



clydebank housing association



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“Offering our community more than a home”

Annual Report 2021/2022

Contents

Welcome from the Chairperson	02	Our Performance - Housing Management	12
Our Wider Role	03	Our Performance - Complaints	13
At a Glance	03	Staff	14
Highlights	04	Committee	15
Our Performance - Finance	08	Associates	15
Our Performance - Maintenance	10		

Welcome *from the Chairperson*



C. Boyle

CATHERINE BOYLE,
CHAIRPERSON
JUNE 2022

During the last 12 months, our management committee and staff have been continuing to focus on the health and wellbeing of our residents alongside reviewing key risks facing the organisation and we again continue to address the challenges and attempt to limit the impact of welfare reform, rent arrears and increasing fuel bills.

We are committed to supporting our tenants and residents and to “offer our community more than a home”. Some of the support and services we will continue to provide in addition to our core services are below:

- New tenant initiatives
- Cuppa and a Chat with the CEO sessions
- Tenancy sustainment service and budget
- Digital lending library
- Securing community benefits from contracts
- Bike storage installation and free bike hire
- Wide range of customer events
- High quality communications

We are also very proud of the many activities delivered at Centre81 in collaboration with our various partners for over 14 years.

We have an exciting development programme. Our 24 units at Dalton Avenue in Linnvale are now complete and we are in the process of moving tenants into their new homes. Our 37 units at Queens Quay site, in partnership with Loretto Housing Association and West Dunbartonshire Council, are soon due for handover [completed in October 2022] and our 18 units at the Clydebank Bowling Club site will be complete by February 2023.

We will continue to work closely with West Dunbartonshire Council and are currently exploring other potential development sites to show our commitment to the development and regeneration of our communities.

We've worked hard on our performance in the year to minimise the effects of the pandemic and I'm pleased to report some key highlights:

- Almost c. £596k was spent on Major Repairs in the year, including the installation of kitchens, gas boilers and rewiring of properties

- Although welfare reform continues to present a challenge, as a result of the assistance made available through the Government's Coronavirus Homeless Prevention fund, our gross rent arrears decreased during the last year to 3.68% from 4.43%. We remain comfortably within both local and national performance levels
- Our average length of time to re-let properties improved significantly to 18.35 days as a result of the pandemic restrictions lifting during 2021-22. With our ability to secure and expedite void works, we were able to improve our letting performance, finishing the year close to our pre-pandemic letting stats
- Void loss at 0.35% of our overall rent receivable was once again below our published targets and down on last year

We are never complacent and the staff team continually work hard to improve performance in all areas for the benefit of our tenants.

We are delighted to have continued our partnership working with the Radnor Park Multis Tenants and Residents Association and are committed to having senior staff representation at every public meeting held. We thank the group for their input to improvements and ensuring Radnor Park remains an attractive place to stay.

To conclude, I want to assure you that what is most important to us is continuing to achieve high standards of service delivery and high levels of tenant satisfaction throughout. We will do this by continuing to involve our customers in shaping our services and in our decision-making processes.

I would like to add a special thank you to my fellow Committee members for continuing to carry out their unpaid work diligently and with dedication. They regularly give up their time to attend meetings, pop into the office and respond to emergency decisions and I thank them for this.

Our Wider Role



Centre81

We own and manage Centre81, our community and regeneration centre in the heart of our community which opened in 2008.

The Centre is home to Gym81, Café81, a community garden, allotments and has an outdoor multi use games area (MUGA).

We run our own activities and activities in partnership with others, including health and fitness, employability, English as a Second Language (ESOL), youth club, weekly bingo and lunch club.

We provide office space to a range of organisations, and rooms are available for hire.



CHA Power Ltd

In 2005, following consultation with tenants, we set up CHA Power Ltd, a wholly-owned subsidiary, to provide energy efficient and affordable heat and hot water through a Combined Heat and Power system (CHP).

It now provides unlimited heat and hot water to over 370 two bedroom multi-storey properties, for just £11.95 (incl. 5% VAT) a week (as at 01 April 22) and also supplies the local church.

As the system was able to operate efficiently, this has allowed the price to be frozen now for 6 years.

Our CHA Power plant generates electricity and, as a by-product, heat is produced and used to provide the heat and hot water to tenants whilst the electricity is sold back to the National Grid.



