



partick housing association ltd

TOGETHER WE
WILL ENSURE THAT
PARTICK BECOMES
A SUSTAINABLE
vibrant CITY
NEIGHBOURHOOD.

ANNUAL REVIEW 2010 ~ 2011



We Are Partick Housing Association



WELCOME FROM THE CHAIRPERSON ALASTAIR FIRTH

*I am delighted to present our
Annual Report for 2010 – 2011
which details Partick Housing
Association's many achievements.*

A handwritten signature in white ink, appearing to read 'A. Firth', located below the main text block.

I am proud and delighted to have been elected as Chair of Partick Housing Association's Management Committee in September 2010, having been a member of the Committee since November 2008. The Committee also welcomed PHA's new Chief Executive, Lynn Wassell, in January 2011. Our thanks go to both Neil Phillips for his invaluable contribution as Chairperson over the last 2 years and our previous CEO, Ruth Henderson, who retired after 15 years of dedicated service.

OUR FINANCIAL POSITION

Once again, PHA has faced and overcome challenges resulting from the economic downturn, and in particular, the dramatic affect this has had on the wider housing market. Our financial results speak for themselves. Our turnover has increased from £4.9m to £8.5m, due mainly to our sales of homes for shared equity. As well as celebrating this success, we have managed to keep weekly rents at nearly 11% lower than those charged by our Housing Association peer group.

Partick Housing Association complied with new 'component' accounting rules with effect from 1st April 2010. The introduction of this Statement of Recommended Practice ('SORP') by the UK Accounting Standards Board means that the cost of our major works such as new kitchens, bathrooms and central heating (these are 'components') are now charged to our accounts over their expected useful life. Up to 1st April 2010, they were charged to the income and expenditure statement in the year the work was completed.

This new calculation results in an apparent substantial increase in our surpluses (£0.9m for 2010/11) because we are spreading the cost of major works over a longer period. We have to report in this way under the new rules but it does not mean in reality that we have more cash available because we will still need to invest in the same level of major works as we originally planned.

In this report you will see we have 'restated' the 2009/10 results to show you the accounts as if component accounting had been used at that time. This will help you compare 'like with like'.

IMPROVING OUR HOMES

We continually strive to improve

the quality of our service delivery to our customers. For example PHA is well ahead in meeting the requirements of the Scottish Housing Quality Standard for its rented homes by 2015, with 70% of our properties now meeting the standard. We invested nearly £1.6m during 2010-11 on void modernisations and £1.2m on other major works. We also worked closely with customers to plan our future major investment at Fortrose House.

COLLECTING OUR INCOME

We also need to ensure that we are able to maximise our income to enable us to continue to re-invest in essential services. This means we need to be effective in collecting rents and rent arrears. We would like to improve our performance in this area to ensure customers are receiving the investment in services that they deserve. PHA believes in being firm but fair in the way we deal with customers who are in arrears. During 2010-11 our Welfare Rights Officer secured nearly £500k in backdated benefits for over 700 customers. We provide this dedicated service because we recognise the difficulties people face in prioritising and managing debt. For the minority of people who simply will neither pay nor

will talk with us, despite our best efforts, we will take a firm line for the benefit of other customers.

OUR NEW DEVELOPMENTS

PHA is a well respected, innovative organisation, which has continued to meet very difficult challenges in extremely difficult times. It continues to deliver a range of housing options to meet our customers' demands including new homes for shared equity sale as well as new homes for rent.

During the year we were able to secure Housing Association Grant funding from the City Council of over £7m to deliver a start on site for the development at Ferry Road. This will provide 87 new homes for rent, shared equity and mid market rent. We are particularly proud of this achievement having acquired the site in 2008 and after 3 years' hard work we have made it happen. We also celebrated the completion of our Byron Street scheme which subsequently received a commendation in the Scottish Design Awards. The Association has also succeeded in acquiring a new development site at Broomlea School after first expressing interest since the school moved to Keppoch campus in 2004.

I would like to thank Glasgow City Council and City Property LLP for their support in helping us turn our ambitions for the new development into reality.

OUR VOLUNTARY MEMBERS

I would like to thank Management Committee and Subsidiary Board members for all their tireless commitment during the last year including those who have left us. The contribution of our voluntary members is invaluable and will continue to be so as we start work to conduct a major review to develop our new Corporate Plan for the next 5 years. We are always pleased to welcome new members and I would be happy to discuss this with anyone who thinks they may be interested and wants to understand more about the role and commitment involved. We were joined by five new members – Leslie Milne, Martin James Dunbar, Paul Robertson, Farahnaz Traquair and Sandy Jamieson this year and are already benefiting from their ideas and fresh thinking.

