



Aberdeenshire *housing partnership*

Annual Report 2004/05



Aberdeenshire Housing Partnership: **staff team**

Contents

Chairman's Remarks	1
Making Progress	2
The Board	4
Building Success	5
Performance Indicators	6-7
Financial Highlights	8
Acknowledgements	9



As Chairman of Aberdeenshire Housing Partnership (AHP), I am pleased to present my first report. When I became Chair a year ago in Banchory, my sincere hope then was that as a company we would maintain the steady progress made so far under our previous Chairman, Alister Leitch. I consider that we have done just that, in fact. I am more than happy with our achievements in the last year.

Just what have we accomplished and how have we done it? I believe it is by having an all-important, good working relationship between the Board, management and staff this has been possible. During the year we recruited new, talented staff members in Diane Brampton, Daniel Bennett and John

Bruce who have significantly contributed to the progress of AHP. We all have the same aim, which is to strengthen AHP as a company, by building more, good quality houses and having satisfied tenants.

Secondly, on the property side, we have completed new developments at Kintore, Balmedie and Banchory. Our future plans, amongst others, include developments at Kingseat, Oldmeldrum, Peterhead and possibly in Aberdeen City. All these projects were undertaken with the help of other's, too numerous to mention, but. I thank all of them. Steady expansion and growth is what we are looking for. In other words continuous improvement is what we seek.

Two-way communication with tenants is important to us. Regular newsletters keep them well informed of AHP developments. AHP in turn had the opportunity to hear the problems and concerns of our tenants when we held our first Tenants' Annual event in Inverurie. In addition, the Tenants' Satisfaction Survey we undertook delighted both Board and staff with its positive outcome. Tenants really do appreciate our efforts on their behalf.

One particularly pleasing feature in the past year has been the reduction in rent arrears. I hope this trend continues as it means AHP has more funds available to spend on maintaining and improving our properties.

A feature of our Board meetings worthy of mention has been the regular production by the Management team of strategies and policies to cover a wide range of subjects. These policies are extremely important, as management and staff know exactly the procedure to follow in any given situation.

To accomplish future objectives, the Board must have well trained staff and a well informed Board. We have put in place a training programme to achieve these aims. In addition a Board/Staff Away Day - which I am sure will be repeated - gave everyone the opportunity to discuss AHP's performance and future development.

Finally I would like to thank Colin Hawkins, our Chief Executive, his staff and all our Board Members for their support in my first year as Chair of AHP. With their continuing support I look forward with confidence to the challenges that lie ahead.

A handwritten signature in black ink that reads "C. Nelson". The signature is written in a cursive, slightly slanted style.

Carl Nelson, **Chairman**

AHP Strategic Plan 2005 – 2009

In order for a business to be successful, there needs to be a roadmap for success. A strategic plan helps to provide direction and focus for all employees. It points to specific results that are to be achieved and establishes a course of action for achieving them. A strategic plan also helps the various teams within AHP to align themselves with common goals. The process of developing a strategic plan was rewarding for all involved and helped develop stronger communications between Board members and staff.

AHP has produced its Strategic Plan for 2005 – 2009. Our Strategic Objectives are :

TENANTS SERVICES

To become one of the best social landlords in the north east.

PROPERTY MANAGEMENT SERVICES

We will maintain and improve our houses to ensure that they remain high quality and desirable homes of choice for our tenants.

BUILDING IN THE COMMUNITY

We will target our investment in partnership with local and national organisations to achieve the common aims of providing high quality homes in well designed schemes that meet the needs of communities now and in the future.

SUSTAINING COMMUNITIES

We will contribute to the well being of individuals and communities in those areas of our operation through both our core services and through our involvement in Wider Action.

INVESTING IN OUR PEOPLE AND SERVICES

We will attract, recruit and retain high quality Board and staff members and ensure that they are resourced to achieve the Strategic Plan for the benefit of customers now and in the future.

