

## 2021 AGM – Chair Report

The year 2020/21 was dominated by the Coronavirus pandemic and impacted greatly on the work of the Association as well as the lives of our tenants, customers staff, committee, and the whole Drumchapel community. The Committee's priority was to keep our tenants and staff as safe as we could. The virus has not gone away and continues to affect our work and will do for some time.

I would like to thank all our tenants, customers, Committee, and staff, for working together during this period to keep everyone safe. It has been a difficult time and continues to be so with the very high infection rates at this time.

While we were unable to meet our performance targets in a number of areas of our work during 2020/21, due to covid restrictions, the team kept working throughout to minimise impact and to provide a service to customers where we could. While our performance was not what is usually is, we still performed well in many areas when compared against the Scottish national figures/averages for 2020/21, for example:

- We took an average of 2hrs 43 mins to complete emergency repairs against a Scottish average of 4hrs 13 mins.
- 95.08% of tenants were satisfied with the Pineview repairs service compared to the Scottish average of 90.05%
- We only had 2 gas services not met on time, compared to 17,420 Scotland wide.
- We lost 0.22% of rental income through voids compared to the Scottish average of 1.37%.

Our key performance indicators have been reported in newsletters and are on our website for everyone to view. We will also be completing our Charter Report for 2020/21 very soon and this will be available to all tenants before the end of October.

Our priority was to keep tenants safe in their homes and we carried on with safety works when we were allowed to do so, including gas servicing and fire safety works.

Like all housing associations, most of our staff were working from home during 2020/21. It can be difficult working from home as not everyone has space, and you can feel that you never get away from work. Our staff team have remained very positive throughout and on behalf of the whole committee I would like to thank them.

As always, I would like to thank our resident and customer forum for their work with the Association. Forum members have got involved with online meetings and as ever they play an

essential role in the work of the Association and in ensuring that tenants' and customers' interests are kept at the heart of what we do.

If anyone would be interested in getting involved with the forum, please just contact our staff team who will be happy to give you more details and get you involved. The forum is a great group of local people who would welcome anyone. The forum would especially like to welcome any of our new tenants from the Kendoon area.

Talking of Kendoon, I would like to report that Pineview was absolutely delighted that the tenants of Kendoon Housing Association voted to transfer across to Pineview.

The tenants at Kendoon had been let down for a number of years by their landlord Kendoon Housing Association. The majority of Kendoon tenants had rent charges well above the Scottish average and had little maintenance work undertaken to their homes. The Kendoon association had not been effectively managed and had some serious governance failings. Given this, an options appraisal was undertaken, and tenants decided to vote for change.

The transfer took place on 1 February 2021. As part of this some staff transferred across to Pineview and some additional staff were recruited – I would like to welcome all our new team members who are doing a fantastic job.

Pineview made a number of promises to tenants and we will ensure that we deliver on these. Whilst the pandemic has impacted on what we have been able to do to date, there have been a number of promises met already, for example:

- Pineview implemented our rent setting policy for the homes in Kendoon and this resulted in over 84% of tenants getting a reduction in their rent charge from 1<sup>st</sup> April this year. The Pineview average rent charges are all below the Scottish averages.
- We have introduced the estate caretaking service to the Kendoon area and will continue to develop this further.
- We introduced the Pineview repairs and maintenance service and in the period to 31 March 97% of Kendoon tenants were satisfied.
- We have purchased additional welfare rights services.

We provide quarterly reports to let tenants see how we are delivering against our promises and these are published on our website for anyone to see.

The Association makes a number of donations each year. Our Rules state that the donations must further the objects of the Association and that the Committee shall report to the Members on donations. Our rules only allow us to make donations to registered charities.

I can report to members that due to the pandemic we increased our donations budget from £1,000 to £2,000 and we donated funds to 9 different charities. Donations were as follows:

- Finding Your Feet £250
- Drumchapel Foodbank £250
- Men Matter Scotland Drumchapel £500
- Breast Cancer Now £140
- 3D Drumchapel £250
- G15 Youth Project £250
- Antonine Court Drumchapel £250
- COPE Scotland £110

As we were unable to undertake some of our usual annual events, we also made additional contributions to local events and local good causes. We gave gifts, totalling £2,700 to local tenants, residents, members, and local charities. Including £200 to members for attending the AGM, an additional £860 to the Drumchapel foodbank, and £1,640 to residents through our pensioners xmas vouchers. We also made donations in kind the local projects including Wheel Fix It and Northmuir Community Gardens.

### **And what about the future?**

Our primary focus for the current and immediate future is to continue to safely provide quality services to our tenants and customers. While many legal covid restrictions have been lifted the virus is still with us and infection rates continue to rise. We have a duty of care to all our people to ensure that what we do we do safely and in a way to help control the infection rate.

In all our work we continue to follow the Scottish Government coronavirus guidance to ensure everyone's safety. The current asking from the Scottish Government is that we continue to support home working and that we consider, for the longer term, a hybrid model of home and office working. As part of our planning for this we have been consulting with tenants and asking them how they would like to communicate with us. The most popular response was by telephone, followed by e-mail and then letter or office visit. When asked about our office and when it should be open 44% said open by an appointment system, 27% said open some of the time, and 27% said open as before Covid. We are currently working on our plans and will keep you updated.

In the meantime, we will continue with our adapted working practices to allow customers to engage with us as, including through us undertaking covid safe home visits, using telephone, text, e-mail, and virtual meetings.

We will keep you updated on our business and performance through our customer forum, our newsletters, and our website. As always, any feedback is welcome and much appreciated.