



# Chairperson's Report

I always take great pride in presenting the Annual Report to showcase the Association's work and progress to achieve our vision to make Easthall Park – 'A Great Place to Live'.

At Easthall Park, the Management Committee is focussed on ensuring we deliver high quality and responsive services to meet our tenants and other customers' needs and expectations. Our staff continue to excel in their customer service, commitment and drive to continuously improve in all areas of our work. In this report you will see that our performance in key areas of our service continues to compare favourably against the previous year and the average for the housing association sector.

In my report last year, I spoke about how we had listened to tenants to hear their views on our repairs service, which resulted in the launch of our new in-house Trade Team. I was delighted to see the significant improvement in the performance, quality of work, value for money and more importantly, tenant satisfaction levels for the repairs service through our new Trade Team and our network of contractors in the last year. As a result of the success of the new Trade Team, the Committee is considering extending this initiative to attend to major repairs in your homes.

A key objective is to improve our tenants' homes through a programme of major repairs in the coming years e.g. kitchens, bathroom, UPVC window installation and central heating boilers. We acknowledge this has been a long time coming, although we are now finalising our investment plans and these will be communicated to all

tenants in the autumn of this year. I am pleased to see that contracts are now being tendered to appoint the contractors to deliver these improvements and they will commence in 2025-26.

The success of Easthall Park has been founded on our relationship and engagement with the communities we serve, where our tenants' voices are heard and inform the delivery of our services. It has been encouraging to see the staff team out in the community and their connection with tenants through their programme of home visits, surveys on our service and more tenants getting involved in our Residents Panel.

I hope you find this report informative and you too can see the improvement we are making. We would welcome your feedback on the report or for you to consider getting involved to tell us how you feel we can further improve our service and your area.

I would again like to thank the Management Committee for their leadership of the Association and the staff team for their work and achievements in the year.

**Paul Waddell**  
Chairperson  
Easthall Park Housing Association



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# Financial Highlights



The Association is in a strong financial position and made a surplus of £682,250 and the net assets position was £10.79m at 31 March 2025. Our cash position increased by £500k during the year and finished 2024/25 with a healthy £4.2 million in the bank. This money is planned to fund the investment plan to improve our tenants' homes.

We invested £281K in reactive and voids maintenance through external contractors and the inhouse Trade Team, and £278k in planned and cyclical maintenance costs. We also invested capital expenditure of £141k in our housing properties mainly on boilers, kitchens, external doors and windows.

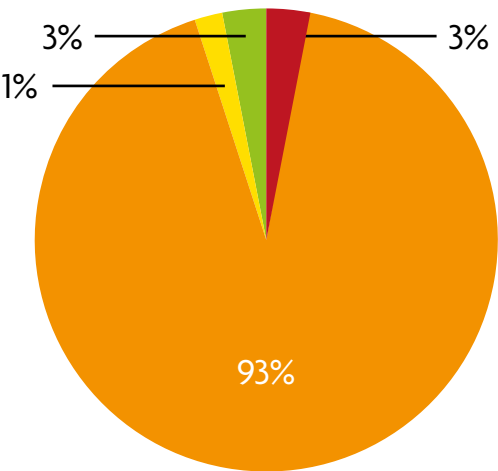
We repaid £290k of the loan debt during the year and the balance remaining to pay at 31 March 2025 was £4.9m. As the Association's loans are all on a fixed interest rate basis, this protects the Association against any rising mortgage interest rates.

The Association secured grants of around £64k to help tenants with energy advice and advocacy support and to assist with community projects. Another £48k of grants were secured to help fund Stage 3 medical adaptations.

