



Chairperson's Report

I am pleased to be able to introduce to you this year's report which outlines how we have performed within the 2022/2023 financial year. Obviously, the pandemic since 2020 has now been added to by huge increases in cost of living particularly to food and fuel prices. The association is facing increases in our costs as our suppliers and contractors have passed their own cost increases onto us. Despite that, we have tried to maintain services to you and have limited our last rent increase to 5% despite inflation often being more than double that amount. You will see elsewhere in this report that our rent levels, tenant satisfaction and performance indicators compare very well to other local landlords as they have for a number of years.



Willie Croft, Chairperson

Our office has reopened on an appointment basis since last December to protect members of the public, staff and contractors as we recognised that for many of our residents this causes real issues if they are unable to easily access services digitally or by phone.

We are however working to improve the amount of information and services online and by working with other local landlord and others to try and access funding and support for residents. In particular we have successfully worked with Dalmuir Park, Community Links Scotland and

others and so far have obtained over £70,000 in funding from the Scottish Government and National Lottery for residents.

I would invite you to look through this report and contact us if you have any questions or comments you would like to make. I would also ask that you try to visit our website at trafalgarha.co.uk where we regularly update our news area as well as providing lots of useful information on our services, policies and how to contact us.

We are especially keen to recruit more local people to our management committee and to our residents panel so that local opinions are fully represented. Training and support will be provided so if you are interested please get in touch.

Willie Croft

Chairperson

...we have tried to maintain services to you and have limited our last rent increase to 5% despite inflation often being more than double that amount.

Homes at a glance



2 Apt

No. Owned 70

£72.39

Weekly Average
£68.95 2021/22

West Dunbartonshire
Average

£80.10



3 Apt

No. Owned 109

£76.70

Weekly Average
£73.05 2021/22

West Dunbartonshire
Average

£82.47



4 Apt

No. Owned 94

£85.50

Weekly Average
£81.43 2021/22

West Dunbartonshire
Average

£88.98



5 Apt

No. Owned 27

£93.28

Weekly Average
£88.84 2021/22

West Dunbartonshire
Average

£99.34

Rent & Value for Money



5.00%

**Average
rent
increase
across our
stock**

2021/22

5.2%

2020/21

1.6%



100%

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

2021/22

97.25%

2020/21

96.25%



Rent & Value for Money



99.42%

**Of total
rent due
collected in
the previous
year**

2021/22

102%

2020/21

99.1%



0.1%

**Of rent due
not collected
through
homes being
empty in the
last year**

2021/22

0.25%

2020/21

0.4%



6.88

**Average
days taken to
re-let homes
in the last
year**

2021/22

12 days

2020/21

22.5 days

Trafalgar will continue to implement good practice in the management of rent collection and will work closely with tenants to help avoid or reduce rent arrears.

Quality and Maintenance of Homes



99%
Homes
meeting
the Scottish
Housing
Quality
Standard

2021/22

79.3%

2020/21

97.3%



2.6
Average
hours
taken to
complete an
emergency
repair

2021/22

2.02

2020/21

2.8



3.8
Average
days taken
to complete
a non-
emergency
repair

2021/22

3.8

2020/21

4.39



92.03%

Reactive repairs carried out and completed right the first time

2021/22

89.35%

2020/21

84.5%



98.3%

Gas safety checks completed on time

2021/22

99%

2020/21

97.3%



100%

Homes meeting the Energy Efficiency Standard for Social Housing (EESH)

2021/22

100%

2020/21

100%

We work closely with our contractors to ensure that we provide an efficient and effective repairs and maintenance service. We will continue to seek feedback from our tenants through regular communication and we will use this to help drive improvements in this area.

We will continue to ensure we strive for 100% compliance for Energy Efficiency Standard for Social Housing (EESH).

More information on EESH can be found here: www.gov.scot/policies/home-energy-andfuel-poverty/energy-efficiency-in-social-housing/

Management of the Neighbourhood

One of our main priorities is to provide a safe, happy and comfortable neighbourhood for our residents. We will continue to work with residents to ensure that this is fulfilled.

