



Performance Review **2013 - 2014**


Fyne
 H O M E S
 L T D.
*Building Sustainable
 Communities*



Chair's Message

Welcome to Fyne Homes' Performance Review for 2013-2014 which replaces our Annual Report. From October this year every Social Landlord is required to report annually to its tenants on meeting the outcomes of the Scottish Social Housing Charter. We invited our tenants to review the content and format of our report and incorporated their views. We would welcome further feedback on the report and an indication whether you feel we are providing you with sufficient information to assess our performance and if the format is easy to understand.



This has been my first year as Chairman of Fyne Homes, having taken over from Peter Lingard in September 2013. Despite the challenging environment in which we now operate we have had a very successful year and we are cautiously optimistic for the future.

Major changes in Welfare provision present difficult times for our tenants who are reliant on benefits and could have significant financial implications for the Association. Our dedicated Housing Team has assisted affected tenants to ensure that they have claimed any entitlement they were due. This resulted in low levels of arrears and a minimal impact of the "bedroom tax" compared to what was first thought. With the forthcoming introduction of Universal Credit, the Association has recruited a Tenancy Officer whose role is to support tenants through this process.

January 2014 saw completion of our largest ever development which has provided 101 new properties in Lochgilphead including 24 "extra care" units. Our development programme which was previously being run down due to a reduction in capital investment is now looking much more positive with new developments on site in Ardfarn in Mid Argyll and proposed for Dunoon and Kilmun. Other potential opportunities are in the pipeline.

We have continued to make significant investment in our stock to ensure it will meet the Scottish Housing Quality Standard by 2015. This year has seen a capital investment of £768,115 for replacement windows, kitchens, rewiring etc. This was partly funded by a loan of £400,000 from Scotwest Credit Union in what is believed to be a "UK first" for a Credit Union lending to a Registered Social Landlord.

None of our achievements would be possible without the commitment of our dedicated staff who ensure the organisation is well run and work hard to provide an excellent service to our tenants and the community. Thanks are also due to our volunteer Committee Members.

Regards,

Tom McKay

Tom McKay
Chairman

Performance Against the Charter

The Scottish Social Housing Charter was introduced in April 2012 and replaced the previous performance standards which landlords were required to meet. The Charter was subject of extensive consultation with tenants' organisations, homeless people, landlords, other organisations and the Scottish Housing Regulator which influenced the final document. The Charter sets out sixteen different "outcomes" and "standards" which landlords should be working to achieve.

The Charter has seven sections covering:-

- » equalities;
- » the customer/landlord relationship;
- » housing quality and maintenance;
- » neighbourhood and community;
- » access to housing and support;
- » getting good value from rents and service charges; and
- » other customers.

Further information on the Charter can be found at <http://housingcharter.scotland.gov.uk/>

This section of our report details our performance as at 31st March 2014 against some of the key areas identified by the Scottish Housing Regulator in consultation with tenants.

Homes and Rents

Total Number of houses	1,472
Total Rent Due in year	£5,601, 062
Average weekly rent increase	3.3%

No of Apts	Apt Size	Average Weekly Rent	Scottish Average	Difference
29	1	£56.25	£59.56	-5.6%
534	2	£66.92	£65.18	2.7%
648	3	£76.71	£67.19	14.2%
226	4	£88.27	£73.07	20.8%
35	5	£99.83	£81.68	22.2%

Neighbourhoods and Community

- For every 100 of our homes, 2.2 cases of anti-social behaviour were reported in the last year.
- 100% of these cases were resolved within locally agreed targets compared to the Scottish figure of 75.9%

Performance Against the Charter

Tenant Satisfaction

The undernoted results are from our satisfaction survey carried out in March 2014.

Indicator	Outturn	Scottish Average
Tenants satisfied with overall service	87.8%	87.8%
Tenants who felt we are good at keeping them informed about our services	88.6%	88.9%
Tenants satisfied with the opportunities to participate in our decision making	73.1%	78.4%

Quality and Maintenance of our homes

Indicator	Outturn	Scottish Average
Properties meeting the Scottish Housing Quality Standard	94.4%	85.4%
Time to complete emergency repairs	2.8 hours	6.9 hours
Time to complete non emergency repairs	5.2 days	8.2 days
Reactive repairs completed “right first time”	82.6%	87.2%
Tenants who had repairs or maintenance carried out - satisfaction with the service they received	85.8%	87.6%

Value for Money

Indicator	Outturn	Scottish Average
Rent collected from tenants as a percentage of total rent due	98.3%	99%
Rent lost through properties being empty during the year	2.1%	1.2%
Average length of time to relet properties during the year	38.2	35.7

Performance Against the Charter

Complaints

Our complaints procedure has two stages:

Stage 1 – Frontline Resolution which aims to resolve your complaint quickly

Stage 2 – Investigation which deals with those which have not been resolved at Stage 1 or are more complex.

