



WEST HIGHLAND HOUSING ASSOCIATION LTD.

ANNUAL REPORT 2010 - 2011



View of Ardmeanach, Bunessan, Isle of Mull

Comunn Thigheadais Na Gaidhealtachd An Iar



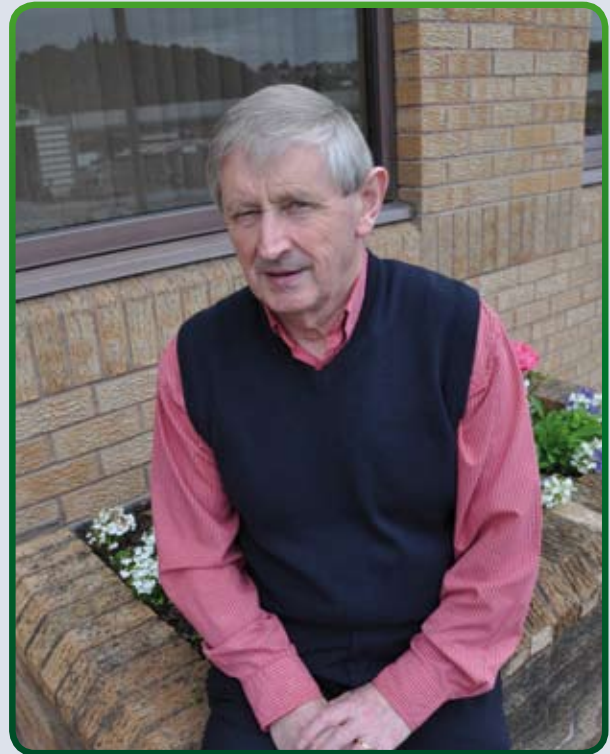
WEST HIGHLAND HOUSING ASSOCIATION CHAIRMAN'S REPORT

This is my first year as Chair of West Highland Housing Association and it has been extremely challenging. The Association has always actively campaigned for good quality housing in the area and have managed in the past to successfully deliver new homes for people.

The Mull Community in conjunction with local Councillors, local employers and many others campaigned for money to deliver the Mull Progressive Care Centre. We are delighted that the Scottish Government, NHS and Argyll & Bute Council supported this development with funding.

This is not only providing local employment as it is a local Contractor that is building this development along with a substantial number of local sub-contractors but it is also providing much needed apprenticeships.

When this building is complete in autumn 2012 it will not simply represent first class facilities, services and new housing but it will be a reminder of the amount of work done by the local community to make this development happen.



As everyone is aware the funding for new housing is changing and whilst we would like more money we are extremely grateful to both the Scottish Government and Argyll and Bute Council for providing us with grant finance to continue building at this time. We do face challenging times but we intend to work as hard as possible at building wider partnerships that not only allow us to develop housing but also to provide better services for all our tenants, owners and future tenants and owners. We know that we will not do this alone and already we work with the other Housing Association's in Argyll to deliver better services – Home Argyll and Welfare Benefits – are two good examples of the excellent cooperation between our organisations.

One of my enthusiasms relates to energy. All of us who live and work in this area are very aware of the cost of energy – we have never been able to benefit from cheap energy due to our reliance on electricity and oil. The Association have been putting the foundations in place for tenants to benefit from better energy management, better insulation and greater information on alternative sources of energy.. Much of this work has been done by grant funded energy officers and over the next three years our stock will see more improvements. We have to thank Community Energy Scotland, LEADER and the Scottish Government for their investment in these posts.

RESTRUCTURING

The Association decided to embark on a restructuring in April 2010. The restructuring was not simply looking at the number of people but also what the Association did and how it needed to change in the future.

Our aim, which we have not changed, is "to provide high quality, well maintained, affordable housing that meets local needs and to assist in supporting fragile communities within our area." However we have changed our supporting objectives to make them clearer and more understandable in terms of our overall aim. Our supporting objectives are now:

- An investing organisation based around property, places and people;

This is seen as the core work of the Association – whether it is investing in development or in our properties then the then the work should have a positive impact on the place and also there should be opportunities for people to be part of the overall process.

