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**Trafalgar**  
HOUSING ASSOCIATION

2019-20  
**Annual Report**

# Chairperson's Report

**The financial year 2019/2020 will be known for many things but not for Trafalgar reaching our 30th Birthday. This year has seen the world affected in a way that few could have predicted and no one would have wanted. The effects have been terrible for people everywhere with physical and mental health put under immense strain as well as jobs, finances and lives being badly affected.**

Having said that I can only hope that there is some light at the end of the tunnel with the promise of vaccines in the near future. In the meantime I would ask everyone to follow guidance from the Scottish Government and Health Boards to keep our communities, you, your friends, family and neighbours as safe as possible.

We are required by legislation to produce an annual report to advise you of our performance and this year is no exception. You will see within this report that the Association continues to perform strongly compared to other landlords and we are pleased to note that our rents remain significantly lower than the national average, and that our satisfaction levels are high across a range of indicators.



Bernadette Swindon,  
Chairperson

Since March and lockdown our offices have effectively been closed to the public, with staff working remotely from home in most cases, and staff, committee and other meetings taking place by video conference. Our contractors have continued to carry out repairs when it is safe to do so, and we greatly appreciate and thank our residents for your co-operation that has been given in the most challenging of times.

I would also thank all our contractors, staff and volunteer committee members who have kept going and supported one another and our residents. We are in this together and we will come through this together.

Best wishes for a better year ahead.

**Bernadette Swindon**  
Chairperson

# Homes at a glance



## 2 Apt

No. Owned 70

2019/20 Average

**£67.17**

2018/19 Average

**£65.85**

Scottish Average

**£84.95**



## 3 Apt

No. Owned 109

2019/20 Average

**£71.02**

2018/19 Average

**£69.63**

Scottish Average

**£85.95**



## 4 Apt

No. Owned 94

2019/20 Average

**£78.88**

2018/19 Average

**£77.34**

Scottish Average

**£95.08**



## 5 Apt

No. Owned 27

2019/20 Average

**£86.06**

2018/19 Average

**£84.37**

Scottish Average

**£104.43**

# Homes at a glance



**2.0%**  
Rent  
increase  
across our  
stock

2018/19

**3.4%**

Scottish Average

**2.9%**



**96.3%**  
Tenants  
who thought  
their rent  
represented  
good value  
for money

2018/19

**97.6%**

Scottish Average

**83.5%**



**92%**  
Homes  
meeting  
the Scottish  
Housing  
Quality  
Standard

2018/19

**94.7%**

Scottish Average

**93.8%**



**100%**  
Homes  
meeting  
the Energy  
Efficiency  
standard for  
social housing

2018/19

**100%**

Scottish Average

**90.9%**

# Repairs & Maintenance



**1.6**

**Average hours taken to complete an emergency repair**

2018/19

**1.92**

Scottish Average

**3.6**



**3.4**

**Average days taken to complete a non-emergency repair**

2018/19

**2.1**

Scottish Average

**6.4**



**89%**

**Repairs completed right first time**

2018/19

**97%**

Scottish Average

**92.4%**



**100%**

**Gas safety checks completed on time**

2018/19

**100%**

Scottish Average

**99.9%**

96.1% of tenants who had a repairs service in the last year were satisfied with the repairs made, in comparison with 91.3% across Scotland, and 97% in 2018/19.