Clydebank Social Economy Centre (SEC)

We own and manage Clydebank SEC which opened in 2005. The 5,000ft² building offers quality, inclusive accommodation for social economy, voluntary sector and community businesses.

We were delighted that, during the year, the majority of office space was rented to Community Links Scotland and the West Dunbartonshire Citizens Advice Bureau.

At a Glance

at 31/03/22

1,129
homes for rent



Providing
homes in
Clydebank
since
1985



T
W
O Registered Tenants Organisations - Radnor Park Multis Tenants and Resident Association & La Scala Tenants Association

96.3% of tenants satisfied with our overall service

£4.51m
rental income

1200
waiting
list
applicants

98
new tenants
welcomed in
the year

Factor to
600+
owner
occupiers
38 shared
ownership

33
staff*

ONE Tenant Panel

Our Highlights

New Chief Executive



We were delighted in April to announce Lynette Lees as our new Chief Executive. Lynette has a wealth of career experience, having been the Association's Head of Finance & Corporate Services for three years and a key member of the Association's Senior Staff team for 14 years.

New Tenant Support



We launched our new tenancy sustainment project, including giving each tenant a starter pack with many of the basic essentials to support the start of a tenancy, a decoration voucher, a Centre81 café lunch voucher and Gym81 voucher so that new tenants can enjoy some of what Centre81 has to offer alongside a welcome card from our Chief Executive.

Apprenticeship Complete



Our Finance trainee, Taylor Louise Kelly, successfully completed her 2 year apprenticeship and gained a MA in Business Administration. Taylor became a permanent staff member from 1 April and remains in the Finance & Corporate Services section as a Clerical Assistant.

CEO Cuppa & Chat Sessions



New monthly cuppa and chat sessions with the Chief Executive, Lynette, were launched over the summer. The sessions are based around the community and are a chance for tenants and customers to get together with Lynette and raise any issues about tenancies or the community.

Growing Skills, Growing Spaces



After holding the last few blocks of our cooking classes via Zoom it was great to be back in Centre81, delivering cooking classes in person. The cooking sessions were part of our CCF Project, Growing Skills, Growing Spaces.

Steering Group Support



The children of the Centre81 Steering Group look very pleased with the items we contributed to help support their summer programme, including t-shirts, water bottles and bags.



Scottish Government
Riaghaltas na h-Alba
gov.scot

Clydebank Can



In June our staff attended an event held by Clydebank Can on the Clydebank canalside and provided information and advice on Centre81 and the Association. We love getting out and about and meeting our tenants and customers in a more informal setting. Through Café81, we provided the packed lunches for a sponsored cycle taking place as part of the event.

Prize Winner!



We love it when tenants and customers get involved with us in whichever way they can. We were delighted to give away a voucher to the winner of our new shareholders draw!

Janet Ross, who won the voucher, was so pleased.

Bike Hire Scheme Launch



We launched our free bike hire scheme for residents. Residents can borrow one of our tough new mountain bikes which will withstand rainy weather and bumpy roads.

An adult trike is also available, the ideal alternative to a regular bicycle, for those who use mobility aids or are unstable on their feet.

New Canal Path Access Opens



Our new canal path access from Centre81 onto the Forth & Clyde Canal was officially opened! The path allows local residents to have easier access to the activities at the Centre, Café81 and Gym81.

We thank our funders for working together with us to make this possible.

Annual General Meeting & Social Event



We were delighted at the success of our 36th Annual General Meeting (AGM) held at Centre81 in Whitecreek, our fantastic community centre.

On 23 September 2021, 30 (20.4%) of our shareholders attended our first in-person AGM since 2019 followed by a fish tea and bingo!

Radnor Park Clear Out Day



We held our 10th community clear-out day at Radnor Park in September and tenants took advantage of this great opportunity to get rid of unwanted items in the Autumn sunshine.

It was again a huge success and over 6.5 tonnes was taken away by West Dunbartonshire Council's Waste Services Department, much of which was recycled.



Our Highlights

CHA Bake Off!



Our staff once again held an event in support of Macmillan's Biggest Coffee Morning. The 'CHA bake off' was held in October. We thank our staff who supported the event and raised £116 in cash with many payments also made directly to Macmillan. Star baker was awarded to Fiona White, Finance & Corporate Services Manager!

