

WELCOME

Annual General

Meeting 2019

Wellhouse: the Place to Be



wellhouse
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

Annual General Meeting 2019

Chair's Report

25 September 2019

Maureen Morris





AGM 2019

- Reports will be delivered by the chair and the management team members;
- Our auditors will be invited to comment on our accounts;
- Elections will take place;
- Garden Competition & Good Neighbour award winner will be announced;
- Prize draw for members;
- A questions wall – you have been provided post-it notes for the questions: please place them on the wall and all questions will be responded to on the website and our next newsletter;
- After the formal AGM you will be able to ask questions of the staff and committee and we welcome all feedback;
- Tea, Coffee and a hot buffet will be provided after the AGM.



Regulatory Engagement

- At the end of 2018/19, our engagement reduced to zero status and we have had positive feedback about our business plan, financial plans and asset management strategy.
- We continue to work with the Scottish Housing Regulator in a positive and constructive manner – there is a new regulatory framework and we are to submit an assurance statement by 31/10/19.
- There has been zero expenditure on regulatory engagement or directly related costs since last year's AGM.



AGM 2019 Chairs Report

Your elected committee in 2018/19 –

- Held 10 committee meetings in the year and our AGM.
- Held 2 audit and risk sub-committee meetings;
- Scheduled 19 days of internal audit days in 2018/19 conducted by Wylie Bisset, reviewing the following subjects – Value for money – Estates. Rental Income, Maintenance, GDPR, Connect Community Trust and follow up reviews, as well as our external audit processes.
- Had a business planning session to deliver our new 3 year plan and approve our updated asset management strategy. Copies of these have been submitted to the SHR and are formally reviewed by the committee each quarter – you will find them on the website.



AGM 2019 Chairs Report

- Conducted a fourth consecutive year of committee appraisals and are acting upon continuous improvement and our approved succession planning policy;
- Reaffirmed our approach to equalities & diversity, extending it to embrace human rights and promoted this to tenants, applicants, staff and stakeholders;
- Prepared for the introduction of Freedom of Information requirements;
- Submitted our returns timeously and accurately to the SHR, OSCR and the FCA;
- Held tenant scrutiny, supported by TIS, through open session with a focus on value for money, had quarterly satisfaction phone surveys carried out and verified independently;



AGM 2019 Chairs Report

- Continued networking with our colleagues in EHRA which included campaigning and lobbying, service improvement and benchmarking performance, social welfare projects and initiatives, employment and training for local people and training for EHRA staff and committee and becoming a Stonewall Scotland diversity champion;
- Updated our website, based upon our values and the 'open all hours' report by the SFHA and firmed up all approaches to accessibility of information via leaflets, newsletters, open events and social media.



AGM 2019 Chairs Report

The committee have also –

- represented you at EVH, SFHA, SHARE and EHRA events;
- attended a number of meetings with the Scottish Housing Regulator;
- attended meetings with the city council to explore future development options;
- worked closely with the Director and the management team in guiding and shaping the direction of Wellhouse HA;
- approved the business planning, asset management strategy, budgets and financial planning and a raft of strategic policies.

Annual General Meeting 2019

Director's report

25 September 2019

Martin Wilkie-McFarlane

Wellhouse: the Place to Be



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AGM 2019 Director's Report

In 2019, we have -

- Focussed on Value for Money – we have cut the costs in a number of areas of the business and continue to keep this as a focus;
- Looked at rents and service charges – we have dropped the introduction of a service charge, following consultation, and have asked TPAS to run conversations with tenants throughout 2019 to assess priorities for spend;
- Retained a number of charter marks from the Chartered Institute of Housing and other bodies;
- Worked to retain an interest in the vacant sites in Wellhouse to put us in a strong position for the future provision of new housing – once the issue with flooding is resolved, we will be able to progress;
- Confirmed our position as an ethical, not-for-profit business and registered social landlord, who operates solely for the community of Wellhouse.
- Focussed on operations and core business;
- Focussed on being the best we can be.



