



# CUNNINGHAME

HOUSING ASSOCIATION

*More than just a landlord*

## ANNUAL REPORT 2022-2023



[www.cunninghame-housing.org](http://www.cunninghame-housing.org)

A charity registered in Scotland No : SC037972

# WELCOME REMARKS

## Welcome to CHA's Annual Report for 2022/23

**The past year has been dominated by the prevailing economic climate, unprecedented levels of inflation and soaring interest rates.**

We fully recognise the impact this has on our tenants and our communities, and our focus has been on improving our core services and supporting households, wherever we can, through this difficult time.

We continue to develop our approach to financial inclusion, addressing fuel poverty and promoting tenancy sustainment, recognising where the challenges lie, and offering support to our customers wherever possible.

### **There have been a number of highlights in the last year:**

Our MOCBP Fund continued to support and award small grants to various groups in North & East Ayrshire and Dumfries & Galloway. During the year, a total of 16 funding awards were made to a range of organisations in Ayrshire and 11 were awarded to Dumfries & Galloway groups.

We are proud that we are able to offer assistance to organisations providing valuable services across the communities that we serve, reinforcing our mission to being More Than Just a Landlord - Making Our Communities better places.

We were also delighted to be reaccredited with IIP Platinum, reflecting the hard work and commitment shown by all of our staff.

Over the last year, we have continued to deliver new homes for rent as part of our ongoing development programme, with 202 completed properties handed back to the Association.

Our new Direct Works Repairs service completed its first full year in operation. It is important that this move to a Direct Works approach benefits our tenants by offering an improved, customer friendly service. We will continue to monitor performance to ensure we achieve high customer satisfaction levels.

Our planned maintenance spend in 2022/23 was £2.2m which allowed us to continue our programme of heating, kitchen and bathroom replacements as well as new windows and doors to our properties. As we move forward, our priority will continue to be delivering significant improvements across our stock, focusing on improving homes we own and manage.

We will continue to work closely with our partners across North & East Ayrshire and Dumfries & Galloway and, in light of the challenges we face, we will continue to seek opportunities wherever possible to work effectively with stakeholders.

We look forward to the year ahead, and we remain committed to continuing to deliver high quality services across all of our areas of operation.

“ Making our communities better places. ”





# BOARD OF MANAGEMENT 2022 - 2023



**LESLEY KEENAN**

**Chairperson**

Joined: 2015

Chairperson From:  
September 2022  
Former Deputy Chief  
Executive at Department of  
Health and Social Care Isle  
of Man Government.

Resigned from the Board  
of Management on  
6th September 2023.



**JANET STRANG**

**Vice Chairperson**

Joined: 1994

Background: Local  
Community Activist.

Appointed as  
Chairperson at AGM  
on 6th September 2023



**DREW HALL**

**Company Secretary**

Joined: 2019

Company Secretary From:  
September 2022 Formerly  
a Service Manager with  
Inverclyde Council responsible  
for Environmental Health,  
Housing Strategy/Standards/  
Conditions and the Community  
Safety Partnership.



**BRENDA JOHNSTONE**

**Board Member**

Joined: 2017

Community Activist  
and Fundraiser.



**WILLIE GIBSON**

**Board Member**

Joined: 2018

A former Depute Head  
Teacher and former Leader  
of North Ayrshire Council,  
William is now retired  
from his role as a local  
councillor.



**BRIAN McCABE**

**Board Member**

Joined: 2019

A former principal financial  
services consultant with  
a BSc (Hons) Degree in  
Social Science (Politics).



**ELIZABETH SHEDDEN**

**Board Member**

Joined: 2019

Worked in all aspects of  
law with a local firm of  
solicitors until she retired.



**JOHN KELLY**

**Board Member**

Joined: 2012

Former Mining Engineer/  
Manager South Africa.



**JOHN NISBET**

**Board Member**

Joined: 2018

Community Activist, former  
Resettlement Worker with  
Aspire Housing & Personal  
Development Services.

# BOARD OF MANAGEMENT 2022 - 2023



**JUNE FENELON**  
Board Member  
Joined: 2018  
Community Activist,  
formerly employed in  
training and development  
within the NHS.



**LIAM LOUDON**  
Board Member  
Joined: 2018  
An Associate Partner within  
the commercial department  
of Shepherd Chartered  
Surveyors in the West of  
Scotland.



**MARGARET DAVISON**  
Board Member  
Joined: 2019  
Chief Executive of the  
Queen Margaret Union at  
Glasgow University.



**CLLR  
ELEANOR COLLIER**  
Board Member  
Joined: 2023  
Representative of  
North Ayrshire Council.



**CLLR  
STEPHEN CANNING**  
Board Member  
Joined: 2022  
Representative of  
East Ayrshire Council.

Board of Management members  
were extremely busy during the year  
attending 35 meetings in total; 8 Board  
of Management meetings, 6 Special  
Board of Management meetings and 21  
Sub Committee meetings



**CLLR  
JIM McMAHON**  
Board Member  
Joined: 2020  
Resigned: 2022  
Representative of  
East Ayrshire Council.



**CLLR  
JIMMY MILLER**  
Board Member  
Joined: 2017  
Resigned: 2022  
Representative of  
North Ayrshire Council.



**CLLR  
SCOTT DAVIDSON**  
Board Member  
Joined: 2022 -  
Resigned: 2023  
Representative of  
North Ayrshire Council.



**JOHN McLAREN**  
Board Member  
Joined: 2021  
Head of Business for  
Ibox Software Ltd and  
a dedicated housing  
professional and fellow of  
the Chartered Institute of  
Housing.  
Resigned from the Board  
of Management on  
16th June 2023.







