



CUNNINGHAME
HOUSING ASSOCIATION

More than just a landlord

ANNUAL REPORT 2018 - 2019



A charity registered in Scotland No : SC037972

www.cunninghame-housing.org

**MAKING OUR COMMUNITIES
BETTER PLACES**

CHAIRPERSON'S INTRODUCTION

Welcome to Cunninghame's 2018/19 Annual Report

Again what another fantastic year for CHA.

During 2018/19 the Association continued to roll out its exceptionally dynamic development new build programmes with a total of 175 new homes coming off site into management and a further 220 new homes achieving a site start status.

In growth terms given our new build programmes in three local authority areas (North and East Ayrshire and Dumfries & Galloway) we are now projecting a very substantial 54% growth in our stock during the period 2017/18 to 2020/21. Reflecting this our Housing Association Grant spend in 2018/19 totalled £14,696,614 and this is projected to reach £22.5m in 2019/20 and £27.5m in 2020/21.

Now being of "Systemic Importance" to the Scottish Housing Regulator we continue to try and ensure that we meet the new SHR Financial and Regulatory Standards and Best Practice. In this respect the Board of Management continues to work hard with its Group Chief Executive and Executive Management Team to ensure that the policies and strategic direction of the Association are being achieved and that in terms of our performance we continue to both deliver and where possible outperform on our targets.

I would like to take this opportunity to express my thanks to my Board colleagues for their participations, effort, good governance and the giving up of their time.



The Board of Management have requested me, as Chair, to pass on our collective thanks to our Group Chief Executive, our Executive Management Team and all our staff for their continued commitment, dedication, and excellent performance in striving to meet the vision, mission and values of the organisation.

In closing I would add that it has been another tremendous year for CHA and it has been my privilege to serve as Chair for a fourth year.

Janet Strang
Chairperson

GROUP CHIEF EXECUTIVE'S REVIEW OF THE YEAR

In terms of governance our Board of Management and Sub Committees combined held a total of 44 meetings with an average attendance level of 74%.

In terms of the value added by the Boards volunteer time given to the Association, this totalled 1468.75 hours which has the monetary equivalent of £23,873.42 when calculated against the National Lottery's Volunteer Hourly rate. A truly remarkable performance level again from our voluntary Board.

This year the Association was successful in its first venture into the London Financial Markets when we secured our first tranche of £30m from Canada Life which will be used to fund part of our new build development programme of new houses. During the next financial year we will be looking to secure a further £27million to complete our present programme to April 2021.

In closing, I would like to take this opportunity to thank our partners North Ayrshire Council, East Ayrshire Council, Dumfries and Galloway Council, the Scottish Government and our Private Sector Financial Lenders for their continued support. I would also like to thank our Executive Management Team and all our staff, who work tremendously hard and are committed to the work of the Association.



Finally, I would like to thank our Chairperson and the voluntary Board of Management for their good governance, direction and significant effort over the last year.

Frank A Sweeney
Group Chief Executive

BOARD OF MANAGEMENT 2018-19



Janet Strang
Chairperson

Joined: 1994
Chairperson From: August 2015
Background: Local Community Activist



John Kelly
Vice Chairperson

Joined: 2012
Vice Chairperson From: August 2015
Background: Former Mining Engineer / Manager South Africa



Lesley Keenan
Secretary

Joined: 2015
Secretary From: August 2015
Background: Former Deputy Chief Executive at Department of Health and Social Care Isle of Man Government



William Gibson
Board Member

Joined: 2018
Background: A Former Depute Head Teacher and Former Leader of North Ayrshire Council, William is now retired from his role as a local councillor



Brenda Johnstone
Board Member

Joined: 2017
Background: Community Activist and Fundraiser



John McLaren
Board Member

Joined: 2017
Background: Fellow of Chartered Institute of Social Housing, Businessman



Liam Loudon
Board Member

Joined: 2018
Background: An Associate Partner specialising in Commercial Valuation and Agency with J & E Shepherd in the West of Scotland



June Fenelon
Board Member

Joined: 2018
Background: Community Activist, formerly employed in training and development within the NHS



John Nisbet
Board Member

Joined: 2018
Background: Community Activist, former Resettlement Worker with Aspire Housing & Personal Development Services



Brian McCabe
Board Member

Joined: 2019
Background: A former principle financial services consultant with a BSc (Hons) Degree in Social Science (Politics)



Drew Hall
Board Member

Joined: 2019
Background: A former senior officer with Inverclyde Council and Chartered Fellow of the Royal Environmental Health Institute of Scotland

