



Facing up to the Future





Chair's report

Three 'C's sum it up neatly

In my first report to you as Chair I would like to draw attention to some of the main features of the past year which has been, and will continue to be in the year to come, a busy time. They are my 3 'C's.



Consistency

I am pleased to pay tribute to Glen's hard working staff, our consultants, business partners and my Board member colleagues. Their efforts have delivered good results for tenants and have made my job as Chair easier. We have had a stable year with little change in personnel or Board members. It was also a great encouragement for us that Fife Council and the Scottish Government re-appointed Fife Alliance, of which Glen HA is a member, as sole lead developer for Fife's Affordable Housing Programme till 2014.

Celebration

Ours has been a year of celebrations. First, we took possession of new homes at Windygates and Leven, providing 42 households with welcome accommodation. Then our tenants were invited to visit our extended, bright and spacious Glenrothes office in October. This preceded my first public function as Chair by hosting our business partners there in December. Finally, Josie Smith, my predecessor as Chair, received the Helen McGregor award in national recognition of her service as a voluntary Board member. Whilst this award is a significant achievement for Josie personally our association can also bask in the reflected glory.

Challenge

If the future were not challenging then life could be pleasant but dull. Our big challenges include the funding of new housing developments – we want to house more people but won't do so at just any cost. We need to fund staff pensions appropriately – we must be diligent in discharging our future responsibilities to our staff. We face Government reform of the welfare system – but must still manage our business effectively, enabling our tenants to enjoy excellent housing services.

I can provide the assurance that the Board's main purpose will be to deliver quality services to our tenants and continue to deliver excellent business results. We also, however, want to contribute to strong, healthy communities – but that's another 'C' that is a feature of our work!

John McArthur
Chair



Alliance gets more chances

Glen is a key member of the Fife Housing Association Alliance, which was awarded in 2006 sole rights by the Scottish Government and Fife Council to build affordable new homes in Fife. The encouraging news this year was that the Alliance has been reappointed until 2014. That means we are very much in the frame for opportunities to build more affordable homes with our alliance partners Fife Housing Association, Kingdom Housing Association and Ore Valley Housing Association. With money tighter than ever for many and demand for affordable rented homes outstripping supply it is encouraging news for Fife.

New living in Leven and Windygates

In this challenging economic climate, we were delighted to be able to deliver 42 exciting new living opportunities in Leven and Windygates. 24 homes in Windygates and 18 homes in Mounfleurie in Leven. The new homes are a boon for these neighbourhoods and offer up-to-the-minute living for our tenants.

In June 2012, a further 13 new homes will be added in Milton of Balgonie. On site now, these are being built through our partnership with the Fife Housing Association Alliance. Kingdom Housing Association will oversee the work before handing them over to us. That will take our total number of homes to 415.

24homes in
Windygates**18**homes in
Mounfleurie

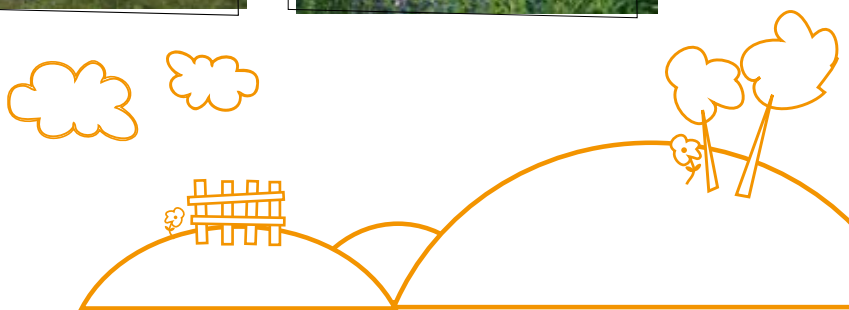
New office welcome

When our new office was opened last autumn our tenants and staff quickly saw the benefits offered by more space, better access and enhanced facilities. There was always a warm welcome at the office, but now there is a reception area to match the welcome, rooms in which to meet in comfort and privacy and facilities that can be used for tenants meetings and events. Our staff also have room to breath and the facilities that allow them to work smarter.