It Pays to Get Involved!



Radnor Park tenant, Grace McDonald, was the lucky winner of our consultation prize draw 2021, drawn at our Annual General Meeting, winning a £50 voucher.

Congratulations to Grace and thanks to everyone who got involved with us in the year. We really appreciate all of the feedback we receive during consultation and use it to shape our services.

World Kindness Day



In partnership with many of our contractors, consultants and suppliers, we created a fund of £2,260 to show kindness to our residents and our community for World Kindness Day in November.

We used 50% of the fund to distribute kind gestures and the remaining £1,130 was given to West Dunbartonshire Community Foodshare for their Christmas Toy Appeal 2021.

Performance Report



11 tenants got involved and helped us shape the content and design of our 8th Performance Report for Customers. We received some great feedback from the 35 tenants who returned feedback forms. Over 94% of those said the information was useful to them and over 94% found the graphs and narrative useful.

Bike Stores Installed



With funding from Cycling Scotland we installed bike stores in 3 areas of our stock. It's so good to see these are of use!

With thanks again to Cycling Scotland for funding these.

Employee of the Year



We were delighted to present Clerical Assistant, Taylor Kelly, with this staff nominated award. Taylor is the third recipient of this award and received many nominations from her colleagues acknowledging her commitment to customer service and assisting our residents.

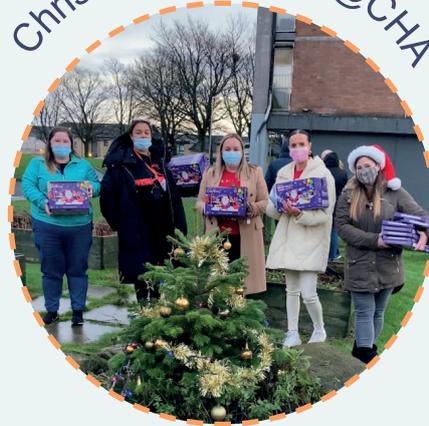
Christmas Activities @Centre81



Santa Claus paid a visit to Centre81 in December! The local children were able to see him, receive a selection box, enjoy festive arts and crafts and decorate our tree. Centre81 staff then served hot chocolate and mince pies.

We were delighted to contribute selection boxes for the Centre81 Steering Group Christmas party also.

Christmas Activities @CHA



Our staff enjoyed a visit from Cassi of Clyde1 on Christmas Jumper Day and later distributed selection boxes from our Radnor Community Garden.

Our contractor Bell Group donated to Men Matter Scotland's Christmas Appeal and our builder Cruden donated to the Linnvale Community Group's Christmas Appeal.

Rent Consultation Prize Winner



Mr Ferguson was one of 109 tenants and sharing owners who got involved in our rent setting consultation process and was picked as the winner of a £50 grocery voucher. Mr Ferguson of central Clydebank was delighted to receive his prize voucher.

We thank all those who got involved.

100th Birthday Flowers



We loved surprising tenant Mrs Stewart on the occasion of her 100th birthday in January.

Sinéad Farrell, Communications Officer, popped in to present Agnes with a card and bouquet from the staff and Management Committee of the Association and the local residents association.

International Womens Day



Some of our 24 female employees are pictured celebrating International Women's Day in March. Our female employees bring a combined total of over 253 years of skills and experience to the services provided by Clydebank Housing Association and at Centre81!

Development Progress



As the financial year drew to a close the JR Group had just got the ball rolling on our 18 new homes on a former Clydebank Bowling Green (design pictured).

Our 37 homes, in partnership with Loretto Housing Association and West Dunbartonshire Council, at Queens Quay, and our 24 homes at Dalton Avenue, Linnvale, both neared completion.