# BUILDING OUR COMMUNITIES

## BRIDGEHOUSEHILL ROAD, KILMARNOCK

On 1st August 2023, we were delighted to host the Scottish Government Minister for Housing, Paul McLennan MSP, along with Provost Jim Todd, East Ayrshire Council, to welcome the Association's first residents to their new homes at our affordable housing development in Jane Darnbrough Gardens, Kilmarnock.



We are building 101 new modular homes in partnership with Connect Modular. Work commenced on site on 27th August 2022 and overall completion is expected in August 2024.

The housing comprises a mixture of 2, 3 and 4-bedroom general needs houses including 10 amenity bungalows and 5 bungalows designed for wheelchair users.

With total development costs of £17m, the project has benefitted from £10.5m in Scottish Government grant.



The latest information can be found via the following link:

[www.cunninghame-housing.org/projects/bridgehousehill-road-kilmarnock](http://www.cunninghame-housing.org/projects/bridgehousehill-road-kilmarnock)





# BUILDING OUR COMMUNITIES

## HEATHHALL, DUMFRIES

We are delivering this project in partnership with Springfield properties. Work started on site in May 2021 and is scheduled to complete in December 2023.

A total of 64 new homes for rent are being delivered and will provide a range of house types including cottage flats for rent, general needs houses and bungalows designed for those with mobility and wheelchair needs.



The latest information can be found via the following link:

[www.cunninghame-housing.org/projects/heathhall-dumfries](http://www.cunninghame-housing.org/projects/heathhall-dumfries)

## GARVEN ROAD, STEVENSTON

The Association acquired this site on 18th August 2023 and is intending to start work on site in October 2023. The main contractor is Ashleigh Scotland Ltd. We will deliver 20 new homes for rent on this former primary school site. The construction of these new homes will bring a derelict site back into use and transform this part of the Ardeer estate in Stevenston.



The latest information can be found via the following link:

[www.cunninghame-housing.org/projects/garven-road-stevenston](http://www.cunninghame-housing.org/projects/garven-road-stevenston)



# BUILDING OUR COMMUNITIES

## NEW BUILD DEVELOPMENT PROGRAMMES

The Associations' Development Programme continues to deliver quality new build homes with a total of 202 homes completed during 2022/23 within North & East Ayrshire and Dumfries & Galloway.

The projects which achieved overall completion during 2022/23 are as follows:



### HALLMEADOW, ANNAN

#### Fact File

No of units: 130  
Total Investment: £18.9m  
On Site: July 2020  
Overall Completion: October 2022



[www.cunninghame-housing.org/  
projects/land-at-hallmeadow-annan](http://www.cunninghame-housing.org/projects/land-at-hallmeadow-annan)



### WEST BYREHILL, KILWINNING

#### Fact File

No of units: 72  
Total Investment: £11.7m  
On Site: April 2021  
Overall Completion: March 2023



[www.cunninghame-housing.org/  
projects/west-byrehill-kilwinning](http://www.cunninghame-housing.org/projects/west-byrehill-kilwinning)



### BARSKIMMING ROAD, MAUCHLINE

#### Fact File

No of units: 30  
Total Investment: £4.9m  
On Site: March 2021  
Overall Completion: April 2022



[www.cunninghame-housing.org/  
projects/park-view-mauchline](http://www.cunninghame-housing.org/projects/park-view-mauchline)



### WINDERMERE ROAD, ANNAN

#### Fact File

No of units: 60  
Total Investment: £8.3m  
On Site: April 2019  
Overall Completion: October 2022



[www.cunninghame-housing.org/  
projects/windermere-road-annan](http://www.cunninghame-housing.org/projects/windermere-road-annan)





# OUR COMMUNICATION AND TECHNOLOGY

We continue to develop our internal systems to improve services to our customers.



## CCTV

Fully upgraded CCTV systems have been installed:

- Michael Lynch Centre for Enterprise
- Frank Sweeney Centre for Enterprise
- Canal View, Saltcoats
- Jennings Gardens, Kilbirnie



## Direct Works

- Further configuration of Total Mobile and Open Contractor System
- Expansion into upstairs office space.



## New Dumfries Office

- CCTV installed.
- Networking infrastructure complete.
- Nith Place decommissioned.



## Upgrade/New Version Installs of:

- Capita Housing & Open Accounts Version upgrades.
- Mitel Phone System upgraded and configured for soft phone use.



## Network Upgrades

- All sites had connection speeds doubled.
- Removed or re-allocated unused connections

## AUDITING

Regular internal audits are conducted to ensure we meet our statutory responsibilities and operate effectively to deliver high quality services.