EMBRACING GROWTH

We will take a rigorous and robust approach to new business opportunities and, at all times, ensure that these will have a positive impact on the communities we serve and the organisation as a whole.

Our way of working

AHP has achieved a great deal in a short time, we have done this by working in partnership and by continually challenging ourselves.

Culture

The culture of an organisation is pivotal to its success, AHP has developed and will protect and develop a culture based on integrity, fairness and commitment to the communities we serve. The underpinning ethos is that the culture permeates everything we do.

Partnership

AHP has an excellent track record of working in partnership and will build on this strength in the future. We work well at strategic and operational level with the local authority and Communities Scotland north and east regional office. We have developed strong links with other housing associations in the north east and wish to establish more collaborative approaches particularly in relation to our development and Wider Action roles.

We are developing our relationships with communities and see new opportunities emerging as our development and Wider Action roles flourish.

Continuous Improvement

A key driver for AHP over the next few years is to improve the services we provide and to secure an improved performance grade from Communities Scotland. A range of improvements have been achieved and the focus on continuous improvement is at the forefront of what we do and how we do it. We will continue to work with Communities Scotland Regulation & Inspection and, through adopting a best value approach, taking account of Performance Standards guidance we will identify and address areas for improvement.

Talking to our Tenants

This year for the first time we conducted a comprehensive tenant satisfaction survey. This major exercise conducted on our behalf by TL Dempster gave us a snapshot of our tenants views and opinion of AHP.

The key findings were:

222 responses were received (212 postal and 10 face to face interviews at Jarvis Court Fraserburgh). This represents a total of **42%** of AHP's tenants and allows for high levels of certainty when forecasting information.

89% of tenants are satisfied with AHP as their landlord and **92%** say that AHP provides good quality services.

98% say that AHP is good / fairly good at keeping tenants informed.

84% believe AHP provides good value for money.

94% are satisfied with the design and layout of their home.

We were pleased to note that the survey included benchmarking information against a significant number of other housing associations. AHP exceeded the norm in all instances except the repairs service (where 70% of tenants are satisfied against a norm of 75%).

This valuable information is being used by the Board and management team in the development of the Strategic Plans, policies and procedures of AHP.



Satisfied tenant receiving the keys to her new home. (Picture includes the Chair and Chief Executive of AHP and our Developing Partners)

The Board

An effective Board is crucial to the success of Aberdeenshire Housing Partnership. Our Board members are volunteers who give up their time to support the work of the Partnership. Each Board member is also a director of the company, and each member also sits on one of our three committees; Housing, Development and Property or Audit.

Our Board as at 31st March 2005:



Board members (left to right): Stanley Green, Hazel Al-Kowarri (vice-chair), Alister Leitch, Carl Nelson (chair), Colin Hawkins (chief executive), Brian Topping

Carl Nelson, OBE
Chair

Founder Member of the Company. A local Councillor and retired Civil Servant. Carl also sits on our Property and Development Committee.

Hazel Al-Kowarri
Vice Chair

Founder Member of the Company. Chair of a local tenants association and a Community Councillor, Hazel is employed by Victim Support Scotland. She also chairs our Housing Committee

Alister Leitch, JP

Founder Chair Member of the Company. A local Councillor and businessman. Alister also chairs our Property and Development Committee.

Sheila Thomson

Local Councillor nominated to AHP by Aberdeenshire Council. Sheila joined the Board in June 2003 and Chairs the Audit Committee.

William Chapman

A tenant of AHP Bill is retired and is studying for degree in Social Policy. Bill joined the Board in March 2003 sits on our Housing Committee.

Stanley Green, MBE

Founder Member of the Company. Stanley is retired and sits on our Housing Committee.

Garry Kidd

A qualified accountant with NHS Grampian who joined the Board in April 2003 and sits on our Audit Committee.

Bruce Mair, JP

Founder Member of the Company. A local Councillor and farmer Bruce sits on our Audit Committee.

