



**Trafalgar**
HOUSING ASSOCIATION

2023-24
Annual Report

Chairperson's Report

I am pleased to introduce to you this year's report which outlines how we have performed within the year 2023/24. Various events in the couple of years preceding - for example the pandemic, Brexit, and UK wide and international instability resulted in huge increases in cost of living particularly to food and fuel prices. The Association has seen large increases in our costs as our suppliers and contractors have passed these on.

In these circumstances, we have tried to maintain services to you but reluctantly it was necessary to impose a rent increase at 7.5%.

You will also see within this report that we continue to be financially healthy and we are deemed to be compliant with our Regulatory Standards.

Despite that rent increase you will see elsewhere in this report that your rent levels are in fact the lowest in West Dunbartonshire and our

tenant satisfaction and performance indicators continue to compare very well to other local landlords.

Our Office has reopened on an appointment basis in the last couple of years as we are committed to providing a service accessible to residents unable to easily access services digitally or by phone.

We are however working to improve the amount of information and services on our website at www.trafalgarha.co.uk, by working with other local landlords and others to try and access funding and support for residents. In particular we have successfully worked with Dalmuir Park HA, Community Links Scotland and others; and



Willie Croft, Chairperson

so this financial year we obtained over £21,000 in funding from the National Lottery, Cost of Living, Community Anchor Fund and Scottish Government for residents which we topped up from our reserves to assist our residents .

I would invite you to look through this report and contact us if you have any questions or comments you would like to make. I would also ask that you try to regularly visit our website where we regularly update our news area as well as providing lots of useful information on our services, policies and how to contact us.

Finally we continue to ask for more local residents to our management committee and to our recently re-established resident's panel so that local opinions are fully represented. Training and support will be provided so if you are interested, please get in touch.



Despite that rent increase you will see elsewhere in this report that your rent levels are in fact the lowest in West Dunbartonshire.

Homes at a glance



2 Apt

No. Owned 70

£74.12

Weekly Average
£68.95 2022/23

West Dunbartonshire
Average (23/24)

£83.69



3 Apt

No. Owned 109

£78.53

Weekly Average
£73.05 2022/23

West Dunbartonshire
Average (23/24)

£86.36



4 Apt

No. Owned 94

£87.84

Weekly Average
£81.43 2022/23

West Dunbartonshire
Average (23/24)

£92.85



5 Apt

No. Owned 27

£95.50

Weekly Average
£88.84 2022/23

West Dunbartonshire
Average (23/24)

£102.42

Rent & Value for Money



7.5%
Average
rent
increase
across our
stock

2022/23

5%

2021/22

5.2%



92.5%
Tenants who
thought
their rent
represented
good value
for money

2022/23

100%

2021/22

97.25%



Rent & Value for Money



99.42%

Of total
rent due
collected in
the previous
year

2022/23

99.42%

2021/22

102%



0.1%

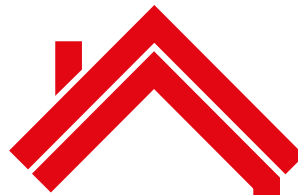
Of rent due
not collected
through
homes being
empty in the
last year

2022/23

0.1%

2021/22

0.25%



7.53

Average
days taken to
re-let homes
in the last
year

2022/23

6.88 days

2021/22

12 days

Trafalgar will continue to implement good practice in the management of rent collection and will work closely with tenants to help avoid or reduce rent arrears.

Quality and Maintenance of Homes



100%

Homes meeting the Scottish Housing Quality Standard

2022/23

100%

2021/22

79.3%



2.1

Average hours taken to complete an emergency repair

2022/23

2.6

2021/22

2.02



3.8

Average days taken to complete a non-emergency repair

2022/23

3.8

2021/22

3.8



92.12%

Reactive repairs carried out and completed right the first time

2022/23

92.03%

2021/22

89.35%



100%

Gas safety checks completed on time

2022/23

98.3%

2021/22

99%



100%

Homes meeting the Energy Efficiency Standard for Social Housing (EESH)

2022/23

100%

2021/22

100%

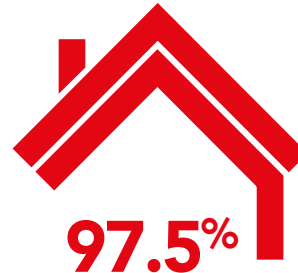
We work closely with our contractors to ensure that we provide an efficient and effective repairs and maintenance service. We will continue to seek feedback from our tenants through regular communication and we will use this to help drive improvements in this area.

