

DRUMRY

LINNVALE

CENTRAL CLYDEBANK

RADNOR PARK

WHITECROOK

Clydebank Housing Association Ltd



ANNUAL REPORT 2008-2009

From The Chairperson

Finding myself in the Chair again, for a second term of office, I am happy to welcome you to this year's Annual Report.

Once again, it's been a busy year. In November last year, construction began on our latest development of 40 new flats at Cart Street. We are very pleased about this for a number of reasons. Not only is this our first new build development since 2002, but we are hopeful that the houses provided will set a high standard of design quality and sustainability, which will be reflected in future phases of development on the riverside. On completion, all of the 2 and 3 apartment flats will be available for affordable rent. Read more on page 18.

After a somewhat shaky start, Centre81, the new Regeneration Centre in Whitecrook is open for business. A change in emphasis of Government funding has meant that the Association is unable to attract any subsidy to support the core operating costs, so Centre81 continues to run on a shoestring. The Tulloch Trust has committed to working in partnership with us to ensure that the centre remains open. However, we are also grateful for the help we have had from volunteers and if you would be interested in helping out, we would be more than happy to hear from you. Read more on page 21.



Our electric car scheme is now up and running and has aroused the curiosity of individuals and organisations from all over the UK. Since the launch in August last year, our eCars have had a steady stream of visitors, including Patrick Harvie (Green Party) MSP for Glasgow, who was even persuaded to go for a test drive! Read more on page 24.

Further details of our activities to 31 March and relative performance statistics are available throughout this report.

Looking ahead it is difficult to be optimistic. Numerous analysts have come up with predictions and forecasts about when the economic recovery will begin, and all seem to agree that when it does, it will be a long, painful process spanning a number of years, or even decades. For those of us in the business of building houses, particularly those relying on Government funding to do so, it doesn't look good.

These are difficult times. I apologise for stating the obvious, but for any, owners or sharing owners, who might be having

At a Glance AS AT MARCH 2009



difficulty coping with mortgage payments, I would like to point out that we operate schemes such as Buy-back, Mortgage to Rent and Mortgage to Shared Equity, which are designed to help people, who might be in danger of losing their homes. Don't hesitate to speak to a member of staff if you would like more information about these schemes.

Before inviting you to read on, I would like to thank my colleagues on the Management Committee for their support, throughout the year.

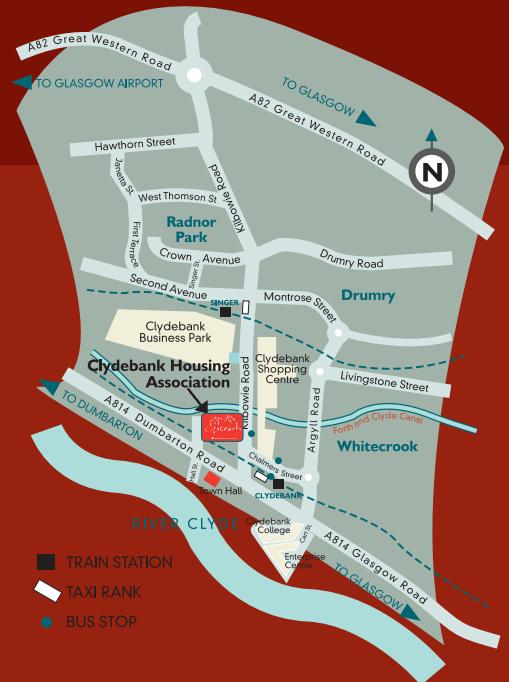
Sadly, in November last year Patricia Rice, a long-serving member of our Management Committee, passed away. Patricia was very knowledgeable and cared passionately about the Association's work, to which she contributed in an uncompromising way - but always with compassion and in the best interests of our tenants. We will all miss her.

We are a social rented housing provider operating in Clydebank, West Dunbartonshire, for over 24 years. We have 1,024 homes for rent in the central Clydebank, Linnvale, Drumry, Whitecrook and Radnor Park areas of the town, increasing to 1,064 when our 40-unit Cart Street development is complete. We also have over 60 shared ownership properties and are a factor to over 600 owner occupiers. We let 68 properties and sold 4 properties during the year. We have 1,298 waiting list applicants.

We are 'B' graded by The Scottish Housing Regulator. We have a turnover from rents of around £2.9m. We have 32 staff including caretakers, cleaners and Centre81 staff. We have 14 voluntary Management Committee members whose attendance at meetings for the year was 64%.

Our Director is
Fiona Webster (pictured above)

**John Hillhouse, Chairperson
August 2009**



Staff and Committee News



The Association received accreditation for 5th time

Following staff interviews and a review of our human resources policies, we were awarded the Investor in People Scotland standard again in March. We now hold the accreditation longer than any other Scottish housing association.