- A challenging, listening and acting organisation to improve services and make them more personalised;

The Association recognises the special nature of the environment that it works in. The Board and the staff have a close link to stakeholders and want the Association to be a respected part of the community. Part of this is improving and developing services in order that the Association does not stand still. We recognise that many people wish a more personalised service and the Association wants to ensure that people feel that they are being listened to and that we can change.

- A collaborative organisation that works to develop services for people and communities and in doing this maximises opportunities for additional income;

It is understood that the Association is small and to make an impact then it will have to work with other organisations to develop services. We want to be seen as an organisation that will work collaboratively, that will look at other ways of doing things and will actively engage with existing organisations to make a difference for our customers. As part of this we would assist in developing community capacity.

Re - focussing our objectives has meant that we also looked at our staff structure. Our staffing has always been small in comparison to other organisations of comparable size but we have again reduced our staffing numbers and there is a clear focus on our aims and objectives. The new structure is focussed around better service provision with dedicated staff manning the front office who can assist with queries from allocations to repairs.

As always next year will bring new challenges but I am sure that the Board and the staff group will relish the challenges ahead. I would like to end by thanking everyone for their support during my first year in office.

Best wishes

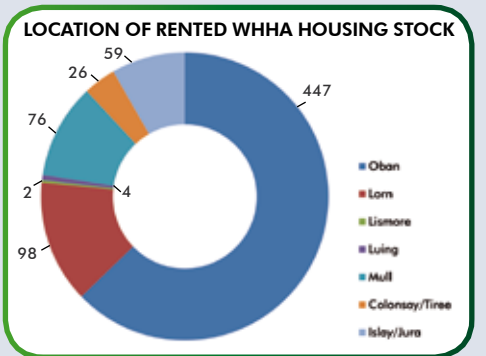
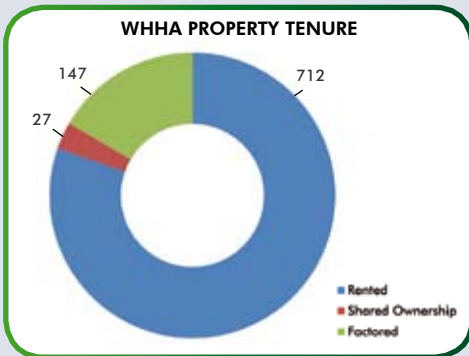
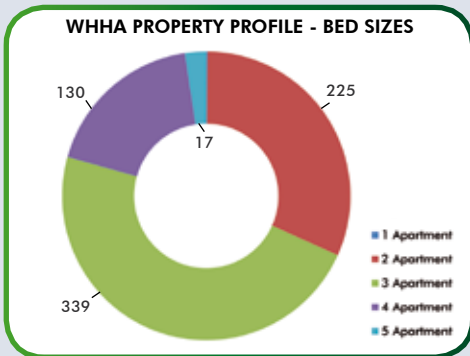
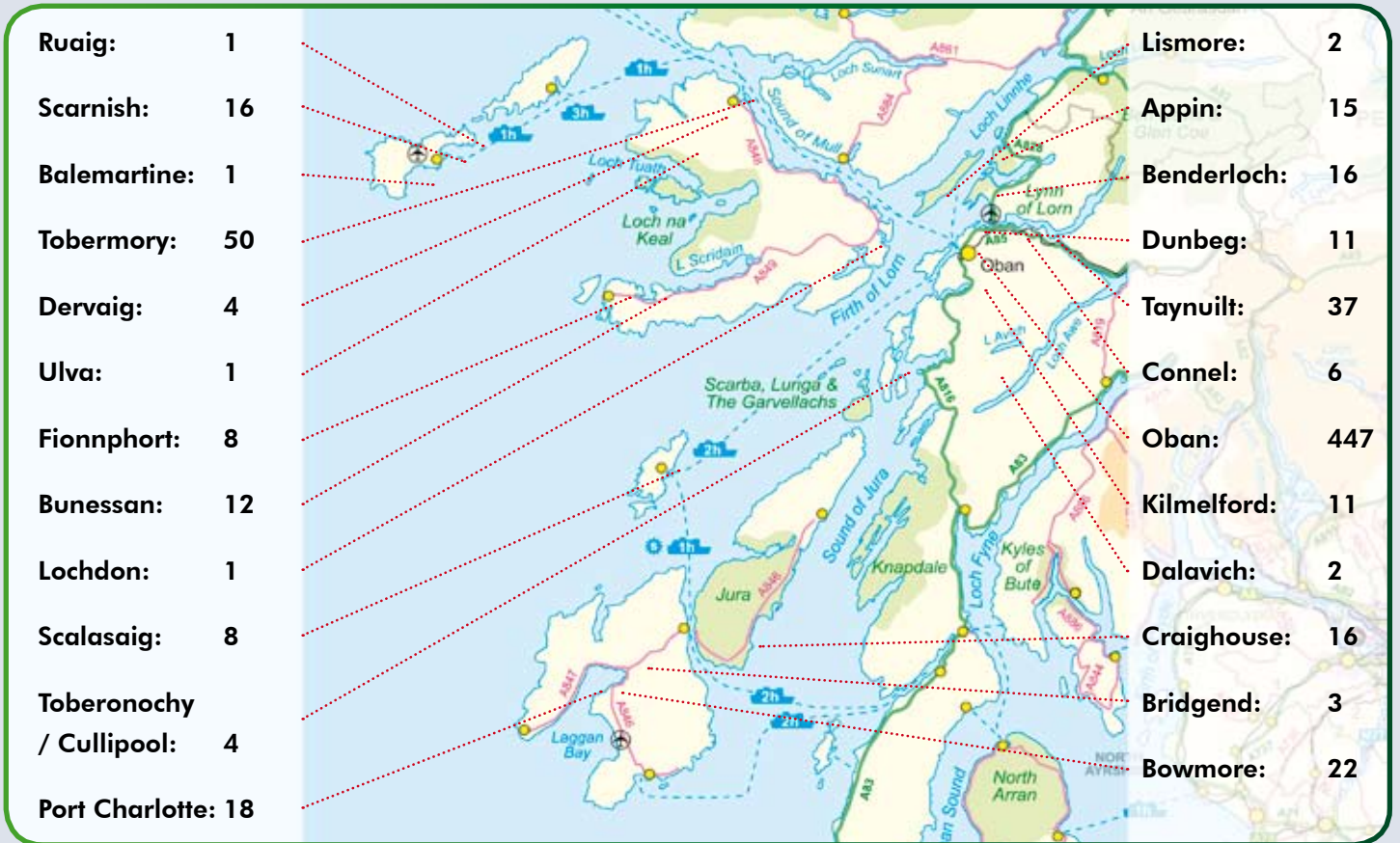
Murray Sim
Chairman

