



Introduction

This year's report shows West of Scotland Housing Association (WSHA) tenants how we performed against outcomes set out by the Scottish Housing Regulator. We also highlight our annual customer satisfaction feedback and areas of success and planned improvements. Encouragingly, there has been progress in many areas since 2015/16 and we will continue to ensure our services improve.

What is the Scottish Social Housing Charter?

The Scottish Social Housing Charter was introduced in April 2012 and it requires that Registered Social Landlords demonstrate how they perform against a number of outcomes.

What are the requirements of the Charter?

The Charter contains 14 outcomes and standards that are relevant to WSHA.

How do we report our performance?

The Scottish Housing Regulator publishes a report about our performance on their website: scottishhousingregulator.gov.uk

Scottish Housing Network

The Scottish Housing Network (SHN) is a benchmarking group of Registered Social Landlords in Scotland. This allows us to compare our performance with that of 93 other Registered Social Landlords across Scotland. It is very positive to see that we performed above the SHN average in many key areas.

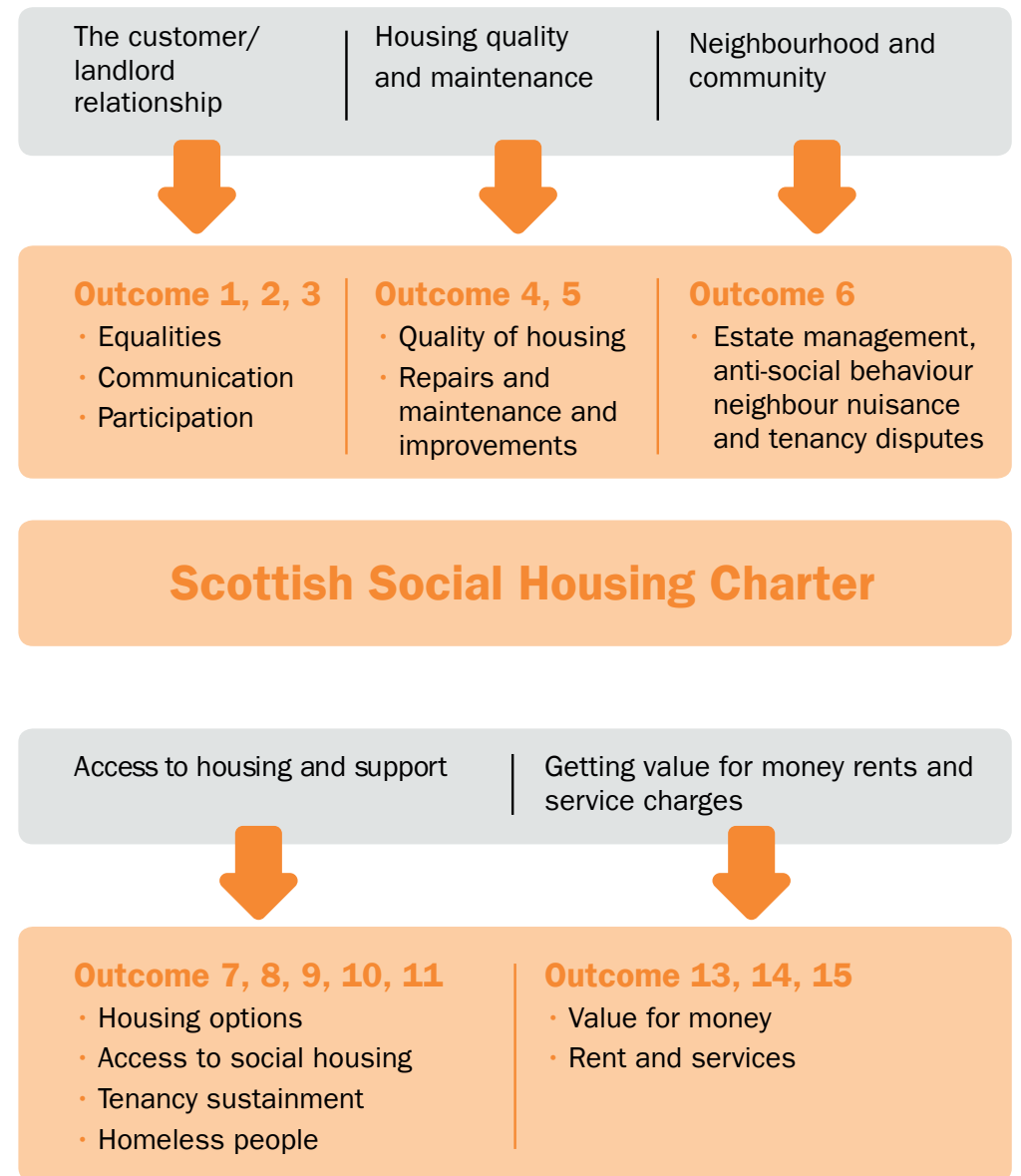
Colour Key

Performance declined since 2015/16

Performance improved since 2015/16

Performance the same as 2015/16

Charter indicator



About WSHA

We provide high-quality, affordable homes to 3,413 tenants throughout the West of Scotland. The rental income from these homes is £13m per year. Our homes range from 1 bedroom tenement flats to 4 bedroom homes with gardens. We provide homes that meet the diverse needs of our tenants including supported housing, amenity and sheltered housing.