AGM 2019 Director's Report

In addition, as an organisation we have:

- Delivered a new three-year strategic business plan for Wellhouse HA;
- Began a full programme of policy reviews;
- Published all committee minutes from April 2019;
- Worked with the SHR as an active participant in the new regulatory framework for social landlords – our updated status will be published by April 2020;
- Fully implemented General Data Protection Regulation framework and had our compliance audited with a positive return;
- Fully prepared ourselves for Freedom of Information framework – a requirement from November;
- Reported on our performance to tenants.

Annual General Meeting 2019

2019/2020, looking ahead.

We will:

- Implement the 3 year strategic plan;
- Explore our options around developing new homes, in partnership with residents;
- Produce a plan for common areas, bin shelters and back courts and begin expenditure on improvements;
- Produce a business plan for the Hub;
- Work with Glasgow City Council on matters such as refuse collection; fly tipping; litter and dog fouling.

Maintenance Manager summary

Works carried out 18-19.

This includes :

- 67 Kitchens
- 76 Bathrooms
- 37 Boilers
- New Doors and Screens Phases 1 & 2
- New vinyl in 8 closes
- 2900 repairs on average carried out per year

Maintenance Manager

summary

2019/20

- 100% Gas servicing
- Back court areas identified for new wheelie/euro bin roll out by GCC, joint visits with GCC and Staff work to be tendered.
- Kitchen Replacements to Phases 3, 4G & 5
- Bathroom Replacements to Phases 2A & 2B
- Cyclical and Planned works due to start October / November
- Smoke alarm upgrades to meet new legislation ongoing
- Boiler Replacements
- Procurement of Consultants

2020/21: the year ahead

- Deliver £1.1m of planned maintenance investment.
- Continue to work with Scottish Water in a positive manner on the drainage impact assessment for the area.
- Procure several contracts delivering community benefits and value for money including
 - Repairs and Voids
 - Cyclical Painting
 - Gutter Cleaning

Housing Manager's summary

Void/Allocation Performance

- We are into the second year of operating the Common Housing Register with our neighbouring Housing Associations
- Common Housing Register consists of 8 Groups and we aim to allocate a percentage of properties to each group
- We are now focussing on increasing lets to homeless applicants and reviewing our targets for lets to the other groups
- There around 815 applicants on the waiting list
- At the end of our first year we let 52 properties
- 12.52 days to let properties
- Void rent loss 0.22%
- 94.92% of new tenants sustained their tenancy for more than one year
- 100% of new tenants who responded to our survey at their settling- in visit were happy with the standard of their home when they moved in

Housing Manager's Summary

Customer Satisfaction

- The ongoing trends for the satisfaction indicators are improving customer satisfaction rates across the range of indicators with two exceptions:
- 91.04% of tenants were satisfied with the opportunities to take part in our decision making process compared to 94.28% last year and this has recently dropped to 83%
- Those who feel that their property represents good value for money has reduced slightly to 84% from 88% according to a recent survey
- 83.5% were satisfied with the overall service we provide
- 91.64% feel we are good at keeping them informed about our services and outcomes
- The two largest satisfaction increases have been in repairs up from 89% to 93% and an increase in those satisfied in our management of the neighbourhood from 65% to 75%

Housing Manager's Summary

Rental Income Performance

- Rent collected was 97.6% of monies due
- The gross rent arrears had increased to £219,476.50 (6.79% of rental income) in March, and although they have reduced to £195,352.22 in August, they continue to be a cause for concern.
- Around 70 tenants owe more than £1000 which accounts for over half of the debt and we are focusing our support to those individuals and families as well as those who have had rent arrears for many years
- Rental income continues to be affected by Welfare Benefit Reform and Universal Credit. To date we have 79 tenants who are in receipt of UC and collectively they owe around £78,000
- Income Advisor continues to provide an excellent service and to date she has accessed in excess of £1.5m in financial gains for tenants and the Association and the Drop- in service continues to be a great success.
- The Advisor has now provided excellent assistance to 317 service users

Housing Manager's Summary

Support for Service Users:

The Housing Team have been working with a variety of support providers to assist those affected by;

- Domestic Violence
- Numeracy and literacy issues
- Mental health
- Multiple debts
- Alcohol and drugs misuse
- Victim Support
- People with Physical and Learning Difficulties
- Support services for very young tenants

Housing Manager's Summary

We need support from you!