The table below details our performance in this area.

	Stage 1		Stage 2	
Equality related issues	0		0	
Other issues	46		8	
Total Number of Complaints	46		8	
	No.	%	No.	%
Responded to in full	46	100	8	100
Responded to within SPSO timescales*	41	89	6	75
Upheld	40	87	8	100

**Scottish Public Services Ombudsman Timescales*

Stage 1 – 5 working days

Stage 2 – 20 working days



Housing Highlights

The introduction of the Scottish Social Housing Charter this year brought in a new suite of reporting measures, with a welcome focus on the views of our tenants and other customers. Our staff have been working towards achieving the Charter outcomes and enjoyed meeting the challenges this has presented.

Although we are performing comfortably in comparison to the rest of Scotland on most of our outcomes we still have some work to do, particularly around encouraging tenants to participate in Fyne Homes decision making. We have been doing this through things like our policy consultations, tenants groups and our recently launched Better Services Team (BeST) where Tenants have the opportunity to scrutinise our performance and really make a difference in the direction for Fyne Homes. However we could do better and would welcome you to get involved by contacting your local Housing Officer.



Lettings

Last year we let 223 properties. These lets included 40 newly built properties in our Lochgilphead High School development which had between 1&4 bedrooms.

22 of these new builds were 'extra care' properties. Extra care homes are adaptable properties for people with physical or mental health problems and are allocated in a partnership approach with health and social work to make sure the right people with the relevant needs go into tenancies that they can sustain for years to come.

Quotas

Our quotas for the allocation of properties are 50% to direct applicants and 25% for both transfer and homeless applicants.

Our homeless numbers are traditionally lower than 25% because of a lack in demand across all of the areas we cover in Argyll & Bute, although where there are homeless applicants they are housed as priority. We work in close partnership with Argyll & Bute Council Housing Services to ensure we are housing those applicants affected by homelessness.

Our allocations to transfer applicants were slightly higher than the quota target because the HOME Argyll partners amended the common allocations policy to support moves for those affected by bedroom tax.

Lettings

	2011/12	2012/13	2013/14	Quota as per HOME Argyll
Existing association Tenants	19%	24%	30%	50%
Housing list direct Applicants	56%	54%	57%	25%
Homeless Applicants	25%	22%	13%	25%

Housing Highlights

Arrears

Our arrears remain well below the 2% target; however we are by no means complacent with arrears. This area is always a priority as we know that arrears can have an impact on the rents paid by, and services provided to, our tenants.

Our evictions remain very low, with only 13 court actions initiated and 2 properties having to be recovered last year from over 1400 tenancies. Any eviction is seen as a failure and we continue to try to make contact and enter agreements up to the day an eviction is carried out.

Current Arrears - Percentage of Gross Rental Income

2011/12	2012/13	2013/14	Target	Peer Averages 2012/13
0.74%	0.45%	0.71%	2.00%	2.2%

Former Arrears - Percentage of Gross Rental Income

2011/12	2012/13	2013/14	Target	Peer Averages 2012/13
0.54%	0.66%	0.81%	N/A	0.9%

Voids

The void levels have been increasing over recent years and we know we have a problem allocating some of what we call 'hard to let properties'.

An example of these would be bedsit or one person size, or perhaps in areas that applicants do not feel are desirable. We are continually looking at ways to encourage the take up of tenancies to these properties to reduce the time they are empty and the subsequent rental loss.

Average Length of days to relet homes

2011/12	2012/13	2013/14	Target	Scottish Averages for ARC 2013/14
23.13	40.97	38.2	28	35.7

Gearing up for Welfare Benefit Reforms

Bedroom Tax

The Under Occupancy charges introduced by the welfare reforms were a key focus for Fyne Homes last year as we had around 150 households affected.