Willowacre Trust is the charitable subsidiary of WSHA which has been working to tackle social disadvantage for over 50 years. It is committed to the delivery of projects and services which offer additional support and opportunities to WSHA tenants with the overall aim of positively impacting on our tenants' lives.



Welcome from Chief Executive

I am committed to supporting tenants from across our communities to enjoy their lives in safe and thriving neighbourhoods. During my second year with the Association I have seen many positive changes and also identified areas where we could further improve our services. Here are some of the highlights.

During 2016/17, we have been working to improve services for our tenants and improve and stabilise performance. This included appointing new contractors to deliver our major repairs programme e.g. windows, kitchens, boilers and bathrooms. Our major repairs programme is fully underway and a significant amount of work has been completed this year already. We also made improvements in our day to day repairs service and were pleased to see tenant satisfaction in this area increase.

We have been working closely with partners and local authorities and are pleased to have an ambitious development programme in place, to build over 500 new homes throughout our communities over the next 5 years. We completed 18 new homes in Camlachie, Glasgow, during August 2016 and we started building 52 new homes in Earls Green, Troon. We will shortly go on site with 34 new homes in Symington, also in South Ayrshire.

We have restructured our staff teams to ensure that there is more focus on frontline services with the aim of getting closer to our customers.

As our tenants will be aware, one of the key issues of this year has been the review of the Gentoo Partnership. A comprehensive review was carried out involving both organisations and it was agreed to propose to end the partnership as it no longer delivered the benefits originally anticipated. In consultation with the Scottish Housing Regulator a ballot of all our tenants was carried out in August 2017 and I am delighted to report that 97% of our tenants have voted to end the partnership.

I am excited about the future prospects for West of Scotland Housing Association as an independent Association and the new opportunities we have to improve the services we provide for our tenants and customers. We will continue listen to what our tenants tell us about our services and use that feedback to improve what we do.

Lynne Donnelly
Chief Executive



Message from the Chairperson

As Chairperson of WSHA, I am pleased to see that there have been a number of improvements in performance during 2016/17.

The Management Committee itself has undergone a lot of change following a Governance Review and Restructure. This will ensure that our governance is more effective and also increases the influence our tenants have through the Tenancy Advisory Group. The Scottish Housing Regulator carried out a review of our Governance which was on the whole very positive with some areas of development which we are addressing through a short life working group.

A key focus for the Committee this year has been to review the Gentoo Partnership, and following the ballot result, I am excited about the opportunities we have at WSHA for improving the lives of our tenants.

I hope you find this report useful and recognise the commitment of WSHA and Willowacre Trust staff in delivering services and continuing to work hard to meet, or exceed the needs of our tenants.

Please get in touch if you have any questions or feedback about this report as your views are always welcome.

Ruth Simpson
Chairperson



The Customer Landlord Relationship

We are committed to developing a positive relationship with our tenants and customers to ensure we deliver outstanding customer service.

This relationship is developed in a number of ways including:

- Meeting the needs of our tenants
- Effective communication
- Purposeful tenant involvement
- Resolving complaints

Key facts

	2015/16	2016/17	SHN Average
Tenants satisfied with overall service	94%	89%	89%

While our tenant satisfaction levels remain in line with the Scottish average, it is a decrease from the previous year. Further analysis of this result identified dissatisfaction with our repairs and maintenance service and we will focus on managing those contracts in the coming year.

We monitor customer satisfaction through our Annual Satisfaction Survey, ongoing monthly surveys and regular analysis of customer complaints. These gather tenants' views on their experience when contacting us to discuss day to day repairs, major repairs, the standard of houses when they are let, our factoring service, and our Welfare Rights Service.

Our surveys are carried out independently by Research Resource so we can't influence the findings. The analysis we receive along with information we do receive directly from contact with tenants and customers allows us to improve and develop services.



Meeting the needs of our tenants

We strive to shape our services to make sure everyone is treated fairly and has the same opportunities and access, regardless of their circumstances and background.

During the year we let 214 homes of which:

58 were allocated to statutory homeless referrals

25 properties to supported tenancies including sheltered housing

We also built 3 wheelchair adapted properties

We lease accommodation to voluntary sector partners to support people with particular needs.

- We provide sheltered and amenity housing for older people often with local support arrangements in place
- We support vulnerable tenants including those suffering from social isolation whilst helping to develop educational and creative activities
- We provide starter packs for new tenants where appropriate e.g. younger tenants setting up home for the first time
- We organised 70 medical adaptations to our tenants' homes with £92,000 in funding from the Scottish Government and £100,000 from Glasgow City Council. These adaptations are vital and ensure tenants are able to continue to live within their own home and community
- We work with 6 local authorities to alleviate homelessness.



Effective communication

We continually review how we communicate with tenants to ensure we provide clear information and make it easy to receive their feedback which is used to improve services.

