



Annual Report

Ore Valley Housing Association
2016 - 2017

www.orevalleyha.org.uk

Chair's Report



Susan McDonald
Board Chairperson

I am delighted to provide this report at the end of my second year as Chair of Ore Valley Housing Association.

We have worked hard throughout the year to improve the services we provide to our tenants and we were pleased to see the positive work undertaken reflected in the results of the comprehensive tenant survey which was carried out.

It was great that we were able to include many more tenants in the survey this time and we had a terrific opportunity to discuss the survey with tenants at the conference we held in Lochore in October 2016.

We have embraced the knowledge that communication is so important in the provision of services and support which our tenants have the right to expect. We have continued to develop our website and social media presence as a useful community resource.

We completed a small development of 15 flats in Lochgelly. Although small, this project is significant in the ongoing regeneration of the town centre, bringing in to use a site which had been derelict and an eyesore for a very long time. The tenants now living in the properties were drawn from the Fife Housing Register and included a number of young homeless people, who are now enjoying their new tenancy and all of the benefits that brings.

It was great for Lochgelly to be recognised through a national award as Scotland's most improved town and we are proud of our contribution to the regeneration programme in the town during the past 17 years.

As well as new developments we are of course determined to ensure that our existing housing stock is maintained to a high standard through ongoing annual maintenance programmes. In order to improve our understanding of the condition of our housing stock we commissioned and completed a comprehensive survey, gaining access to 97% of our housing. Findings from the survey will be utilised to develop maintenance and investment programmes in the future to ensure that the current high standards have been maintained.

Along with providing housing and related services we are very keen to support our tenants at times of challenge and during the course of the year we have continued to develop the work carried out by our Tenancy Support and Wellbeing Officer. The roll out of Universal Credit during the next year will pose some major challenges and our work on tenancy support will become ever more important.

During the year we also saw the completion of our wind project, at the edge of Cardenden, which has been transferred to our subsidiary company. The wind turbine will soon begin to contribute financially to work of the Association and to wider community projects.

It has been a busy and enjoyable year and I would like to thank my fellow Board Members, who give their time voluntarily, for their exceptional support and input and also the staff team for their hard work during the course of the year.

Highlights

- We maintained consistently high performance results.
- We continued to implement our Tenant Participation Strategy.
- We implemented a further phase of our new rent structure.
- We re-let 54 properties and let 15 new properties to applicants on Fife Housing Register.
- We carried out 22 Medical Adaptations.
This was funded by £29,848 grants from the Scottish Government and £2,700 funded by Ore Valley HA.
- We continued to provide our Grass Cutting Scheme which benefits less able tenants.
- We continued to let 6 small specialist shops in Lochgelly.
- We completed work on a development of new housing in Lochgelly, providing 15 flats.
- Through Ore Valley Enterprises, we provide 55 homes for mid-market rent in Lochore, Kirkcaldy, Lochgelly and Kelty.
- Through Ore Valley Community Initiatives Ltd., the Ore Valley Business Centre, in Lochgelly has provided 21 business office spaces, conference facilities, and meeting space for community groups.
- Through Cardenden Heat and Power Ltd. we successfully developed and commissioned a medium scale wind energy project.
- We maintained our website and established a tenant portal to provide greater access to information for our tenants.
- We provided more community information through our own Facebook and Twitter pages.
- We joined and participated in the UK wide housing benchmarking and good practice service provided by HouseMark.

Property Allocations

During the year April 2016 to March 2017, we allocated **54** properties. These were **39** re-lets with **15** new builds at Cook Square, Lochgelly (Phase 2). The average time taken to re-let was **14 days**. Through working closely with our Void Maintenance Contractors we have been able to improve our reported performance in this area by **6 days**.

If you require more information please contact the Housing Management Team on **01592 721 917** or for those interested in applying for housing you can download an application by going to www.fifedirect.org.uk and following the links to FHR Form.



Tenant Participation

We are continuing to deliver our tenant participation strategy for 2016/18.

Throughout the year we have developed and improved how we communicate with our tenants by using our website and social media platforms, and with the support and assistance of our Communication Officer we have continued to make significant progress in this area.

We carried out a comprehensive Tenant Satisfaction Survey in September 2016 which resulted in a full review of how we deliver our repairs service.

