



Chairperson's Report

I am pleased to be able to introduce to you this year's report which outlines how we have performed within the last financial year. Obviously, the pandemic over the last two years has been terrible for everyone concerned and I appreciate the enormous amount of patience and understanding that our residents have shown towards us whilst we try to maintain services to you.

Hopefully we will be able to return to a more normal way of working in the future but at this point it is unlikely that our office will be open to the public soon. At the moment we only can offer face to face meetings by appointment only to protect service users and staff and contractors.

We recognise that for many of our residents this causes real issues if they are unable to easily access services digitally or by phone. We are however working to improve the services that we provide to you both online and in person. If you require any additional support, whether this is helping you to fill out an application form or providing you with advice please call our office on 0141 952 4676 and our staff will be happy to help you.

We are currently working with our partners at Dalmuir Park Housing Association and Golden Friendships to offer a range of events for all age groups and interests. You can find out more about the programme of events in our Winter newsletter or by visiting our website.

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

We are especially keen to recruit more local people to our Management Committee and to our Residents Panel so that local opinions are fully represented. Training and support will be provided so if you are interested please get in touch.

Bernadette Swindon
Chairperson



Bernadette Swindon,
Chairperson

Homes at a glance



2 Apt

No. Owned 70

£67.86

Weekly Average

£65.48 2019/20

West Dunbartonshire
Average

£77.23

Scottish Average

£79.48



3 Apt

No. Owned 109

£71.90

Weekly Average

£69.38 2019/20

West Dunbartonshire
Average

£79.81

Scottish Average

£82.60



4 Apt

No. Owned 94

£80.15

Weekly Average

£77.34 2019/20

West Dunbartonshire
Average

£86.05

Scottish Average

£89.81



5 Apt

No. Owned 27

£87.44

Weekly Average

£84.37 2019/20

West Dunbartonshire
Average

£94.12

Scottish Average

£99.97

Overall weekly average across all stock – £74.94

Rent & Value for Money



1.6%
Average
rent
increase
across our
stock

2019/20

2%

Average from
other local RSLs

1.3%



96.2%
Tenants who
thought
their rent
represented
good value
for money

2019/20

96.25%



Rent & Value for Money



99.1%

Of total
rent due
collected in
the previous
year

2019/20

100.7%

Scottish Average

99.1%



0.4%

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

2019/20

0.1%

Scottish Average

1.4%



22.5

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

2019/20

2.8 days

Scottish Average

56.3 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



97.3%

Homes meeting the Scottish Housing Quality Standard

2019/20

92%

Scottish Average

91%



2.8

Average hours taken to complete an emergency repair

2019/20

1.6

Scottish Average

4.2



4

Average days taken to complete a non-emergency repair

2019/20

3.4

Scottish Average

6.7

Tenant Satisfaction



Tenants satisfied with the overall service

2019/20

100%

Scottish Average

89.0%



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

2019/20

97.5%

Scottish Average

86.6%



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

2019/20

96.3%

Scottish Average

91.7%



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

2019/20

100%

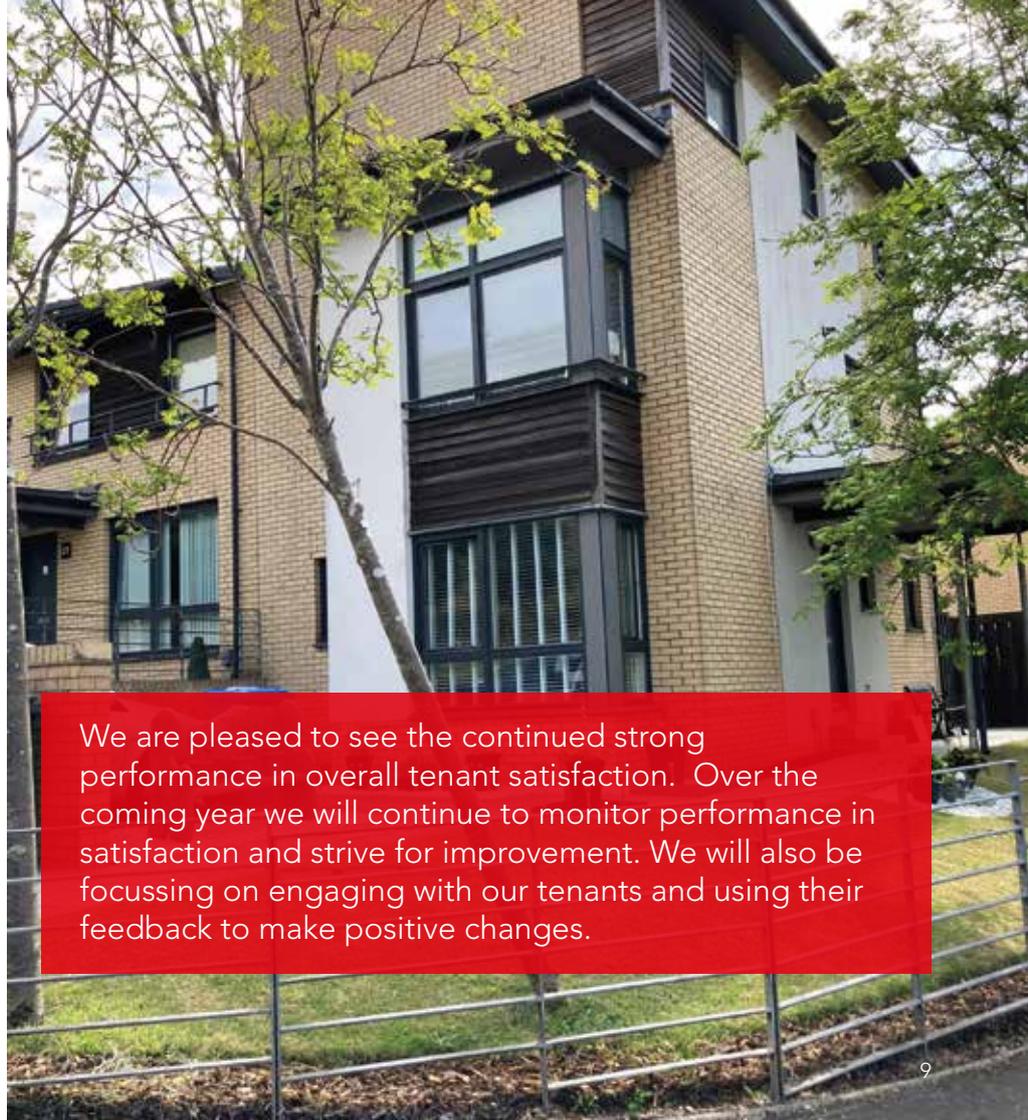


92.5%

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

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.



84.5%

Reactive repairs carried out and completed right the first time

2019/20

89%

Scottish Average

91.5%



97.3%

Gas safety checks completed on time

2019/20

100%

Scottish Average

100%



100%

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

2019/20

100%

Scottish Average

89%

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 be continuing to ensure 100% compliance for Energy Efficiency Standard for Social Housing (ESSH).

More information on ESSH can be found here: www.gov.scot/policies/home-energy-and-fuel-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

