



CUNNINGHAME

HOUSING ASSOCIATION

More than just a landlord

ANNUAL REPORT 2017 - 2018

CUNNINGHAME
HOUSING ASSOCIATION



A charity registered in Scotland No : SCO 37972

www.cunninghame-housing.org

**MAKING OUR COMMUNITIES
BETTER PLACES**





CHAIRPERSON'S INTRODUCTION

Welcome to Cunningham's 2017/18 Annual Report.

What another fantastic year for CHA. We have now completed our seamless move into our new offices at the Quayside Marina Dock, Ardrossan Harbour for which the Association's staff must take great credit for, having achieved such a gigantic and time-consuming task in a relatively short period.

During 2017/18 the Association continued to roll out it's exceptionally dynamic development new build programmes with a total of 129 new homes coming off site into management and a further 175 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 50% growth in our stock over the next 3-4 financial years. Reflecting this our Housing Association Grant spend in 2017/18 totalled £14,353,827 and this is projected to reach £15,111,820 in 2018/19.

Now being of "Systemic Importance" to the Scottish Housing Regulator we continue to try to ensure that we meet the SHR Financial and Regulatory Standards and Best Practice. In this respect the Board of Management continues to work hard with it's Chief Executive and Leadership 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 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 giving up their time.

The Board of Management have requested me, as Chairperson, to pass on our collective thanks to our Chief Executive, his Leadership 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 Chairperson for a third consecutive year.

Janet Strang
Chairperson

CHIEF EXECUTIVE'S REVIEW OF THE YEAR

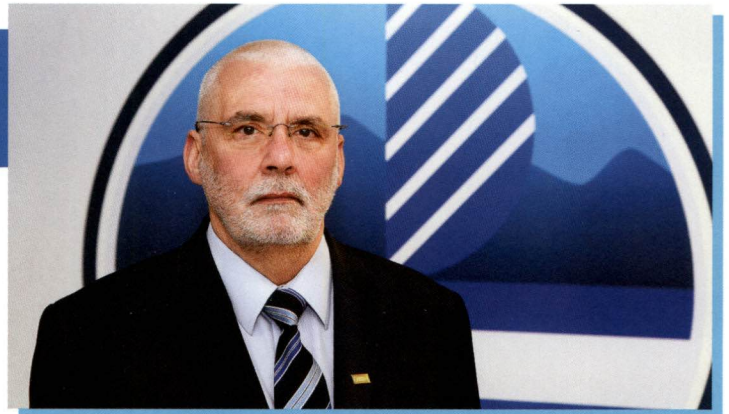
Our journey to success continues...

The move to the Association's new offices was well planned and well executed but very exhaustive for all of our staff. We are all now settling into what is a modern – now well-designed office accommodation which will help facilitate the Association's future planned growth and development.

Now also building new housing in Dumfries & Galloway we were delighted to have been awarded £209,000 in funding from the "Aspiring Communities" fund to employ five Fuel Poverty Advisors to provide a much-needed service in this area. The team are based at the Association's new offices at Nith Place in Dumfries town centre. In December 2017 we held our first Long Service Awards Ceremony for both Staff and Board of Management members who had achieved 20 years service with the Association. A fantastic achievement.

In terms of governance our Board of Management and Sub Committees combined held a total of 40 meetings with an average attendance level of 62%.

In terms of the value added by the Boards volunteer time given to the Association, this totalled 748.50 hours which has the monetary equivalent of £9,401.16 when calculated against the National Lottery's Volunteer Hourly rate. A truly remarkable performance level again from our voluntary Board.



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 my Leadership 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 efforts over the last year.

