



2023 - 2024  
**Annual Report**

# Chair's Introduction

## **In my second year in my role as Chair, I am pleased to provide my introduction to this year's Annual Report on what has been another very successful year for Abertay Housing Association.**

The Association aims to deliver excellent customer focused value for money services in all its core areas. This includes letting homes which are in good condition to those in greatest need as effectively as possible and supporting tenants to maintain their tenancies. The Association will do this through proactive sensitive and effective action to help avoid tenants falling into rent arrears, dealing effectively with neighbourhood problems and providing a high quality cost effective repair service.

The Association's key objective in setting rents is to keep rents affordable while respecting the Association's obligations to its tenants in terms of energy efficiency, reactive and planned maintenance and management.

The Association carried out its programme of improvement and planned maintenance work during the year with a spend of over £2 million on external and internal works: roof replacement, chimney repair/removal, replacement of windows and doors, upgrade works to balconies, external redecoration programme, air source heat pump/boiler replacements and bathroom and kitchen replacements. In addition, the Association carried out all its health and safety statutory obligations in respect of asbestos, electrics, gas, legionella, lifts and fire safety and prevention.

Development this year has been restricted due to lack of grant funding from the Scottish Government, having said that during the year the Association purchased fourteen properties under our Acquisition and Disposal Strategy.

The Association has three sites in Dundee for development; Angus Street (8 properties), Clepington Road (31 properties) and the former Mossgiel Primary School (44 properties), which will be progressed when grant funding availability allows.

The Association's overriding objective is to remain financially viable into the long-term future, providing the confidence that it can afford to maintain and improve its housing stock to meet all known future quality standards, such as Energy Efficiency Standards for Social Housing and Net Zero.

The Association's governance structure should be whatever best serves the long-term interests of the Association, its tenants and communities. The Association believes that for the foreseeable future these interests are best served by the Association being governed by a strong, independent locally focused ten member board which includes two tenants, two homeowners and six other Members.

The Board and the Senior Management Team and staff ensure that all statutory returns are submitted on time and both internal and external audits are carried out in a timely manner.

Excellent leadership is provided by Barry Moore, Chief Executive Officer. From the content of the Annual Report you will note the Association is performing extremely well against its peers and the Scottish average.

In conclusion, the Association has had another very successful year. I would like to thank my fellow Board Members, the Senior Management Team and staff for their loyal commitment and continued hard work. The year ahead will yet again have a number of challenges and the Association will continue to work extremely hard to provide the best service possible for our tenants and service users.

**Ron Neave | Chair**

# Housing Quality & Maintenance

## Percentage of our stock meeting the Scottish Housing Quality Standard (SHQS)

2023/24	92.5%
2022/23	92.2%
Scottish Average	84.4%
Other Landlords	93.4%

## Percentage of reactive repairs carried out in the last year completed right first time

2023/24	98.1%
2022/23	98.2%
Scottish Average	88.4%
Other Landlords	83.8%

## Percentage of tenants who have had repairs and maintenance carried out in the last 12 months satisfied with the service

2023/24	98.1%
2022/23	98.9%
Scottish Average	87.3%
Other Landlords	84.0%

## Average length of time taken to complete emergency repairs

2023/24	2.4 hours
2022/23	2.6 hours
Scottish Average	4.0 hours
Other Landlords	3.0 hours

## Average length of time taken to complete non-emergency repairs

2023/24	8.1 days
2022/23	7.9 days
Scottish Average	9.0 days
Other Landlords	9.3 days

## The percentage of repairs appointments kept

2023/24	99.1%
2022/23	98.5%

### Comment:

- **10 properties did not meet SHQS**, either because tenants did not want us to do the work on their homes, or we did not get permission from owners to complete communal work.
- **102 properties are now classified as exempt from SHQS** as they do not meet the energy efficiency standards, but the cost to sort this is deemed excessive.
- **26 properties did not meet SHQS** as their electrical certificate was over 5 years old.