KEY FINANCIAL RESULTS

- £4.51m received in rental income with a 0.7% rent increase applied in 2021/22. £472k of income was received for our other activities (wider role, factoring etc.).
- £23k was received in bank interest. Average rate of interest receivable was 0.2% (2021: 0.3%).
- £3.95m was spent providing housing services and maintaining our existing housing stock. £482k was spent on our other activities (wider role, factoring etc.).
- 35p of every £1.00 of your rent received was spent on direct maintenance costs.
- Over c. £596k was spent on Major Repairs in the year, including the installation of heat and smoke alarms, rewiring and kitchens, windows and boilers in properties.
- £59k was payable for loan interest. Average rate of interest payable was 2.46% (2021: 1.83%).
- During the year to 31 March 2022, the Association purchased 2 properties through the Open Market Policy.
- The Association remains in a strong financial position with significant cash deposits available to fund its major repair investment programme over the next year and beyond.

INCOME AND EXPENDITURE

Income and expenditure associated with our housing stock for the financial year to 31 March 2022 is as follows:

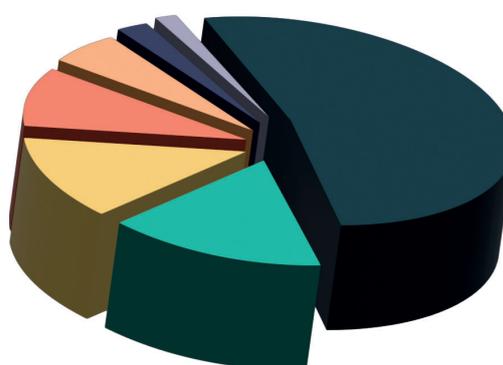
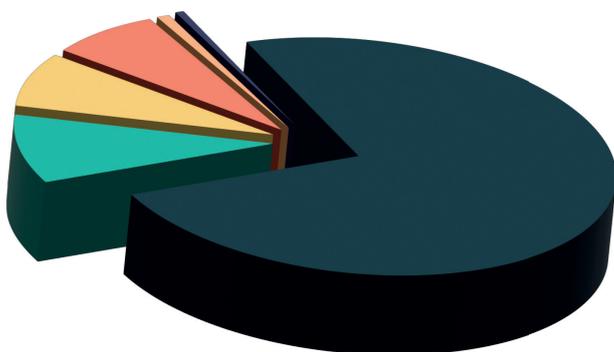
Income from 2022 Accounts **£6,053,254**

■ Rents & Service Charges	74.2%
■ Release of Grant Income	9.3%
■ Other Income	7.8%
■ Pension Adjustments	7.5%
■ CHA Power Surplus	0.8%
■ Bank Interest Received	0.4%
	<u>100%</u>

Expenditure from 2022 Accounts

Expenditure including Capitalised Major Repairs **£4,507,804**

■ Management Expenses	53.0%
■ Routine Maintenance (Direct)	15.3%
■ Major Repairs (Direct)	12.0%
■ Other Activities	9.7%
■ Cyclical Maintenance (Direct)	6.1%
■ Services	2.4%
■ Interest on Loans and Finance Charges	1.5%
	<u>100%</u>



HOW EACH £1 OF INCOME WAS SPENT

	2021/2022	2020/2021
Direct Costs:		
Major Repairs	£0.12	£0.09
Routine Maintenance	£0.14	£0.09
Cyclical Maintenance	£0.06	£0.06
Services	£0.04	£0.03
Total Direct Maintenance Costs	£0.35	£0.28
Staff Salaries	£0.22	£0.21
Office Overheads	£0.08	£0.07
Interest on Loans	£0.01	£0.01
Other Activities*	£0.08	£0.12
Property Insurance	£0.02	£0.02
General Expenses	£0.02	£0.02
Bad Debts/Voids	£0.00	£0.01
(Taken from)/Put into reserves	£0.22	£0.27
TOTAL	£1.00	£1.00

SUMMARY OF THE STATEMENT OF FINANCIAL POSITION

The Association's financial results to 31 March 2022 are detailed in separately bound annual accounts, which are available to review on our website or by 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 Statement of Finance Position (formerly called Balance Sheet) as at 31 March 2022.