### Internal Audits carried out in 2022/23:

- Arrears Management
- Corporate Governance

### Internal Audits scheduled for 2023/24:

- Tenant Safety
- GDPR
- Cyber Security
- Budget Reporting



# FINANCE

In Finance year 2022-2023 the Association generated a surplus for the period of **£2,475,064**. Net assets at March 2023 were **£20,579,120** 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 2023 £	Annual Accounts to 31st March 2022 £
Turnover	22,234,277	19,500,202
Less: Operating Costs	16,231,154	14,019,817
Operating Surplus	6,003,124	5,480,385
Gain/(Loss) on Sales	45,961	25,882
Exceptional Items	-	-
Interest Received	23,573	10,480
Interest Payable	(3,597,594)	(2,885,187)
Other Finance Charges	-	(27,000)
Actuarial gain (loss) Pension Liability	(538,000)	974,000
<b>Total Comprehensive Income for Year</b>	<b>1,937,064</b>	<b>3,578,560</b>

## Statement of Financial Position

	31st March 2023 £	31st March 2022 £
Tangible Assets - Social Housing	287,976,686	267,172,813
Other Tangible Assets - Plant & Equipment	4,117,923	4,299,026
<b>Tangible Fixed Assets</b>	<b>292,094,609</b>	<b>271,471,839</b>
Current Assets	7,273,628	5,033,682
Current Liabilities	(6,313,395)	(6,788,566)
Creditors Greater than 1 Year-loan finance	(105,828,231)	(92,063,322)
Deferred Income - Social Housing Grants	(165,139,468)	(157,823,630)
Deferred Income - Other Fixed Assets Grants	(1,042,023)	(1,075,294)
Pension Scheme Liability	(466,000)	(112,651)
<b>Net Assets</b>	<b>20,579,120</b>	<b>18,642,059</b>
Share Capital	44	47
Revenue Reserves	20,579,076	18,642,012
<b>Total Reserves</b>	<b>20,579,120</b>	<b>18,642,059</b>



# OUR PEOPLE

In 2022/23, 47 new staff were recruited throughout the Cunninghame Group of Companies:



34

Cunninghame Housing Association (CHA)



11

Cunninghame Furniture Recycling Company (CFRC)



2

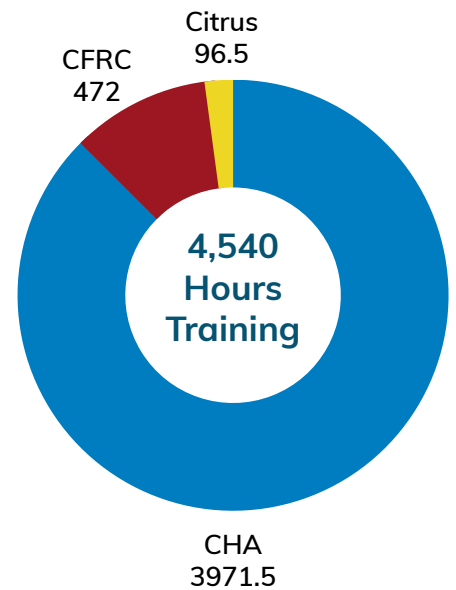
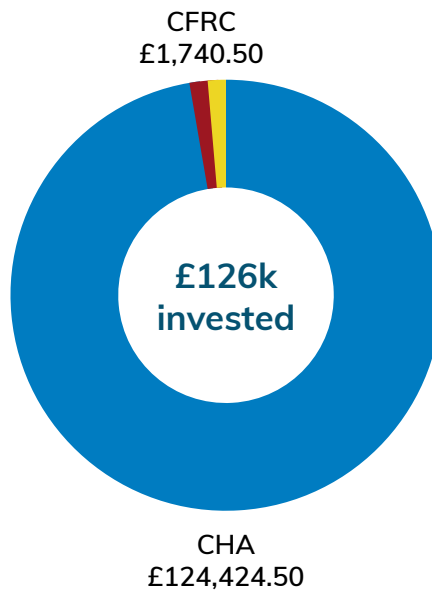
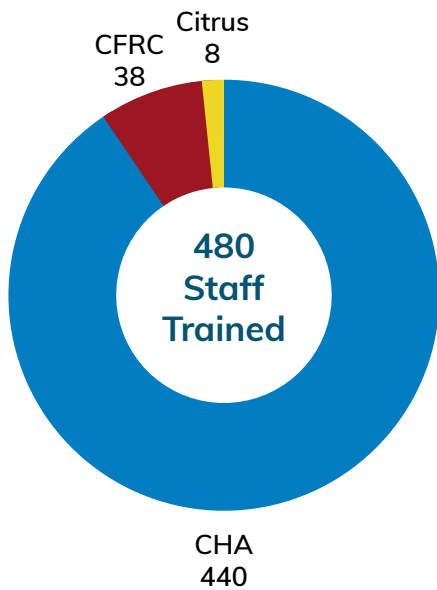
Citrus Energy



This takes the total number of people employed within the CHA Group of Companies to 141 as at March 2023.

## LEARNING AND DEVELOPMENT

We invest in our staff, developing their skills and confidence to provide the best services we can to tenants and other customers.



# CUSTOMER ENGAGEMENT

Engagement with tenants and other customers is core to providing high quality services that meet the needs of our communities. During 2022/23 we began a journey of improvement in customer engagement, which continues to be a strategic priority for the Association. Improvements during this year include:

The introduction of a single, 24-hour number for repairs

Our Housing Officers have been carrying out introduction visits for all tenants in their area

An option to report non-emergency repairs online

An online version of our tenant newsletter for those who prefer it

A single contact number and email for all housing related enquiries

## FACTORING

Our Factoring service provides invaluable support to tenants and owners in mixed tenure blocks.