Resources continue to be directed to improve our performance in this area and to further facilitate this we have started working with **TPAS (Tenant Participation Advisory Service)** to provide a planned programme of training so that our tenants can work with us to agree service standards and measure our future performance.



Over the next 12 months we will continue to work with TPAS so that our tenants have the best possible opportunities to work with us to improve our performance in the key areas that are of interest to our tenants.

Our Repair Service

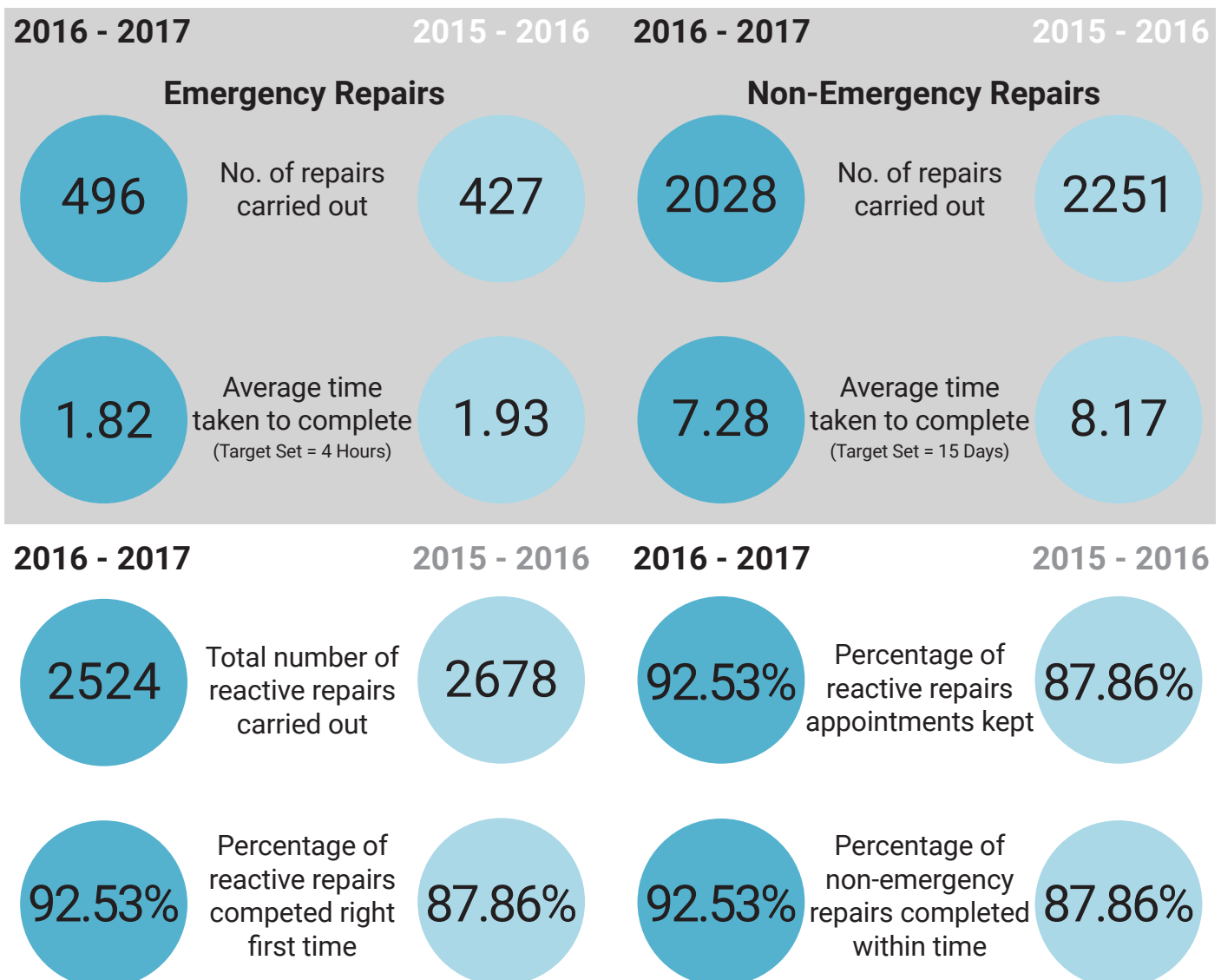
Year 2016-2017 has seen changes to the way in which we deliver repairs and maintenance services.