BOARD OF MANAGEMENT 2018-19



Cllr Douglas Reid
Board Member

Joined: 2017
Background: Representative of East Ayrshire Council and leader of the Council. (Previously served on board in 2010-11)



Cllr Jimmy Miller
Board Member

Joined: 2017
Background: Representative of North Ayrshire Council. Trade unionist and ex-military



Fay Schlesiger
Board Member

Joined: 1997
Background: Owner occupier, retired businesswoman
Retired: 2019



Cameron Crawford
Board Member

Joined: 2013
Background: Business Graduate and consultant (Social Economic Development)
Retired: 2019

THE GROUP CHIEF EXECUTIVE AND EXECUTIVE MANAGEMENT TEAM



Frank A Sweeney
Group Chief Executive



Steven Good
Executive Director of Housing & Property Services



Linda Anderson
Executive Director of Development Services



Allison McCoil
Executive Director of Finance & Corporate Services

MEETING ATTENDANCE

Period August 2018 – August 2019

Board of Management Members were extremely busy during this year attending 44 meetings as detailed in the table below:

Board of Management Meetings	6
Special Board of Management Meetings	8
Sub Committee Meetings	30
Total	44
Average Attendance Achieved at Board of Management, Special Board of Management Meetings and Sub Committee Meetings	74%

Attendance at Meetings (August 2018 – August 2019)

Meeting	Target 2018 - 2019	Actual Attendance	+ / -
Board of Management	75%	78%	+3
Development Services	75%	74%	-1
Housing and Property Services	75%	64%	-11
Finance and Corporate Services	75%	72%	-3
Special Board of Management Meetings	N/A	57%	
Skills and Succession Planning Meeting	75%	83%	+8
Audit Sub Committee	N/A	70%	
Private Placement Meetings	N/A	90%	

Board of Management, Special Board of Management and Sub-Committee Meetings	Average % Members Attending	Average No. Volunteer Hours (2 Hrs / Mtg)	Est. Volunteer Time / Cost (£12.56/hr)
Total No. of Meetings = 44	74%	567	£7,121.52

GOVERNANCE REPORT 2018 - 2019

Complaints Report (1st April 2018 – 31st March 2019)

What follows is the statistical information of the complaints received by the Association during the period 1 April 2018 to 31 March 2019 and reported in the Annual Return on the Charter:

	1st Stage Complaints		2nd Stage Complaints	
	No.	Percentage	No.	Percentage
Received in reporting year	65	N/A	0	N/A
Carried forward from the previous reporting year	0	N/A	0	N/A
Complaints responded to in full by the landlord in the reporting year	65	100%	0	N/A
Complaints upheld by the landlord in the reporting year	3	5%	0	N/A
Complaints responded to in full within the timescale sent out in the SPOS Model Complaints Handling Procedure	64	98%	0	N/A

There were no improvements made to CHA services as a result of the complaints process.

Our Tenants Groups were involved in the following:

- CHA's Annual Performance return to the Scottish Housing Regulator on the Scottish Social Housing Charter
- CHA tenants conference
- Rent Increase consultation
- Rent restructure

HIGHLIGHTS OF THE YEAR

LONG SERVICE AWARDS 2018

On the 30th November 2018 the Association held its second Long Service Awards ceremony to recognise the Board of Management and Staff members who had achieved 10, 15 and 20 years continuous service with the Association.

Fourteen members of staff qualified for the long service awards with 13 staff members receiving their awards at the official ceremony held at the Waterside Hotel.

A further 7 staff members qualified for the prestigious EVH 30 Years continuous service award with some of them accepting their award at the ceremony.



10 Years



15 Years



20 Years



EVH 30 Years

NORTH AYRSHIRE COUNCIL'S PROVOST'S CIVIC PRIDE AWARDS 2019

In March 2019 CHA sponsored the Young Citizen of the Year Award category, which was won by Corrie Shepherd.

This award is for a young person (under 25 years) who has made a positive contribution and promoted, or demonstrated, civic pride in their community.

This was the ninth year the Association supported the Provost's Civic Pride Awards.



Pictured Janet Strang, CHA Chair, Corrie Shepherd and Provost Ian Clarkson

GARDENING COMPETITION 2018

Cunninghame Housing Association's annual garden competition proved as popular as ever with our tenants.

Launched in 1999, the Association has two competitions, one in North Ayrshire and one in East Ayrshire. The 2018 North Ayrshire winners were Mr & Mrs Duncan, 18 Putyan Avenue, Dalry. The East Ayrshire winner was Mrs Sinclair, 8 Graithnock Drive, Kilmarnock.