My final and key message to you is that we want to engage customers in continuing to help us to shape our services for the future and we will listen to customers and act upon their feedback.

HOW WE ENGAGE

with our customers

RESIDENTS GROUPS

6 resident groups exist of which:

2 groups (Partick United Residents Group and Partick Seniors Forum) deal with issues that affect the community of Partick as a whole.

The remaining 4 residents groups are made up of residents who want to focus on issues that are relevant only to their own local environment – these groups represent Eldon Court, Exeter Drive, Fortrose House, Gullane, Anderson, Purdon Street and Peel Street.

REGISTER OF INDIVIDUALS

PHA currently has 132 on its list of registered individuals who may not want to be a part of a residents group but who have indicated

they may wish to be involved with the Association on issues that specifically interest them or where they may have some expertise – residents on this list are invited to attend customer panels and focus groups looking at policy reviews and changes to the service.

POSTAL SURVEYS

Postal surveys are an important way for the Association to find out what customers feel about the services it delivers. Surveys are carried out on a number of areas to give the Association an idea of how well it is delivering its services. Below are examples of the type of postal surveys carried out.

All Customer surveys

Sent to over 3,200 customers

during the summer of 2010 which had a 15.6% response rate. In giving feedback our customers said....

- 85% thought that, overall, services were very good / good
- 81% rated the quality of their home as very good / good
- 76% rated value for money (rented or factored) as very good / good
- 85% rated Partick as a very good / good place to live
- 90% found it easy to get information from PHA

Property Management surveys

The Association surveys all owners four times each year to check if they are happy with the level of factoring service it provides. Feedback from owners here helps us to create improvements in this service.

Improvement Work surveys

When carrying out improvement work to customers homes the Association needs to satisfy itself that the work has been carried out to a high standard and that customers are happy with every aspect of the service. In order to do this it surveys 100% of its customers when fitting new kitchens, bathrooms, windows and central heating.

FOCUS GROUPS

The Association has set up 2 focus groups during the past year to gain our customers views when developing a new Tenants Handbook and when reviewing its Customer Engagement Strategy.

“YOU SAID IT, WE DID IT”

- *Complaints were only recognised if they were submitted on a complaints form, now they can be registered in any format.*
- *New Bathrooms – better quality seal introduced.*
- *New Kitchens – now tiled from cooker to cupboard.*
- *Annual General Meeting – reintroduction of Question and Answer session*

“I absolutely loved the flat... The decoration and quality of finishing were carried out immaculately.”

Jacqueline Brown



BACK-COURT MAINTENANCE

“Thanks so much... the contractor who came did a fantastic job... it cheers me up to look out of the windows.”

STATISTICS

ALLOCATIONS

The total number of allocations in the financial year is 96 with the average turnaround time equalling 5 days. This is a significant improvement on the previous year's performance which was noted in the Annual Performance and Statistical Report (APSR) as 9.63 days.

Allocations by property size and waiting list type

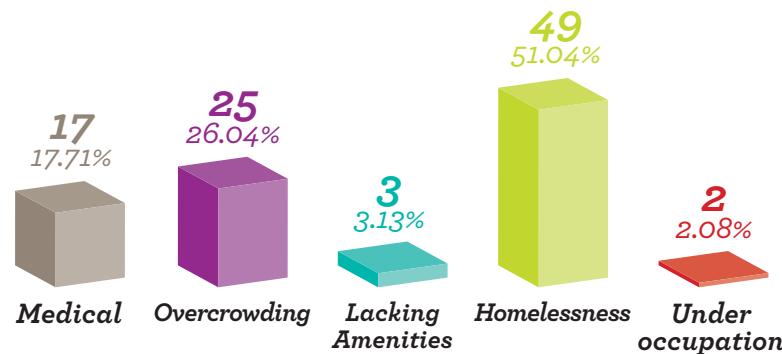
WL Type	%	2 apt	3 apt	4 apt	5 apt
Homeless Protocol	51%	35	14	0	0
Transfer	26%	10	6	8	1
Waiting List General	14%	9	4	0	0
Waiting List Medical	9%	4	3	2	0