Sharon Keenan, Depute Director, Races for Life

Sharon ran her 7th Race for Life in June 2008 in just 33 minutes and raised an amazing £470 for Cancer Research.

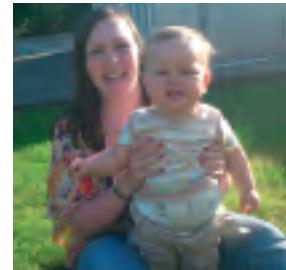


Alison and Ester gain Introductory Certificate in Project Management

Alison Macfarlane, Senior Maintenance Officer, and Ester Golding-Webb, Technical Services Assistant, passed the Introductory Certificate in Project Management exam this year. The Certificate shows that Alison and Ester understand the language of project management and the structure of a successful project.



Sinéad Boyle, Communications Officer, returned in May from her maternity leave after an enjoyable year looking after baby Daniel, born in June.



Committee Titan Crane Visit

In July 2008, seven of our Management Committee members enjoyed a tour of the 150ft Titan Crane in Clydebank. The purpose of the visit was to let the Management Committee, quite literally, get a bird's eye view of the areas which the Association may be involved in developing in the future.



Chato Mashimango

Staff and Committee News continued

Introducing New Staff

Chato Mashimango, Trainee Admin Assistant

Chato joined us in August in this Trainee position, after leaving St Andrew's High School with excellent higher grades and having been honoured with an outstanding achievement award. Chato said, "I'm really glad to have joined Clydebank Housing Association. The variety of training I will receive will benefit me in the future. I feel so welcome - staff are always on hand to help".



Iain Wright, Temporary Caretaker

We welcome Iain to our caretaking team. Iain joined the Association on a temporary basis in September to cover sick leave.



Iain Wright

Matt Johnston starts his placement

Matt Johnston joined us in March through the Get Ready for Work programme. This 6-month work placement programme is run by West Dunbartonshire Council and Careers Scotland. Matt has been participating in all sections of the Association and learning important administrative skills that will help him in his future chosen career.

Pastures New

During the year, we said goodbye and good luck to the following, mostly temporary, staff;

Helen Trousdale

Mary McCalluagh

Debi Taylor

Mic McNally

Michelle Wilson

Matt Johnston





Jeans for Genes Day on 3 October

Some of our staff wore their jeans to work on Friday 3 October and made a donation to Jeans for Genes for the privilege.

We raised £45 for this great charity. For more information visit:

www.jeansforgenes.com



Hours Pay Campaign

Each year on World Habitat Day, this year on 1 October, Homeless International ask their supporters to donate just one hour's pay - an amount that wouldn't go far in the UK - to support the poorest families in Asia and Africa in developing their own solutions to poverty. This is called the Hours Pay campaign. Many of our staff take part in the Hours Pay campaign every year. This year we raised £120. For more information visit:

www.homelessinternational.org

Obituary, Pat Rice

It is with deep sadness that we must report the passing at the end of last year, of one of our committee members and friends, Patricia Rice.

Patricia had served on the Management Committee for long periods, from the very beginning in 1988, throughout the Association's development and was a major campaigner for improved housing and services for the people of Clydebank.

Always with the interests of others at heart, Patricia was also a committed supporter of the Independent Resource Centre, where she represented both West Dunbartonshire Council (as an elected member) and the Clydebank Trades Union Council.



Property Maintenance

Performance - April 2008 to March 2009

The main aim of the Maintenance Department is to make sure that all of our properties are kept in good condition and to make sure that any repairs are carried out quickly and professionally. During the year a total of 3,877 repairs were completed and the following tables detail performance against targets.

At a Glance:

Total Number of Repairs	3,877
Total Percentage Within Target	99%
Total Percentage Checked Before Repair	14.9%
Total Percentage Checked After Repair	12.3%

Detailed Figures:

Priority	Timescale	Number of repairs	Within target	Percentage within target	Pre-inspected	Percentage pre-inspected	Post inspected	Percentage post inspected
Date specific	By appointment	959	952	99.27	39	4.07	52	5.42
Emergency	4 hours	384	383	99.74	25	6.50	24	6.25
Urgent	3 days	1304	1291	99.00	79	6.06	71	5.44
Routine	10 days	934	925	99.04	177	18.95	96	10.28
Void works - major repairs	15 days	23	22	95.65	20	86.96	22	95.65
Void works - rechargeable	10-15 days	69	67	97.10	60	86.96	58	84.06
Void works - routine	10 days	204	200	98.04	176	86.27	154	75.49
Grand total		3,877	3,840	99.05	576	14.86	477	12.30

Cyclical Repairs

This is work carried out on a regular basis to ensure that building elements do not deteriorate. This year we carried out the following:

- Electrical safety testing
- Gutter cleaning and roof condition surveys
- Common water tank maintenance
- Open space maintenance
- Lift maintenance
- Servicing and gas safety inspections

Major Repairs

During the year we completed the following major repair projects:

- Renewal of lifts at Lusset View
- Formation of car park and landscaping works at Combined Heat and Power (CHP) station
- Renewal of kitchens at Attlee Place and Blackburn type houses in Linnvale
- Renewal of windows at Glasgow Road/Hume Street
- Installation of CHP system in 10 Radnor Park flats

Medical Adaptations

During the year we carried out 37 adaptations.