Mrs Duncan and Mrs Sinclair are pictured receiving their trophy, certificates and B&Q vouchers of £100 from Members of the Association's Property Services Sub - Committee: Janet Strang and Lesley Keenan.



Weirston Road, Kilwinning



CUNNINGHAME HOUSING ASSOCIATION WINS NATIONAL HOUSING DEVELOPMENT AWARD

Cunninghame Housing Association's new build housing development at Weirston Road, Kilwinning was recognised as the Large Affordable Housing Development of the Year (social rent) at the recent Scottish Home Awards.

The new development provided the following high-quality accommodation to help regenerate the local area.

A total of 64 new build homes for rent. There is a mixture of 2 and 3 bedroom general needs houses, amenity cottage flats for older and less mobile people as well as two houses designed specifically for those with wheelchair needs.

This award again demonstrates what good partnership working with North Ayrshire Council and the Scottish Government in terms of delivering on the Council's Strategic Housing Investment Programme (SHIP)."

HIGHLIGHTS OF THE YEAR

WHITE RIBBON

Cunninghame Housing Association hosted representatives from the North Ayrshire Violence Against Women Partnership on Thursday 29 November to support the annual White Ribbon 16 Days of Action campaign.

The main aim of the 16 Days of Action, White Ribbon Campaign is to raise awareness of the suffering faced by many women and how we all have part to play in preventing it from happening again.

Cunninghame staff were able to sign the pledge to never to commit, excuse or remain silent about male violence against women and to receive a White Ribbon pin - a symbol of opposition to violence against women.



9TH ANNUAL TENANTS CONFERENCE

Our Ninth Annual Tenant's Conference was held at the Firth Pavilion in the Seamill Hydro Hotel on 4th July 2018.

Our hardworking Events and Communication Group consisting of volunteer tenants planned the agenda and assisted during the event making sure our tenant delegates enjoyed their day.

Over 110 delegates, including 54 Cunninghame tenants rated the Conference very highly. 47 feedback forms were received back from our tenant delegates. 79% rated their overall experience of the conference as very good, 21% as good. 92% of our partners who formed our Information Village (the largest of its kind in Scotland) rated their experience as very good and 100% want to support the conference again next year.

Our volunteer tenants who helped organise the Conference were delighted to welcome the North Ayrshire Provost, Iain Clarkson and guests from North Ayrshire and East Ayrshire Council.



ANNUAL CHARITIES

During 2018/19 the Association's staff participated in a number of events to raise funds for our nominated annual charities.

Events such as sporting challenges and bake sales helped raise £2,924.50 for the following charities:

- Marions Still Smiling £833.00
- Barnardo's Toy Appeal £600.00
- North Ayrshire Foodbank £1,045.75.

We also donated £445.75 worth of toys to Barnardos Toy Appeal. Over the last 8 years CHA has raised £17,215.32 for local charities.



Barnardo's Toy Appeal



North Ayrshire Foodbank



CS Dance Academy



Ko-Nekt Centre



North Ayrshire Foodbank

MAKING OUR COMMUNITIES BETTER PLACES FUND

With an annual budget of £10,000.00 our "Making Our Communities Better Places" Fund awards small grants to local community clubs, groups and individuals who meet our funding criteria.

The Board of Management received 17 applications for funding in 2018 – 2019 and awarded grants to the following:

- Saltcoats Sea Queen
- Blair Gymkhana
- Tass Thistle 2013
- Winton Rovers Festival
- Ardrossan Castle Heritage Society
- Ayrshire North Community Hub
- Cunninghame MS Drop In Centre
- Winton Rovers 2009s
- Aria Pascual
- Barrmill Jolly Beggars Burns Club
- North Ayrshire Book Festival (Tideline)
- 1st Stevenston Boys Brigade
- Inspire, Motivate, Celebrate (IMC)
- Ko-Nekt Centre
- CS Dance Academy
- Gillian Jackson
- North Ayrshire Foodbank

BUILDING OUR COMMUNITIES

DALSHALLOCH COURT, AUCHINLECK

In March 2019 Cllr Elena Whitham, Depute Leader and Cabinet Member with responsibility for Housing and Communities at East Ayrshire Council, carried out the formal opening ceremony at Cunninghame Housing Association's new build project at Dalshalloch Court, Auchinleck.

The site was previously owned by East Ayrshire Council and the Association acquired the site in March 2017.

It was included within the East Ayrshire Strategic Housing Investment Plan and has been delivered in partnership with both East Ayrshire Council and the Scottish Government.

