



**Trafalgar**
HOUSING ASSOCIATION

2018-19
Annual Report

Chairperson's Report

Welcome to our 2019 Annual Report, within it we will highlight some of the work we have been doing in the last year, as well as showing you how we have been performing compared to other landlords of our size (less than 1000 homes), as well as local and Scottish averages.

Over the last 29 years, we have been constantly committed to provide the best service possible for local residents. The last year has seen challenges for the association and its residents with greater scrutiny of the sector in general and economic and political stress causing financial uncertainty.

Despite this we have continued to invest in our housing stock, and maintained high standards in our service provision. I am particularly proud of our overall satisfaction levels from our residents and this year for the first time ever we achieved a 100% satisfaction with our overall service.



John Munro, Chairperson

This is my last year as Chairperson and I will be standing down after our AGM. It has been a pleasure to serve with other volunteers who have given their time freely. I would end by encouraging any resident to become a shareholder and get involved with the association as without a management committee we would not have an independent association.

John Munro
Chairperson

Homes at a glance



2 Apt

No. Owned 70

£65.85

Weekly Average

West Dunbartonshire

£77.67

Scottish Average

£76.10



3 Apt

No. Owned 109

£69.63

Weekly Average

West Dunbartonshire

£79.98

Scottish Average

£77.70



4 Apt

No. Owned 94

£77.34

Weekly Average

West Dunbartonshire

£87.34

Scottish Average

£84.44



5 Apt

No. Owned 27

£84.37

Weekly Average

West Dunbartonshire

£96.51

Scottish Average

£93.49

Homes at a glance



3.4%

**Average
rent
increase
across our
stock**

West Dunbartonshire
Average

2.9%

Scottish Average

2.9%



97.6%

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

West Dunbartonshire
Average

86.6%

Scottish Average

83.2%



94.7%

**Homes
meeting
the Scottish
Housing
Quality
Standard**

West Dunbartonshire
Average

96.8%

Scottish Average

94.1%



100%

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

West Dunbartonshire
Average

83.5%

Scottish Average

85.6%

Repairs & Maintenance



1.23

Average hours taken to complete an emergency repair

West Dunbartonshire Average

2.29

Scottish Average

2.69



2.13

Average days taken to complete a non-emergency repair

West Dunbartonshire Average

3.73

Scottish Average

5.30



91.12%

Repairs completed right first time

West Dunbartonshire Average

94.68%

Scottish Average

93.0%



100%

Gas safety checks completed on time

West Dunbartonshire Average

99.9%

Scottish Average

99.9%

98.5% of tenants who had a repairs service in the last year were satisfied with the repairs made, in comparison with 91.7% across Scotland, and 92.8% for Small Urban RSLs



Our tenants



100%

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

West Dunbartonshire
Average

91.8%

Scottish Average

88.45%



4.0

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

West Dunbartonshire
Average

6.45

Scottish Average

6.92



7.5

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

West Dunbartonshire
Average

19.75

Scottish Average

25.8



12

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



100%
**New tenants
satisfied with
the quality
of their
home when
moving in**

West Dunbartonshire
Average

93.18%

Scottish Average

90.8%



Winner of Best Garden Prize, Karen Greer

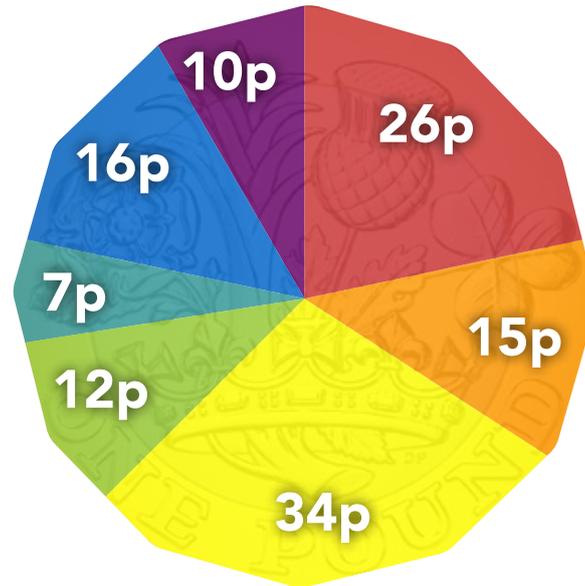
Finance

Trafalgar's Statement of Comprehensive Income displays a surplus of £153,575. 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 £2.03 million at the end of the financial year.

Reserves have increased from £4.35 million to £4.51 million in the last financial year.