2019/20

92.5%

Scottish Average

86.1%



Anti-social behaviour cases resolved

2019/20

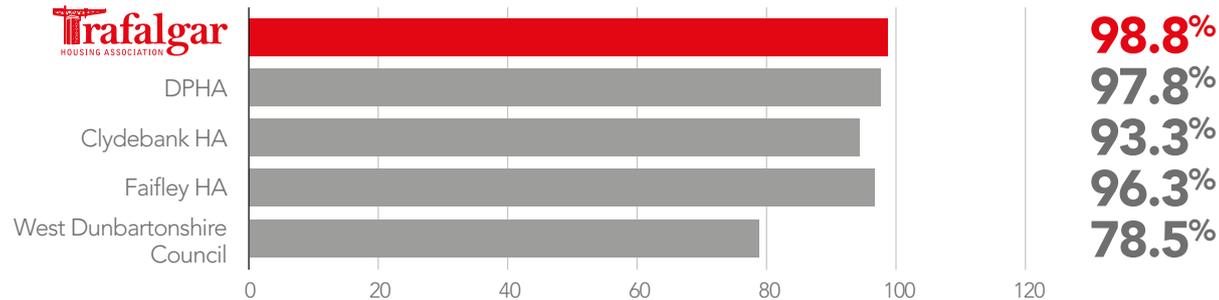
100%

Scottish Average

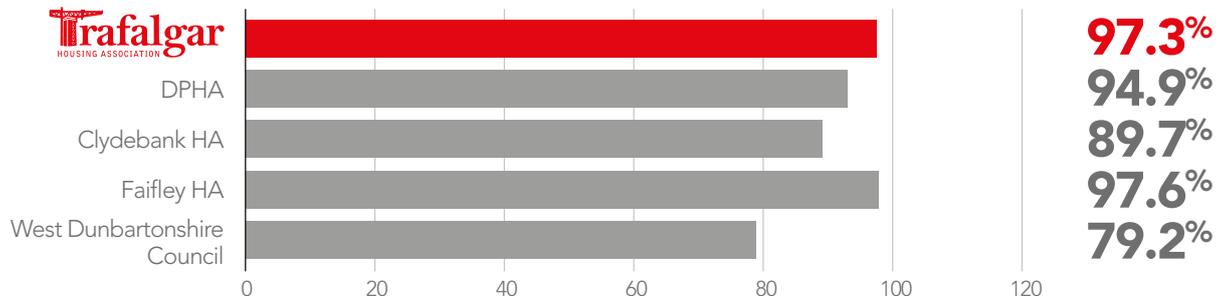
94.4%

How we compare next to other local landlords

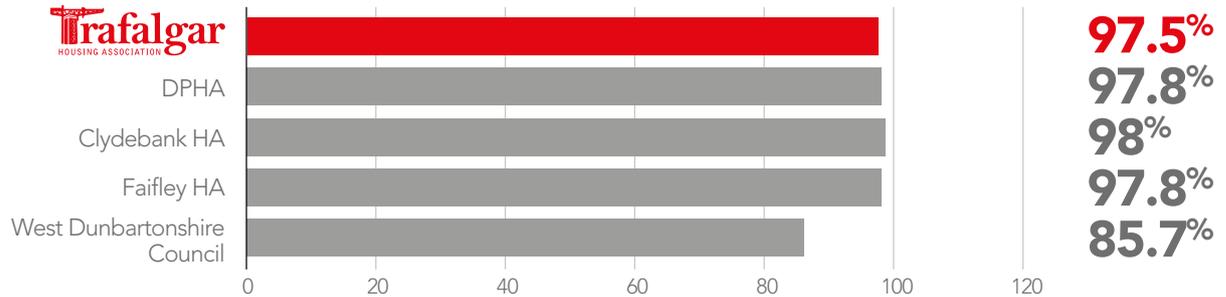
% of tenants satisfied with the overall service



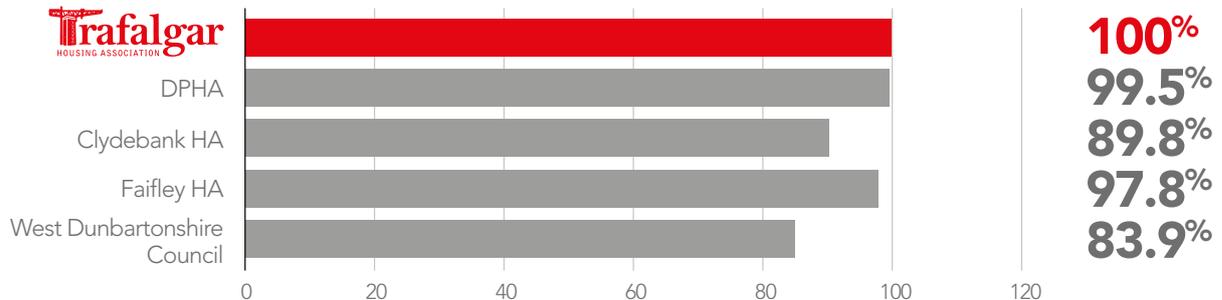
% of homes meeting the Scottish Housing Quality Standard



% 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



7
**Medical
Adaptations
carried out**

2019/20

11

Kitchen Contract

At the moment we are working on Phase 1 of the Terraces this includes properties in West Thomson Street which is almost completed, Windsor Crescent and Spencer Street. We aim to have this work completed by Christmas.

We will be starting surveys for kitchens in Phase 2 at the start of the new calendar year and have plans to replace these kitchens in the next financial year. Phase 2 will include properties in Windsor Crescent Lane, Singer Street and Crown Avenue.