The Design Team involved with this new build project were:

- MAST Architects
- TCS Construction Consultants (quantity surveyor)
- SBA (now G3) structural consultants

The overall new build development costs are £3.2million. The Scottish Government provided a total of £1.8m in Housing Association Grant funding towards this project. The Association has borrowed £1.32m of private finance to also fund the new homes. Work commenced on site on August 28, 2017 with Ayrshire-based McTaggart Construction as the main contractor.



ARDOCH COURT, STEVENSTON

In March 2019, Stevenston Councillor Jimmy Miller carried out the official ceremony to mark the start of Cunninghame Housing Association's new build project at Ardoch Court, Stevenston.

The site will deliver a total of 28 new houses and flatted accommodation for affordable rent. It comprises of a mixture of two and three bedroom, general needs houses and four amenity cottage flats with the ground floor properties designed specifically for those with wheelchair needs.

The site was previously owned by D McLaughlin & Sons who approached the Association to establish its interest in undertaking a project to provide new build housing on the site.

The site was discussed with North Ayrshire Council and approved for inclusion in the North Ayrshire Strategic Housing Investment Plan (SHIP). The Association acquired the site from McLaughlin on January 25, 2019.

Design Team

The Design Team involved with this new build project are as follows:

- McMillan & Cronin Architects (who designed the new housing)
- TCS Construction Consultants (Employers Agent who are appointed by Cunninghame Housing Association)
- ATK Partnership (Structural Consultant)



Contract Value

The overall development costs are £3.86m. The Scottish Government has provided a total of £2.2m in Housing Association Grant funding towards this project.

The Association has borrowed £1.6m of private finance to support the works.

Current Position

The overall completion of the project should be achieved by March 2020.

BUILDING OUR COMMUNITIES

NEW BUILD DEVELOPMENT PROGRAMMES

The Association's Development programme continues to deliver quality new build homes with a total of 175 new homes completed during 2018/19 within North and East Ayrshire.

The completed homes are as follows:

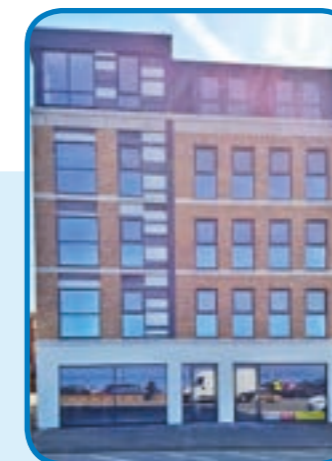
Nelson Street, Largs

Fact File
No. of units: 14
Total Investment: £1.9m
On site:
September 2017
Overall Completion:
September 2018



Victoria Hotel, Largs

Fact File
No. of units: 12
Total Investment: £1.4m
On site:
May 2017
Overall Completion:
July 2018



Weirston Road, Kilwinning

Fact File
No. of units: 64
Total Investment: £8.5m
On site:
July 2017
Overall Completion:
October 2018



Stanley Road, Ardrossan

Fact File
No. of units: 28
Total Investment: £4.4m
On site:
August 2017
Overall Completion:
August 2018



Sweeney Gardens, Ardrossan

Fact File
No. of units: 10
Total Investment: £1.9m
On site:
March 2018
Overall Completion:
November 2018



Dalshalloch Road, Auchinleck

Fact File
No. of units: 23
Total Investment: £3.2m
On site:
November 2017
Overall Completion:
March 2018



Sharpill Phase 3, Saltcoats

Fact File
No. of units: 24
Total Investment: £2.9m
On site:
October 2017
Overall Completion:
December 2018



BUILDING OUR COMMUNITIES

NEW BUILD DEVELOPMENT PROGRAMMES

There are a number of sites which will be complete in 2019/20 across Ayrshire and Dumfries & Galloway delivering a total of 220 new homes.

Halcrow Stadium
Phase 1, Gretna

Fact File
No. of units: **47**
No. for rent: **47**
Total Investment: **£7.1m**
On site:
7th May 2018
Overall Completion:
September 2019



Halcrow Stadium
Phase 2, Gretna

Fact File
No. of units: **43**
No. for rent: **43**
Total Investment: **£5.8m**
On site:
28th January 2019
Overall Completion:
March 2020



High Street,
Annan

Fact File
No. of units: **27**
No. for rent: **27**
Total Investment: **£4.3m**
On site:
27th August 2018
Overall Completion:
January 2020



Longpark Phase 7,
Kilmarnock

Fact File
No. of units: **48**
No. for rent: **48**
Total Investment: **£6.5m**
On site:
3rd September 2018
Overall Completion:
September 2019



Ardoch Court,
Stevenston

Fact File
No. of units: **28**
No. for rent: **28**
Total Investment: **£3.8m**
On site:
28th January 2019
Overall Completion:
March 2020