- Next Steps
- Customer Opinion Panel

Finance Manager summary

Highlights from 2018/19 Accounts

- Turnover - £3.8 million
- Operating Costs - £2.8 million
- Surplus for Year - £669k
- Housing Properties - £40.7 million
- Cash - £1.8 million
- Housing Loans - £8.4 million
- Revenue Reserves - £5.4million
- Loan Financial Covenants Compliance

Finance Manager summary

Value for Money (VFM)

- Value for Money Statement published on website
- New Value for Money policy is being finalised, will also appear on website
- Commitment to saving £30,000 as part of 2018/19 rent-setting exercise.
- These savings have been achieved – the majority are recurring, year on year.
- Procurement policy requires competitive tendering for new contracts.

Finance Manager summary

General Data Protection Regulation (GDPR)

GDPR –came into force in May 2018. Regulation in EU law on data protection and privacy.

Aim to give individuals more control over their personal data

Personal data may be kept if:-

- Legal requirement
- Legitimate business reason
- Protecting vital interests of data subject
- Substantial public interest

Finance Manager summary

General Data Protection Regulation (GDPR)-cont

Wellhouse implementation

- Disposal of old records
- Data cleansing
- New approach to record keeping
- No more “just in case”

Annual General Meeting 2019

Chair's conclusion

Maureen Morris



Our vision - Wellhouse: *the Place to Be*

people agree Wellhouse is an attractive place

people feel happy and safe here

people benefit from having a good home and an attractive environment

people feel proud to be part of a vibrant community

Our values -

Trust

Honesty

Integrity

Excellence

Accountability

Sustainability

Our strategic objectives -

Deliver excellent services

Provide good quality homes

Anticipate, understand and respond to local need

Foster an attractive, successful and thriving community

Maintain good governance and financial management

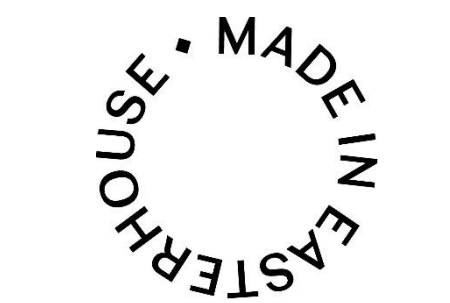
Value and invest in our people.



Wellhouse became Housing Association in 1994 and has the following registrations:

- Scottish Charity – SC036552
- Scottish Housing Regulator – HAC281
- Co-op & Community Benefits Societies – 2469R (S)
- Property Factors – PF000109
- Financial Conduct Authority - 2469R (S)
- Office of the Information Commissioner - 277205348

Registered office: The Hub, 49 Wellhouse Crescent, Easterhouse, Glasgow, G33 4LA.

ehra
Easterhouse Housing and Regeneration Alliance

A Charter to Challenge Poverty

For our tenants, we will:

- Support welfare benefits and money advice services in our areas.
- Support Jobs Clubs and employability programs in our areas, to help people into work and to avoid sanctions.
- Improve access to the internet to help tenants access benefits and job opportunities.
- Work on our own, and with partners, to reduce child poverty in our communities.
- Provide opportunities for volunteering across a wide range of projects.
- Support projects in our area aimed at reducing tenants' energy costs.
- Keep rents affordable.
- Meet required energy efficiency standards in the housing we provide.
- Participate in relevant campaigns aimed at challenging poverty.

You can follow our work on Twitter @EHRA001
Information can also be found at:
www.scottishhousingconnections/Gardeen

MAKE A STAND

Our homes, our people, our problem.

We've signed the Make a **Stand** pledge to support people experiencing domestic abuse, have you?

#makeastand
cih.org/makeastand

Questions?

Wellhouse: the Place to Be



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