Derek Stewart

Founder Member of the Company. A building surveyor with a strong interest in disability issues Derek sits on our Development and Property Committee.

Grace Taylor

A tenant of AHP Grace joined the Board in January 2001. She is retired but active in groups promoting special needs awareness. Grace sits on our Audit Committee.

Brian Topping

Founder Member of the Company. A local Councillor and chef Brian also sits on our Housing Committee.

Jonathan Young

Jonathan Young is a planning consultant, with a background in local authority planning. Jonathon sits on our Development and Property Committee.



Board members left to right
Jonathan Young, Bill
Chapman, Stanley Green.

New Housing Developments

It has been another good year for the Partnership. Developments were completed at Kintore, Balmedie and Banchory adding over 60 properties to our stock. We were also honoured with a visit from Maarten van den Bergh, Group Chairman, Lloyds TSB and Susan Rice, Chief Executive. Lloyds TSB have provided private finance and banking services to AHP since its inception and recently won a tender for up to a further £5 million of private funding for new developments.



(L to R): Alister Leitch, Susan Rice, Maarten van den Bergh & Colin Hawkins

We are also pleased to be working alongside other housing associations and Communities Scotland as we look toward building more houses for rent in the future. We are founder members of the Devanha initiative which is picking up the Executive's challenge to build more efficiently within the context of Modernising Construction. AHP has a strong record in partnership developments and this puts us in a good position for the future

Tenants Event

Our first tenants' event was held in Inverurie. Topics under discussion include how much rent should be charged, the quality of the repairs service and anti social behaviour. We received valuable feedback from those tenants who attended. This feedback was included in our Strategic Plan and related policies.



Tenants and Board members at Tenants Event

Annual General Meeting



Tenants pictured with AHP Chair at AGM

Our Annual General Meeting is peripatetic so that we give as many tenants as possible an opportunity to attend and meet the Board of Directors. This year it was held in Banchory, where we have recently completed a major development of 30 homes for rent. There was a good attendance from tenants who live locally.

Alister Leitch, stood down as Chair, as he had served the maximum of five terms permitted under our Articles. Carl Nelson was elected as our new Chair, and Hazel AI – Kowarri was elected as Vice Chair. Four other Board members stood for re election and were returned unopposed.

Performance Indicators 2004/5

Monitoring our performance is key to ensuring the continuing success of Aberdeenshire Housing Partnership. Our Board members hold quarterly performance Board meetings where a stock check is taken of management performance.

Housing Stock as at 31 March 2005

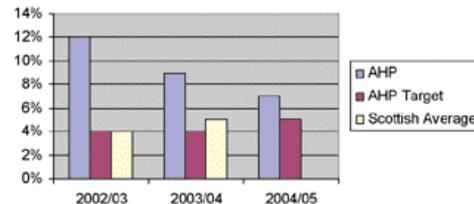
Apt Size	2 apt	3 apt	4 apt	5 + apt	Total
March 2004	87	258	132	6	483
Additions	2	27	31	8	68
March 2005	89	285	163	14	551

Allocations and voids

	2005	2004
Number of new lets	68	2
Number of relets	55	66
Average time to relet	15 Days	25 Days
% of rent lost through to voids	0.56%	0.94%

Arrears

AHP's rent arrears in 2004/05 were £106,853 (7.88%). No tenants were evicted however notices of proceedings (first stage of legal action) were issued to 162 tenants for non-payment of rent. A challenging but realistic target of 6.5% has been set for 2005/06.