Key facts

	2015/16	2016/17	SHBVN Average
percentage of tenants who feel their landlord is good at keeping them informed about services and outcomes	98%	98%	91%

We received **29,902 telephone calls**

Over **1,038 likes/followers** on Facebook and Twitter

We provide a number of ways for our tenants to get in touch with us:

- By telephone
- Calling in at our office
- Visits to tenants' homes
- Email
- Website
- Social media (Facebook, Twitter etc.)

We communicate with our tenants in a number of ways including our tenant newsletter, Westworld, and via our website and social media. In our 2016/17 Communities Survey, tenants were asked to identify their communication preferences and habits. This information will be used to shape our new Communications Strategy.



How we involve tenants

We are committed to involving tenants in decisions that affect them and our communities. Their views are important to us and we encourage feedback to give us a greater understanding of the needs of our tenants and communities, so we can deliver services that meet their needs and aspirations.

Key facts

	2015/16	2016/17	SHN Average
percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	98%	96%	84%

Our Management Committee is made up of 13 members including 9 tenant members

Our Tenant Advisory Group (TAG) has 23 tenant members from across 6 local authority areas we work within

We offer a number of ways for tenants to get involved, including:

Management Committee

The Management Committee decides the strategic direction of the Association. It is made up of volunteers bringing skills and experience from different backgrounds and disciplines.

Tenant Advisory Group (TAG)

We consult with TAG on all policy reviews, legislative changes, proposed amendments to working practices and any significant issues affecting tenants. TAG is also responsible for overseeing our tenant scrutiny activity.

Rate your Estate (RYE) Assessor

RYE is a tenant led inspection of the condition of our neighbourhoods. Tenant volunteers carry out regular visits to our homes to assess the quality of services such as grounds maintenance and stair cleaning using a simple scoring method. The results are used by the Association to make any necessary improvements.

Community Residents Groups

We work with a number of community groups who are passionate about making a difference in their community. This may be in the form of organising community events or acting on behalf of the wider community to provide feedback to the Association.

Going forward

In June 2017, we appointed a new Tenant Engagement Officer. The purpose of this role will be to improve and enhance our tenant engagement practice throughout all of our communities. We want to ensure that tenants have a range of opportunities to get involved with us, at a level that they wish. This could be through the methods outlined above, or by attending one off events, completing surveys, reviewing publications, or getting involved in tenant scrutiny activities.

A key task for the new officer will be to develop our approach to tenant scrutiny. This will involve working with TAG, individual tenants and staff from across the organisation. We will develop a training programme for tenants who are involved in scrutiny, and will provide support to tenants who want to get involved. We will also explore how best the scrutiny group can work with the Management Committee to implement any findings from scrutiny activities. We will also work with TAG to improve the way it works to support tenants to have a greater role in influencing policy decisions that impact on tenants.

Other key tasks for the year ahead will include a review of Rate Your Estate to make sure it is meeting the needs of our tenants, and working with tenants across our communities to improve engagement.

Resolving Complaints

The Association's approach to managing complaints reflects the Scottish Public Services Ombudsman's (SPSO) recommendations and targets for resolution. We aim to resolve complaints within 5 working days, or 20 working days where the complaint is complex and requires further investigation.

Complaints allow our customers to hold us to account, and provide us with valuable information we can use to improve the services we provide.

We view complaints positively as an opportunity to learn, and we encourage staff to record them and resolve within the SPSO timescales.

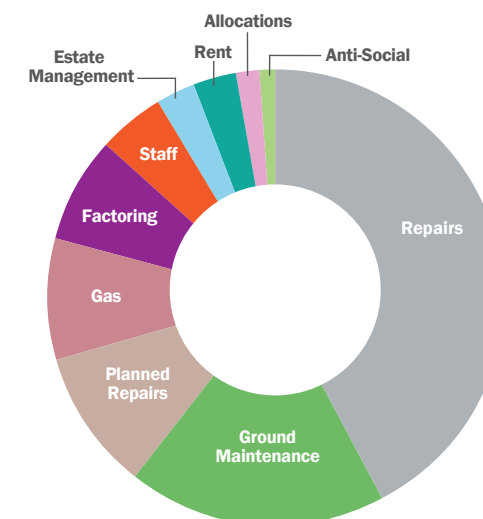
Key facts

	2015/16	2016/17
Number of complaints received	206	337
Complaints responded to within timescale	86%	328 (98%)
Complaints upheld	114	198 (57%)
Largest number of complaints	142 - repairs	143 - repairs

As a result of reviewing our complaints process and carrying out training for staff, we have significantly improved our performance in responding to complaints within the SPSO timescales.

Complaints categories

Repairs	143
Ground Maintenance	62
Planned Repairs	33
Gas	29
Factoring	26
Staff	15
Estate Management	10
Rent	10
Allocations	6
Anti-social	3



A significant number of complaints, 205, or 61%, relate to repairs (143 day to day, 33 planned or major works and 29 gas repairs) Grounds Maintenance and the quality of services provided by the Association and its contractors. Repairs are the highest volume service we provide, therefore the correlation between volume of work and complaints received can be seen as proportionate.