These adaptations ranged from installing handrails to converting a bathroom to a shower room. All of which helped tenants with changing physical needs.



Property Maintenance continued



Gas Safety Inspections

We have a legal duty to carry out gas safety inspections each year in properties with gas appliances and the following table shows performance against target.

Month	Number of gas services due	Gas services completed within timescale	% completed within timescale	Up to 5 days late	5-10 days late
Apr -08	27	26	96	1	-
May -08	6	6	100	-	-
Jun -08	65	65	100	-	-
Jul -08	84	75	89	5	4
Aug -08	52	47	90	3	2
Sep -08	10	10	100	-	-
Oct -08	9	9	100	-	-
Nov -08	4	4	100	-	-
Dec -08	60	60	100	-	-
Jan -09	64	64	100	-	-
Feb -09	57	56	98	-	1
Mar -09	34	32	94	2	-



Housing Management

Consulting with Tenants on Policies

All tenants have the right to be consulted on proposed new policies, current policies due for review and practices that directly affect them, as well as the associated services that they receive from us. During the year we reviewed our rent setting and service charge policies. Tenants were given the opportunity to comment on the proposed annual rent increase itself, as well as any services they felt the Association could provide to assist tenants. Many thanks to the tenants who took the time to respond, we value your input and where possible we will strive to include your ideas.

Our Rent and Service Charges 2008/2009

Our average monthly rents (not including service charges) for 2008/2009 were as follows:

2 apartment	£194.86
3 apartment	£220.19
4 apartment	£251.50
5 apartment or bigger	£351.61

The annual rent increase on 28th March was 3.5% for core stock and 1.9% for transferred stock.

Our core stock is made up of the properties that the Association had before the stock transfer in 1999 from Scottish Homes, as well as any new build since then. The transferred stock is the properties that were purchased from Scottish Homes.

The annual service charge for core stock properties was set at £63.39 for common garden maintenance and common electricity supplies. There is no service charge for transferred stock due to the rent setting agreement made at the time of the transfer.

Monitoring Performance

As always, we monitor our performance against the targets we set so we can find out how well we are doing, and take action in any areas we need to. Information on several areas we monitor is as follows:

Letting Information

One of our core functions is how we let our houses. As a result we are expected to closely monitor how we are performing and to show that we are meeting all required standards and targets. The monitoring statistics that we gather cover a number of activities connected to the processing of housing applications as well as the actual allocation of the houses. We have listed on the next pages some of our most important lettings information as well as our targets and performance.

Chart 1:
Main Points Make-up of our 68 Lets 2008/2009

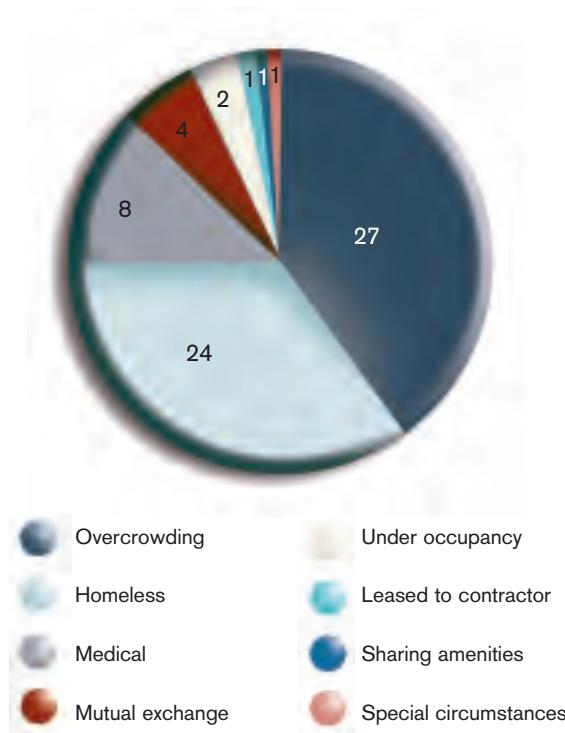


Chart 2:
Ethnic Origin of our 68 Lets 2008/2009



Chart 1 confirms that we are complying with our legal obligation under The Housing (Scotland) Act 2001 to house people with high levels of housing need. As well as housing applicants from our waiting list we have an agreement in place with West Dunbartonshire Council. We offer 50% of our lets to the Council. They nominate applicants to us from their housing list, as well as applicants who are homeless. This ensures we are complying with legislation.

