



ANNUAL REPORT 2022/2023



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CHAIRPERSON'S WELCOME

Welcome to our 2023 Annual Report.

Looking back on what has proved to be a challenging and very busy 12 months I am extremely proud of all the hard work that our Staff Team and my fellow Committee Members have been part of to lay the solid foundations for WSHA moving forward.

Our priority is and always will be to provide the best homes, service and support to our tenants and the wider community.

The environment in which WSHA operates has become more complex over the last couple of years and a range of external factors such as rising supply chain costs, performance of contractors and an increased focus on tenant health and safety have had a significant impact on our approach to providing services to our tenants. It has been challenging keeping our business objectives on track in a difficult economic environment, and a cost-of-living crisis which impacts on both the Association and our tenants. However, despite all the challenges we remain committed and positive about the future for WSHA and the continued development of our services to our tenants.

We are confident that we have taken the right steps to meet the needs of our tenants and ensure that the focus is on increasing access to essential services in the time when they are most needed.

Our planned investment in our homes has been sustained and we remain committed to delivering our scheduled programme of investment across the next 3 years in major components such as windows, roofs, bathrooms, kitchens, and heating systems. This is a significant commitment against the backdrop of rising costs but everyone at WSHA is clear that investing in our homes remains one of our key priorities.

I was delighted to see our work within the community extended and the development of relationships with key stakeholders and community partners developed across the last year. Our ability to act as a community anchor organisation is a fundamental part of what makes WSHA different from other social housing providers.

“Our priority is and always will be to provide the best homes, service and support to our tenants and the wider community.”

This was never more evident when we stepped in to provide emergency funding to keep the Whiteinch Centre open in April 2023. Since then, we have worked to develop a sustainable model for the Centre with the Whiteinch Centre Board and the Whiteinch Community Association. I am confident that the future is bright for the Centre and our tenants, and the wider community will benefit from reshaped services that will be on offer from 2024 onwards.

As the Chairperson I am really fortunate to work with a great team of Committee Members who are fully committed to making Whiteinch and Scotstoun a great place to live. Their commitment to ensure that WSHA is compliant with regulatory standards and legislation by dedicating their own time on a voluntary basis, is significant. Our Staff Team are also a major part of what makes us a great Association and I would like to thank them all for their hard work across the year.

Finally, I would like to thank you - our tenants - for your continued support, and I hope that we can continue to deliver and develop as an Association to deliver great homes, great services and a great community to live in.

Best Wishes

Linda Stevenson
Chairperson

ANNUAL ASSURANCE STATEMENT 2023

The Management Committee for Whiteinch and Scotstoun Housing Association Ltd are pleased to confirm that following a detailed and comprehensive review process, we are satisfied that Whiteinch and Scotstoun Housing Association (WSHA) is compliant with:

- The regulatory requirements set out in Chapter 3 of the Scottish Housing Regulators Regulatory Framework.
- The Regulatory Standards of Governance and Financial Management.
- The relevant standards and outcomes in the Scottish Social Housing Charter.
- All relevant statutory obligations and duties.

The Committee arrived at this conclusion following a robust review of its recording framework, a comprehensive review of evidence and self-assurance factors, including independent financial and non-financial audit reports and a review of our bank of evidence by an independent auditor.

During the assurance review process, the Committee has identified improvements which will further enhance its current and future practices and has included these within an improvement action plan which will be reviewed by the Audit and Risk Committee on a quarterly basis. We are committed to the ongoing monitoring of the organisation's performance, compliance, and governance. The Audit and Risk Committee and the Executive Team will ensure that we have appropriate and effective arrangements in place to notify the WSHA Management Committee and SHR of any changes in assurance should they arise.

The Management Committee are satisfied that WSHA meet all duties in relation to tenant and resident safety, and that they have obtained appropriate assurance about their compliance with all relevant safety requirements including:

- Gas safety
- Electrical safety
- Water safety
- Fire safety
- Asbestos
- Damp and Mould
- Lift safety

We have reviewed our approach on equalities and human rights against the updated guidance and are assured that WSHA operates an effective and robust approach to the collection of equalities information and human rights. Our approach was reviewed as part of the assurance audit process and is monitored as part of the WSHA Performance Framework and reported on a quarterly basis.

