



# ANNUAL REPORT 2021/22

Making a difference to our community





# Chairperson's Report



I would like to welcome you to our Annual Report in our 30th Anniversary Year. It is a major milestone in our history and it allows us to reflect on the difference the Co-operative has made in the Easthall and Kildermorie communities over that time. We held a Family Fun Day with our tenants and other residents to mark this special anniversary and a fun filled day was had by everyone!

It has been a challenging year for the Co-operative during the pandemic, although our staff returned to normal working arrangements and we successfully managed governance and organisational matters. Our governance and organisational work included a Strategic Options Appraisal to assess the best delivery model for our service to our tenants and other customers.

I am delighted to inform you that the Management Committee's decision was to 'Stay Independent' and we look forward to making a difference for many more years to come.

We have all learned a lot in the last few years, especially how our communities came together to support each other during the pandemic. It is the community spirit that makes Easthall and Kildermorie a special place to live. I would like to call on our tenants and other members of our communities to get involved in the Co-operative's work and activities - together we can continue to make a difference.

I hope you enjoy reading about our work and performance in this report, both of which are excellent and a real team effort by our staff and Management Committee. I am extremely pleased with the progress the Co-operative is making and we are on a journey of improvement.

**Paul Waddell**  
*Chairperson of Easthall Park Housing Co-operative*



# Welcome to our Annual Report

## Governance

### Easthall Stays Independent

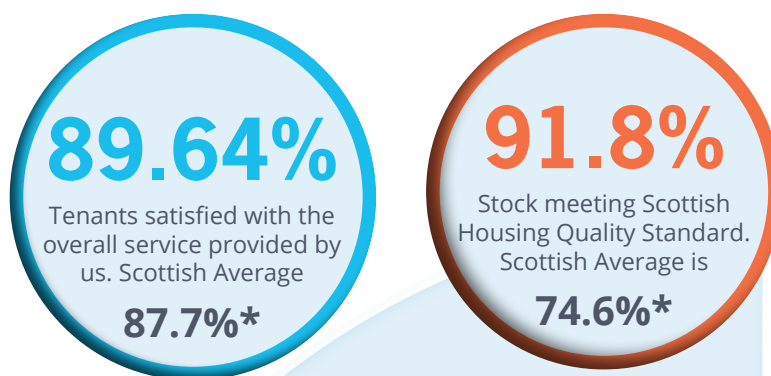
As outlined earlier the Co-operative undertook an independent Strategic Options Appraisal to inform the best delivery model for the service to our tenants. The Management Committee went through a robust process with a sector consultant, Arneil Johnston, and decided to 'Stay Independent'. The Co-operative will continue to provide a local high-quality service to our tenants and other customers in Easthall and Kildermorie.

### Our Engagement with the Scottish Housing Regulator

Easthall Park continues to be compliant with the Scottish Housing Regulator's Regulatory Framework. We would like to acknowledge the support provided by the Regulator to the Management Committee to improve the Co-operative's governance.

