



**Trafalgar**  
HOUSING ASSOCIATION

2016-17  
**Annual Report**

# Chairperson's Report

Welcome to our 2017 Annual Report.

I am pleased to tell you that we have maintained our strong performance across most areas of our work. This is due to the hard work of both staff and committee members operating in partnership. Our management committee are all local tenants and are committed to ensuring that we concentrate in three main areas which are:

- Providing good quality homes at affordable rent levels
- Providing a high quality, friendly and efficient range of services to tenants
- Ensuring that our tenants, committee members and staff are treated with respect and have their views valued



John Munro, Chairperson

This year I would like to pay tribute to four people who recently retired from our management committee.

Sadly, George Norwood passed away soon after leaving the committee he served on for 15 years. Also retiring were Margaret Barr, Lily Lyden and Etta Haire who between them spent 50 years on the committee. Etta served for 27 years, was Chairperson on 3 occasions and was awarded an OBE in 2000 for her services to Trafalgar.

My thanks go to all who have volunteered their time and energy over such an extended timescale.

Please read through this report and don't forget to give us your views.

**John Munro**  
Chairperson

# How Our Rent Levels Compare



## 2 Apt

No. Owned 70

**£62.70**

Weekly Average

West Dunbartonshire

**£66.35**

Scottish Average

**£70.39**

We are  
**5%-11%**  
cheaper!



## 3 Apt

No. Owned 109

**£66.62**

Weekly Average

West Dunbartonshire

**£71.23**

Scottish Average

**£71.55**

We are  
**6%-7%**  
cheaper!



## 4 Apt

No. Owned 94

**£73.81**

Weekly Average

West Dunbartonshire

**£78.72**

Scottish Average

**£77.60**

We are  
**6%**  
cheaper!



## 5 Apt

No. Owned 27

**£80.44**

Weekly Average

West Dunbartonshire

**£89.92**

Scottish Average

**£85.98**

We are  
**6%-10%**  
cheaper!

# Value for Money and Quality



**1%**

**Average  
rent  
increase  
across our  
stock**

Scottish Average

**1.8%**

West Dunbartonshire  
Average

**1.3%**



**95%**

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

Scottish Average

**79.0%**

West Dunbartonshire  
Average

**77.1%**



**100%**

**Homes  
meeting  
the Scottish  
Housing  
Quality  
Standard**

Scottish Average

**92.8%**

West Dunbartonshire  
Average

**93.0%**



**100%**

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

Scottish Average

**69.0%**

West Dunbartonshire  
Average

**78.8%**

# Repairs & Maintenance



**1.2**

**Average hours taken to complete an emergency repair**

Scottish Average

**5.14**

West Dunbartonshire Average

**2.7**



**3.03**

**Average days taken to complete a non-emergency repair**

Scottish Average

**7.52**

West Dunbartonshire Average

**4.5**



**97.8%**

**Repairs completed right first time**

Scottish Average

**91.3%**

West Dunbartonshire Average

**95.1%**



**100%**

**Gas safety checks completed on time**

Scottish Average

**91.3%**

West Dunbartonshire Average

**99.4%**

93.1% of tenants who had a repairs service in the last year were satisfied with the repairs made, in comparison with 89.9% across Scotland, and 88.3% for West Dunbartonshire. We are delighted that this is an improvement on last year's satisfaction of 85%.