ASSETS	£'000	£'000	Non-Accountants' Guide
Non-Current Assets			
Housing Properties:			
Gross cost less depreciation	38,424		The cost of all our houses
Other Non-Current Assets	<u>3,149</u>		Office premises/computers/furniture
Investments		41,573 521	Asset value of our subsidiary company, CHA Power Ltd
Current Assets			
Receivables	973		Money owed to us from debtors
Bank/Cash	<u>8,778</u>		Money in the bank
Less: Current Liabilities	9,751 (2,084)		Money we owe to others (repayable in less than 1 year)
Net Current Assets		<u>7,667</u>	
Total Assets less Current Liabilities		49,761	
Less: Long Term Creditors		(4,253)	Money we owe to others (repayable in more than 1 year)
Less: Deferred Grant Income		<u>(22,022)</u>	Grants received towards the cost of our flats/houses
NET ASSETS		<u>23,486</u>	
Funded by:			
Revenue Reserves		23,486	Money set aside to pay for future major repairs
TOTAL EQUITY		<u>23,486</u>	

CENTRE81 FUNDERS

With special thanks to our Centre81 funders and partners, as without their support we would not have been able to deliver worthwhile activities and services for the benefit of our community. Particular thanks to Community Links Scotland for their valuable assistance in securing funding.



CENTRE81 TENANTS



We carry out repairs under various categories and provide statistical information to the Scottish Housing Regulator through the required Annual Return on the Scottish Social Housing Charter. Timescales are calculated from the moment in which a repair is reported to us, as such this year has been particularly challenging due to COVID related challenges i.e. lockdown periods where we were unable to carry out non-essential repairs and the availability of materials/contractors.

This year, in line with guidance, the Association is calculating those repairs categorised as “right to repair” that would be classed as an emergency, i.e no heating or hot water, as emergency repairs. As a result you will see a noticeable difference in the number of repairs reported within emergency and reactive repair categories from the previous year. We will continue this practice moving forward.

The categories and our performance are as follows:

REACTIVE REPAIRS - Repairs which tenants report to us	2021/2022	2020/2021
Number of reactive repairs (excluding emergency repairs)	2,303	1,887
Number of reactive repairs completed right first time	2,092	1,480
Percentage of reactive repairs completed right first time	78.4%	78.4%
Average length of time to complete a reactive repair	4.9 days	4.2 days

VOID REPAIRS - Repairs to empty properties before they are re-let	2021/2022	2020/2021
Number of void repairs	395	434
Percentage of void repairs completed within target	77.7%	90.1%

EMERGENCY REPAIRS - Repairs necessary to prevent serious damage to the building, danger to health, risk to safety etc.	2021/2022	2020/2021
Number of emergency repairs	955	572
Percentage of emergency repairs completed within target (4 hours)	85.8%	79.2%
Average length of time to complete emergency repairs	3.7 hours	3.9 hours

CYCLICAL REPAIRS - Repairs programmed at regular intervals	2021/2022	2020/2021
Number of cyclical repairs	454	234
Percentage of cyclical repairs completed within target	72.0%	84.6%

MAINTENANCE SPEND A breakdown of our maintenance spend is:

Repair Type	Description	2021/2022	2020/2021
Routine repairs	These are repairs which are carried out on a reactive basis and include voids.	£683,776	£475,272
Cyclical repairs	This included gutter cleaning, electrical inspections, open space maintenance, gas safety inspections, lift and laundry maintenance and water tank testing.	£304,425	£296,904
Major repairs (contracts)	Includes all planned major repair programmes.	£472,292	£350,620
Major repairs (ad-hoc)	Includes all non-scheduled premature failures and empty property major repairs.	£123,812	£127,868
Service costs	Communal electricity, landscape maintenance and caretaker costs. A portion of which is covered through the rent / factoring charges with the remaining costs allocated to routine maintenance.	£213,472	£170,629
TOTAL		£1,797,777	£1,421,293

MAJOR REPAIRS

Major repairs recommenced during the year following significant disruption to our major repairs programme as a result of COVID-19. We continue to face challenges in relation to the procurement of major repairs due to the availability of materials and increase in costs.

Nearly £500k was spent on Major Repairs contracts in the year. Programmes relating to our landlord obligations and health & safety issues such as smoke alarm upgrades and electrical upgrades were prioritised however, we have also been able to complete the first phase of our kitchen refurbishment programme as well as boiler upgrades.

- Smoke alarm upgrades were carried out throughout all of our stock to LD2 standard with 99% now meeting the legislative required standard.
- 107 electrical upgrades were carried out within BISF, Maisonette and Whitson Fairhurst properties in Linnvale as well as the Bannerman Estate in Central Clydebank.
- 62 kitchen refurbishments were carried out at Crown Avenue and Glasgow Road/Hume Street developments.
- 16 Boiler upgrades within tenanted properties at Attlee Place.
- Commencement of our 5 year painter work programme. Work was completed at Crown Avenue, Bannerman Place amenity flats and Cart Street.



