



**Trafalgar**
HOUSING ASSOCIATION

2021-22
Annual Report

Chairperson's Report

First let me introduce myself, I am Fiona Connolly and I was proud to be elected as Chairperson of Trafalgar Housing Association in October this year. I would like to offer my sincere thanks to my predecessor, Bernadette Swindon, for her three years as Chairperson during some of the most difficult times the entire country including the housing sector have ever faced.



Fiona Connolly, Chairperson

All of the management committee recognise that we continue to operate in extremely uncertain circumstances; however we remain committed to protecting our tenants as far as possible without compromising the long term financial health of the Association and ensuring the level of services we provide are maintained.

I am pleased to be able to introduce you to our latest Annual Report which outlines how we performed during the 2021/2022 Financial Year.

Obviously, the events of the last few years have had a significant effect on our residents in a number of ways. The recent combination of huge increases in the cost of living, soaring heating and eating costs, economic and political uncertainty are of major concern to us all.

Despite this we have tried to deliver services in much more trying circumstances than before: staff have been moving towards a return to being office based as well as offering more services remotely.

As you will see within this report we have continued to offer a high standard of service across a wide range of services and we are pleased to note that in the view of our tenant's satisfaction levels remain high. Our challenge for the future is to try and maintain this during the most unstable economic and political times seen in the 32 years since we were formed.

I hope you take the time to read over this report and would encourage you not only to give us your feedback, but to help the Association by considering joining either our management committee or residents panel.

Fiona Connolly

Chairperson



Our challenge for the future is to try and maintain this during the most unstable economic and political times seen in the 32 years since we were formed.

Homes at a glance



2 Apt

No. Owned 70

£68.95

Weekly Average

£67.86 2020/21

West Dunbartonshire
Average

£80.02



3 Apt

No. Owned 109

£73.05

Weekly Average

£71.90 2020/21

West Dunbartonshire
Average

£82.36



4 Apt

No. Owned 94

£81.43

Weekly Average

£80.15 2020/21

West Dunbartonshire
Average

£88.80



5 Apt

No. Owned 27

£88.84

Weekly Average

£87.44 2020/21

West Dunbartonshire
Average

£97.65

Overall weekly average across all stock - £76.13

Rent & Value for Money



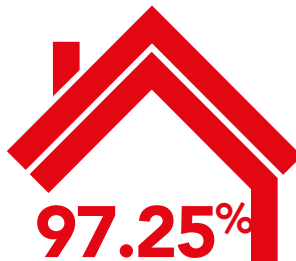
5.2%
Average
rent
increase
across our
stock

2020/21

1.6%

2019/20

2%



97.25%
Tenants who
thought
their rent
represented
good value
for money

2020/21

96.25%

2019/20

96.25%



Rent & Value for Money



102%
Of total
rent due
collected in
the previous
year

2020/21

99.1%

2019/20

100.7%



0.25%
Of rent due
not collected
through
homes being
empty in the
last year

2020/21

0.4%

2019/20

0.1%



12
Average
days taken to
re-let homes
in the last
year

2020/21

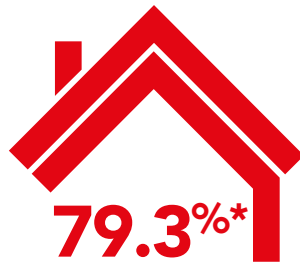
22.5 days

2019/20

2.8 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



79.3%*

Homes meeting the Scottish Housing Quality Standard

2020/21

97.3%

2019/20

92%



2.02

Average hours taken to complete an emergency repair

2020/21

2.8

2019/20

1.6



3.8

Average days taken to complete a non-emergency repair

2020/21

4.39

2019/20

3.44

* Due to a change in guidance under SHQS element 11 electrical installations, it is recommended that an electrical safety inspection is carried out in tenanted properties every 5 years. We were unable to gain access to 57 properties despite several attempts by our electricians; however, we have tried to contact tenants by letter, leaving cards, phone calls etc these properties are 'held in abeyance' as opposed to being fully compliant with SHQS.



89.35%

Reactive repairs carried out and completed right the first time

2020/21

84.5%

2019/20

89%



99%

Gas safety checks completed on time

2020/21

97.3%

2019/20

100%



100%

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

2020/21

100%

2019/20

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.

We will continue to ensure we strive for 100% compliance for Energy Efficiency Standard for Social Housing (EESH).

