



Annual Report
2021

Chairperson's Statement

2020/2021 has been a challenging year for the Association due to the Covid 19 crisis. Throughout this crisis the Association provided a service to its residents ensuring that essential repair and maintenance work continued. The Association did not participate in the Government Furlough Scheme and all staff worked from home to ensure that support and advice was readily available.

Presently, the UK is still being affected by Covid-19 and while lockdown restrictions are beginning to ease there is still some way to go before we return to normality. We continue to monitor the early signs of impacts on the Association's finances and are pleased to report the Association's financial position remains stable

The Association completed a Revised Business Plan in 2019/2020. The first review of the Business Plan took place in March 2021. There was a consensus that the past year had been positive considering Covid-19 had been so disruptive to many businesses and that the Association is on track to deliver the strategic objectives and priorities set out in the Business Plan.

**WE LOOK FORWARD TO THE NEXT YEAR
WITH CONFIDENCE AND ENTHUSIASM TO
CONTINUE TO PROVIDE OUR RESIDENTS
WITH HIGH STANDARDS OF SERVICE**

This year saw the Association carrying out an Organisational Review which has resulted in a new and more robust structure which will equip the Association with the staff and expertise to move forward. Work has also been done to agree and implement a hybrid working model. This is a more modern and effective way for staff resources to be used to deliver the Association's objectives. As a result of this arrangement the office at 3 Graham Square will be reconfigured to support the implementation of this working model.



There were some staff changes throughout the year. Isobel Clark, Customer Services Officer, and Alexis Cosgrove both retired. We wish them well for the future.

Assurance can be given that the Association continues to meet all regulatory requirements and we continue to carry out internal and external audits to ensure our compliance with legislation, our current policies and best practice.

As we emerge from the current pandemic we look forward to the next year with confidence and enthusiasm to continue to provide our residents with high standards of service.

I would like to thank my colleagues on the Management Committee for their hard work and dedication, particularly during the Covid 19 crisis. I would also like to acknowledge the staff team for their continuing commitment to the Association during 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 34 complaints between 1st April 2020 and 31st March 2021. All the complaints were resolved within our given timescales.

	1st Stage Complaints	2nd Stage Complaints
Complaints received in the reporting year	34	0
Complaints responded to in full in the reporting year	34	0
Complaints upheld in the reporting year	34	0
Complaints responded to in full with timescales set out	34	0

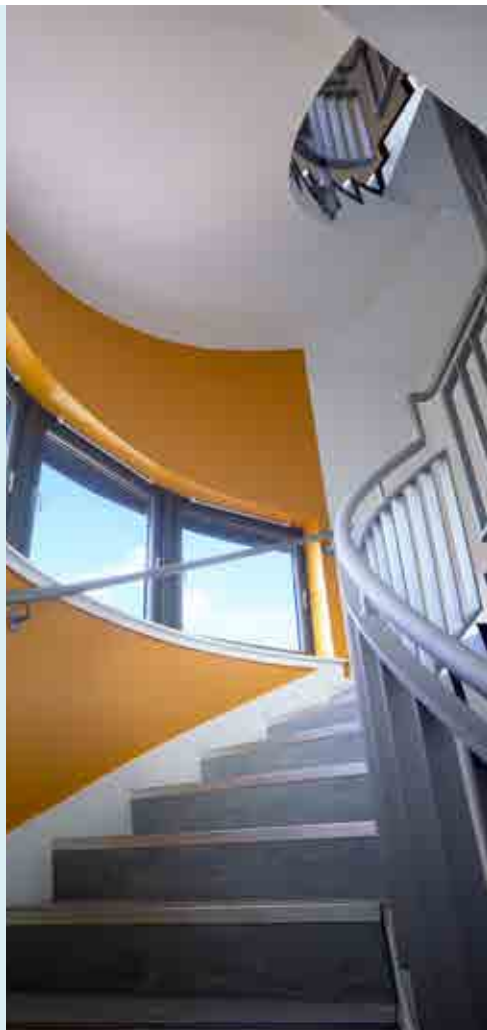


Tenants Satisfaction Survey

The Association commissioned Research Resource to carry out an interview led telephone Survey in October 2020. 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.

What did you tell us?

- ✓ **99%** were satisfied with being kept informed
- ✓ **97%** were satisfied with participation opportunities
- ✓ **93%** of our tenants were satisfied with overall service provided
- ✓ **93%** of our tenants were satisfied with the repair service
- ✓ **89%** were satisfied with the Association's contribution to the management of the neighbourhood
- ✓ **85%** of our tenants said rent was good value for money
- ✓ **78%** were satisfied with the quality of the home



Housing Services Report

Allocations

At the end of March 2021, our managed stock was 496. This can be broken down to the following:

Mainstream Housing	464
Sheltered Housing	32
Wardens Flat	1
Shared Ownership	81
Factored Properties	254

We had 230 waiting list applications on file as at the 31st March 2021. We allocated 24 properties throughout the year.

Rent arrears as at the end of March 2021 represented 3.03% of the Annual Rent Debit of £1,890,880. Rent lost due to houses being empty during 2020/2021 amounted to £7,633. This represents 0.40% of the annual rental income.

How your Rent is Spent Per Year

The Average Rent is £3,736 per year.