Other landlords are Dundee City Council, Hillcrest Homes, Home in Scotland and Sanctuary Housing Association. These are the other landlords with the highest number of houses in Dundee.





## Getting Good Value from Rents and Service Charges

	2023/24	2022/23	Scottish Average	Other Landlords
Average length of time taken to relet properties in the last year	27.3 days	27.2 days	56.7 days	51.8 days
Percentage of rent lost through properties being empty in the last year	0.5%	0.5%	1.4%	1.2%
Rent collected from tenants as a % of total rent due in the reporting year	101.3%	100.7%	99.4%	100.4%

Other landlords are Dundee City Council, Hillcrest Homes, Home in Scotland and Sanctuary Housing Association. These are the other landlords with the highest number of houses in Dundee.

## Satisfaction

Abertay's satisfaction figures come from a survey of all tenants carried out in winter 2023.

	Abertay	Scottish Average	Other Landlords
Percentage of tenants satisfied with the overall service provided by Abertay	86.6%	86.5%	85.1%
Percentage of tenants who felt that Abertay was good at keeping them informed about services and decisions	79.4%	90.5%	90.9%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	70.8%	87.7%	86.5%

Other landlords are Dundee City Council, Hillcrest Homes, Home in Scotland and Sanctuary Housing Association. These are the other landlords with the highest number of houses in Dundee.

Landlord Profile		
	2023/24	2022/23
Total number of Abertay homes	1,863	1,849
Total rent due in the year	£9,302,351	£8,797,580
	2024/25	2023/24
Percentage average weekly rent increase	7.7%	7.0%

Other landlords are Dundee City Council, Hillcrest Homes, Home in Scotland and Sanctuary Housing Association. These are the other landlords with the highest number of houses in Dundee.

Neighbourhood and Community				
	2023/24	2022/23	Scottish Average	Other Landlords
Number of cases of anti-social behaviour reported in the last year	301	337	-	-
Percentage of cases resolved within locally agreed targets in the last year	93.0%	94.7%	-	-
Percentage of cases resolved in the last year	98.0%	97.9%	94.3%	89.3%

Other landlords are Dundee City Council, Hillcrest Homes, Home in Scotland and Sanctuary Housing Association. These are the other landlords with the highest number of houses in Dundee.

Total Number of each apartment size and average weekly rent for each										
Stock by type, apartment size and rent	House	High Rise	Tenement	4 in a block	Other flat / maisonette	Total	Number of lettable units	Average weekly rent £	Scottish Average weekly rent £	Other Landlords' rent £
1 Apt	0	0	3	0	0	3	3	71.94	82.24	67.88
2 Apt	18	4	109	20	99	250	250	94.65	87.87	83.68
3 Apt	228	79	475	57	61	900	900	91.21	90.29	95.37
4 Apt	372	0	221	55	6	654	653	104.95	98.30	108.45
5 Apt+	54	0	1	0	1	56	56	134.76	108.29	115.47
Total	672	83	809	132	167	1,863	1,862	97.80	-	-

NB: The average weekly rent includes service charges, which, for Abertay, are in general higher in 2 apartment properties as this is the size of most of our supported accommodation and retirement housing. Other landlords are Dundee City Council, Hillcrest Homes, Home in Scotland and Sanctuary Housing Association. These are the other landlords with the highest number of houses in Dundee.