Frank A Sweeney
Chief Executive

THE LEADERSHIP TEAM



Frank A Sweeney
Chief Executive



Linda Anderson
Executive Director
of Operations



Steven Good
Director of Housing
& Property Services



Allison McColl
Director of Finance
& Corporate Services

BOARD OF MANAGEMENT 2017-18



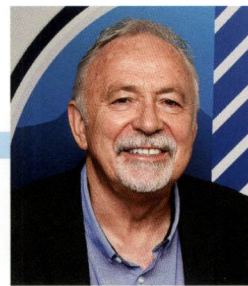
Janet Strang
Chairperson



John Kelly
Vice Chairperson



Lesley Keenan
Company Secretary



William Gibson
Board Member



Cameron Crawford
Board Member



Fay Schlesiger
Board Member



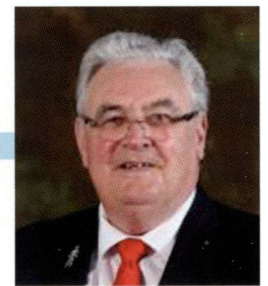
Liam Loudon
Board Member



John McLaren
Board Member



Brenda Johnstone
Board Member



Cllr Jimmy Miller
Board Member



Cllr Douglas Reid
Board Member



Maureen Whitelaw
Resigned



Alastair Ramsey
Resigned



Helen Neill
Resigned



Alan McDougall
Resigned



MEETING ATTENDANCE

Period September 2017 – August 2018

Board of Management Members were extremely busy during this year attending 26 meetings as detailed in the table:

Board of Management Meetings	6
Special Board of Management Meetings	11
Sub Committee Meetings	23
Total	40
Average Attendance Achieved at Board of Management, Special Board of Management Meetings and Sub Committee Meetings	62%

Attendance at Meetings (August 2017 – August 2018)

Meeting	Target 2017 - 2018	Actual Attendance	+ / -
Board of Management	75%	70%	-5
Development Services	75%	77%	+2
Housing and Property Services	75%	73%	-3
Finance and Corporate Services	75%	75%	0
Special Board of Management Meetings	N/A	92%	0
Skills and Succession Planning Meeting	75%	100%	+25

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 = 40	62%	230	£2,888.80

GOVERNANCE REPORT 2017-2018

Complaints Report (1st April 2017 – 31st March 2018)

What follows is the statistical information of the complaints received by the Association during the period 1 April 2017 to 31 March 2018 and reported in the Annual Return on the Charter:-

	1st Stage Complaints		2nd Stage Complaints	
	No.	Percentage	No.	Percentage
Received in reporting year	23	n/a	5	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	23	100%	5	100%
Complaints upheld by the landlord in the reporting year	0	0%	1	20%
Complaints responded to in full within the timescale sent out in the SPOS Model Complaints Handling Procedure	23	100%	5	100%

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

Our Registered Tenants & Residents Groups and Tenants Scrutiny Panel 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
- Review of the Associations planned maintenance programme

HIGHLIGHTS OF THE YEAR

WINNER OF THE MOST OUTSTANDING HOUSING ASSOCIATION IN THE UK

On the 13th November 2017 the Association was announced as the winner of the prestigious UK Over 50s Housing Awards at their awards ceremony held at the Courthouse Hotel in London.

At the same ceremony the Association's Chief Executive received the award for being the most outstanding Chief Executive of a Housing Association in the UK.

UK OVER 50s HOUSING AWARDS 2017



HIGHLIGHTS OF THE YEAR

LONG SERVICE AWARDS 2017

On the 1st December 2017 the Association held its first Long Service Awards ceremony to recognise the staff and board of management members who had achieved 20 years continuous service with the Association.

The awards ceremony which was held at the Waterside Hotel with a total of 8 staff and 3 board members receiving their long service awards.

HIGHLIGHTS OF THE YEAR

GARDENING COMPETITION 2017

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 2017 North Ayrshire winners were Mr and Mrs Ritchie, Old Caley Road, Irvine. The East Ayrshire winner was Mrs Sinclair, Graithnock Drive, Kilmarnock.

Mr and Mrs Ritchie and Mrs Sinclair are pictured here receiving their trophies, certificates and B&Q vouchers of £100 from Members of the Association's Property Services Sub - Committee: Janet Strang, Maureen Whitelaw and Helen Neill.





HIGHLIGHTS OF THE YEAR OUR WORK WITHIN OUR COMMUNITIES

TACKLING FUEL POVERTY IN DUMFRIES AND GALLOWAY

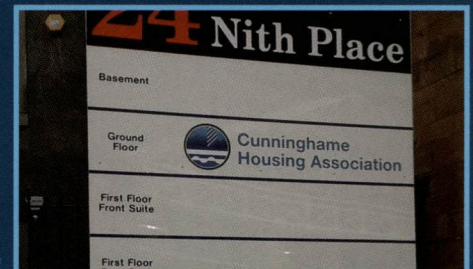
Cunninghame Housing Association's Lemon Aid Fuel Poverty Energy Advisors Service commenced in Dumfries and Galloway in January 2018 and provides a range of award winning services.