EESHS PROGRESS

An Energy Efficiency Standard for Social Housing (EESHS) has been introduced to ensure social landlords like us provide warmer, more energy-efficient homes for our tenants. Compliance is evidenced mainly by Energy Performance Certificates. Exemptions are submitted based on the Association's ability to evidence issues

preventing the property meeting the required standard such as excessive cost, access refusals and the ability of the property to meet the standard. The first milestone for EESHS was December 2020 which is the basis of the results shown. We will be working towards meeting EESHS 2 requirements by December 2032.

	2021/2022	2020/2021
Number of properties in ownership	1,129	1,129
Percentage which achieve the EESHS rating	91.9%	91.7%
Properties exempt from meeting the EESHS standard	69	65

GAS MANAGEMENT

Tenant safety is paramount. 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 our target of 100%. Over the course of the year we met our landlord obligations and carried out gas services to all properties within timescale.

	2021/2022	2020/2021
Number of gas services due	589	579
Completed within timescale	100%	98.3%

MEDICAL ADAPTATIONS

During the year we carried out 31 medical adaptations. These adaptations allow tenants with changing physical needs to continue living in their home. We secured £34,000 grant funding from the Scottish Government to fund these installations with a total spend of £34,641.



Our Performance

Housing Management

The table below shows our performance in various Housing Management functions, as reported to the Scottish Housing Regulator through the Annual Return on the Charter (ARC). During the year we worked hard to recoup performance lost due to the impacts of the Covid-19 pandemic and have managed to do so across all areas of the service. In the coming year we will again be working hard to improve things even further and strive to ensure that the services we offer provide maximum benefit, as well as value for money to our tenants and customers alike.

Indicator	Performance at 31 March 2022	Target to 31 March 2022	Within Target	Performance at 31 March 2021
Maximum rent loss on vacant properties	0.34% of annual rental income	0.4% of annual rental income	Yes	0.6% of annual rental income
Non-technical rent arrears* (current tenants as % of the total annual rent receivable)	2.29%	2.2%	No	3.0%
Gross arrears (non-technical* and former tenant)	3.68%	3.9%	Yes	4.4%
Number of calendar days to let a property	17.92 calendar days	15 calendar days	No	32.3 calendar days
Processing of housing application forms	8.04 calendar days	10 calendar days	Yes	11.97 calendar days
Conclusion of neighbour complaints:				
Category A (Extreme)	100% within timescale (1)	1 working day	Yes	0 received
Category B (Serious)	100% within timescale (3)	5 working days	Yes	100% within timescale (5)
Category C (Dispute)	98% within timescale (41)	15 working days	Yes	100% within timescale (17)

* Non-technical arrears are arrears that are due to non-payment of rent and do not include any arrears due to late payment of housing benefit

WELFARE RIGHTS AND TENANCY SUSTAINMENT

Following the introduction of our Tenancy Sustainment Officer and Welfare Rights Officer posts in early 2021, vulnerable and in need tenants have been able to access support services and gain assistance in claiming welfare benefits, assistance with energy bills and furnishings, and a range of other assistance through direct means or by signposting to specialist support agencies.

During 2021/22, between both services, a total of 1,266 tenants received some form of assistance, with a total of £141,934 equivalent being generated in either financial or equivalent gain assistance.

The posts are proving crucial in our ability to support tenants during these difficult times of fuel and cost of living crisis.

Fiona, Tenancy Sustainment Officer



Katie, Welfare Rights Officer

BREAKDOWN OF OUR 98 LETS 2021/2022

By list		By area	
Homeless	48	Central	50
Existing housing list	45	Radnor Park	26
Transfer	5	Whitecrook	15
Other	0	Linnvale	6
		Drumry	1
	98		98

ADDITIONAL INFORMATION

- We received c.£4.44m in rent this year (excluding shared ownership rental income)
- We have 1,168 housing applicants on our waiting list
 - We carried out no evictions during the year
 - 9.4% (110) of our tenants have arrears of 1 month or more
 - 2.4% (28) of our tenants have arrears of 3 months or more



Our Performance

Complaints

The Association is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The following tables outline our complaints information for the year, much of which we report to the Scottish Housing Regulator.