Our tenants affected were communicated with regularly and supported in Discretionary Housing

Housing Highlights

Payment applications, referrals for advice and housing transfers where appropriate.

At the year end Fyne Homes had an arrears deficit of less than £2k attributable to the bedroom tax which was testament to the effectiveness of our staff and tenants working together.

Universal Credit

Fyne Homes staff and committee have been focused on ensuring there is a Welfare Reform Strategy in place to help us plan and be in the best position for the impact of universal credit and other welfare changes such as non dependant deductions.

We were audited in February on our readiness for the welfare reforms and although there were some areas for us to consider such as looking at our resources, we were in a good position and quite well prepared. The roll-out dates for the introduction of Universal Credit are not known at this time but expected to be in place by 2017.

Tenancy Officer

We were able to secure funding for a full time Tenancy Officer worker prior to the end of last year.

This allowed us to recruit Margo Allan from April 2014 to offer advice and support on things like benefits entitlement, applications and appeals and also other factors such as energy advice and budgeting.



Preparing for our online application system HOME Argyll

Review of Allocations Policy

Last year we completely reworked our Allocations Policy with our Common Housing Partners in readiness for its launch on 1st October. During the year we also made temporary changes to help support applicants downsizing to support those affected by the bedroom tax.

The new Allocations Policy will ensure that those deemed as having the greatest housing need are pointed accordingly.

Enhanced Housing Options & Online housing applications

In partnership with Argyll & Bute Council and our other Home Argyll Partners we have also been preparing for the launch of our online application portal.

This will allow us to provide advice and information in a more holistic way using the 'housing options' interview approach and also make applying for a house more accessible.

Maintenance Highlights

- *Spent £1,969,249 maintaining and upgrading the housing stock*
- *Issued 3,620 works orders*
- *Factored 348 owner's properties*

Performance in Reactive Maintenance

Our Reactive Maintenance Service covers the day to day repairs that are reported to our office by tenants. These repairs are split according to priority into Emergency, Urgent and Routine. During 2013/14 the Association carried out 3,620 reactive repairs and we achieved the following against our target response times:

Category	Target Response Time	Out-turn 13/14	Out-turn 12/13
Emergency	6 hours	98%	100%
Urgent	3 working days	93%	98%
Routine	10 working days	90%	94%

Hanover Telecare, our 24hr repairs services handled 406 emergency calls during the year.

Looking After the Stock

The Association spent £1,969,249 maintaining and upgrading its housing stock. The table below shows how the money was spent.

	Total Spend	% of Spend
Reactive	£656,930,	33%
Planned/Cyclical	£544,204	28%
Capital Improvements	£768,115	39%
Total	£1,969,249	100%

Planned Maintenance & Capital Improvements

Planned Maintenance and Capital improvement works involve the replacement or improvement of components within our properties.

2013/14 was another busy year with the undernoted planned maintenance/capital improvements being carried out:

Bute

- Central Heating & Rewiring to 12 properties
- Kitchen Replacement, Central Heating & Rewiring to 35 Properties
- Window Replacement to 34 properties

Cowal

- Kitchen Replacement, Central Heating & Rewiring to 6 properties
- Central Heating & Rewiring to 4 properties
- Window Replacements to 6 properties

Kintyre

- Kitchen Replacement, Central Heating & Rewiring to 10 properties



Maintenance Highlights

Cyclical Maintenance

In order to ensure that the components and materials within our properties do not deteriorate we carry out a cyclical maintenance programme on a regular basis.

In 2013/14 our cyclical maintenance works included:

- servicing of all our gas central heating systems and appliances
- electrical safety testing
- painterworks to 22 developments throughout Bute, Cowal, Mid Argyll and Kintyre

Aids & Adaptations

Funding of £152,149 was received, from the Scottish Government (£122,351) and the Change Fund (£29,798). This enabled us to carry out adaptations such as level access showers and stairlifts to 36 properties which has allowed tenants to remain in their current homes.

Gas Safety

The Association has a legal obligation to ensure that we carry out gas safety inspections and services annually in all of our tenanted properties that have gas appliances/central heating systems.



