



# Pentland Housing Group Annual Report 2016



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# Chief Executives Report



I am pleased to introduce our Annual Report for 2016 which we have combined with the issue of the Global Survey. Please take the time to complete the survey as your feedback will help guide how we provide our services and your opinions are an important insight into how you view our performance. We recently sent out our "Health Check", which gives information about our performance in 2015/2016, which I hope you found useful. We have made good progress with rent collection, reducing our management costs and an increased spend on planned maintenance eg boilers, roofs and kitchens. We are working hard to complete more of our reactive repairs right first time and continue to look at ways to get you more involved in our decision making. It was encouraging to report our continued good performance when completing emergency and non-emergency repairs and sustaining our tenancies.

It was good to see and meet people at our AGM where we were fortunate to have Marion Reid Deputy Director Chartered Institute of Housing (Scotland) present an insight into the current issues affecting Scotland and wider afield. We listened to your feedback and provided a chance for more questions and I had the opportunity to introduce myself. The accounts were presented and a summary is also provided on page 4 of this report.

I am very appreciative of all the efforts of the Board and staff who work extremely hard to help achieve our objectives. There have been a number of positive developments in the year:

- Taking a key role in the introduction of Choice Based Lettings in Caithness, and promoting its extension to houses in Thurso, supporting the opportunity to further help provide homes matched to people's requirements.
- We have continued to strive for improved use of our resources and retain a strong commitment to reducing management costs and continuing to invest in our properties
- By working in partnership with Energy Scotland Innovations (ESI) and

attracting Energy Savings Trust (EST) funding, we were able to accelerate the external insulation works to our properties. This has benefitted 30 homes by improving energy efficiency and helping to keep bills down.

- Developing our Tenants review panel and recognising the valuable work they do to help improve our services.
- Achievement of Investors in People (IIP) bronze award, for the first time.
- Developed strong links with the Chartered Institute of Housing (CIH) raising our profile nationally.
- Operational improvements in our Asset management systems and finance function to support our long term business planning.

We now need to build on these achievements and I look forward to working with you to further improve our services. I hope you will let us know your thoughts and opinions through the survey, door to door visits or being involved in your Tenants Review group or Board of Management.

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# Chairs Report on behalf of the board

Welcome to our latest Annual Report. During the past year we have had several changes to the membership of the Board. After a very positive Board recruitment drive I am very pleased to have welcomed several new members, initially as observers this year, Colin Earnshaw, Bob McGechan, John Perry, Daryl Pickering and Alan Smith. Regrettably Alan Smith has since had to move away owing to ill health, and Daryl Pickering has had to withdraw for personal reasons, but the other three have all been co-opted to the Board and Colin Earnshaw has recently filled a casual vacancy as a full member of the Board. Another two people, Ian McElroy and Elaine Forbes were elected onto the board as full members at the AGM. However, in the absence of any

PHA tenants on our Board for the first time, we are continuing to encourage tenants to join us to ensure that we can have a proper balance of skills and life experience when considering how we move forward.

In addition to thanking all the Board for their support last year, my sincere thanks go to those who have left during the year, all for personal reasons. Jo de Jonge has sadly resigned as a tenant member of the Board after a change in circumstances, and Kate Stephenson is particularly missed after several years of the Board benefitting from her invaluable experience and contributions.

I would like to thank Richard Armitage and all the staff for their hard work and dedication in making the past year a success. The Board relies on them to

keep us informed and up to date, and also to make our decisions and strategies work in practice. We set the goals very high to ensure that our tenants receive an excellent service, and appreciate the efforts put in by all the staff to try to achieve this.

We will continue to monitor our performance and get feedback from our tenants and service users to ensure we continue to improve in the future, as well as identifying the kind of services and provision that we should be aiming for over the coming years. Our annual Strategy Day in November sets the basis of our 5 year business plan, and views and ideas from everyone are welcomed for consideration. We then carry out risk assessments and costings of our plans, to ensure that we remain viable as an organisation and financially strong.