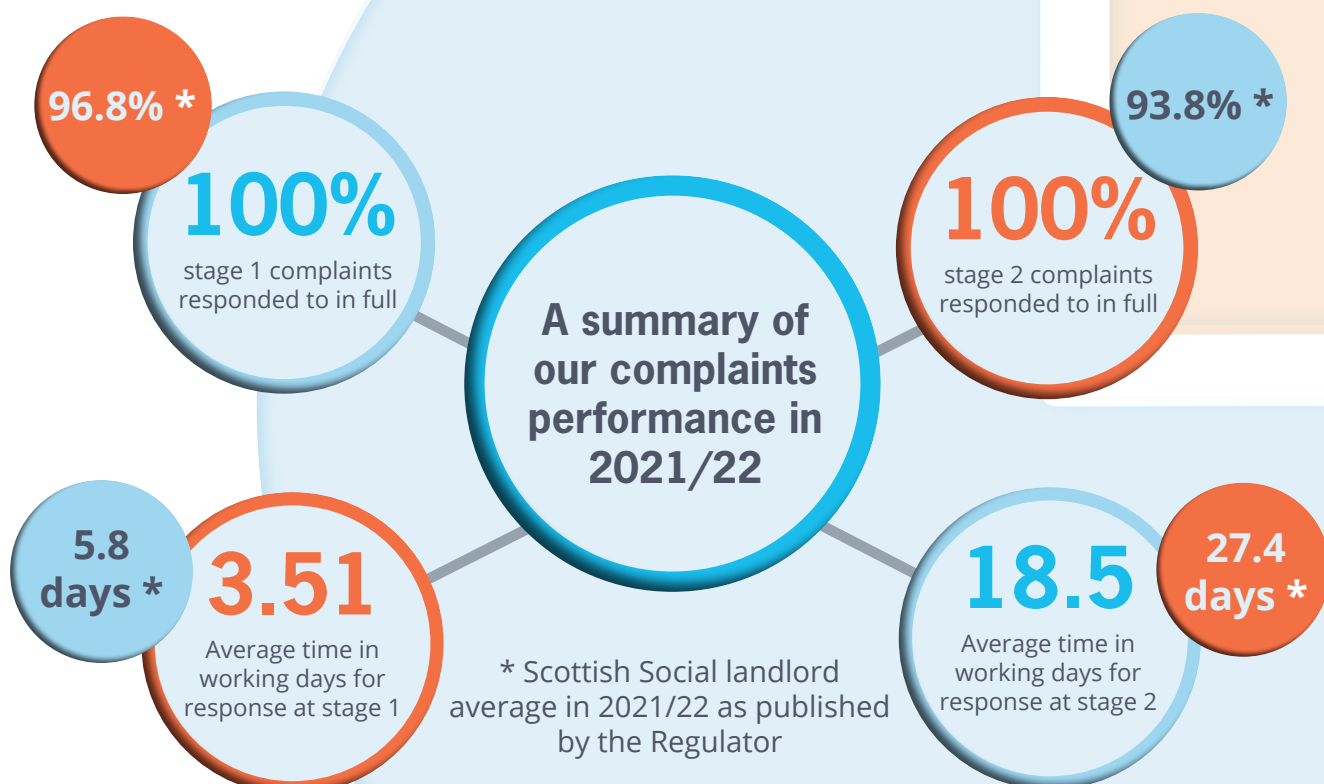


Within this report, you will find key information about our performance and how we compare with our other social landlords. We are pleased to report another year of strong performance, with improvement plans in place where we need to do better.



## Complaints

In addition to measuring satisfaction, we also focus on any dissatisfaction with our services through complaints monitoring. We value your complaints as they help us to improve and put things right. A summary of our complaints performance in 2021/22 is shown below, compared with the Scottish social landlord average, as published by the Regulator:



# Financial Highlights

Financial Year 2021-22

**100.1%**

Did you know that we collected **100.1%** of our rental income?

**£90k**

Did you know that our gross rent arrears at 31st March 2022 were **£90k**?

**3.3%**

This represented **3.3%** of our annual rental income.