We regularly compare ourselves to other landlords, to see how we are performing. Trafalgar is part of Scotland's Housing Network, and has been recognised for repeatedly performing among the best in Scotland, despite being one of the smallest landlords.



99%
Tenants satisfied with the management of the neighbourhood they live in

2021/22
98.75%

2020/21
97.5%



100%
Anti-social behaviour cases resolved

2021/22
100%

2020/21
93.8%

Tenant Satisfaction



Tenants satisfied with the overall service

2021/22

97.5%

2020/21

98.8%



Tenants satisfied with opportunities to participate in the landlord's decision making process

2021/22

98.75%

2020/21

100%



Tenants felt that Trafalgar were good at keeping them informed about its services and outcomes

2021/22

97.5%

2020/21

97.5%



92%

Tenants were satisfied with the quality of their home

2021/22
97.5%

2020/21
92.5%

2022-23 Annual Report



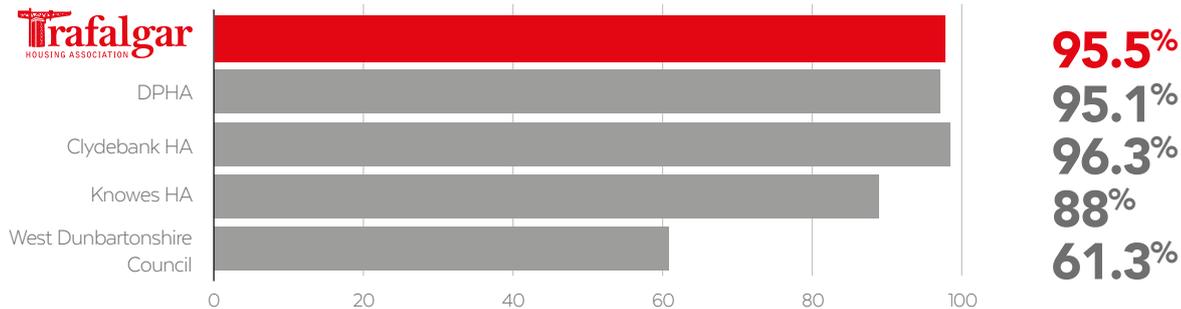
We are disappointed to see a slight dip in tenant satisfaction in the quality of their home. We strive to ensure that our tenants are satisfied and happy in their home. Over the coming year we will continue to monitor performance in satisfaction and strive for improvement. We will continue to engage with our tenants and use your feedback to make positive changes.



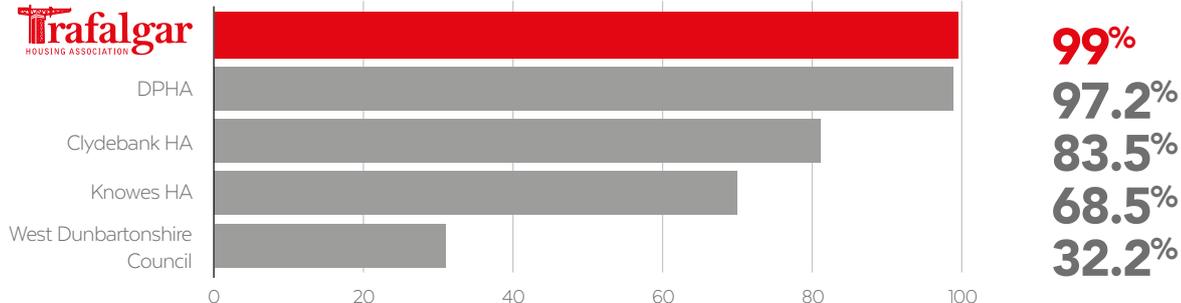
How we compare next to other local landlords*