COMPLAINTS	1ST STAGE	2ND STAGE
Complaints received in the reporting year	87	0
Complaints carried forward from the previous year	0	0
All complaints received and carried forward	87	0
Number of complaints responded to in full in the reporting year	87	0
Time taken in working days to provide a full response	225	N/A
Percentage of all complaints responded to in full	100%	N/A
Average time in working days for a full response*	2.54	N/A

* timescales expected: 5 working days for Stage 1 and 20 working days for Stage 2

To improve our service we also monitor the complaints upheld. This is where we review the information provided and decide in favour of the complainant. We apologise for our service failure, rectify it where possible and identify, record and put in place a service improvement.

UPHELD COMPLAINTS	1ST STAGE	2ND STAGE
Complaints upheld in the reporting year	59 (67.8%)	N/A

SERVICE IMPROVEMENTS

Many service improvements we made during the year as a direct result of complaints received by the Association, including:

- New inbox set up within Maintenance section and rota system in place for monitoring e-mails
- Refresher training was provided to staff on repair priority timescales. One staff member is also now assigned to reviewing emergencies and checking priority
- Enhanced working between rent and housing teams regarding termination of tenancies
- Computer housing system updated to receive text responses for the maximum of 5 days (upped from 2 days)

We monitor trends and themes arising from complaints and put actions in place to address these.

Compliments

These are just some of the 111 compliments received from tenants and other customers throughout the year. We thank them for taking the time to contact us.

Owner stated that we never cease to amaze them at how well we communicate with our residents. Said we are second to none when it comes to customer care and we deserve an award for our service to the community.

Tenant is over the moon with their gift for World Kindness Day. They are delighted with the book. Tenant said it made their day.

Tenant delighted with the service they received from ourselves and ETI when they reported a repair. It was done the next day and the workmen were pleasant and professional.

Tenant sent in a thank you card and box of chocolates to thank Catherine for her help in applying for funding through the Covid19 Hardship Fund.

Huge thanks to the excellent caretakers at Radnor Park who have been out gritting the pavements across the estate for our mainly elderly residents ahead of expected poor weather.

Thank you Fiona, Margaret, Catherine, Drew, Janet, Sinéad and the whole team of Clydebank Housing Association for all your help and kindness towards me and my family.

Big thank you again to Clydebank Housing Association Ltd for purchasing a television for us. Everyone loves it and are very grateful [Centre81 Steering Group].

Staff

at 31/03/22

SENIOR STAFF

Lynette Lees
Chief Executive Officer

Joe Farrell
Head of Housing Services

Fiona White
Finance & Corporate Services Manager

Jack Devlin
Housing Services Manager



Some of our dedicated staff team

FINANCE & CORPORATE SERVICES SECTION

Sinéad Farrell
Communications Officer

Geri Whitley
Finance Assistant

Janet Dunphy
Senior Admin Assistant

Drew McDougall
Clerical Officer

Fanica Ciobotaru
Admin Assistant (Temp)

Taylor Kelly
Clerical Assistant

Ann Doris
Office Cleaner

FINANCE & CORPORATE SERVICES SECTION - CENTRE81 STAFF

Ali Mailey
Centre Co-ordinator (PT)

Jean Edmonds
Clerical Officer

James McKay
Caretaker

Bethany Jones
Centre81 Assistant (PT)

Donald Campbell
Gardener (Funded)

Brian Fraser
Bike Mechanic (PT / Funded)



Scottish Government
Riaghaltas na h-Alba
gov.scot

THE HUGH FRASER
FOUNDATION



HOUSING SERVICES - HOUSING MANAGEMENT

Scott Graham
ICT & Compliance Officer

Catherine Banks
Housing Officer

Lynne McGeachan
Housing Officer

Stacy Shaw
Housing Officer (PT)

Elaine Bannerman
Housing Assistant

Melanie Cameron
Housing Assistant

Fiona Campbell
Tenancy Sustainment Officer (PT)

Katie McGhee
Welfare Rights Officer (PT)