Allocations by Ethnicity

Ethnic Origin	%	2 apt	3 apt	4 apt	5 apt
White Scot	58%	35	17	4	0
Other Brit	11%	6	1	4	0
Pakistani	4%	1	2	0	1
Other EU	4%	1	2	1	0
Chinese	2%	2	0	0	0
Unknown	8%	5	3	0	0
Other Asian	2%	1	0	1	0
Irish	1%	1	0	0	0
Other White	1%	1	0	0	0
Mixed Black	1%	0	1	0	0
African	1%	1	0	0	0
Asian	4%	4	1	0	0
Total		58	27	10	1

ADDRESSING HOUSING NEED

NUMBER & PERCENTAGE OF ALLOCATIONS

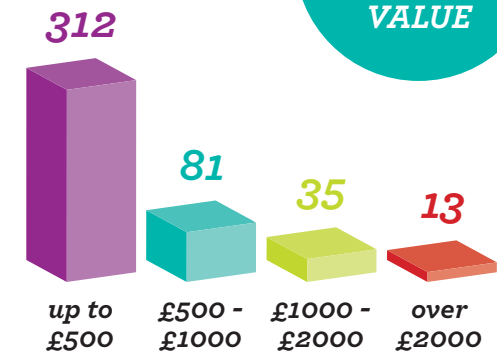


ARREARS

The rent arrears due to the Association increased by 5.74% to £191,177 (excludes housing benefit arrears owed to the tenant). This represents 3.89% of the total rental income due for the year. At the financial year end the former tenant arrears was £8,251, which is 0.43% of the rental income, and slightly above the target for the year.

Our tenancy sustainment policy continues. Despite this a total of six evictions were carried out during the course of the year, five were on arrears grounds and one on anti-social behaviour and arrears grounds. Three properties were abandoned.

TENANTS ARREARS BY BANDED VALUE

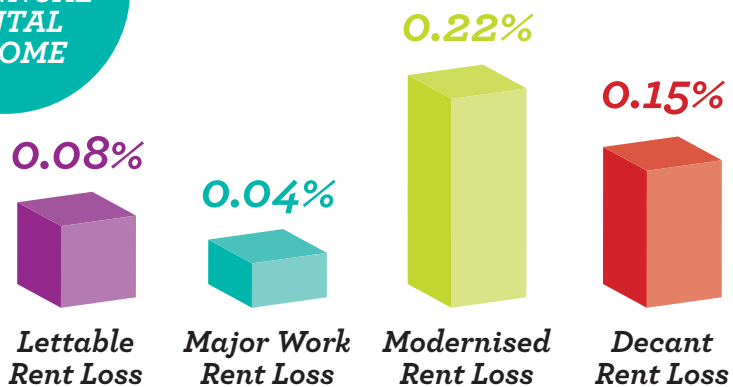


VOID RENT LOSS

The information below shows the rent loss for vacant properties. The lettable rent loss for the financial year 10-11 was £3,856 compared to £5,896 for the previous financial year. Major repairs to void properties resulted in a slightly higher rent loss of £1,791 in 10-11 compared to £1,507 in the previous financial year. The rent loss for the new Modernised Standard was £11,041. Void rent lost due to holding decant property totalled £7,391 for 2010-11 bringing the total rent loss for the year for these categories to £24,079 compared to £23,233 in the 09-10 financial year.

“just a note to thank you for the excellent job done by professionals who at all times were polite and helpful. Delighted with the work.”

VOID RENT LOSS AS % OF ANNUAL RENTAL INCOME



The measures taken by the Customer Services team to pre-allocate properties, together with the improvement to our quality standards developed in partnership with Carillion PME has had a significant positive impact on our ability to quickly allocate our properties and keep void rent loss at a low level.

REACTIVE REPAIRS

A summary of the annual performance is shown in the table below. Carillion PME exceeded the targets for Emergency, Urgent, Routine and Void Major repairs. The performance for Modernised voids has improved from last year. The contractor met the 100% target compared to 91.67% at end of March 2010. The performance for Void Reactive repairs has improved significantly from last year’s performance figure of 89.29%. The performance for Customer Led Appointments has improved from 91.14% in 2009-2010 to 94.77% as at end of March 2011. Also we set ambitious targets for both of these areas in 10-11 and will continue to seek continuous improvement.

