

# Cernach

the annual report of **cernach housing association limited**



**See inside...**  
for more information

Meeting the requirements of the  
Scottish Social Housing Charter

**2020-2021**

# FOREWORD

## BY THE CHAIRPERSON



As I come to the end of my third year as Chairperson, it gives me great pleasure to present our annual report for the financial year that ended on 31 March 2021.

The global Covid-19 pandemic has affected us all so much and never in our lifetime did we imagine we would experience anything like it, however 18 months later it seems the Association has managed to adapt the way in which it works and communicates with its tenants and owners. Undoubtedly, working from home has had an impact on the level of service we have been able to provide; we have started to return to the office with half of the staff in at present and will move to having everyone back as soon as it is safe to do so. In the meantime, I would like to thank everyone of you for your ongoing support and understanding during these unprecedented times.

We achieved a lot last year even although we were faced with challenges never heard of before in the sector. We were delighted to submit our second Annual Assurance Statement in November 2020 confirming that there was no material non-compliance with the Regulator's Standards and the Scottish Social Housing Charter. We are currently working on this year's statement and have set up two working groups of Committee members and staff to work collaboratively on putting together the 2021 statement.

Staff and Committee worked well to keep the Association financially healthy and performing well last year, and the highlights are noted throughout this report. Importantly, we received a "clean bill of health" from the independent auditor – this means that the Committee can give you assurance that your rent money and other income we receive is being appropriately safeguarded by the staff team.

However, I would like to highlight what it has been like working during a pandemic and striving to deliver a service whilst managing lockdowns.

This has been a very difficult time for all of us, both on a personal level and from the Association's point of view. The office remained closed to the public although, if need be, appointments could be made if you needed to see a member of the staff team face-to-face. We introduced infection control measures for staff and visitors to the office and this has been met with positive feedback. We are planning to start opening later in the year, although it may be into 2022 before we are open "as normal".

During the past few months, staff had adopted a "hybrid" or "blended" working pattern. This means that the challenges of working from your living room or bedroom are still there, but the opportunity to work at least part of the time from the office has been broadly welcomed. Despite all of this and changing of working arrangements to align with changing government guidance, staff have displayed amazing commitment to doing the best they can under these very difficult circumstances.

Service delivery was badly affected, due to ongoing lockdowns and restrictions.

At times only emergency repairs were permitted, however due to the restriction levels changing at various times of the year, we were able to start picking up on our non-emergency repairs from 26 April and the repairs service is more or less "back to normal". We are very grateful to our contractors who continued to provide a service during the height of the pandemic to make this happen.

We were delighted when we finally were handed the keys to our last home at our development at Invercanny Drive. We received lots of positive feedback from the tenants

regarding the quality of the homes. The contractor worked hard to catch up on lost time due to government restrictions and the last few homes were completed in early February. We couldn't be happier with the finished product.

During this time, we continued to provide a welfare benefits service and housing management staff have been assisting people who have struggled to pay their rent. We assisted Glasgow City Council in its role of reducing homelessness and we responded to tenants who had been contacting us in relation to anti-social behaviour and neighbour disputes. We also returned to "business as usual" in relation to letting properties, firstly with online viewing and latterly back to in-person viewings.

We have been able to provide some financial assistance for those hardest hits via extra grant funding of more than £100,000 secured by our community connector, Ted Scanlon, under the umbrella of Thriving Places. Thriving Places is about bringing people together to help improve the quality of life in the community of Drumchapel. Ted is exceeding all our expectations when it comes to securing extra grant funding.

I am grateful to every one of my Committee colleagues who have attended meetings during this period. They continued to provide great support to the management team whilst taking on new digital skills and dealing with the impact of Covid-19 on their daily lives.

This helped ensure that the Association continued to operate in an appropriate manner, giving support and guidance to the management team and our two senior managers.

