



# Molendinar

PARK HOUSING ASSOCIATION



## Annual Report 2019/2020

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# Chairperson's Statement

2019/20 has been a busy and productive year for the Association. The Organisational Review is ongoing and the Association are pleased to report that in addition to this they have engaged the services of FMD to manage the Finance function of the Association. This appointment is proving successful. Continued investment in our properties and communities remains the focus, along with ensuring that the Association continues to provide high levels of service to our residents. There is a commitment to demonstrating Value for Money.



The Association completed a revised Business Plan within the year. This is a substantial and comprehensive document which sets out the direction of travel for the Association over the next three years. The Business Plan sets out the Association's strategic objectives and priorities, the strategic challenges and opportunities that will influence our work, analysis of our core activities - housing services and asset management - and our plans for these areas. It also informs how we will ensure effective governance and organisational management, and deliver good value for money along with our detailed financial plans and projections. And importantly it identifies the risks we might face and how we will manage them. The revised Business Plan accurately reflects the position of the Association following a period of modernisation and change.

This year also saw the Association launching a new web-based software system to deliver its Housing Management and Finance functions. It is believed that this new system will increase efficiencies across our operating systems.

We carried out internal audits in Factoring, Rent Arrears and Financial Reporting to assess our compliance with legislation, our current policies and best practice. We submitted our first Annual Assurance Statement to the Scottish Housing Regulator in October 2019.

There were some staff changes throughout the year. We are pleased to advise that David Crosbie has joined the Association as Maintenance Officer, and Molly Forrester has joined us as Housing Assistant. Both are a great addition to the Association and will strengthen the staff team. Paul Carey, Finance Officer and Natalie O'Raw, Corporate Services Officer left the Association, we wish them both well in their future careers.

The latter part of the year brought challenges to the Association with the Covid-19 crisis. Although too early to report on how this will affect the Association in the longer term we are positive that the Association is in a strong position, and has a positive outlook to managing the crisis with a focus on being able to return to normal operations when it is safe and reasonable to do so. Our focus remains on supporting our tenants and communities and we are moving forward with optimism and positivity.

I would like to thank my colleagues on the Management Committee for their hard work and dedication, particularly in the last few months when we have had to operate in sometimes unusual and challenging circumstances. I would also like to acknowledge and thank the staff team for all their hard work and commitment throughout the year.

*Andrew Scott*

**Chairperson**

# Complaint's Report

We welcome all complaints at MPHA. Your complaints allow us to learn from situations where you have been less than satisfied with our services. They help us to identify areas where we can make improvements and our level of service to you. We aim to resolve all complaints within five working days. We will keep you updated throughout the process and escalate the matter if we cannot resolve the issue within 5 days.

We received 23 complaints between 1st April 2019 and 31st March 2020. All the complaints were resolved within our given timescales.

	1 <sup>st</sup> Stage Complaints	2 <sup>nd</sup> Stage Complaints
Complaints received in the reporting year	23	0
Complaints responded to in full in the reporting year	23	0
Complaints upheld in the reporting year	23	0
Complaints responded to in full with timescales set out	23	0

# Tenant Satisfaction Survey

The Association commissioned Research Resource to carry out a face to face survey of our tenants during October 2018. We use the information that the survey provides to ensure that the Association is meeting all its expectations and aspirations which we set out to deliver. We also use it to determine if there is a need for change and where that change may be required.

## Key Indicators

- ✓ **96% of our tenants were satisfied with the overall service provided.**
- ✓ **90.4% of our tenants were satisfied with the quality of their home.**
- ✓ **98% of those surveyed are satisfied with opportunities given to participate in the Association's decision making process.**
- ✓ **89% of tenants felt the rent for their property represents good value for money.**
- ✓ **98% are satisfied with the management of the neighbourhood that they live in.**



# Housing Services Report

## Allocations

At the end of March 2020, our managed stock was 832. This can be broken down to the following:

Mainstream Housing	463
Warden's Flats	1
Sheltered Housing	32
Shared Ownership	82
Factored Properties	254

We had 296 waiting list applications on file as at the 31st March 2020. We allocated 54 properties throughout the year.

