



# 2022/23

## Annual Report



**EASTHALL PARK**

Serving the communities of Easthall and Kildermorie



# CHAIRPERSON'S REPORT



I am delighted to present our Annual Report for the year to March 2023 and showcase our work and achievements in our running of the Co-operative.

The Management Committee has been working closely with the Scottish Housing Regulator in recent years to improve our governance of the Co-operative.

We have made significant progress in our governance in the year through the;

- ✓ Completion of the options appraisal with an outcome for the Co-operative to 'stay independent' and continue to deliver a local housing service;
- ✓ Appointment of our new Director, Kenny Mollins and new staff who bring a wealth of experience and track record of achievement to the Co-operative; and
- ✓ Development of our new Business Plan 2023-26 with a vision to ensure "Easthall Park – Is a Great Place to Live".

The improvement in our governance of the Co-operative by the Management Committee and new senior management Team has been recognised by the Scottish Housing Regulator as 'Compliant' and they returned the Co-operative to 'Standard' Engagement for 2023-24.

Our aim is to continue to strengthen our governance arrangements and provide high quality homes and services to our tenants and other customers of the Co-operative. We want to achieve these goals by: becoming a charitable housing association; completing the review of staff structure; and developing a new investment plan to improve our tenants' homes following an independent stock condition survey.

It has been a challenging year for everyone, including the Co-operative with the Cost of living Crisis. I feel we have responded positively to keep costs low and to help our people and we achieved this through; keeping rents affordable with a rent increase well below inflation levels; attracting grants of £145,000 to help our tenants and other residents with their energy and food costs; and recruiting a new Welfare Right Officer, Rachael Durkin to help our tenants maximise their entitlement to benefits.

I was extremely pleased at the outcome of the independent Residents Satisfaction Survey, where 92% of tenants were satisfied with our service. We recognise there are areas for improvement and work is on-going to improve in key areas of our service.

All our work and achievements have been made possible by the hard work and dedication of the Management Committee and our staff team and I would like thank them all.

## Paul Waddell

Chairperson of Easthall Park  
Housing Co-operative

# FINANCIAL HIGHLIGHTS

During the year the Co-operative made a surplus of £234,900 and the net assets position was £9.45m at 31 March 2023. We invested £512K in reactive and voids maintenance and £207k in planned and cyclical maintenance costs. We also invested capital expenditure of £166k in our housing properties mainly on boilers, kitchens and bathrooms replacements. We repaid £380k of the loan debt during the year and the balance remaining to pay at 31 March 2023 was £5.6m. As the Co-operatives loans are mostly on a fixed interest rate basis this protected the Co-operative against the rising mortgage interest rates during the year.

In other financial highlights The Co-operative:

- ✓ Agreed revisions to its loan agreements with the Royal Bank of Scotland and released some of the security held for lending purposes following a full independent stock valuation
- ✓ We carried out a tender review for both internal and external audit services and I.T support services
- ✓ The Treasury Management Policy was reviewed and approved by the Management
- ✓ Set an Annual Budget and the long term financial plans to ensure continued financial viability for the Co-operative
- ✓ Submitted financial information to our lenders and the Scottish Housing Regulator on time.

| INCOME                     | 2022 / 23        | 2021 / 22        |
|----------------------------|------------------|------------------|
|                            | £                | £                |
| Gross Rents                | 2,895,565        | 2,759,927        |
| Less: rent loss from voids | -9,139           | -9,901           |
| <b>Net Rents</b>           | <b>2,886,426</b> | <b>2,750,026</b> |
| Other income               | 1,162,125        | 1,122,961        |
| <b>Turnover</b>            | <b>4,048,551</b> | <b>3,872,987</b> |