The Management Committee approved this Annual Assurance Statement at the Committee meeting held on the 25th October 2023.

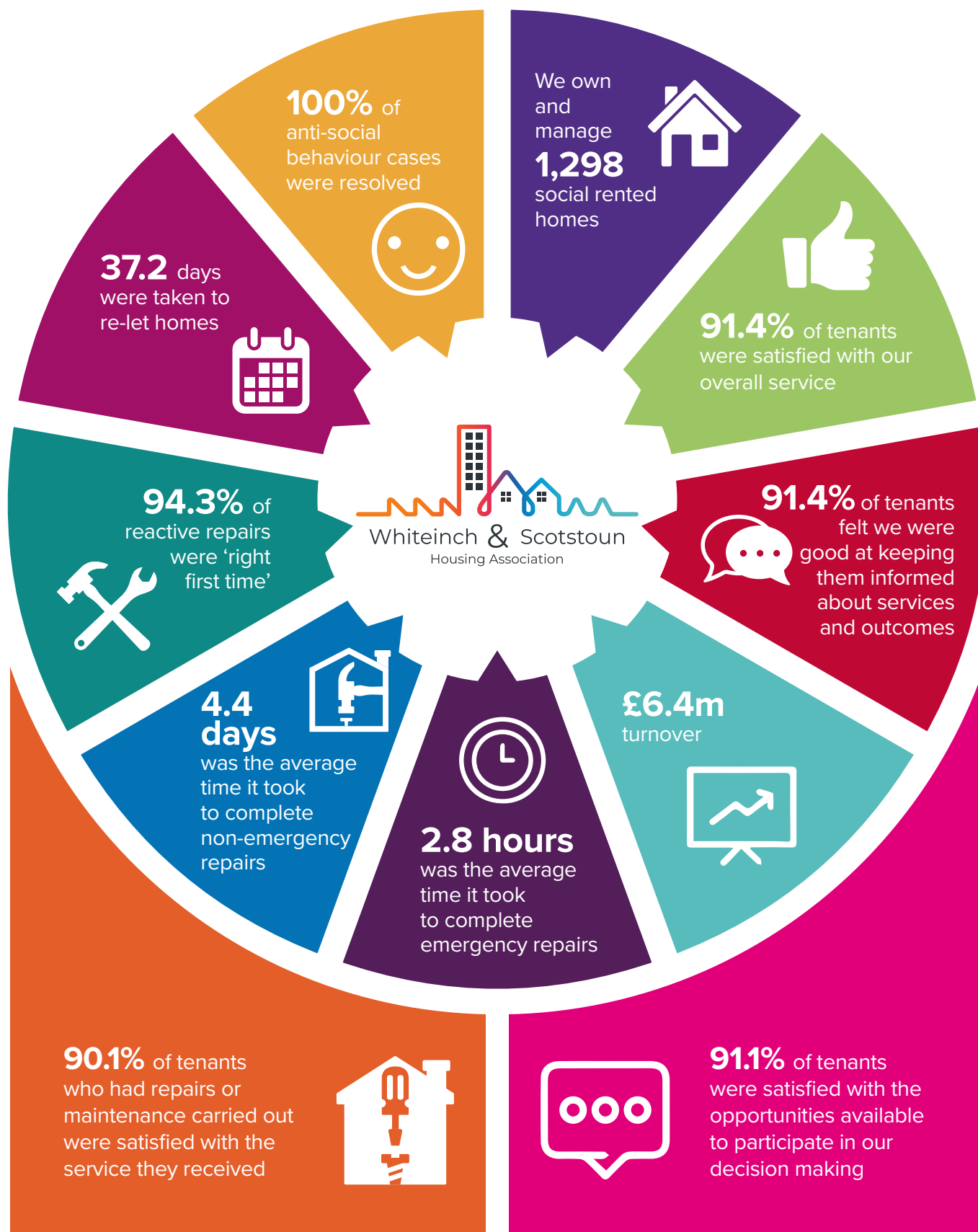
The Management Committee have authorised me as Chair to sign the statement on their behalf and to submit the Assurance Statement to the Scottish Housing Regulator.

We can confirm this Assurance Statement is being published on our website on the same date that it is submitted to the Scottish Housing Regulator.

