

# ANNUAL REPORT 2023/24



Whiteinch & Scotstoun  
Housing Association



WS Property Management Ltd



WS Estate Services Ltd

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# CHAIRPERSON'S WELCOME

Welcome to our Annual Report for 2024.

Looking back on what has been another 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.

I was delighted to see the good progress we made in improving our engagement with our tenants. This included launching our new Customer Advisory Panel who met 3 times from January to March in 2024. We will continue to build on this and pursue more opportunities for tenants to engage with the Association and ensure their voice is heard in shaping our services.

Our commitment to preserving access to community facilities was reinforced as we reached agreement with the Whiteinch Community Association (WCA) to transfer the ownership of the Whiteinch Centre to WSHA. I would like to personally thank WCA for their co-operation throughout the process and for their dedication and hard work in keeping the Whiteinch Centre viable across the last 17 years.

Our Housing and Communities Team delivered another event filled calendar with the launch of our Community Projects Fund which distributed £14,000.00 worth of funding to initiatives committed to delivering projects within our communities. The WSHA Christmas event was attended by over 1,000 people and continues to bring the community together in celebration.

Our Property Services Team ensured that our investment in our homes was maintained in 2023-24 with over £2 million in planned investment programmes and a further £1.7m spent on cyclical, reactive and void maintenance. Our priority is to provide good quality services to help create good quality homes for our tenants and this will never change.

I am excited by the work our staff have done in 2024 to develop our new Business Plan (2025-2030) which will be launched in 2025.

*“Our priority is to provide good quality services to help create good quality homes for our tenants and this will never change.”*

We said a fond farewell to some of our longest serving members of the WSHA Management Committee in 2024. I would like to thank Jan Carmichael, Claudia Ennemoser and Rod Hunter for their dedication, loyalty, friendship and unwavering commitment to our tenants and the Association.

As the Chairperson I am 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 2024

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:

- All relevant regulatory requirements as set out in Section Three of the Regulatory Framework
- The Regulatory Standards of Governance and Financial Management
- The relevant standards and outcomes of the Scottish Social Housing Charter
- Our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights

The evidence which supports this Statement includes:

- Reports about performance in key areas including finance, service delivery, asset management, tenant and resident safety and risk
- Internal and External Audit reports
- Advice from external and specialist advisers

- Tenant Scrutiny reports and the outcomes from specific consultation
- Data analysis about our tenants and customers
- Benchmarking
- Reports, advice and information from senior staff

In reviewing compliance, we have adopted an improvement focus and have also identified a number of improvement actions which we will progress during the course of the year. To support effective implementation, these actions form an Improvement Action Plan which will be monitored by the Board at agreed intervals to ensure successful achievement.