## EXPENDITURE

|   | 2022 / 23        | 2021 / 22        |
|---|------------------|------------------|
|   | £                | £                |
| Management Costs (staff and office running costs)           | 1,276,945        | 1,237,105        |
| Estate Costs  | 117,584          | 127,534          |
| Planned and cyclical maintenance - direct costs             | 207,381          | 349,857          |
| Reactive and voids maintenance - direct costs               | 511,614          | 316,693          |
| Housing Depreciation  | 1,097,939        | 1,398,334        |
| Other Costs   | 255,601          | 96,107           |
| <b>Operating Costs</b>                                      | <b>3,467,064</b> | <b>3,525,630</b> |
| <b>Operating Surplus</b>                                    | <b>581,487</b>   | <b>347,357</b>   |
| Interest Receivable   | 26,583           | 1,660            |
| Interest Payable  | -256,119         | -280,876         |
| Other finance charges                                       | -2,000           | -7,000           |
| <b>Surplus on ordinary activities before tax</b>            | <b>349,951</b>   | <b>61,141</b>    |
| Tax on surplus  | -5,051           | -508             |
| <b>Surplus for the year</b>                                 | <b>344,900</b>   | <b>60,633</b>    |
| Actuarial gains / (losses) on defined benefit pension plans | -110,000         | 186,000          |
| <b>Total Comprehensive Income</b>                           | <b>234,900</b>   | <b>246,633</b>   |

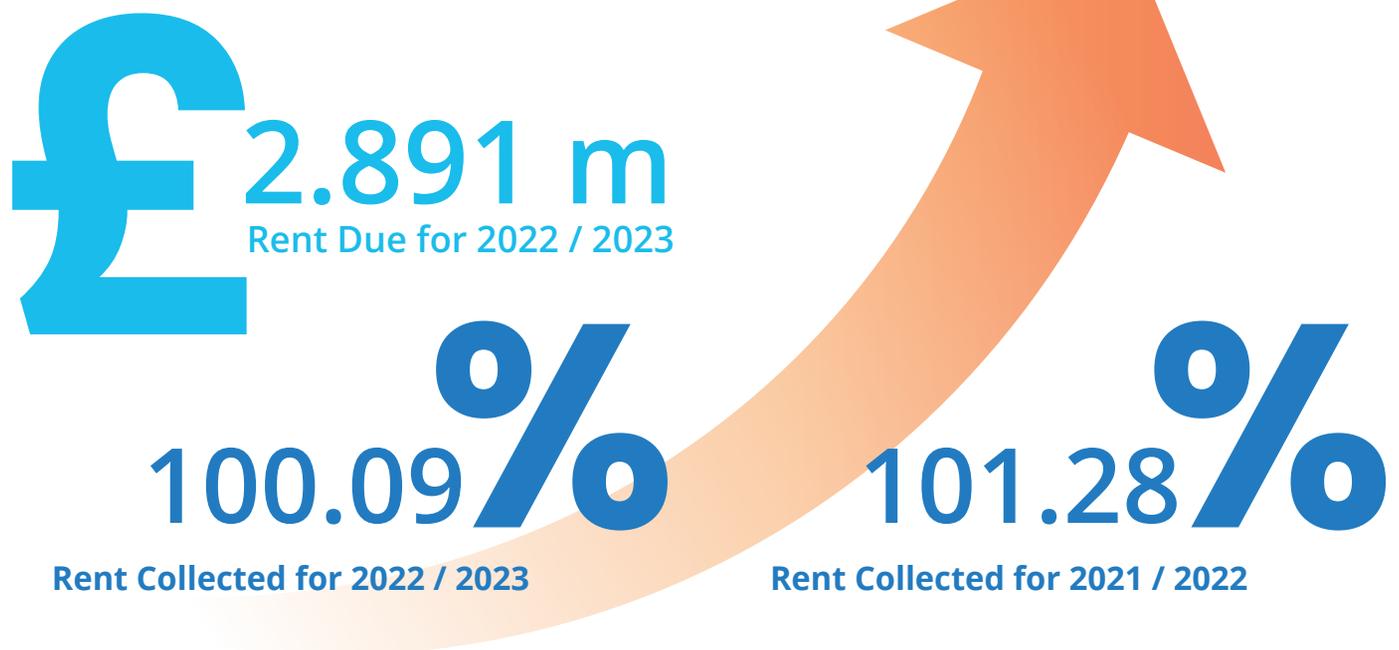
# MANAGING YOUR HOME & NEIGHBOURHOOD

The Housing Management Team is responsible for all aspects of housing service delivery including: Rent Management, Welfare rights, Allocations, Estate Management, Anti-social Behaviour, Tenant Participation and Factoring.

## Performance Benchmarking

The Co-operative are part of the Scottish Housing Network (SHN) benchmarking organisation and we have provided the average comparisons against the groups which participate in the SHN along with the Scottish average.