# Summary of Annual Financial Statements

How we performed		
Where Abertay got its Money	2024	2023
Tenants Rents and Service Charges	9,388	8,827
Sale of Property	-	68
Owner Occupier Charges	267	247
Bank Interest Received	24	18
Grant Income	180	141
Other	90	101
<b>Total</b>	<b>9,949</b>	<b>9,402</b>

How it was Spent		
Staff Costs	1,907	1,753
Repairs and Maintenance	2,971	2,770
Management and Administration	3,369	3,391
Cost of Property Sales	-	10
Interest Paid	865	861
<b>Total</b>	<b>9,112</b>	<b>8,785</b>

What we had Left over		
Surplus / (Deficit) for the year	837	617

Balance Sheet	2024	2023
What we own and what we owe	£000	£000

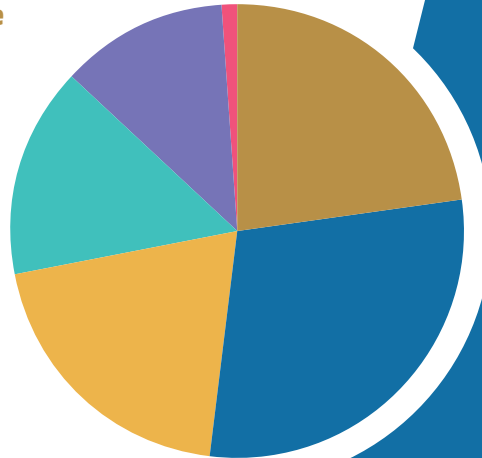
Our Assets (what we own)		
Capital items owned		
Housing Properties	54,535	53,892
Equipment and Furnishings	109	124
<b>Total</b>	<b>54,644</b>	<b>54,016</b>
Debts owed to Abertay	668	682
Cash and Bank Balances	2,165	1,714
<b>Total Owned</b>	<b>57,477</b>	<b>56,412</b>


Our Liabilities (what we owe)		
All money owed, excluding loans	1,125	1,356
Pension Fund Deficit	-	-
Deferred Capital Grant	17,789	17,716
Loans Outstanding	19,666	19,230
Total Owed	38,580	38,302
<b>Net Assets</b>	<b>18,897</b>	<b>18,110</b>

Represented by		
Share Capital	1	1
Reserves	18,896	18,109
	<b>18,897</b>	<b>18,110</b>

# Where every £1 of Your Rent Went

- 23p** Planned and Cyclical Maintenance
- 29p** Other Maintenance
- 20p** Payroll
- 15p** Loan Repayment and Interest
- 12p** Operating Costs
- 1p** Bad Debt and Debt Collection



 **7.0%**  
Rent increase from 1 April 2023

 **14**  
Properties Purchased

 **£19.85m**  
bank borrowings at 31 March 2024

 **£2.2m**  
bank balance at 31 March 2024

 **£2.2m**  
spent on planned and cyclical maintenance to our existing homes

## Our People

### Committee of Management as at 31 March 2024

Ron Neave	Owner	Chair
Kathleen Mands	Tenant	Vice Chair
Kevin Braidwood	Other	
Denis Brown	Owner	
Ian Byers	Other	
Paul Crichton	Other	
Vicki Cutler	Other	
Alan Fraser	Other	
Darren Keddie	Other	

### Senior Management Team

Barry Moore	Chief Executive
Marjorie Sloan	Corporate Services Director and Secretary

### Solicitors

Thorntons WS  
Whitehall House  
33 Yeaman Shore  
Dundee DD1 4BJ

### External Auditors



Alexander Sloan  
180 St Vincent Street  
Glasgow G2 5SG

### Bankers

The Royal Bank of Scotland  
5th Floor, Kirkstane House  
139 St Vincent Street  
Glasgow G2 5JF

### Abertay Housing Association

147 Fintry Drive  
Dundee DD4 9HE

 01382 903545  
 [www.abertayha.co.uk](http://www.abertayha.co.uk)



# Abertay Housing Association

🏠 147 Fintry Drive, Dundee, DD4 9HE

☎ 01382 903 545

🌐 [www.abertayha.co.uk](http://www.abertayha.co.uk)

📘 Find us on Facebook

Abertay Housing Association Ltd is a Registered Scottish Charity No. SC030152 and Registered Society No. 2517 R(S).

Designed by: [www.cole-ad.co.uk](http://www.cole-ad.co.uk)