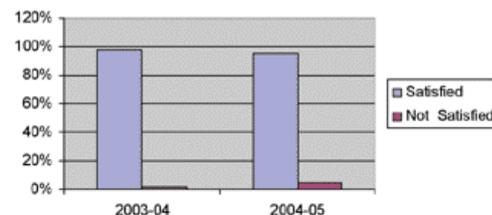
Maintenance Services

	Number carried out	
Classification of Repair	2005	2004
Emergency (2hrs)	442	282
Urgent (2 days)	381	227
Routine (10 days)	518	421

	% Completed on time	
Classification of Repair	2005	2004
Emergency (2hrs)	92.5%	94.3%
Urgent (2 days)	90.8%	78.9%
Routine (10 days)	94.6%	82.9%

Repairs Survey

All our tenants receive a questionnaire on the service they receive from our contractors. The results of returned questionnaires are shown above. On average during 2004/05 95% of the tenants who responded were satisfied with the service they received. However only 5% of the questionnaires were returned.



Capital Maintenance 2004/05

AHP completed the following programme:

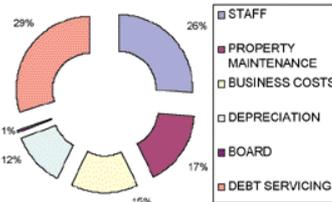
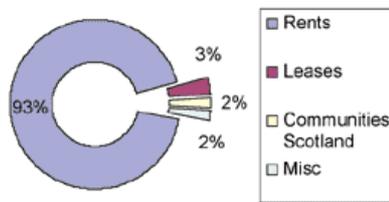
- Door & window replacements in 24 properties
 - Gas Central Heating Replacement in 11 properties.
- The total cost of the two projects was £132,000.

Cyclical Maintenance 2004/05

A programme costing £20,000 was undertaken to paint 21 homes. AHP also completed 6 adaptations to tenants' homes, to make them more suitable to their particular needs, costing a further £16,000.

AHP Income 2004/05

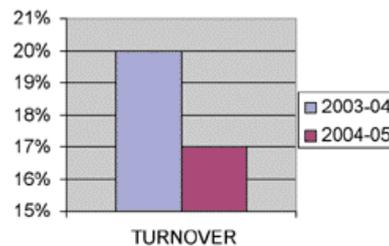
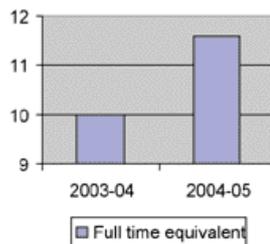
The primary source of income to AHP comes from rents. We lease three properties to Aberdeenshire Council for specialist purposes, eg a day care centre.



AHP Expenditure 2004/05

Staff

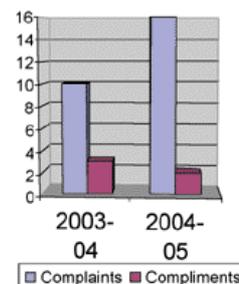
During 2004-05 AHP expanded its staff complement by two and replaced one. We said farewell to Gilly Anderson as our Housing Manager, who was replaced by Diane Brampton as Housing and Property Services Manager. Daniel Bennett was recruited as Property Services Officer and John Bruce was appointed as the New Initiatives Officer. The table to the right show our staffing compliment.



Formal Complaints

AHP has a Formal Complaints Policy and we aim to ensure a reply to complaints initially within 3 working days, and a final response within 10 working days.

During 2003/04 10 complaints and 3 compliments were received. During 2004/05 16 complaints and 2 compliments were received.