Linda Stevenson

KEY INDICATORS

Highlights from another successful year



HOUSING & COMMUNITY SERVICES

The Housing & Community Services Team deliver all aspects of housing management, welfare rights and community services to provide a joined approach to help support and sustain tenancies.





Sue Shone
*Director of Housing
and Community
Services*

Housing and Community Services is the new name for what was formerly known as Housing Services. The change to the name reflects the way the service is now delivered, focused on both traditional housing management services – income (rent) management, anti-social behaviour, estate management and letting our houses – and supporting tenants in broader ways such as through grant support to help manage rising energy costs, new community partnerships, and help with welfare benefits.

We have continued to maximise the income we receive through rents, responded to complaints of anti-social behaviour, supported Glasgow City Council in providing secure tenancies to homeless people and asked our tenants what they thought of our service. For 2023/24 we have reviewed and improved on how we conduct Tenant Satisfaction Surveys.

We have 1298 residential properties and a small proportion of these are leased to other organisations who support people such as young people leaving residential care. The vast majority are occupied by secure tenants.



37.2 days

It took an average of 37.2 days to re-let our properties when they became void. This includes time when the property was undergoing improvements and essential works.

Key Indicators:



112 tenancies

Last year we let 112 tenancies, 42 of these went to homeless or vulnerably housed people.



91.4%

of our tenants are satisfied with the overall services they received.



91.1%

of our tenants are satisfied with the opportunities to participate in our decisions.



£30,000 grant money

£30,000 secured of external grant money to fund delivery of additional support projects.



100% resolution

100% of the 59 new antisocial behaviour cases were resolved in line with our policy.



6.38% rent arrears



0 evictions



8% re-let

8% of our stock became empty and was re-let to new tenants.



0.7%

We did not collect 0.7% of rent due because homes were empty.



89.3% Value for Money

89.3% of tenants felt that their rent represented Value for Money.

COMMUNITY PARTNERSHIPS



Community Partnerships

WSHA is perfectly placed as a community-based housing association with all our stock within 1-2 miles of our office.

WSHA have always been an advocate of community investment and partnership working to support the needs of our tenants and the wider community.

During 2023 we have commenced a more proactive approach to community investment with the introduction of Community Partnership agreements to support:

Heart of Scotstoun

Glasgow Eco Trust

St Pauls Primary School

Whiteinch Centre

We look forward to reporting on the outcomes of the new community partnerships next year.



We do have some early success to report on, with our application to the Scottish Government Fuel Poverty Support Fund securing £30,000 for our tenants. This was used to provide:



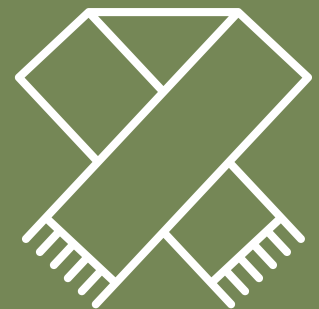
**Over
300**

slow cookers, air fryers,
pressure cookers or
microwaves.



100s

top up vouchers for
pre-payment gas and
electric meters.



100s

'Keeping Cosy' kits

PROPERTY SERVICES

The new-look Property Services Team manages all aspects of repairs, maintenance and major investment works.





Jim Gordon
*Director of
Property Services*

Under the direction of the Director of Property Services, the department undertakes the comprehensive refurbishment of existing stock including kitchen, bathroom, boiler replacements, electrical rewiring and roof renewals.

In addition to major investment works, the team carries out Stage 3 medical adaptations, gas and electrical safety checks, cyclical and servicing maintenance programs, internal close redecoration, lift and water management inspections, grounds maintenance and close cleaning.

The Property Services Team also deal with the co-ordination and delivery of the day-to-day reactive repairs and maintenance including the turnaround of void properties.

All social landlords are expected to meet the Scottish Housing Quality Standard (SHQS). This sets the standards that all landlords are expected to achieve in the safety and quality of their housing stock.