## Some other financial highlights:-

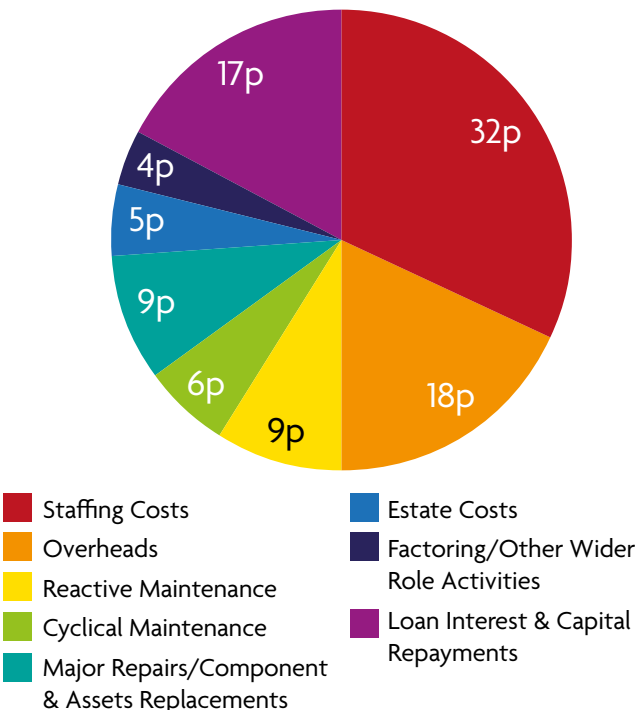
- We tendered the Insurance Broker services contract and Howden Scotland were appointed.
- All Statutory and Regulatory Returns have been submitted to Lenders, Scottish Housing Regulator and all other relevant agencies on time.
- The 30-Year Financial Business Plan was presented to Management Committee in May 2025, and this continues to show that the Association can demonstrate financial viability over the longer-term. The Plan includes a robust investment programme for our major component replacements, particularly over the next 10 years.
- We have re-invested £1million from our cash reserves in a high interest account with Barclays, and continue to invest in Notice Accounts with other organisations to generate more income for the Association.
- We had a robust internal audit programme which involved 5 areas of the business being audited by Quinn Internal Auditors.

2024/25 Analysis of Income



- Factorial/Other Wider Role Activities
- Net Rental Income
- Other Revenue Grants
- Interest Receivable

2024/25 Expenditure – How each £1 is spent



- Staffing Costs
- Overheads
- Estate Costs
- Factorial/Other Wider Role Activities
- Reactive Maintenance
- Loan Interest & Capital Repayments
- Cyclical Maintenance
- Major Repairs/Component & Assets Replacements



# Managing Your Home & Neighbourhood



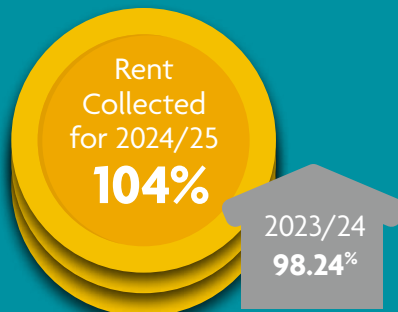
The Housing Management team is responsible for all aspects of housing service delivery including Rent Management, Welfare Rights, Allocations, Estate Management, Anti-Social Behaviour, Resident Engagement and Factoring.

## Performance Benchmarking

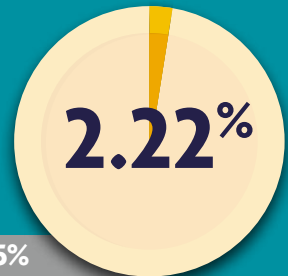
Easthall Park Housing Association are part of the Scottish Housing Network (SHN) benchmarking organisation, and we have provided the average performance of the groups which participate in the SHN to show a comparison to our performance.

## Our Performance in 2024/2025

### Rent Arrears



Rent arrears as a % of rent due for 2024/25



2023/2024 **3.05%**

SHN average 2024/25 – 6.43%

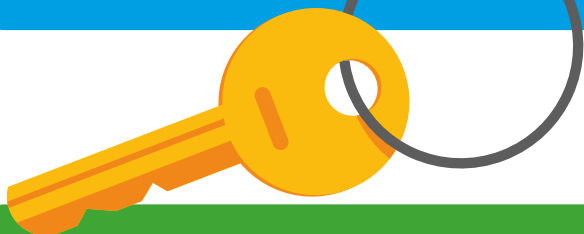
### Rent Loss from Empty Homes

Rent Loss from Empty Homes for 2024/2025

**0.14%**

2023/2024 – 0.27%

SHN average  
2024/2025 – 1.34%



### Letting Times

Average re-let time  
2024/2025

2023/2024 – 28.85 days

SHN average  
2024/25 – 63.98 days

**16.27  
days**





# Managing Your Home & Neighbourhood

## Lets

Total number of properties let during 2024/2025

**22**

**10**

properties let to applicants from the Housing Waiting list.

**9**

properties let to Homeless applicants.

**3**

properties let to applicants from the Transfer list.