Category	Timescale	Target	No of jobs issued	No completed within target	% completed within target
Customer Led Appointment	2 Hours of agreed time	96%	1166	1105	94.77%
Emergencies /Callouts	2 hours	98%	1331	1321	99.25%
Urgent	3 days	96%	819	782	95.48%
Routine	10 days	96%	1206	1175	97.43%
Void Reactive	3 days	96%	35	33	94.29%
Void Major Repairs	5 days	96%	3	3	100.00%
Modernised Void	20 Days	100%	59	58	98.31%

VOID MODERNISATION PROGRAMME

year 2 analysis

The Association's void modernisation programme continued during 2010-11 resulting in an additional 57 properties being upgraded and redesigned to meet our customers' needs.

In total we invested approximately £1.6m in our void modernisation properties. This investment allowed the Association to meet a number of its objectives; for example, installing new heating systems, kitchens and bathrooms to help

us meet the Scottish Housing Quality Standard. Our spend on day to day maintenance, over the period of the project, reduced by £45,000 and we offset void repairs costs by approximately £95,000. The additional rental income brought in by the project was

re-invested in our properties allowing us to carry out a range of improvement works such as re-wiring, fitting new doors and skirtings; improving sound proofing and re-plastering and painting walls. It also allowed us to take the opportunity to remodel

some properties by creating separate kitchen spaces and installing en-suite bathrooms in larger houses.

As a result, this year we have helped 57 families move into a modernised home.



Sandra
White MSP
welcoming a
new tenant

MANY OF OUR CUSTOMERS HAVE THANKED US FOR THE WORK AND INVESTMENT WE HAVE PUT INTO THEIR NEW HOMES.

“the standard of the flat took my breath away.”

“the kitchen is really great.”

“overwhelmed at the standard of accommodation.”

“Thank you to everyone involved in renovating my flat. I am delighted and very fortunate to get such a lovely place... I can't speak highly enough of you all. It is very much appreciated.”

Our Management Committee is delighted to continue this pilot project into its final year and will re-evaluate its success during 2012.

DEVELOPMENT *in the area*

Partick Works Ltd

During 2010-2011 Partick Works Ltd has successfully gained planning consent for our Ferry Road Site, completed our Byron Street development and acquired the old Broomlea School site. Partick Works has also continued to provide development services to Glasgow West Housing Association and completed a 60 unit new build scheme at Brechin Street for them comprising 45 social rent, seven shared equity and eight supported accommodation units.



Byron Street

During 2010-2011 the Association completed a 44 unit new build development at Byron Street, delivering 13 units for social rent for PHA, 17 shared equity units for marketing by PHA, and 14 units for social rent for Whiteinch and Scotstoun Housing Association. Eight of the shared equity units were sold and two were

reserved by the end of March 2011.

This scheme has been designed to be sustainable and affordable, and to respect our architectural heritage. The four brick types were chosen to match the adjacent sandstone tenements. Instead of a gloomy back court, amenity space has been provided on roof terraces and loggias, offering views over the Clyde. The stepped roof and building lines break up the frontage and give each close its own identity.



Broomhill

The Association completed the acquisition

of a site at Broomhill Drive from City Property LLP. Early demolition of the former Broomlea school was planned and proposals developed for a new build sustainable housing development to be provided on the site.

Our vision is to build at lower densities on this site than we normally do in Partick, providing a mix of large family houses, which are desperately needed, as well as low rise flats. We also aim for exacting environmental standards in building the new homes.

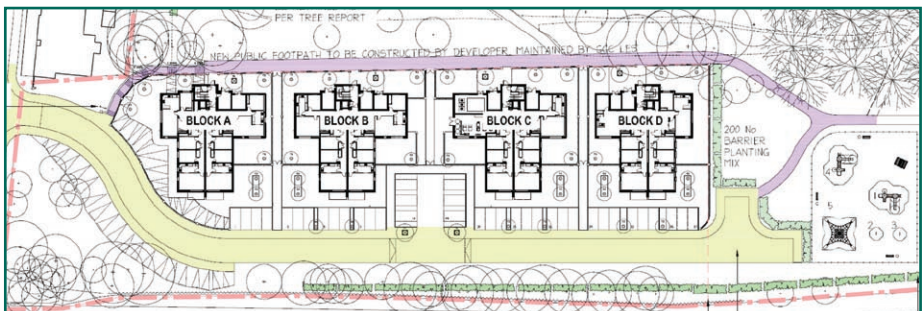
We'll be consulting with partners and developing our proposals over the coming year.