83.5%

of our homes met the Scottish Housing Quality Standard

In addition to the SHQS, all social landlords must report on the Energy Efficiency Standard for Social Housing (ESSH)



99.96%

of our housing stock met the ESSH standard

Key Indicators:



148 new kitchens



75 new bathrooms



98 new boilers



14

properties with new windows



100% CP12 compliance

compliance with CP12 gas safety checks



100% EICR compliance

compliance with EICR electrical safety certificates



£88,290 grant funding



19 stage 3 adaptations



4903 reactive repairs




120

void properties turned around

Key Indicators (continued):


In terms of our repairs service, in 2022/23:


 **4903 reactive repairs**


 **3.78**
average no. of repairs per property

 **3520 emergency repairs**


 **1383 non-emergency repairs**


 **3315**
of responsive repairs were
completed right first time


 **94.3%**
reactive repairs completed 'right
first time'


 **90.1% satisfied**
90.1% of tenants who said they had
repairs or maintenance carried out in
the last twelve months were satisfied
with the service they received

Response Times - Emergency Repairs:


 **97.18%**
Emergency Out of Hours Repairs
completed within target timescale

 **96.93%**
Emergency Office Hours Repairs
completed within target timescale


 **96.92%**
Overall performance, within timescales,
for Emergency Repairs


 **2.8 hours**
was the average time we took to
complete emergency repairs

Response Times - Non-Emergency Repairs:

 **96.41% Urgent Repairs**
completed within target timescale

 **95.85% Routine Repairs**
completed within target timescale

 **96%**
Overall performance, within target
timescale, for Non-Emergency Repairs

 **4.4 days**
was the average time taken to
complete non-emergency repairs



SUBSIDIARIES



WS Estate Services Ltd

Operating since 2017, WS Estate Services Ltd is a subsidiary of Whiteinch and Scotstoun Housing Association; delivering high quality estate management services to tenants and owner occupiers living in the Association's area of operation.



WS Property Management Ltd

WS Property Management Ltd (WSPM) is a subsidiary company of Whiteinch & Scotstoun Housing Association Ltd, delivering factoring services on behalf of the Association.





WS Estate Services Ltd continues to deliver our close cleaning, back court maintenance and grounds maintenance service, as well as clearing and cleaning our void properties and delivering a caretaking service at our multi-storey block. A bulk uplift service, monthly window cleaning for all tenement buildings and Primrose Court, and office cleaning service to the Association is also provided. WS Estate Services Ltd are also providing a close painting service as part of the 7 year cyclical maintenance programme.

Future service provision looks to include a turnaround service for the Association's void properties which will include painting.

A short video showcasing WS Estate Services Ltd can be viewed online at:

<https://youtu.be/sskHRjo2TXQ>

Key Indicators:



18.44 Staff FTE

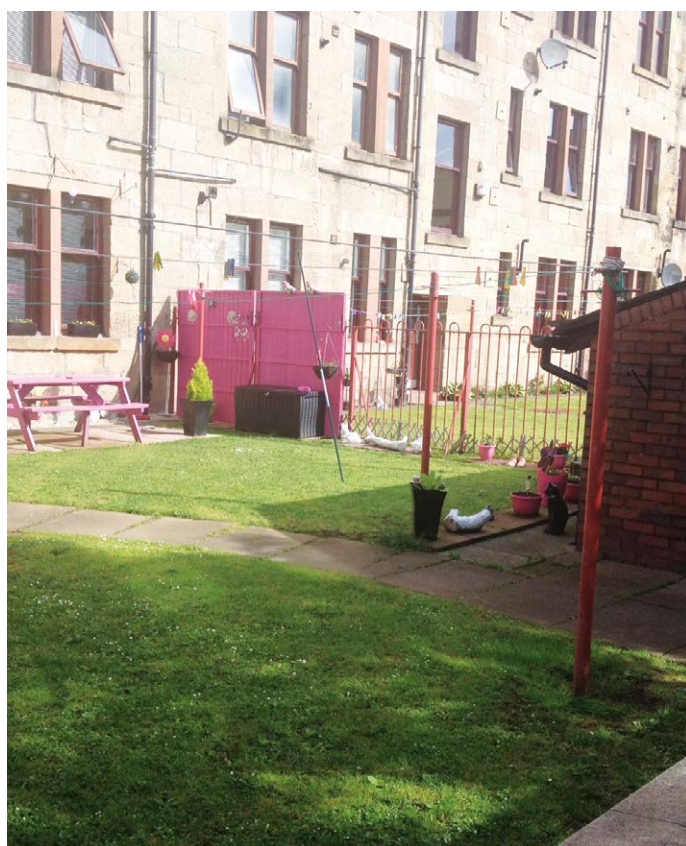


8 services provided



£92,000

in Gift Aid re-invested in
Community Activities





WSPM has two members of staff and its own Board of Directors. Bob Innes – Factoring Manager – has been with the company for over 10 years. Anne Marie Bordone is the Factoring Assistant and joined the company in November 2021. Bob and Anne Marie deliver factoring services to over 600 residential and commercial properties within the association's area of operation.