# Our tenants



**100%**

**Anti-social  
behaviour  
cases resolved  
within locally  
agreed  
timescales**

2018/19

**100%**

Scottish Average

**94.1%**



**25.01**

**Average  
days to  
complete  
approved  
medical  
adaptations**

2018/19

**77.74 days**

Scottish Average

**46.2 days**



**3**

**Average days  
taken to re-let  
a property**

2018/19

**7.5 days**

Scottish Average

**25.8 days**



**21**

**The number  
of homes  
which became  
vacant and  
were let in the  
year**

2018/19

**31 days**



**3.48%**

**Gross rent  
arrears as a  
percentage of  
rent due**

2018/19

**2.3%**

Scottish Average

**4.4%**



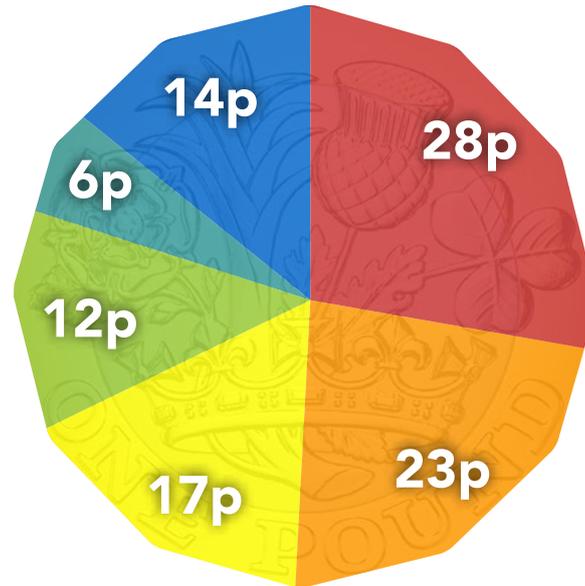
# Finance

Trafalgar's Statement of Comprehensive Income displays a surplus of £280,642. However, this is an accounting surplus rather than a cash surplus. An accounting surplus does not include improvements carried out on our stock which are not displayed in our Statement of Comprehensive Income.

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 £1.87 million at the end of the financial year.

## HOW EVERY £ IS SPENT



Salaries/Staff Costs	28p	Reactive Maintenance repairs	12p
Office costs & Overheads	23p	Housing costs	6p
Major Repairs/Improvements	17p	Loan repayments	14p
		Deficit	-1p

Reserves have increased from £4.51 million to £4.79 million in the last financial year.

Over the course of the year, we collected 100.7% of the total rent owed, compared to 99.3% for the rest of social landlords in Scotland. Only 0.05% of rent was lost due to homes remaining empty in the year, compared to 1.2% across the rest of Scotland. This means that we are making the most of the rent paid by you as tenants.



# Committee Members

**Our Management Committee is made up of members who have freely given their time, energy and talents for long periods of their lives in order to see their local area improved.**

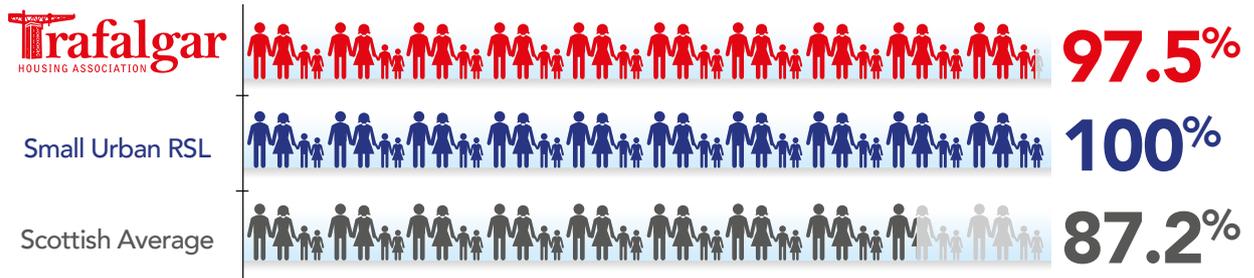
If you would like to join the association's Management Committee, please get in touch with the office for more information. We are keen to retain the strong local control and representation we have had throughout our history, and we will offer training and support for those interested in joining the committee.

We've been lucky enough to recruit several new members to our Committee in the past year and would love to have more on board.

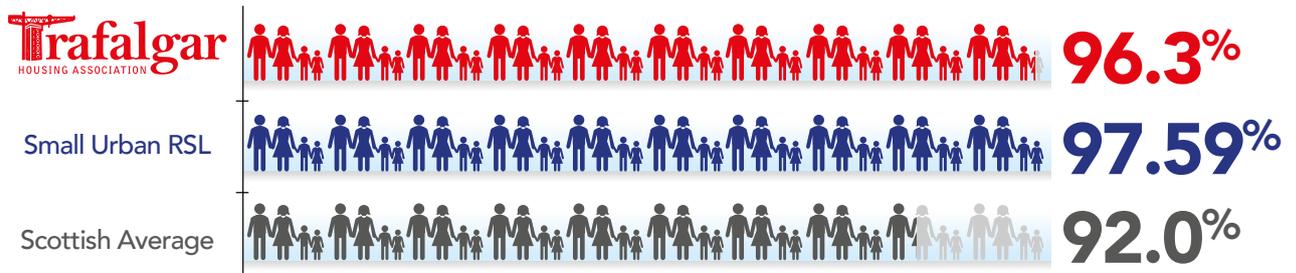


# Communication with Trafalgar

## Tenants satisfied with opportunities to participate



## Tenants Satisfied with being kept informed about services and decisions



# Communication with Trafalgar



100% of all our Stage 1 complaints were responded to on time in accordance with the Scottish Public Services Ombudsman timescales. We did not receive any Stage 2 complaints this year.



