



Annual Report

Ore Valley Housing Association
2017 - 2018

www.orevalleyha.org.uk

Chair's Report



Susan McDonald
Board Chairperson

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

As in previous years, we have worked hard throughout the year to improve the services we provide to our tenants. We are particularly pleased to see continued engagement with tenants through our Estate Management Group and in a number of more informal ways. The views of our tenants and their assistance in shaping the services of the future is critically important to Ore Valley.

We understand that communication is very important in the provision of services. As well as more conventional communication channels, we have committed to providing public internet access and support to our tenants to get online. Within our recently refurbished and redesigned office reception we have been delighted to incorporate a number of new laptops with internet access to allow tenants and others to come in and make use of them.

The work on the reception has provided a much more user friendly environment in which we can support and assist our tenants in addressing a wide range of issues. We have been very pleased with the positive feedback we have received about the impact this work has had.

We continue to recognise the high levels of need for good quality affordable rented housing and although we have no new homes on site at present we are currently looking at a number of potential sites in Cardenden, Lochgelly and Cowdenbeath which we may develop in the future.

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. Following on from the survey of the condition of our housing which was completed last year, we continue to deliver our on-going maintenance and improvement programmes, which will continue into the future.

Following the rollout of Universal Credit in Fife during December last year, growing numbers of our tenants have transitioned across. Many of those who have transitioned on to Universal Credit have found the process both challenging and stressful. Ore Valley has provided a lot of support and assistance to tenants to make the experience more manageable, through the services provided by our Tenancy Support and Wellbeing Officer.

During the year we also saw the completion of the first year of operation of our wind project, at the edge of Cardenden, which is owned and operated by one of our subsidiary companies. During the year ahead income from the wind turbine will contribute financially to support the delivery of wider community projects.

It has been a busy, challenging and enjoyable year and once again 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.

2017/18 Highlights

- We maintained consistently high performance results.
- We continued to implement our Tenant Participation Strategy.
- We remodelled our reception area and incorporated public access internet linked computers.
- We implemented a further phase of our new rent structure.
- We re-let 44 properties.
- We carried out 23 Medical Adaptations to our properties at cost of just under £24,000.
- We continued to provide our Grass Cutting Scheme which benefits less able tenants.
- We continued to develop new housing proposals designed to address local housing needs.
- We continued to deliver property maintenance and improvement programmes.
- We continued to let 6 small specialist shops in Lochgelly.
- Through Ore Valley Enterprises, we provide 55 homes for mid-market rent in Lochore, Kirkcaldy, Lochgelly and Kelty an additional 21 units are due to be completed in the new financial year.
- 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 managed a medium scale wind energy project, which will establish a fund to support community projects in the new financial year.
- We maintained our website and provided a tenant portal to provide greater access to information for our tenants.
- We provided more community information through our own website, Facebook and Twitter pages.
- We continued to participate in the UK wide housing benchmarking and good practice service provided by HouseMark.

Property Allocations

During the year April 2017 to March 2018, we relet **44** properties. The average time taken to relet was **16 days**. Through working closely with our Void Maintenance Contractors we have been able to maintain a high level of performance.

If you wish more information please contact our Housing Team on **01592 721917** or you can visit www.fifehousingregister.org.uk and follow the link to apply for a home.



Lets to
existing tenants



Lets to
housing list applicants



Lets to
homeless applicants



Lets to
other sources

Waiting list allocations



Lack of Security



Social Medical



Poor Housing



Homeless



Urgent Housing



Other

Mid Market Rent Properties

Ore Valley Enterprises manage **55** new build properties. These homes are not part of our social housing stock, instead they are let privately on a mid-market rent basis and offer tenants a good quality affordable alternative to private rented accommodation.

