



Glen  
Housing Association

[www.glenhousing.co.uk](http://www.glenhousing.co.uk)

Annual Report  
2022/23

30



Celebrating **30 Years** of serving the community



## Our Purpose

“ We care about our communities and the challenges they face.

We strive to make a difference. ”



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# A report from our new Chairperson, Graham Ross

### An Introduction

I am immensely proud to have been elected to the Chair of Glen Housing Association by my fellow Board Members especially as we enter our 30th year as an independent Housing Association. Some tenants may even recognise me from when I was teenage student employed as a Caretaker during the summer and winter months! I have since gone on to forge my own career in housing and have been on the Board of Management since 2017.



After the last few years of turmoil, we are all seeking some more stability however as the cost-of-living crisis deepens, the effects of climate change and everyday a new political problem, the reality is that we are all still living in uncertain times.

At Glen we have tried to alleviate pressure for our tenants by continuing to apply for grant funding to provide assistance and support. Funds made available by the Scottish Government include the Social Housing Fuel Support Fund, Communities Recovery Fund and the Winter Hardship Fund in addition to our own support funds.

We also conducted an old-fashioned door knocking exercise from December to March which resulted in us identifying tenants who may have been struggling, (this also allowed tenants to become familiar with some of our new staff). I would encourage anyone who finds themselves struggling in the current climate to contact us as there may be something we can do to help, or alternatively signpost you in direction of other organisations who can. We want to make sure tenants can sustain their tenancy with us well into the future.

### Our People

I want to place on record my personal thanks to all the staff for their hard work throughout the year. We have returned to having the Glenrothes and Leven offices fully open for in person visits and staff being more visible as we left restrictions behind. This year certainly saw continuing changes within our staff compliment with the departure of one our long-standing Housing Officers, Donald Martin. He was a familiar and well ken't face around the estates and I know his experience will be missed. This has led to the recruitment of Craig Watson as our new Housing Assistant who has settled in well with the new housing management team.

I also want to record my thanks and appreciation to all the volunteer Board Members. This is a role that has become more demanding over the last few years, and I sincerely feel that Glen is blessed with the quality of knowledge and expertise we have on our Board, and the genuine interest and concern they display for the wellbeing of our business and the tenants in our homes.

### Climate Change

Whether some personally believe climate change is a thing, we at Glen do and so do the Scottish Government. The Government has set out ambitious targets for landlord organisations like us to achieve Net-Zero by 2045 and we acknowledge the role we have to play in reducing carbon emissions. We have partnered



with an organisation called Changeworks to help us achieve these goals and are focussing on how we can increase the energy efficiency of our tenants homes.

As a result of this partnership some of our tenants took part in an exercise overseen by Changeworks which involved having monitoring equipment in their properties over the winter. This was to analyse heat loss within their properties and the results of these surveys confirmed that we need to focus on the fabric (windows, doors and insulation) of the building before considering installing new types of heating systems such as air source heat pumps. Tenants have provided feedback in various forms and in increasing numbers over the last few years about replacement windows and doors being high on their priority list and we will now be looking at how we can best achieve these works in our planned maintenance programme for year 2023/2024 and beyond.

There has also been the formation of a joint staff and Board Net Zero Group to consider how best we move the organisation and our housing stock towards becoming carbon neutral.

### Looking Forward

In January all staff and Board Members met to review our Business Strategy for the next three years 2023-2026. These workshops were highly informative, and it was great to see everyone coming together to set our goals and vision for the future. We are proud to have remained an independent organisation for 30 years and this is how we wish to remain. In order to do this, over the next few years we will look to focus on the following areas:- identify opportunities for potential growth; proactively engage with our tenants; strengthen the

wellbeing of our people and our communities; respond to the climate challenge; and build an organisational resilience and capacity to handle unexpected events. Our Business Strategy is available on our website or can be requested from our office.

Later this year we will be issuing our tenant satisfaction survey, this is completed every three years. I would encourage all tenants to take the time to complete this, as your views do matter, whether that is positive or negative, as your opinion influences where we target resources. The more feedback we get the more accurately we can measure our performance and areas for improvement. We as an organisation will be offering this as a postal survey and online as we try to make ourselves more accessible to tenants.

