



Chairperson's Report

Welcome to our 2017 Annual Report.

I am pleased to tell you that we have maintained our strong performance across most areas of our work. This is due to the hard work of both staff and committee members operating in partnership. Our management committee are all local tenants and are committed to ensuring that we concentrate in three main areas which are:

- Providing good quality homes at affordable rent levels
- Providing a high quality, friendly and efficient range of services to tenants
- Ensuring that our tenants, committee members and staff are treated with respect and have their views valued



John Munro, Chairperson

This year I would like to pay tribute to four people who recently retired from our management committee.

Sadly, George Norwood passed away soon after leaving the committee he served on for 15 years. Also retiring were Margaret Barr, Lily Lyden and Etta Haire who between them spent 50 years on the committee. Etta served for 27 years, was Chairperson on 3 occasions and was awarded an OBE in 2000 for her services to Trafalgar.

My thanks go to all who have volunteered their time and energy over such an extended timescale.

Please read through this report and don't forget to give us your views.

John Munro
Chairperson

How Our Rent Levels Compare



2 Apt

No. Owned 70

£62.70

Weekly Average

West Dunbartonshire

£66.35

Scottish Average

£70.39

We are
5%-11%
cheaper!



3 Apt

No. Owned 109

£66.62

Weekly Average

West Dunbartonshire

£71.23

Scottish Average

£71.55

We are
6%-7%
cheaper!



4 Apt

No. Owned 94

£73.81

Weekly Average

West Dunbartonshire

£78.72

Scottish Average

£77.60

We are
6%
cheaper!



5 Apt

No. Owned 27

£80.44

Weekly Average

West Dunbartonshire

£89.92

Scottish Average

£85.98

We are
6%-10%
cheaper!

Value for Money and Quality



1%

**Average
rent
increase
across our
stock**

Scottish Average

1.8%

West Dunbartonshire
Average

1.3%



95%

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

Scottish Average

79.0%

West Dunbartonshire
Average

77.1%



100%

**Homes
meeting
the Scottish
Housing
Quality
Standard**

Scottish Average

92.8%

West Dunbartonshire
Average

93.0%



100%

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

Scottish Average

69.0%

West Dunbartonshire
Average

78.8%

Repairs & Maintenance



1.2

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

Scottish Average

5.14

West Dunbartonshire
Average

2.7



3.03

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

Scottish Average

7.52

West Dunbartonshire
Average

4.5



97.8%

**Repairs
completed
right first time**

Scottish Average

91.3%

West Dunbartonshire
Average

95.1%



100%

**Gas safety
checks
completed
on time**

Scottish Average

91.3%

West Dunbartonshire
Average

99.4%

93.1% of tenants who had a repairs service in the last year were satisfied with the repairs made, in comparison with 89.9% across Scotland, and 88.3% for West Dunbartonshire. We are delighted that this is an improvement on last year's satisfaction of 85%.