Wildlife garden sows the seeds

When we helped to fund a wildlife garden in the midst of an urban area of Glenrothes, we were unaware of just how much it would come to mean to locals and the extent of its influence of local children's view of the world. The Association supports learning by the children from Collydean Primary School and the After School Club at the wildlife garden. Where better than to learn about the wonders and complexities of the natural world then in a real living wildlife garden? The children are involved in planting and in the past year created a rock garden. The beauty of this approach is that they see the results of their work taking shape. That they want to nurture and protect the garden says it all. There is a real lesson here about the long-term benefits of our young people investing in and helping to shape their neighbourhood - others can learn from this example.



Let's broadcast enterprise

Enterprising young people should be encouraged to stay and prosper. That's why it's so important to encourage and support their ideas. It was a 'no brainer' for the Association when Fife Youth Radio, an online station run by young people for young people, approached us. The roof on their Windygates premises had collapsed and they needed a base from which to broadcast.

We offered them space in Leven, they filled it and the station is going from strength to strength. Fife Youth Radio is not just broadcasting to young people in the county it is providing opportunities for hands on learning and the chance to progress to being a broadcaster. We think that's fantastic and we are happy to support them.



Jobs well earned

They say that if every small employer in Scotland were to take on and train one extra member of staff, unemployment would be eradicated.

Glen can't solve the nation's unemployment problems but we have played our part in creating local jobs. This year we created three opportunities at the association. We added to our maintenance team when Malcolm Muirhead came on board. We welcomed Fei Zheng (pictured) on a three-year housing traineeship organised through Positive Action

Training in Housing (PATH) and gave a work experience to Tai whose placement was funded through Fife Works and who then went on to a permanent job. Three positive results for the association and for the individuals and their families.



Keeping the fun in our world

The word 'fun' appears all too rarely in these challenging times so Glen is proud to have helped to maintain the annual Magnus Drive Fun Day – giving locals of all ages a chance to let their hair down and enjoy a fantastic day out. Last year was no exception and on a hot and sunny 2 July locals enjoyed music, magic and host of exciting activities from a bungee slide to football. The verdict as ever was 'we want more fun, laughter and colour in our lives – especially in this time of news gloom'.



Josie - a real celebrity in our midst

In a celebrity obsessed world it's too easy to forget those people in communities up and down the country who dedicate their time and effort for no reward. They don't seek recognition and rarely get it. That's why we were delighted to see our own Josie Smith, our Chair over many years, receive the Helen McGregor Award at a ceremony in St Andrews last September. The award, recognition of the work done by voluntary Committee Members of Housing Associations in Scotland, is well deserved and Josie beat off stiff national competition to get it.



Josie is a remarkable woman who started volunteering in housing 21 years ago with no housing knowledge and no employment prospects. Since then, she has chaired Glenfield and Glen Housing Association, studied for a BA in healthcare leadership and management and worked as a Volunteer Coordinator with the NHS. We are proud of her achievements and grateful for the recognition this award has brought the Association.

Ready and willing in the face of challenge

Some say that we Scots are at our most innovative when the chips are down – history certainly proves that theory right. In mid 18th century Scotland, when we were the poorest nation in Europe, we were also the best read and boasted a 75% literacy rate. French philosopher Voltaire said at that time: "The world looks to Scotland for all its ideas on civilisation." This was the period known as the Scottish Enlightenment.

We now need to use some enlightened thinking as we face up to the challenges of Government welfare reforms and shrinking budgets. How can we do more with less? How can we continue to improve on our services and how we deliver them? Can we find new ways to bring further benefits to our tenants and their families in health, opportunity and enhanced living? We will need to work hard, be creative and seize new partnerships and opportunities. What we won't do is wring our hands and turn reasons into excuses.



Board of Management

April 2010 to March 2011

John McArthur

Josie Smith

Rab Melville

Bridget Bennet

Gilbert Forbes

Grant Hutchison

Kim Kroegler

Pat Milne

Maureen Mooney

Heather Murray

Osato Osaghae

Chair (from September 2010)

Chair (to August 2010)

Secretary

(resigned September 2010)

Vice Chair (resigned March 2011)

Staff Team

Anne Dickie

Isobel Muirhead

Ian Byers

Moira McMin

Fei Zheng

Karen Milne

Pat McGrechan

Lillias Webb

Murray Nelson

Malcom Muirhead

Phyllis Malcom

Director

Senior Housing Officer

Housing Officer

Rents & IT Officer

PATH Trainee

Office Manager

Administrator

Clerical Assistant

Estates Caretaker

Estates Caretaker

Assistant Caretaker



Capital Investment

In 2010/11 our Planned & Cyclical Maintenance Programme resulted in 255 of our properties benefiting from maintenance works ensuring they remain safe, secure and in good order.