We hope everyone who has had their new kitchen fitted is delighted with the finished result and we hope this will have a positive impact on your home life. We look forward to seeing the outcome of future kitchen replacements.

Here are photographs of recently fitted kitchens



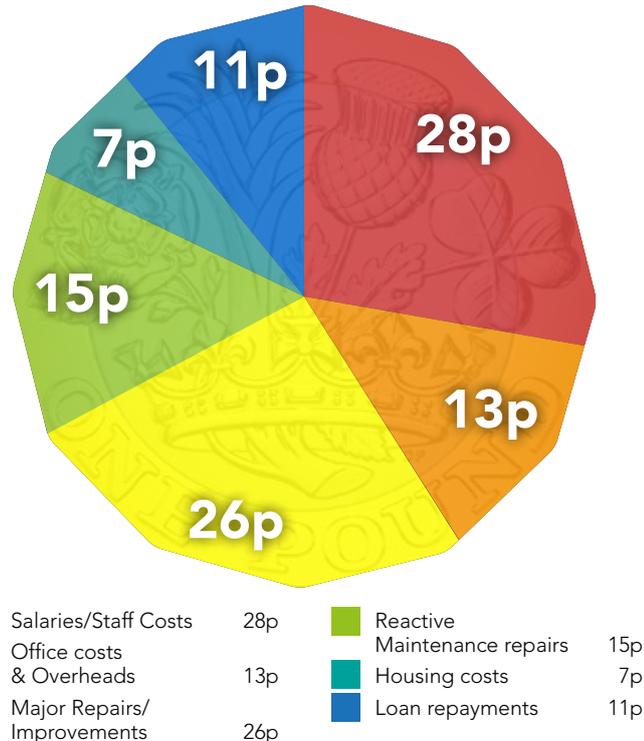
Finance

Trafalgar's Statement of Comprehensive Income Displays a surplus of £98,279. 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 £1.88 million at the end of the financial year.

Reserves have increased from £4.79 million to £4.89 million in the last financial year.

HOW EVERY £ IS SPENT



Management Committee

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 Officer
Angela Wood



Temporary Admin
Officer
Amy Sweeney



Finance Agent
Graeme Bruce



Housing Manager
Chris Chalk



Admin Officer
Sara Pattison



Temporary Admin
Assistant
Avril Stone



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



0141 952 4676



admin@trafalgarha.co.uk



trafalgarha.co.uk

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.