The Service has been operating since 2013 in Ayrshire and throughout Scotland it has been very successful in helping the most vulnerable in society with fuel poverty and wider financial inclusion issues as a result of them paying a fuel poverty premium.

The project operates from the Association's new premises at 24 Nith Place in Dumfries (pictured below) and reaches out to communities throughout the region.



Pictured left to right: Frank Sweeney, Chief Executive, Cunninghame Housing Association, Dumfries & Galloway Councillor Andy Ferguson Chair of Communities Committee and Janet Strang, Chairperson of Cunninghame Housing Association.



HIGHLIGHTS OF THE YEAR OUR WORK WITHIN OUR COMMUNITIES

SWEENEY COURT / SWEENEY STREET, ARDROSSAN

In August 2016 The Housing and Local Government Minister Kevin Stewart MSP carried out the official sod cutting ceremony at Cunninghame Housing's new build project at Montgomerie Street, Ardrassan.

The Association has now developed 70 houses and flats on the site, all for rent. A total of £4,519,000 was awarded in grant from the Scottish Government to part fund the project.

The total project costs for the Development, including Private Finance was £7,725,987.

The main contractor for the work was Ashleigh (Scotland) Ltd.

The Design Team on the project was:

- MAST Architects - Architects
- TCS Construction Consultants – Quantity Surveyor
- Scott Bennett Associates – Structural Engineer

In February 2018 Kevin Stewart MSP minister for Local Government and Housing revisited the site to carry out The Official Closing Ceremony for the project now named Sweeney Court / Sweeney Street after Cunninghame Housing Association's Chief Executive Frank Sweeney.



HIGHLIGHTS OF THE YEAR

NEW CUNNINGHAME HOUSING ASSOCIATION OFFICES

In December 2017 the Association moved from its former Head Quarters in Glasgow Street.

In February 2018 Kevin Stewart MSP Minister for Local Government and Housing officially opened the Association's New Quayside Offices in Ardrossan.



Kenneth Gibson MSP, Frank Sweeney CEO Cunninghame Housing, Kevin Stewart MSP Minister for Local Government and Housing



HIGHLIGHTS OF THE YEAR OUR WORK WITHIN OUR COMMUNITIES

TENANT PARTICIPATION

Cunninghame Scrutiny Panel

The Cunninghame Scrutiny Group undertook its second scrutiny exercise, looking at part of the Association's planned maintenance programme - Kitchen and Bathroom replacements. Their remit was to review this work from a tenant's perspective and to make any relevant recommendations to the Association's Board of Management.

The input from staff and contractors along with tenants who have recently had new kitchen or bathroom installations has been invaluable in this exercise. The group enjoyed the close working relationship with these key stakeholders and hopes this will improve our tenants experience of this major work.



HIGHLIGHTS OF THE YEAR

NORTH AYRSHIRE COUNCIL'S PROVOST'S CIVIC PRIDE AWARDS 2018

In March 2018 CHA sponsored the Young Citizen of the Year Award category, which was won by Ellie Hannah.

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 eighth year the Association supported the Provost's Civic Pride Awards.

Pictured left to right: Provost Ian Clarkson, Ellie Hannah and Janet Strang, CHA Chair



HIGHLIGHTS OF THE YEAR

8TH ANNUAL TENANT'S CONFERENCE

Our Eighth Annual Tenant's Conference was held at the newly built Firth Pavilion in the Seamill Hydro Hotel on 5th July 2017.

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

Our 110 delegates, including 56 Cunninghame tenants rated the Conference very highly. 51 feedback forms were received from our tenants. 43 rated their overall experience of the conference as very good, 7 good and 1 fair. 100% of our partners who formed our Information Village (the largest of it's kind in Scotland) rated their experience as very good and 100% will support the conference again next year.



HIGHLIGHTS OF THE YEAR ANNUAL CHARITY SAMH

During 2017/18 the Association's staff participated in a number of events to raise funds for our nominated annual charity, SAMH.

Events such as sporting challenges and bake sales helped raise £2,927.48 for the charity. Over the last 7 years CHA has raised £14,290.82 for local charities.



HIGHLIGHTS OF THE YEAR ARDROSSAN WINTON ROVERS FOOTBALL CLUB

Our voluntary Board of Management takes great pride in the contributions it makes to the communities within which we operate.