More information on EESH can be found here: www.gov.scot/policies/home-energy-andfuel-poverty/energy-efficiency-in-social-housing/

Management of the Neighbourhood

One of our main priorities is to provide a safe, happy and comfortable neighbourhood for our residents. We will continue to work with residents to ensure that this is fulfilled.

We regularly compare ourselves to other landlords, to see how we are performing. Trafalgar is part of Scotland's Housing Network, and has been recognised for repeatedly performing among the best in Scotland, despite being one of the smallest landlords.



Tenants satisfied with the management of the neighbourhood they live in

2022/23

99%

2021/22

98.75%



Anti-social behaviour cases resolved

2022/23

100%

2021/22

93.8%

Tenant Satisfaction



93.75%

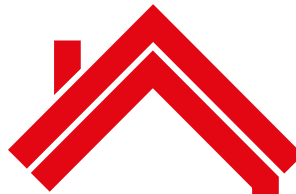
Tenants satisfied with the overall service

2022/23

95.4%

2021/22

97.5%



97.5%

Tenants satisfied with opportunities to participate in the landlord's decision making process

2022/23

100%

2021/22

98.75%



99.4%

Tenants felt that Trafalgar were good at keeping them informed about its services and outcomes

2022/23

99.4%

2021/22

97.5%



98.75%

**Tenants were
satisfied with
the quality of
their home**

2022/23

92%

2021/22

97.5%

2023-24 Annual Report



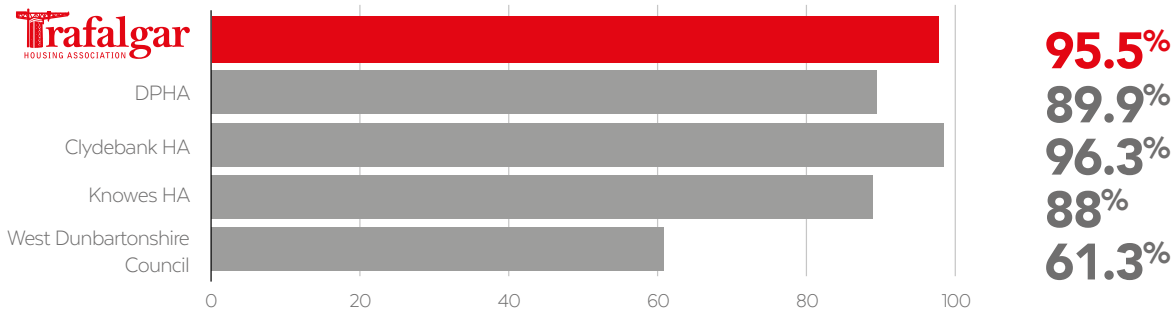
We are pleased to see an increase in the number of tenants satisfied with the quality of their home. We will continue to strive to ensure that our tenants are satisfied and happy in their home. Over the coming year we will continue to monitor performance in satisfaction and always strive for improvement. We will continue to engage with our tenants and use your feedback to make positive changes.



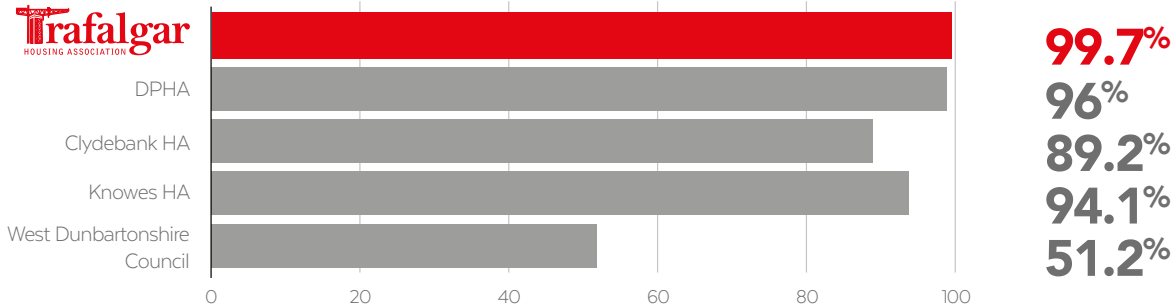
How we compare next to other local landlords*