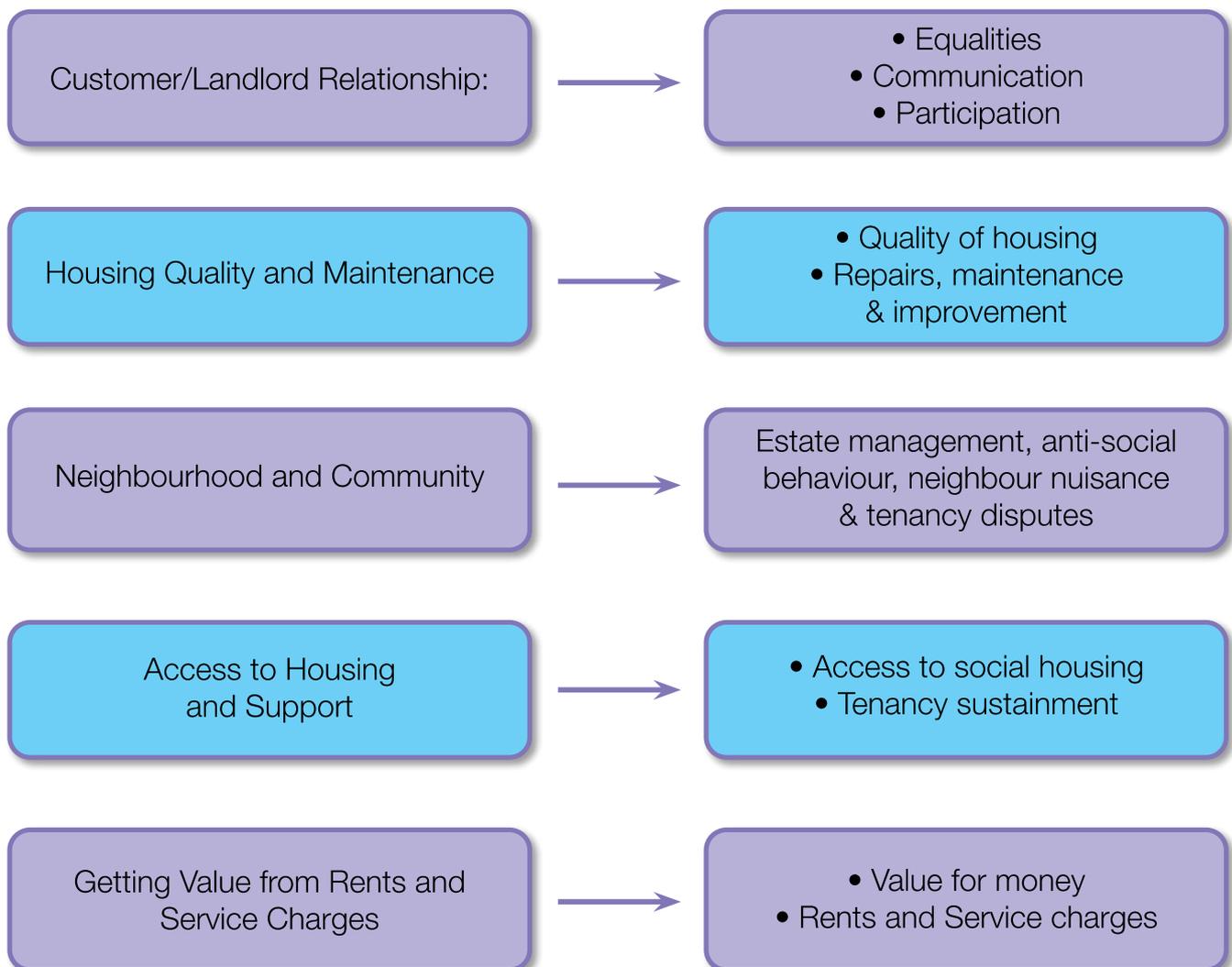
Our Committee members are all local residents who give up their time free of charge so that the Association can continue to provide high quality housing for those in need and provide the best service possible for all our tenants and factored owners.

I hope you find the annual report interesting and useful. If you have any comments or questions, please contact any member of staff. We'd also be happy to receive your feedback and suggestions for improvement for next year's report.

# Introduction

The Association is now in its eighth year of reporting on the Annual Return on the Charter (ARC for short). Each year every landlord must complete an ARC and submit this to the Scottish Housing Regulator. We then take steps to ensure that the key results in the ARC are reported to tenants.

This report will detail the Association's performance across different standards and outcomes and will be compared to the Quality & Efficiency Forum (QEF) benchmarking group. The group comprises several registered social landlords, mainly from Glasgow and the West of Scotland. The report is divided into several different sections and includes the performance indicators that we must report on. It covers the period 1st April 2020 to the 31st March 2021.



# Surveys

Surveys are carried out every 2 years by consultants. We were due to carry out a stock condition survey in Autumn 2020 but because of the pandemic we were unable to achieve this. We plan to carry out a stock condition survey in Autumn 2021.

The data collated from the survey is used to develop stock condition information and validate data from previous surveys. This is used to measure compliance against the Scottish Housing Quality Standard (SHQS) and to inform the planned and cyclical maintenance programme.

To date 57% of the stock has been fully surveyed and a further 23 % of properties have been surveyed externally only, including all tenements. A percentage of all property types across all schemes have been surveyed and future surveys will incorporate a proportion of un-surveyed stock to reduce our reliance on cloned data.

This year we increased our stock by an additional 48 new build units which are fully SQHS complaint, and this has increased our overall rate of compliance.

Every three to four years, the Association conducts a comprehensive independent survey of its tenants and other service users. The most recent survey was carried out in 2018 by Knowledge Partnership who conducted face-to-face surveys of Cernach Housing Association tenants and owners; our next survey will therefore be carried out in the early part of next year and we will be in touch with you nearer the time. Our satisfaction surveys are designed to enable the Association to seek the views of its tenants and owners on the overall satisfaction with services provided, and to be able to report what you think about us to the Scottish Housing Regulator. In 2018, 380 face-to-face tenant interviews and 84 owner interviews were carried out and the overall results were extremely positive. Throughout the year, our Housing Officers also carry out our own face-to-face interviews to get an up-to-date assessment of your opinions of our services and we seek feedback on a random sample of our day-to-day repairs.

The survey results also form a large part of our ARC, which we submitted to the Regulator in May 2019, July 2020, and May 2021.

Surveys are very important as they enable us to keep in touch with our tenants and other services users, to promote continuous improvement and to maintain our high standards. We would therefore encourage you to take part if asked by the independent company and to give them as honest feedback as possible.



# Tenant Participation

Our Residents Panel is still very much involved in the review process of our policies and procedures. The panel consists of our own tenants and owners who give up one hour every month and are given opportunities to make comments and discuss policies prior to them being approved by our Management Committee.

Due to the current Pandemic all our community activities have been suspended and will continue to be so until the Scottish Government lifts restrictions on events and only when it is safe to do so. We hope to introduce our meetings in the new year.

Our Residents panel have been called upon to review policies remotely due to the pandemic. We thank you very much for your time and support during these trying times.

## Consultation Register

If joining the Residents Panel isn't for you then perhaps you would be interested in joining our consultation register? We are always looking for views on future service policies. It's easy to join and all you need to do is read over any of the policies you're interested in (we will post them out to you) and give us your feedback. You can do that in writing, email or over the phone – whatever suits you - and you get to do it from your own living room as you don't need to attend any meetings!

We are always looking for new members to join our group and bring new ideas so if you feel you have the time and energy to be involved, then please get in touch with Anne at our office on 0141 9443860 or email [Annes@cernachha.co.uk](mailto:Annes@cernachha.co.uk). You will not be disappointed.