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

2018/19  
**93.9%**

Scottish Average  
**88.4%**

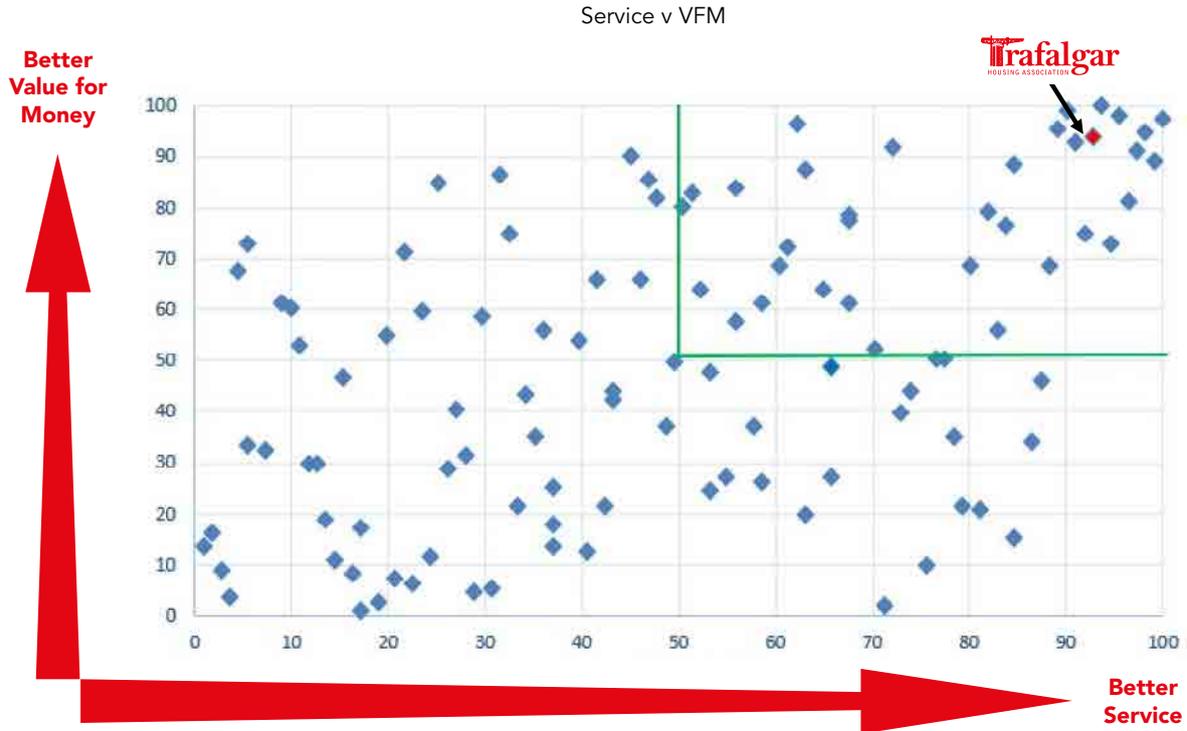


**Tenants satisfied with the overall service of Trafalgar Housing Association**

2018/19  
**100%**

Scottish Average  
**89.2%**

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. Below, please find a graph showing where we sit in comparison to the rest of the Scottish Housing Network members at August 2020 in terms of service quality and value for money.



# Staff & Committee at February 2021

## **Management Committee**

Bernadette Swindon Chairperson

Joshua Campbell Vice Chairperson

Nicola Lyden Secretary

Eleanor Shannon – Elizabeth Grass -

John Munro - Janet Stitt - Diane Hendry -

Fiona Connolly - Willie Croft - Carol Scholes

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## **Staff**

Paul McShane Director

Angela Wood Acting Housing Manager

Sara Pattison Admin Officer

Clair Morton Temp Admin Assistant

Charlie Conaghan Temp Maintenance Officer

Alison Leabody Temp Property Services Manager

Kirsty McLaughlin Temp Housing Assistant



After over 30 years of service to the Association, Katy Turnbull retired from her role as Admin Assistant. All committee and staff wish her all the best in her retirement.