We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

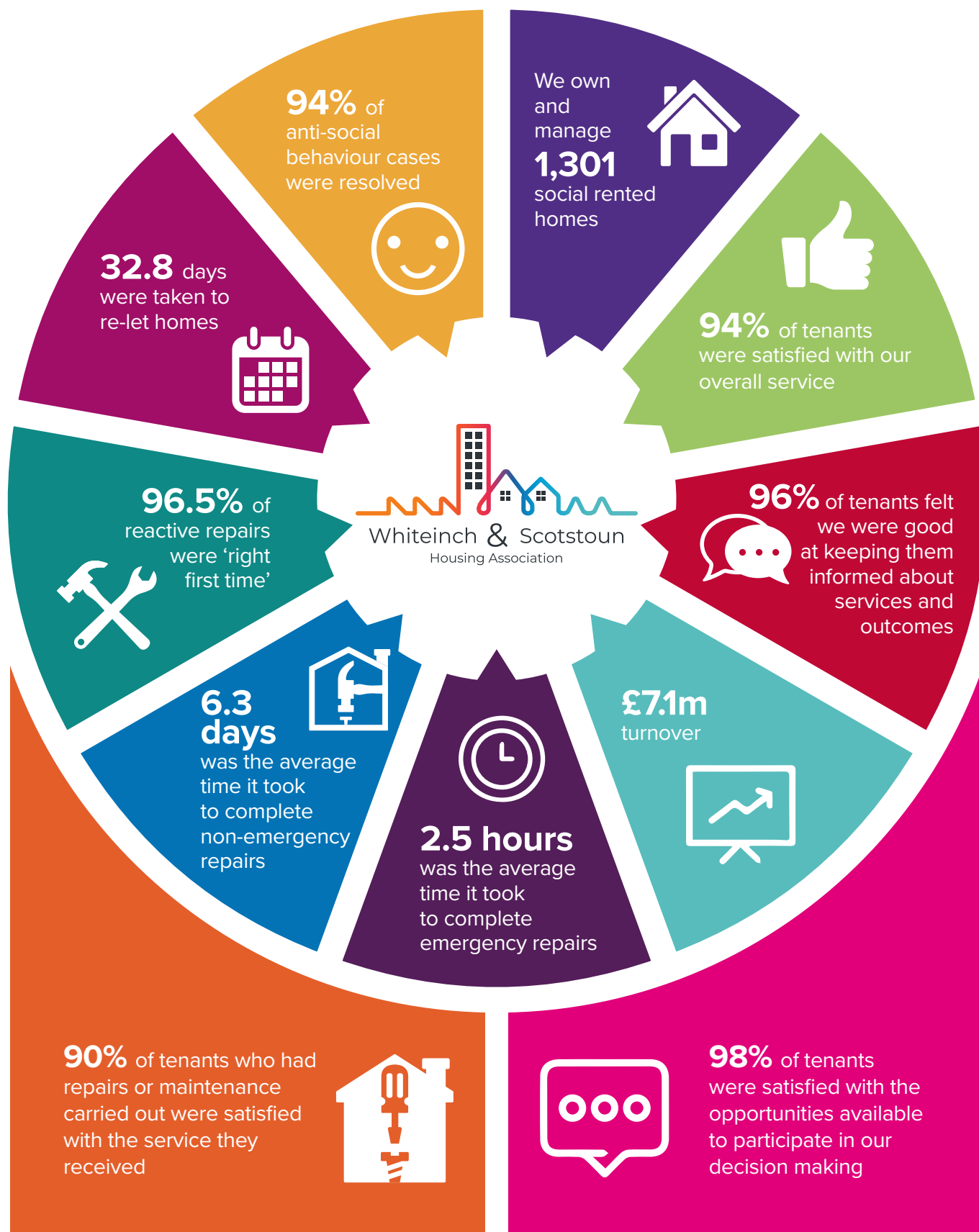
As Chair, I was authorised by the Management Committee at a meeting held on 30th October 2024 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

*Linda Stevenson*

Chairperson

# KEY INDICATORS

## Highlights from another successful year



# HOUSING & COMMUNITIES

The Housing & Communities Team deliver all aspects of housing management, welfare rights and community services; providing a comprehensive service to help support and sustain tenancies and build communities. The Team is also responsible for ensuring rent is paid. This is essential as rent income funds the majority of WSHA's services.





**Sue Shone**  
*Director of Housing  
and Communities*

The Housing and Communities Team focuses on income (rent) management, anti-social behaviour, estate management and letting our houses, alongside supporting tenants in broader ways such as through grant support to help manage rising energy costs, community partnerships and help with welfare benefits.

Throughout this year 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.

We have 1301 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.



# 32.8 days

It took an average of 32.8 days to re-let our properties when they became void. This includes time when the property was undergoing improvements and essential works.

## Key Indicators:



### 85 tenancies

Last year we let 85 tenancies, 42 of these went to homeless or vulnerably housed people.



### 94%

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



### 98%

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.



### 94% resolution

94% of the new anti-social behaviour cases were resolved in line with our policy.



### 5.11% rent arrears



### 3 evictions



### 8% re-let

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



### 0.62%

We did not collect 0.62% of rent due because homes were empty.



### 93% Value for Money

93% of tenants felt that their rent represented Value for Money.

# COMMUNITIES





## Community Partnerships

During 2024 we continued to work with 5 Community Partners, all of whom have delivered a wide variety of services to benefit your local communities.