## Annual Assurance Statement

We were able to submit our second Annual Assurance Statement to the Regulator in November last year, confirming that there was no material non-compliance with the Regulatory Standards and the Housing Charter.

Copies are available on our website, and we can also send a copy out to you on request. We have featured the Annual Assurance Statement in our spring 2021 newsletter.

# Development

As many of you will have noticed, the second and final phase of our development was completed in February 2021. Together with Phase 1 at Linkwood Drive, this gave us 84 new homes all for rent. We have been delighted with the standard of the finished product and, whilst some of the properties remain in the 12-month "defects period", we have had some very good feedback from tenants.

Drumchapel's housing stock is dominated by flats, so the aim of both projects was to diversify our stock by prioritising larger family homes for four-, five- and seven-person households. We are particularly proud that the two projects together provided an additional eight homes specially designed for wheelchair users.

The projects also provided an opportunity to contribute to wider community initiatives – these included work experience and qualification opportunities for local school children interested in a career in the construction industry and donations to local charities, such as Drumchapel Foodbank.

We have no current plans for any further new build development at present. Instead, the next five years or so will see the Association resume its planned maintenance programme (which was halted by the pandemic) and look at other initiatives that might improve the quality of our existing stock.

# Planned Maintenance

The Association takes steps to ensure all Cernach homes are well-maintained, safe and energy efficient for our residents. We therefore carry out major improvements annually to our stock. Our investment plan takes account of the stock condition survey information provided by our independent quantity surveyors. The most recent stock condition survey was carried out by David Adamson Group in October 2017, and we will be updating this information with another survey before the end of 2021.

## What took place in 2020/21:

The current pandemic had an adverse effect on all our planned maintenance works for the 2020/21 financial year. All works were put on hold until the restrictions had been eased or lifted. We have recommenced our programme with a kitchen replacement programme (currently on site at the time of writing) and have completed a painter work programme. To ensure that we get things back on track, the Committee agreed a programme compressing five years' work into four years.

## Painting Programme 2020/21

Due to Covid-19 restrictions, planned maintenance was put on hold and delayed due to Scottish Government guidance and regulations. However, we are confident we will resume the proposed works for the next financial year 2021/22.

## Fire Detection Upgrades and Electrical Testing

The Scottish Government introduced new legislation regarding Fire detection. New fire and smoke alarm standard applies from February 2022, after being rescheduled due to Covid-19 and lockdown restrictions. This new legislation states that every home in Scotland must have interlinked fire alarms as well as a heat detector and carbon monoxide detector. As a responsible landlord, work is ongoing to make sure all our homes meet the new standards.

Homeowners are also required to do abide by this legislation. If you are a private tenant, then your landlord is responsible. If you are older or a disabled homeowner on low income, there may be help available. Please contact us for more information at [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk)

The Association continues to carry out electrical testing on all our housing stock. This testing is essential to make sure that all electrical wiring throughout the property is in a satisfactory condition and is safe to use. All social landlords are required to arrange for safety inspections to be carried out every five years.

# Thriving Places ‘A diamond within the Community’



Cernach Housing Association is the anchor organisation for Thriving Places in Drumchapel. Since its inception, Thriving Places has received total support from Cernach, which has also contributed to its success. Using the regular funding from GCC and NHS, the two funding sources of all 10 Thriving Places across Glasgow, Cernach submitted a successful bid to the Aspiring Communities Fund to fund a team of local people to conduct a piece of participatory research which served as the basis for the Community Connecting Plan. More recently, a successful bid was submitted to the National Lottery which secured funding for three years to support two local people who, together with Ted, from the Thriving Places team.

During the first lockdown in March 2020 Thriving Places Drumchapel applied and secured funding from the Scottish Government” Supporting Communities Fund. Thriving Places applied with the intention to receive money to assist families and businesses who were struggling financially with one off-payments to help see them through. There had been a huge number of people affected financially because of the pandemic. Some were put on the furlough scheme and or on a reduced income; others were unable to earn a living because they were self-employed and needed to adhere to government guidance while others lost their job because their company folded.

The Thriving Places team submitted a successful bid to the Recovery Fund, a follow-up from the Supporting Communities Fund, and again continued to support families and small businesses as well as some community organisations that are now trying to recover from the

pandemic. To date, Thriving Places has supported 183 families and small businesses.

It was also identified that four local charitable organisations required increased financial aid during the lockdown. This extra funding, from the Recovery Uplift Fund, accessed by Thriving Places, allowed these organisations to continue to deliver a service to meet the needs of the local people in Drumchapel; they are G15 Youth Project, Drumchapel Food Bank, Drumchapel Asian Form and Drumchapel Money Advice Centre.

Digital inclusion was high up on the list of priorities for Thriving Places. Digital hardware was given out to those in need whether it was a laptop, tablet, or a dongle. Support was given to those who struggled using technology and basic instructions on how to use it was given out. This ensured that people could reach out to family, friends and neighbours and enabled children to participate in learning whilst interacting with their school friends during lockdown.

We also managed to purchase vouchers from Aldi and Argos to support families most in need. Those who fit the criteria were able to purchase food, essential items, and white goods from these stores.

Thriving Places continues to support a wide range of groups and initiatives in Drumchapel among which are the “Keep Drumchapel Tidy” campaign, the Friends of Drumchapel Park initiative, the Women’s Matter Group, the Community Hub process and the “We Journey Together” workshops



# Housing Management

Our Gross Arrears of **£108,706** equated to 3.17% of the total rent due for the financial year. The Quality and Efficiency Forum had an average of 3.39%. With the emergence of Covid-19 at the beginning of March 2020, inevitably this will influence the arrears going forward.