## **Board Members** *At 31 March 2016*

### **Pentland Housing Association Ltd**

*Andi Wakeman, Chair  
Jim Hair, Vice Chair  
Neil Henderson  
Bob Bell*

*Jenny Lawless  
Colin MacDonald  
Kate Stephenson  
Daryl Pickering  
Alan Smith  
George Tainsh  
Jo De Jonge*

*Ann Johnson and Linda Ross  
resigned during the year.*

### **Pentland Community Enterprises**

*Neil Robertson, Chair  
Bob Bell  
Jim Hair  
Colin MacDonald  
Jim Kelly*

### **Group Audit Committee**

*Jim Hair, Chair  
Jenny Lawless  
Neil Robertson  
Jim Kelly*

### **Staffing Committee**

*Jenny Lawless, Chair  
Andi Wakeman  
Ann Johnson*

### **Health & Safety Committee**

*Jim Hair, Chair  
Jenny Lawless  
Colin MacDonald*



# Finance Review

The Association is financially robust and fully committed to strong management systems and procedures, which supports the achievements of our financial and strategic objectives.

Our good cash management will enable us to maintain sufficient resources to meet our future commitments in a changing environment.

This will involve critically reviewing and developing our management information systems and reporting to ensure we continue to manage effectively our budgets and performance.

**Solicitors:**

T C Young, Glasgow  
BBM, Wick

**Auditors:**

Findlay & Company,  
Dundee  
Chartered Accountants

**Bankers:**

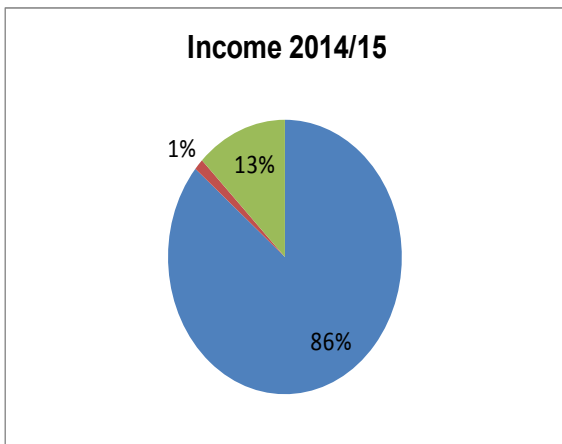
Bank of Scotland

We are pleased to report an excellent year end position against 2013/14, providing a good grounding for the Association to move forward.

**Our financial priorities are:-**

- The provision of high quality and effective management information
- Maintaining comprehensive budgetary control
- Robust treasury management

The charts below summarise the outcomes of our operations over the 2014/15 and 2015/16 financial years.

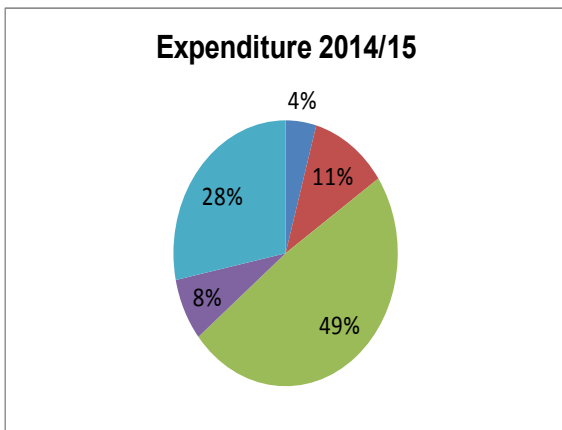
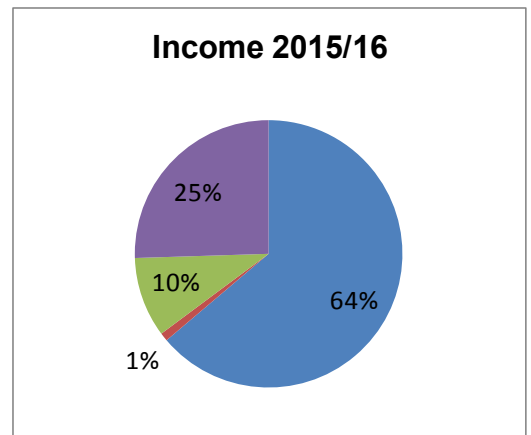


