	2.5%	£61,981	2.4%
Release of deferred revenue grant	£416,422	16%	£432,387	16.8%
Grants – Stage 3	£31,906	1.2%	£27,109	1.0%
Other	£8,727	0.4%	£23,033	0.9%
Voids	(£1,930)	0.1%	(£3,170)	0.1%
Total operating income	£2,597,423	100%	£2,571,420	100%

Our overall income, including grants for 2019/20 was **£2,597,423**.

Expenditure Costs

	2019-2020 £	2019-2020 %	2018-2019 £	2018-2019 %
Service costs	58,578	3.0%	59,256	3.3%
Administrative and overhead costs	673,914	34.8%	653,873	36.2%
Reactive repairs	164,643	8.5%	157,916	8.7%
Bad debts	27,470	1.4%	12,367	0.7%
Planned and cyclical maint.	367,422	19%	234,746	13.0%
Depreciation of social housing properties	607,948	31.4%	633,599	35.1%
Stage 3 - Costs	29,005	1.5%	31,004	1.7%
Other costs	8,446	0.4%	23,004	1.3%
Total operating costs	1,937,446	100%	1,805,765	100%

Staffing

In January 2020, Cernach HA formally ended the Co-operation Agreement for the provision of Director services. Caroline Jardine had already stepped away in August 2019 with Pauline Burke replacing Caroline as Acting Director until a decision is made about the long-term plan for Director services. Pauline's post was covered by Sharon Flynn on a temporary basis from October 2019.

Duncan McKnight, Technical Manager had provided a shared service to Cernach HA which ended in September 2019, with Duncan then working at the Co-operative on a full-time basis.

Colin Henderson, Lorraine Logan and Kevin Clements continue to provide technical and estate services.

Marisa McCarthy returned from maternity leave in April 2019 to re-join Caroline Meiklejohn in the housing team and Matthew who had covered for Marisa left at the end of October.

Jackie McGoran continued to provide Finance services. Stephen Watt and Chantelle Devlin delivered corporate and customer services throughout the year, supporting the work of Board, staff and tenants.

Management Board & Staff (as at 31 March 2020)

Management Board

Joan McFarlane	Chair
Helen Eakin	Vice Chair
Paul McBride	Secretary
Elsbeth Kerr	Board Member
Margaret Bowie	Board Member
Tanith Diggory	Board Member
David Riddell	Board Member
George Rankin	Board Member
Jonathan McAllister	Board Member
Sheila Smyth	Board Member

Staff

Pauline Burke	Interim Director
Sharon Flynn	Depute Director (Temp from October 2019)
Duncan McKnight	Technical Manager
Jackie McGoran	Senior Finance Officer
Colin Henderson	Maintenance Officer
Lorraine Logan	Asset Management Officer
Kevin Clements	Estate Caretaker
Caroline Meiklejohn	Housing Officer
Marisa McCarthy	Housing Officer
Stephen Watt	Corporate Services Assistant
Chantelle Devlin	Administrative Assistant



Going forward into 2020/21: 2020 will be a year most of us will never forget. Since 23rd March 2020, our staff have been working at home as directed by the UK and Scottish Governments and maintaining a service to the tenants of the Co-operative; we hope that we have done this to a good standard and will keep you up to date on reinstatement of services in the coming months as the country progresses through the stages of lockdown.



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Housing**
Co-operative Limited

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