Financial Highlights

Income and Expenditure Details for the Year ended 31 March 2005	2005 £	2004 £	Non Accountants Guide
Turnover	1,378,781	1,227,084	Rental Income
Less: Operating costs	(967,427)	(812,500)	Cost of Management & Repairs to Properties
Operating surplus	411,354	414,584	
Gain on disposal of fixed asset	(566)-	-	Surplus on sale of asset
Interest receivable	20,230	9,098	Interest on money in the bank
Interest payable	(420,055)	(354,878)	Interest paid on mortgage
Surplus/(Deficit) on ordinary activities before transfers	10,963	68,804	
Transfer to designated reserve	(7,000)	(50,000)	This is set aside to fund future housing repairs
Surplus/(Deficit) for Year	3,963	18,804	Which leaves this as a surplus
Revenue reserve brought forward	121,934	103,130	Surplus from previous years
Revenue reserve carried forward	125,897	121,934	Our reserves shown on the balance sheet are this much.
Balance Sheet Details as at 31 March 2004	2005 £	2004 £	
Tangible Fixed Assets			
Housing properties – depreciated cost	25,378,924	18,366,563	Our houses cost this much
Less: HAG and other capital grants	(13,502,917)	(8,558,752)	Grants received towards build costs
Other Fixed Assets	48,849	53,389	Computer and office equipment costs
	11,919,856	9,861,200	
Assets/Liabilities			
Debtors	179,884	246,723	Money owed to us
Cash at bank and in hand	655,829	448,560	Money in the Bank
Creditors: amounts falling due within one year	(409,457)	(438,609)	Money we owe to others
Creditors: amounts falling due after more than one year	(12,163,215)	(9,945,940)	Money owed on loans
Net Assets	182,897	171,934	
Capital and Reserves			
Designated reserves	57,000	50,000	Money set aside for future repairs
General reserves	125,897	121,934	Sums built up from this and previous years.
	182,897	171,934	

Our thanks go to the following companies for agreeing to sponsor the production of our report this year and for their continuing support of the work of the Partnership.



Established 1885
BAXTER DUNN & GRAY
Chartered Surveyors

peterkinssolicitors



McGrigors

"إذا كنتم تريدون الحصول على هذه الوثيقة، مترجمة إلى لغتكم، بطباعة الحروف الكبيرة، بلغة بريل أو على شريط تسجيلي فالرجاء الاتصال بمكتبنا على الرقم المذكور أسفله"

“如果你需要這些文件翻譯至所屬語言、大型字體、盲字印刷或錄音帶請致電以下辦公室之電話號碼。”

ਅਗਰ ਤੁਜ਼ਈ ਇਸ ਡਸਤਾਵੀਜ਼ ਨੱਤ ਅਧਨਈ
ਜਬਆਨ ਤਇੰਦ ਧਬੁਨਆ ਦਆਅੇ ਯਆ ਮਅੇਟਏ
ਹਰਫਆਂਦ ਯਆ ਬਰਏਲ ਭਏ ਕਅੋਝਟਦ ਚਆਹਉ
ਭਏ ਸਆਡਏ ਦਫਤਰਦ ਹਏਟਆਂ ਦਇਭਏ
ਨਮਬਰ ਭਏ ਵਅੇਨ ਕਰਅੇ ।

'এই দলিলটি যদি আপনার নিজের ভাষায় অনুবাদিত চান, বড়
ছাপার অক্ষরে চান, ব্রেইলে (অন্ধদের পঠন মাধ্যম) অথবা কাসেট
হিসাবে চান, তাহলে দয়া করে নিম্নলিখিত নম্বরে আমাদের কার্যালয়
ফোন করুন':

اگر آپ اس دستاویز کا ترجمہ اپنی زبان میں، بڑی لکھائی میں، بریل میں، یا ٹیپ پر چاہتے ہیں تو برائے مہربانی ہمارے دفتر فون کیجئے:

If you require this document to be translated into your language, large print, Braille or cassette then please telephone the office on the number on the back page of this document.



Aberdeenshire *housing partnership*

Unit 8 Netherton Business Centre
Kemnay
Aberdeenshire
AB51 5LX

General Enquiries: 01467 641200

Housing Repairs: 01467 641560

Fax: 01467 641220

E mail: enquiries@a-h-p.org.uk

The Partnership is registered with:
Communities Scotland No. CON 312
Companies House No. SC 198586
Inland Revenue Charity No. SC 029461

Auditors: Baker Tilly
Bankers: Lloyds TSB
Solicitors: McGrigors, Peterkins
Project Development Managers: Baxter, Dunn & Gray