Based on 2007/2008 figures, the Black and Minority Ethnic (BME) population in West Dunbartonshire is 0.7% of the population. We send application forms to equal opportunities agencies, such as Positive Action in Housing, to attract BME applicants. We let one empty house to a BME applicant this year, as shown in Chart 2.

Housing Management continued



Voids

A 'void' or house without a tenant costs the Association money as we receive no rent for it so long as it lies empty. Just as importantly, this is a waste of a very valuable and scarce resource that could be used by a household who desperately need it. There will always be circumstances when a house is empty, for example the completion of essential repair work, but we make it a priority to ensure this 'void' period is kept to a minimum. In 2008/09 it took us an average of 12.8 days to let our properties from the time they were given up to the time they were let. This meant that we met our target for the year (the target was 25 days); however we are constantly striving to improve this area. Table 3 shows some further information on voids and lettings, as well as our other targets.

Table 3: Our Performance v Our Targets 2008/2009

Indicator	Our Performance 1 April 2008 - 31 March 2009	Our Target 2008/2009
Maximum rent loss on vacant properties	0.34% of annual rental income	0.9% of annual rental income
Non-technical arrears* (current tenants as % of rent receivable)	1.18%	1.2%
Number of calendar days to let a property	12.8	25 days
Processing of housing application forms	10.8 days	20 calendar days
Carrying out new tenant visits	92% visited within timescale	Within 4-8 weeks of tenant moving in
Investigating neighbour complaints	Cat A 100% within timescale Cat B 71% within timescale** Cat C 84% within timescale** Overall 81% within timescale	Cat A (Extreme) 2 working days Cat B (Serious) 10 working days Cat C (Dispute) 15 working days

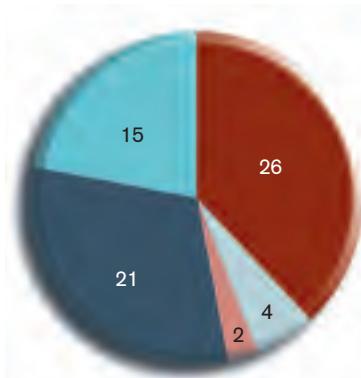
* non-technical arrears are arrears that are due to a tenant not paying their rent. They do not include any arrears due to late payment of housing benefit

** those outwith timescale were due to us waiting on further information, for example from tenants, other landlords or the police

We monitor who we are housing in each area so we can identify whether particular applicants are given a fair chance of being housed throughout our stock, for example homeless applicants. The Charts on page 15 show this to be the case.

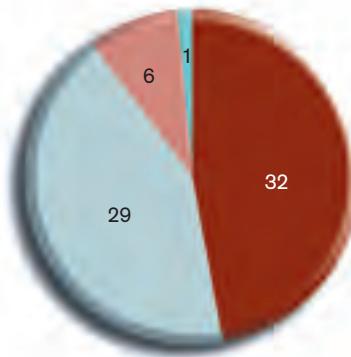


Letting Outcomes Charts 2008/2009



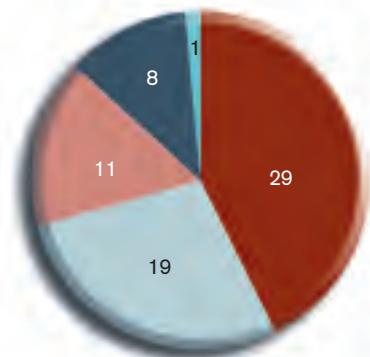
Area

- Central
- Radnor Park
- Whitecrook
- Drumry
- Linnvale



Employment Status

- Employed
- Unemployed
- Retired
- N/A



Age Group

- 18 - 29
- 30 - 49
- 50 - 59
- 60+
- N/A

Housing Management continued

Disability

Of the 68 lets in 2008/2009, **11 (16%)** tenants consider themselves to have a physical or mental disability. We always try to make sure that our adapted properties are allocated to applicants who need them. **10** adapted properties were let during the year, all to those with medical points or who consider themselves disabled.

Demand for our Properties

As always, we have far more people on our waiting list than we will be able to house. We only had **68 vacant properties** during the year. We currently have **1,298 people on our housing waiting list**. So we can only house those with the highest levels of housing need.

Rent and Housing Benefit

Last year receivable rent was just over £2.9 million. Just under half of that (47.1%) was received through Housing Benefit as 57% of our tenants are eligible for help to pay some, if not all, of their rent.

Rent Arrears

Our arrears policy puts an emphasis on prevention. In view of this we referred 19 tenants who needed support to money advice agencies or health agencies. We also referred 16 tenants to the Council's Homeless Support team. We refer all tenants who are at risk of losing their home to the Homeless Support team as we try to prevent homelessness at all costs. This approach ensured that no evictions were necessary during the year.

We only have 5.1% of tenants who have arrears of 1 month or more and 0.4% of our tenants have arrears of 3 months or over. This compares very favourably with other housing associations and is also an improvement on last year's figures.