Neighbourhood and Community



100%

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

Scottish Average

86.6%

West Dunbartonshire
Average

92.1%



5.3

**Cases of
Anti-social
behaviour
per 100
homes**

Scottish Average

7.8

West Dunbartonshire
Average

6.15



4.1

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

Scottish Average

35.4

West Dunbartonshire
Average

17.7



14

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



91.67%

**New tenants
satisfied with
the quality
of their
home when
moving in**

Scottish Average

87.7%

West Dunbartonshire
Average

95.1%



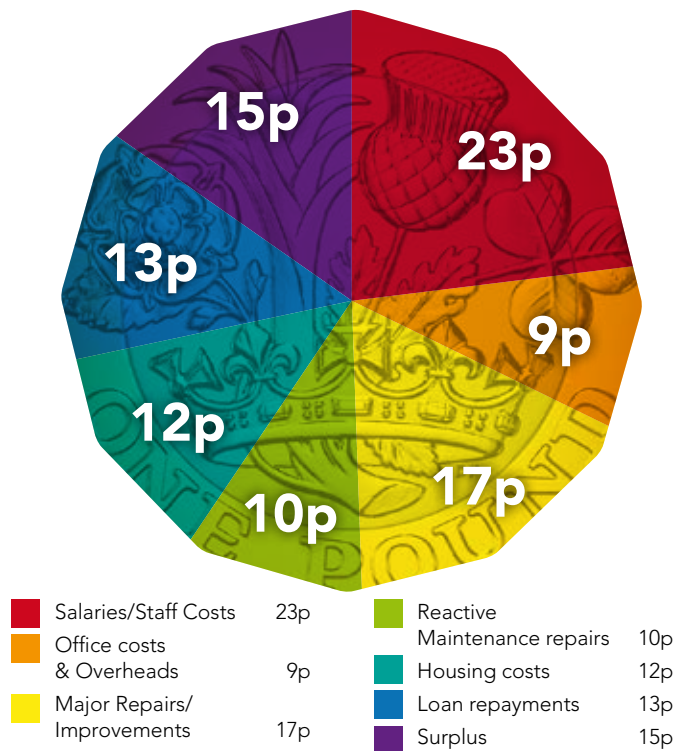
Finance

Trafalgar's Statement of Comprehensive Income displays a surplus of £199,548. However, this is an accounting surplus rather than a cash surplus.

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, and the Statement of Financial Position shows Trafalgar has funds of £2.12 million at the end of the financial year.

Reserves have increased from £3.74 million to £3.94 million in the last financial year.

HOW EVERY £ IS SPENT



Over the last financial year over 100 of our residents were assisted at the IRC, with total monetary gains of **£168119.56**. With the erosion of benefits with the continuing transfer of residents to Universal Credit it is essential that specialist staff are available locally to assist our residents.

Advice and support has been given with:

- Benefit Checks
- Carers Allowance
- Child Benefit
- Pension Credit
- Pensions
- Severe Disablement Allowance

- Tax Credits
- Universal Credit
- Sickness Benefits

Whatever your financial worry don't hesitate to contact either staff at the Association's office, or you can contact the IRC directly on 0141 951 4040. We're both here to help.

Much of the work we do is with other local agencies, and Clydebank Independent Resource Centre (IRC) is a shining example. They have assisted many of our tenants and residents for many years in debt counselling, maximisation of benefits and other forms of support.

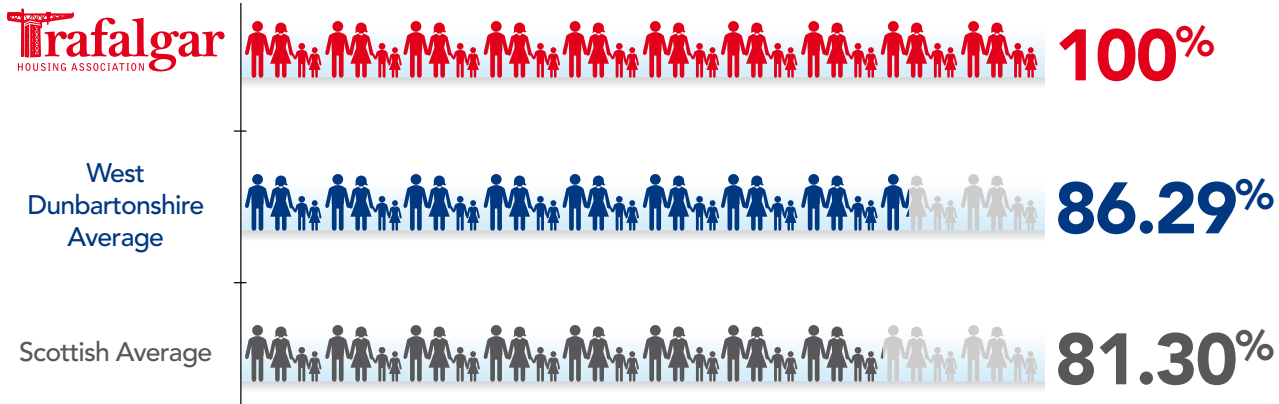
Tenants can help us by giving us feed back on services either in person or by responding to surveys , or being a member of the management committee.

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.

At our recent AGM we had nine members, two others have recently joined and we hope to add another in the next year.

Communication with Trafalgar

Tenants Satisfied with Opportunities to participate



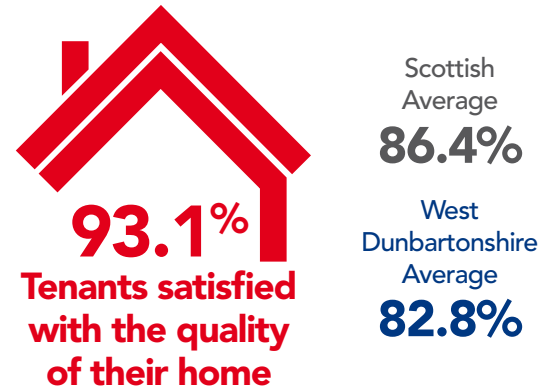
SPSO Scottish Public Services Ombudsman

100% of all of our Stage 1 and Stage 2 complaints were responded to on time in accordance with the Scottish Public Services Ombudsman timescales.