The table below shows that we have collected 99.76% of the total rent due. Our performance is in line with our peers in the QEF who have an average of 100.08%

This is consistent with our previous year's figures and marks another strong performance from the team to try who strive to ensure everyone has their incomes maximised to allow every tenant to meet their rent obligations.

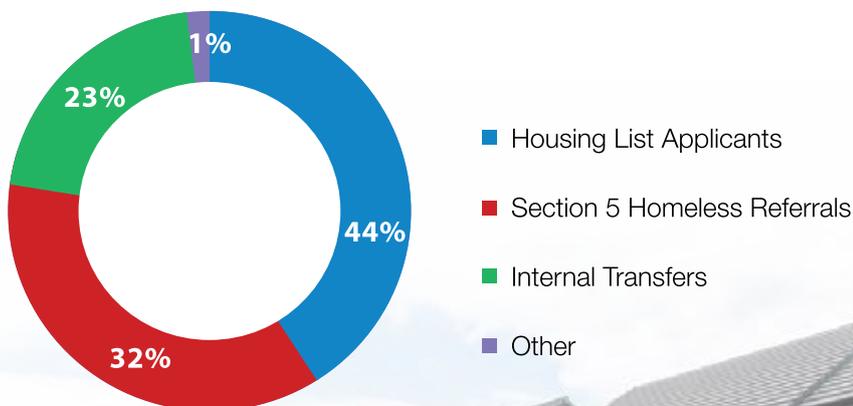
Performance Measures		
	Cernach Performance	Average QEF Performance
Rent collected as percentage of total rent due in the reporting year	99.76%	100.08%
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	3.17%	3.39%

## Voids and Allocations

Void loss is when a property is empty, and we do not receive rental income. To maximise our income, we aim to minimise void loss.

In 2020/21 the Association lost £31,230 of rent through properties being empty. As a result, we lost 0.91% of our total rental income for the year 2020/21 due to void properties. The QEF average is 0.95%

### Percentage of lets by source of let



# Housing Management (cntd)

Did you know we let a total of 91 properties in 2020/21?

*7 of these properties were leased to Glasgow City Council for use as temporary accommodation as part of Scotland's response to the Covid-19 pandemic and national priority to provide safe and secure accommodation to those in emergency need.*

## Did You Know?

Our average time to let a property was 70.19 days over the course of 2020/21.

Did you know that 85.94% of our tenants were satisfied with the quality of their home?

*While this is a positive figure, we are constantly working to ensure that all tenants are content with their home. This figure is an increase from last year although a little below the average of the QEF group which is 89%. We are always looking to improve our performance and welcome any comments from our residents on what we can do to improve.*

Tenant Satisfaction	2021/2021	2019/2020	QEF Average	Comment
Percentage of tenants satisfied with the quality of home.	85.94%	82.37%	89%	An increase from previous year

Our Housing Officers carry out a home visit (these currently being conducted by phone due to the current Covid restrictions), after 6 weeks, to all new tenants to ensure they are happy with our service and to answer any questions they may have about the Association or their tenancy.



# The Customer Landlord Relationship

## Welfare Benefit Advice

Cernach Housing Association has always put our tenants at the heart of everything we do, and Welfare Rights advice is no exception to this. However due to lockdown, this service was met with longer waiting times for outcomes. The service helps customers receive the benefits they are entitled to, carry out benefit checks, supporting tenants with submitting claims, challenging decisions, and pursuing appeals. It also ensures our tenants and owners can afford to pay their rent and other bills, and so sustain their tenancies.

Andy has exceeded all our expectations and has managed to win a staggering **£723,189.59** in financial gains for our tenants whilst focusing on Welfare Benefit Advice. These services are vitally important to our tenants, their families and our owners who may need some expert advice. and it is so important that everyone attends their prearranged appointments as these are in high demand. Take a look at the financial gains below.

Gain Type	Calculated Financial Gain
Attendance allowance	£25,803.15
Breakdown Not Given	£27,560.34
Carer's Allowance	£19,031.50
Charitable Grant	£350.00
Child Benefit	£1,343.00
Child Tax Credit	£10,235.29
Council Tax Reduction	£23,195.48
DLA – Care	£18,436.17
DLA - Mobility	£3,145.00
DLA, PIP or Attendance Allowance	£14,379.68
Employment Support Allowance	£5,658.45
Enhanced Disability Premium Lump Sum	£118.80
Enhanced Disability Premium SP	£889.20
ESA Support Component	£2,352.00
Guaranteed Pension Credit	£1,382.85
Housing	£12,002.60
Housing Benefit / Local Housing Allowance	£143,788.16
Jobseeker's Allowance (Contribution-based)	£2156.15
LC for Work Related Activity	£14,857.13
Other (including Universal Credit	£29332.92
Pension Credit	£25,910.75
Personal Independence Payment - Both	£6827.05
Personal Independence Payment - Daily Living	£41,336.09
Personal Independence Payment - Mobility	£9170.75
Scottish Welfare Fund	£4,170.73
Severe Disability Premium	£15,465.91
Severe Disability Premium Lump Sum	£14,724.00
Severe Disability Premium SDP	£4,271.60
Standard Allowance	£12,457.05
Universal Credit	£226,431.40
Working Tax Credit	£6,406.39
	<b>£723,189.59</b>

# The Customer Landlord Relationship (cntd)

## Energy Efficiency

As energy prices continue to rise, we are all looking for ways to reduce our energy bills. Here are some handy tips you can do around your home:

- *Switch off standby*
- *Only fill the kettle with what you need*
- *Spend 1 min less in your daily shower*
- *Turn your thermostat down by 1 degree*
- *Replace all bulbs with LEDs*
- *Turn off your lights*
- *Wear another layer of clothes whilst in the house.*
- *Open your curtains during the day to let sunshine in and close at night to trap the heat inside your home.*

Many people can usually save money by switching away from their pricey prepaid energy tariffs. Contact Home Energy Scotland for up-to-date advice. They can be found at <https://www.homeenergyscotland.org/contact-advice-support-funding/> or call them on **0800 808 2282**.