HAPPY TIMES...

McKelvie Road children in their new playpark



OUR HOUSING STOCK



LIFT (LOW COST INITIATIVE FOR FIRST TIME BUYERS)

The Association has completed its third development under the LIFT (Low Cost Initiative for First Time buyers) Scheme. Eight new homes in Struan Crescent, Tobermory were completed in November 2010 with only one remaining property available for sale at time of print.

There are four one bedroom cottage flats having their own entrance and with a lovely open outlook to the surrounding countryside. There are also four two bed roomed semi detached houses. All are built with high specification Nordan windows and doors and have the benefit of a great rural location whilst still being convenient for all the local amenities.



Struan Crescent, Tobermory

The LIFT Scheme provides an ideal opportunity for First Time Buyers but is also available to others such as people who have a disability and own a house which does not suit their needs or where there has been a significant change in household circumstances and people cannot afford to buy on the open market. The Scottish Government contribute a large proportion of the build costs by way of grant in addition to subsidising a percentage share on purchase. This provides a very cost effective way for first time buyers to move on to the property ladder.

DEVELOPMENT NEWS

2010-2011 saw the delivery of 28 new units at our new development at Struan Crescent, Tobermory, Isle of Mull and the balance of 44 properties at McKelvie Road Glenshellach Phase 5.

The development in Tobermory consisted of 18 units for rent and 8 properties for sale through the LIFT programme. The housing mix consisted of 8 x 2 bed 4 person houses, 12 x 1 bed 2 person flats and 6 x 3 bed 6 person houses. The units built by local Mull Contractor TSL Ltd came off site in November 2010.