If you are interested in taking a more active role in how Glen is run and interested in the governance side of things joining the Board of Management may be an option to consider. If you come along to the AGM you can speak to any of current Board Members who will be happy to tell you more about the process or if you are unable to make it to the AGM you can contact Anne, our Director at the Glenrothes office for a further discussion.....we are very keen to get some more tenant Board Members involved in our business.

While times continue to be tough, with your support along with the Board and staff, I look to the future with the confidence that Glen will still be around in years to come providing quality homes that will be fit for that Net Zero future!

**Graham Ross**  
Chairperson

# Thirty Years of Serving the Community



**2012:**  
12 new houses at Milton of Balgonie

**2011:**  
Glen's Leven office hosts Fife Youth Radio project  
First PATH Trainee at Glen HA  
Founder member Josie Smith awarded EVH Committee Member of the Year

**2013:**  
20-year celebration!

**2014:** 10 new houses at Girvan Place, Methil

**2015:**  
13 new houses at Elder & Spruce Grove, Leven

**2016:** Started provision of Caretaking service to Aberlour

**2017:**  
33 new houses at Levenbank Drive and Tassie Court, Leven and Watt Crescent, Methil

**2020:**  
CORONAVIRUS!

**2021:**  
New houses for Aberlour at Wilmington Drive, Glenrothes  
New houses at Steelworks Place, Methil  
£97k worth of support through Covid to our tenants and community

**2022:**  
£62k of support to our tenants and community in response to on-going impact of the pandemic

**1992:**  
Transfer of 79 flats from Kirkcaldy District Council to Glenfield HA

**1993:**  
First houses let in Collydean by Collydean Community HA (CCHA)

**1995:**  
CCHA become Managing Agents for Glenfield  
Start working with Aberlour Childcare Trust at McNally House

**1998:**  
Glenfield HA and CCHA join forces to form Glen HA

**1997:**  
30 new houses built at Grunnan, Leven

**2000:**  
Moved Head office from Collydean Cottage to 28 Heimdal Gardens

**1999:**  
Houses acquired in Methil under the Empty Homes Initiative

**2001:**  
Glen HA obtains charitable status  
Broom Play & Youth Project started up

**2008:**  
12 new flats built at Durie Street, Methil

**2007:**  
Magnus Drive Play Area & Wildlife Garden developed

**2006:**  
Glen HA founding partner of the Fife Housing Register

**2005:**  
Glen HA founding partner of Fife Housing Association Alliance

**2002:**  
15 new houses built at Balmaise, Leven

**2003:**  
Broom Phoenix sculpture designed and erected (by the sculptor who built The Kelpies!)





# Annual Return on the Charter

As of 31 March 2023 we owned:

**495 homes for rent**

Total rent due from them was:

**£2,227,470**

## OUR HOMES

Size of home	No. owned	Average weekly rent	Scottish RSL Average
2 apartment	133	£73.38	£90.92
3 apartment	219	£88.07	£92.67
4 apartment	121	£97.08	£102.24
5/6 apartment	22	£106.60	£113.15

General Needs:

**396**

Ambulant Disabled:

**78**

Wheelchair Housing:

**21**

## TENANT SATISFACTION

**72%**

of tenants were satisfied with the **opportunities to participate** in your landlord's decision making compared to the Scottish average of **84%** (2021/22: 72%)

**91%**

felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of **89%** (2021/22: 91%)

**84%**

of our tenants are **satisfied** with our **overall service** compared to the Scottish average of **86%** (2021/22: 84%)

**5%**

was our rent increase from the previous year (2021/22: 4.45%)

## QUALITY AND MAINTENANCE OF HOMES

**96%**

**satisfaction with repairs** service based on the last time you had a repair or maintenance carried out. Scottish average **87%** (2021/22: 98%)

**96%**

of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **78%** (2021/22: 93%)

**2.4 hours**

to complete **emergency repairs** compared to the Scottish average of **4.1 hours** (2021/22: 2.5 hours)

**100%**

**Percentage of properties** that require **gas safety records** completed by the anniversary date. Scottish average **100%** (2021/22: 100%)

**7.04 days**

to complete non-emergency repairs compared to the Scottish average of **8.6 days** (2021/22: 7.7 days)

**98%**

Homes meeting **Energy Efficiency Standard** for Social Housing (ESSH). Scottish average **91%** (2021/22: 99%)