Heart of Scotstoun

Glasgow Eco Trust

St Paul's Primary School

The Whiteinch Centre

WorkingRite

## Supporting Our Tenants

In 2023/24 we successfully obtained **£30,000** of funding from the Scottish Government Fuel Poverty Support Fund that was used to provide:

- Tenants with top up vouchers for pre-payment gas and electric meters
- Assistance to 12 tenants in fuel arrears who had their meters capped

The **WSHA Bursary Fund** – funding for tenants and members of tenants' households who have gone on to further education – helped 2 people in 2024.

## Customer Advisory Panel

In the last quarter of 2023/24, the new Customer Advisory Panel met three times and agreed the terms of reference for the group, the priority areas they would like to be involved in for the year ahead and approved the first policy they had been asked to review (Housing Management Policy), before it went to Committee.

### Key Indicators:



**20+ Tenant Members**



**3 Meetings**

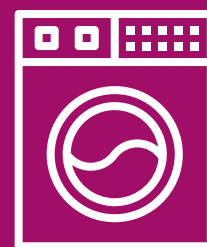
Through the **Dolly Parton Imagination Library**, we provided free books to 40 children between 0-5 years old to encourage parents to read with their children and children to learn to read.



We have sourced **white goods or carpets** for

**37**

**tenants**  
who needed help.



# PROPERTY SERVICES

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





**Robert Clegg**  
*Director of  
Property Services*

The Property Services Team – led by the Director of Property Services – oversee our approach to Asset Management. This includes the scheduling and management of our major investment, planned, cyclical and medical adaptations programmes. Included within these areas are key programmes such as kitchen, bathroom, boiler and window replacements along with essential investment within electrical re-wiring, roof renewals and stonework repairs. Additionally, our reactive and void repairs are co-ordinated by the Property Services Team, along with an extensive tenant health and safety compliance programme.

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.



**86%**

of our homes met the Scottish Housing Quality Standard



**99.96%**

of our housing stock met the EESSH standard

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

## Key Indicators:



**85 new kitchens**



**28 new bathrooms**



**22 new boilers**



**9**

properties with new windows



**100% CP12 compliance**

compliance with CP12 gas safety checks



**100% EICR compliance**

compliance with EICR electrical safety certificates



**£102,302 grant funding**



**24 stage 3 adaptations**



**4169 reactive repairs**



**99**

void properties turned around

Circa

**£2m**


planned / capital  
investment within  
our stock



## Key Indicators (continued):


In terms of our repairs service, in 2023/24


 **4169 reactive repairs**


 **3.21**  
average no. of repairs per property

 **1188 emergency repairs**

 **2981 non-emergency repairs**

 **2549**  
of responsive repairs were completed right first time


 **96.5%**  
reactive repairs completed 'right first time'


 **90% satisfied**  
90% of tenants who said they had repairs or maintenance carried out in the last twelve months were satisfied with the service they received


**£1.7m**  
spent on Reactive,  
Void and Cyclical  
Repairs




### Response Times - Emergency Repairs:

 **97.75%**  
Emergency Out of Hours Repairs completed within target timescale

 **93.52%**  
Emergency Office Hours Repairs completed within target timescale


 **94.43%**  
Overall performance, within timescales, for Emergency Repairs


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

### Response Times - Non-Emergency Repairs:

 **96.63% Urgent Repairs**  
completed within target timescale

 **92.98% Routine Repairs**  
completed within target timescale

 **94.43%**  
Overall performance, within target timescale, for Non-Emergency Repairs

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

# SUBSIDIARIES



WS Estate Services Ltd

**WS Estate Services Ltd (WSES)** 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 (WSES) works solely for WSHA and its subsidiaries, delivering high quality services to tenants, owner occupiers and the wider community of Whiteinch and Scotstoun. The development of WSES into a sustainable and profit-making business is a key strategic objective which feeds into our commitment to fulfill our social purpose to the communities that we serve.

The WS Estate Services team are led by Steven McLaughlin (Operations Manager).