Struan Crescent, Tobermory



McKelvie Road, Glensheallach

The 44 properties at McKelvie Road were delivered by local contractor M & K Macleod in early December 2010. This completed our section of the Glenshellach Phase 5 development, however the contractor is in the process of building further units for other Housing Associations and the private market. Since 1997 the Association has been involved in the building of 198 properties in the Glenshellach area.

FUTURE DEVELOPMENT NEWS

Whilst there have been some big changes in the Governments funding arrangements of new build of housing for social rent and low cost home ownership WHHA were fortunate to have secured funding for 2 developments on Mull under the former funding arrangements.

The long planned Mull and Iona Progressive Care Centre made it to site in November 2010 with a planned completion in late Summer 2012. The £8M project will replace the ageing Dunaros Residential Care and Salen Hospital. The new purpose built facility will provide 12 individual flats for supported living and 3 mainstream units along with a modern community hospital bringing together a range of housing, health and social work facilities in one building.

The project is being delivered in partnership with Argyll and Bute Council, NHS Highland, Scottish Government, Mull and Iona Progressive Care Company and West Highland Housing Association. The project is being constructed by M & K Macleod of Lochgilphead.

West Highland Housing Association is currently constructing a further 20 units of housing for rent at Shillinghill, Tobermory adjacent to the recently completed Struan Crescent. The units are due for completion in April 2012 and will consist of 4 No 1 Bed Flats, 8 No 2 Bed Flats and 8 No 2 Bed Houses. The units are being built by local Mull Contractor TSL Ltd.



Mull & Iona Progressive Care Centre on-site July 2011



Shillinghill, Tobermory, on-site July 2011

WIDER ROLE

West Highland Housing Association benefit from a Scottish Government fund called wider role funding. It is generally only RSLs that can access wider role funding and it is a requirement by the Scottish Government that match funding is provided for all projects. This funding assists projects that promote the following:

1. Early intervention with vulnerable households
2. Action to improve employability and help people achieve employment
3. Action aimed at income maximisation for deprived tenants

West Highland Housing Association have been extremely successful in attracting funding for wider role projects. We work with our partners Community Links Scotland based in Dumbarton and their expertise in bringing additional funding is very much welcomed. In 2010/11 we had the following projects approved:



LORI (Lorn & Oban Re-use Initiative Ltd) a recycling project which provides furniture recycling as well as jobs and volunteering opportunities



STRAMASH - delivers top quality outdoor learning, outdoor activities and outdoor sports development.



Constructive Communities - a number of village halls benefitted from improvements completed by the Employability Project and Business Plans were prepared for a small number of halls that should assist development opportunities in the future.



WORKING RITE - this project provides a pre-apprentice opportunity for young people and last year we managed to source 14 placements with local contractors. Six of those gained modern apprenticeships and two gained full time employment. Pictured here are Mike Russell MSP, Lesley McInnes, CEO WHHA and Stan Morris, Working Rite.

We also received financial support for energy projects and working with H20 (Hope 2 Oban). All of the projects have made a substantial impact and we celebrated their success with the Scottish Government who came to meet with us in March 2011 to hear first hand about the excellent work being done.

The Association is concentrating on employment opportunities in the future as it sees this as an important area for the future growth of our communities.

ENERGY DEVELOPMENT TEAM

The Association received funding through Argyll & The Islands LEADER programme, Wider Role and Community Energy Scotland to create 2 new energy posts to facilitate the development of an energy strategy for the organisation. The strategy focuses on improving the energy efficiency of our stock through investment in sustainable forms of energy, energy improvement measures such as insulation top ups, and the education of tenants in energy saving measures.

A major remit of the Energy Development team is to carry-out feasibility studies into further development of Biomass District Heating such as the proposed extension to the existing network at Glenshellach, the Dalintart/High School project, and the Mull Progressive Care Centre project.