Gas Safety Inspections 2013/14

No of services	Services completed within 12 months	% completed within 12 months	Services up to 30 days late	Services up to 90 days late	Services more than 90 days late
1000	988	99%	9	3	0

Stock Condition Survey

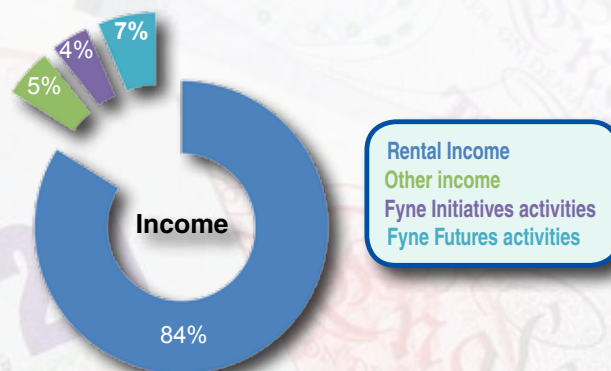
In order to achieve a 100% stock database by 2015, Fyne Homes instructed the John Martin Partnership (JMP) to carry out a stock condition survey to a further 20% of our properties throughout Bute, Cowal, Mid-Argyll & Kintyre. We now have stock condition information for 86% of our housing stock.

The survey data collected will be used to determine our future investment needs, compliance with the Scottish Housing Quality Standard and to assist in determining upgrades to our housing stock. Surveys to achieve the final 14% will be carried out in early 2015.

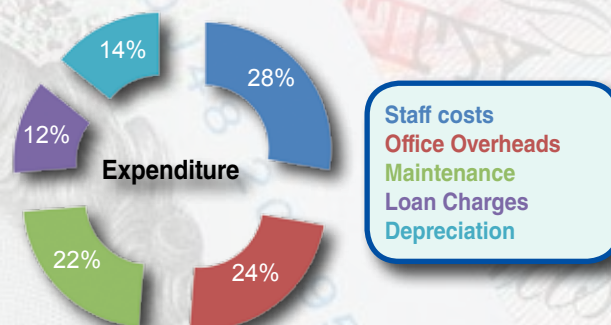
Financial Highlights

Consolidated Income & Expenditure for the year ended 31st March 2014

Income	2012/13 £,000	2013/14 £,000
Rental Income	5,289	5,588
Investment Income	1	2
Other income	276	358
Fyne Initiatives activities	452	279
Fyne Futures activities	398	431
Total	6,416	6,658



Expenditure	2012/13	2013/14
Staff costs	1,482	1,560
Office Overheads	1,398	1,329
Maintenance	1,256	1,259
Loan Charges	660	681
Depreciation	705	804
Total	5,501	5,633



Surplus/deficit for year	915	1,025
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Full copies of the audited accounts are available on our website or from any of our offices.

Facts and Figures

Extracts from the group accounts for the year ended 31st March 2014

- Total investment by Fyne Homes is just under £110 million
- Long Term loans now total £19.3 million
- Scottish Government funding for 2013/14 was £1.2 million
- Total reserves at the year end are just under £8 million

Auditors

Scott Moncrieff
25 Bothwell Street
Glasgow

Bankers

Bank of Scotland
36/42 Montague Street
Rothsay

Clydesdale Bank
17 High Street
Rothsay

Solicitors

T C Young
7 West George Street
Glasgow

Financial Highlights

Consolidated Balance Sheet as at 31st March 2014

Fixed Assets

Housing Properties at cost	£109,914,368	
Less Grants and Depreciation	<u>84,049,741</u>	£25,864,627

Other Fixed Assets

Heritable Properties	£ 264,202	
Commercial Properties	36,195	
Fixtures & Fittings	8,987	
Computer & Office Equipment	155,660	
Motor Vans	157,903	
Land & Buildings	343,410	
Investment Property	456,979	
Kintyre Wind Project	238,325	
Plant & Machinery	179,715	
Other Equipment	657	
		£ 1,842,033

Current Assets

Stock	£1,121,068	
Debtors and Prepaid Charges	1,405,011	
Cash and Bank Balances	<u>1,701,770</u>	£ 4,227,849

Current Liabilities

Creditors and Accrued Charges	<u>£ 4,007,273</u>	£ 220,576
		<u>£27,927,236</u>

Long Term Loans

Abbey National Treasury	£ 4,743,571	
Bank of Scotland	2,559,917	
Clydesdale Bank	622,991	
Dunfermline BS (Nationwide)	610,780	
Royal Bank of Scotland	8,995,579	
Airdrie Savings Bank	694,504	
Scotwest Credit Union	365,585	
Deferred Creditor	<u>732,954</u>	
		(19,325,881)