### Our Performance in 2022 / 2023:



### Rent Arrears

3.15%

Rent arrears as a %  
of rent due 2022 / 2023

2.85%

Rent arrears as a %  
of rent due 2021 / 2022

3.00%

SHN

### Void Loss

0.30%

Rent Loss from empty  
homes 2022 / 2023

0.15%

Rent Loss from empty  
homes 2021/ 2022



Average  
re-let time  
2022/2023



Average  
re-let time  
2021/2022



SHN

# Welfare Rights Service

Our new welfare rights service has been in place since December 2022 and it has provided much needed advice and financial support to all of our residents.

From the period December 2022 – March 2023, our Welfare Rights Officer, Rachael has secured:



## Allocations Re-lets

**24** Property lets were made during 2022/23.



13 from Housing List



5 Homeless applicants



6 Transfers

### Lets by House size (Turnover)



# TENANCY SUSTAINMENT 2021/2022

We allocated 40 properties during 2021/2022 with a tenancy sustainment rate between 90-100% across all categories of Lets.

## 92.86%

Applicants from organisations housing list.

## 90%

Applicants assessed statutory homeless LA.

## 100%

Existing tenant.

## 90%

Other.



# MANAGING YOUR HOME & NEIGHBOURHOOD

## Tenant Participation

We Re-established our Residents Panel in the year and a group of tenants reviewed a new Residents Engagement Strategy.

## Managing Tenancies

76

Anti-social behaviour cases reported 2022 / 2023.

97.78%

Cases resolved during 2021/2022.

100%

Cases resolved in the last year.

Evictions

1

Eviction During 2021/2022

0

Evictions During 2022/2023

Abandonments

1

Abandonment During 2021/2022

1

Abandonment During 2022/2023

## Factoring

The co-operative factors 54 properties within our stock and as a property factor, we are responsible for the provision of services such as:

Major Repairs



Common Repairs



Stair Cleaning



Estate Lighting



Cyclical Maintenance

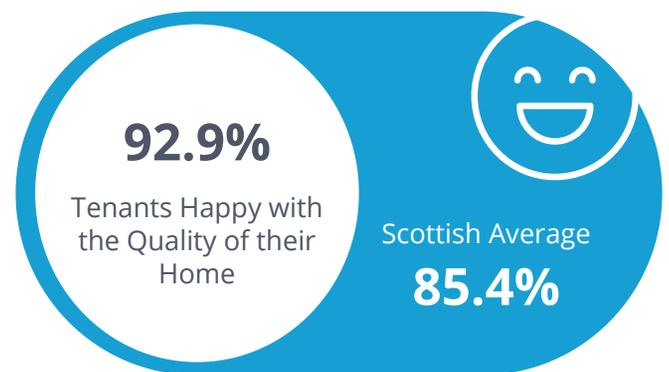
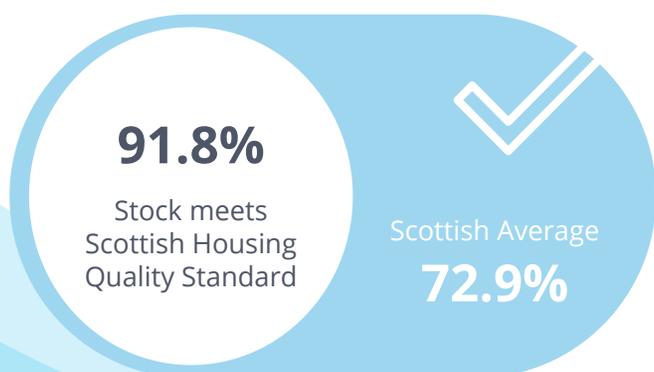


Quarterly factoring invoices include Service charges, Management fees and Buildings insurance.

# MAINTAINING & IMPROVING YOUR HOME

## Repairs and Maintenance

The Co-operative has seen changes in our repairs and maintenance service in the year with the appointment of new contractors to deliver a high quality and responsive service. We continue to invest in our tenants' homes and local community with the aim to improve housing standards and ensure our tenants are satisfied with their home and the local area.



# MAINTAINING & IMPROVING YOUR HOME

## Estate Management

Our estate caretakers have been working on some winter jobs on the estate and have been de littering and trimming back the shrub beds. Below are some pictures of our Estate Caretakers hard at work!