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The energy development team have thus far:

- Completed an Energy Strategy outlining how the Association will meet and exceed the Scottish Housing Quality Standard (SHQS) in relation to energy. The Strategy also outlines how WHHA will work towards reducing fuel poverty, and deal with continually rising fuel prices while reducing CO2 emissions from our housing stock now and going forwards for the next 20 years.
- Launched an energy advice programme working in partnership with local energy advice experts All Energy who will have visited every tenant by Christmas 2011 offering free impartial advice on energy related issues. Wider Role funding has helped facilitate this programme which has so far seen energy advice offered to 447 households across the stock. Feedback from the energy advice visits is being used to target homes that require energy efficiency improvements.
- Launched a Loft Insulation Top-up Programme to help the Association tackle fuel poverty by providing more energy efficient homes that require less energy to heat, thus saving tenants money on their energy bills. This programme received CERT and EAP Stage 3 funding and is focussed on increasing loft insulation thickness to 300mm across the stock. Working in partnership with SOLAS Insulation the Association will top-up 334 households identified as requiring more insulation with works scheduled for completion before the winter arrives.

TENANT PARTICIPATION 2010/11

We had a busy time with Tenant Participation over the year.

Tenants Focus Group Meetings

Three were held throughout the year with presentations on the Association's rent Setting Policy, Digital Switch Over and Welfare Rights Services.

New Tenants in New Developments

The Association arranged group sign ups for our new developments to allow the new tenants to gather together to get to know their neighbours. These group sign ups were carried out for The Glebe, Kilmelford, McKelvie Road, Oban and Struan Crescent, Tobermory, Isle of Mull.

Eat, Meet & Greet

In July we held an Eat, Meet & Greet Event for our Dunollie residents asking them to come along with their children to meet the staff, have a coffee and chat. We also organised plenty of activities for the children to keep them amused.

Newsletter

We produced a summer and Christmas newsletter.

Housing Surgeries

Were held for our tenants in Port Charlotte, Bowmore, Jura, Bunessan, Tobermory, Dervaig, Ulva Ferry, Tiree, Oban, Appin, Benderloch, Taynult, Connel and Dalavich..

Home Visits

Took place at Monadh Mor in Fionnphort and Scalasaig on Colonsay.

Office Visits

Some tenants residing in the outlying areas were invited into the office for a coffee and to meet the staff.

Office Open Day

On the day of our Annual General Meeting we held an Open Day in the Office for all our stakeholders.



Tenants attending a Focus Group Meeting

Satisfaction Surveys

Tenant Satisfaction Surveys were carried out at Millbrae in Bunessan and Bealach na Mara at Port Appin, following environmental improvement works.

Phone Around

In December we phoned around all our elderly tenants ensuring that they were comfortable and had no problems.

Consultation

All tenants were consulted regarding the grass cutting of the communal areas with the proposal to increase the cycles of grass cutting from 6 monthly cuts to 12 cuts. Following the consultation it was agreed the cuts be increased to 12.

Tenant Participation Advisory Service

Training was carried out with TPAS with our Tenant Focus Group Members, the Association's Management Committee and Staff with regard to promoting tenant participation.

PERFORMANCE INFORMATION

TOTAL NUMBER LOGGED			1688
CATEGORY OF REPAIR		NO. OF REPAIRS	% COMPLETED ON TARGET
Emergency Repairs	Mainland	108	100
	Islands	11	91
Urgent Repair	Mainland	314	98
	Islands	104	95
Routine Repairs	Mainland	699	97
	Islands	158	95
QUALIFYING REPAIRS			
1 Day	Mainland	224	99
	Islands	35	100
3 Day	Mainland	26	100
	Islands	5	100
7 Day	Mainland	3	100
	Islands	1	100

Routine Repairs

Repairs that will not seriously interfere with the comfort and convenience of the occupier.

Qualifying Repairs

Repairs covered by the Right to Repair Scheme in the Housing (Scotland) Act 2001. These are small urgent repairs which tenants have the right to have carried out by their landlord within a given timescale.

Emergency Repairs

Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupiers property.