## Lets by Property Size

1 apartment

**2** lets

2 apartment

**4** lets

3 apartment

**15** lets

4 apartment

**1** let

## Welfare Rights Service



Our Welfare Rights Officer, Rachael Durkin continues to play a pivotal role in maximising the income of our tenants. In 2024/2025, Rachael secured:

Annual Benefit

**£573,776**

Benefit Backdates

**£45,388**

Grant/Charitable income

**£9,516**

## Tenancy Sustainment

During 2023/2024, we let 27 properties which consisted of:

**12**

properties let to applicants from the Housing Waiting list.

**12**

properties let to Homeless applicants.

**3**

properties let to applicants from the Transfer list.

All 27 of these lets sustained for over 12 months, giving us an overall performance of:

**100%** for Tenancy Sustainment  
SHN average 63.98%



# Managing Your Home & Neighbourhood

## *Tenant Participation*

We re-established our Residents Panel to hear residents' views and ideas to improve our service. In the year we held a number of meetings with the Panel and we carried out an estate walkabout following the review of our Estate Management Policy. We are continuously looking to attract new members to join the group, and we will continue in our efforts to grow the panel and develop a meaningful workplan in 2025/2026.



## Cyclical Home Visits

During 2024/2025 we carried out

**166 home visits**

to our tenants.



## Anti-Social Behaviour

**57**

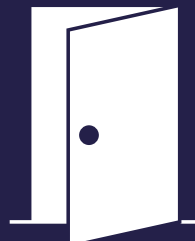
anti-social behaviour cases reported in 2024/2025.

**100%**

of the cases were fully resolved with set timescales

SHN average 92.58%

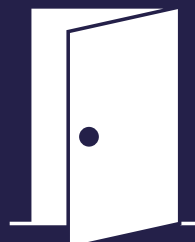
## Evictions and Abandonments



**0 Evictions**

during 2024/2025

1 Eviction during 2023/2024



**1 Abandonment**

during 2024/2025

0 Abandonments during 2023/2024





# Managing Your Home & Neighbourhood

## *Estate Management*

Our in-house Estate Caretakers work within the housing management team and provide vital services to ensure the upkeep of the local community. We appointed 2 new permanent members of staff to the Estate Caretaking team during 2024/2025, including a Chargehand Estate Caretaker. We developed summer and winter work programmes to ensure that all areas of our estates are being maintained. During 2024/2025, we also invested in further training and some new equipment to maximise the performance and efficiency of the services being delivered by the Estate Caretakers.



## Factoring

We have recently carried out a review of our Written Statement of Services and these have been issued to all factored owners.

-  Major Repairs
-  Common Repairs
-  Stair Cleaning
-  Estate Lighting
-  Cyclical Maintenance



# Complaints & Compliments



## Complaints

### Complaints Reported

42

complaints in  
the year.

#### Stage 1 – Frontline

33

2024-25

44 – 2023-24

#### Stage 2 – Investigation

9

2024-25

8 – 2023-24

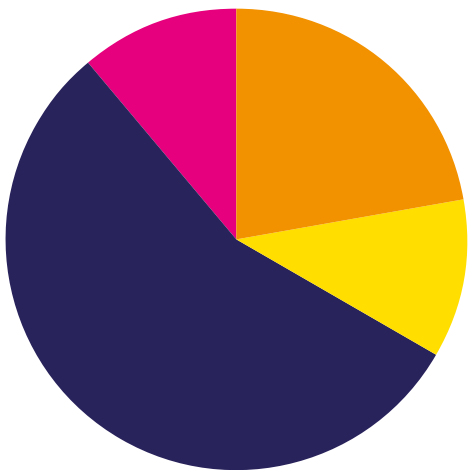
## Stage 1 Complaints



Failure to provide a service	3
Delay in providing a service	7
Standard of service provided	10
Disagreement with a decision	5
Conduct/Attitude of staff	6
Other	2

Total 33

## Stage 2 Complaints



Delay in providing a service	2
Standard of service provided	1
Disagreement with a decision	5
Conduct/Attitude of staff	1

Total 9

## Complaints Upheld

### Stage 1 Complaints

Upheld	11
Not upheld	22

### Stage 2 Complaints

Upheld	1
Not upheld	8







# Complaints & Compliments

## Our Performance

### Stage 1 - (5 day target)

Average days to resolve



Responded in time = 81.82%

### Stage 2 - (20 day target)

Average days to resolve



Responded in time = 100%



## "You said, we did"

**You said:** I don't know who my Housing Officer is and i don't know a lot of the staff because you have had a lot of turnover in recent years.