*source – SHR Comparison Tool September 2024

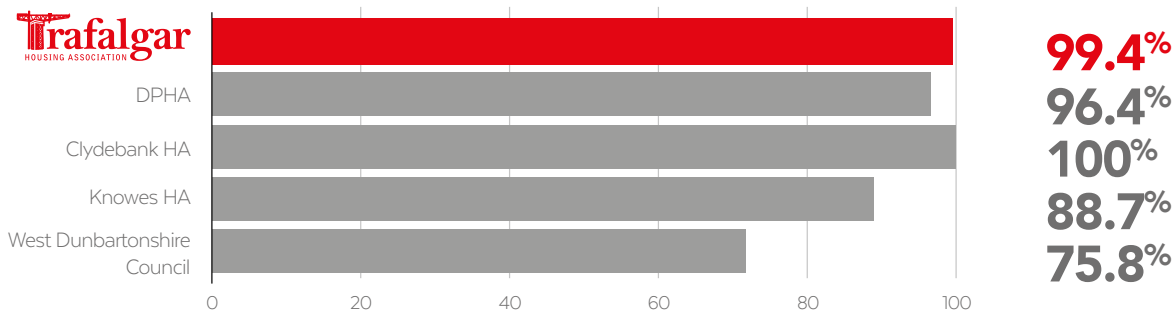
% of tenants satisfied with the overall service



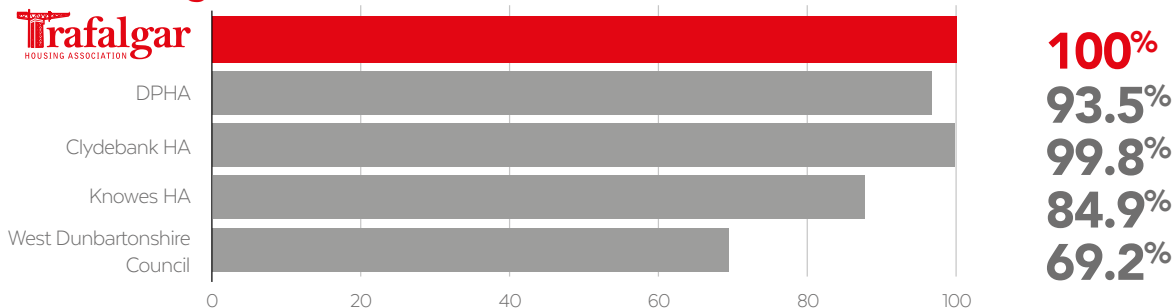
% of homes meeting the Scottish Housing Quality Standard



% of tenants who feel that their landlord is good at keeping them informed about services and outcomes



% of tenants satisfied with the opportunities to participate in the landlord's decision making



Investing in our properties



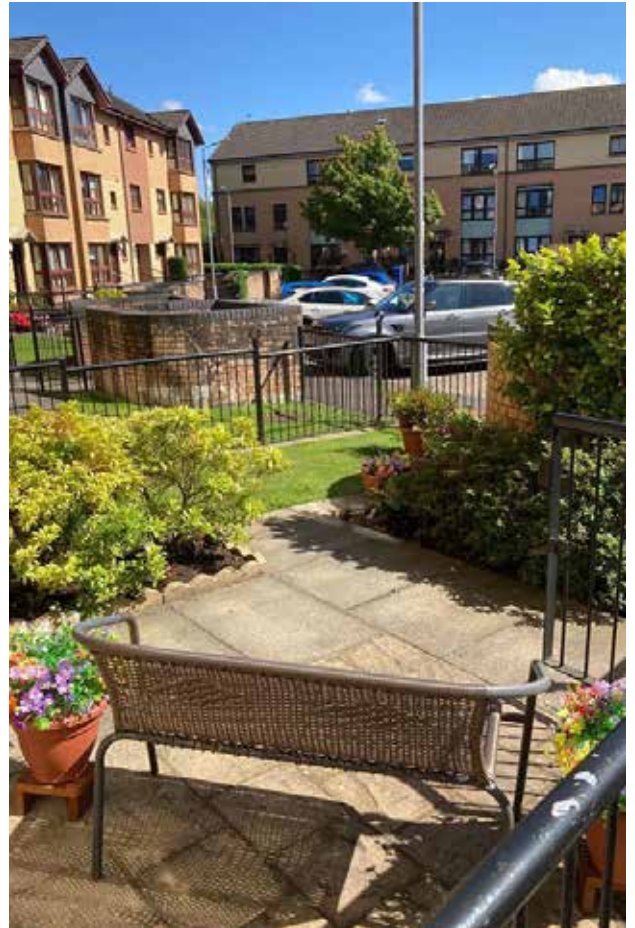
**Medical
Adaptations
carried out**

2022/23

8

There are no planned renewal projects for the coming year; however staff are aiming to visit every property to carry out a stock condition survey. During this survey we will be looking at the condition of all components within each property such as the kitchen, bathroom, showers etc. and any that are in need of replacement will either be put into a programme or carried out on an ad-hoc basis depending on the numbers involved.