During the year, WSPM consulted with proprietors on a number of major works to include stonework repairs, roof repairs and the cyclical external redecoration of 16 closes.

WSPM operates a hybrid working model with the offices being open on Mondays, Wednesdays and Thursdays. Our staff can also be contacted by e-mail or telephone when working from home each Tuesday and Friday.

At the end of financial year 2022/2023, WSPM made a gift aid donation of **£5,226** to the Association which will be used for charitable purposes to benefit the local community.

Key Indicators:



£5,226

in Gift Aid re-invested in Community Activities



600+

properties serviced by WSPM



CORPORATE SERVICES

The Corporate Services Department was created in 2023 to handle HR matters, to deal with Governance issues and to carry out Assurance duties.





Peter Latham
*Director of
Corporate Services*

Whiteinch and Scotstoun Housing Association has a total of 36 members of staff and 19 people are employed by our subsidiary companies WS Estates Services Ltd and WS Property Management Ltd. The Corporate Services Department deals with HR, Corporate Governance and Assurance matters for all the companies.

Governance

During the last year we had 11 Management Committee members who met 12 times in the year. All of the meetings were quorate, with an average of 8 members attending each meeting. Three new Management Committee members joined at the AGM in June 2023.

The subsidiary companies are each governed by a Board of Directors who are selected from Management Committee members and members of the Executive Team. The Boards meet as and when required.

As well as our subsidiary Boards, WSHA also has two sub-committees; Audit which meets quarterly and Staffing, which meets as and when required.

Key Indicators:

Staff Numbers (53.76 Total FTE as at end of March 2023):



36

WSHA



17

WSES



2

WSPM

Key Indicators:



78%

Average Meeting Attendance



100%

of Meetings Quorate



2

Sub-Committees



2

Subsidiary Companies



4

WS Estate Services Ltd Board Members



5

WS Property Management Ltd Board Members

Internal Audit Services

During the year we worked alongside our independent internal auditors, BDO L.L.P., who conducted audits on GDPR Compliance, Factoring, Landlord Health and Safety responsibilities and follow-up work on previous audits.

FINANCE & IT

The Finance & IT Department ensures financial stability for WSHA through financial planning and management.



The last 12 months has impacted the UK significantly and, like all businesses, housing associations are operating in an ever changing and challenging environment. Alongside these issues, our tenants also face ever increasing costs due to rampant inflation and an uncertain energy future. To suggest that it's been a challenging year would be an understatement. In this climate we recognise the vital importance of supporting our tenants and remain committed to investing within Whiteinch and Scotstoun. Through our financial planning and management activities, WSHA are confident that we have the financial strength, capacity and flexibility



Andrew Reid
Director of
Finance and IT

to successfully achieve our strategic objectives and this is reflected in our comprehensive five year budget.