Neighbour Complaints and Antisocial Behaviour

Throughout the year we investigated 73 neighbour complaints. Most of these did not involve serious antisocial behaviour, however, we investigated all of them and took appropriate action. In 3 cases a Notice

of Proceedings was served. This Notice is the first stage in possible legal action.

We have two staff who are fully trained mediators. There is a pool of staff throughout West Dunbartonshire who are able to mediate for other Registered Social Landlords (and in some cases Council tenants, owners and private sector tenants). Mediation is an important tool in the prevention of antisocial behaviour.

We want to know whether we are doing things right so we use tenant surveys as a way of measuring tenant satisfaction with the services we provide. We sent out 41 satisfaction surveys to tenants who had made a complaint about their neighbour. We received 9 responses. Eight tenants were either fairly satisfied or very satisfied with the information we provided in relation to any possible action we could take. Again, the results of the few surveys received are encouraging.

New Tenants

55 customer satisfaction forms were sent to new tenants during the year 2008/2009. Of these we received 12 responses. 9 tenants were very satisfied with the letting process, 1 fairly satisfied and 2 did not answer this question. We will take comments on board when developing new or updating existing procedures.

Medical Need

11 tenants who we housed due to medical need this year were contacted to find out if their housing had helped them. Five responded, all of whom considered themselves disabled. All stated that their new homes had helped them in some way to cope with their medical condition, for example, fewer stairs to climb or a 'walk in' shower instead of a bath.



“...as always,
we monitor our performance
against the targets we set...”

Development

Homestake

The building of our 36-unit Homestake scheme was completed in June 2008, and as at 31 March 2009, 34 of the two-bedroom flats were allocated.

Homestake is a grant-funded, shared equity scheme aiming to help those on lower incomes, first time buyers and some others, to be able to buy a home. And what lovely homes they are; they all have fitted dining kitchens, secure entry systems, gas central heating and two double bedrooms, one of which is en-suite. We are very pleased to have been able to assist these new home owners.



Cart Street

In November 2008, work commenced on our first social housing project in 7 years.

This landmark four storey building contains 40 'eco-friendly' one and two bedroom flats for rent.

All flats have been designed to the highest eco-rating ('very good'), with high insulation, energy efficient fittings and heating, low CO2 emissions, waste recycling facilities, sustainable sourced building materials and glazed balconies. This £5.1m development, which is being project managed by Clydebank Re-built, will also include a charging point for the Association's eCars (see page 24).



Radnor Park Shop Demolition

It was a great relief to finally resolve the outstanding legal issues and demolish the unsightly derelict shop units at 1-4 Leven View, which were of concern to our tenants in Radnor Park.

After the demolition, in April 2008, we landscaped the area and more recently provided bollards to protect the landscaping.



Before



After

The area now



Complaints

The Association received four formal complaints during the year, three of which were resolved internally. Only one complaint was referred by the complainer to the Scottish Public Services Ombudsman. Happily, the Ombudsman found that the Association acted properly and did not uphold the complaint.

The Association takes all complaints very seriously, whether formal or informal and we endeavour to ensure that they are all acted upon. Where necessary, we will review our procedures to ensure that our services continuously improve.



Wider Role and Tenant Participation

Successful

Re-Registration of Radnor Group

Radnor Park Multis Tenants and Residents Association successfully applied to re-register with us as a Registered Tenants Organisation (RTO), as their 3 year standard registration came to an end. Our Management Committee were pleased to approve their application in August 2008.

We meet at least monthly with our RTO to discuss issues of joint interest and often work in partnership on tenant events or to find solutions to any issues of shared concern.

During the year, we provided the group with £1,278 for their general running costs. We also provided them with a training grant of £223 to attend a Tenant Participation conference.

Tenant Participation Strategy Review

During the year, we reviewed our Tenant Participation Strategy, in consultation with tenants and our Registered Tenants Organisation (RTO), to make it clearer and more relevant, for example, by including case studies. Our revised Strategy was approved by our Management Committee in January 2009.



www.clydebank-ha.org.uk

New Website!

In order to keep our residents and interested customers up to date, we launched our new website in December 2008. The first version of our website was launched in 2000 and it served us well but we felt that it needed updating, to bring it in line with new technology and make it more user friendly. As such, on our new website you can pay your rent, report repairs and even book one of our electric cars!

Please let us know what you think or indeed if there's anything we can improve upon.



Centre81 Officially Opened

As our Chairperson touched on in his foreword, Centre81 in Whitecrook did not have the easiest of beginnings. However, we were delighted when Centre81 was officially opened by Elspeth Attwooll, MEP on 11 July 2008, in front of over 90 guests and dignitaries. Elspeth praised the Association for its vision, commitment and determination to make the centre a success, despite several setbacks and opposition. These words were echoed on the day by Des McNulty MSP and Provost Denis Agnew.