24 of these properties are leased to Ore Valley Enterprises by Fife Council and are located in Kirkcaldy, Lochgelly and Kelty. These homes are very popular with our tenants and we have now entered into a further agreement with Fife Council to lease **21** new build flats in Quality Street, Dysart

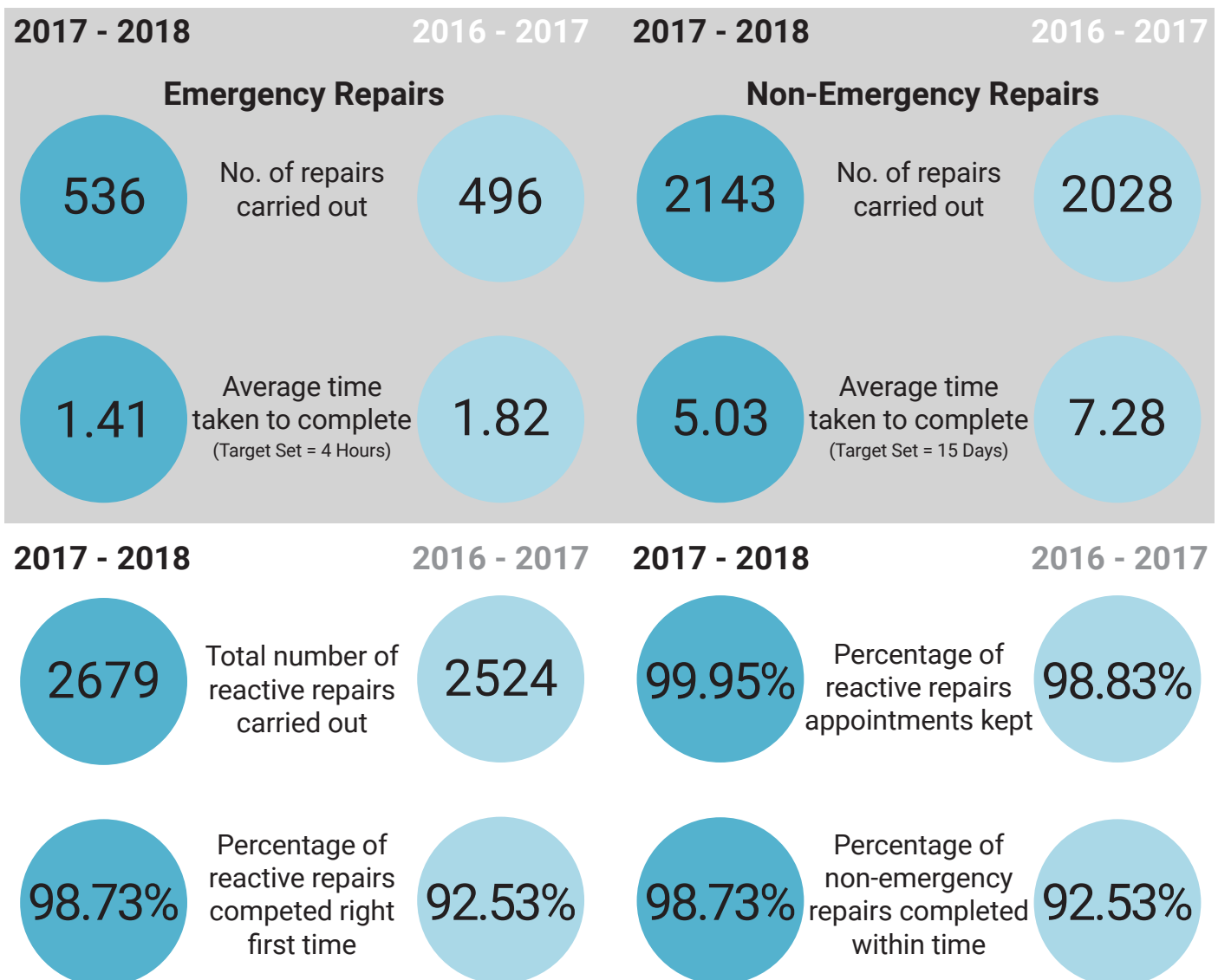
Our Repair Service

Rogerson Plumbing and Heating continue to deliver our repairs and maintenance service and we 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, cost effective repairs service possible.

Our **Technical Officer, Alice Quinn**, currently carries out most of our pre-inspections which allows us to diagnose repairs problems more effectively. Post inspections will commence on 10% of our repairs which will help us to monitor our own performance and the performance of our contractors.

How are we doing?



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. This includes issuing final reminders, instructing Kingdom Gas to cap the properties gas supply and force entry, if necessary.

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 2017-18, we met all of our gas service anniversary dates. This equates to a completion rate of **100%**.