*source – SHR Comparison Tool October 2023

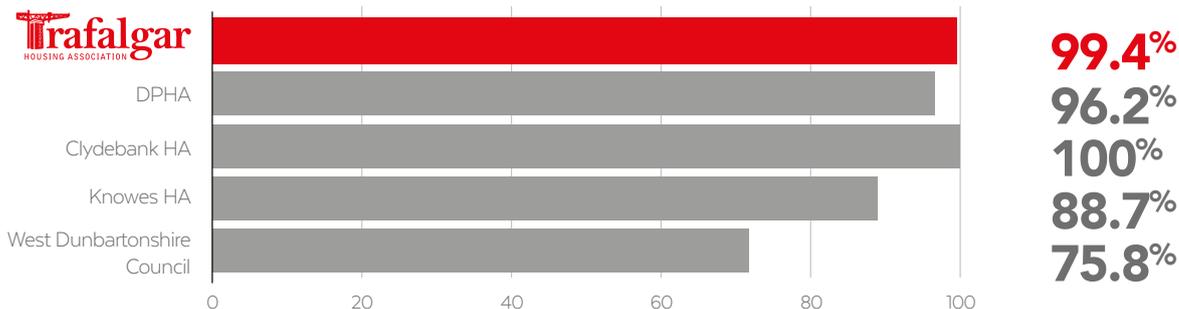
% of tenants satisfied with the overall service



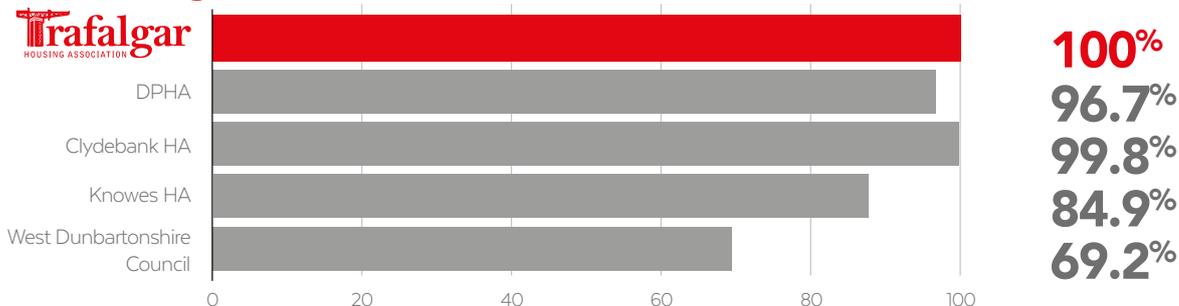
% of homes meeting the Scottish Housing Quality Standard



% of tenants who feel that their landlord is good at keeping them informed about services and outcomes



% of tenants satisfied with the opportunities to participate in the landlord's decision making



Investing in our properties



19
Medical
Adaptations
carried out

2021/22

13

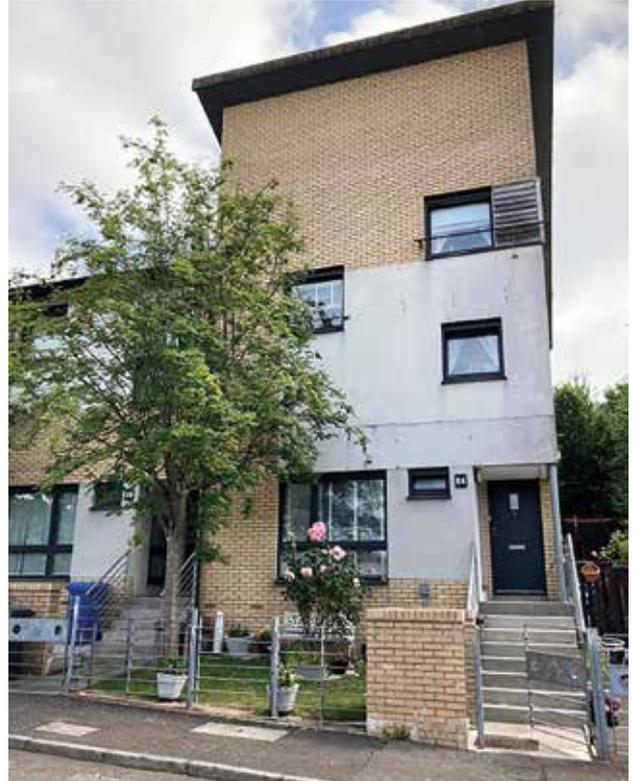
During the year 2022/23 we carried out our kitchen replacements in Phase 2 of the Terraces. We hope all our tenants are happy and these have had a positive impact on your home.

Window upgrade work was also completed in October 2022 in Phase



3 of the Trafalgar area.