## Key Indicators:



**18 Staff**



**10 services provided**



**£92,661**

in Gift Aid re-invested in  
Community Activities



**53**

Communal Closes Re-decorated



**93%**

of our tenants are satisfied with our  
management of their neighbourhood



**£817,594**

Turnover 2023/24

## Services Delivered:

Close Cleaning

Back Court Maintenance

Ground Maintenance

Hard Landscaping

Bulk Uplift Service

Void Clearance

Void Cleaning

Void Painting

Caretaking Service

Communal Close Re-decoration



WSPM 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 including stonework repairs and roof repairs. WSPM consulted on the external redecoration of 40 closes and the internal redecoration of a further 22 closes.

39 property sales were processed during 2023/24 and following an approach made by proprietors, WSPM added a further close to its properties in management in September 2023.

## Key Indicators:



**2 Staff**



**39 Property Sales**



**62**

closes consulted on redecoration works



**£437,825**

Turnover 2023/24



**£10,000**

in Gift Aid re-invested in Community Activities



**600+**

properties serviced by WSPM



# CORPORATE SERVICES

**The Corporate Services Department deals with HR, Corporate Governance and Assurance for WSHA and its subsidiary companies.**







**Peter Latham**  
*Director of  
Corporate Services*

## Staff

Whiteinch and Scotstoun Housing Association has a total of 38 members of staff and 20 people are also employed between our subsidiary companies, WS Estates Services Ltd and WS Property Management Ltd.

### Key Indicators:

Staff Numbers (58.48 Total FTE as at end of March 2024):



**38**

WSHA



**18**

WSES



**2**

WSPM

## Governance

During the last year the Management Committee met 11 times with three new Committee Members elected at the AGM in June 2023. At the end of March 2024, the Management Committee comprised of 10 members and our Committee membership has continued to grow in 2024. We would like to place on record our thanks to the members of the Management Committee for their time and dedication.

We also have two sub-committees: Audit & Risk and Staffing and Health & Safety.

The subsidiary companies are each governed by a Board of Directors who report back to the Management Committee.

### Key Indicators:



**75%**

Average Meeting Attendance



**100%**

of Meetings Quorate



**2**

Sub-Committees



**2**

Subsidiary Companies

## Assurance

During 2023-24 WSHA engaged new Internal Auditors - Quinn Internal Audit - who have conducted audits on anti-social behavior and voids management as well as following up on outstanding work from previous audits. Quinn Internal Audit also reviewed the information that we submit under the Annual Return on the Charter and the evidence that is supplied so that the Management Committee can sign off the Annual Assurance Statement.

# FINANCE & IT

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



The last 12 months has continued to significantly impact on the UK economy, and, like all businesses, housing associations are operating in an ever changing and challenging environment. Alongside these issues, our tenants also continue to experience cost of living increases and uncertainty within the energy supply market. The Association continues to recognise the vital importance of supporting our tenants and remains 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 to successfully achieve our strategic objectives, and this is reflected in our rolling comprehensive five-year budget.