Ardrossan Winton Rovers who were founded in 1900 also take great pride in their community focus and the Cunninghame Housing Association Group of Companies is delighted to continue to sponsor the club's "home" and "away" strips.





HIGHLIGHTS OF THE YEAR

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 11 applications for funding in 2017 – 18 and awarded grants to the following:-

Blair Gymkhana

NA Blind
Bowling Club

Ardrossan
Castle Heritage

North Ayrshire
Book Festival

Kilwinning Heritage

Irvine
Horticultural Society

Saltcoats
Gala Committee

Kilwinning Athletic
Football Club

Ardrossan
Highland Games

Wednesday
Friendship Club

Tass Thistle Girls



Aria Pascual, Karate Athlete



Wednesday Friendship Club



Ardrossan Highland Games



Tass Girls Football Team

BUILDING OUR COMMUNITIES

The Association's Development Programme continues to deliver quality new build homes with a total of 129 new homes completed during 2017/18 within North Ayrshire. The following provides some details of this position.

DUE FOR HANDOVER 2018/19

Victoria Hotel,
Largs

Fact File

No. of units: **12**
No. for rent: **12**
Total Investment: **£1.42m**
Commenced on site:
26th June 2017
Overall Completion:
19th July 2018



Nelson Street,
Largs

Fact File

No. of units: **14**
No. for rent: **14**
Total Investment: **£1.89m**
Commenced on site:
11th September 2017
Overall Completion:
19th September 2018



Stanley Road,
Saltcoats

Fact File

No. of units: **28**
No. for rent: **28**
Total Investment: **£4.36m**
Commenced on site:
14th August 2017
Overall Completion:
10th August 2018



Weirston Road, Kilwinning

Fact File

No. of units: **64**
No. for rent: **64**
Total Investment: **£7.9m**
Commenced on site:
3rd July 2017
Overall Completion:
15th October 2018



Sharphill Phase 3,
Saltcoats

Fact File

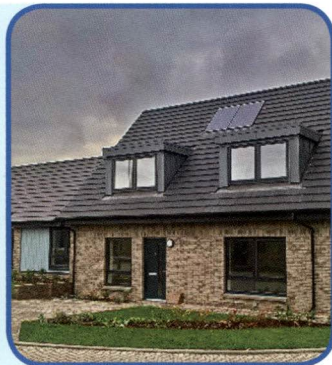
No. of units: **24**
No. for rent: **24**
Total Investment: **£2.9m**
Commenced on site:
23rd October 2017
Overall Completion:
November 2018



Montgomerie Street
Phase 2, Ardrossan
(Now Sweeney Gardens)

Fact File

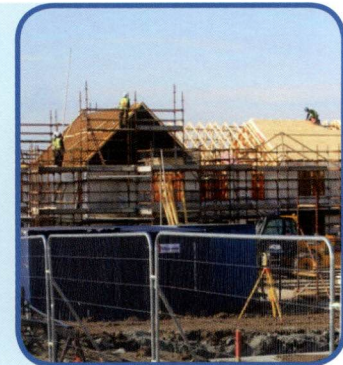
No. of units: **10**
No. for rent: **10**
Total Investment: **£1.9m**
Commenced on site:
19th March 2018
Overall Completion:
November 2018



Dalshalloch Road,
Auchinleck

Fact File

No. of units: **23**
No. for rent: **23**
Total Investment: **£3.2m**
Commenced on site:
28th August 2017
Overall Completion:
February 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 2017-18

Performance

Effectiveness

Efficiencies

Staffing and Training

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)

Ensuring we achieve our Strategies and Critical for Success Factors



Tracking Performance Targets, KPIs and Personal Performance

Robust Project Management and Controls

Managing Service Excellence, Customer Services & Customer Engagement

Indeed in terms of our performance, we are leading our peers in certain areas as reported by the Scottish Housing Best Value Network Benchmarking Club. We introduced the undernoted operational improvements in our Finance function throughout the year.