## Tenant Participation

Why not join our residents' panel and contribute to the work of the Association and make sure our standards match your expectations? You can compare how we measured against last year's results and the average QEF (Quality and Efficiency Forum) in the graph below. As you can see, we have delivered a strong performance in most areas noted, however there is always room for improvement. Cernach Housing Association prides itself on its high standards and will continue to monitor our performance.

Tenant Satisfaction	2020/2021	2019/2020	QEF Average	Comment
Percentage of tenants satisfied with the overall service provided by their landlord	91.8%	91.98%	91.87%	Remained the same as 2019/2020
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	94%	96.20%	96%	A slight drop from 2019/2020
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes	94.59%	84.74%	94%	A massive improvement from 2019/2020

# The Customer Landlord Relationship (cntd)

## Complaints Performance

The Association is committed to providing high-quality customer service. We value complaints and use information gathered from them to promote continuous improvement and enhance our services, by adapting our processes. The following tables outline our complaints information for the year.

**A copy of our Complaints Handling Procedure can be found on our website or requested by telephone.**

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2.

All complaints	Stage 1	Stage 2
Complaints 2020/2021	34	6
Total complaints closed	34	6
Number of complaints responded to in full by the landlord in the reporting year	34	2
Time taken in working days to provide a full response	78	66
The percentage of all complaints responded to in full	100%	100%
Time taken in working days to provide a full response	2.29	11.00

### Definitions

- Responded to in full - where the Association has either met the service user's expectations or, where this is not appropriate, provided a full explanation of our position
- Upheld - where we consider the case put to us and decide in favour of the complainant. (Apology communicated – Cernach Housing Association accepted service failure & then rectified)
- Resolved within SPSO timescales - 1st stage (Frontline) - within 5 working days, 2nd stage (Investigation) - within 20 working days D



# Housing Quality and Maintenance

**Emergency Repairs** – Repairs necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier’s property.

Emergency Repairs	2020/2021	2019/2020
Number of emergency repairs	316	498
Average length of time to complete emergency repairs (hours)	1.37	1.11

We exceeded our target of 3 working days for non-emergency repairs again!

The Association has exceeded its target of 2 hours and is very pleased with the great response time of our contractors to complete emergency repairs.

**Our average length of time taken to complete emergency repairs in 2020/21 was just over one hour. We are pleased to report that we are below the average QEF Performance of 3.03hrs. Again, we are delighted to deliver another strong result.**

We carried out a total of 316 emergency repairs in 2020/21

**Did you know 87.8% of our tenants were satisfied with the repairs service?**

*This is a great result, and we encourage all tenants to give us feedback on our repairs service and quality wherever possible! Thank you to everyone involved.*

The chart below highlights how we performed against last years’ results and the QEF average to complete emergency repairs.

Tenant Satisfaction	2020/2021	2019/2020	QEF Average	Comment
Percentage of tenants satisfied with the repairs and maintenance service in the last twelve months.	87.8%	97.76%	92%	A decrease due to Covid restrictions during the working year.

**Reactive Repairs** – These are non-emergency repairs that are reported by our tenants on a day-to-day basis.

Reactive Repairs	2020/2021	2019/2020	QEF Average
Percentage of reactive repairs completed right first time	92.81%	94.84%	89.59%
Average length of time to complete a reactive repair	2.65	2.89	5.54

**We are delighted to say we have increased our percentage of Right First Time for reactive repairs whilst maintaining an excellent average for time taken to complete these repairs. The performance is even more significant as we have been dealing with multiple lockdowns where repairs have been heavily impacted.**

# Housing Quality and Maintenance (cntd)

## Gas Safety Inspection

We carried out 92.91% of gas safety inspections in 2020/2021. This service was severely affected by Covid-19 and tenants shielding. We were compliant with Scottish Government guidelines at that time. We are pleased to report that our performance was positive given the pandemic restrictions. The average QEF performance was 97.39%



***99.00% of our stock met the Scottish Housing Quality Standard (SHQS).  
This was above the average QEF result of 92%***

The Scottish Housing Quality Standard measure a vast selection of elements within our properties. These elements include having a working heating system and safe electrics. All properties must have clean running water and bathing facilities, as well as aqueduct number of sockets and storage within the kitchen. All homes are measured on how energy efficient they are this involves checking insulation and installing energy efficient lightbulbs.