Our contract with Fife Housing Group ended in October 2016 with Kingdom Maintenance delivering the non-gas repairs for a short spell. From December 2016 we have been working with Rogerson Plumbing and Heating delivering this service and have received excellent feedback on the quality of work and the service provided by them. We have also seen a considerable improvement to our performance standards.

Kingdom Gas has continued to deliver the gas heating repairs and gas servicing contract. We are working very closely with our contractors to ensure repairs are completed within given timescales, to a high standard, whilst ensuring that our tenants are receiving the highest quality, most cost effective repairs service possible. To ensure this we monitor our own performance and the performance of our contractors.

We have also welcomed Alice Quinn as our new Technical Officer which allows us to diagnose repairs problems more effectively.

How are we doing?



New Build Housing Developments

During this year we have completed the building of a small development at The Stables, Cook Square, Lochgelly, a development of 15 new flats on the site where the Co-op once stabled their horses, hence the address of the new development. As always we will continue to explore opportunities for new development where there is identifiable community need for new housing, either through the housing association or through its subsidiary. We are currently working on the potential to develop new sites in Lochgelly and Cowdenbeath, if these projects are to go ahead, construction will not begin until 2018/19 at the earliest.

We are active members of the Fife Housing Alliance along with Fife, Glen and Kingdom Housing Associations and we will continue to engage in development activity utilising all of the efficiencies which the Alliance can deliver.

Through one of our subsidiary companies, Ore Valley Enterprises Ltd., we are currently managing 55 mid-market rent properties in Lochgelly, Lochore, Kirkcaldy and Kelty. During the course of 2017/18 a further 21 properties will be brought into management through the lease of 21 newly built properties from Fife Council.



Medical Adaptations

Every year we receive funding to adapt the homes of tenants whose medical needs and requirements have changed since moving to their home. These are called medical adaptations and can include bathroom alterations and the installation of mobility aids.

To determine if our tenants meet the requirements for a medical adaptation, their needs have to first be assessed by an Occupational Therapist (OT).

Between April 2016 to March 2017 we completed **31** medical adaptations compared to **22** completed the previous year. The average time tenants had to wait to have the works completed, counting from the date we received the assessment from an OT, was **25** days. This compares to average completion time of **43** days in 2015/16.

A total of **£26,044.93** was spent on adaptations in 16/17 which was funded utilising Scottish Government grant funding.

Planned Maintenance

Planned maintenance and property improvement remains a high priority for OVHA. A comprehensive housing stock condition survey of 97% of our stock was completed in March. The information from this survey will identify the range of works to be planned for the coming years.

This year:

- Electrical testing was carried out to **78** of our homes, with the programme of upgrade works rolling into next year.
- Phase 5 of our kitchen replacement programme benefitted **31** homes.
- External paintwork was also carried out to **94** properties.
- A major gas heating replacement programme was carried out to **174** properties that had boilers of more than 10 years old.
- An additional **10** properties also received new gas boilers due to wear and tear.
- A total of **47** showers were fitted in properties which previously had no shower and a rolling programme of shower installations will continue until every property has a shower.
- We have been carrying out ongoing environmental improvements and maintenance and have continued in our partnering arrangement with F3 Building Surveyors who supported us in the delivery of our planned maintenance programme.
- Following a review of our staffing structure during the course of the year, the new post of Technical Officer was created and filled. The postholder (Alice Quinn) will contribute to the delivery of all aspects of our property maintenance and improvement programmes going forward.

Rent Arrears

In order for us to provide the services we do, we rely purely upon the income that comes from renting out our properties. Therefore, the money we have available for these services is directly related to the amount of rent we collect each year.

Rent arrears are made up of ex-tenant arrears and current tenant arrears. Current tenant rent arrears as at 31st March 2017 were **£89,957** which is **3.32%** of the total amount of rent that we expected to collect. Our target for current tenants is to have no more than **2.5%** rent arrears, so although we have made a small improvement on the previous reporting year; overall we have not reached our target.



Almost **14%** of our tenants have arrears of **£350.00** or more. We are continuing to direct additional time and resources, so that staff can work with all our tenants to try and reduce this number.