HOW EVERY £ IS SPENT



 Salaries/Staff Costs	26p	 Reactive Maintenance repairs	12p
 Office costs & Overheads	15p	 Housing costs	7p
 Major Repairs/Improvements	34p	 Loan repayments	16p
		 Surplus	10p

Over the course of the year, we collected 99.40% of the total rent owed, compared to 99.5% for the rest of social landlords in Scotland. Only 0.08% of rent was lost due to homes remaining empty in the year, compared to 0.83% across the rest of Scotland. This means that we are making the most of the rent paid by you.



Committee Members

Most committee members are local tenants who have freely given their time, energy and talents 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. Here are the thoughts of one of our new committee members:

"I joined Trafalgar Housing Association's committee in the summer of 2018, and I am so happy that I made the decision to get involved.

I grew up in Clydebank, I went to school here, and my family all live in Clydebank - I wanted to be involved in the community I know and care for and to be able to help shape the direction of the housing association for the benefit of the community. I have worked as a strategic housing officer in local authorities for a number of years and I wanted to bring my professional background and knowledge of Scottish housing policy into the committee.

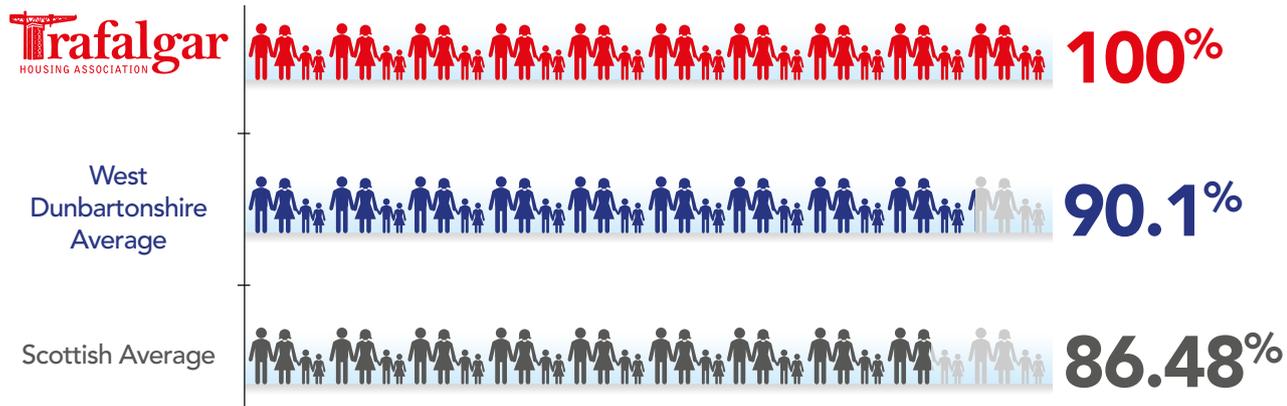
Not only has this been a great opportunity for the housing association to benefit from my skills and knowledge, but it has allowed me to learn so much about how community owned associations operate and has given me an enormous amount of experience I can apply to my own career.

It's been challenging ensuring Trafalgar Housing Association is the best it can possibly be, but I enjoy being part of the committee so much and I am so proud to say that I am part of an organisation which cares about its tenants and the wider community as much as Trafalgar Housing Association does."



Communication with Trafalgar

Tenants satisfied with opportunities to participate



SPSO Scottish Public Services Ombudsman

100% of all our Stage 1 complaints were responded to on time in accordance with the Scottish Public Services Ombudsman timescales. 50% of our Stage 2 complaints were resolved within this timescale.





Tenants satisfied with the overall service of Trafalgar Housing Association

Scottish Average
90.12%

West Dunbartonshire Average
92.87%



Tenants satisfied with the quality of their home

Scottish Average
88.1%

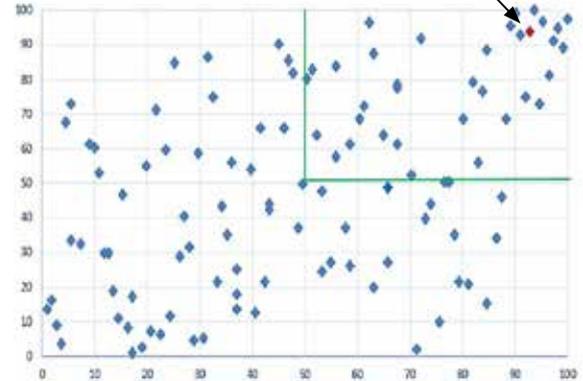
West Dunbartonshire Average
90.5%

We regularly compare ourselves to other landlords, to see how we are performing. Trafalgar Housing Association 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. The graph below shows where we sit in comparison to the rest of the Scottish Housing Network members at August 2019 in terms of service quality and value for money.

Better Value for Money



Service v VFM



Better Service

Where we sit in comparison to the rest