Rent arrears as at the end of March 2020 represented 4.02% of the Annual Rent Debit of £1,861,818. Rent lost due to houses being empty during 2019/2020 amounted to £11,801. This represents 0.63% of the annual rental income.

## How your rent is spent per year?

The average rent £3,627 per year.

Administration & Housing Management Costs	£850,525
Day to Day Repairs	£336,152
Cyclical	£198,775
Major Repairs	£39,478
Service Costs	£119,647
Housing Property Depreciation	£442,717
Other activities	£28,409
<b>Total Expenditure</b>	<b>£2,015,703</b>

# Maintenance Report

The Association continues to provide a same day repairs service.

In 2019/20 a total of 904 day to day repairs were carried out at a cost of £336,152. All repairs were carried out in a timescale of 1.93 days.

An in-house survey was carried out asking all tenants **"thinking about the last time you had a repair carried out how satisfied or dissatisfied with the repair service provided"**. 93.75% were satisfied with the repair service.

The Association recognises the need to protect our investment and to this end we carry out Annual maintenance on all properties which includes gas checks, smoke alarm maintenance, gutter cleaning and cyclical painter-work.

James Frew Ltd continues to be the contractor responsible for gas servicing and central heating repairs.

# Adaptations

The Association is committed to meeting tenants' needs and to provide adaptations, where possible, so that tenants are able to enjoy independence, privacy and dignity.

The Association received £39,704 from Glasgow City Council to enable adaptation work to be carried out in tenant's homes. These adaptations ranged from installing level access showers and over bath showers to fitting handrails and widening doors.

