



hebridean housing
partnership

Annual Report

For the Year Ended 31 March 2009



"We aim to provide good quality affordable homes and to secure consistently excellent housing services throughout the Western Isles. Our people will work closely with our tenants and others to provide quality services which strengthen the communities we serve now and in the future"

New Developments Completed in 2008/09

A total of 66 New Build units and 8 rent of the Shelf Units were completed:

- 22 units at Elizabeth Haldane, Stornoway
- 36 units at Gleann Dubh, Newmarket
- 8 units at Beinn Mhor Cottages, Howmore, South Uist
- 3 Rent of the Shelf properties in Harris
- 1 Rent of the Shelf property in Barra
- 4 Rent of the Shelf properties in Lewis



Elizabeth Haldane Court, Stornoway



Gleann Dubh, Newmarket



Beinn Mhor Cottages, Howmore



As part of our commitment to energy efficient homes a number of our new properties include air source heat pumps. All had the highest level of insulation to assist reduce heating bills at a time when fuel costs have risen significantly.

We are committed to making a contribution to the attempts by public organisations in the Western Isles to reduce fuel poverty.

Housing Developments in progress

Housing Development in progress:

- 12 units at Perceval Road, Stornoway
- 4 Units at Galson Old School, Ness
- 4 units at Berneray School & Schoolhouse
- 6 units at 57 Back
- 12 units at Milkinghill, Tong
- 8 units at the Bridge Centre, Stornoway
- 3 units - Hebrides Alpha Project, Coll



Milkinghill - Phase 2



Hebrides Alpha Project, Coll



Perceval Road, Stornoway



Bridge Centre, Stornoway



57 Back, Isle of Lewis



Galson Schoolhouse, Ness



Message from HHP Chairman

It gives me great pleasure to present this our third Annual Report.

This past year has been one of significant challenges for HHP as we establish ourselves as a landlord and developer of new homes for rent in the Western Isles. During the year HHP was subject to our first inspection by the Scotland Housing Regulator.

Given that HHP was less than two years old when the inspection took place achieving a 'C' grade was satisfying.

It is very encouraging for me to see the extent of our new build programme. This was a key issue for me in becoming an enthusiastic advocate of transfer of the housing stock from the Comhairle.

At our AGM in September we said farewell to Hamish Fraser who had served on the Board since the first meeting as a Shadow Board in 2004. Hamish made a tremendous contribution to the work of the Shadow Board during some difficult times and subsequently the Board following transfer.

Also Stepping down during the year was Michael Cross a Tenant Board Member for the Uists since September 2007. I am grateful for his help and support during his time with us.

Coming on to the Board at our AGM for the first time following a keenly fought election as a community representative was Helen Smith. Helen has a long involvement in the tenant participation movement in the Western Isles. During the year Paul Alldred and Daniel Coyle were nominated to serve on the Board as Tenant Board Members for Harris and South Uist respectively.

I would like to take this opportunity to express my thanks to my fellow Board Members, to our Management Team and all our staff for their commitment, dedication and performance in striving to meet the aims and objectives of the organisation as we continue to ensure that HHP is *"the key to securing excellent housing services throughout our islands."*

A handwritten signature in dark ink, appearing to read 'G. Lonie'.

George Lonie

Operational Review

Governance & Management

Tenant Members

Paul Alldred	Harris
Daniel Coyle	South Uist
Kevin Paterson	Loch
Angela Quail	Stornoway
Vacant	

Photo of Board

New Board Members

Council Members

David Blaney	South Uist
Archie Campbell	North Uist
Neil Campbell	Stornoway
Gerry MacLeod	South Uist
Charlie Nicolson	Stornoway

Helen Smith

Community Members

George Banks	Stornoway
George Lonie	Stornoway
Calum MacKay	Stornoway
Jane MacKinnon	Barra
Helen Smith	Stornoway

The Board's skill mix is regularly reviewed, and where gaps are identified, Board Members seek to identify individuals from within the Partnership's existing Membership and wider environment to strengthen the range of expertise on the Board.