**We did:** On the back of this, we have publicised Housing Staff in the newsletter, and we listed what individual streets they covered in their patches.

## Compliments

*"The caretakers where so quick and efficient in clearing items. Great Job!"*

*"Thank you for a quick & responsive repairs service"*



*"Thanks to the staff who helped get my benefits & payments sorted!"*

*"The trade team Joiner was so polite and helpful and cleaned up after doing a great job"*

*"The Property Officer went above and beyond, very helpful!"*

# Maintaining & Improving Your Home



The Association has seen changes in our repairs and maintenance service in the year with the appointment of our Trade Team Plumber and Joiner working in conjunction with our network of 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.

## Performance Benchmarking

Easthall Park Housing Association are part of the Scottish Housing Network (SHN) benchmarking organisation, and we have provided the average performance of the groups which participate in the SHN to show a comparison to our performance.

## OUR PERFORMANCE IN 2024/2025

We completed 2291 repairs to our tenants homes in the year and there has been an improvement in our performance with a reduction in average response times for emergency and non-emergency jobs in our tenants' home. This is due to a combination of factors including the new staff structure in the maintenance team, new approved contractors, the introduction of the Trade Team and an appointment system for repairs by our Trade Team.

## Reactive Repairs & Empty Homes

### *Average Time to Complete Emergency Repairs*



2023/2024 **4 hours 9 mins**

SHN average **3 hours 15 mins**

We completed 566 emergency repairs through our contractors and trade team.  
(761 emergency jobs completed in 2023-24)







# Maintaining & Improving Your Home

## Non-Emergency Repairs

We completed 1725 non-emergency repairs in the year.  
(1331 non-emergency repairs in 2023-24)



2023/2024 **5.6 days**

SHN average 7.27 days

## Reactive Repairs Right First Time



2023/2024 **94.2%**

SHN average 87.45%

## Repairs to Empty Homes

We attended to remedial repairs to 22 empty homes to prepare them for letting

Average number of days to complete repairs to empty homes



2023/2024 **18.5 days**

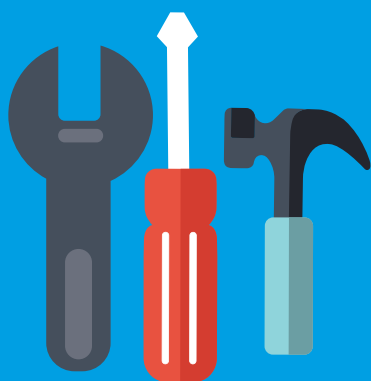
SHN average 34.87 days



# Maintaining & Improving Your Home

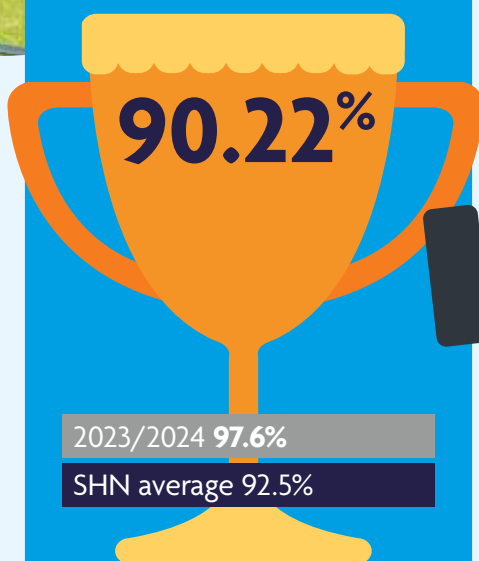


*Satisfied with  
Repairs Service*  
**96.91%**



2023/2024 **83.7%**  
SHN average 87.03%

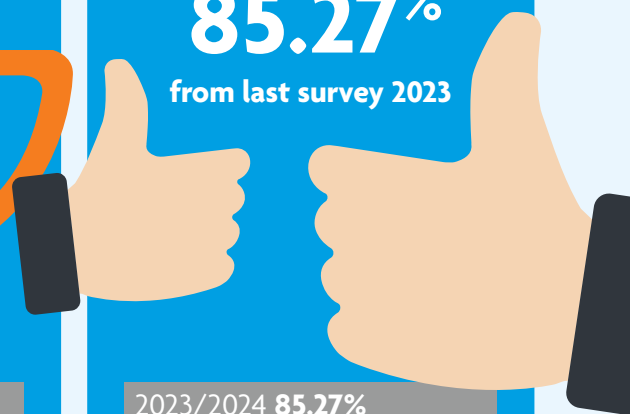
*Stock Meets the  
Scottish Housing  
Quality Standard*



2023/2024 **97.6%**  
SHN average 92.5%

*Tenants Happy  
with the Quality  
of their Home*

**85.27%**  
from last survey 2023



2023/2024 **85.27%**  
SHN average 84.41%





### *Tenant Safety*



**777 Gas safety and services completed within the last 12 months. Achieving 100% compliance against the Associations 10 months cycle.**

.....