Balnagowan,
Skelmorlie

Fact File
No. of units: **27**
No. for rent: **27**
Total Investment: **£4.3m**
On site:
4th February 2018
Overall Completion:
January 2019



FINANCE & CORPORATE SERVICES

- The Corporate Services Department
- Performance
- Finance
- ICT (Information & Communications Technology)
- Factoring
- Administration
- Human Resources
- Internal & External Audit

The Corporate Service Department faced four key challenges during 2018-19

Staffing/
Recruitment/
Training

IIP Retention
(Platinum)

Finance &
Funding

Major Systems
Upgrades

Data Migration

PERFORMANCE

In terms of performance, we continued with the Board of Management and our staff to track and report our performance by means of our Clearview Performance Management System to ensure that we were achieving our strategies and their associated critical for success factors and key performance indicators (KPIs)



Leading our peers in Performance as reported by SHBVN (Benchmarking Club)



INFORMATION & COMMUNICATION TECHNOLOGY

NEW OFFICE

- Dumfries office infrastructure setup
- Equipment provision and setup
- Remote access configurations

MICROSOFT SECURE PRODUCTIVE ENTERPRISE IMPLEMENTATION – INCLUDING:

- Migration of MS Sharepoint Services to cloud
- Migration of MS Exchange to cloud

UPGRADE/NEW VERSION INSTALLS OF THE FOLLOWING SYSTEMS:

- Capita Housing
- Open Accounts
- Castletoun Document Management System
- Cascade HR System
- Cascade Payroll system

FACTORING

Continued first class Service delivery in order to comply with the Property Factors Scotland Act including Factoring Handbook, Written Statement of Services and Systems re-design.

Continued update of our registration of all Factored Buildings and Land with the Scottish Government for Factoring purposes.

Number of Factored Houses (without owning them)	430
Amount of invoiced factoring charges and recoverable costs outstanding at 31st March 2019	£201,032

HUMAN RESOURCES

The HR function puts a lot of effort into the training of our staff and in the recruitment of new employees.

From the tables below you will note that the total number of hours spent training staff (4,366) with 54 new staff being recruited throughout the three companies:-

Table 1 – Staffing New Starts

CHA Group of Companies	New Employees
Cunninghame Housing Association	18
Cunninghame Furniture Recycling Company	14
Citrus Energy Ltd. (Including Lemon Aid)	22
Total	54

This takes the total number of people employed within the CHA Group of Companies to 161 as at March 2019.

Table 2 – Learning and Development

CHA Group of Companies	No. Of Staff Trained	No. Hours Spent On Training	Cost of Training
Cunninghame Housing Association	288	2452.5	£81,511.47
Cunninghame Furniture Recycling Company	103	1501	£31,510.62
Citrus Energy Ltd.	45	413	£8,958.69
Total	436	4366.5	£121,980.78



FINANCE

In Finance year 2018-2019 the Association generated a surplus for the period of £1,460,290.

Net assets at March 2019 were £11,081,307 and the Association's longer term projections continue to demonstrate viability, under reasonable assumptions, and bank covenant compliance. See note below.

Statement of Comprehensive Income

	Annual accounts to 31st March 2019	Annual accounts to 31st March 2018
Turnover	17,491,803	14,842,780
Less: Operating costs	(13,660,136)	(11,219,673)
Operating Surplus	3,831,667	3,623,107
Gain / (Loss) on Sale of Housing Property	-	38,503
Exceptional Items	-	-
Interest Received	23,613	27,075
Interest Payable	(2,345,990)	(2,200,313)
Other Finance Charges	(49,000)	4,459
Surplus for the Year	1,460,290	1,492,831
Other Comprehensive Income	(1,227,000)	-
Total Comprehensive Income for Year	233,290	1,492,831

Statement of Financial Position

	31st March 2019 (£)	31st March 2018 (£)
Tangible Assets – Social Housing	191,242,260	167,918,009
Other Tangible Assets – Plant and Equipment	4,445,271	4,315,937
Tangible Fixed Assets	195,687,531	172,233,946
Current Assets	5,697,629	4,079,977
Current Liabilities	(6,232,490)	(5,149,977)
Creditors Greater than 1 year	(67,504,044)	(57,695,645)
Deferred Income – Social Housing Grant	(114,227,169)	(102,262,860)
Deferred Income – Other Fixed Assets Grants	(2,340,150)	(1,422,000)
Net Assets	11,081,307	10,848,011
Share Capital	52	46
Revenue Reserves	11,081,255	10,847,965
Total Reserves	11,081,307	10,848,011

Maintenance Expenditure

	31st March 2019	31st March 2018
Reactive Maintenance	1,094,005	989,939
Medical Adaptations	136,974	207,756
Cyclical Works	445,234	625,786
Major Repairs	1,266,982	1,195,906

NOTE

There was an FRS change to the reporting of the pension liability in 18/19.