**83%**

Reactive repairs completed **right first time**. Scottish average of **87%** (2021/22: 79%)

## RENTS AND ALLOCATIONS

**99.35%**

**Rent collected as a % of the rent due** compared to the Scottish average of **99.3%** (2021/22: 100.45%)

**21**

**Number of lets during the year**

**2.32%**

**Rent Arrears as a % of the rent due** compared to the Scottish average of **7.26%** (2021/22: 1.9%)

**18.29 days**

**Average length of time taken to re-let homes** compared to the Scottish average of **56.23%** (2021/22: 15.54)

**0.22%**

**Rent lost through properties being empty** compared to the Scottish average of **1.43%** (2021/22: 0.22%)



## Annual Return on the Charter (cont)

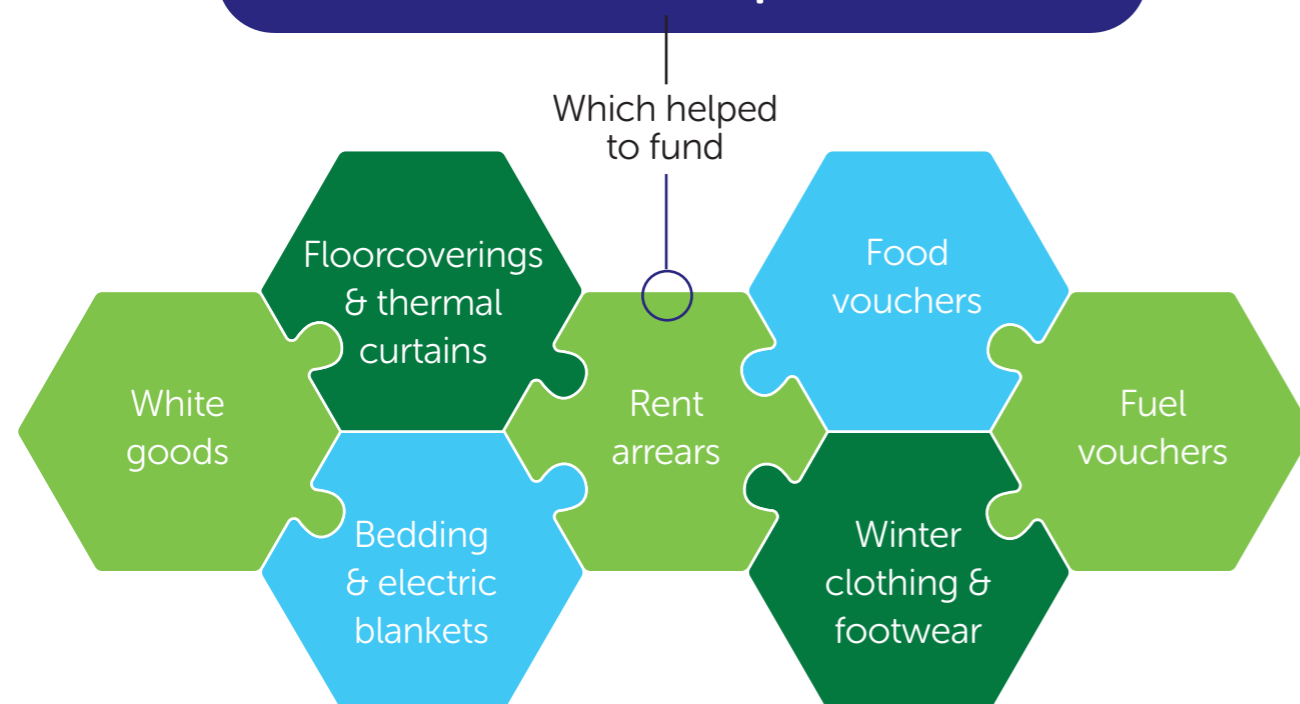
### COMPLAINTS

	2022/23		2021/22	
	Stage 1	Stage 2	Stage 1	Stage 2
Complaints received during the year	16	3	19	3
Number upheld/partially upheld	8	1	9	3
Responded within timescale	14	1	18	2