During 2016/17 we have seen an increasing number of working age tenants claiming Universal Credit and we have seen that in some cases these tenants are finding it difficult to manage their rent payments. In order to support our tenants who may be adversely impacted by Universal Credit, or any other welfare reform changes, we have recruited a Tenancy Support and Wellbeing Officer who is actively working with tenants so that they are better able to budget their money and prioritise their rent payments.

Gas Servicing

We maintain and inspect all gas appliances within our homes, in line with legal requirements. This covers 100% of all gas heating systems including boilers and gas fires.

Gas Services must be carried out at least once every 12 months in order to meet the requirements set. Our contractor, Kingdom gas, have a program in place which instigates initial contact with tenants two months ahead of their Gas Service anniversary date. We and Kingdom Gas will contact tenants a minimum of three times to arrange a suitable appointment. Unfortunately, each year, due to repeat no accesses, we have to take additional measures to ensure our tenants are safe.

...Gas Services must be carried out at least once every 12 months...

This includes issuing final reminders, instructing Kingdom Gas to cap the properties gas supply and force entry, if necessary. All related costs to capping a property's gas supply and forcing entry is re-chargeable to tenants. In order to avoid this

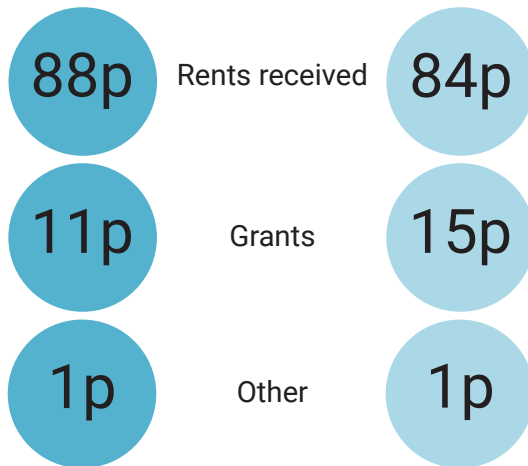
happening, please ensure that you make and keep your gas servicing appointments.

Due to the processes in place and the majority of tenant's co-operating with us in ensuring they have an up to date gas service certificate, in 2016-17, we met all but 4 of our gas service anniversary dates. This equates to a completion rate of 99.4%. We have reviewed our procedures and will work hard to ensure 100% compliance in future years.

Financial Highlights

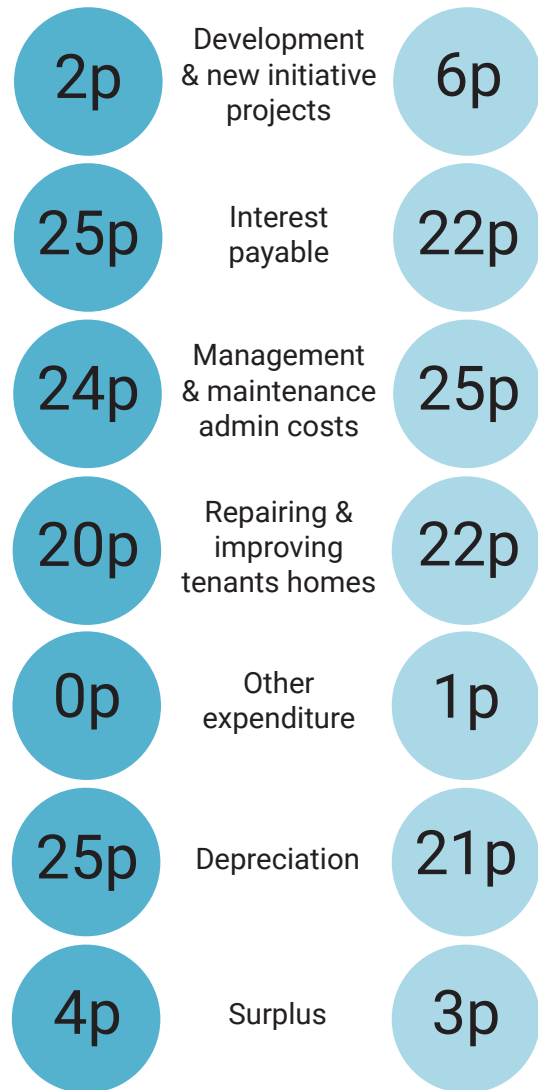
Breakdown of every £1 received:

2016 - 2017 2015 - 2016



Breakdown of every £1 spent:

2016 - 2017 2015 - 2016



Income and Expenditure Account:

	2016 - 2017	2015 - 2016
Turnover	£3,065,124	£3,228,480
Operating Costs	-£2,277,176	-£2,439,021
Operating Surplus	£787,948	£789,459
Interest Receivable	£44,763	£42,370
Interest Payable	-£719,364	-£733,363
Surplus For Year	£113,347	£98,466

The Association spent the following on maintenance of our properties:

£607,000

186 new boilers and heating systems

£32,000

47 new showers and bathroom improvements

£70,000

36 new kitchens

£297,000

day to day reactive maintenance and repairs to properties

£54,000

void property repairs

£25,000

ground maintenance

£110,000

electrical testing, gas servicing, external painting etc

Community Initiatives

Ore Valley Community Initiatives (OVCI) is a wholly owned subsidiary of Ore Valley Housing Association that operates two commercial premises in Lochgelly - the Ore Valley Business Centre and the Lochgelly Miners Institute.

Although situated adjacent to each other on Main Street in Lochgelly, the two buildings offer very different commercial facilities to a broad range of businesses.

The Miners Institute building is home to a commercial photography studio, a popular dance school and a large clothing manufacturing company.

The business centre is home to seventeen different businesses, from an alternative therapist to the Scottish Parliament, illustrating its ability to cater for the needs of a variety of organisations, all delivering services and support for people across Fife. In total, over 125 people are employed across the two sites.

Both premises continue to deliver on their primary aims of increased economic activity, job creation, the physical regeneration of the community and support the growth of local businesses.



Ore Valley Business Centre



Lochgelly Miners Institute

Lochgelly Retail Units

Ore Valley owns and operates six retail units on Main Street in Lochgelly. All six have been fully occupied throughout the year and offer a variety of services including a hardware shop, bakery, florist,

dog grooming, charity shop and beauty salon.

They continue to provide affordable shop space for local businesses and have helped regenerate a key area of the town.

Dundonald Wind Turbine

Ore Valley has been developing a community wind turbine on land south of Cardenden off Lady Helen Road. The project has taken many years to finally conclude but in early 2017 the 500kW turbine was constructed and began to generate green electricity.

The 73 meter high device was the first wind turbine in Scotland developed by a housing association and will see the net profits split between the housing association and a community fund for support of local groups and activities. Each year, the device should generate 1,800 megawatt hours of energy and save 476 tonnes of carbon dioxide and is scheduled to continue to generate power until 2042.

The turbine was funded with support from the Scottish Government and European Energy Efficiency Fund.



Governance Framework

How are we managed?

We have a framework which ensures that we are accountable to our tenants and regulators.

We have appointed board members

Board members are elected at the Annual General Meeting (AGM), however in between AGM's, we can co-opt people onto the Board, who can then be elected at the following AGM. Any member is entitled to stand for election to the Board; there can be a maximum of 15 members of the Board and it meets every month.

Experience and training

Our Board members bring a wide range of their own knowledge and experience to the Association, Board members are also provided with additional training to assist them in fulfilling their duties. There are currently 10 Board members, 2 of whom are tenants of Ore Valley Housing Association. We are always looking to recruit tenants who are interested in getting involved and perhaps joining the Board.

Value For Money

To us, Value for Money (VFM) means making the best use of our resources so that we are achieving the best possible outcome for our tenants. This means making sure that our rents are affordable while still being able to provide the quality of housing and the level of service our tenants expect from us.

It also means, delivering maximum value to all customers whilst minimising costs. We do believe it is important to control

...making the best use of our resources...

costs and minimise waste, however this is not our sole consideration; we also know that effective responses to the needs of our tenants and other customers is crucial to making the best use of available, or limited resources.

As a small Housing Association, it is important that we constantly review our expenditure, services and processes; paying the right price for the goods and services we buy. The focus on delivering value for money and

Committees and other groups

In addition to the main Board, we have one linked Committee:

The Finance, Audit & Risk Management Committee meets every 3 months and considers:

1. Accounting policies and practices and any changes to them.
2. The extent to which the financial statements are affected by any unusual transactions in the year and how they are disclosed.
3. Whether the Association is obtaining good value for money from its external auditor.
4. Recommends to main Board appointment of the external auditor.
5. Whether there are sufficient, systematic reviews of risks faced by the Association and its subsidiaries, whilst reviewing internal financial control and risk management systems.
6. Consideration and evaluation of projects which result in significant expenditure and risk.

continuous improvement is helping us develop and invest in keeping Ore Valley's services strong for both current and future tenants.