Improvements & Efficiencies	<ul style="list-style-type: none"> • New systems implementations including Business Intelligence reporting tools • Existing systems upgrades delivering improved functionality
Training	<ul style="list-style-type: none"> • Staff training on new and upgraded systems
Simplify & Automate	<ul style="list-style-type: none"> • Simplification & Automation of Operational Processing • Automation of Quarterly and Annual Accounts Reporting and Budgets across the Cunninghame Group of Companies

INFORMATION & COMMUNICATION TECHNOLOGY

In terms of our Information and Communication Technology (ICT), we were again exceptionally busy delivering on the following:-

Office Moves

- Including replacement and upgrade of Communications Infrastructure
- First class equipment for meeting rooms including WIFI etc.
- Dumfries Office Setup - Including infrastructure installations

Microsoft Secure Productive Enterprise Implementation – including:

- Office 365
- Exchange Server Migration from on premise to in cloud
- Sharepoint Server migration from on premise to in cloud

Upgrade/New Version Installs of the following systems to take account of GDPR

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

New Applications Introduced

- Board Papers
- Cascade Payroll
- Webfleet Vehicle Telematics
- Kudos Inventory Software (CFRC)

FACTORING

The Factoring Team continue first class service in order to comply with the Property Factors Scotland Act including Factoring Handbook, Written Statement of Services and Systems Redesign.

They also continue updating 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 2018	£180,840

HUMAN RESOURCES

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

From the tables below you will note that the total number of hours spent training staff was 3,825 with 54 new staff being recruited throughout the three companies:-

Table 1 – Staffing New Starts

CHA Group of Companies	New Employees
Cunninghame Housing Association	14
Cunninghame Furniture Recycling Company	21
Citrus Energy Ltd. (Including Lemon Aid)	17
Care and Repair Xtra / Resident Services	2
Total	54

This takes the total number of people employed within the CHA Group of Companies to 149 as of March 2018.

Table 2 – Learning and Development

CHA Group of Companies	No. Of Staff Trained	No. Hours Spent On Training
Cunninghame Housing Association	319	1774.5
Cunninghame Furniture Recycling Company	41	273
Citrus Energy Ltd.	96	1243
Care and Repair Xtra / Resident Services	27	535
Total	483	3825.5





FINANCE

In Finance year 2017-2018 the Association generated a surplus for the period of £1,492,831.

Net assets at March 2018 were £10,848,011 and the Association's longer term projections continue to demonstrate viability, under reasonable assumptions, and bank covenant compliance.

Statement of Comprehensive Income

	Annual accounts to 31st March 2018	Annual accounts to 31st March 2017
Turnover	14,842,780	14,244,518
Less: Operating costs	(11,219,673)	(10,134,251)
Operating Surplus	3,623,107	4,110,267
Gain/ (Loss) on Sale of Housing Property	(38,503)	(40,685)
Exceptional Items	-	-
Interest Received	27,075	45,769
Interest Payable	(2,200,313)	(2,190,493)
Other Finance Charges	(4,459)	(80,995)
Surplus for the Year	1,492,831	1,843,863

Statement of Financial Position

	31st March 2018 (£)	31st March 2017 (£)
Tangible Assets – Social Housing	167,918,009	143,168,688
Other Tangible Assets – Plant and Equipment	4,315,937	3,163,402
Tangible Fixed Assets	172,233,946	149,332,090
Current Assets	4,079,977	9,259,261
Current Liabilities	(5,507,407)	(8,313,234)
Creditors Greater than 1 year	(57,695,645)	(52,349,160)
Deferred Income – Social Housing Grant	(101,044,986)	(87,355,883)
Deferred Income – Other Fixed Assets Grants	(1,217,874)	(1,217,874)
Net Assets	10,848,011	9,355,200
Share Capital	46	66
Revenue Reserves	10,847,965	9,355,134
Total Reserves	10,848,011	9,355,200

Maintenance Expenditure

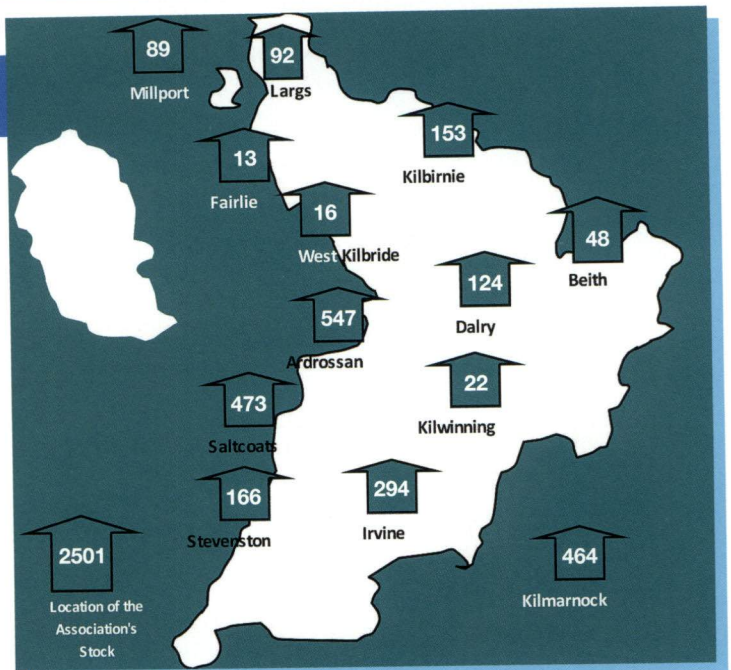
	31st March 2018	31st March 2017
Reactive Maintenance	989,939	1,007,024
Medical Adaptations	207,756	162,971
Cyclical Works	625,786	459,500
Major Repairs	1,195,906	1,238,366