Resolving Complaints

You told us...	We did...
Day to Day Repairs	
Too many repeat visits due to obtaining parts for jobs	Our contactors' vans now carry the most commonly used component parts
Contractor failing to contact tenants to make access arrangements	Our system ensures the most up to date contact numbers are available to contractors
Planned and Major Repairs	
You were unhappy with standard of fittings used	We improved the specification of a range of components such as choice of wall tiles and wall boards
Poor communication during contracts	We provide named Technical Officers who attend all pre contact meetings We carry out 100% post inspections of all planned maintenance contracts and recall the contractor if necessary
Gas Repairs	
Too many repeat calls to complete repairs to boilers	Calls go directly to our heating contractor allowing improved diagnosis of faults and required parts
Grounds Maintenance	
Concerns about overhanging branches and tree roots in particular areas	A budget has been identified and a programme set up to tackle tree maintenance

We value complaints and use information from them to help us improve our services. We try our best to resolve every issue to the satisfaction of the tenant and learn from our mistakes to provide a better service.

Compared with the number of reactive repairs we issued (in 2016/17 we carried out 13,384 repairs) we received a low number of complaints (143).



The quality of our homes

We are required to maintain our homes to meet the Scottish Housing Quality Standard (SHQS) and work towards achieving the Energy Efficiency Standard for Social Housing (EESH). Accordingly we continually invest in our homes to ensure they meet, and even exceed, the expectations and needs of our tenants. This is achieved by carrying out day to day repairs along with the delivery of a structured programme of planned and major repairs.

The number of tenants satisfied with their homes has increased over the past 3 years and now stands at just under 87%. We are pleased to see this improvement but we know that the standard of our repairs service has a big part to play in how tenants view our performance as a landlord - and we do recognise that we can do better.

We have seen a slight drop in satisfaction levels from the year before in the percentage of tenants satisfied with the standard of their home when moving in, from 96% in 15/16 to 94% in 16/17. To address this we have taken steps to scrutinise the quality of the work carried out by our contractor more closely and we expect this will lead to improved satisfaction levels when we report on our performance next year. A group of tenants is currently reviewing the property standards for our relets and their feedback will help us identify areas for improvement.

Key facts

	2015/16	2016/17	SHN Average
Percentage of stock meeting the Scottish Housing Quality Standard	93%	94%	93%
% tenants satisfied with the quality of their homes	86%	87%	87%
% tenants satisfied with the standard of their home when moving in	96%	94%	92%

Repairs satisfaction

Average length of time taken to complete emergency repairs	3.2 hours	8.9 hours	3.7 hours
Average length of time taken to complete non-emergency repairs	4.1 days	5.1 days	5.4 days
Percentage of reactive repairs carried out in the last year completed right first time	92%	85%	89%
Repairs appointment system - Number of appointments kept	95%	87%	95%
Percentage of tenants who have had repairs and maintenance carried out in last 12 months satisfied with the service	76%	88%	90%

Gas safety

% annual gas safety inspections carried out	100%	99.9%	99.9%
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£3.1 million investment in major repairs projects which includes new kitchens, boilers and windows.

£1.9 million spent on 13,384 on reactive repairs

The quality of our homes

We are working with our new contractor, Carillion, to make further improvements to our day to day repairs service. This includes improving the number of repairs carried out successfully first time, without the requirement for a follow up visit. We know that the changeover to our new contractor has resulted in some initial problems with this indicator, and these are reflected in the performance dip from 92% in 15/16 to just under 85% in 16/17. We remain confident that our partnership with Carillion is on track to deliver improved tenant satisfaction with the quality of our repairs service.

During the year we spent £3.1m on our planned maintenance, renewing kitchens, boilers and windows as well as other major repairs to keep our properties in good condition. We know there is more to do and we will be continuing to invest in our major repairs and cyclical programmes in the year ahead.



Neighbourhood and Community

Did you know we have housing in over 40 different communities and neighbourhoods? From towns, cities to small villages. We work hard to respond to local matters and concerns.

Anti-Social Behaviour

We are pleased to report that we received a reduced number of anti-social behaviour complaints for the second consecutive year. The number of cases resolved within our target period of 28 days dipped slightly from last year.

We record all cases of anti-social behavior and categorise them into minor issues, more serious tenancy issues and tenancy/criminal issues. We rely on our communities reporting incidents to us or the police as many of reported incidents happen out with office hours.

Community Partners

To ensure we have a wide view of activity in our communities, we have close ties with local community police and local authorities.

In Glasgow, where we have the majority of our housing stock, we employ Glasgow Community Safety to assist us in dealing with more complex incidents of anti-social behavior that may lead to court action. We also liaise with local authorities and police in Lanarkshire and Ayrshire in tackling anti-social behavior.

Neighbourhood Management

We have Housing Officers dedicated to particular areas who have built up in-depth knowledge of their communities and the specific issues within them. No area is exactly the same so different approaches are tailored to the needs reflected in different areas.

From April 2017, more Housing Officers were deployed in smaller patches to enhance our neighbourhood management service. We hope this will improve tenant satisfaction levels.