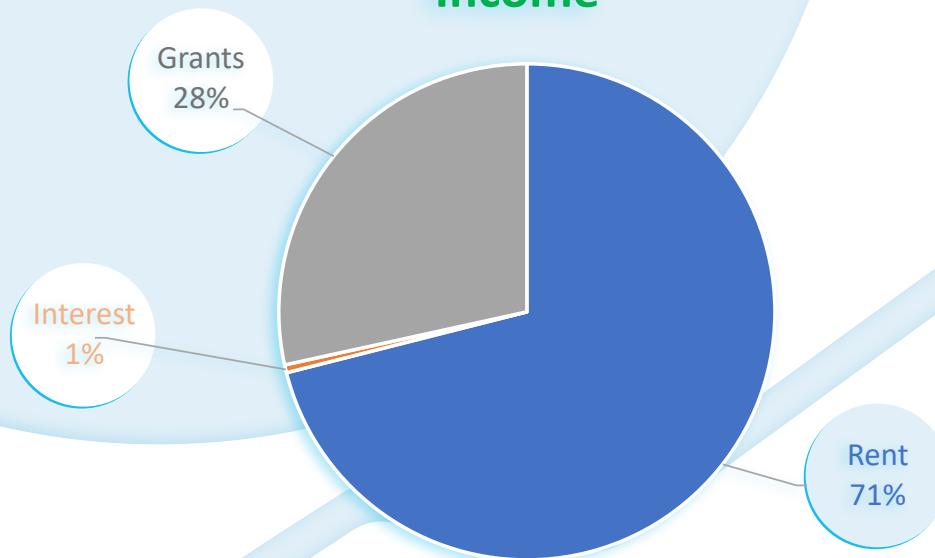
**£19k**

Did you know that we spent **£19k** on supporting the local community through wider role activities?

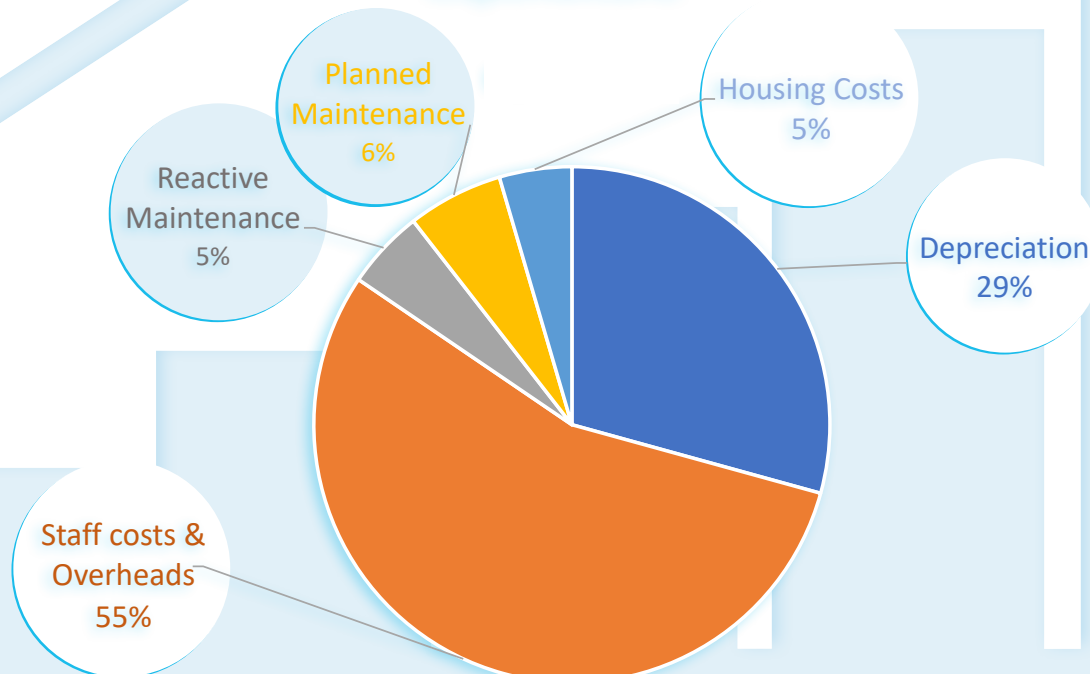
**£3.9m**

Our turnover was **£3.9m**.

## Income



## Expenditure





# Housing Services



## Housing Management Performance

The Co-operative benchmarks its performance against local groups of similar sizes alongside the Scottish average which is published by the Scottish Housing Regulator. We have provided some comparative information to illustrate our performance in the key areas of:

- Tenant Satisfaction and Engagement
- Rent and Service Charges
- Voids and Re-let days
- Tenancy Sustainment and Sources of Lets
- Anti-social behaviour (ASB)
- Evictions and Abandonments

Throughout this report, where applicable, we will use the following emoticons to indicate whether our performance is

**Good** 😊, **Bad** 😞, or **Requires further attention**. 😟

## Tenant Satisfaction and Engagement



Percentage of tenants satisfied with the quality of their home

**92.86%**



Percentage of tenants who feel their landlord is good at keeping them informed

**96.0%**



Percentage of tenants satisfied with the opportunities given to them participate

**97.50%**



Percentage of tenants who feel that the rent for their property represents good value for money

**74.64%**



Percentage of tenants satisfied with the management of the area

**92.14%**

It is our intention to carry out a full tenant satisfaction survey during 2022/2023.