	£
Administration and Housing Management Costs	790,538
Day to Day Repairs	234,906
Cyclical	251,965
Major Repairs	168,900
Service Costs	89,426
Housing property Depreciation	386,164
Other Activities	17,441
Total Expenditure	£1,939,340

Maintenance Report

The Association continues to provide a same day repairs service.

In 2020/2021 a total of **906** day to day repairs were carried out at a cost of £234,906. All repairs were carried out in a timescale of **1.73** 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”**. 96.39% 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 can enjoy independence, privacy and dignity.

The Association received £33,187 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 2021

Notes

Income & Expenditure

Income

From Lettings	2,389,075	
From Other Activities	11,623	
	<u>2,400,698</u>	

Expenditure

Administration & Housing Management Costs	790,538	Includes Bad Debts
Day to Day Repairs	234,906	
Cyclical	251,965	
Major Repairs	168,900	
Service Costs	89,426	
Housing Property Depreciation	386,164	
Other activities	17,441	
	<u>1,939,340</u>	

Operating Surplus

Gain on sale of assets	9,996	
Interest Received	2,737	Includes Pension Asset Income
Interest Payable	(11,453)	Includes Pension Obligations interest
Surplus for year	<u>462,638</u>	

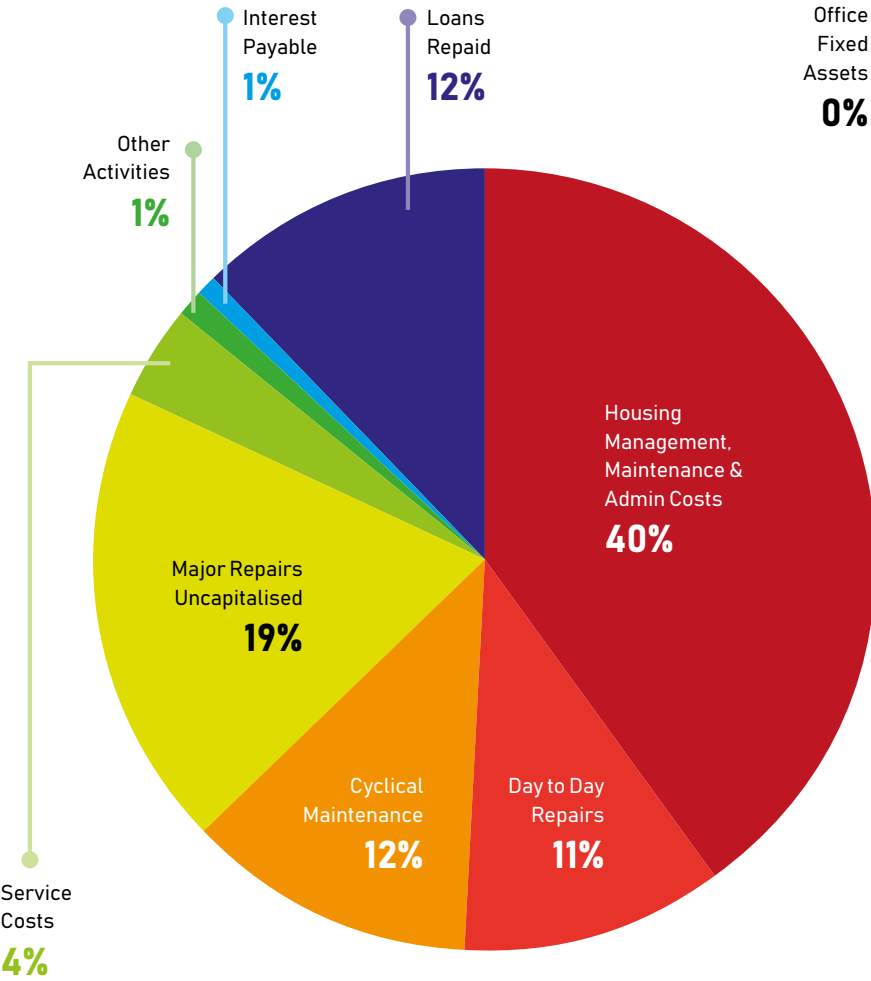
Actuarial Gain in respect of Pension Scheme	(325,000)	
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Total Comprehensive Income For The Year	<u>137,638</u>	
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Balance Sheet

Fixed Assets:	Housing Properties b/f	19,006,862
	Depreciation	(6,133,206)
	Additions	230,411
	Disposals	(90,756)
		13,013,311
	Other Assets	71,823
		13,085,134
Net Current Assets		863,805
Liabilities due in more than 1 year		(2,382,971)
Deferred Income: Social Housing Grant		(6,294,718)
Pension Liability		(266,000)
Net Assets		5,005,250
Share Capital		50
Revenue Reserves		5,005,200
Equity		5,005,250

How Your Financial Cash Resources Were Spent



Management & Staff

as at 31st March 2021

Committee

Andrew Scott (Chairperson)

Frank Sheeran (Vice Chairperson)

Brian Johnston

Mark Johnston

Paul Mann

Catherine Meighan

Caroline McKinlay

Margaret O'Donnell

Angela Wood

Staff

Julie Smillie Director

Scott Rae Asset Manager

Yvonne McDonald Senior Housing Officer

David Crosbie Maintenance Officer

Jayne Lundie Corporate Services Officer

Morag Henry Senior Housing Assistant

Lindsay Gibb Asset Compliance Officer

David McCabe Customer Services Officer

Molly Forrester Housing Assistant



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