Their remit includes:

### Estate Management

- Liaise with property services about mixed tenure blocks & fully factored blocks.
- Investigate queries owners have with works carried out and bring them to an effective conclusion

### Insurance

- Provide common insurance policy for the building.
- Liaise with owner insurance claims from start of claims (single event and individual).

### Close Meetings

- Co-ordinate close meetings for works over the £250 per person threshold.

### Statutory Returns

- Annual 3 yearly.
- The Scottish Property Factor Register - Annual return to the Scottish Government.
- Re-register every 3 years as a Property Factor.

Number of Factored Houses (without owning them)

**459**

Total quarterly charges billed for 2022/23 for Repairs, Fixed Charges, Management Fees etc.

**£147,212**





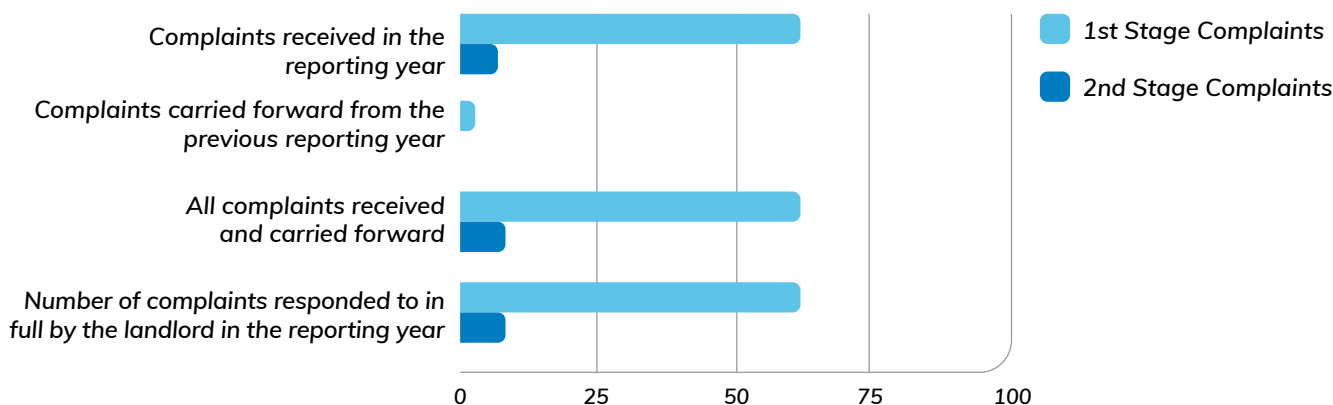
# COMPLAINTS

Complaints give CHA valuable information to improve service provision and customer satisfaction. Our Complaints Handling Procedure allows us to address a customer’s dissatisfaction and may help us prevent the same problem from happening again.

Handled well, complaints give our customers a form of redress when things go wrong and can help us improve services.

Wherever possible, we deal with complaints at the frontline, meaning that the staff member who receives the complaint is empowered to address the reason for the customer’s dissatisfaction within a maximum of five working days.

Only a small number of complex cases which need greater investigation are dealt with as Stage 2 complaints, which have a time limit of 20 working days. In 2022/23, Cunninghame Housing Association received 67 contacts from tenants or tenant representatives which we recorded within our complaints system. This is reported in our Annual Return on the Scottish Social Housing Charter.



**98.44%**

The percentage of all complaints responded to in full at Stage 1

**4.03**

The average time in working days for a full response at Stage 1

**100%**

The percentage of all complaints responded to in full at Stage 2

**14.75**

The average time in working days for a full response at Stage 2

## There were 5 complaints upheld and 1 partially upheld during 2022/23:

- 2 were related to housing management issues, and there has been further discussion around the provision of information to new tenants because of one complaint.
- 3 were related to repairs and maintenance, and further discussion around processes were undertaken with staff members.
- The partially upheld complaint was related to our Factoring Service, and work has been undertaken to improve internal communication.



# TENANT SERVICES

## TENANT CONSULTATION & PARTICIPATION

During 2022/23, Cunninghame consulted widely with tenants on the 2023/24 annual rent increase proposals. This included a digital response option for the first time, as well as individual newsletters to all tenants and local roadshows. The consultation yielded the highest response rate CHA has had to date, with 443 tenants submitting their views.

Our Scrutiny Group has been conducting a comprehensive review of our approach to shared areas, such as common closes and gardens. This will continue into 2023/24. They continue to support us in improving service provision.

During the year we also implemented Phase 5 of our rent restructure, which incorporated the results of a wide-ranging consultation exercise involving all tenants and tenant groups. Once the 7-year project is complete, the rent structure will provide a fairer and more easily understood approach to rent setting.



**745**  
referrals

**£458,294**  
tenant financial gains

Our Financial Inclusion Service received 745 referrals in 2022/23 for support with issues such as benefit checks, Universal Credit (UC) advice and financial crisis. The Service was able to achieve financial gains of £458,294 for tenants.

At the end of March 2023, we had 1,430 tenants claiming Universal Credit, an increase of 117 households from the previous year. This represents approximately 43% of all households. CHA has alternative payment arrangements in place for 41% of UC cases (584 tenancies). We continue to offer intensive support to all UC claimants, from the initial claim and assessment to the payment of housing costs and annual rent increase notifications.