Paul Alldred

Following the Regulator's Inspection HHP have drawn up an Improvement Plan to enable the Board to monitor progress in achieving the necessary improvements.



Daniel Coyle

Investment Programme

After a slow start our Investment Programme for refurbishing our tenants homes began to operate effectively and by March 2009 we had completed:

- 140 Kitchens
- 40 Bathrooms & Heating Systems
- 50 Window and Doors

There are plans to invest £14 million over the next 5 years in bringing our houses up to the Scottish Housing Quality Standard.

Painterwork Programme



MacLennan Place, Stornoway



Dunmore Crescent, Leverburgh

Window & Door Replacement

Kitchen Replacement



Mishigarry, North Uist



Macsween Drive, Point

Operational Review

Housing Services - How we are we doing?

Rent Arrears

Arrears were reduced from 6.8% of Gross Rent Due to Hebridean Housing Partnership to 5.19%. This is a reduction of £55,000 in monetary terms.

The number of the most serious cases owing more than £1000 was reduced from 106 cases to 81 cases.

Repair Service

We carried out 4175 repairs of which 94% were carried out within target.

Allocations and Lettings

We let 250 properties during the year including 75 new build properties. We received and processed 402 new applications for housing in an average of 7 days.

Estate Management

A new system of regular inspections of housing areas was started and nearly 400 inspections were carried out during the year.

Anti-social Behaviour

We continued to work with other partners throughout a multi-agency group to address problems with anti-social behaviour in our communities. During the year 42 cases were received and 29 resolved.

How we Compare?

We compare our performance against other Housing Associations who supply their data to the Scottish Housing Regulator as at the 31 March each year. Each of the performance tables show how we are performing against the average of this group at the end of March 2008.

Rent Arrears – HHP Target 7.25%

	2008/09	2007/08
Tenant Arrears	£416,640	£447,786
% Level of Arrears	6.85%	7.93%
Scottish Housing Regulator Performance Average of Housing Associations as at 31 March 2008		4.7%

Allocations

Completed within timescale	2008/09	2007/08
New applications added to housing list	402	453
Average number of days taken to add applicant to list	7	28
Number of lets	175	200
Average time taken to relet	69 days	43 days
Scottish Housing Regulator Performance Average of Housing Associations as at 31 March 2008		22 days

Rent Loss Due to Voids – HHP Target 1.85%

	2008/09	2007/08
Rent Loss Due to Voids	£122,358	£112,581
% of monthly rent due that was lost to voids	2.01%	1.99%
Scottish Housing Regulator Performance Average of Housing Associations as at 31 March 2008		0.7%

Repairs Response Times – HHP Target 95%

Completed within timescale	2008/09	2007/08	Scottish Housing Regulator Performance Average of Housing Associations as at 31 March 2008
Emergency	96%	75%	99%
Urgent	98%	74%	96%
Routine	96%	73%	96%

New Operations Manager
John MacIver



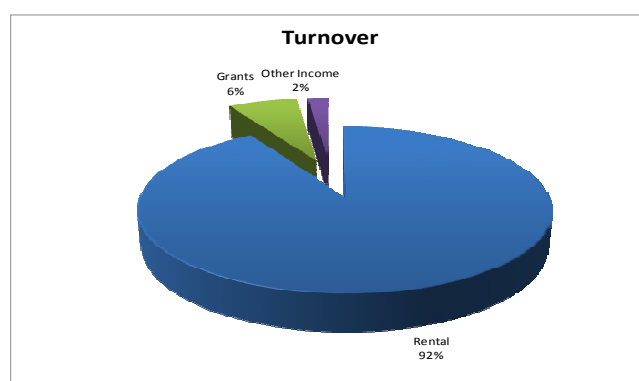
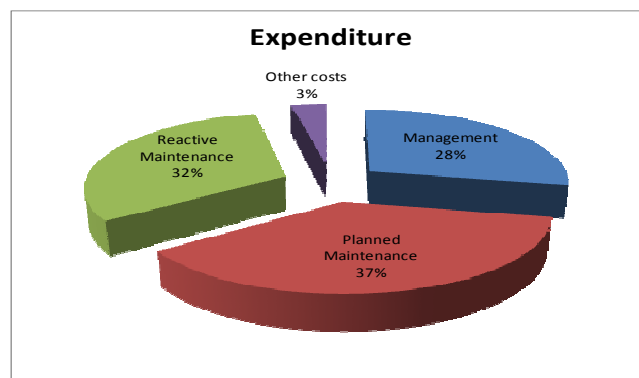
Financial Review