Urgent Repairs

Repairs that seriously affect the comfort or convenience of the occupier

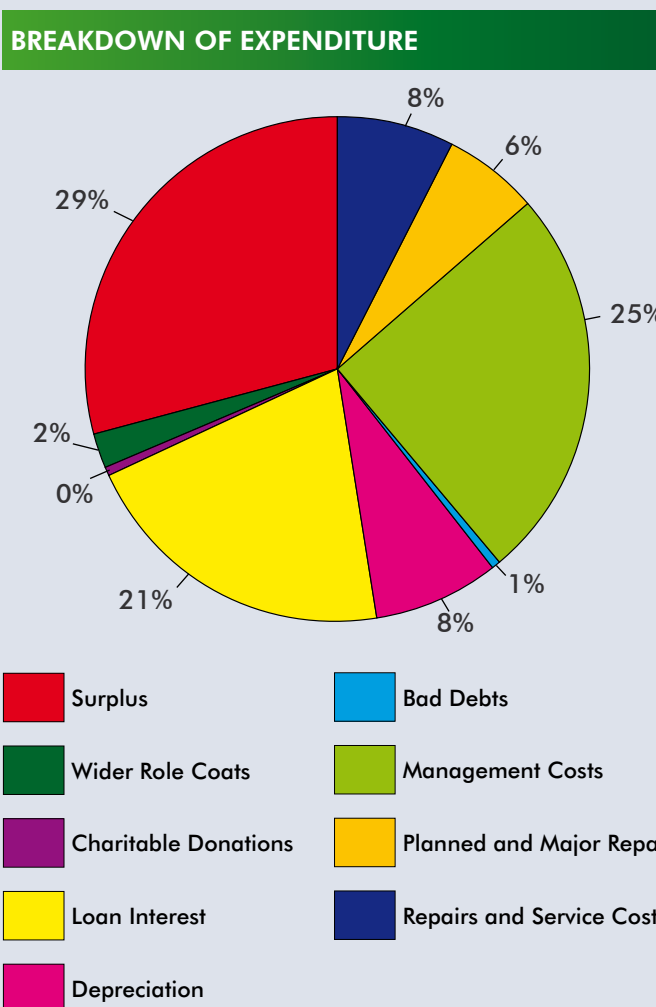
REPAIRS FIGURES REPORTED AS PER SCOTTISH HOUSING REGULATOR GUIDANCE

TENANT FEEDBACK ON REPAIRS	2010/11
Number of forms issued	1936
Number of replies received	206
Response rate achieved	11%

FINANCE INFORMATION

ANALYSIS OF INCOME	£
Net Rental income	2,543,695
Gains on disposal	24,387
Commercial rents	17,235
Factoring admin charges	6,496
Other income	70,372
Interest received	17,632

BREAKDOWN OF EXPENDITURE	£
Repairs and service costs	204,832
Planned and major repairs	162,493
Management costs	668,942
Bad debts	20,871
Depreciation	208,573
Loan interest	551,916
Charitable donation	9,089
Wider role expenses	60,353
Surplus	775,116
TOTALS	2,662,185



BALANCE SHEET AS AT 31 MARCH 2011		£
ASSETS	Housing properties	76,457,707
	Less grants received	(60,790,060)
		15,667,647
	Other fixed assets	627,293
		16,294,940
	Amounts owed to WHHA	2,363,732
	Bank and cash	3,089,053
	21,747,725	
LIABILITIES	Amounts owed by WHHA	3,653,211
	Long term loans	14,111,113
		(17,764,324)
	3,983,401	
CAPITAL AND RESERVES	Share capital	196
	Major repairs reserve	3,407,480
	General reserve	575,725
		3,983,401

HOUSING MANAGEMENT

TENANCIES	2008/09	2009/10	2010/11
Number of Houses Factored	133	135	147 (inc. LIFT)
General Tenancies	623	644	712
SHARED OWNERSHIP	2008/09	2009/10	2010/11
No. of Shared Ownership properties	29	27	27
No. of Shared Equity properties	17	17	29
RE-LETS	2008/09	2009/10	2010/11
Less than 2 weeks	29	25	39
2-4 weeks	1	10	3
Over 4 weeks	4	3	1
TOTAL	34	38	43
NEW LETS	2008/09	2009/10	2010/11
Without any void period	0	13	54
Less than 2 weeks	26	10	68
2 - 4 weeks	0	0	0
Over 4 weeks	0	0	0
TOTAL	26	23	122
ACCESS & ALLOCATION	2009/10	2010/11	
Number of applications on list for HOMEARGYLL	3343	38888	