# HOUSING MANAGEMENT

## ESTATE MANAGEMENT & ANTI-SOCIAL BEHAVIOUR

We understand the impact a clean, tidy and safe environment has on our communities. Our Estate Management approach aims to support tenants to live in attractive communities, and ensure we remain an appealing landlord to our housing applicants. We carry out regular estate inspections to ensure a high standard of grounds maintenance and cleanliness. The purpose of these visits is to identify issues needing addressing to help keep the estates safe, clean and tidy.

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

Over the course of the year, we received 253 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. 100% of these complaints were resolved within our agreed target times.

## INCOME MANAGEMENT

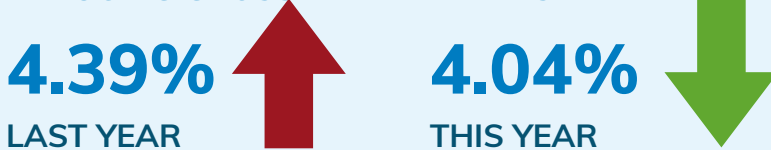
Rental payments are our main source of income and ensure the financial viability of Cunninghame Housing Association and our ongoing ability to invest in services, properties and communities.

During 2022/23 we reviewed our processes for rent arrears and looked at the way we deal with tenants who need additional support from our Financial Inclusion Service. We have introduced a more holistic service provided by Housing Officers, with more complex cases dealt with by our Financial Inclusion Officer.

In 2022/23 we initiated court action against 15 tenants who had increasing levels of rent arrears. One of these tenants was ultimately evicted for non-payment of rent. This is a last resort for the Association, when all attempts at supporting the tenant have been unsuccessful, usually because of non-engagement.

Our aim is to support tenants to sustain their tenancies and to deal with rent arrears at the earliest opportunity to prevent the debt from increasing to an unmanageable level and putting a tenancy at risk.

### REDUCING GROSS RENT ARREARS



Gross rent arrears have reduced last year from 4.39% to 4.04% of rent due.



# HOUSING MANAGEMENT

## ALLOCATIONS AND VOIDS

As our stock spans three local authority areas, we are a member of three common housing register partnerships:



In 2022/23, we:

Re-let  
**220**  
existing properties

Let  
**207**  
new build properties

Made  
**518**  
formal offers of  
housing, with a  
17.95% refusal rate

Supported  
**49**  
tenants to undertake  
an exchange with  
another social  
housing tenant

Took an average of  
**10.24**  
days to repair,  
refresh and re-let  
our properties





# REPAIRS SERVICE



In April 2022 we were delighted to announce our new arrangements for carrying out repairs to Cunninghame properties. The new Direct Works Service was designed with both customer service and best value in mind and allowed us to deliver an improved, cost effective and customer friendly repairs service to our 3,372 properties.

Cunninghame knows the quality of a home can impact many aspects of a person’s life and we continue to strive to improve delivery in every aspect of our repairs and maintenance service. In 2022/23:

**7,533 repairs were undertaken.**  
**This figure is significantly higher than the previous year.**

Repair Type	Repair Numbers	Increase/Decrease from 2021/22	Time to Complete Repair	Faster / Slower than 2021/22
Emergency	2,018	13% Increase	1.92 Hours	2 hours faster
Non-Emergency	5,515	151% Increase	14.86 Days	7 days slower

**Direct Works completed 97.91% of all repairs right first time, an improvement of over 5% from 2021/22.**

## AIDS AND ADAPTATIONS

We believe it is important to help people who have mobility issues to live independently and be able to stay within their home. Cunninghame spent £243,104 of Scottish Government funding in 2022/23, completing 121 adaptations within the year and taking an average of 91.92 days from acceptance of a referral.

**121**  
adaptations completed

**£243,104**  
grant funding for adaptations



# INVESTMENT IN OUR HOMES



Our approach to asset management looks to ensure our tenants live in quality homes that meet their needs. We want to make sure homes meet the Scottish Housing Quality Standard (SHQS), which now incorporates the Energy Efficiency Standard for Social Housing (ESSH). Recent changes to the SHQS, where electrical safety and smoke detection requirements were incorporated, impacted our compliance rate, as with other Scottish social landlords. 85.61% of our properties meet the SHQS at March 2023, an increase of over 10% from the previous reporting year.

Direct Works, our in-house repairs and maintenance service, carry out the majority of our planned maintenance works, including kitchen, bathroom, windows and door replacements. Our aim is to provide choice to tenants, provide high quality materials and workmanship, and cause minimal disruption during works.



In 2022/23 we spent £2,167,054 on planned maintenance projects.  
This included investment in:



**136**

New Kitchens



**148**

New Bathrooms



**81**

New  
Windows/Doors



**71**

Heating System  
Replacements

## CYCLICAL MAINTENANCE

- Our gas servicing and repairs contract continues to be carried out by James Frew.
- Our grounds maintenance contract continues to be carried out by John O'Conner.
- Our Direct Works Service are undertaking the planned programme of electrical safety checks.



All I can say is excellent work.

Miss R, Kilmarnock



All of the workers who visited to install kitchen were brilliant and very polite. A credit to yourselves. 5 stars from me.