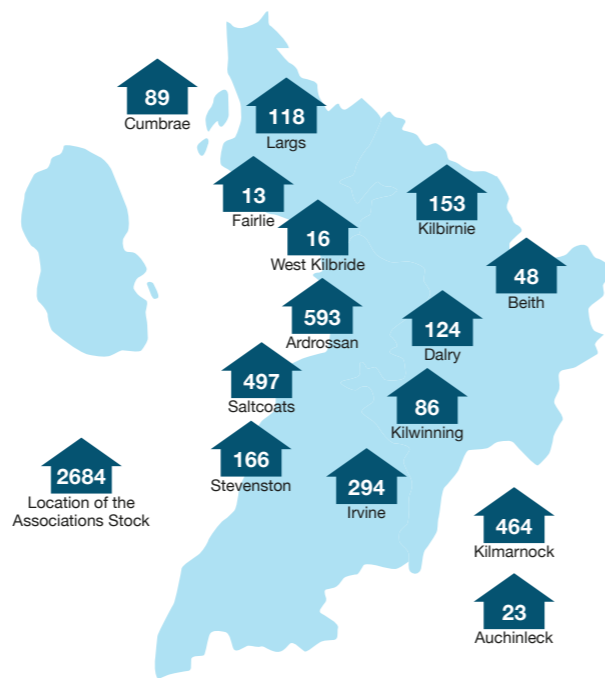
This is an industry wide change that has impacted on all financial statements of organisations within the pension scheme. The surplus before tax is £1,460,290 with a pension impact of £1,227,000 resulting in a net profit of £233,290.

HOUSING & PROPERTY SERVICES

The Association's Housing Stock

Cunninghame Housing Association manages properties throughout North and East Ayrshire, with the majority of our stock located in Ardrossan, Saltcoats and Kilmarnock. The remainder is located throughout North Ayrshire including areas such as Dalry, Stevenston, Kilbirnie, Millport, Isle of Cumbrae and Fairlie.

Ardrossan	593	Kilmarnock	464
Auchinleck	23	Kilwinning	86
Beith	48	Largs	118
Cumbrae	89	Saltcoats	497
Dalry	124	Stevenston	166
Fairlie	13	West Kilbride	16
Kilbirnie	153	Irvine	294
Grand Total		2684	



TENANT CONSULTATION & PARTICIPATION

During the course of the year the department consulted widely on the annual rent increase proposals.

This included individual newsletters to all tenants, rent road shows at 5 locations (Millport, Kilmarnock, Ardrossan, Irvine and Kilbirnie) and a meeting of all of the Association's Registered Tenants Organisations.

Our Cunninghame Scrutiny Group carried out a detailed examination of our gas servicing and safety policy and procedure and made recommendations on improvements. They were also involved in the design of our customer satisfaction survey as well as developing an action plan from the results.

They have developed a programme of scrutiny exercises which will assist in ensuring our services are performing well from a tenant's perspective. During the year we also commenced our rent restructure which incorporated the results of a wide ranging consultation exercise involving all tenants and tenant's groups. The new structure will be implemented over a 7 year period to limit the impact of any changes. Once complete the rent structure will provide a fairer and more easily understood approach to rents and the proposed timetable will ensure those tenants affected by increases have the best possible advice and assistance provided to allow them to manage the change.

ANTI SOCIAL BEHAVIOUR

Housing and Property Services recognise the harm that anti-social behaviour can cause individuals and communities. We believe that addressing anti-social behaviour is a core responsibility of a social landlord.

RENT ARREARS

Rental income is vital for the Association to continue to fund essential services and the Property Services staff team have worked hard over the year to remind tenants of their responsibilities, provide advice and assistance on payment methods and welfare benefits and where required instigate legal action.

Initiatives such as carrying out visits in the evening have been used introducing flexibility for those tenants who may not be available during working hours. We have also worked closely with our partners in both local authorities to improve Housing Benefit claim processing and are developing profiles of tenants going into arrears in order to target our advice and assistance and make referrals to support agencies for those most in need. We have also formed positive partnerships with the Department of Work and Pensions to assist tenants in the migration to Universal Credit.

Welfare reform and in particular the roll out of Universal Credit has had a major impact in our work over the last year.

The Association has a Financial Inclusion Officer based within the Property Services Department and many tenants have benefited from the specialist support and advice now available.