## Finance Summary

Year Ended 31 March 2020

### Income & Expenditure

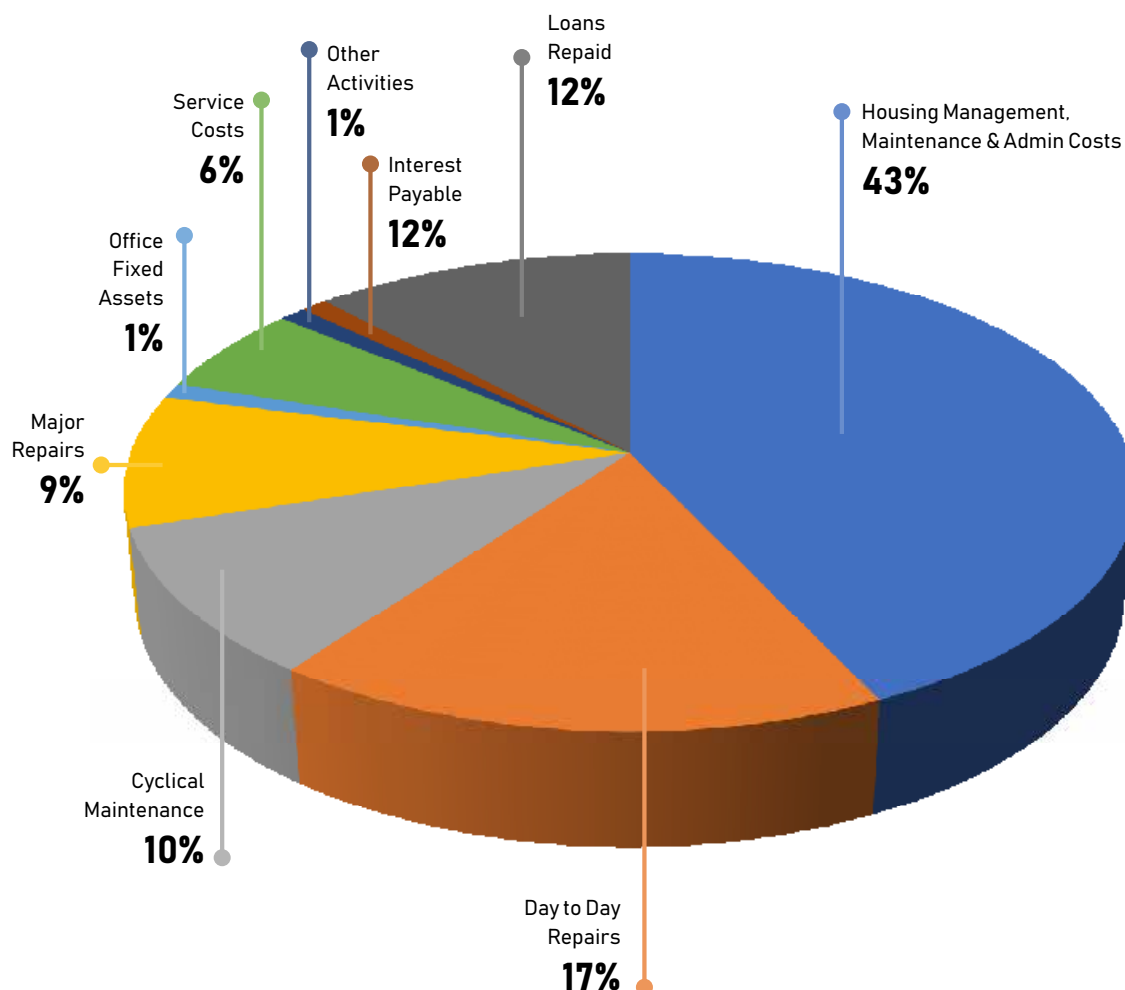
Notes

<b>Income</b>		
From Lettings	2,339,325	
From Other Activities	27,682	
	<u>2,367,007</u>	
<b>Expenditure</b>		
Administration & Housing Management Costs	850,525	Includes Bad Debts
Day to Day Repairs	336,152	
Cyclical	198,775	
Major Repairs	39,478	
Service Costs	119,647	
Housing Property Depreciation	442,717	
Other activities	28,409	
	<u>2,015,703</u>	
<b>Operating Surplus</b>	<b>351,304</b>	
Gain on sale of assets	15,767	
Interest Received	51,852	Includes Pension Asset Income
Interest Payable	(81,670)	Includes Pension Obligations interest
<b>Surplus for year</b>	<b>337,253</b>	
Actuarial Gain in respect of Pension Scheme	376,000	
<b>Total Comprehensive Income For The Year</b>	<b><u>713,253</u></b>	

### Balance Sheet

Fixed Assets:	Housing Properties b/f	18,948,527	
	Depreciation	(5,827,799)	
	Additions	146,833	
	Disposals	(88,498)	
		<u>13,179,063</u>	
	Other Assets	74,455	
		<u>13,253,518</u>	
Net Current Assets		849,897	
Liabilities due in more than 1 year		(2,677,233)	
Deferred Income: Social Housing Grant		(6,548,567)	
Pension Liability		(10,000)	
<b>Net Assets</b>		<b><u>4,867,615</u></b>	
Share Capital		53	
Revenue Reserves		<u>4,867,562</u>	
<b>Equity</b>		<b><u>4,867,615</u></b>	

## How Your Financial Cash Resources Were Spent



## Management Committee & Staff at 31st March 2020

A Scott	Chairperson	Julie Smillie	Director
B Johnston	Vice Chairperson	Scott Rae	Asset Manager
D McGeachy		Alexis Cosgrove	Senior Housing Officer
P Mann		David Crosbie	Maintenance Officer
C Meighan		Morag Henry	Senior Housing Assistant
M O'Donnell		Isobel Clark	Customer Services Officer
F Sheeran		Lindsay Gibb	Customer Service Officer
A Wood		Mollie Forrester	Housing Assistant
M Johnston	Co-opted 17/9/19	Olivia Rooney	Warden
C McKinley	Co-opted 17/9/19		



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