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	547	Kilwinning	22
Beith	48	Largs	92
Dalry	124	Millport	89
Fairlie	13	Saltcoats	473
Irvine	294	Stevenston	166
Kilbirnie	153	West Kilbride	16
Kilmarnock	464	Grand Total	2501



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 planned maintenance policy and procedure and made recommendations on improvements which have been implemented. 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 concluded a rent restructure exercise using an external consultant and incorporated the results of a wide ranging consultation exercise involving all tenants and tenant's groups.

The new structure will be implemented from 1st April 2019 and staggered 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.

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 we 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.

Welfare reform and in particular the roll out of Universal Credit has had a major impact on 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.



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.

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 2017-2018 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 almost £1.4 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 2017-2018

Work Heading	No. of Properties	Value of Completed Work
Heating	107	£318,551.21
Kitchens	105	£378,920.63
Bathrooms	76	£157,220.12
Door Entry	42	£17,050.80
Structural / Drainage / Damp	16	£91,009.26
Electrical	1	£2,648.42
Smoke Alarms	142	£8,000.00
Fencing	28	£30,789.00
Windows & Doors	71	£110,103.68
Roofing	13	£40,504.45
Timber Repairs / Painting	155	£106,126.72
Head Office Refurbishment	1	£77,462.40
Totals		£1,338,386.69

Planned Maintenance Budget 2018-2019

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

More than just a landlord



OUR WORK WITHIN OUR COMMUNITIES

VICTORIA HOUSE

Our homeless persons' facility at Victoria House is now in its eighteenth year of operation and the facility continues to provide an essential service to persons requiring immediate access to temporary accommodation.

A total of **352** 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 presentation 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:

- 27 Days was the average length of stay;
- 95% Average occupancy rate achieved;
- No customer complaints received;
- 98% 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, to positively help the client group deal with their current homelessness circumstances.

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



SOCIAL AND ECONOMIC REGENERATION

ENTERPRISE CENTRES AND FUNDING

CHA have an enviable record as a community anchor organisation. For the last 12 years the Association has operated 2 Enterprise Centres in Ardrossan - The Michael Lynch Centre for Enterprise and the James Moffat Centre for Enterprise. Together they provide quality space for 10 local businesses/social enterprises employing more than 50 staff.

In December 2017 the Association moved to its new headquarters at Marina Quay. Immediately, thereafter, we moved to turn the 11000 sqft former HQ building in Glasgow Street, Ardrossan into a social enterprise hub for North Ayrshire – with the venue acting as an office, employability, training and meeting venue. The Association's Board renamed the building the Frank Sweeney Centre for Enterprise and leases were agreed with a range of partner organisations including North Ayrshire Council, Lennox Partnership, Citrus Energy and Penumbra.

In addition to establishing this new Enterprise Centre, CHA's ability to address disadvantage and create opportunities within our communities is enhanced when we are able to lever in additional resources. In 17/18 the Association's Regeneration Team secured £75000 continuation funding from the Scottish Government's People and Communities Fund to sustain the Lemon Aid fuel poverty service which operates in East Ayrshire.

More than just a landlord

Cunninghame

Furniture Recycling Company



17/18 proved to be another successful year for the Association's furniture reuse subsidiary, Cunninghame Furniture Recycling Company.

