

Annual Report

1 April 2018 - 31 March 2019

Aberdeen Soroptimist Housing Society Limited



**Registered address:-
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**Registered Charity Number
SC000171**

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Front page top photo shows Mile End House, Mary Esselmont House

Front page bottom photo shows the old coach house conversion

Photographer: Unknown

Chairman's Report 2018/19

On behalf of the Board of Directors, I am pleased to present the annual report for 2018/19 which was an eventful year for Aberdeen Soroptimist Housing Society. In this report, I highlight what the Society has achieved; make reference to some notable outcomes and look forward a little into 2019/20.

I would once again start by expressing my sincere appreciation to the Board of Directors for their hard work, commitment and support over the past year. The level and complexity of work associated with being a Registered Social Landlord of even our small size should not be underestimated or understated. The outcome of the Scottish Housing Regulators (SHR) review of its regulatory role during 2018/19 illustrates this well. It has introduced a series of new requirements that increases the emphasis on good governance and continues to demand a lot of time and effort on the part of the Society's Board. However, I am delighted to say the Board, which is comprised entirely of volunteers, has again responded positively and diligently to these challenges.

A number of important activities were undertaken during 2018/19. In particular during the last financial year:

- A full programme of capital work substantially completed in Mile End House to meet the Government's Energy Efficiency in Scottish Social Housing (EESSH) standard. The work was designed to increase thermal efficiency, ensure the homes are warmer and reduce energy consumption.
- Internal Painterwork completed to the common areas of Mary Esslemont House and Elizabeth Henry House.
- New L.E.D lighting was procured/installed in the common areas within all blocks at Beechgrove to improve lighting quality, reliability and energy efficiency.
- Further work undertaken to the open space within Beechgrove to improve general appearance including removal of the compost heap.

Service delivery to tenants during 2018/19 has been subject to the scrutiny and monitoring necessary to ensure a high level of performance by our Managing Agent, Osprey Housing. I am once again pleased to report an overall healthy set of results against the Society's Key Performance Indicators. Performance is reviewed in detail at each Board meeting and below I highlight some of the key results from the past year:

- Rent collection has exceeded the target and rent arrears are at almost zero. This is exceptional when compared across the Scottish Average.
- There have been no voids during the year and therefore no rent loss due to empty properties.
- Average time taken to complete emergency repairs was 2 hours representing extremely good performance and well below the Scottish average. The average time taken to complete non-emergency repairs was 11 days – comparing well with the Scottish Average.

Our engagement level with the Scottish Housing Regulator remained at "Low". This engagement level means the Regulator had no requirement for intervention at all and represents recognition of the good quality services we provide to tenants, our well-managed financial position and effective governance structure. I am pleased that we continued to secure this level of engagement and I am sure that it will provide reassurance to our tenants and shareholders.

However, it should be noted that a key outcome from the SHR's Regulatory Review is a requirement by October 2019 to produce a new return in the form of an "Assurance Statement" confirming the Society is compliant with Regulatory Standards. The Regulator has moved away from publishing its former style

of Engagement Plan and will instead apply a new category of compliance status. The Board will therefore be required to confirm it has seen evidence that provides necessary reassurance of this compliance. We will be working with our Managing Agent to produce this.

The Board is also responding positively to an increased emphasis on self-assessment and has a clear appraisal process in place for Board Directors. This will be developed further to incorporate a new form of skills audit – all designed to ensure Governance will be as effective as possible.

While the accompanying Treasurer's Report provides more detail, I am pleased to say that our cash balances at 31st March stood at £185,726 – an increase over the previous year. It has been another good year for the Society and the position at the year-end is ahead of expectations. We do remain vigilant about the Society's financial position and work hard to ensure that we achieve value for money for our tenants.

I am also pleased to say the Board remains very happy with the services provided by Osprey Housing. The services delivered by Osprey and the tenant/staff relationships continue to be highly regarded. The support, guidance and advice to both tenants and the Board remains of a very high standard.

I would like to conclude by again thanking our tenants for their support and cooperation in helping us ensure the Society continues to be successful in meeting our aims and objectives. We do value our tenants, as they are our reason for being. The Board is committed to providing homes and services that meet the needs of all our tenants and those we are seeking to help in the future.

I look forward to maintaining momentum during 2019/20 - thank you.

Alison Mitchell

Chairman

Treasurer's Report

The Society has had another successful financial year with an operating surplus for the period of £6,779. With minimal voids during the year (£290) our annual rent and service charge income rose by £1,770 to £61,586. Operating expenditure increased to £56,448, primarily due to an increase in planned, cyclical and unanticipated repair & maintenance charges.

As a result of the current economic climate the funds in our bank accounts continue to receive low rates of interest and the value of our investments decreased. During the year the Board in order to secure the value of our funds in what is anticipated to be a potentially volatile market made the prudent decision to approve the sale of our investment bonds. The net cash receipt was £40,689.

Reserves are built up in order to fund future requirements, in particular major refurbishment & component renewals. As can be seen from the balance sheet our total capital and reserves at the year-end stood at £298,512, a reduction of £2,350 since the start of the financial year. Utilising our 30-year Stock Condition Report we are able to identify periods when funds will be required and our financial planning is tailored accordingly.

In order that the Beechgove complex complies with the Scottish Governments Energy Efficiency Standards for Social Housing (ESSH) we are pleased to report that after incurring costs of £26,539 to upgrade the insulation and heating systems in Mile End House all our properties are now fully compliant with ESSH requirements. These works were fully funded from reserves.

I would like to thank the financial staff at Osprey Housing for their stewardship of our accounts and our auditors, Anderson, Anderson and Brown for their continued professional support.

David Hekelaar

Honorary Treasurer

ABERDEEN SOROPTIMIST HOUSING SOCIETY LIMITED

BOARD OF DIRECTORS

A Mitchell (Chairman)

M McFadyen (Vice-Chairman)

D Hekelaar (Treasurer)

H Smith

I Walker

A Silver

S Kinsey

L Montgomery

COMPANY SECRETARY

Glenn Adcook

AUDITORS

Anderson Anderson & Brown LLP

Kingshill View

Prime Four Business Park

Aberdeen

AB15 8PU

BANKERS

The Royal Bank of Scotland plc

Queens Cross Branch

40 Albyn Place

ABERDEEN

AB10 1YN

SOLICITORS

Ledingham Chalmers

Johnstone House

52-54 Rose Street

ABERDEEN

AB10 1UD

REGISTERED OFFICE

22 Abercrombie Court

Arnhall Business Park

Prospect Road

Westhill

Aberdeenshire

AB32 6FE

REGISTRATION NUMBERS

Company number – 2127R(S)

Scottish Charity Register number – SCO00171

MANAGING AGENT

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Westhill

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