# Neighbourhood and Community



**100%**

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

Scottish Average

**86.6%**

West Dunbartonshire  
Average

**92.1%**



**5.3**

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

Scottish Average

**7.8**

West Dunbartonshire  
Average

**6.15**



**4.1**

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

Scottish Average

**35.4**

West Dunbartonshire  
Average

**17.7**



**14**

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



**91.67%**

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

Scottish Average

**87.7%**

West Dunbartonshire  
Average

**95.1%**



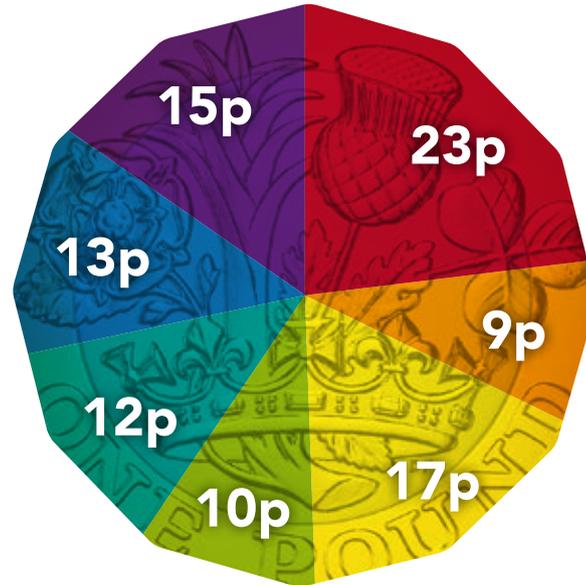
# Finance

Trafalgar's Statement of Comprehensive Income displays a surplus of £199,548. However, this is an accounting surplus rather than a cash surplus.

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, and the Statement of Financial Position shows Trafalgar has funds of £2.12 million at the end of the financial year.

Reserves have increased from £3.74 million to £3.94 million in the last financial year.

## HOW EVERY £ IS SPENT



	Salaries/Staff Costs	23p		Reactive Maintenance repairs	10p
	Office costs & Overheads	9p		Housing costs	12p
	Major Repairs/Improvements	17p		Loan repayments	13p
				Surplus	15p

Over the last financial year over 100 of our residents were assisted at the IRC, with total monetary gains of **£168119.56**. With the erosion of benefits with the continuing transfer of residents to Universal Credit it is essential that specialist staff are available locally to assist our residents.

Advice and support has been given with:

- Benefit Checks
- Carers Allowance
- Child Benefit
- Pension Credit
- Pensions
- Severe Disablement Allowance

- Tax Credits
- Universal Credit
- Sickness Benefits

Whatever your financial worry don't hesitate to contact either staff at the Association's office, or you can contact the IRC directly on 0141 951 4040. We're both here to help.

Much of the work we do is with other local agencies, and Clydebank Independent Resource Centre (IRC) is a shining example. They have assisted many of our tenants and residents for many years in debt counselling, maximisation of benefits and other forms of support.

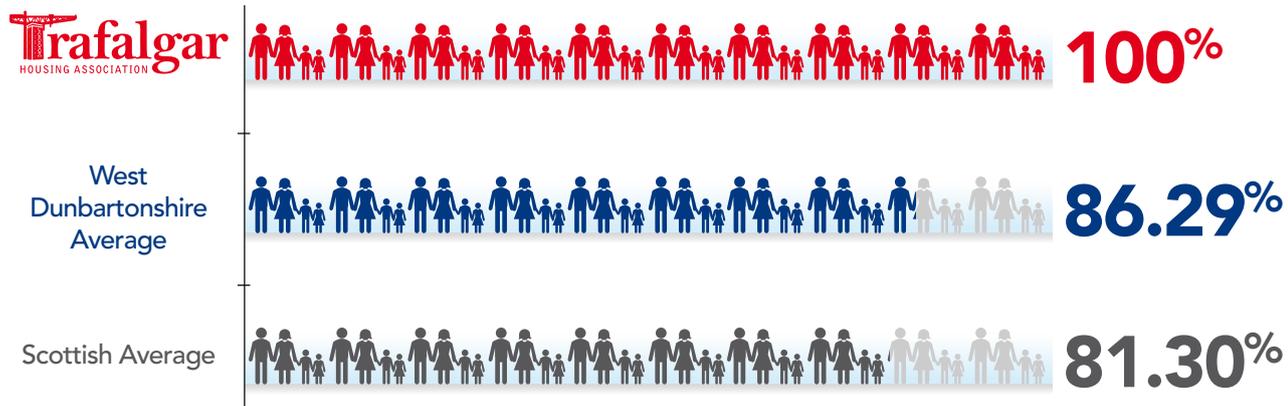
Tenants can help us by giving us feedback on services either in person or by responding to surveys, or being a member of the management committee.