**Andrew Reid**  
Director of  
Finance and IT

## Summary of Income and Expenditure to 31 March 2024

### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2024

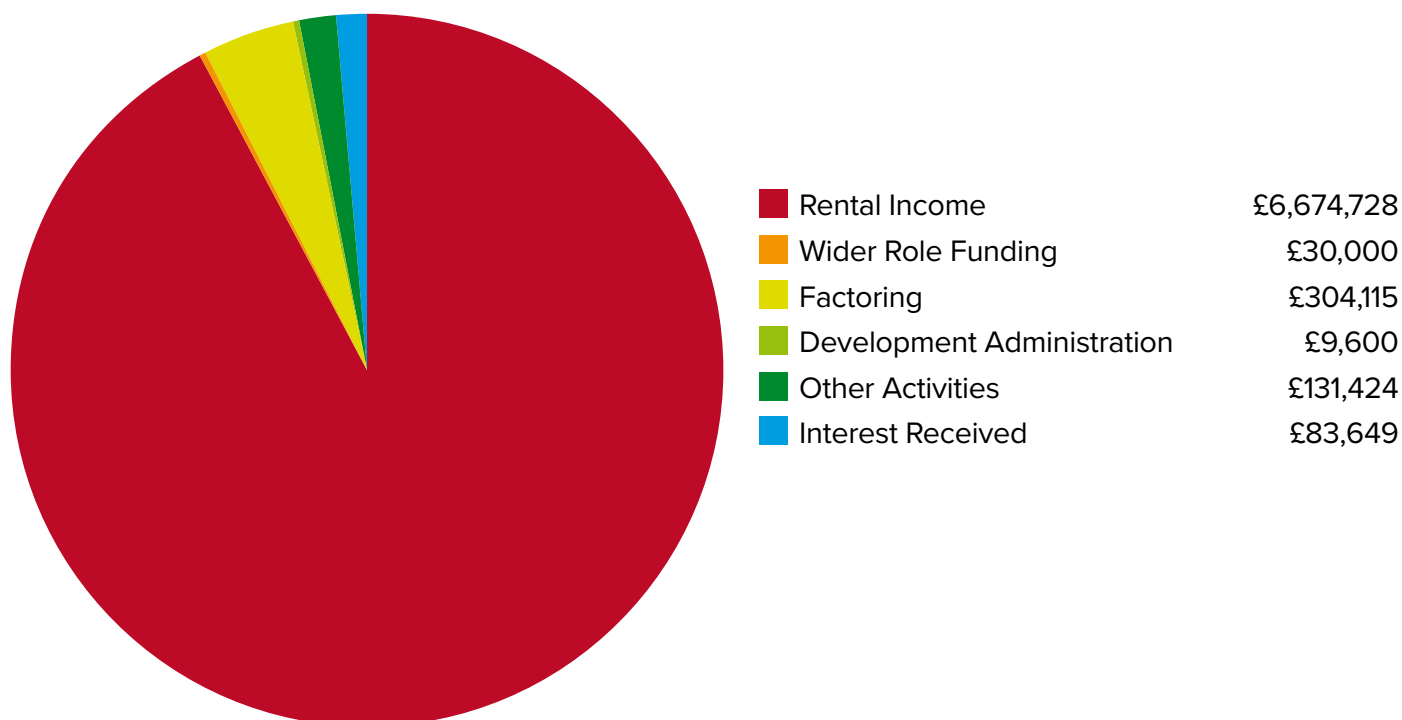
	2024
	£
Turnover	7,149,567
Less: Operating costs	-7,101,320
<b>Operating surplus</b>	<b>48,247</b>
Profit on sale of fixed assets	0
Finance income	83,649
Finance charges	-77,919
<b>Surplus on ordinary activities before tax</b>	<b>53,977</b>
Taxation	0
<b>Surplus for the Year</b>	<b>53,977</b>
Other Comprehensive Income	0
Actuarial losses in respect of pension schemes	-382,000
<b>Surplus for the year</b>	<b>- 328,023</b>

### STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2024

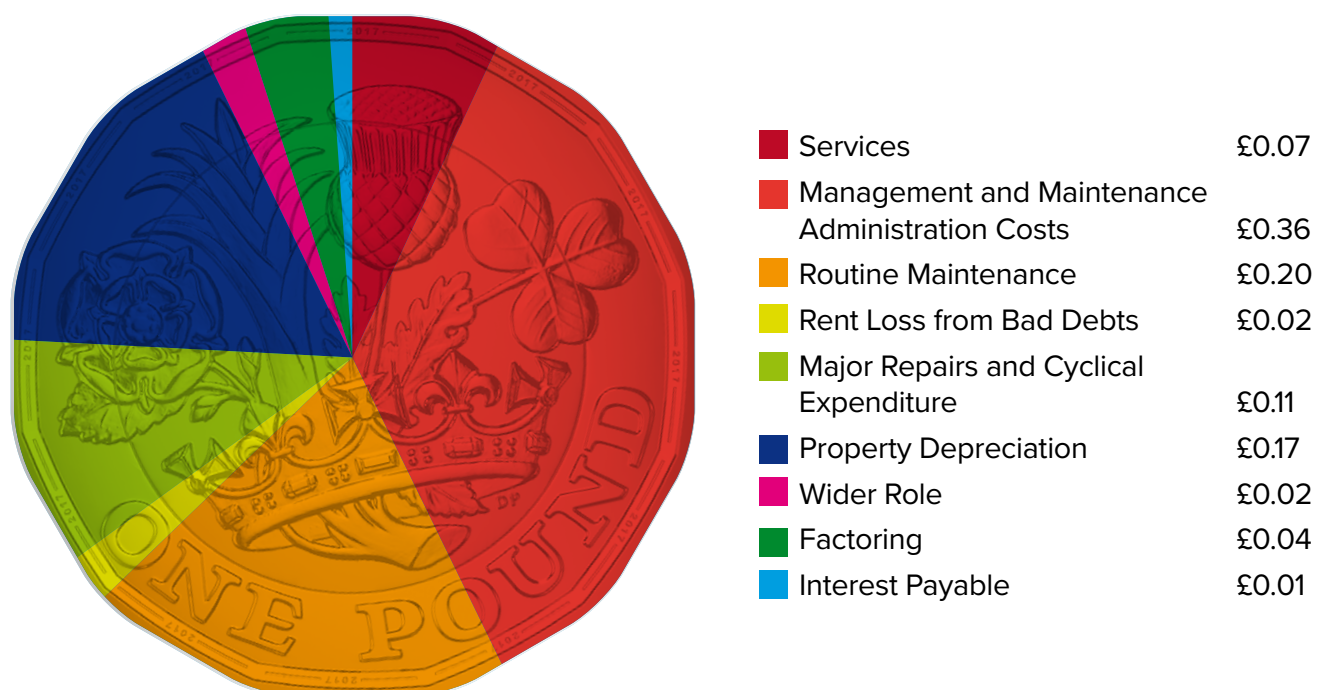
	2024
	£
<b>Property, Plant &amp; Equipment</b>	
Housing properties	29,204,991
Other Fixed Assets	528,879
	<b>29,733,870</b>
<b>Current Assets</b>	
Debtors	1,206,144
Cash at hand and in bank	5,578,260
	<b>6,784,404</b>
<b>Current Liabilities</b>	
Creditors due within one year	1,927,301
Net Current Assets/(Liabilities)	<b>4,857,103</b>
Creditors due after one year	-2,862,154
Provisions for liabilities	-692,000
Net Assets	<b>31,036,819</b>
<b>Capital and Reserves</b>	
Share capital	44
Reserves	31,036,775
	<b>31,036,819</b>

## Summary of Income and Expenditure to 31 March 2024 (continued):

### Analysis of income



### Breakdown of how each £ of rent was spent



# THE WHITEINCH CENTRE



The Whiteinch Centre (TWC) is committed to supporting, encouraging and enabling Whiteinch and its surrounding communities to live healthy, fulfilling and enjoyable lives.

TWC is a vibrant community hub, with a track record of delivering services and activities that empower local people and improve peoples' lives through employability, training, and health and well-being activities.

## Key Objectives:

maintain a sustainable social facility led by the local community

offer learning, training and employability for local people

enable community involvement through volunteering

support local health and wellbeing

## Community Projects Fund

The Community Projects Fund is administered by the CAG with support from TWC and WSHA staff. Over 4,000 votes were received for the shortlisted projects and £14,419 of funding was distributed to ten projects that will be delivered in 2024-25.



# £14,419

of funding distributed to ten projects.

## Community Advisory Group (CAG)

In December 2023 the new Community Advisory Group for TWC was launched.

The group consists of representatives from various community groups and organisations who work with TWC to provide direction,

guidance and feedback on the Centre's activities and programmes, also serving as a liaison between the community and TWC staff.

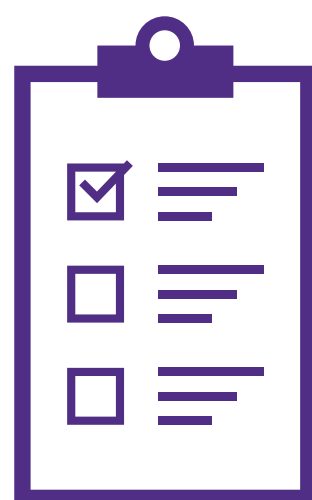
The CAG were supported to deliver the new Community Projects Fund, launched in December 2023.