Summary of Income and Expenditure to 31 March 2023

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2023

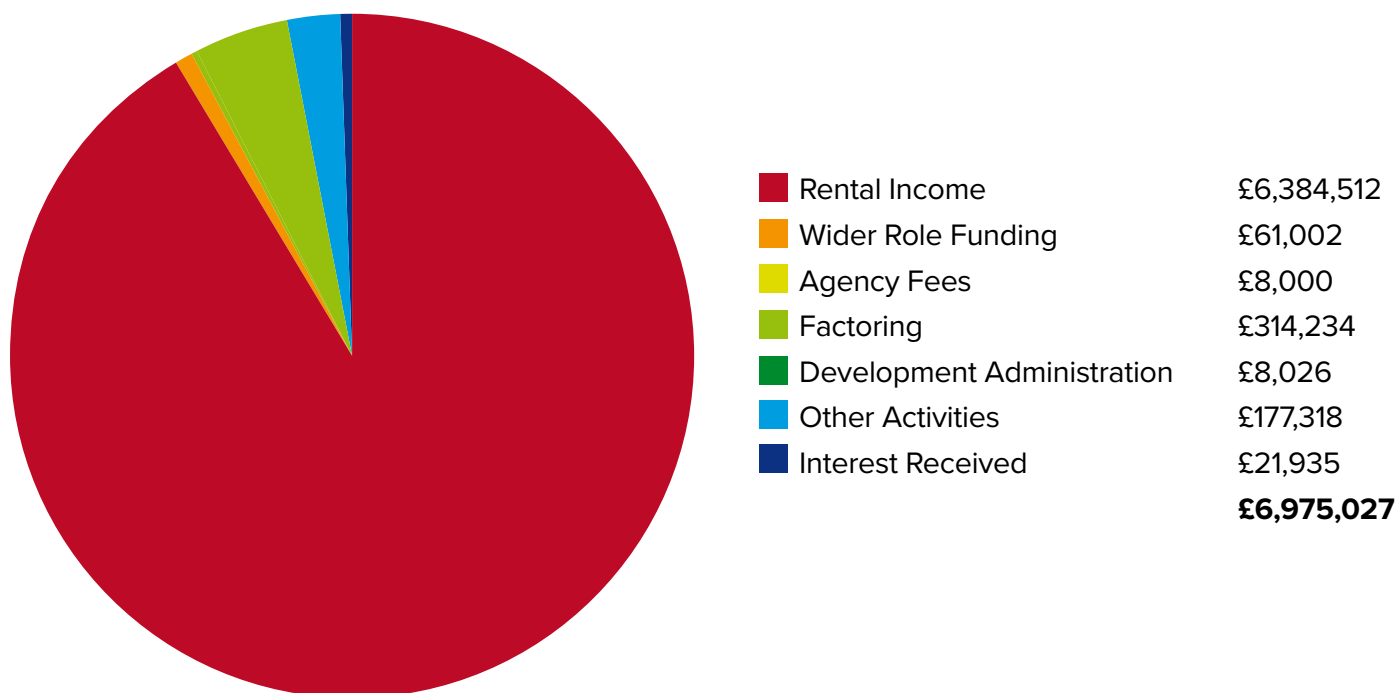
	2023
	£
Turnover	6,953,092
Less: Operating costs	-7,012,411
Operating surplus	-59,319
Profit on sale of fixed assets	0
Finance income	21,935
Finance charges	-73,617
Surplus on ordinary activities before tax	-111,001
Taxation	0
Surplus for the Year	-111,001
Other Comprehensive Income	0
Initial Recognition of multi-employer defined benefit scheme	0
Actuarial losses in respect of pension schemes	-235,000
Surplus for the year	- 346,001