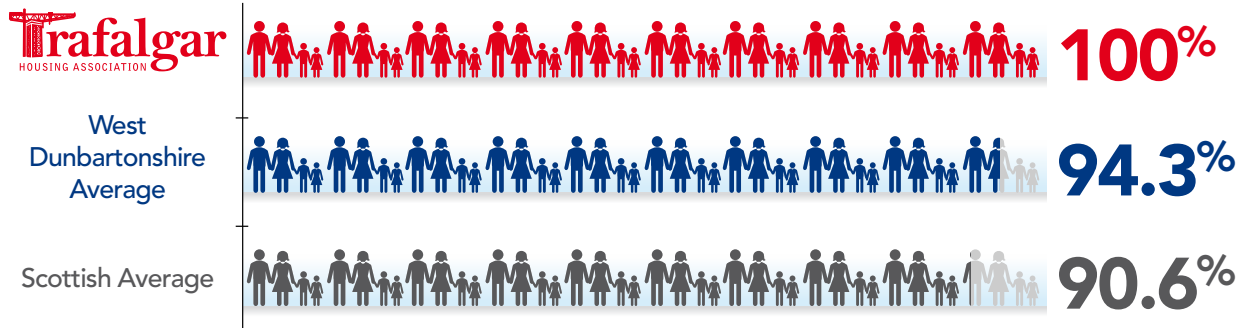


Scottish
Average
89.0%
West
Dunbartonshire
Average
90.2%



Scottish
Average
86.4%
West
Dunbartonshire
Average
82.8%

Tenants Satisfied with being kept in-formed about services and decisions



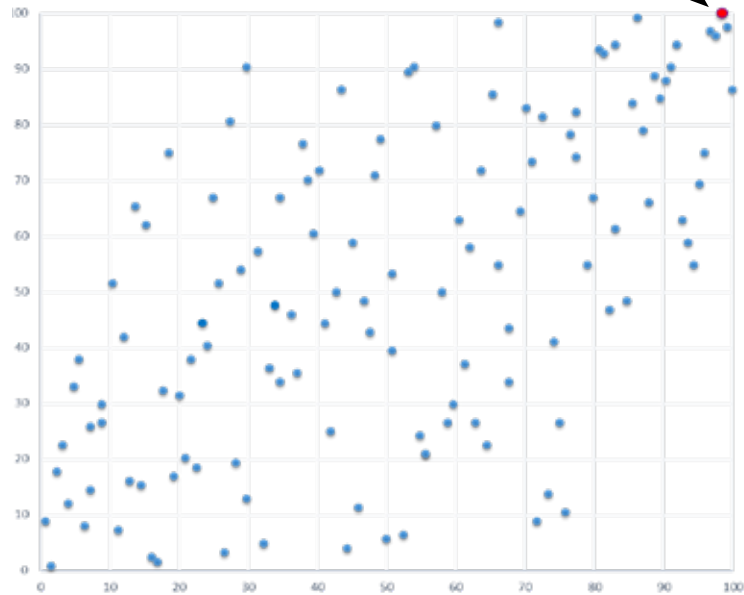
Overall performance

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 consistently 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 October 2017 in terms of service quality and value for money.

**Better
Value for
Money**



Service v VFM



**Better
Service**



Trafalgar Housing Association

Staff & Committee

2016-2017

John Munro - Chairperson
Eleanor Shannon - Vice Chairperson
Carol Scholes - Secretary

Committee Members:

John Butcher	Elizabeth Grass
Bernadette Swindon	Eileen McGhie
Harry Robertson	AnneMarie Bailey

Paul McShane - Director
Margaret Livingstone - Housing Manager
Angela Wood - Housing Officer
Yvonne McDonald - Maintenance Officer
Sara Pattison - Admin Officer
Katy Turnbull - Admin Assistant

We were delighted to welcome 35 of our members to our last AGM in 2017!





Trafalgar Housing Association

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