Over the course of the year we received and investigated a number of complaints and disputes between neighbours.

Incidents ranged from relatively minor noise nuisance to serious harassment or violence. We take positive and decisive action to deal with any issues that are detrimental to our residents' peaceful enjoyment of their homes.

ASSET MANAGEMENT

In year 2018-2019 we continued to build on our programmes of work ensuring all our homes continue to be maintained to the Scottish Housing Quality Standard, which was achieved for all of our applicable stock by the end of March 2015 and to work towards achieving the Energy Efficiency Standard for Social Housing by 2022.

In the year we spent over £1.3 million on planned maintenance projects. The table below shows the detail of how this money was split against the differing work types as well as our planned programme for 2018/2019.

Completed Planned Maintenance Spend 2018-2019

Work Heading	No. of Properties	Value of Completed Work
Heating	108	£281,419
Kitchens	64	£269,471
Bathrooms	66	£226,789
Door Entry	12	£4,813
Structural / Drainage / Damp	8	£54,204
Electrical	1	£838
Smoke Alarms	90	£36,351
Fencing	20	£17,147
Windows & Doors	37	£197,091
Glasgow Street Refurbishment	18	£234,943
Totals	424	£1,323,066

Planned Maintenance Budget 2019-2020

Work Heading	Budget
Heating	£220,000
Kitchens	£350,000
Bathrooms	£150,000
Door Entry	£30,000
Structural / Drainage / Damp	£120,000
Electrical	£10,000
Smoke Alarms	£20,000
Fencing	£40,000
Windows & Doors	£220,000
Roofing	£20,000
Glasgow Street Refurbishment	£220,000
Totals	£1,400,000

OUR WORK WITHIN OUR COMMUNITIES

SOCIAL AND ECONOMIC REGENERATION

ENTERPRISE CENTRES AND FUNDING

CHA continue to contribute significantly to the social and economic regeneration of our communities.

The Frank Sweeney Centre is the latest of our local business centres to come on stream and to provide quality office, meeting and training accommodation for local organisations. By the end of 18/19 the Centre had a 70% occupancy level, providing space for North Ayrshire Councils Ardrossan Employability Hub, the Lennox Partnership, Citrus Energy and Penumbra. Additional tenants due to move in during 19/20 include Skills Development Scotland, Ardrossan Community Development Trust and 3 Towns FM community radio station. Our 2 other Centres – the Michael Lynch Centre and the James Moffat Centre – continue to operate at maximum capacity, housing 7 local business who together employ just short of 50 staff

CHA's Regeneration Unit also aim to lever in additional funding resources to create and sustain the services which we and our partner organisations have developed to address disadvantage and create opportunities within our communities.

In 18/19 more than £205,000 was secured to sustain the Hazeldene Horticulture initiative during the year – providing employment for 10 staff and a further 10 paid training opportunities for local residents as well as up to 25 therapeutic work experience opportunities for adults with learning difficulties. A further £160,000 was brought in from a combination of the Scottish Government's Social Economy Growth Fund and Community Jobs Scotland Fund as well as North Ayrshire Council Waste Services Team to support staffing, new vehicles and marketing activity within CHA's furniture reuse subsidiary Cunninghame Furniture Recycling. In March £36,000 continuation funding was obtained from the Scottish Governments People and Communities Fund to sustain the Lemon Aid fuel poverty service which operates in East Ayrshire until October 2019.

During the course of 18/19 the Regeneration Unit also began working with Raydale Community Partnership and Gretna 2008 FC in Dumfries and Galloway – assisting them with business planning and funding applications which will be submitted in Autumn 2019 to secure major capital funding for a new astro-turf facility.



VICTORIA HOUSE

Our homeless persons' facility at Victoria House is now in its nineteenth year of operation and the facility continues to provide an essential service to persons requiring immediate access to temporary accommodation via North Ayrshire Councils Homeless Service.

A total of 325 households were placed at the unit during the year, ranging from young singles to the elderly and families.

This year the housing support needs of the majority of the client group using the facility had links to the five main categories of homelessness presentations:

- Parents and families no longer willing to accommodate
- Drug or alcohol addiction issues
- Fleeing violence/domestic abuse
- Mental health issues
- Marital Breakdown

The following summarises the unit's performance:

- 30 Days was the average length of stay;
- 95% Average occupancy rate achieved;
- No customer complaints received;
- 98.5% Residents surveyed expressed that they had received a good or excellent housing support service during their stay.

The staff team responded positively to the many demands created by the high turnover of rooms and the daily housing support service guidance required, assisting residents to deal with their current homelessness circumstances.