Retirement Benefit Pension Scheme Deficit

(<u>762,000</u>)	(£20,087,881)
	£ 7,839,355

Represented by:

Share Capital	153
Designated Reserves for Major Repairs	64,600
General Reserve	7,639,368
Revaluation Reserve	<u>135,234</u>
	£ 7,839,355

Development Highlights

Lochgilphead High School Phase 3

The third and final phase of our redevelopment of the former Mid Argyll Hospital and High School site was handed over in January 2014 and provided 18 “extra care” homes for applicants with specific care and support issues.

£15.66M has been invested in redeveloping the site, making this the largest single project undertaken by Fyne Homes which has provided a total of 101 new properties for Lochgilphead. The development was officially opened by Margaret Burgess MSP on 19th May 2014.

Ardfern

Located midway between Lochgilphead and Oban, on the shoreside of Loch Craginish, overlooking the small island of Eilan Mhic Chrion, this new development will provide 6 much needed affordable family homes for people looking to live and work in the Ardfern area. Allocations will be made through a Local Letting Initiative. A site start was made April 2014 by Lochgilphead based contractors Macleod Construction and will provide employment for 21 tradesmen and 2 apprentices during the construction period. The expected completion date is late January 2015.



St Cuthbert's Dunoon

Following a public hearing held at the Queen's Hall, Dunoon in May, Fyne Homes application to construct 17 flats on the former St Cuthbert's Church site was unanimously approved. The development is being supported and partially funded by Argyll & Bute Council and the Scottish Government. Argyll based contractor MacLeod Construction Ltd and the Design Team are working towards a site start late 2014/early 2015. The development will address the significant demand for affordable homes in the area.



Future opportunities

Kilmun

A development of 8 flats overlooking the Holy Loch is scheduled to commence late October 2014. Supported and partially funded by the Scottish Government and Argyll and Bute /Council, the developer MacIntosh Homes anticipate site completion by May 2015.



Fyne Homes Wider Community Activities

Fyne Homes – delivering more than housing for our communities

Fyne Homes and Fyne Futures our subsidiary company have a proven track record of delivering community based projects across our operational area.

Fyne Homes have an ongoing commitment to support wider community priorities. Over the past 10 years Fyne Homes has delivered 53 projects, bringing in funding from a range of sources such as Scottish Government, Leader and Highlands and Islands Enterprise for community regeneration activities. Projects are developed in line with community priorities and delivered in partnership with local organisations.

Tackling Unemployment – a priority for our communities

Unemployment is an issue which impacts on our communities which has been consistently highlighted as a priority through community consultation. Providing employment and training opportunities to assist unemployed people to gain skills and move in to longer term employment has been a focus of our work over the past year.

With support from Scottish Government and Argyll and Islands Leader, Fyne Homes Employability project has supported 38 jobs working with community based organisations including; Kintyre Amenity Trust, Calum's Cabin, Shopperaide and HELP. Feedback from employed trainees and employing organisations has been positive with 65% of participants moving on to longer term employment or further education.

'I was unemployed for quite a while before I started working here. I really love it and hope to get a full time job'. *Jamie, Kintyre Recycling.*

'I am really happy that the supported placement that I had with Shopper-Aide has now progressed to a 5 year contract'. *Joanne, Shopper-Aide.*



Fyne Homes Wider Community Activities

Community Horticulture – assisting people to gain skills and confidence

Community Gardens, provide a great place for people of all ages and abilities, to enjoy green space, learn new skills and meet new people. With support from Scottish Government People and Communities Funding, Fyne Homes has assisted community gardens in Campbeltown, Rothesay and Bridgend. These community gardens provide placements and support for people with a range of barriers recognising the health and wellbeing benefits from community horticulture activities.

A Volunteer Coordinator is also working with local projects to assist with recruiting new volunteers and developing activities to support volunteering at community gardens. Volunteering at your local Horticulture project offers an opportunity to learn new skills and enjoy working as part of a team. It's not just gardening tasks either, there are opportunities to assist with a range of activities, including; Events, Marketing and Children's activities.