Ms C. Millport



I am very happy with the kitchen replacement, workers were polite, professional and approachable. Brilliant time keeping, hardworking and kept me informed with the progress and what to expect.

Ms K. Kilbirnie



# SOCIAL AND ECONOMIC DEVELOPMENT



The Association continues to operate its 3 Enterprise Centres in Ardrossan allowing local residents access to the range of valuable local services delivered from the centres including employability, training, housing advocacy, energy advice, community development, community radio and childcare. We also continued to provide support to the Ardrossan Community Development Trust (ACDT) who continue to develop and deliver regeneration plans within the Town.

Our Social & Economic Development (SED) department, headed by the Chief Executive's Office, continue to work proactively with ACDT's Board to provide developmental support on key projects including the South Beach promenade play park and redevelopment of the existing toilet block.

These works include the reintroduction of crazy golf and some commercial beach huts as well as a café and community hub which are targeted for delivery early 2024. The Association have assisted with revenue funding; legal support and insurance services have also been provided to assist in securing the land around South Beach promenade as a Community Asset Transfer.

Social & Economic Development also continue to support the Ardrossan Community Sports Hub board of Trustees who provide a charitable community gym for residents within the grounds of the old Seafield School. Membership has grown to over 600 members and is the only gym provided within the Town.

The Hub also provide access to free mental health seminars and day trips for youth groups as well as delivering the Duke Of Edinburgh Awards Scheme. The department also represent the Association at the Ardrossan Campus stakeholder meetings and work alongside NAC Connected Communities providing assistance to community groups throughout North Ayrshire.

Additional support was provided to Raydale Community Partnership in Gretna to secure the final elements of funding and complete the development of the portacabins from one of the Association's development sites in Lockerbie into a new changing & fitness provision alongside the new 3g pitch installed in 2021.

Continued support is also provided to the Lockerbie Old School Trust and assisting them to develop plans for a redundant primary school in the heart of the Town, and in raising over £6m of funding to bring the Old School back into use and convert it into a Community Hub.

Working with Turning Point Scotland, the Association is also looking to provide 8 assisted living flats on the same site. Conversations continue with Dumfries & Galloway Council's Strategic Economic Development team and South Of Scotland Enterprise to develop a Community Enterprise Centre within Annan.

The Association are also supporting Annan Rugby FC in developing feasibility to extend their current pavilion building to include for community use and to ensure it meets the inclusive needs of the community for Rugby including women and children.





# CHA LEMON AID FUEL POVERTY SERVICE

The Association has provided the award winning Lemon Aid Fuel Poverty Advisory Service since 2013. With teams serving North & East Ayrshire and Dumfries & Galloway, our advisors provide energy advice, advocacy, assistance in dealing with energy arrears, debt write-off and billing disputes.

The service also assists users who have self-disconnected their energy supply, helping them to get back on supply. We work in partnership with other care and support agencies ensuring service users are cross referred for other support in addition to fuel poverty. In 2022/23 we referred 3369 people to gain support and assistance from partner agencies. Prior to the recent Ofgem Pricing Cap we had helped over 8500 people to switch supplier saving clients over £1.7m on energy bills since 2013.

We've also helped over 40,000 customers reduce their fuel debt, advocated on their behalf with supplier disputes, assisted with metering issues and helped them source the fairest energy prices around. During 2022/23 we assisted 8497 households to reduce debt and make savings to a value of £830,440. We also helped 2983 people who had self-disconnected their energy supply to get back on supply & issued 1880 fuel vouchers with a total value of £95,619.

During 2022/23 the Association also issued 640 free low energy appliances such as air fryers, microwaves and slow cookers to help our customers reduce their cooking costs. In 2021 the Association commissioned Social Value Lab to measure the social impact the service has on the community it serves and this report showed that for every £1 invested in Lemon Aid, we produce £15.32 of social impact; the highest impact in the projects history. A further social return on investment impact report will be commissioned during 2024. Demand for services provided by Lemon Aid during 2022/23 has increased by 150% compared to 2021/22 with over 8500 users being assisted during the current cost of living and energy crisis with demand for the service continuing to increase.

Our Social & Economic Development department secured additional funding ensuring all 3 regional teams could continue to provide this service until March 2025. The Association will continue to explore funding opportunities to ensure the ongoing provision of this much needed service beyond 2025.

8,497

HOUSEHOLDS  
ASSISTED

1,880

ENERGY  
VOUCHERS ISSUED

£95,619

VALUE OF  
VOUCHERS ISSUED

£830,440

DEBT REDUCTIONS  
/ SAVINGS





# Cunninghame

## Furniture Recycling Company



The Association's furniture re-use charity Cunninghame Furniture Recycling Company (CFRC) has seen a busy year with an increase in the services provided to the wider public and through our partnership with North Ayrshire Council's waste services department and Scottish Welfare Fund team through CFRC's membership of Circular Communities Consortium and the Scotland Excel Framework contract. The current cost of living crisis has undoubtedly created more of a demand.

During 22/23 CFRC have diverted over 13,500 items, amounting to 320 tonnes, of furniture from landfill allowing us to assist over 3,700 local residents to furnish their homes, while also providing over £84,200 of discounts and free items to those most in need. Environmentally this resulted in a saving of over 675 tonnes of CO<sub>2</sub>; which is equivalent to taking 401 family cars off the road.