Councillor Liz Cameron, Executive Member for Business and the Economy at Glasgow City Council, said, "Despite the very difficult financial climate and the fierce competition for sites in what is a very popular area, the Council, in partnership with Partick Housing Association, has been able to support a housing development which meets the needs of all the community."



OUR
FLAGSHIP
PROJECT

FERRY ROAD -
the largest development by PHA to date!



Ferry Road apartments and new play area

The Association achieved funding approval and planning consent for this £14million new build development at Ferry Road on the banks of the River Kelvin. Due to start on site early in 2011-2012 this project will deliver 43 social rented units, 22 shared equity units and 22 mid -market rent units.

This is the largest development by the Association to date, and one which our team has been planning for three years. The development will make a significant impact

on the availability of top quality affordable homes in the Partick area. Partick Housing Association is also working with Glasgow City Council on a number of improvements to the facilities in Yorkhill Park which will help make the area a much more attractive place to live and play.

The Management Committee of Partick Housing Association would like to thank Glasgow City Council and Barclays Bank for their confidence and support for this development project.

SCOTTISH HOUSING QUALITY STANDARD

During the year Partick Housing Association (PHA) carried out a survey of its properties to establish if they met the Scottish Government's 'Scottish Housing Quality Standard' (SHQS).

The SHQS is a minimum standard for all social landlords in Scotland to achieve by 2015. The standard will ensure our properties meet a minimum standard in areas such as basic repair, energy efficiency, modern amenities, health, safety, and security.

By completing this survey, and analysing the results, PHA is now in a position to understand the level of repairs and improvements required and the cost involved to meet the standard.

The findings of the survey have shown that of the 40% of the sample stock surveyed more than 70% met the SHQS standard. As at the end of the financial year 31 March 2011, PHA spent an estimated £4 million on the work required and estimated that it will spend a further £10 million over the next 4 years to ensure all that our homes meet or exceed the SHQS standard.

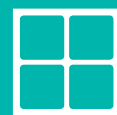
WORK TO PEOPLES HOMES



120
New Bathrooms



62
Central Heating Systems



95
Homes Fitted With New Double Glazing



42
New Kitchens



26
Closes Painted



11
Door Entry Systems Upgraded

FINANCIAL INFORMATION

The Association adopted component accounting during the year. As a result the opening reserves of the previous year are restated as if the accounting policy for component accounting had always applied. The comparative figures for the year ended 31 March 2010 are restated to reflect the position as if component accounting had applied in that year.

SUMMARY ACCOUNTS

Income and Expenditure Account for the year ended 31 March 2011

	2011	2010 (restated)
	£'000	£'000
Turnover	8,548	4,857
Cost of sales	(3,382)	-
Operating costs	(4,214)	(3,653)
Operating surplus	952	1,204
Gain on sale of properties	39	169
Net interest payable	(63)	(79)
Surplus for the year	928	1,294

SUMMARY ACCOUNTS

Balance Sheet as at 31 March 2011

	2011	2010 (restated)
	£'000	£'000
Fixed assets		
Housing properties less depreciation	96,166	93,236
<i>Less: Social housing and other grants</i>	(80,967)	(81,449)
	15,199	11,787
Other fixed assets	228	329
	15,427	12,116
Current assets		
Stock	1,111	1,459
Debtors	4,411	4,386
Cash at bank and in hand	1,276	2,594
	6,798	8,439
Current liabilities		
<i>Creditors: amounts falling due within one year</i>	(1,570)	(1,387)
Net current assets	5,228	7,052
Total assets less current liabilities	20,655	19,168
<i>Creditors: amounts falling due after one year</i>	(8,181)	(7,622)
Net assets	12,474	11,546
Capital and reserves		
Share capital	-	-
Designated reserves	-	3,956
Revenue reserve	12,474	7,590
	12,474	11,546

The two tables below illustrate where each pound of the Association's income comes from and where each pound of expenditure is spent.

Financial Statements for the year ended 31 March 2011.