Later in July, as a thank you to the local community in Whitecrook, the Association hosted the 'Centre81 Summer Festival and BBQ', which was attended by over 300 local residents.



A Clydebank Housing Association Regeneration Initiative



Wider Role and Tenant Participation

continued

Tenant Conference 2008

Our fourth all-day tenant conference, held in October, was again a great success, attracting 68 tenants.

The theme of the day was Tenant Advice and Anti Social Behaviour and as such, West Dunbartonshire Council's Anti Social Behaviour Taskforce and Clydebank Police both held workshops and participated in an open Q&A session.



This complimented the attendance of our own staff who also ran workshops on a variety of housing related matters, including consultation on policy changes.



clydebank housing association

Tenant Conference 2008





...our fourth all-day
tenant conference was
again a great success...

Wider Role and Tenant Participation

continued



Electric Car Hire Scheme for Residents Launched

With £35,000 of funding from the Scottish Government (then Communities Scotland) we purchased 3 electric cars for our residents to hire - the first scheme of its kind in Scotland.

The eCars, which are currently just £5 a day to hire, offer an environmentally friendly way to travel up to a 40-mile radius, at up to 40mph. We also have both 2-seater and 4-seater options available.

We use the electricity generated from our Combined Heat and Power (CHP) Plant in Radnor Park to power two of the cars, with the remaining car being stored and charged at the office. Those hiring the eCars can also top up at free charging points at many local shopping centres, as electric cars become more popular.

This exciting new scheme, officially launched in August 2008, has brought the Association further positive media attention; it has so far featured on BBC Scotland and in the Daily Record.

"I hope that we at Glasgow [City Council] can emulate your efforts in the future with similar schemes across the city."

Ciaran Higgins, Glasgow City Council



clydebank housing association

Annual General Meeting 2008

AGM and Social Event 2008

Our shareholders enjoyed another lovely evening on 26 June 2008 at our AGM and Event. They got to hear about what we got up to during the year and to see a photo presentation of our activities. Lynette Lees, our Senior Finance Officer, also reassured them that we continue on a sound financial footing.

The social event afterwards was, once again, a great opportunity for staff and committee to get together with shareholders and have a chat over a few drinks and a bite to eat. As usual dancing then followed until late...



Viola and Ali



Fiona and Mr McIlroy



Radnor Park ladies

At a glance:

- 'B' graded by Communities Scotland
- Managed by local residents who are supported by over 30 staff
- Over 1,000 tenants and 600 shared owners/owner occupiers throughout Clydebank, West Dumbartonshire

Our mission is to be everyone's first choice for housing

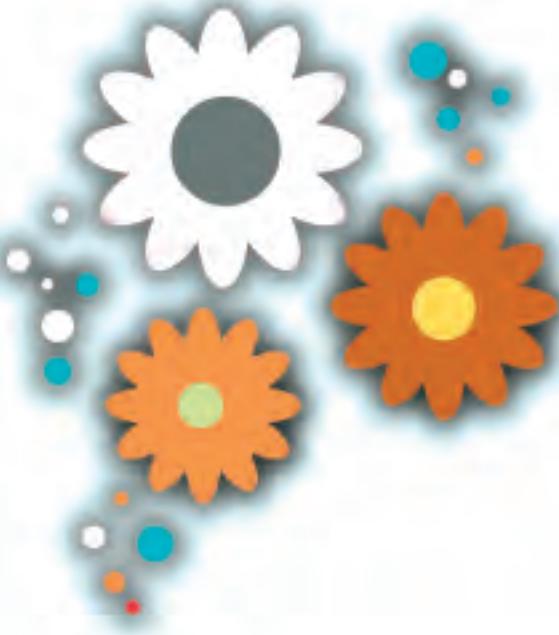
www.clydebank-ha.org.uk

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“...15% of our 258 members attended our AGM 2008...”

Wider Role and Tenant Participation

continued



Garden Competition 2008

Our annual garden competition goes a small way to thanking those residents who take care of their gardens and therefore help to improve the look of the whole area.

In 2008, the Association and our competition sponsors, Averton Landscapes, took a new approach - entering all tenants, sharing owners and owner occupiers automatically. The volume of gardens meant it was much more difficult to judge but proved to be a great success with lots of otherwise unseen, wonderful gardens, being discovered throughout our stock.

CHA Power Ltd



Our wholly-owned subsidiary company continues to do well, providing 329 tenants in Radnor Park with continuous heat and hot water for £6.81 + 5% VAT (£7.15) a week.

To put this in context, up to 70% of the tenants in Radnor Park are likely to be eligible for at least the lower amount of the Winter Fuel Allowance, as they are over 60 years old. Even at the lower rate for 2008/2009, this would have stretched to 35 weeks, so not just the winter!