Balance Sheet

	31 March 2009
	£
Tangible Fixed Assets	
Housing properties at valuation	6,117,048
Other tangible fixed assets	512,532
	<u>6,629,580</u>
Debtors due after more than one year	20,271,131
Current Assets	
Debtors due within one year	910,332
Short-term deposits	1,259,433
Cash at bank and in hand	387,086
	<u>2,556,851</u>
Creditors: amounts falling due within one year	<u>(3,047,558)</u>
Net current assets	<u>(490,707)</u>
Total assets less current liabilities	<u>26,410,004</u>
Creditors: amounts falling due after more than one year	<u>(4,595,884)</u>
	21,814,120
Provisions for liabilities and charges	<u>(20,162,797)</u>
Net Assets	<u>1,651,323</u>
Capital and Reserves	
Share Capital	175
Designated Reserve	383,175
Capital Reserve	453,179
Revenue Reserve	814,794
	<u>1,651,323</u>

Income & expenditure

	31 March 2009
	£
Turnover	6,652,634
Operating costs	(5,970,215)
Operating surplus	<u>682,419</u>
Surplus on sale of fixed assets - housing properties	74,994
Interest receivable and other income	40,113
Interest payable and similar charges	(212,576)
Surplus on ordinary activities, before transfers to Reserves	<u>584,950</u>



The turnover for the year to 31 March 2009 was £6.652 million against operating costs of £5.970 million. Operating costs for the year included £1.631 million of capital investment written off against expenditure. Investment expenditure, which is greater than valuation in any one year, will be written off against income and expenditure. The main source of income was from rental income of £5.953 million with £0.422 million received in grant from The Scottish Government. £0.275 million of the grant received was to support our Business Plan activities.

The operating surplus on Letting Activities was £0.635 million, 11.4% of Net Rental Income (2008: £0.043 million 0.7% of Net Rental Income). The main reason for the increase in the operating surplus from 2008/09 is a slight reduction in management costs, bad debt provision and slippage on the Investment Programme.

HHP Chief Executive - Angus Lamont



The big event for HHP in the last year was the inspection by the Scotland Housing Regulator which took place between 25 August 2008 and 5 September 2008.

Although the inspection didn't take place till August the hard work for HHP's staff in preparing for inspection started in June when a comprehensive document for submission to the Regulator which involved self assessment of HHP's performance.

The process whilst time consuming proved extremely beneficial in analysing HHP's performance as a landlord.

A team of five inspectors carried out a rigorous inspection of the services provided by HHP.

The Regulator's report which was published in January 2009 emphasised how young the organisation is. HHP's strengths were recognised and there were areas identified for improvement. The inspector's assessment was in the main consistent with the self assessment and the Grade C is a reasonable indication of where we are. The Board and staff of HHP are now determined to put the necessary improvements in place to achieve excellence.

HHP has seen its development activity increase and by March 2009 over 100 new homes have been completed since transfer.

Looking forward, we shall continue to build well designed, energy efficient houses in record numbers while delivering on the promises made to tenants prior to transfer.

The key target in investment this year will be the commencement of a programme of high efficiency central heating systems for transferred stock using air source heat pumps which will contribute to tackling fuel poverty.

To enhance service delivery in the Uists our new offices in Balivanich opened for business in January 2009. The Comhairle have located its homeless service in the new office and Tighean Innse Gall provide its Care and Repair Project in the new facility.

Our Annual Report provides details of HHP's achievements for 2008/09.

I am very grateful to the support I and all staff have had from the Chairman George Lonie and all the Board Members in what has been an exciting, productive year.

A handwritten signature in black ink, appearing to read 'Angus Lamont'.

Angus Lamont

Hebridean Housing Partnership

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