We will also be starting the cyclical painting programme from 2024 onwards; this will be based on a 6 year cycle. The first step will involve a survey of each of our phases to determine the order that the programme should take, starting from the phases most in need of attention as unfortunately the programme slipped during the Covid period.



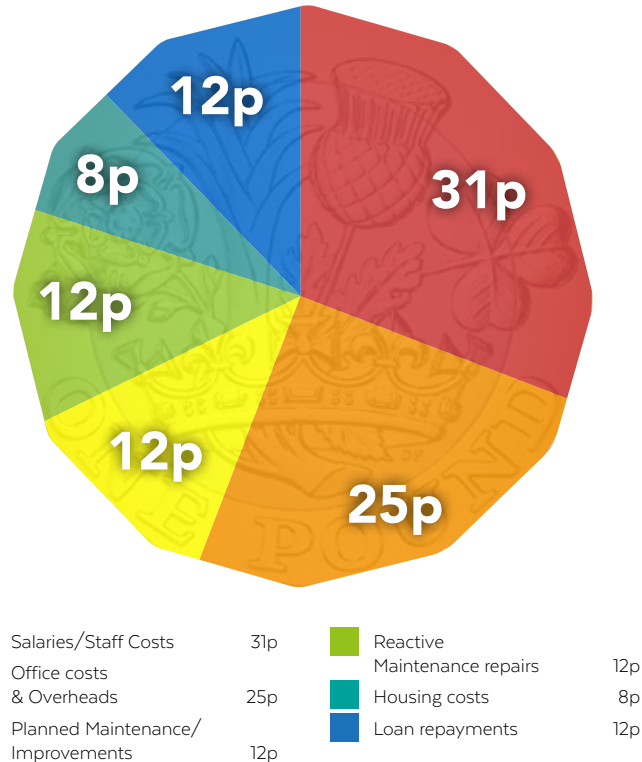
Finance

Trafalgar's Statement of Comprehensive Income displays a surplus of £128,770.

The most important thing for a Housing Association is the level of funds it has to invest in its homes and services for its stakeholders, the Statement of Financial Position shows Trafalgar has funds of £1.51million at the end of the financial year.

Reserves have increased from £4.64 million to £4.77 million in the last financial year.

HOW EVERY £ IS SPENT



Management Committee as at October 2024

Our Management Committee has the important responsibility of directing and controlling the affairs of the Association. Our committee is currently made up of 9 members, of whom 5 are tenants. They volunteer to freely give up their time and energy to help support the Association and make positive changes for the local community.

In the past year we have recruited new members to our Management Committee and we would love to have more on board. We are keen to retain the strong local control and representation we have had throughout our history, and new committee members will be provided with necessary equipment, comprehensive training and support.

We are actively looking for local residents from Trafalgar Street/Dumbarton Road area and the Terraces/Radnor Park area to join our Management Committee. You will join a fantastic group of members, take part in making important decisions for the Association and play your part to make a positive impact for your community.

If you would like to find out more about joining the Association's Management Committee, please get in touch and email admin@trafalgarha.co.uk or call our office on **0141 952 4676**.

Committee Members

Willie Croft
Diane Hendry
Nicola Lyden

Chairperson
Vice Chair
Secretary

Bernadette Swindon, Michael McAllister,
Gerry Doherty, Jean Martin, Graham Dunlop
Joanne Glassford

Staff Members October 2024



Paul McShane
Director



Alison Leabody
Property
Services
Manager



Stephen Boag
Housing
Manager



Sara Pattison
Corporate
Services Officer



**Samantha
Dennis**
Housing Officer



Joanne Walsh
Maintenance
Assistant



Gordon Dickson
Maintenance
Inspector



**Katie
McAnerney**
Admin
Assistant



Graeme Bruce
Financial
Consultant



TRAFALGAR
PARK



Your Feedback and Other Formats

If you would like further information on this year's report
or to provide feedback please contact us.



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Association
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Dalmuir, G81 4DX
Clydebank



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admin@trafalgarha.co.uk



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Please contact us if you would like to receive any of our information by email or in another format such as a different language, large print, Braille or audio.