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2023

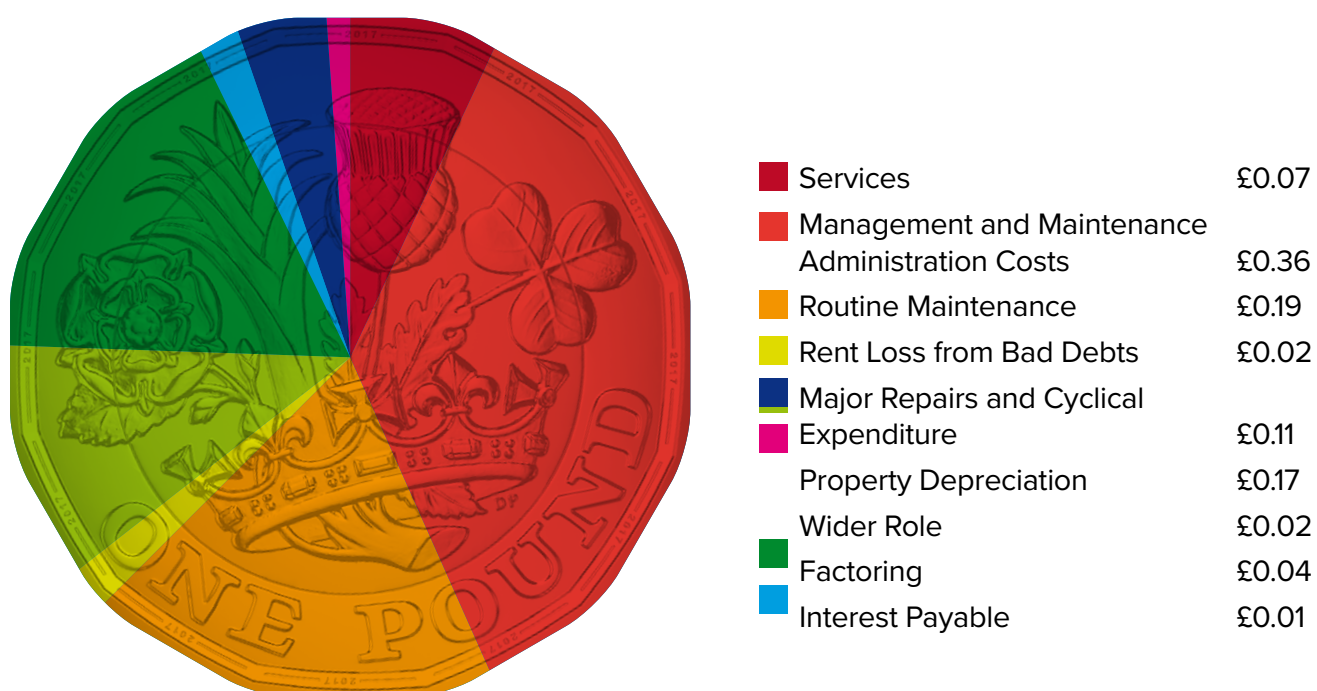
	2023
	£
Property, Plant & Equipment	
Housing properties	28,682,290
Other Fixed Assets	503,240
	29,185,530
Current Assets	
Debtors	928,533
Cash at hand and in bank	6,128,183
	7,056,716
Current Liabilities	
Creditors due within one year	-1,967,521
Net Current Assets/(Liabilities)	5,089,195
Creditors due after one year	-2,613,860
Provisions for liabilities	-296,000
Net Assets	31,364,865
Capital and Reserves	
Share capital	67
Reserves	31,364,798
	31,364,865

Summary of Income and Expenditure to 31 March 2023 (continued):

Analysis of income



Breakdown of how each £ of rent was spent



CHIEF EXECUTIVE OFFICER REVIEW



James Ward
Chief Executive Officer

The first year at Whiteinch and Scotstoun Housing Association has passed in the blink of an eye, and I have thoroughly enjoyed being part of the Association and embraced the opportunity to work with our tenants and the community to lay solid foundations for where we want to go in the future.

Despite the challenges, we have achieved a lot across the last 12 months and it is important that we take time to celebrate our successes as well as highlight the difficult operating conditions that we achieved these successes within.

Included within our annual report you will see how we perform against the Social Housing Charter and how we compare against the Scottish Average performance of other Housing Associations. Our aim is to provide the best service possible to our tenants and our focus is on continued development of our approach to ensure that we achieve this.

Our approach to gathering feedback on our services from tenants is changing and we have moved to an annual tenant satisfaction survey which was undertaken in July / August 2023. This will now happen at the same time each year and will allow us to use your feedback to help shape the development of our services, investigate issues around the condition of your property and influence our investment in your home moving forward. This is being reinforced by an external stock condition survey being undertaken in 2023 to help update our investment plans for all our properties for the next 30 years.

One of the most significant developments across the last 12 months has been our proactive approach to delivering community investment and fulfilling our role as a community anchor organisation. We recognise the pivotal role that we have to play in creating a strong, vibrant community for our tenants and the wider community. In April 2023 we stepped in to provide a 12 month support package to keep the Whiteinch Centre open and I am delighted to see the progress we have made since then in reshaping the delivery model and making it a sustainable community hub that will be a huge asset to the community moving forward. This has been done with the support of the WCL Board, Centre Staff, Whiteinch Community Association and the wider community.

Finally, I would like to express my thanks and gratitude to the Staff Team and our Management Committee for their unwavering support and commitment across what has been a busy 12 months. Without them none of the progress we have made would have been possible. We have demonstrated through it all that we are resilient and will always place the needs of our tenants and community first.