Planned Maintenance

Planned Maintenance and property improvement remains a high priority for Ore Valley Housing Association. A comprehensive stock condition survey was completed last year. The information from this survey will identify the range of works to be planned for the coming years.

We carried out the following improvements this year:

- Electrical testing was carried out to **76** of our homes, with the programme of upgrade works rolling into next year.
- Phase 6 of our kitchen replacement programme resulted in new kitchens being installed in **36** homes.
- External paintwork was carried out to **100** properties.
- **9** properties received new gas boilers, improving energy efficiency.
- A total of **9** showers were fitted in properties which previously had no shower and over the course of the next two years a programme of shower installations will continue until every property has a shower.
- We continue to carry out environmental improvements and maintenance.

We will continue to develop and deliver future maintenance and improvement programmes to ensure that wherever possible we comply with both the **Scottish Housing Quality Standard (SHQS)** and the **Energy Efficiency Standard for Social Housing (ESSH)**.

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 2017 and March 2018, we completed **23** medical adaptations compared to **31** completed the previous year. The average time tenants had to wait to have the works completed, (from the date we received the assessment from an OT), was **34** days. This compares to average completion time of **25** days in 2016/17.

A total of **£23,730.70** was spent on adaptations in 2017/18 which was mainly funded utilising Scottish Government grant funding.

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 2018 were **£100,530** which is **3.61%** of the total amount of rent that we expected to collect. Our target for current tenants is to have no more than **3.0%** rent arrears, and overall we have seen an increase in the amount of rent owed by our tenants.

Almost **14%** of our tenants have arrears of **£350** or more. We are continuing to direct additional time and resources, so that we can support our tenants who are experiencing problems with maintaining their rent payments.

Universal Credit (Full Service) was rolled out in Fife during **December 2017**, and we have already seen this having a negative impact on our arrears performance. With an increasing number of tenants now claiming Universal Credit, some of these tenants are finding it more difficult to manage their rent payments. Tenants who may be experiencing difficulties can speak to our Tenancy Support and Wellbeing Officer who is available to provide advice and support to help tenants increase their household income and budget their money so that they are better able to prioritise their rent payments.

Unfortunately in some cases this has seen us making an increasing number of referrals to emergency support providers such as food banks and charitable grant agencies.

In order to address our growing concerns about the increasing number of people who are experiencing hardship and poverty in our communities, we are now directing more of our resources to support community engagement projects such as the weekly drop-in service at Auchterderran Church Hall in Cardenden.

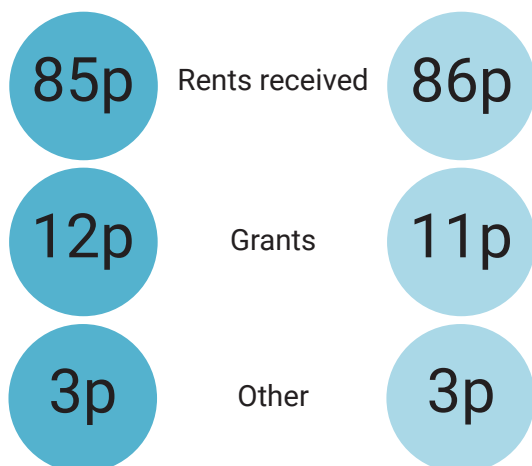
If you would like to find out more about this project or if you would like us to become involved in a similar project in your area, please contact us on **01592 723 803**.

Financial Highlights

Breakdown of every £1 received:

2017 - 2018

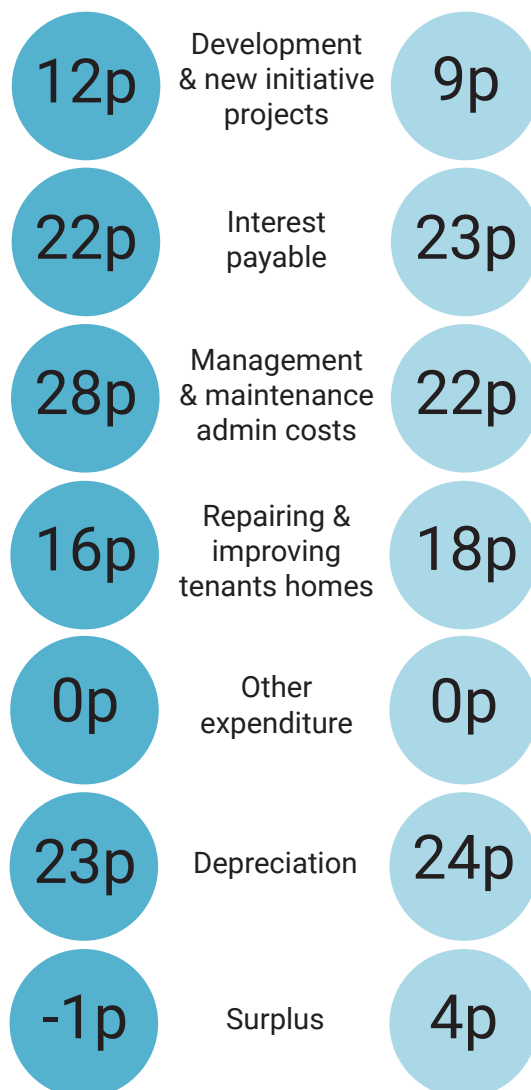
2016 - 2017



Breakdown of every £1 spent:

2017 - 2018

2016 - 2017



Income and Expenditure Account:

	2017 - 2018	2016 - 2017
Turnover	£3,215,842	£3,065,124
Operating Costs	-£2,574,206	-£2,277,176
Operating Surplus	£641,636	£787,948
Interest Receivable	£36,699	£44,763
Interest Payable	-£706,579	-£719,364
Surplus For Year	-£28,244	£113,347

The Association spent the following on maintenance of our properties:

£22,000

9 new boilers and heating systems

£10,000

9 new showers and bathroom improvements

£86,000

36 new kitchens

£233,000

day to day reactive maintenance and repairs to properties

£65,000

void property repairs

£26,000

ground maintenance

£94,000

electrical testing, gas servicing, external painting etc

New Build Housing Developments

Ore Valley Housing Association is a member of the **Fife Housing Association Alliance**, which is made up of the four Fife based housing associations (**Fife Housing Group, Glen Housing Association, Kingdom Housing Association and Ore Valley Housing Association**) the Alliance works closely with **Fife Council** to deliver the programme of new affordable housing within Fife.

The Fife Housing Association Alliance enables the four partners to deliver new housing in a more efficient, cost effective, non-competitive environment which benefits the Alliance members, tenants and the wider Fife community.

At Ore Valley we are continuing to explore opportunities for new development where there is an identifiable need for new housing, either through the housing association or through its subsidiary, **Ore Valley Enterprises Ltd.** which is involved in the provision of mid-market rent housing.

We are currently working on the potential to develop new sites in **Cardenden, Lochgelly and Cowdenbeath**. If any of these projects are to go ahead, it is unlikely that construction will begin before 2019/20.

Through **Ore Valley Enterprises Ltd.** we are currently managing **55** mid-market rent properties in Lochgelly, Lochore, Kirkcaldy and Kelty. During the course of 2018/19 a further **21** properties in Dysart will be brought into management through the lease of newly built properties from Fife Council.



Above: Work nearing completion on the building of the properties in Dysart.

Tenant Participation

We are continuing to make good progress with the delivery of our **Tenant Participation Strategy** for 2016 - 2018.

Following support from **TPAS (Tenant Participation Advisory Service)** this year has seen the formation of our **Estate Management Group** which is now up and running. The tenants who have volunteered to join this group are helping to inform and improve how we provide information for our tenants.

The group are also working with us to review the service areas where they want to see an improvement in our performance. Through working in partnership, the group have already reviewed and updated our **Customer Charter**; and over the next year they will be looking at our void relet standards and estate management standards; and they will be helping us to develop how we should consult and share information with our tenants in relation to the new provisions being introduced by the **Housing (Scotland) Act 2014**.

Throughout the year, with the support of our Communications Officer we have continued to develop and improve how we communicate with our tenants by using our website and social media platforms, and we are now exploring options for the future delivery of online digital services.

Over the next year we aim to build on the early success of the **Estate Management Group** by developing their role and remit so that the tenants on this group can shape the development of our **Tenant Participation Strategy** for 2019 - 2021.

Ore Valley Business Centre

The **Ore Valley Business Centre**, based on **Main Street** in **Lochgelly**, saw another year of high occupancy and increased footfall. The centre offers a variety of quality commercial office spaces within a highly energy efficient design aimed at minimising its environmental impact and reduced carbon emissions.