Key facts

	2015/16	2016/17	SHN Average
Number of cases of anti-social behaviour reported	277	247	
Number of cases resolved within locally agreed targets	92%	89%	84.1%
% tenants satisfied with the management of neighbourhood they live in	92%	89%	84%



Neighbourhood and Community

Rate Your Estate

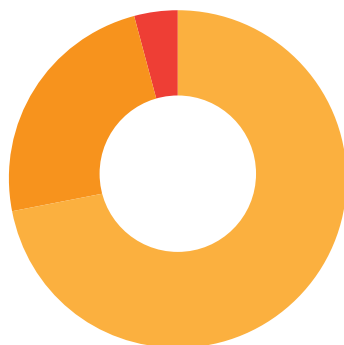
RYE had another successful year. Inspections were carried out to many of our communal areas including paths, bin stores, landscaped areas and back courts. So thanks to our tenant inspectors for their work. The standard of the environment in our communities is a high priority for us and the RYE initiative is a way to measure customer satisfaction.

Through the year our tenant inspectors visited 42 sites in 25 areas which represent 85% of our total stock. The results of these visits were very encouraging with 72% of areas rated very good as can be seen in the graph below. For the areas graded 0, we have worked with local tenants and our RYE inspectors to identify solutions and have already undertaken work to improve the areas concerned.

Rate Your Estate Results

Grade 3	Very good
Grade 2	Good
Grade 1	Satisfactory
Grade 0	Poor

Grade 3	72%
Grade 2	24%
Grade 1	0%
Grade 0	4%



Building Communities

We are delighted to report that our development of 18 new build amenity flats in Glasgow were built on schedule and completed in May 2016. These properties have proved to be very popular and in some cases helped existing tenants move to more suitable and accessible homes. We were pleased to welcome the Housing Minister, Kevin Stewart MSP to be our key speaker at the opening ceremony.



Access to Housing and Support

We want to make it easy for people to apply to live in our homes and provide clear information about the housing options available to new applicants and existing tenants. We actively support existing tenants to ensure they get the support they need to remain in their home.

Key facts

	2015/16	2016/17	SHN Average
% of new tenants sustaining tenancy for more than 12 months	92%	91.2%	89.2%
% of properties abandoned	0.7%	0.6%	0.6%
Applicants rehoused from own waiting list	143	113	
Applicants rehoused from transfer list	23	20	
Applicants rehoused from local authority nomination	28	32	

Allocations Policy

During the year we started the review of our allocations policy to take account of new legislation and best practice from across the sector. As part of the review we will be consulting our tenants, housing applicants and other agencies. The review is due to be completed during 2017/18 and will be made available to tenants and applicants for our homes.

Letting homes

This year saw another fall in the average time we take to let a house. This was achieved at a time when we improved the specification for works in void properties. All applicants are offered housing option advice when they apply to be rehoused and this allows them to consider areas where they are more likely to be offered rehousing and allows us to match our homes more accurately.

Sustaining new tenancies

WSHA and Willowacre Trust are aware that moving into a new home can be both expensive and stressful and we always aim to assist tenants where it is possible. All new tenants are offered a welfare benefit check by our welfare rights team. We also offer both new and existing tenants budgeting and energy advice through our community & support service team.

Some tenants are also provided with a starter pack which ensures that they have the essential household items to start their new tenancy. We also support some tenants with recycled white goods, floor coverings, food parcels and fuel top ups.

Other support can be offered via a decorating voucher scheme to give tenants a hand with decorating their new home. All new tenants also get a settling in visit from a Housing Officer within six weeks of moving into their property to check if additional support is needed.

Value for Money

Tenants, owners and other customers receive services that provide continually improving value for money for the rent and other charges they pay.

Key facts

	2015/16	2016/17	SHN Average
% tenants who felt their Rent represents good value for money	93%	76%	81.9%
Percentage of rent lost through properties being empty in the last year	0.75%	0.43%	0.6%
Average number of days to let property	37	22	24
Rent collected from tenants as a percentage of total rent due in the reporting year	103%	99.52%	99.7%
Gross rent arrears	£545,189	£590,131	
Rent arrears as % of rent due	4.39%	4.52%	4.4%
% owners satisfied with factoring service	56%	73.13%	N/A

The total income collected from our rents and service charges in 2016/17 was **13.9m**



Value for Money

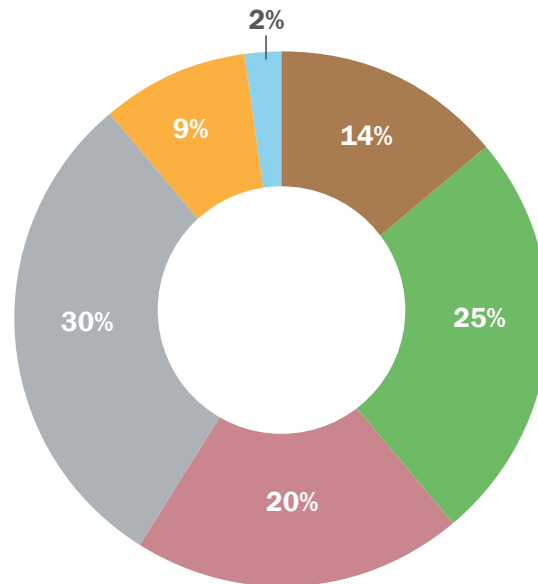
Achieving Value for Money for our tenants is really important to the Association. We will look to improve how we communicate with our tenants about our performance in this area in the coming year, including details about the changes we are making to the way we work to improve the value that tenants get for their rent. Throughout 2016 we carried out a staff restructure to help us meet the needs of our customers and deliver a more efficient service. In the coming year we will be looking to improve our IT systems to allow us to deliver a more productive service.