Income from Letting

Interest Received

Other Income (Wider Role, Care & Repair)

Revaluation (due to accounting standards)



Loan Interest

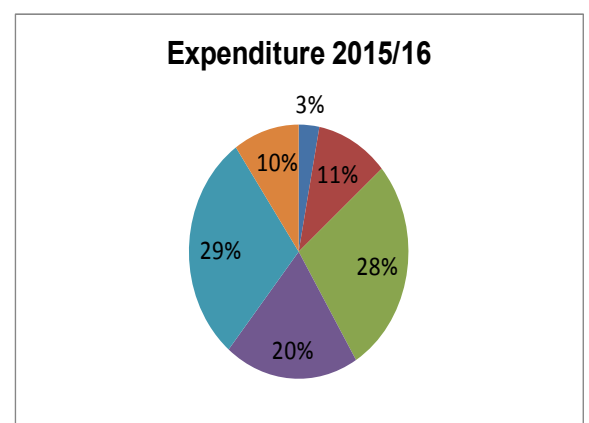
Maintenance Costs—Property

Management Costs

Planned and Cyclical Maintenance

Other Costs (Wider Role, Care & Repair, Depreciation, Bad Debts)

Major Replacement Programme—Capitalised Spend (Boiler/Kitchens)



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# Care & Repair Caithness

# HandyPerson Services



We continue to act as agents for the Care and Repair service delivery in Caithness which is funded by The Highland Council (HC). We employ Mark Sheppard as our Project Officer who's key aim is to help

owner occupiers gain grant funding to help with adaptations or repairs such as low access showers, ramps, roof and window renewals or electrical rewires.

The HC sets targets in terms of approval and spend and these were exceeded this year ensuring that clients received valuable funding to aid them in carrying out works. In total there were **57** projects completed and nearly **£300,000** spent in carrying works within Caithness.

Due to funding shortfalls this post is now part time between Care and Repair and Pentland Housing Association, as we are utilising the project officers skill set to help PHA with its asset management knowledge.

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Another service we deliver on behalf of the HC and NHS is the HandyPerson Service covering Caithness and some parts of North West Sutherland. Tasks for any tenure of home include small repairs, adaptations, telecare installations and maintenance, adaptation equipment delivery, fitting and pick up as well as the storage, cleaning and ordering of equipment.

Dennis Simpson and Bob Strachan our two handypersons undertook **1831** projects and **2598** tasks last year with a near **100%** approval rating for their efforts.

Funding issues have been resolved with the commissioners and a fully funded service is in place until March 2018 where by a new service level agreement will be drawn up for an expanded service which we will hope to be able to provide.



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**Handyperson Technician**  
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bob@pentlandhousing.co.uk

# Pentland Community Enterprise Update



Pentland Community Enterprises has seen a significant change in the last year. First and foremost we have consolidated with the other subsidiary company Pentland Energy Advice.

This has allowed us to make administration savings and deliver the same services more efficiently.

In summary, we have focused on:

**Property Factors (Scotland) Act 2011**  
**Did you know the legislation about Factors in Scotland changed in October 2012?**

## Garage Sites

We currently have for rental, 316 domestic garages across 32 operational sites. Two additional sites have been demolished and it is intended to develop these sites to include a mixture of workshops and uncovered parking bays as well as newly constructed garages. One site has also been sold. Refurbishment of some of the old style garages has taken place, raising and replacement of the doors, roofs, gutters etc.



## Factoring

We have significantly developed our factoring service for home owners and extended this offer to a much greater number of properties throughout the Caithness area. It is a legal requirement to be registered to become a Property Factor, we are delighted to say that PCE has reached the required level.

## Pentland Energy Advice

Delivering a range of energy services through Pentland Energy Advice; such as

- Airtightness Testing
- Domestic Energy Advice
- Thermal Imaging
- EPCs, Green Deals
- business energy advice

We developed the mid-market rental properties in Thurso and Wick to provide a low cost alternative tenure.

We are looking forward to 2016/17 where we will be reviewing and improving our current services and responding to the demand for new services.

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