From its 16,000 sq ft showroom premises in Irvine CFRC was able to assist 2929 households to furnish their homes – up 3.1% from the previous year – supplying them with more than 6000 items of reusable and new furniture. CFRC also aims to divert unwanted furniture from landfill and in 17/18 just over 180 tonnes were collected from 1968 furniture donors across Ayrshire – up 2% on the previous year.

In early 2018 CFRC began to implement its Better Homes Ayrshire project. With funding support of £139,000 from the Scottish Government's Social Economy Growth Fund and the European Social Fund the project aims to increase the level of furniture donations. CFRC was able to lease a new vehicle to focus on

collecting donations from East and South Ayrshire in particular and appoint a dedicated Marketing Officer, new Driver and 2 other Warehousing staff to help process the increased tonnage collected.

Customer satisfaction ratings for CFRC services remain consistently high, with the latest survey findings showing that 98% of buyers in 17/18 rated CFRC as offering good value for money. One of CFRC's key aims is to provide employment opportunities for local residents - operating its showroom, warehouse and fleet of 4 vehicles.

During 17/18, with increasing furniture sales and contract work income and grant support from the Scottish Government, European Social Fund and North Ayrshire Council, CFRC was able to increase its employee numbers to 19.

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



Hazeldene HORTICULTURE

Growing Plants Growing People

After re-establishing the Hazeldene Horticulture initiative in partnership with North Ayrshire Council in 2016, a full range of services were relaunched in April 17.

This included providing therapeutic work experience within the Nursery for adults with mental health issues; delivery of the North Ayrshire Garden Tidy; provision of horticultural training to North Ayrshire Modern Apprentices in partnership with Ayrshire College and grass cutting and estate maintenance services for the Association in Irvine and Kilwinning.

These services enabled 10 local residents to be employed at Hazeldene during 17/18 and a further 10 trainees provided with paid training opportunities in partnership with CEiS Ayrshire – ensuring that the Association was able to deliver fully on the terms of the Public Social Partnership with North Ayrshire Council.





citrus energy

Refreshingly Different

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 the energy market confusion. Citrus domestic has a comprehensive service set-up to help those in fuel poverty and in need of energy advice.

CITRUS DOMESTIC SWITCH

Our home energy switch service was set up to provide hands-on assistance to anyone wanting to find the best home energy deal.

We find prices from the whole UK market, with true independence and impartiality. We won't help someone switch until we have dealt with underlying issues they may have beforehand. We will then only switch someone if the new deal will better their circumstances.

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

Call us now - 0800 221 8089

LEMON AID

Our Lemon Aid Fuel Poverty Advisor service helps provide comprehensive energy advice to vulnerable individuals.

Within Ayrshire, we carry out home energy advice visits and attend many groups and community events.

If we come across individuals in need of advice in areas covered by other organisations, we will cross refer to them.

Since its launch in 2013, our Lemon Aid service has achieved the following outcomes:

- Dealt with over 4,800 referrals where we have advocated on behalf of the home energy user.
- To August 2016 we have sourced £973,736 of grants for energy efficiency work, debt write-offs and recovery rate reductions, working with Energy Trusts and Home Energy Scotland.
- Assisted 520 households back on to mains gas supply following self disconnection.
- Changed 949 payment meters to cheaper credit meters.



UKHA
INSIDE HOUSING 2014
WINNER
Landlord of the Year

disability
confident
EMPLOYER

Healthy Working Lives
Gold Award

Investors in People | Health & Wellbeing Award
Good Practice

INVESTORS IN PEOPLE | **Platinum** Until 2020

INVESTORS IN YOUNG PEOPLE | **GOOD PRACTICE AWARD**



CUNNINGHAME

HOUSING ASSOCIATION

More than just a landlord

OFFICES

Head Office

Quayside Offices, Marina Quay, Dock Road, ARDROSSAN, KA22 8DA
Tel: 01294 468360

East Ayrshire Office

42 Campbeltown Drive, KILMARNOCK, KA3 1JX
Tel: 01294 607550

Dumfries and Galloway Office

24 Nith Place, DUMFRIES, DG1 2PN

The Michael Lynch Centre for Enterprise

71 Princes Street, ARDROSSAN, KA22 8DG
Tel: 01294 475600

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

Homeless Persons Facility

Victoria House, 6 Boyle Street, IRVINE, KA12 8PG
Tel: 01294 607540

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: SCO 37972

www.cunninghame-housing.org
Email: enquiries@chaltd.org

**MAKING OUR COMMUNITIES
BETTER PLACES**