In the last year we made significant progress in how quickly we allocate and let empty homes, improving our performance to better than the Scottish average. We will continue to focus on this area, improving how we work with our contractor and increasing the income coming into the Association.

Throughout the last year we undertook a review of how we set our rents, with a view to making our rents fairer, simpler and easier to understand. The change means that our rents will be based on the type of property and the number of bedrooms. Going forward we will be looking to work with our tenants to agree a rent consultation process that gives our customers real influence over the rents we set.

How every £1 is spent

■ Staff costs	15%
■ Repairs	25%
■ Overheads	19%
■ Housing stock charge	30%
■ Loan interest	9%
■ Transfer to reserves	2%



Welfare Rights Team

Our Welfare Rights Team provided support to a working age couple who had previously been on Employment Support Allowance and Carers Allowance. When the ill person was found fit for work they lost both of these incomes and the Personal Independence Payment. The team gathered supporting evidence and submitted reconsideration requests and eventual appeals to have these decisions overturned. During this time, which took around one year to resolve, the team assisted the couple to claim alternative benefits which enabled them to have some income and ensure their rent and council tax charges were being met by the Local Authority. Crisis payments, fuel top-ups and food parcels were also accessed to help support them through this difficult, prolonged period.

Following successful appeals, additional weekly income of £177.95 was secured with backdated payments amounting to over £9,000.

During 16/17 our Welfare Rights Team secured £391,979 in backdated welfare benefits owed to tenants.

Community and Support Services

WSHA is committed to making a difference to lives of our tenants. Our dedicated Community and Support Services team deliver a number of community and support services across our communities.

There are key themes which we work to that include:

- Tackling Fuel, Food and Economic Poverty
- Enhancing Employment, Training and Education Opportunities
- Improving the Physical, Emotional, Mental Health and Wellbeing
- Providing Safer Communities
- Enhancing the environment via the provision of Community assets and community green space

A number of these services and activities are delivered via our charitable subsidiary Willowacre Trust.

Key Outcomes

166 older or vulnerable tenants have been supported by the handy person service

70 new vulnerable tenants received a starter pack

325 tenants received support from our Money and Energy Advice Services

28 vulnerable tenants were supported via the provisions of a food parcel

393 tenants participated in our summer programme

882 tenants participated in our Christmas activities

30 vulnerable families received a Christmas food hamper

50 older people received a £100 Christmas gift supported by the Celtic FC Foundation

1,000 older people participated in activities and received support

Some of the Community and Support Services Provided include:

- Community Events
- Handy Person Services
- Volunteering Services
- Money Advice
- Energy Advice
- Older People's Services
- Emergency Food Parcels
- Starter Packs
- Park Engagement Project
- Thriving Places Project



Help When It's Needed Most

Background

Holly* was originally referred to the money advice service by her Housing Officer in 2015 to help cancel several subscriptions that were coming out of her account.

She lives alone and suffers from severe mobility issues, so she relies on carers for daily household and personal tasks. She also has problems with her memory which can make managing her finances challenging.

What we did

The money advice service helped Holly contact her bank and the service providers to stop the subscriptions which saved her money right away. Her direct debits and payments were reviewed to make sure she was only paying for things she wanted.

In the past two years, Holly has approached the service to help her manage her finances, general utilities and save more money. She received help in finding and getting the best deal for her TV and broadband and the service liaised with the provider to facilitate the installation.

To help maintain her garden, maintenance was requested from the council. A welfare rights service referral was also made to help top-up the money towards her care, and she was helped in moving to another pharmacy that provides delivery of the medicines that she needs. To help with her gas and electricity usage, she was given energy efficiency advice and simple instructions on how to control her heating effectively.

The support that she received from the service through the years helped alleviate the things that she has to worry about and help her focus on her health.

Holly said: "I am truly thankful for all the help that I received. I don't know what I would have done without someone to turn to. I feel better knowing that the help is just a call away."