All of the fully trained staff team are regularly involved in Housing Support Planning activities with resident households, offering advice, positive options and signposting to other support agencies to resolve their priority issues.



citrus energy

Refreshingly Different

Citrus has four services available, here is a flavour of how each of them they may help you:

CITRUS SWITCH

Helping you to reduce your home energy bills

- Over the phone – speak to a dedicated advisor
- We remove the hassle of dealing with energy suppliers directly
- Completely Impartial, accessing the full UK supply market on your behalf
- Ongoing individual switch support

LEMON AID

Free and Impartial Energy Advice

- Help to clear fuel debt
- Full advocacy service to help deal with supplier issues such as billing problems
- Help to get you back on supply
- Metering support and advice
- In your home or over the phone

The gas and electric market is a confusing quagmire of 40 plus energy companies grappling for business with a multitude of tariffs, ever changing billing and payment methods, meter types, meter operators, distribution networks and a host of varying procedures, processes and customer service levels.

How on earth would someone know who to trust and where to turn for independent and impartial advice and assistance?

Citrus Energy was set up by Cunninghame Housing Association in 2013, since then it has been operating as a social enterprise, helping people the length and breadth of Scotland, providing clarity, advocacy and the impartial advice to navigate through energy market confusion for both Home and Business Energy users.

Can Citrus Energy Save YOU Money on YOUR Gas and Electric Bills?

Call us now - 0800 221 8089

CITRUS FOR BUSINESS

Impartial and Ethical energy advice for businesses

- Unique social enterprise service free to businesses large and small
- Cost Effective due to economies of scale.
- We work with all available business energy suppliers
- Free validation and energy management reporting service

CITRUS VOIDS

Minimising rent loss for landlords, helping new tenants sustain their tenancy

- Ensure change of tenancies are processed the same day the void is reported
- Debt left by previous tenant apportioned properly
- New tenants given access to every price available from the whole UK energy supply market.



Cunninghame Furniture Recycling Company

During 18/19 our furniture re-use social enterprise continued to deliver on its mission to find new homes for unwanted furniture throughout Ayrshire.

The number of furniture donors and the resulting volume of incoming furniture both grew substantially from the previous year – with 3070 donors enabling CFRC to collect in excess of 237 tonnes of unwanted furniture. Increased donations were secured, with funding support from the Scottish Government and European Social Fund, from South and East Ayrshire whilst our 'home' territory of North Ayrshire continued to provide increasing numbers of donors.

Increased volumes of donated stock, supplemented by a wider range of new goods, facilitated increased income from furniture sales – up by £65,000 on the previous year. In 18/19 customer satisfaction levels, established by independent market research, remained very high with 99% of buyers rating CFRC as good value for money; 100% of buyer/donors rating CFRC as offering good customer services; and 65% of buyers saying CFRC helped them improve the standard of living in their household.

Finally, in terms of our overall social mission CFRC continued to provide valuable employment opportunities for 16 local people, with CFRC continuing to offer opportunities to those facing significant barriers to work in the wider labour market. Almost 3700 people were assisted to furnish their homes during the year, with CFRC also able to find new homes for 83% of the unwanted furniture collected.



A local charity covering all of Ayrshire and saving furniture from landfill





CUNNINGHAME

HOUSING ASSOCIATION

More than just a landlord

OFFICES

Head Office

Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA

Tel: 01294 468 360

East Ayrshire Office

42 Campbeltown Drive, Kilmarnock, KA3 1JX

Tel: 01294 607 550

Dumfries and Galloway Office

24 Nith Place, Dumfries, DG1 2PN

Homeless Persons Facility

Victoria House, 6 Boyle Street, Irvine, KA12 8PG

Tel: 01294 607 540

ENTERPRISE CENTRES

The Michael Lynch Centre for Enterprise

71 Princes Street, Ardrossan, KA22 8DG

Tel: 01294 475 600

The James Moffat Centre for Enterprise

187 Glasgow Street, Ardrossan, KA22 8JY

The Frank Sweeney Centre for Enterprise

82/84 Glasgow Street, Ardrossan, KA22 8EH

SUBSIDIARY COMPANIES

Cunninghame Furniture Recycling Company Ltd.

Unit 68, Third Avenue, Heatherhouse Industrial Estate, Irvine, KA12 8LT

Freephone: 0800 221 8083

Citrus Energy Ltd.

82-84 Glasgow Street, Ardrossan, KA22 8EH

Freephone: 0800 221 8089

Cunninghame Housing Association | A Charity Registered in Scotland No: SC037972

www.cunninghame-housing.org

Email: enquiries@chald.org

MAKING OUR COMMUNITIES
BETTER PLACES