# Neighbourhood and Community Estate Management, Anti-social Behaviour and Sustainment

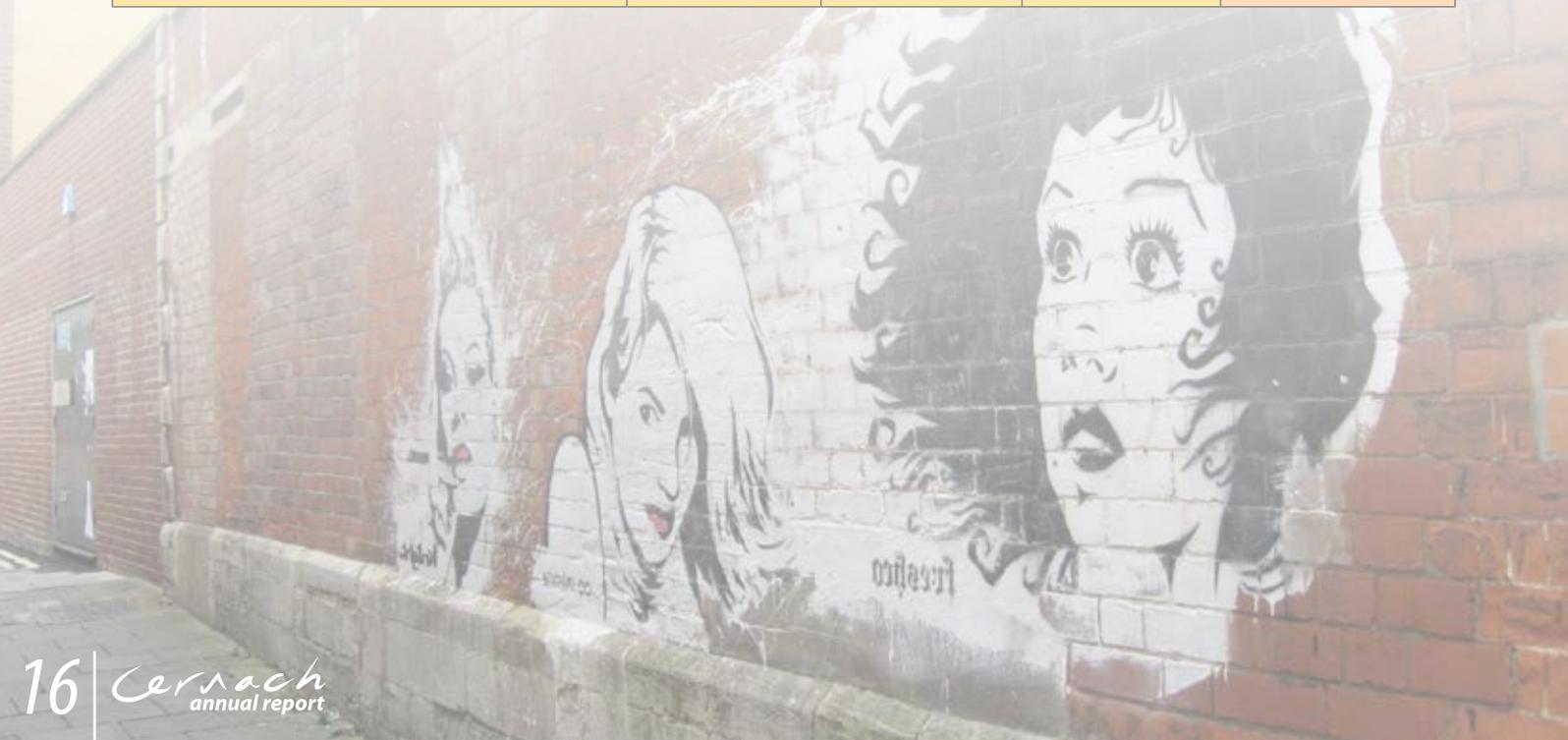
Although we were pleased that 79.55% of our tenants were satisfied with the management of the neighbourhood they live in. You can see in the chart how we compare with the average QEF performance. We are working on improving the service we deliver as our percentage has dropped since last year.

One of our biggest problems this year has been increasing numbers of anti-social behaviour incidents. This can be attributed to the pandemic and lockdown restrictions placed on communities. We need our tenants and residents to report issues to the office. This can be done entirely anonymously, and your name does not need to be recorded. Help keep crime out of your area!

**Did you know that in 2020/21 we received 118 complaints of neighbour nuisance and anti-social behaviour (ASB)?**



Tenant Satisfaction	2020/2021	2019/2020	QEF Average	Comment
Percentage of tenants satisfied with management of neighbourhood	79.55%	90.37%	84%	A drop of around 10% on previous year



# Access to Housing and Support

We let a total of 91 properties between April 2020 to March 2021. Seven of these properties were let to Glasgow City Council to help combat homelessness at the beginning of the Covid pandemic. This was no mean feat given the restrictions placed on our Allocations team due to the Covid-19 pandemic. Some of these property viewings were carried out virtually. Face to face viewings only commenced once we were allowed to do so.

We had 1 offer refused during the year 2020/21



## Medical Adaptations

A 'medical adaptation' is a collective term for a broad range of products (including assistive technology) and changes to the fabric of a building that enables people of all ages to carry out ordinary, daily activities that have been affected by impairment; ill health; traumatic injury; or ageing.

**Did you know that in 2020/2021 we received 25 medical adaptations applications? We approved and completed all these applications.**

*It took us an average time of 21.36 days to complete approved applications for medical adaptations.*

*96.7% of our new tenancies to existing tenants (transfers) were sustained for more than a year.*

*100% of our new tenancies to homeless applicants were sustained for more than a year.*

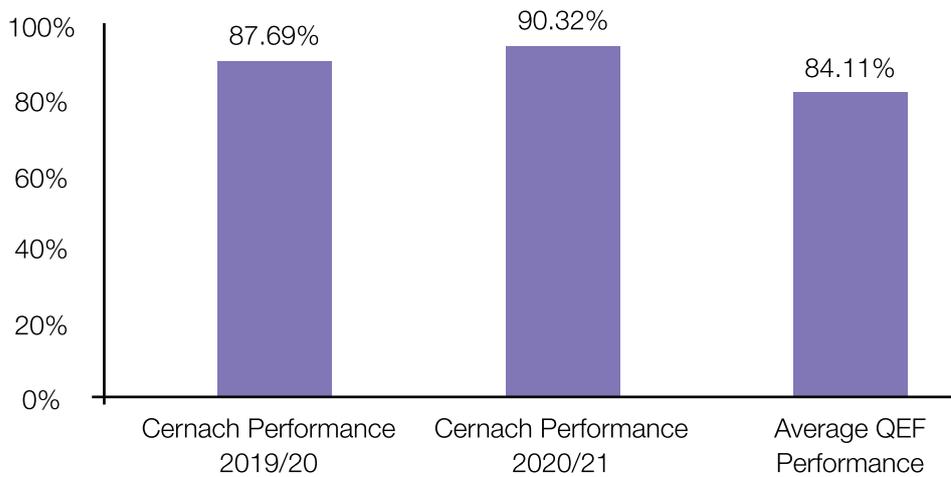
*98.4% of our new tenancies to housing list applicants were sustained for more than a year.*

# Good Value from rents and service charges

**Did you know 87.69% of tenants felt their rent represented good value for money?**

Again, this tells us that we are performing well within our peer group although there is a slight decrease since last year, this is above the QEF average performance of 84.11% and we hope to continue to keep our prices affordable for tenants.