The Outcome

Money Advice Officer

- Approx £210/year saved from the garden maintenance service
- £85 compensation claimed due to accidental damage (fridge was left open)
- Saved around £480/year from unwanted subscriptions
- Approx £500/year worth of savings and compensation from the broadband and TV service
- With the help of the Welfare Rights team, she now receives around £270/month premium on her DLA
- Various assistance helped in providing her comfort and peace of mind to enjoy life and empowerment to manage her finances and live independently

Energy Advice Officer

- Warm Home discount applied on her behalf for last 2 years which gave her £280.00
- Energy advice given and adjusted her heating programmer to better suit her care needs. The adjustment to the heating will save her a projected £130.00 per year



Starter Packs Case Study

Sarah* (aged 29) is a single mother to 3 children who had been in homeless accommodation for over a year. She was re-housed with WSHA through the homeless waiting list and was previously staying in council furnished homeless accommodation, incurring a high rent charge. She has limited mobility, is confined to a wheelchair, and is in receipt of Personal Independence Payment.

Willowacre Trust was able to provide Sarah with a number of items, including a microwave, cooking utensils, bedding for herself and her children, and toiletries whilst she waited for her Welfare Fund application to come through. This made moving into his new home possible. Sarah was delighted to receive a starter pack, saying she wouldn't have been able to buy items if it was not for Willowacre Trust. She said: "I would like to thank everyone who helped, provided the items and for their excellent advice and information."



*Please note names have been changed to protect identity

Christmas Programme

In total 882 WSHA tenants and household members from 316 households across 6 local authority areas engaged with the programme which included:

- Local Christmas Pantomimes
- Irn Bru Carnival
- Heads of Ayr Farm Park Santa's Grotto

Christmas Activities Quotes

"What a great life experience, we were talking about it for ages. It was also a great way for neighbours to come together"

"This may be a small gesture from WSHA but it makes such a big difference to our lives"

"Having a day like that at Christmas really helps create memories with my family"

"It was absolutely fantastic. It's great West of Scotland Housing Association provide especially for low income families who wouldn't be able to go along"

"This made a big difference... we are not in a good financial situation at the moment so this was such a good experience"

Our People

Management Committee Members

Ruth Simpson (Chair)