# RESIDENTS SATISFACTION SURVEY





Satisfaction with the level of customer care received

**80%**



Satisfaction with the quality of the home

**85%**

Satisfaction with repairs/maintenance service

**79%**

To what extent does rent represent value for money

**90%**

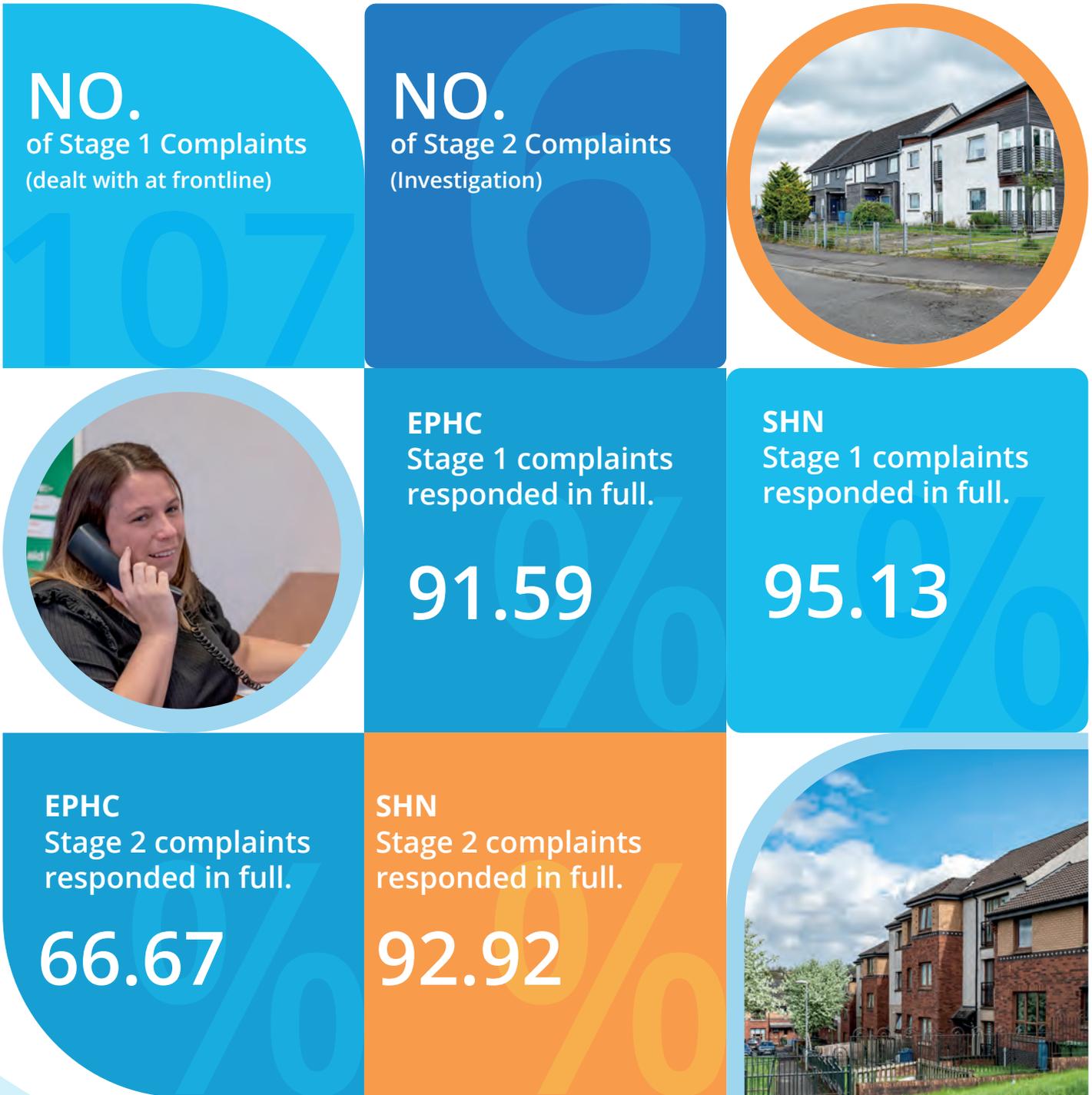
**93%**

of tenants are aware of how to make a complaint



# COMPLIMENTS & COMPLAINTS

The Co-operative encourages tenants and other customers to complain where our service has not met their expectations. We closely monitor complaints and have a focus on how we can improve our service. This section of the report will provide you with a summary of the complaints in the year.