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

2020/21
97.5%

2019/20
92.5%

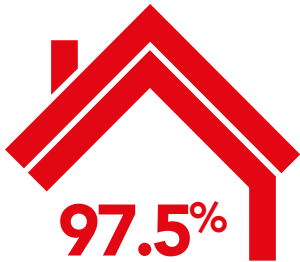


Anti-social behaviour cases resolved

2020/21
93.8%

2019/20
100%

Tenant Satisfaction



Tenants satisfied with the overall service

2020/21

98.8%

2019/20

100%



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

2020/21

100%

2019/20

97.5%



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

2020/21

97.5%

2019/20

96.3%



Tenants were satisfied with the quality of their home when moving in

2020/21

92.5%

2019/20

100%



97.5%

Tenants were satisfied with the quality of their home

2020/21

92.5%

2019/20

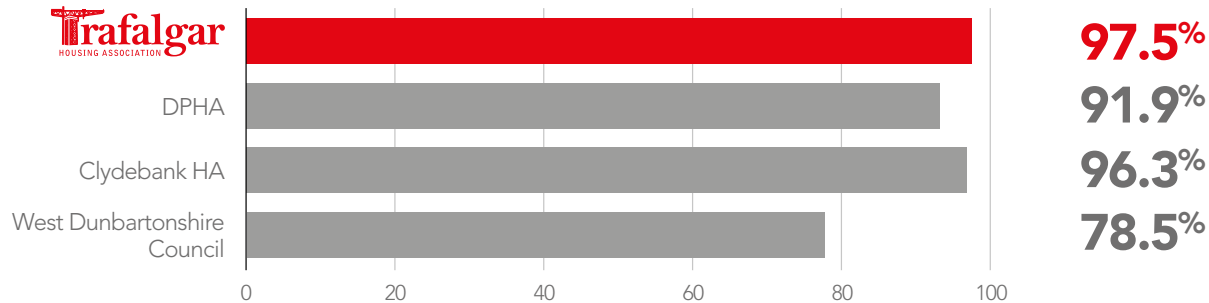
100%



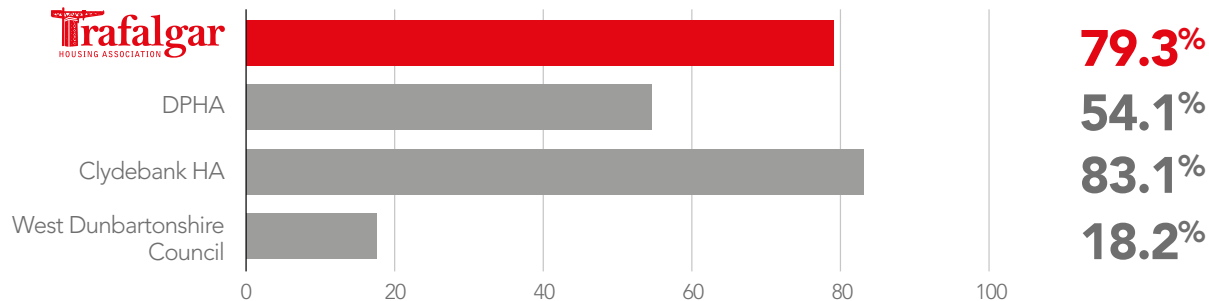
We are pleased to see the continued strong performance in overall tenant satisfaction. Over the coming year we will continue to monitor performance in satisfaction and strive for improvement. We will also be focussing on engaging with our tenants and using their feedback to make positive changes.

How we compare next to other local landlords

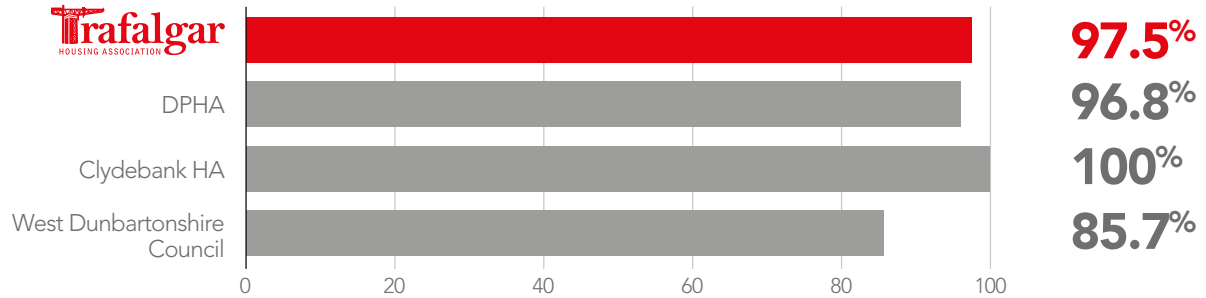
% of tenants satisfied with the overall service



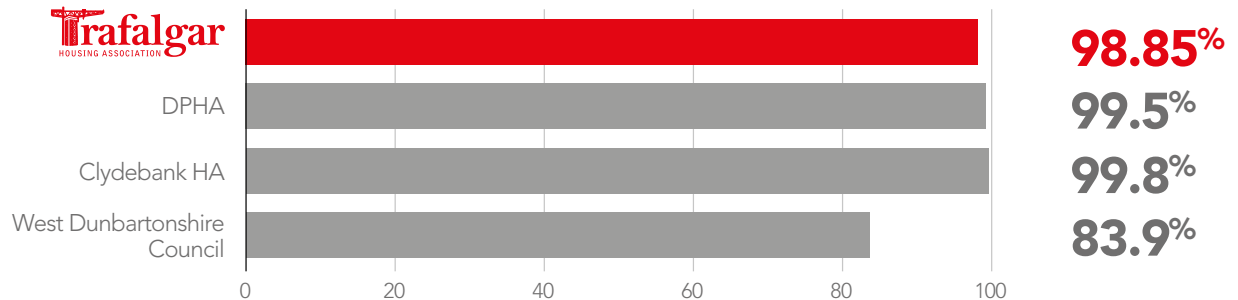
% of homes meeting the Scottish Housing Quality Standard