For more information contact Rebecca Russell,
Tel: 01586 55 0044 Mob: 077952 94317
e mail: rrussell@inspiralba.org.uk



'The support received from Fyne Homes is invaluable. The Community Horticulture project supports Campbeltown Community Orchard and Garden to provide employment and volunteering opportunities, which are a vital part of the work we do at CCOG which benefits the garden and the community as a whole'.

Tracy Chambers, Office manager, Campbeltown Community Orchard & Garden.



View From Fyne Futures



This has been a very exciting year for Fyne Futures which celebrated its 10th Anniversary and received a lot of recognition for various projects they were involved in.

In February Bute Produce received an award of £60,900 from the Heritage Lottery Fund for an exciting project, Bute Heritage Horticultural Training Centre and Seed Bank. The project explores the rich history of Bute potatoes, develops a growing area for Bute heritage varieties, and provides training and learning opportunities to increase our understanding of heritage horticulture skills.



The project enables local school children to be involved as researchers, and have the opportunity to get involved in more practical activities. Volunteers will be able to exchange knowledge and receive practical training in the art of seed banking. The project secured one full time position at Bute Produce and supported the creation of 4 work based training opportunities.

Colin McLean, Head of HLF Scotland said "This is an engaging project which will actively involve people in our natural heritage. Volunteers will have great fun while learning about Bute potatoes, their role in our biodiversity and how we can make sure they exist for future generations. HLF is delighted to be able to help people connect with the natural world."

Fyne Futures was awarded the Social Enterprise of the Year Award at the annual conference of Argyll and Bute Social Enterprise Network in recognition of the range of community, environmental, economic and social benefits being delivered by various projects including Recycling, Furniture Re-use, Local Produce, Car Club and Home Energy efficiency.

April this year saw the opening of the new Re-use Shop in Montague Street/ Deanhood Place and at the same time accreditation was achieved for the new Zero Waste Scotland Quality Standard. The shop is one of the first re-use organisations in Argyll and Bute to achieve accreditation for the new Revolve re-use quality standard offered by Zero Waste Scotland. The standard aims to increase re-use by improving professionalism, customer experience and visibility of re-use organisations.

A Zero Waste Scotland report reveals that more than 70 per cent of people believe that buying re-used goods offers good value and is often cheaper than buying new and Fyne Futures' ReStyle shop Revolve accreditation will help to give shoppers confidence.



View From Fyne Futures

At the Globe Energy Awards in June, Towards Zero Carbon Bute was awarded The Best UK Project of 2014. Towards Zero Carbon Bute was nominated for the award through Mike MacKenzie highlighting the project at the Scottish Parliament, in Edinburgh. The award lets “the world” know that the project delivered significant carbon reductions on the Isle of Bute via recycling waste management, reuse of furniture, growing produce, through the community car club and promoting behavioral change including energy efficiency and renewables.



Fyne Futures has also secured an EFQM Award (European Recognition of Quality Management) for ‘maintaining a consistently high level of ‘best practice’ quality procedures within the scope of its business excellence strategy.’ It was noted at the awards ceremony that in the past year, Fyne Futures has carried out some extraordinary work and outstanding achievement by their staff, but a major shift is how they have implemented the importance of the wider impact of what they do being appreciated by local community groups across Bute.

We are delighted to announce that our Community Car Club, Car Bute has taken delivery of a new car to its fleet. The vehicle is a hybrid version therefore reducing emissions and emphasising the ethos of the Car Club, to make the island greener.

Further information of Fyne Futures projects can be obtained by contacting admin@fynefutures.org.uk or calling 01700 503181. You can also follow us on Facebook or our website www.fynefutures.org.uk



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PAKA WASTE

WASTING SYSTEMS



Our Mission Statement:

*Building Sustainable
Communities*

Our Vision:

To be the Landlord of Choice

Our Management Committee:

(as at the AGM in 2013)

David Anderson
Iain Dunn
Tony Harrison
Hamish Kirk
Marjorie Lang
Peter Lingard

Shirley MacLeod
Tom McKay
James McMillan
Robert Reid
Len Scoullar
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Email: postmaster@fynehomes.co.uk ~ www.fynehomes.org.uk

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Member of the Scottish Federation of Housing Associations (SFHA). Member of the Scottish Housing Associations Resources For Education (SHARE). Member of Employers in Voluntary Housing (EVH).

Registered Scottish Charity No. SC009152.

Registered office: 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP

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Scottish Federation of
Housing Associations