**Taking account of your home & the service you receive, do you think your rent represents good value for money?**



**78.57% of our factored owners stated they were very or fairly satisfied with the factoring service provided by Cernach. This has remained the same as last year.**



# Financial Highlights For Annual Report 2020/21

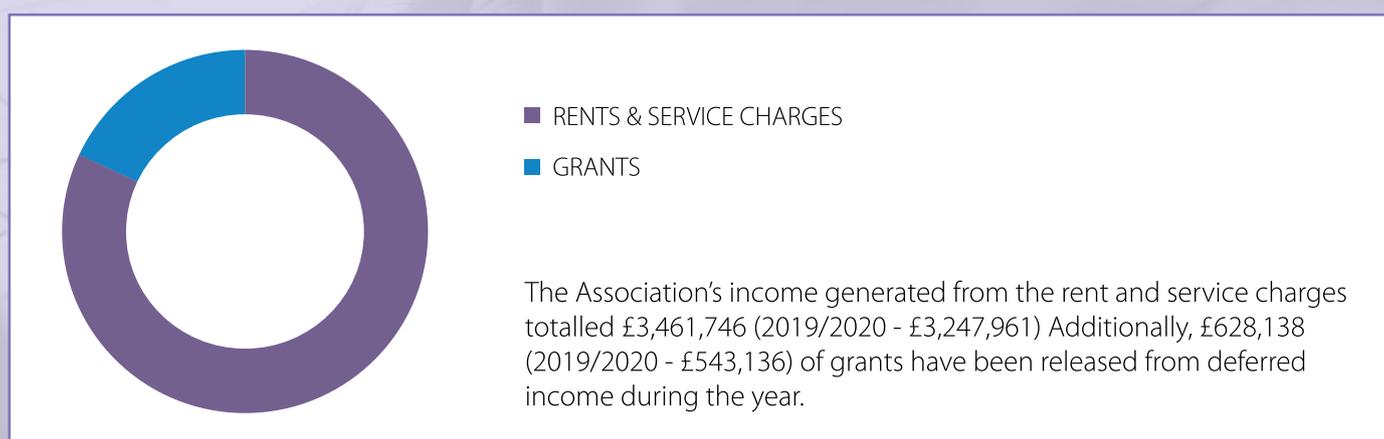
Draft Income & Expenditure Account For Year Ended 31st March 2021

Profit & loss account for the year to 31st March 2021	2021	2020	A non-accountant's guide to the accounts
	£	£	
Turnover	4,375,422	3,960,555	Income from rents, factoring etc.
Operating Costs	-3,230,388	-2,964,708	Costs of management & maintenance of houses, etc.
<b>Operating Surplus</b>			
Surplus on sale of housing stock	0	0	Surplus made on houses sold under Right To Buy. Right to Buy has now ended
Release of negative goodwill	55,575	55,575	A non-cash amount released to reserves
Interest Receivable	2,516	20,052	Interest earned on money invested
Interest Payable	-33,724	-59,023	Interest paid on loans
Other Finance Charges	-2,000	-7,000	Changes In amount owed to Pension Company
<b>Net Surplus For Year</b>	<b>1,167,401</b>	<b>1,005,451</b>	<b>Amount left after deducting all expenses.</b>
Adjustment to Opening Pension Liability	0	0	Adjustment to the Opening Balance of Pension Plan Liability
Actuarial Gains/Losses on Pension Plan	-294,000	175,000	Change in year, of Pension Plan Liability
<b>Total Comprehensive Income</b>	<b>873,401</b>	<b>1,180,451</b>	<b>Net Surplus in the Year</b>
Reserves Brought Forward	11,559,745	10,379,294	Accumulated reserves from previous years
<b>Total revenue reserves</b>	<b>12,433,146</b>	<b>11,559,745</b>	<b>Accumulated reserves per Statement of Financial Position</b>

Statement of Financial Position As At 31st March 2020	2021	2020	
	£	£	
<b>Non-Current Assets</b>			
Housing Properties - Depreciated Cost	33,908,633	31,722,127	Net cost of houses owned
Other Non-Current Assets	943,648	908,512	Cost of new office, computers, office equipment, furniture etc.
	<b>34,852,281</b>	<b>32,630,639</b>	
<b>Negative Goodwill</b>	<b>-2,167,435</b>	<b>-2,223,010</b>	<b>Represents value of homes bought from GHA over price paid</b>
<b>Current Assets</b>			
Receivables	166,657	181,134	Money owed to the Association
Cash	1,678,442	3,724,695	Money in bank
Creditors due within one year	-1,234,552	-1,140,428	Money owed by the Association to be paid within one year
<b>Net Current Assets</b>	<b>610,547</b>	<b>2,765,401</b>	
<b>Total Assets Less Current Liabilities</b>	<b>33,295,393</b>	<b>33,173,030</b>	
Creditors Due After One Year	-2,226,622	-2,589,099	Amount of outstanding loans to be paid after one year
Deferred Income	-324,000	-18,917,051	Grant income received not yet released to reserves
<b>Net Assets</b>	<b>18,311,517</b>	<b>11,559,870</b>	<b>Net value of the assets of Cernach Housing Association</b>
<b>Capital And Reserves</b>			
Share Capital	108	125	Number of current £1 shareholders
Designated Reserves	12,757,148	11,666,745	Money built up from surpluses made over the years
Pensions Reserves	-324,000	-107,000	Pension Liability
<b>Total Capital And Reserves</b>	<b>12,433,254</b>	<b>11,559,870</b>	<b>Net funds of Cernach Housing Association</b>