Clydebank Social Economy Centre

Our Social Economy Centre received some new tenants during the year, when Community Links Scotland moved in their large staff team.

If your third sector organisation is looking for office accommodation, please contact us as we have some office space available.



Equal Opportunities

Monitoring in Employment 2008/2009

This year, we had 100 equal opportunities monitoring forms returned, from 107 job applications, as follows:

Vacancies advertised in 2008 - 2009	Temporary Caretaker	Admin Trainee	Clerical Officer	Housing Assistant
Total Applications	13	49	12	33
Monitoring Forms Returned				
Male	11	46	12	31
Female	0	40	11	25
White British	10	42	10	27
Black British	0	0	0	0
Other	1	4	2	4
Disability	0	0	0	0
No Disability	11	46	12	31
Shortlist				
Male	5	0	1	1
Female	0	5	3	4
White British	5	4	4	5
Black British	0	0	0	0
Other	0	1	0	0
Disabled	0	0	0	0
Appointments				
Male	1	0	0	1
Female	0	1	1	0
White British	1	0	1	1
Black British	0	0	0	0
Other	0	1	0	0
Disabled	0	0	0	0

Information in Different Ways

For a number of years now, we have asked tenants if they have a need for information in a different way, and if so, which format they would prefer to receive information in. We then automatically provide information to tenants in this format, without them having to ask.

Throughout this year, we provided information, including personal letters, newsletters and so on, to;

- 7 tenants on audio tape
- 10 tenants in large print
- 1 tenant in Polish

We also provide general housing information packs at our reception in many different languages. Most of the packs collected by visitors this year have been in Chinese and Polish.

Financial Overview

Capital expenditure on the 1089 houses under management at 31 March 2009 totalled £25 million and the Association processed 4 Right to Buy sales in the year.

Housing Association Grant (HAG) of £18.8 million and loans of £4.3million from the Clydesdale Bank Plc and Dexia Public

Finance Bank, have funded the expenditure, along with a proportion of front funding from ourselves in respect of the Cart Street development.

Revenue associated with our housing stock for the financial year just ended is as follows:

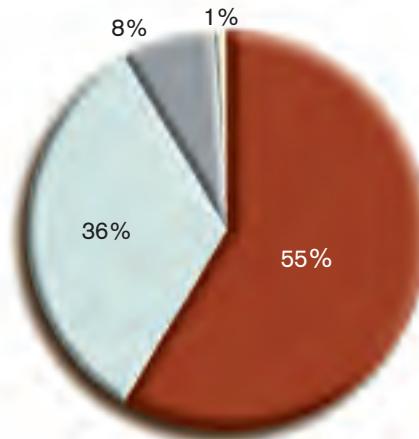
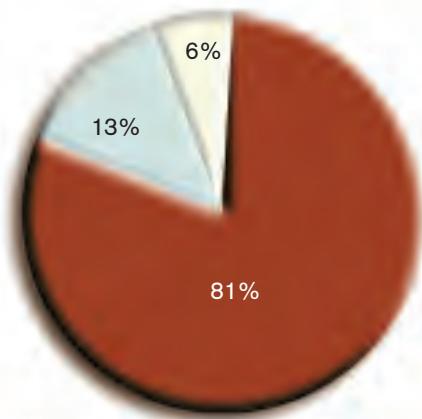
Income £3,596K

■ Rent	81%
■ Bank Interest	6%
■ Other	13%

Expenditure £3,386K

■ Maintenance	55%
■ Management Expenses	36%
■ Loans	8%
■ Other	1%

Surplus £210K



Please note that the above charts do not include the Income and Expenditure relating to the Homestake scheme that we completed in June 2008. The amount of £4.02m was included in both the Turnover and Operating Costs in our audited accounts which resulted in a nil effect on the surplus reported. These amounts have not been included in the above charts in order to show comparability to prior year results, as this was a one-off occurrence.

The Association's financial results for 2008/09 are detailed in the separately bound annual accounts, which are available on request at the Association's offices. Our accounts are audited and it is our Auditor's opinion that they are properly prepared and give a true and fair view of the Association's affairs. Detailed below is a brief summary of the Balance Sheet as at 31 March 2009.

ASSETS:

	£	£
	'000	'000
Heritable Property	24,219	
Less: HAG	18,759	

	5,460	
Less: Long Term Loans	(1,861)	

NET BOOK VALUE		3,599
Other Fixed Assets		1,061
Current Assets		
Stock	142	
Debtors	608	
Bank/Cash	4,199	

	4,949	
Less: Current Liabilities	(3,980)	

		969
TOTAL ASSETS		5,629
		=====
Funded by:		
Accumulated Surpluses		500
Designated Reserves		5,129

TOTAL RESERVES		5,629
		=====

Non-accountant's Guide

The cost of all our houses
Grants received towards the costs
Loans received towards the costs
Office premises/computers/furniture/investments, etc
Money owed to us
Money in the bank
Money we owe to others
Money built up from surpluses over the years
Money set aside to pay for future major repairs

Financial Overview continued

Our Annual Accounts for this year show that the Association continues on a sound financial footing. The Major Repairs Programme is now well underway with significant expenditure planned over the next few years. The programme is adequately funded by Reserves and we are progressing toward the spend as per our Life Cycle Costings document.