EPHC (Easthall Park Housing Co-operative)  
SHN (Scottish Housing Network)

# LOOKING AHEAD 2023-24

The Co-operative re-set its Business Plan for 2023-26 and set an ambitious programme of work to achieve our mission to 'Provide high quality and affordable housing and responsive services to our tenants and residents'.



## Delivering Excellent Housing Services

- To commence a programme of visits to our tenants' homes;
- To conduct a review of our Factoring service;
- To create a Neighbourhood Action Plan
- To develop the Residents Engagement Plan

1

## Providing Quality Homes in an Attractive Environment

- To install 84 new kitchens and bathrooms at a cost of £390,576
- To undertake an independent stock condition survey.
- To strengthen our compliance in landlord safety
- To consider the development of an in-house Minor Repairs Operatives.

2

## Demonstrating Good Governance

- To complete the review of the staff structure
- To become a charitable Housing Association
- To increase membership of the Management Committee

3

## Strong Financial Management & Best Value for Money

- To invest our money in high interest accounts
- Implement new invoicing and payment arrangements for factored owner-occupiers

4

## Being More than a Landlord

- Develop a wider role strategy
- Pursue funding to support our tenants with the cost of living crisis

5

## Staff Team 2022/23

Kenny Mollins ..... Director  
 Malcolm Finnie ..... Temp Maintenance Manager  
 Janette Meechan ..... Temp Housing Manager  
 Nikkita Smith ..... Business Improvement Officer  
 Shirley Jackson..... Housing Officer  
 Blair Halliday..... Housing Officer  
 Lorraine Docherty..... Assistant Housing Officer  
 Rachael Durkin ..... Welfare Rights Officer  
 Stevie McCrory ..... Maintenance Officer  
 Chato Chilambwe..... Maintenance Assistant  
 Anne Esler ..... Temp Maintenance Assistant  
 Stephanie Conway .... Customer Service Assistant  
 Eileen Stevenson..... Finance Officer  
 Steff Benson ..... Estate Caretaker Supervisor  
 Steff Jarvis ..... Estate Caretaker  
 Brian Monaghan ..... Estate Caretaker  
 John Williamson ..... Estate Caretaker



## Committee Members 2022/23

|                                      |   |
|--------------------------------------|---|
| Paul Waddell (Chairperson)           | First elected 7th September 2015<br>(elected Chairperson 12/9/22) |
| David Barnes (Vice Chairperson)..... | First elected 10th September 2018<br>(elected Vice Chair 12/9/22) |
| Joe Gracey .....                     | First elected 5th September 2016                                  |
| Alison Cushingham.....               | First elected 20th September 2010                                 |
| Mary Davidson .....                  | First elected 1st September 1999                                  |
| George McNaught.....                 | First elected 2nd September 2013                                  |
| Charles Harvey .....                 | First elected 1st September 1999                                  |
| Caroline Cooper .....                | First elected 1st October 2006                                    |
| Clive Douglas (Co-optee).....        | First elected January 2022  |
| Robert Hartness (Co-optee).....      | First elected July 2022   |
| Doborah McNulty.....                 | First elected March 2023  |
| Joyce Kenna .....                    | Resigned  |
| Donna Miller .....                   | Resigned  |

### Address:

**Easthall Park Housing Co-operative Ltd**  
 The Glenburn Centre  
 6 Glenburnie Place  
 Easthall, Easterhouse  
 Glasgow, G34 9AN

### Contact Details:

**Tel:** - 0141 781 2277  
**Email:** - Enquiries@easthallpark.org.uk  
**Website:** - www.easthallpark.org.uk

### Opening Hours:

|                  |  |
|------------------|--|
| <b>Monday</b>    | 9.00am - 4.30 p.m                                    |
| <b>Tuesday</b>   | 9.00am - 4.30 p.m                                    |
| <b>Wednesday</b> | 9.00am - 2.00 p.m <i>(closed for staff training)</i> |
| <b>Thursday</b>  | 9.00am - 4.30 p.m                                    |
| <b>Friday</b>    | 9.00am - 3.30 p.m                                    |

### Emergency Contractor:

**Gas Sure:** For all emergency repairs  
 01294 468113