The centre is designed to support the development and growth of new businesses which in turn can deliver benefits to the local community through the creation of jobs and services.

In the last year, the centre welcomed several new businesses and saw a significant increase in footfall due to an increase in the number of events it hosted and an expansion of public facing services and support projects offered by the tenant businesses. As a result, the centre continues to deliver on its aims of spurring job creation and delivering improvements to the local community.



Wind Turbine Update

The Association's wind turbine is located near South Dundonald and last year saw the completion of the device's construction and the conclusion of its first year of operation and power generation.

All of the power generated is exported back to the national grid and the Association derives an income from the resale of this power and associated subsidies.

The turbine itself is a **500kW Enercon E53** turbine with a height of **73 metres** to the blade hub and a maximum height of **99 metres** to the highest blade tip. Its clever design allows it to generate power at lower wind speeds than other turbines (as little as **6 miles per hour**) and also handle higher wind speeds (up to **60 miles per hour**) before ceasing power generation.

2017/18 saw the turbine location experience average wind speeds of **6.6 metres per second** (or **14.76 miles per hour**) which are ideal conditions for power generation. The highest speed measured at the site was in excess of **90 miles per hour** in **December 2017**.

Last year, the turbine was available to generate electricity for **99.6%** of the year and generated **1.9 megawatts** (1,900 kilowatts) of power which was **6%** more than anticipated. This equates to the total annual power demand of **494** Scottish homes and carbon savings equating to **554 tonnes of carbon**, the equivalent emissions of **136** Scottish homes.

This very positive first year of activity has enabled the project to deliver a community return through our Community Wind Fund which has begun to support a number of local projects and the expectation is that it will continue to do so over the coming years.



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. Finalising our program of internal audits, reviewing the outcomes and agreeing action plans aimed at delivering service improvement.
7. 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.

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



Andrew Saunders
**Chief Executive
Officer**



Joanne Cargill
**Executive
Support Officer**



Nick Clark
**Business
Development
Manager**



Victoria Murdoch
**Business
Development
Assistant**



Jordan Rodger
**Modern
Apprentice**



Colin McInnes
Housing Manager



Tommy Braid
Housing Officer



Kittaya Sung
Housing Officer



Ryan Doyle
Housing Trainee



Danielle Porteous
**Tenancy Support
& Wellbeing
Officer**



Maryjane Elder
**Senior Corporate
Support Officer**



Megan Sneddon
**Customer
Services Advisor**



Elaine Ganley
**Customer
Services Advisor**



Alice Quinn
Technical Officer



Lesley Fleming
**Corporate
Support Officer**



Teri Grubb
Finance Assistant



Kerry Curtis
Finance Assistant



Michael Linklater
Finance Manager



Mark Fleming
**Communications
Officer**



Alan Ross
Cleaner/Caretaker

Our Board

Chair Susan McDonald
Tom Allan
John Flynn
Isobel Muirhead

Vice Chair Gavin Smith
Tom Dougan
Alan Johnstone

Secretary Andrew Gibb
Rosalind Eals
Mark McLintock

The Future

When I wrote last year, one of the issues that I considered was the difficulty in predicting what the future may hold amidst the political uncertainty following, amongst other things, the referendum decision to leave the European Union. Twelve months on and the impact of that decision seems just as unclear.

Despite this time of uncertainty and continuing economic pressures we continue to look ahead with a commitment to increasing our housing provision, our involvement in community initiatives, improving the quality of our existing homes and associated services.

Our main objectives for the next year are :

To offer support to all of our tenants who are affected by the full service rollout of Universal Credit, through the continuing provision of our own tenancy support service and engagement with other partners who provide services to those experiencing difficulty.

We will continue to deliver the programme of maintenance and improvement 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. In particular we will be considering how best to comply with enhanced legislation in relation to fire safety, as well as other areas which may impact on tenant safety.

We will confirm 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) which will have a direct impact on comfort levels and energy costs.

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

We will manage and distribute funds to support community projects from the wind turbine operated by one of our subsidiary companies at Dundonald in Cardenden.

We will support more of our tenants to participate more fully in shaping our services and setting standards for performance, through a range of formal and informal structures and digital opportunities.

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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 [/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