CFRC continue to operate a mattress reuse project to increase the number of mattresses diverted from landfill while providing quality low cost reuse mattresses to local residents. Since its initial launch late 19/20, the mattress project has seen an increase of 428% in the number of mattresses reused at CFRC. During 22/23, CFRC has collected 717 Mattresses for reuse - a 41% increase on 21/22, of which we have reused 530 and recycled 60 with the remainder still in stock.

Our membership of Circular Communities Scotland Consortium CFRC has allowed us to assist 629 Scottish Welfare Fund clients during 2022/2023 providing a total of 299 Double beds; 182 single beds & 466 Sofas. To further assist with the cost of living crisis the CFRC Board of Management approved a Cost Of Living Crisis Voucher (COLCV) scheme using CFRC reserves to provide furniture to those most in need that failed to qualify for other assistance or funding. We worked with referring partners throughout Ayrshire and provided vouchers where need was identified. Since the launch of the scheme in December 2022 until March 23 we have assisted 60 clients with essential furniture items to the value of over £17,590.

### PROJECT IMPACT 2022





# AWARDS & RECOGNITION



## LONG SERVICE AWARDS 2022



**JACQUELINE KYLE**

Receptionist, Finance & Corporate Services Department



**GILLIAN BRYCE**

Housing Officer, Housing & Property Services Department



**LESLEY MCPHEE**

Finance Manager, Finance & Corporate Services Department



**KATIE BROWN**

Housing Officer, Housing & Property Services



**NATALIE DOYLE**

Administration Assistant, Housing & Property Services



**KAREN AGNEW**

Housing Services Manager, Housing & Property Services



**ALAN BROWN**

Senior Property Maintenance Officer, Housing & Property Services



**ELAINE NIMMO**

PA to the Chief Executive, CEO Department

Employers in Voluntary Housing - Long Service Recognition Award



**INVESTORS IN PEOPLE™**  
We invest in people Platinum

## INVESTORS IN PEOPLE AWARD (IIP) – PLATINUM

The Association were delighted to be re-accredited with Investors In People Platinum, reflecting the hard work and commitment of all staff involved.





## CIH SCOTLAND HOUSING AWARDS 2022

The Association was selected for the following categories:

- **Excellence in Regeneration:** Project: Halcrow and Raydale Community Partnership/Gretna FC 2008 Project
- **Excellence in Development for Affordable Housing:** Project: Lockerbie Academy and Old School Regeneration
- **Excellence in Leadership:** Individual Frank Sweeney
- **Excellence in Tenant Scrutiny:** Project: CHA Scrutiny in Action



The Association were delighted that Group CEO, Frank Sweeney won the Excellence in Leadership Award from the Chartered Institute of Housing (CIH). This is a prestigious individual award for CIH members and recognises Mr Sweeney's leadership of Cunninghame Housing Association over the last 32 years.

A spokesperson for the Chartered Institute of Housing said: "This award is for an individual and its purpose is to recognise excellent leadership in the sector. It aims to demonstrate the quality of leaders that we have in housing and to show the rest of the world how brilliant housing people are."

The Scotland Housing Awards recognise and celebrate the creativity, passion and innovation of housing organisations and individuals across the sector in Scotland.



## HERALD PROPERTY AWARDS 2022 - FINALISTS

The Association was selected for the following categories:

- **Best Regeneration Project - Residential**
- **Affordable Housing Development - sponsored by NHBC**
- **CHA & Collective Architecture - Academy Place, Lockerbie**



## INVESTORS IN PEOPLE AWARDS 2022

Cunninghame Housing Association were selected as Finalists for this year's Investors In People Award in the following category:

- **Third Sector Employer of the Year**



## UK HOUSING AWARDS 2022

Cunninghame Housing Association was Finalists for this year's UK Housing Awards 2022 in the following category:

- **Landlord of the Year**

This event was due to take place on 25th November 2022 at the Point, Manchester however was cancelled due to unforeseen circumstances. The Association didn't win on this occasion, however, were thrilled to be Finalists in this category!



## CUNNINGHAME HOUSING ASSOCIATION SPONSORED:

### DUMFRIES & GALLOWAY LIFE MAGAZINE AWARDS 2022

Cunninghame Housing Association was proud to partner with Dumfries & Galloway Life as the headline sponsor for the 2022 Dumfries & Galloway Life Awards. The Dumfries & Galloway Life Awards is an opportunity to say, 'thank you' or well done and to help honour those people who deserve recognition for the work they do to create a better community and world for us all.





## OUR HEALTHY WORKING LIVES GROUP AND ANNUAL CHARITIES

Cunninghame Housing Association held charity events at its Long Service Awards celebration night in early December 2022 which raised a total of £3,554.40 for its three charities: Barnardo's Fundraising Ayrshire North (FAN) Club Toy Appeal, The Brain Tumour Charity (Gordon Craig) Fund and The Little Princess Trust.

### BARNARDO'S (FAN) CLUB TOY APPEAL

The Association presented a cheque for £400 along with toys purchased for Barnardo's FAN Club Toy Appeal who work tirelessly to make a difference to families' lives in North Ayrshire.