Income comparison

Income	2011	2010 (restated)
	£	£
Rent	4,797,219	4,456,834
Service Charges	125,287	118,819
Revenue Grants	84,333	92,155
Gift Aid	136,357	89,024
Development Services	22,372	96,774
Management Services	101	3,876
Gain on Sale of Properties	38,689	169,316
Sale of Shared Equity & WSHA Units	3,382,735	-
Interest Receivable	85,101	105,232
	8,672,194	5,132,030

Expenditure comparison

Expenditure	2011	2010 (restated)
	£	£
Services	127,147	116,531
Management and Maintenance Admin	1,757,062	1,536,577
Interest Payable	147,606	184,582
Routine Maintenance	775,731	769,428
Bad Debts	55,656	30,285
Planned and Cyclical Maintenance	396,876	437,699
Housing Depreciation	1,073,504	427,757
Cost of Sales	3,382,735	-
Development Services	27,935	260,207
Management Services	-	74,635
	7,744,252	3,837,701
Surplus for the year	927,942	1,294,329

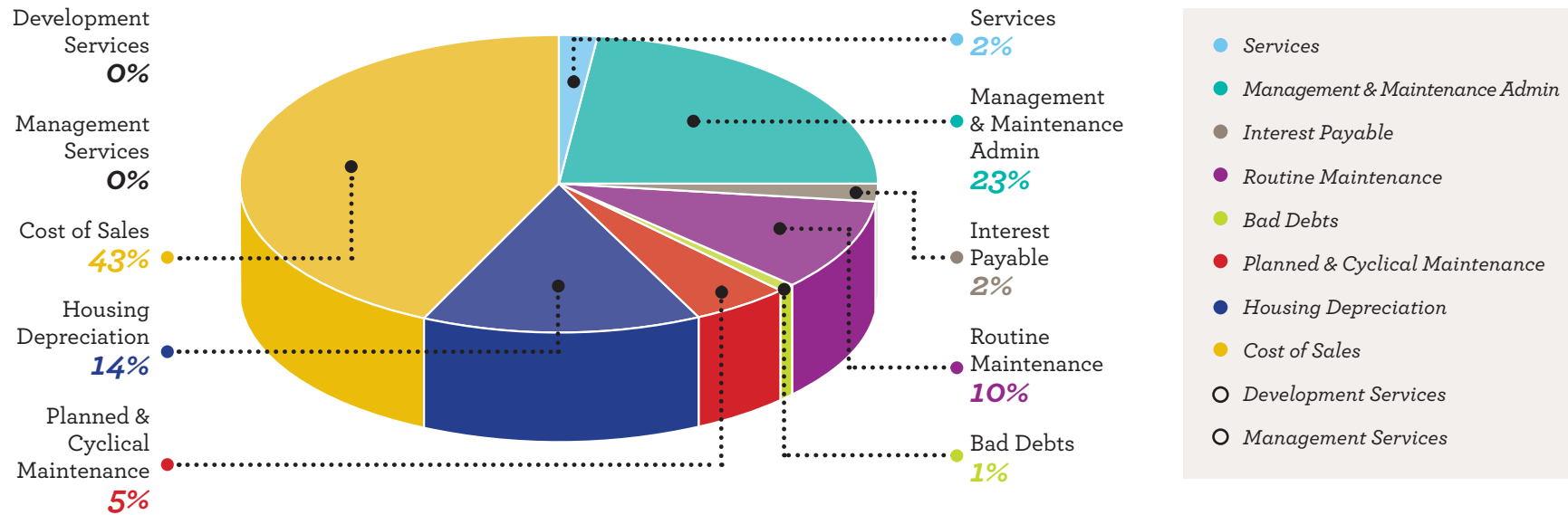
Breakdown of each £ of income

Income	2011	2010 (restated)
	pence	pence
Rent	55.32	86.84
Service Charges	1.44	2.31
Revenue Grants	0.97	1.80
Gift Aid	1.57	1.73
Development Services	0.26	1.89
Management Services	0.00	0.08
Gain on Sale of Properties	0.45	3.30
Sale of Shared Equity & WSHA Units	39.01	0.00
Interest Receivable	0.98	2.05
Total	£1.00	£1.00