PLANNED, CYCLICAL AND IMPROVEMENT WORKS UPDATE

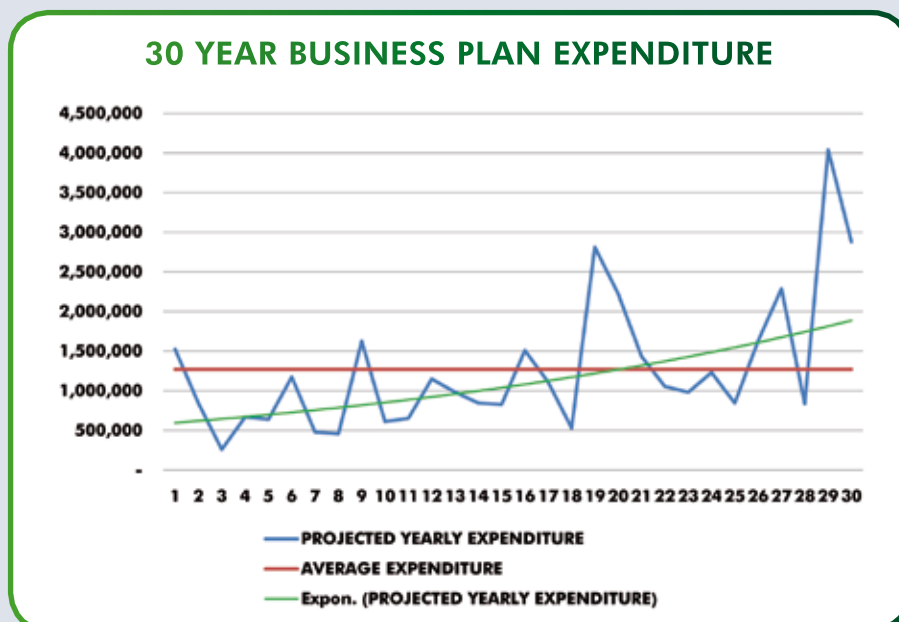
Reactive Repairs, Planned, Cyclical and Improvement Works Update

The Association has continued its investment in its stock through planned and regular works. The principal amounts invested in the financial year 2010 – 2011 are:

Reactive Repairs, Service Costs & Cyclical Maintenance	£204,832
Planned Maintenance & Major Repairs (including SHQS Works)	£162,493
Alterations to provide disabled access for tenants	£32,030

Asset Management Strategy

The initial terms of reference for the Association's Asset Management Strategy have been developed within the reporting year. One of the principal aspects of the strategy will be to re-configure the amounts included within the 30 year business plan to deal with the peaks and troughs to allow a more even allocation of expenditure as shown on the right;



MANAGEMENT COMMITTEE 2010/2011

MURRAY SIM	Appointed Chairman 03/09/2010
GWYNETH NEAL	Vice Chair
BARBARA MILNE	Secretary
COUNCILLOR ROBIN CURRIE	Resigned 08/02/2011
KENNETH MACCOLL	
ELAINE MUNRO	Co-opted 26/11/2010
DONALD HARRISON	
DUNCAN MACKENZIE	
MIKE MACKENZIE	Co-opted 26/11/2010
REVEREND KENNETH HUNTER	Co-opted 26/11/2010
COUNCILLOR GORDON CHALMERS	
ELAINE ROBERTSON	
BLAIR ALLAN	
MARY MORRISON	



Reverend Ken Hunter

Ken and his wife Audrey came to Oban in 2006 having previously lived in Perth where he was chaplain to the Homeless Service. As minister for Oban Congregational Church he is presently chaplain to the ATC and police in Oban.