Ann Reid

Clare Newton

Colin Menabney

Ian McGibbon

Rab Morrow

Katy McLeod

Ena Hutchison

Elaine Davidson

Robert Higgins

Paul Macaninch

Kelly Adams

Michelle Meldrum

Corporate Management Team

Lynne Donnelly

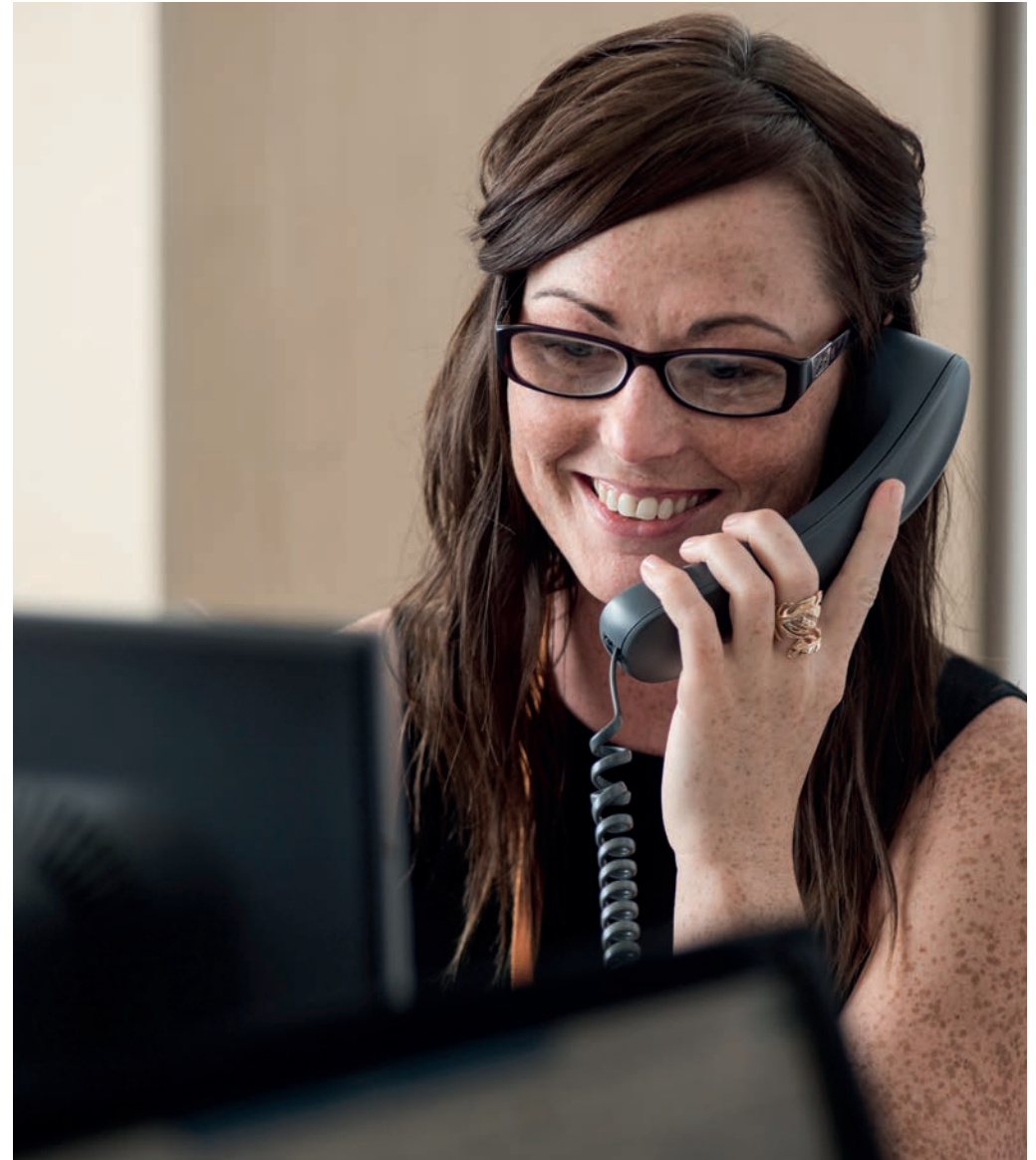
Chief Executive

Stewart Gibb

Director of Housing and
Customer Services

Colin MacCallum

Director of Finance and
Corporate Services



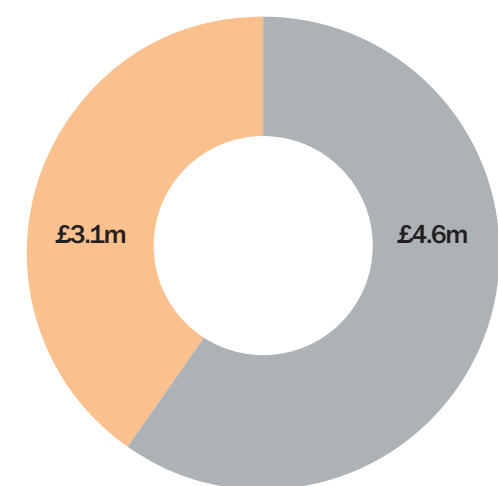
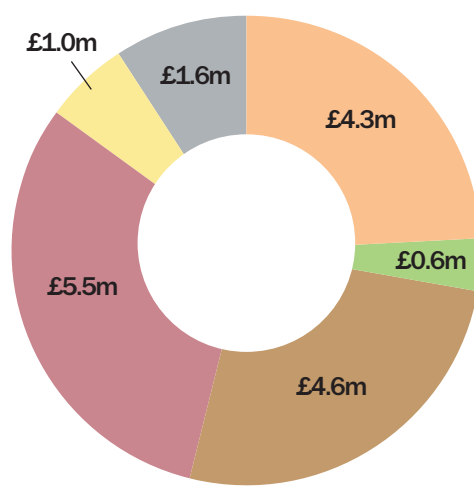
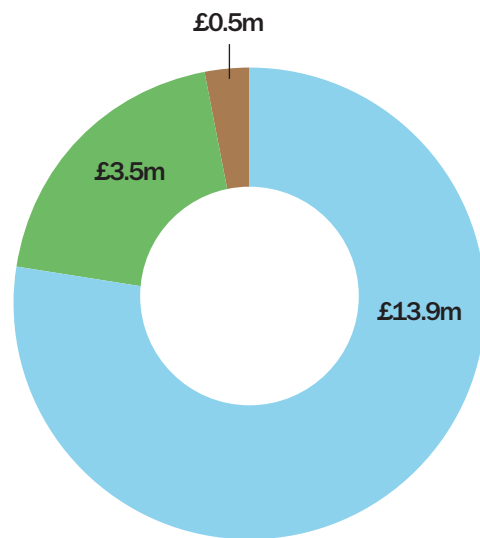
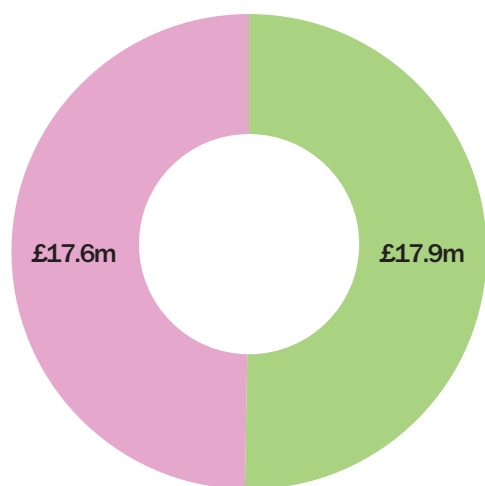
Summary of Income and Expenditure in 16/17

Summary	£m
Income	17.9
Expenditure	17.6
Surplus	0.3

Income	£m
Net rental income	13.9
Grants released	3.5
Other activities	0.5
Total	17.9

Expenditure	£m
Management	4.3
Service costs	0.6
Revenue maintenance	4.6
Depreciation of housing stock	5.5
Other activities	1.0
Loan interest	1.6
Total	17.6

Total Repairs	£m
Revenue maintenance	4.6
Capital maintenance	3.1
Total	7.7



*The surplus excludes;- (1) An exceptional pension credit of £2.6m (2) Capitalised component replacement expenditure of £3.1m (3) Expenditure on new property development

Contact us, we want your feedback!

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