This included:

- New kitchens in 51 properties
- New boilers in 14 properties
- New windows in 4 properties
- Completed external paintwork on 190 properties
- Completed fencing paintwork on 190 properties
- Serviced all gas appliances

Medical Adaptations

In 2010/11 we received funds of £22,942 from the Scottish Government to carry out OT recommended adaptation works to enable tenants to live more comfortably in their home and these included:

- Lever taps
- Wet floor shower rooms
- Wheelchair suitable kitchens
- Grabrails and handrails
- Internal alterations for wheelchair mobility



51 new
kitchens
in properties

Wheelchair
suitable
kitchens

Performance

Rent

- Collected 97.55% of rent due
- Tenant arrears at 31 March 2011 was 2.31%
- Rent increase for 2010/11 was 1%

Allocating our properties

- Built 42 new homes for rent in 2010/11
 - We allocated a total of 71 properties during the year
 - 10 were allocated to existing tenants whose housing was no longer suitable
 - 43 went to applicants on the Fife Housing Register Waiting List
 - 18 were allocated to households deemed as Statutory Homeless
- Our average re-let time was 15 days
- The amount of rent lost due to empty properties was £5,552 represents 0.46% of our total income



15 days

Average re-let time

Maintaining our houses

Our contractors completed:

- 100% of emergency repairs within target timescales
- 97.5% of urgent repairs within target timescales
- 99.5% of routine repairs within target timescales



100%

of emergency repairs within target

42

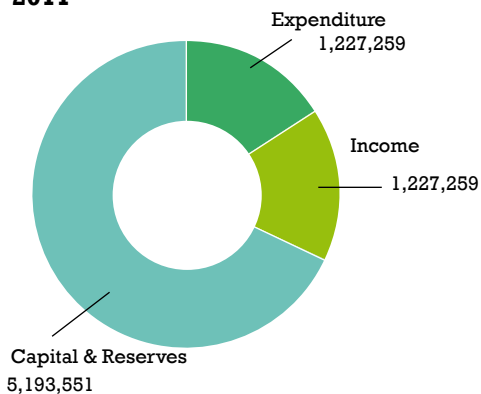
new homes for rent in 2010/11



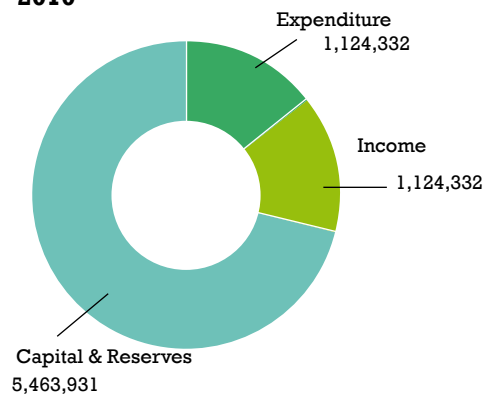
Summary Income and Expenditure Account to 31 March 2011

Income	2011	2010
Rents and Services	1,194,198	1,068,236
Bank Interest	4,685	8,499
Other Income	7,020	8,036
Grants	21,356	39,561
	<u>1,227,259</u>	<u>1,124,332</u>
Expenditure		
Management Costs	364,873	282,438
Day to Day Repairs	344,164	273,342
Cyclical & Planned Maintenance	359,200	306,103
Transfer from Designated Reserves (Net)	-154,931	-125,042
Services	42,267	43,992
Depreciation – housing stock (less valuation reserve)	63,586	48,002
Interest payable	125,372	105,156
Rent Losses from Bad Debts	7,066	8,282
Other Costs	21,356	39,561
Surplus for year	54,306	142,588
	<u>1,227,259</u>	<u>1,124,332</u>
Capital & Reserves		
Share Capital	79	78
Designated Reserves	226,524	381,455
Revaluation Reserve	3,861,100	4,030,856
Revenue Reserve	1,105,848	1,051,542
	<u>5,193,551</u>	<u>5,463,931</u>

2011



2010





Glen Housing Association

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Scottish Housing Regulator Reg No. HAL 267

Registry of Friendly Societies No. 2435R

Scottish Charity No. SCO 31874