There are no maintenance programmes planned for financial year 2023/24. Work will be carried out on a 'need to' basis.



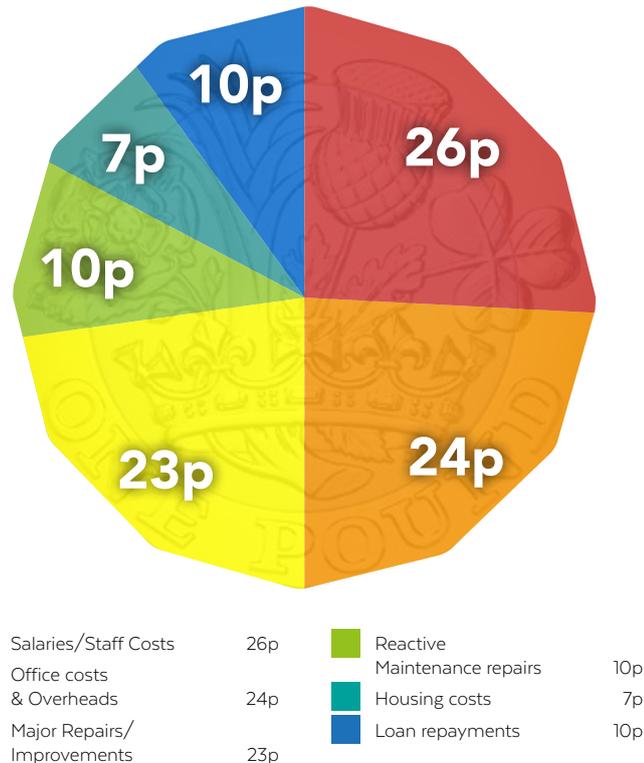
Finance

Trafalgar's Statement of Comprehensive Income displays a surplus of £92,598.

The most important thing for a Housing Association is the level of funds it has to invest in its homes and services for its stakeholders, the Statement of Financial Position shows Trafalgar has funds of £1.54 million at the end of the financial year.

Reserves have increased from £4.55 million to £4.64 million in the last financial year.

HOW EVERY £ IS SPENT



Management Committee as at November 2023

Our Management Committee has the important responsibility of directing and controlling the affairs of the Association. Our committee is currently made up of 8 members, of whom 6 are tenants. They volunteer to freely give up their time and energy to help support the Association and make positive changes for the local community.

In the past year we have recruited new members to our Management Committee and we would love to have more on board. We are keen to retain the strong local control and representation we have had throughout our history, and new committee members will be provided with necessary equipment, comprehensive training and support. We are actively looking for local

residents from Trafalgar Street/Dumbarton Road area and the Terraces/Radnor Park area to join our Management Committee. You will join a fantastic group of members, take part in making important decisions for the Association and play your part to make a positive impact for your community.

If you would like to find out more about joining the Association's Management Committee, please get in touch and email **admin@trafalgarha.co.uk** or call our office on **0141 952 4676**.

Committee Members

Willie Croft

Chairperson

Diane Hendry

Vice Chair

Nicola Lyden

Secretary

Bernadette Swindon • Michael McAllister

• Gerry Doherty • Jean Martin

• Graham Dunlop

Staff Members December 2023

Paul McShane – Director

Alison Leabody – Property Services Manager

Ann Fraser – Housing Manager

Sara Pattison – Corporate Services Officer

Joanne Walsh – Maintenance Assistant

Megan McAllister – Admin Assistant

Simon Curran – Temp Housing Officer

Linda Strong – Temp Admin Assistant

Graeme Bruce – Finance Agent

A large, dark metal archway stands over a path. The arch is supported by two decorative posts with tiered, finial-like tops. The words "TRAFALGAR" and "PARK" are cut out of the top curve of the arch in a bold, serif font. The background features a clear blue sky with a few wispy clouds, bare tree branches on the left, and a multi-story building with windows and green trees below the arch.

TRAFALGAR
PARK



Your Feedback and Other Formats

If you would like further information on this year's report
or to provide feedback please contact us.



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Clydebank



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Please contact us if you would like to receive any of our information by email or in another format such as a different language, large print, Braille or audio.