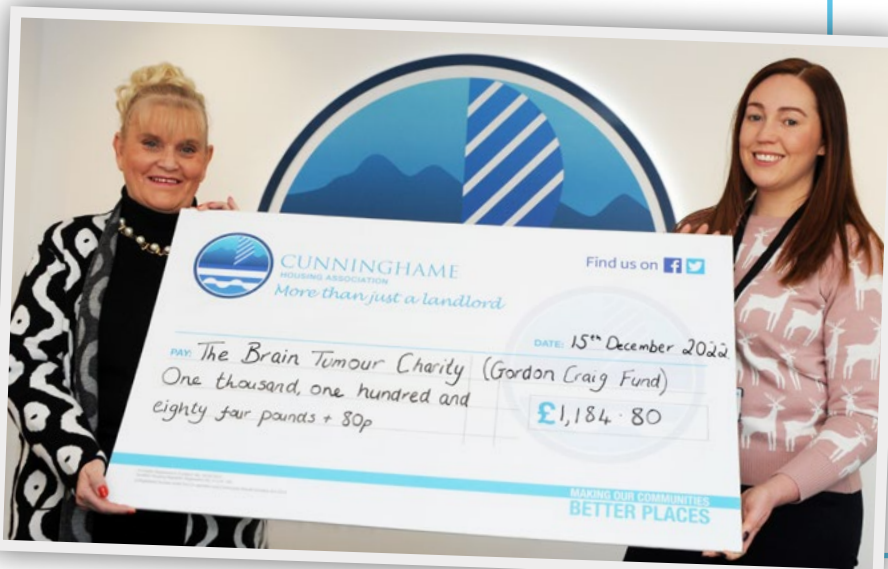
The total value donated was **£1,332.80** which was made up of the amount raised from the Long Service Awards and CHA staff contributions.



### THE BRAIN TUMOUR CHARITY (GORDON CRAIG) FUND

The Association also presented a cheque for **£1,184.80** to Heather Craig on behalf of The Brain Tumour Charity (Gordon Craig) Fund.

The Brain Tumour Charity is the world's leading brain tumour charity and the largest dedicated funder of research into brain tumours globally.



### THE LITTLE PRINCESS TRUST

Carolann Rennie had 29" of her hair cut and donated to The Little Princess Trust at the Associations Long Service Awards night. Carolann raised a whopping total of **£2,625** which included **£1,184.80** raised at the Long Service Event.

A cheque was presented for **£1,184.80** to Carolann for The Little Princess Trust who make wigs for children suffering from cancer and other illnesses.



# MAKING OUR COMMUNITIES BETTER PLACES

With an annual budget of £30,000.00 (£20,000 for North & East Ayrshire and £10,000 for Dumfries & Galloway) 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 27 applications for funding in 2022 - 2023 and awarded a total of 27 grants to the following:

NORTH & EAST AYRSHIRE
The Scottish Centre for Personal Safety
Cunninghame Flower Club
The Ayrshire Community Trust (TACT)
The Argyle Community Shop
The Tapend Larder (Stevenston North Community Association)
Blair Gymkhana
Ardeer Food Larder
Irvine Tennis Community
Saltcoats Active Lifestyle Team (SALT)
Barrmill Jolly Beggars Club
Kilwinning Football Academy 2008's
Holly McNamara (Table Tennis Player)
Nicola Russell (Para-Athlete)
Tass Thistle Football Club 2015's
Mauchline Community Council
Saltcoats Community Action Group (Saltcoats Christmas Carnival)





Following sponsorship awards agreed by the Board of Management in 2021/22, the awards listed below were also made from the North & East Ayrshire Fund from the 2022/23 budget as well as donations made to food larders:

## SPONSORSHIPS

Brooke Neely (Boxer) 2nd Year Sponsorship

Kieran Walker (Gymnast) 2nd Year Sponsorship



## FUNDING AWARDS

Netherthird Initiative for Community Empowerment, Food Larder (NICE)

Food Essentials For All, NWKLEUS, Kilmarnock

The Ardrossan South Food Larder (North Ayrshire Foodbank)

Whitlees Centre, The Quaint Food Larder



## DUMFRIES & GALLOWAY

Annan Petanque Club

Mossburn Community Farm

Annan The History Town Group

Lochmaben Tennis Club

Eastriggs Community Group

Locharbriggs Primary Parent Council

Dumfries Y Gymnastics Club

Lochar Thistle Football Club

Nithsdale Wanderers Football Club

Annandale Community Transport Services

Wigtown Festival Company





**CUNNINGHAME**

HOUSING ASSOCIATION

*More than just a landlord*

## OFFICES

### Head Office

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

### Dumfries and Galloway Office

1A Brasswell Office Park, Annan Road, Dumfries DG1 3UE • Tel: 0800 049 6528

## ENTERPRISE CENTRES

### 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 • Tel: 01294 470892

### The Frank Sweeney Centre for Enterprise

82-84 Glasgow Street, Ardrossan, KA22 8EH • Tel: 01294 608162

## SUBSIDIARY COMPANIES



### Cunninghame Furniture Recycling Company Ltd.

Unit 68, Third Avenue, Heatherhouse Industrial Estate, Irvine, KA12 8LT • Freephone: 0800 221 8083



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*Refreshingly Different*

### Citrus Energy Ltd.

82-84 Glasgow Street, Ardrossan, KA22 8EH • Freephone: 0800 221 8089