Several key indicators as indicated by The Scottish Housing Regulator measure the Association's Financial Performance against the various benchmarks. Detailed below is the Association's financial performance for the period to 31 March 2009 together with comparisons with the previous year.



Lynette Lees, Senior Finance Officer, at our Tenant Conference

Our External Auditors

Baker Tilly, Breckenridge House,
274 Sauchiehall Street, Glasgow G2 3EH

Our Internal Auditors

Alexander Sloan & Co.,
144 West George Street, Glasgow G2 2HG

Our Solicitors

Boyle Shaughnessy,
94 Hope Street, Glasgow G2 6QB

T C Young & Co. Solicitors,
7 West George Street, Glasgow G2 1BA

Brechin Tindal Oatts Solicitors,
48 St Vincent Street, Glasgow G2 5HS

	2008/09 Actual	2007/08 Actual	Peer Group Average 2007/08
Current Ratio	1.2	6.5	1.4
Interest Cover	209%	170%	144%

	2008/09	2007/08	Peer Group Average 2007/08
Administration cost per unit	£842	£765	£822



Staff and Committee AS AT 31 MARCH 2009

Management Team

Fiona Webster

Sharon Keenan
Alison Macfarlane
Joe Farrell
Lynette Lees

Director

Depute Director
Senior Maintenance Officer
Senior Housing Officer
Senior Finance Officer

Wider Role and Tenant Participation

Sinéad Boyle
Ali Mailey
Jennifer Swandells
Jean Edmonds
Michelle Cameron
Andrew Babb
James McKay

Communications Officer (maternity leave)
Communications Officer (maternity cover)
Centre81 Co-ordinator
Centre81 Trainee Clerical Assistant
Centre81 Trainee Clerical Assistant
Centre81 Caretaker
Centre81 Caretaker

Housing Management Staff

Catherine Banks
Nicola Nolan
Stacy Shaw
Joan Craig

Housing Officer
Housing Assistant
Housing Assistant
Senior Admin Assistant - Housing Management

Property Maintenance Staff

George Stevenson
Claire Brown
Ester Golding-Webb
Sam Jones
Jim Inglis
Jimmy Tuthill
Mitch Tyrrell
Iain Wright

Maintenance Officer
Maintenance Assistant
Technical Services Assistant
Admin Assistant - Maintenance
Caretaker
Caretaker
Caretaker
Temporary Caretaker

Finance and Administration Staff

Fiona White
Janet Dunphy
Michael McLaughlin
Heather MacLeod
Jack Devlin
Chato Mashimango
Ann Doris
Fiona Kelly

Finance Officer
Senior Admin Assistant - Finance
Senior Admin Assistant - Finance (providing cover)
Administrator based at Clydebank Social Economy Centre
Receptionist (providing cover)
Trainee Admin Assistant
Cleaner
Cleaner

Consultancy Staff

Paul Holmes
Ian Dewar

Regeneration Services - Centre81
Clerk of Works

Management Committee

Office Bearers:

John Hillhouse
Thomas Winter
Elizabeth Mackie

Chairperson
Vice Chairperson
Secretary

John Mooney
Archie Hamilton
Margaret Shiach
Cllr Jim McElhill (co opted)

Margaret Reid John Hearsn David Muir
Neil Crilly Sadie Ferrier Paul Shiach

Cllr Patrick McGlinchey (co opted)



Fancy a ChitChat?

For more regular updates of what we're up to, you may wish to receive our quarterly newsletter ChitChat.

If so, please contact the office to be added to our mailing list.



clydebank housing association

Our Usual Opening Hours:

Monday to Thursday 9.00am - 5.00pm
Friday 9.00am - 4.00pm

We close every day for lunch between 1.00pm – 2.00pm.

We also close on the first Wednesday morning of each month for staff training.

www.clydebank-ha.org.uk



Clydebank Housing Association Limited

77-83 Kilbowie Road, Clydebank G81 1BL

Tel: 0141 941 1044 Fax: 0141 941 3448

Email: info@clydebank-ha.org.uk Web: www.clydebank-ha.org.uk

We are a registered Scottish Charity No. SC 033962. Registered with the Scottish Housing Regulator No. 86. Friendly Societies Registered No. 2191RS. Member of the Scottish Federation of Housing Associations. Registered in Scotland at the above address.

Radnor Park photographs
courtesy of George Mahoney.



INVESTORS IN PEOPLE
Scotland

If you need this report in Braille, large print, audio, computer disk or any other language, please contact us.