## Value for Money

### Rents and Service Charges

The amount of money we collected for current and past rent in 2021/22 was **£2.79m**, equivalent to **101.28%** of the total rent due for the year. The table below and on page 7 will give you comparative data to show you how our performance compares with local comparators, as well as the Scottish social landlord average.

	Easthall Park 21/22	Scottish average*	Lochfield Park Housing Association	Wellhouse Housing Association	How do we compare?
Rent collected as percentage of total rent due in the reporting year.	<b>101.28%</b>	<b>99.3%</b>	<b>102.5%</b>	<b>101.6%</b>	😊
Gross rent arrears (all tenants) as at 31 March as a percentage of rent due for the reporting year	<b>2.85%</b>	<b>6.3%</b>	<b>14%</b>	<b>10.23%</b>	😊

### Empty Homes and Days to Re-let;

We allocated 30 properties in 2021-22, as well as permitting five mutual exchanges, as detailed below:



\* Scottish Social landlord average in 2021/22 as published by the Regulator



	Easthall Park 21/22	Scottish average*	Lochfield Park Housing Association	Wellhouse Housing Association	How do we compare?
Rent loss from Empty Homes	<b>0.15%</b>	<b>1.4%</b>	<b>0.4%</b>	<b>0.7%</b>	😊
Average Re-Let Time	<b>15.73 Days</b>	<b>51.6 Days</b>	<b>35 Days</b>	<b>30 Days</b>	😊

## Tenancy Sustainment;

We monitor tenancy sustainment levels, in particular how many tenants are still in their homes a year later and this helps us identify any support and assistance we can provide to new tenants of the Co-operative

We allocated 27 properties during **2020/21** with a tenancy sustainment rate of **100%**.



## Neighbourhood and Community;

### Anti-social behaviour

90 ASB cases received with 88 being resolved during 2021/2022

**97.78%**

### Evictions:

**1**

Property was recovered because of anti-social behaviour

### Abandoned Homes:

**1**

Property was recovered under abandonment

\* Scottish Social landlord average in 2021/22 as published by the Regulator

# Property Services

## Annual Report Summary 2021-22

### Repairs and Maintenance

The past few years have been a challenge for us all. However, as we move on we have continued to deliver a repairs and maintenance service that provides a quality of service that adds value to the local community. As in previous years, investment in our local community has been our priority and our repairs and maintenance team has worked hard to consistently deliver a high-quality repairs service, maintaining the standards set in previous years. We will continue to invest in our local community and in our repairs service in the next and future years in order to ensure we continue to deliver the high-quality services we have in the past.



**91.8%**  
Stock meets Scottish  
Housing Quality  
Standard



**904**  
Emergency  
Repairs Issued

Average time  
to complete  
Emergency Repairs  
**2.7 Hours**

Scottish social  
landlord Avg  
**4.2 hours**

\* Scottish Social landlord average in 2021/22 as published by the Regulator





**92.9%**  
Tenants Happy  
with the Quality of  
Their Home

Scottish Social  
landlord Avg  
**85.4%**

**95%**  
Satisfied with the  
Repairs Service

Scottish social  
landlord Avg  
**88%**

**1608**  
Non-Emergency  
Repairs Issued



Non-Emergency  
Repairs Completed in  
**5.6 Days**



\* Scottish Social landlord average in 2021/22 as published by the Regulator

# More Than a Landlord

Easthall Park is committed to be 'More than a Landlord' and provide services and opportunities to improve the quality of lives of our tenants and other residents in our communities. This section of the Annual Report will provide some examples of our work:

## Employment & Training

The Co-operative has been able to provide training and work experience placements to unemployed and young people in the year through the Scottish Government's Investing In Communities Fund. Jason (pictured below) has worked closely with our estate caretaking team to maintain closes, backcourts and our area.