## Consultation

Through online surveys, a community event, and focus groups, upwards of 450 local households had the opportunity to express their views in our 2023 Community Consultation. This has given us a clear indication and benchmark of what the local community wants. The need for a place for the community to come together and access and share food was the key theme.

In addition, we recorded views of local people at the Whiteinch Christmas Fayre on 2nd December 2023, which saw more than 1100 local people joining us for an afternoon of free festive fun and community togetherness.



## Dumbarton Road Corridor Youth Project (DRCYP)

Dumbarton Road Corridor Youth Project, based in TWC, work in partnership with WorkingRite who deliver the award-winning Pathfinder project: supporting 60-80 young people a year with initial engagement sessions followed by a tailored induction and mentored work placement of up to twelve weeks.



### Activities & Social Groups:

- Man Club
- Tai Chi
- English Conversation Club
- Yogability
- Knitting
- Kids Activity Sessions
- Litter Picking
- Walking Group

## Whiteinch Community Shop

The Whiteinch Community Shop opened in 2024 and provides a dignified approach to tackle food insecurity, health inequalities and poverty.



### Key Indicators:



**250 members**



**Member of The Scottish Pantry Network**



**FareShare licence holder**

## Volunteering

TWC engage and empower local people by offering volunteering and leadership opportunities in the development and delivery of activities and programmes. A new revised registration process, induction programme and ongoing training programme were developed and implemented in 2023.

Volunteers collectively dedicated more than 2,462 hours of time in 2023/2024.



## Connectivity

The Whiteinch Centre facilitates the national data bank program on behalf of the Good Things Foundation, providing free SIM cards topped up with data and calls/text to remove barriers to inclusion.

Since December 2022 we have been able to provide 4580 Gigabytes of data and 480 months of free calls and texts.



## Funding

**£70,000**

of grant award funding was received from The Robertson Trust, TNLCF, Stafford Trust and Connecting Scotland.

# COMMITTEE & STAFF AS AT 31ST MARCH 2024

## 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  
Gavin Johnston  
Lana Reid-McConnell  
Maureen Burke

## Whiteinch & Scotstoun Housing Association Staff Members

### Executive Team

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

### Finance

Morag Ross  
Alison Park  
Dianne McGill

### Corporate Services

Kirsten Szulc  
Nicola Adams  
Jade MacDonald  
Jan Scott  
Jennifer McNally  
Katherine Stewart  
Brodie Stevens

### Property Services

Robert Clegg  
Paul Hughes  
Stuart McBroom  
Ali Dowlatshah  
David McCormack  
Julie Law  
Jose (Pepe) Migue  
Brendan Quinn  
Lynne McManus  
Pamela McLachlan  
Victoria Campbell

### Housing and Community Services

Louise Irving  
Tracy DeMarco  
Diane Calderwood  
Ann Gow  
Angela Ben Gamra  
Elizabeth McCulloch  
Fiona McNamee  
Craig McGarry  
Lauren Cadwallender  
Nicola McArthur  
Lisa Wards  
Kiera McArthur

### WS Estate Services Ltd.

Steven McLaughlin  
Graham Banks  
Brian McPhee  
Gary Molloy  
Christopher Jackson  
Darren Lamb  
Robert McCluskey  
Allan Jago  
Douglas Livingstone  
John McPhilemy  
Marc Purdon  
Mitchell Proud  
Shawn Lim  
Zack Edwards  
Alistair Wilson  
Faadumo Mahamud  
Aaron Burke  
Michael Barrett

### 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](http://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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:wsha_admin@wsha.org.uk) کے ذریعے رابطہ کریں۔  
ذریعے یا ای میل



The Whiteinch Centre  
1 Northinch Court  
Glasgow G14 0UG  
Tel: 0141 959 2552 Fax: 0141 950 4432  
Email: [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk)

Whiteinch & Scotstoun Housing Association Ltd. – a Charity Registered in Scotland No. SC035633