Elaine Munro

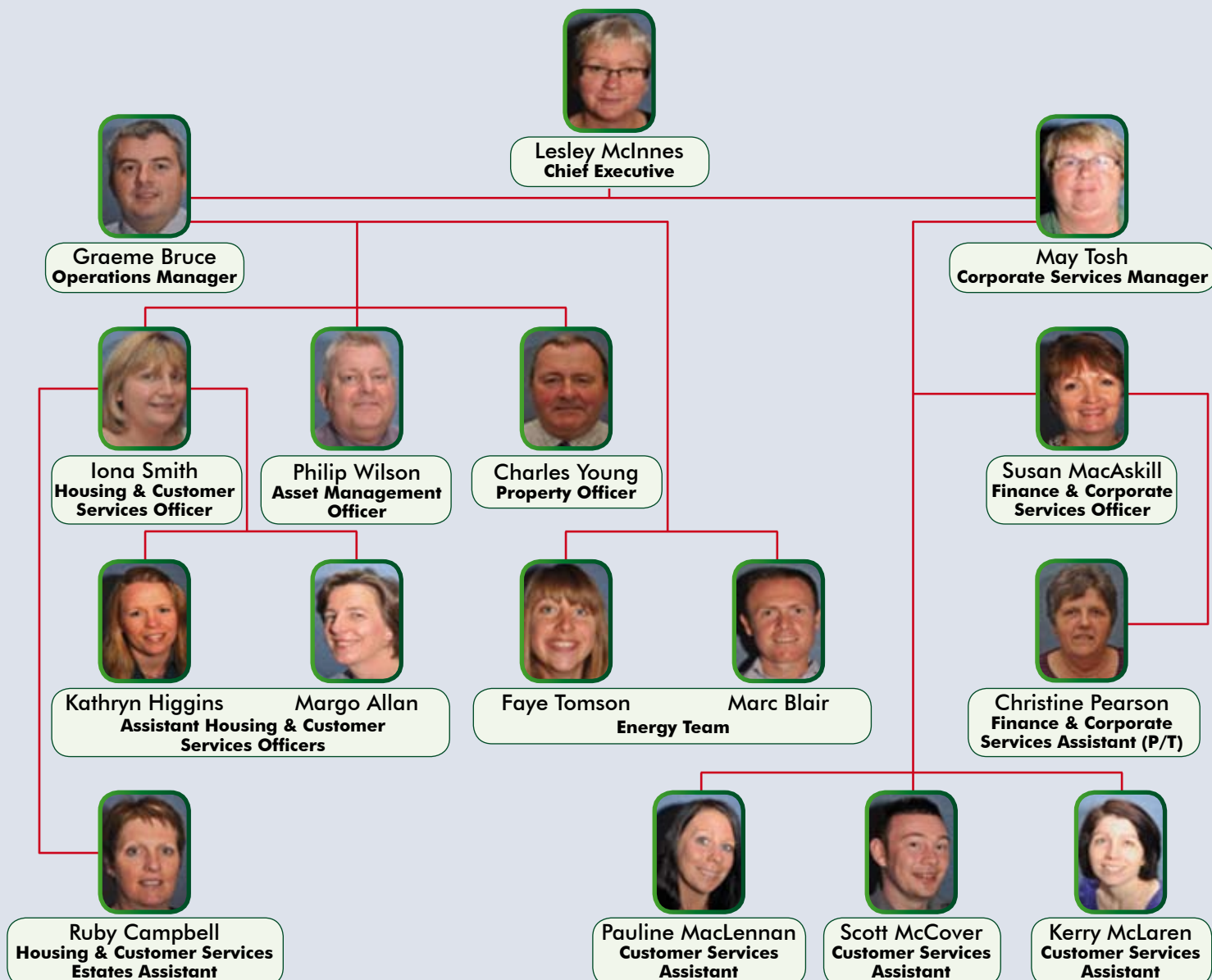
Elaine has been College Manager with Argyll College UHI Ltd for the last 13 years, based in the Oban Learning Centre (one of 13 of the college's learning centres that are dispersed throughout Argyll and the Islands) and before that was Head of Training with Argyll and the Islands Enterprise, based in Lochgilphead.



Mike MacKenzie

Mike MacKenzie was co-opted on to West Highland's Board in Autumn 2010. Mike brings substantial business and building experience to the Board. However, he is also committed to community development and has contributed in many ways to his local community. He is now a list MSP for the Highlands and Islands.

STAFF STRUCTURE





Oban Bay from Pulpit Hill

Registered Office

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Opening Hours

9.00am – 5.00pm Monday to Thursday
9.00am – 4.00pm Friday
Closed 9.00am - 10.00am Wednesday - staff training

Registered as a Scottish Charity Number SCO17357

BANKERS

Bank of Scotland
Clydesdale Bank
Co-operative Bank
Royal Bank of Scotland
Dunfermline Building Society

SOLICITORS

T C Young
E. Thornton & Co

AUDITORS

Baker Tilly