If you would like to join the association's Management Committee, please get in touch with the office for more information. We are keen to retain the strong local control and representation we have had throughout our history, and we will offer training and support for those interested in joining the committee.

At our recent AGM we had nine members, two others have recently joined and we hope to add another in the next year.

# Communication with Trafalgar

## Tenants Satisfied with Opportunities to participate



**SPSO** Scottish Public Services Ombudsman

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





Scottish Average  
**89.0%**  
 West Dunbartonshire Average  
**90.2%**



Scottish Average  
**86.4%**  
 West Dunbartonshire Average  
**82.8%**

**Tenants Satisfied with being kept in-formed about services and decisions**



**100%**

West Dunbartonshire Average



**94.3%**

Scottish Average

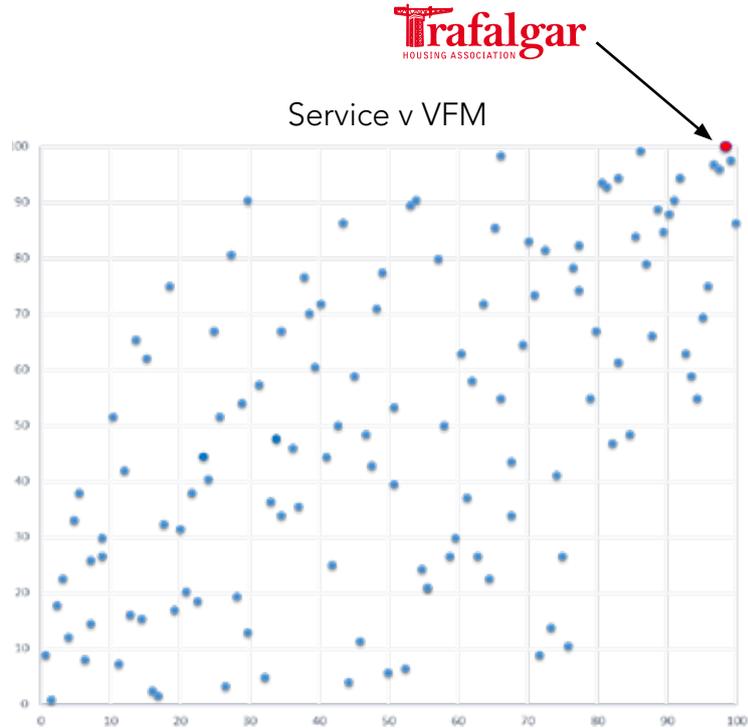


**90.6%**

# Overall performance

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 consistently performing among the best in Scotland, despite being one of the smallest landlords. Below, please find a graph showing where we sit in comparison to the rest of the Scottish Housing Network members at October 2017 in terms of service quality and value for money.

**Better Value for Money**



**Better Service**



# Staff & Committee 2016-2017

John Munro - Chairperson  
Eleanor Shannon - Vice Chairperson  
Carol Scholes - Secretary

## Committee Members:

John Butcher	Elizabeth Grass
Bernadette Swindon	Eileen McGhie
Harry Robertson	AnneMarie Bailey

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Paul McShane - Director  
Margaret Livingstone - Housing Manager  
Angela Wood - Housing Officer  
Yvonne McDonald - Maintenance Officer  
Sara Pattison - Admin Officer  
Katy Turnbull - Admin Assistant

We were delighted to welcome 35 of our members to our last AGM in 2017!





# Trafalgar

HOUSING ASSOCIATION

**Trafalgar Housing Association**

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