**141 Electrical Installation Condition Reports completed within the last 12 months. Achieving 100% compliance against 5-year cycle.**

.....



**Fire exits and signs have been installed all 54 closes.**

.....



**Legionella testing within 5 closes in the stock.**

.....



**29 properties surveyed by the Association and /or specialist surveyor.**

### *Stock Condition Survey*

The Association completed a stock condition survey (SCS), which assessed 58% of tenants' homes and 100% of the common fabric of the properties.

The SCS coupled with surveys of tenants' views on the improvements they would like to see in their homes has informed the development of our Investment Strategy and a programme for the replacement of property component e.g. kitchens bathrooms, roofs, windows, etc.

A key priority in 2025-26 will be to communicate the Investment Plan to tenants and commence a programme of major repairs to invest in our tenants' homes.



# Looking Ahead 2025-26

Each year the Association sets its work programme to meet our objectives and achieve our vision to make Easthall Park – ‘A Great Place to Live’.

Some of our aims for 2025-26 are;



Commence the Veranda Project (Glenburnie Place, Edderton Place and Wardie Road)



Install 58 new kitchens and bathrooms



Further develop the in-house Trade Team



To finalise & communicate our Investment Plan 2026-2036



Promote the ‘My Home Portal’ an on-line access to services



Strengthen our compliance with tenant safety





Meet more tenants in  
their homes.



Grow the membership of  
the Residents Panel to hear  
local residents' views on our  
services.



Invest our cash reserves in  
high interest accounts



Produce our Business Plan  
2026-29



# Management Committee & Staff Team



## Staff Team

STAFF NAME	POSITION	STAFF NAME	POSITION
<b>Kenny Mollins</b>	Director	<b>Gary Cameron</b>	Chargehand Estate Caretaker
<b>Gordon Kerr</b>	Finance Manager/Depute Director	<b>Brian Monaghan</b>	Estate Caretaker
<b>Anton Nugent</b>	Housing Manager	<b>John Williamson</b>	Estate Caretaker
<b>Graeme McLachlan</b>	Maintenance Manager	<b>Owen McNulty</b>	Estate Caretaker
<b>Nikkita Smith</b>	Corporate Services Officer	<b>James Weir</b>	Estate Caretaker
<b>Kubiat Effiwatt</b>	Finance Officer	<b>Barry McLauchlan</b>	Maintenance Officer
<b>Craig Patrick</b>	Housing Officer	<b>Anne Esler</b>	Maintenance Co-ordinator
<b>Rachael Durkin</b>	Welfare Rights Officer	<b>Claire Gilmour</b>	Maintenance Assistant
<b>Darren Hughes</b>	Assistant Housing Officer	<b>Vacant</b>	Repairs Operative – Joiner
<b>Lorraine Docherty</b>	Assistant Housing Officer	<b>Ross McMillan</b>	Repairs Operative– Plumber
<b>Stephanie Conway</b>	Receptionist/Administrator	<b>Mary Fraser</b>	Cleaner

## Committee Members 2024-25

<b>Paul Waddell (Chairperson)</b>	Member since September 2015 (last elected September 2023)
<b>David Barnes (Vice Chairperson)</b>	Member since September 2018 (Last elected September 2024)
<b>Alison Cushingham</b>	Member since September 2010 (Last elected September 2023)
<b>Charles Harvey</b>	Member since September 1999 (Last elected September 2024)
<b>Caroline Cooper</b>	Member since October 2006 (Last elected September 2023)
<b>Fiona Lavery</b>	Member since September 2023 (Last elected September 2023)
<b>Robert Hartness</b>	Member since July 2022 (Last elected September 2024)
<b>Antone Farry (Co-optee)</b>	Member since October 2024
<b>Kieran Herd (Co-optee)</b>	Member since May 2025
<b>Deborah McNulty</b>	Resigned



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The Glenburn Centre, 6 Glenburnie Place,  
Easthall, Easterhouse Glasgow, G34 9AN

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