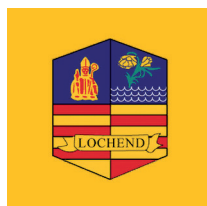
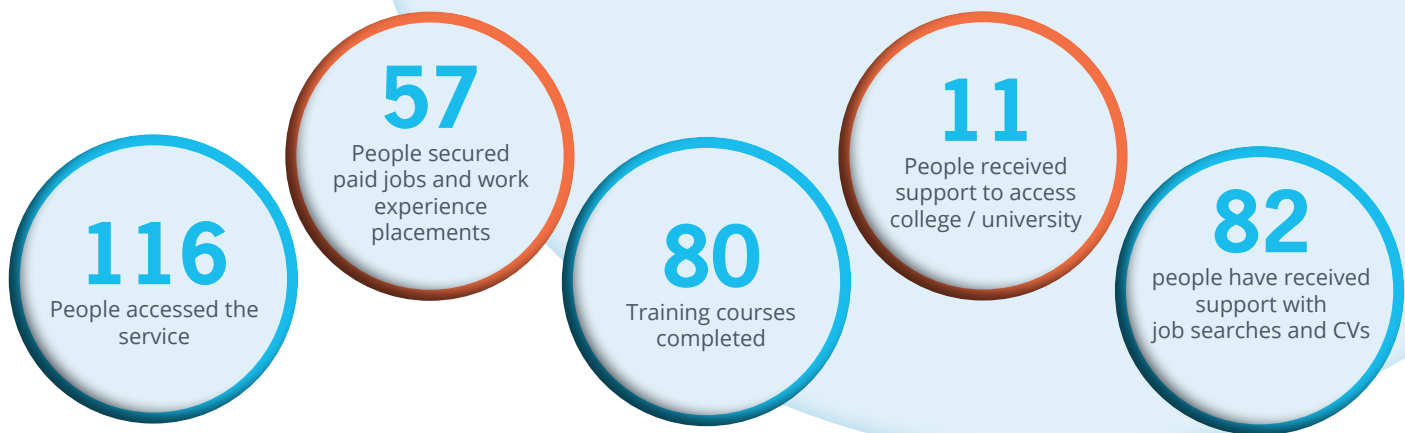




## Employment support

Our Employment and Personal Development, Eddie Murdoch supports people to get ready for work and access work placements and jobs for local people. He also works locally in the schools across the greater Easterhouse area.

The success of this service in our communities and to school leavers is clear through the outputs in the year, as shown below;



## Grants Funding to support our tenants and Communities.

# £7100

Our Housing Team have been successful in securing over £7100 to support our tenants and others in our communities. These funds have included the following:



## Our Management Committee Members are:

Paul Waddell (Chairperson)  
Joe Gracey (Vice Chair)  
Alison Cushingam  
Caroline Cooper  
Charles Harvey  
David Barnes  
George McNaught  
Clive Douglas (Co-optee)  
Joyce Kenna (Co-optee)  
Robert Hartness (Co-optee)  
Mary Davidson

## Senior Management Team:

Kenny Mollins, Interim Director  
Anila Ali, Governance and Business Improvement Manager  
Janette Meechan, Temporary Housing Manager  
Malcolm Finnie, Temporary Maintenance Manager

## Housing Team:

Blair Halliday, Housing Officer  
Shirley Jackson, Housing Officer  
Debbie Lee, Assistant Housing Officer  
Eddie Murdoch, Employability Adviser  
Lorraine Docherty, Housing Assistant  
Stephanie Conway, Receptionist

## Maintenance Team:

Morven Gourlay, Property Officer  
Chato Chilambwe, Property assistant  
Mary Fraser, Office cleaner

## Finance Team:

Bilal Hussain, Temporary Finance Officer  
Chloe Cuthill, Finance Assistant  
Kevin Gallacher, Finance Officer

## Business Improvement team:

Nikkita Smith, Business Improvement Officer

## Estate Caretakers:

Stephen Benson, Estate Supervisor  
Bryan Monaghan, Estate Caretaker  
Jason McCulloch, trainee Estate Caretaker  
John Williamson, Estate Caretaker  
Steven Jarvis, Estate Caretaker