James Ward
CEO

COMMITTEE & STAFF AS AT 31ST MARCH 2023



Whiteinch & Scotstoun Housing Association Committee

Office Bearers

Chairperson - Linda Stevenson
Vice-Chairperson - John Haughey
Assistant Vice-Chair (Audit) - Claudia Ennemoser
Assistant Vice-Chair (Staffing) - Jan Carmichael
Association Secretary – Andrew Reid

Committee Members

Rod Hunter
Debbie Keaveney
Linda Mimmagh

Whiteinch & Scotstoun Housing Association Staff Members

Executive Team

Chief Executive Officer - James Ward
Director of Corporate Services - Peter Latham
Director of Finance & IT - Andrew Reid
Director of Property Services - Jim Gordon
Director of Housing & Community Services - Sue Shone

Finance

Morag Ross
Alison Park
Leeanne Molloy

Corporate Services

Kirsten Szulc
Nicola McArthur
Jade Macdonald
Jan Scott
Jennifer McNally

Property Services

Paul Hughes
David McCormack
Julie Law
Jose (Pepe) Migués
Stuart McBroom
Brendan Quinn
Ali Dowlatshah
Lynne McManus
Jim Burns
Robert Clegg

Housing and Community Services

Louise Irving
Tracy DeMarco
Diane Calderwood
Ann Gow
Angela Ben Gamra
Elizabeth McCulloch
Fiona McNamee
Craig McGarry
Brian McGinlay
Lauren Cadwallender
Alan Clark
Karen Auld
John McDonald
Caroline Kurlender

WS Estate Services Ltd.

Steven McLaughlin
Graham Banks
Brian McPhee
Christopher Jackson
Darren Lamb
Christopher Wilson
Hope Finlay
James Aitchison
Carlie Higgins
Robert McCluskey
Alistair Wilson
Faadumo Mahamud
Douglas Livingstone
Alban Douglas Toto
Zack Edwards
Garry Molloy
Aaron Burke

WS Property Management Ltd.

Bob Innes
Anne Marie Bordone

As with all of the Associations policies and procedures, this Annual Report, in full and in part, can be made available in summary, on tape, and in translation into most other languages. It can also be downloaded from the website at www.wsha.org.uk. Please contact Corporate Services at the office at the Whiteinch Centre, 1 Northinch Court, or by telephone on: 0141 959 2552, or by e-mail at: wsha_admin@wsha.org.uk if you would like a version in a different format.

Cantonese

如果你需要這份不同語言版本的簡訊，請聯絡WSHA辦事處 Corporate Services (地址: The Whiteinch Centre, 1 Northinch Court)，或致電 0141 959 2552，或電郵 wsha_admin@wsha.org.uk。

Gaelic

Cuiribh fios gu Corporate Services aig oifis WSHA aig Ionad Whiteinch, 1 Northinch Court, neo air a fòn aig 0141 959 2552, neo air post-dealain aig wsha_admin@wsha.org.uk ma tha thu ag iarraidh dreach dhan iris-naidheachd ann an cànan eile.

Mandarin

如果您需要此报纸的其他语种译本，请与位于Whiteinch中心，1 Northinch Court WSHA办公室的 Corporate Services 联系，或者致电 01419592552，或者发电子邮件至 wsha_admin@wsha.org.uk。

Polish

Jeżeli chcieliby Państwo otrzymać tłumaczenie niniejszego biuletynu, prosimy o kontakt z Corporate Services w biurze WSHA w Whiteinch Centre, 1 Northinch Court lub telefonicznie pod numerem 0141 959 2552 lub na adres e-mailowy: wsha_admin@wsha.org.uk

Urdu

اگر آپ اس نیوز لیٹر کو کسی مختلف زبان میں حاصل کرنا چاہتے ہوں تو براہ مہربانی
”وائٹ انچ سینٹر“،
1 نارٹھ انچ کورٹ میں واقع ”ڈبلیو ایس ایچ اے“ کے دفتر میں Corporate Services سے
”کیرن میک ایون“
ٹیلیفون نمبر 0141 959 2552 کے wsha_admin@wsha.org.uk کے ذریعے رابطہ کریں۔
ذریعے یا ای میل



The Whiteinch Centre
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Glasgow G14 0UG
Tel: 0141 959 2552 Fax: 0141 950 4432
Email: wsha_admin@wsha.org.uk

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