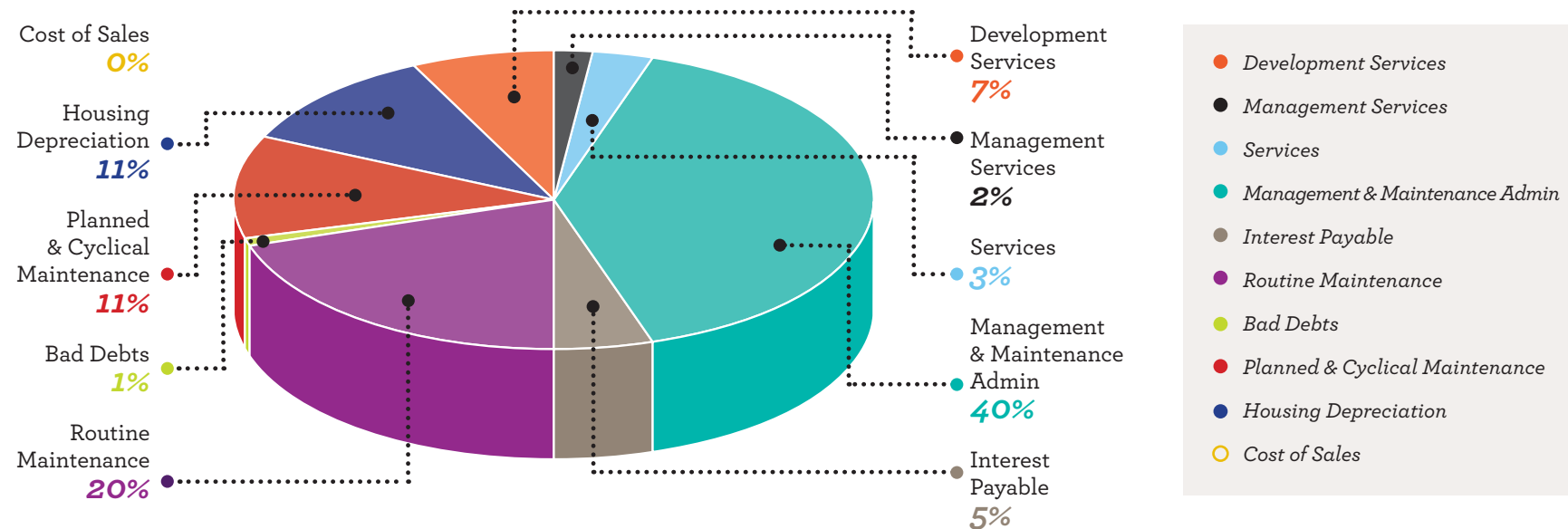
Breakdown of each £ of expenditure

Expenditure	2011	2010 (restated)
	pence	pence
Services	1.47	2.27
Management and Maintenance Admin	20.26	29.94
Interest Payable	1.70	3.60
Routine Maintenance	8.94	14.99
Bad Debts	0.64	0.59
Planned and Cyclical Maintenance	4.58	8.53
Housing Depreciation	12.38	8.34
Cost of Sales	39.01	0.00
Development Services	0.32	5.07
Management Services	0.00	1.45
Transfer to Reserves	10.70	25.22
Total	£1.00	£1.00

Expenditure - Year ended 31 March 2011



Expenditure - Year ended 31 March 2010 (restated)



people places opportunities



Mission Statement

"We believe that the Association's Community base can make a difference. We believe in people's potential to improve their circumstances in partnership with us. Together we will ensure that Partick becomes a sustainable vibrant city neighbourhood. We will ensure that all who can and should contribute to this vision do so."

Aims

Our aims are:

- Building a balanced and sustainable community
- Supporting economic regeneration
- Supporting social regeneration
- Improving housing standards in existing homes
- Creating an attractive, sustainable environment engaging our customers

Values

This means ensuring that everybody regardless of age, income, marital status, sex, disability, sexual orientation, religion and culture has equal access to services of the Association and employment by the Association or contractors working for the Association. Service provision should closely reflect the evolving needs of the whole community.

Chief Executive

Lynn Wassell

Management Team:

Lynne Donnelly
Customer Services
Manager

Grant Saunders
Performance &
Quality Manager

Nick Ronan
Development Manager

Eamonn Hughes
Finance & Business
Support Manager

Auditors

French Duncan

Bankers

Clydesdale Bank

Solicitors

Hart Smith & Co

Management Committee Members

Listed below are the members who served since the Annual General Meeting held in September 2010:

Carol Ballingall
Vice Chairperson

Annette Bonar

Margaret Burke

Rena Dowling

Martin James Dunbar

Alastair Firth
Chairperson

Leslie Milne

John Gilbertson
resigned 2 November 2010

Cheryl Osborne

David Quick
resigned 29 September 2010

Paul Robertson
co-opted 26 January 2011

Farahnaz Traquair

Phil Wong
Secretary

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