Margaret McKeitch
Clerical Officer

Vallia Agbokuma
Housing Trainee

Alan Duckett
Estate Caretaking Supervisor

HOUSING SERVICES - MAINTENANCE

George Stevenson
Maintenance Officer

Sam Joyce
Maintenance Officer

Rae Carruthers
Maintenance Assistant

Ali Mailey
Maintenance Assistant (PT)

Jade Shannon
Maintenance Assistant (PT)

Rachael Odiamehi
Clerical Officer

Jim Inglis
Caretaker

Charlie Kane
Caretaker

John Douglas
Caretaker

EQUAL OPPORTUNITIES MONITORING

We advertised 6 vacancies during the year. We monitor the ethnic origins and disability details of our job applicants. We also monitor the ethnic origins and disability details of our staff, Management Committee, housing applicants and new tenants and report these details annually to the Scottish Housing Regulator to ensure access and opportunity for all.

STAFF TRAINING & DEVELOPMENT

Investing in our people makes good business sense and ultimately leads to our tenants and other customers receiving the best possible service. We thank staff for their commitment to continuous improvement through training and development. We currently hold the Investor in People Gold Accreditation, the Investors in Young People Gold award for Good Practice and are proud to be an officially recognised Living Wage employer since 2016.



Committee

at 31/03/22

MANAGEMENT COMMITTEE

Catherine Boyle (nee McGarrity)
Chairperson



John Hillhouse
Vice Chairperson/Treasurer

Paul Shiach
Secretary

Doris Smith

Joe O'Donnell

Laura Breeze

Kimberley Tennant

Grace Daly

Casual vacancy:

Traceylee Hislop

Co-opted members:

CLlr John Mooney

CLlr Diane Docherty



Our Core Values:

Respectful

Professional

Accountable

Responsive & Informative

Associates

at 31/03/22

SOLICITORS & AUDITORS

Solicitors

TC Young
7 West George Street
GLASGOW G2 1BA

Harper Macleod
Haymarket Terrace
EDINBURGH EH12 5HD

External Auditors

Alexander Sloan
Accountants & Business
Advisers
180 St Vincent Street
GLASGOW G2 5SG

Internal Auditors

Wylie & Bisset LLP
168 Bath Street
GLASGOW G2 4TP

MEMBERSHIPS

Scottish Federation of Housing
Associations (SFHA)

Chartered Institute of Housing
Scotland (CIH)

Employers in Voluntary Housing
(EVH)

Tenant Participation Advisory
Service (TPAS)

Homeswapper

SHARE

Scotland's Housing Network (SHN)
Glasgow & West of Scotland
Forum (GWSF)

Scotland Excel

Scottish Procurement Alliance

The Big Issue Bronze Sponsor

PATH

Happy to Translate

Child Poverty Action Group

REGISTRATIONS

OSCR (Scottish
Charity No.
SC033962)

Scottish Housing
Regulator (No. HAL
86)

Scottish Government
as a Property Factor
(No. PF000231)

Industrial and
Provident Societies/
FCA (No. 2191RS)

Information
Commissioner's Office
(No. Z6043444)

ACCREDITATIONS

Investors in People (Scotland)



Investors in Young People



Disability Confident



Living Wage Foundation





clydebank housing association

“Offering our community more than a home”



If you or someone you know need this annual report in any other format, please contact us.

For more regular updates of what we are up to, catch up on all our news on our social media pages @clydebankha or on our website www.clydebank-ha.org.uk.



OUR USUAL OPENING HOURS:

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

We close on the first Wednesday of each month until 2.00pm for staff training.

Please recycle this report.



Clydebank Housing Association Limited | 77-83 Kilbowie Road | Clydebank G81 1BL

@clydebankha T. 0141 941 1044 | F. 0141 941 3448 | info@clydebank-ha.org.uk | www.clydebank-ha.org.uk



Scottish Charity No. SC 033962. Registered Social Landlord with the Scottish Housing Regulator, Registration No 86. A Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). Registered Property Factor No. PF000231. Information Commissioner's Office Registration No Z6043444. Member of the Scottish Federation of Housing Associations. Registered in Scotland at the above address. Some percentages have been rounded to the nearest 0.1%. To the best of our knowledge the information contained within this report is correct at the time of going to print.