### TENANT SUPPORT

Between April 2022 and March 2023, in response to the ongoing cost of living crisis, the Association's staff managed to access a range of support to try to assist those households most affected. By successfully applying to a number of Scottish Government funds and the Aberlour Urgent Assistance Fund we managed to assist our tenants in a variety of ways:

**321 occasions of help = £38,526**



## Financial Performance 2022/23

### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31ST MARCH 2023

	2022 / 2023	2021 / 2022
Revenue	2,418,818	2,299,224
Less Operating Costs	(2,040,332)	(1,994,553)
<b>Operating Surplus</b>	378,486	304,671
Interest receivable and other income	34,581	11,266
Interest payable	(330,580)	(218,400)
Development income and revaluation of housing properties	3,661,526	465,939
<b>Surplus for the year</b>	3,744,013	563,476
Actuarial gain/ (loss) in respect of pension scheme	(105,000)	166,000
<b>Total Comprehensive Income</b>	3,639,103	729,476

### STATEMENT OF FINANCIAL POSITION AT 31ST MARCH 2023

	2022 / 2023	2021 / 2022
<b>Tangible Fixed Assets</b>		
Housing Properties	22,225,160	19,028,480
<b>Assets/Liabilities</b>		
Debtors	163,931	111,069
Cash at bank/in hand	3,358,472	3,184,537
Creditors due within 1 year	(814,411)	(723,262)
Creditors due after 1 year	(7,885,016)	(8,269,703)
Provision for pension liability	(78,000)	-
<b>Total Net Assets</b>	<b>16,970,136</b>	<b>13,331,074</b>
<b>Capital and Reserves</b>		
Share capital	49	47
Income & Expenditure reserve	16,970,087	13,331,074
	16,970,136	13,331,121

# Investment & Upgrades

## Planned & Cyclical Maintenance

**Component Replacement Spend:**  
**£172,422**

**£20,676**  
installing 5 new kitchens

**£33,600**  
installing 12 new bathrooms

**£118,146**  
installing 48 new boilers

**Major Repairs Spend:**  
**£30,160**

**£24,120**  
spent on replacement fascias

**£6,040**  
spent on replacement fencing

**Cyclical Repairs Spend:**  
**£65,379**

**£32,064** spent on electrical testing and safety checks

**£17,226** spent on annual safety checks on our gas heating systems

**£16,089** spent on painting of windows, doors and railings



# Our Vision

Glen HA's vision up to 2026 is that we will:

Continue to be an independent and financially stable organisation.



Have a motivated, engaged, and enthusiastic staff team.



Have reviewed our services and have plans to make improvements.



Be clear about how we will improve energy efficiency and have made a start on implementing this.



Have improved how we engage and involve our tenants.



Be supporting tenants to access our services in different ways.



Be continuing to seek opportunities to build more houses, where underpinned by a robust business case.





## BOARD MEMBERS (2022-2023)

**Graham Ross** – Chairperson (from October 2022)  
**Heather Murray** – Chairperson (resigned 24/09/22)  
**Barry Allan** – Vice Chair  
**Isobel Muirhead** – Secretary  
**John McArthur**  
**Alison Crook**  
**Pat Milne**  
**Josephine Smith**  
**Shane Garrioch**  
**Trevor Newman**  
**Stuart Thomson**  
**Robert Melville** (resigned 23/11/22)



## STAFF TEAM (2022-2023)

**Anne Dickie** – Director  
**Ian Byers** – Housing Manager  
**Karen Milne** – Corporate Manager  
**Michelle Dunn** – Housing Officer  
**Ben Chatambarara** – Housing Officer  
**Craig Watson** – Housing Assistant  
**Celine Moyes** – Community Worker  
**Ann McDonald** – Senior Admin Assistant  
**Debbie Donaldson** – Admin Assistant  
**Malcolm Muirhead** – Estates Officer  
**Murray Nelson** – Caretaker  
**Phyllis Malcolm** – Caretaker  
**Stevie Brown** - Caretaker



## AUDITORS

**Findlays** – External audit services  
**Quinn Internal Audit** – Internal audit services

## BANKERS/FUNDERS

Royal Bank of Scotland  
Triodos Bank  
CAF Bank

## SOLICITORS

T C Young

### Glen Housing Association Ltd.

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Part-time office at Leargan, Broom Estate, Leven

Scottish Housing Regulator No. 2435R  
Scottish Charity No. SC031874

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