# Income and Expenditure Summary 2020/21

Income	£	%
Rents	3,434,344	77.46%
Service Charges	27,402	0.62%
Grants released from Deferred Income	628,138	14.17%
Revenue Grants	1,057	0.02%
Factoring	10,845	0.24%
Wider Action	33,700	0.76%
Services to other RSL's	24,518	0.55%
Community Connections	215,418	4.86%
Release of Negative Goodwill	55,575	1.25%
Interest Received	2,516	0.06%
Actuarial gain on pension plan	0	0.00%
	<b>4,433,513</b>	<b>100.00%</b>



# Income and Expenditure Summary 2020/21

Expenditure	£	%
Management costs	1,050,018	29.49%
Service charges	27,402	0.77%
Reactive maintenance	313,970	8.82%
Planned maintenance	396,182	11.13%
Bad debts	12,044	0.34%
Property depreciation	1,092,905	30.70%
Factoring	10,845	0.30%
Wider Action	42,769	1.20%
Welfare rights service	44,317	1.24%
Services to other RSLs	24,518	0.69%
Community Connector	215,418	6.05%
Interest payable	33,724	0.95%
Other finance charges	2,000	0.06%
	294,000	8.26%
	3,560,112	100.00%
<b>Surplus</b>	<b>£873,401</b>	



- OPERATING COSTS
- MANAGEMENT COSTS
- DEPRECIATION

The Association's operating costs in the year increased to £3,560,112 (2019/20 - £3,030,731). The most significant costs to the Association were management costs of £1,050,018 (2019/20 - £910,581) and depreciation of £1,092,905 (2019/20 - £899,467)

# Our Team At 31st March 2021

Name	Continuous Service Since:	Office Bearer Title
<b>MANAGEMENT COMMITTEE</b>		
John Brannan	2016	Chairperson
Tracy Bowie	2011	Vice-Chairperson
Susan McDonald MBE	1990	Secretary
Andrew Biddell	2016	
Muriel Wylie	2016	
Frank John	2016	
Michael Mellon	2016	
Diane MacMillan	2016	
Jean McFarlane	2016	
Rosemary McGill	2011	
Karen McGinley	2014	
<b>CERNACH HOUSING ASSOCIATION STAFF</b>		
Name	Title	Appointed
Caroline Jardine	Director	2015
Paula Baylis	Housing Services Manager	2016
Colin Armstrong	Development Manager	2016
Laura-Jane Richards	Senior Housing Officer	2015
Holly Lochran	Senior Maintenance Officer	2020
Karen Dyson	Finance Officer	1994
Anne Smith	Corporate Services Officer	2016
Emma McShane	Housing & Corporate Services Officer	2017
Kirsty Boag	Housing Officer	2016
Jim O'Connor	Housing Officer	2013
Andy Parker	Welfare Rights and Tenancy Sustainment Officer	2019
Bruce Strathearn	Maintenance Officer	2014
Carylann McLellan	Assistant Maintenance Officer	2007
Tony Birmingham	Assistant Housing Officer	2018
Ruth Ghumman	Housing Assistant	2018
Lizi O'Rourke	Housing Assistant	2020
Siobhan Mangan	Corporate Services Assistant	2018
Ted Scanlon	Community Connector	2016
<b>AGENCY SERVICES RECEIVED FROM:</b>		
Fettes McDonald	FMD Financial Services Ltd.	1991

# Thank you for reading our Charter Annual Report

We hope that you have found it helpful in understanding our performance.

When we compare our Charter Indicator performance against local landlords and the Scottish average performance for all landlords the evidence points to a consistent strong performance.

Cernach Housing Association puts their tenants and owners at the heart of everything we do. We pride ourselves in our commitment to our community, making the environment in which we live and work a great place to be. Your feedback is invaluable to us, and we continue to learn and improve on it daily. We strive to deliver the best service possible to you and be a landlord that we are all proud of.

If you wish to give any staff or the organisation in general a compliment or make any suggestions, then contact our office or visit our website.

Passing on your thanks or giving someone praise is a small act that goes a long way. Thank you for your continued support.



## Customer Feedback Form

<b>Name</b>			
<b>Address</b>			
<b>Telephone</b>		<b>Email</b>	
We really value your comments and welcome your participation and so would ask that you take some time to note in the box below your feedback on the content and layout of our Annual Report on the Charter. Alternatively you can email your comments to <a href="mailto:admin@cernachha.co.uk">admin@cernachha.co.uk</a>			
<b>Comments</b>			



*Cernach Annual Report* can be downloaded from our website, [www.cernachha.co.uk](http://www.cernachha.co.uk) and if requested, *Cernach Annual Report* can be made available in different languages, in Braille and or on CD. Additionally, we are able to offer a sign or language interpreter free of charge.

**Cernach Housing Association Ltd**  
**FREEPOST RRBL-YAEZ-AJZZ**

Marion McDonald House, 79 Airgold Drive, Drumchapel, G15 7AJ  
Property Factor Registered No. PF000149

**Tel:** 0141 944 3860 **Fax:** 0141 944 8925

**Email:** [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk) **www.cernachha.co.uk**

**Cernach Housing Association**  
**Opening Hours**

**Monday, Tuesday, Thursday & Friday**  
9.00 am – 5.00 pm

**Wednesday**  
10.00 am – 5.00 pm