% 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



13

**Medical
Adaptations
carried out**

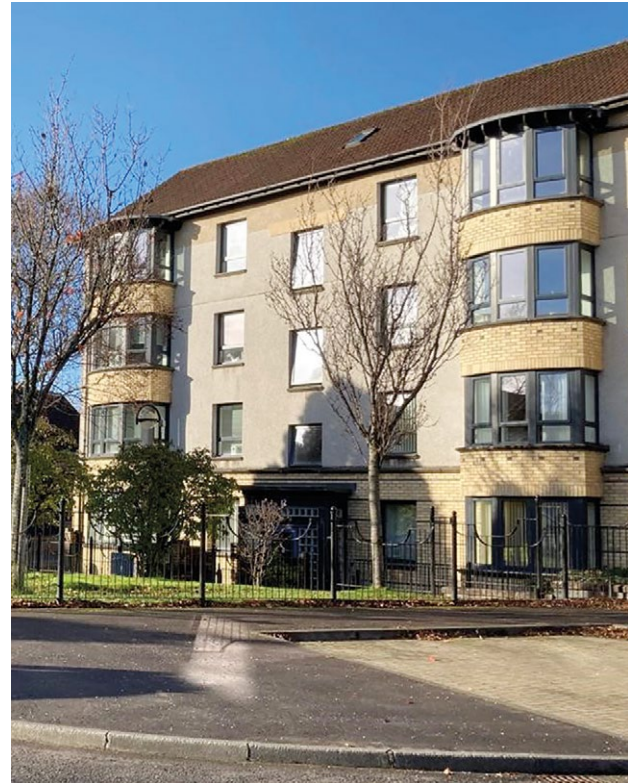
2020/21

7

In financial year 2021/22 surveys were carried out for Phase 2 kitchens in the Terraces – Crown Ave, Singer St, Windsor Crescent and Windsor Crescent Lane. Work due to be completed late August 2022.

There are no plans to do a bathroom replacement programme – these will be done on an ad-hoc basis going forward depending on the condition of the bathroom.

Work is scheduled to take place on Phase 3 windows in the Trafalgar area. It is due to begin summer 2022 and be completed by October 2022.



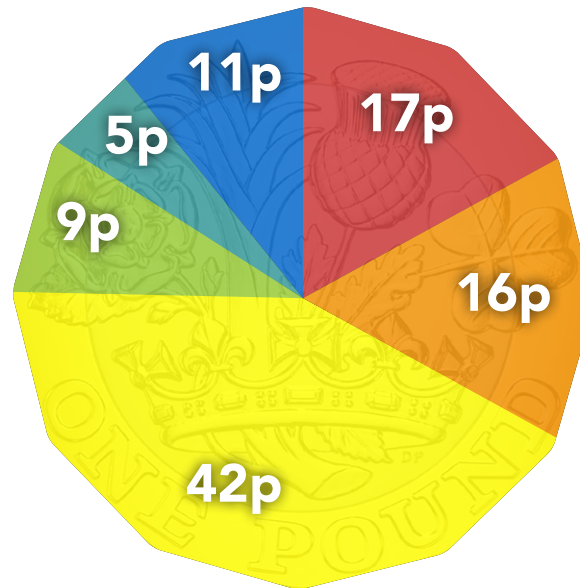
Finance







Trafalgar's Statement of Comprehensive Income displays a deficit of £43,275. However, this includes £420,510 spent on major repairs.

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 £1.69 million at the end of the financial year.

Reserves have decreased from £4.59 million to £4.55 million in the last financial year.

HOW EVERY £ IS SPENT



 Salaries/Staff Costs	17p	 Reactive Maintenance repairs	9p
 Office costs & Overheads	16p	 Housing costs	5p
 Major Repairs/Improvements	42p	 Loan repayments	11p

Management Committee 2021/22

Our Management Committee has the important responsibility of directing and controlling the affairs of the Association. Our committee is currently made up of 12 members, of whom 6 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

Bernadette Swindon	Chairperson
Diane Hendry	Vice Chairperson
Nicola Lyden	Secretary

Eleanor Shannon • Elizabeth Grass
• John Munro • Joshua Campbell
• Janet Stitt • Fiona Connolly • Willie Croft
• Graham Dunlop • Chris Daisley

Trafalgar Staff Members



Director
Paul McShane



Property Services
Manager
Alison Leabody



Housing Manager
Chris Chalk



Finance Agent
Graeme Bruce



Housing Officer
Angela Wood



Admin Officer
Sara Pattison



Maintenance
Assistant
Clair Morton



Temporary
Housing Officer
Angela Lennon



Temporary Admin
Officer
Amy Sweeney



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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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.