Value for money is not always entirely straightforward, as outcomes are not just about getting the most for our money, it is also about what difference we make to the environment and communities through social and economic benefits.

...focus on delivering value for money and continuous improvement...

The tenant satisfaction survey carried out in 2016/17 showed an increase in the level of satisfaction with the value for money provided by Ore Valley Housing Association of **14%**.

However this is an area where we will never be complacent. We do accept that people will generally want to pay less and receive more, we will do our best to control the costs over which we have influence.

Our Staff

Executive Team

Andrew Saunders **CEO**
Joanne Cargill **Executive Support Officer**
Isabelle Salter **Communications Officer**



Finance Team

Teri Grubb **Finance Assistant**
Kerry Curtis **Finance Assistant**
Michael Linklater **Finance Manager**



Corporate Support Team

Maryjane Elder **Senior Corporate Support Officer**
Lesley Cunningham **Corporate Support Officer**
Megan Downie **Customer Services Advisor**
Elaine Ganley **Customer Services Advisor**



Business Development Team

Nick Clark **Business Development Manager**
Victoria Murdoch **Business Development Assistant**
Jordan Rodger **Modern Apprentice**



Housing Management Team

Colin McInnes **Housing Manager**
Tommy Braid **Housing Officer**
Kittaya Sung **Housing Officer**
Ryan Doyle **Housing Trainee**
Danielle Porteous **Tenancy Support & Wellbeing**
Alice Quinn **Technical Officer**



Our Board

Chair Susan McDonald
Secretary Andrew Gibb
Tom Allan
Tom Dougan
Rosalind Eals
Rory Gaffney
Alan Johnstone
Mark McLintock
Isobel Muirhead
Gavin Smith

The Future

In writing this we have just come through a snap election called by the UK government which took place in June. The resultant hung parliament was not predicted, indeed the snap election was not really predicted either.

Nearly 12 months earlier on 23rd June 2016, no-one really predicted that 51.9% of the UK population would vote to leave the European Union, now 12 months on it is very difficult to understand exactly how this momentous decision will impact on us in the future.

Yes - the future is very difficult to predict!

Our main objectives for the next year are perhaps a bit more straightforward but could easily be influenced by the dynamic political and economic climate.

We will engage with all of our tenants who are likely to be affected by the full service rollout of Universal Credit in December 2017.

We will continue to deliver the programme of improvements to our housing stock in the form of new kitchens, new showers, electrical system upgrades as well as continuing to maintain our properties through cyclical works such as external paintwork and gas heating maintenance.

We will consider the findings from our asset management review and stock condition survey and will prioritise measures to achieve compliance with EESSH (Energy Efficiency Standard for Social Housing).

We will continue to review housing needs in our core area and identify opportunities to develop new social housing. We will also, through our subsidiary Ore Valley Enterprises Ltd., seek to complete the lease of 21 units in Dysart which we will make available for mid market rent tenancies.

We will develop and implement the community investment plan, in conjunction with representatives of the community, which we will use to develop and support projects through income from the wind turbine developed in the past year at Dundonald in Cardenden.

Above all else we remain committed to sustain high levels of customer service to our tenants and others seeking to access our services. We are here to help.

We look forward to a busy year ahead and welcome comments and views on all aspects of the service we provide.



Andrew Saunders
CEO



Contact Us

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www.orevalleyha.org.uk

 [/orevalleyha](https://www.facebook.com/orevalleyha)

 [@OreValleyGroup](https://twitter.com/OreValleyGroup)

Consultants

Solicitors

Thorntons Law LLP, Dundee

Auditors

Bird Simpson, Dundee

Quinn Internal Audit Services, Livingston

Finance Services

Chiene & Tait, Edinburgh

Bankers

Royal Bank of Scotland

Scottish Building Society

Architects

ECDA, Glasgow

Quantity Surveyors

Keegans, Glasgow

Hardies, Dunfermline

F3 Building Surveyors, Edinburgh

Structural Engineers

Scott Bennett Associates, Dunfermline

IT and Web Support

Brightridge, Grangemouth

Adonis Media, Dunfermline