

## fact file



### Our Houses

Larkfield Housing Association Limited now has 460 houses in management and provides a feu management service to 505 owner occupiers.



### Performance

We hold a "B" Performance grade from Communities Scotland Registration and Inspection which means we are an Above Average organisation.



### Waiting List

There were 119 Applicants on our list during March 2002



### Allocations

We Allocated 25 Houses during the year. £31,000 was spent on repairs to these houses. We achieved a 0.26% rent loss.



### Reactive Repairs

The Association carried out 2,038 repairs – 431 Emergencies, 764 Urgent, 600 Routine, 243 Void Houses, at a cost of £110,400. Medical Adaptations cost £13,096. 93% of all repairs were on target. There was a 100% Satisfaction level on repairs completed.



### Cyclical Maintenance

Gas Appliance Maintenance and Open Space Maintenance cost £38,000



### Major Repairs

£183,000 was spent last year on Electrical Storage Heater Renewal; Gas Central Heating and Back Boiler replacements; Controlled Entry Systems; Phase I Surface Water Drainage strategy



### Rents

These were increased by 3.2%



### Rent Arrears

We achieved -1.42% compared with the target set of 1.8%.



### Contact with the Association

We received 1,616 enquiries over the year. 152 of these were about Allocations. 381 were about Repairs 335 about Tenancy matters 748 General Enquiries



### Equality Statistics

Two jobs were advertised during the year for which all of the 14 applicants were British/European/white; none had disabilities and 8 were male and 6 female. We had 8 staff at the end of the year all of whom were British/European/white; none had disabilities and 2 were male and 6 female.

The Committee had 11 Members at the end of the year all of whom were British/European/white; 1 had a disability and 4 were male and 7 were female.

The Association had 66 Applicants on the Housing Waiting List of which 58 were British/European/white and 8 declined to give this data; 3 had a disability and 17 were male and 49 female.

# COMMITTEE AND STAFF



Scottish Federation of Housing Associations



### Inverclyde Housing Associations' Forum

The Association has continued to work with the other housing associations within the Inverclyde area on matters of common purpose. This has involved our other partners – Inverclyde Council and Communities Scotland - with whom we seek to develop solutions to housing and related matters for the benefit of the communities in this area.

## committee

### Committee Members during the year

Jim Canning Chairperson	Patricia McGill
Agnes McMillan Vice Chair	Ann Soto*
Robina McCann Secretary	Ann McCorquodale
Denis Flannery	Sandra Schiebel
Danny McMillan*	Martha Dennis*
Mary McCann	Malcolm McLellan*
Aldo Guintoli	Gordon Miller*
Caroline McMillan*	Joseph Beckley*
Colin Shannon	Donna Kane
Jenny Gallagher*	John Kane*

\* Denotes those who were not committee members as at 31 March 02



Committee and Staff

## staff

### Staff Members during the year

Jim Pollock	Director
Sheena Lawson	Finance Manager
Stewart Moffat	Senior Housing Officer (left May 01)
Lynne Griffin	Senior Housing Officer (from September 01)
Fiona McDonald	Housing Officer
Neil Gunn	Maintenance Officer (left September 01)
Raymond Boyd	Maintenance Officer (from January 02)
Maria Molloy	Housing Assistant (from October 01)
Alison McCullough	Finance Assistant
Jackie Inglis	Clerical Assistant
Alicia Murray	Clerical Assistant (left August 01)

## other key players

Bankers:	Bank of Scotland, Greenock
Funders:	Britannia Building Society, Leek, Staffordshire
Auditors:	Messrs. Baker Tilly, Glasgow
Lawyers:	Messrs Patten and Prentice, Greenock



# Larkfield

Housing Association

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Larkfield Housing Association Ltd  
Registered with Communities Scotland No. HCB 293  
Registered with the Registrar of Friendly Societies No. 2509 R (S)  
Member of Scottish Federation of Housing Associations (SFHA) and member of Employers in Voluntary Housing (EVH)

# 2001 - 2002



# Larkfield

Housing Association



Year to 31st March 2002

It gives me great pleasure to present this our Sixth Annual Report. It does not seem like a year has passed since I was elected as Chairperson and in that time I have come to appreciate the considerable amount of time and effort given by the Committee of Management. This is a big commitment from these Volunteers yet it has very substantial benefits when we all see the improvements in services being delivered to people locally. I would like to pay tribute to them for all of the hard work over the past year.



I am particularly pleased to report on an increase in the membership of the Association during the year. Last year we had 143 members – and this year 168 – and still growing. Particular thanks for this have to go to our Secretary, Robina McCann, who meets with every new tenant to welcome them to the Association. Staff remain committed to working for us and I, on behalf of the Committee of Management, would wish to thank all of them for the work that they do so ably day in and day out. There have been some changes over the year with Lynne Griffin becoming the Senior Housing Officer; Raymond Boyd joining us from Argyll and Bute Council as the Maintenance Officer and Maria Malloy returning as the Housing Assistant. A new demand on us over this period was the preparatory work towards gaining Investors In People Accreditation.

These are very challenging and exciting times in the Housing world with the publication of the Scottish Executive's Housing (Scotland) Act. The key features are the Single Social Tenancy; the extended and modified Right to Buy; Homelessness reform; the new duty to promote Tenant Participation, the conversion of

Scottish Homes to an Executive Agency of the Parliament and the introduction of a new Regulatory regime for RSLs and local authorities.

Throughout this report there will be information about what we achieved during the past year

and I hope you find the more graphic format easy to understand. Satisfaction levels have remained very high and we will work hard to ensure these are maintained.

Our fifth anniversary passed in February 2002 since we took over the houses from Scottish Homes. In that time we spent almost £3 million on Repair and Maintenance and at the same time reduced the amount of money we had to borrow by £1/2 million. We made promises and carried these through and even did better than we said we would do – not bad for a new small business.

And Finally, it has been a very full and rewarding year in which we saw considerable progress on many areas of activity with new and exciting challenges emerging. Thank you for your support over the past year in which it has been a pleasure and privilege being your Chairman.

*Jim Canning*












OUR VISIONS AND AIMS

Larkfield Housing Association provides quality housing services and aims to improve the range of affordable housing for all sectors of the community through new building, conversions or acquisitions for rent and ownership.

Larkfield Housing Association's main objectives are to:



-  Improve the range of housing within the area of operation;
-  Continue to Improve the quality of the management and maintenance services to all of our customers;
-  Consolidate tenant/resident control of and involvement in the organisation;
-  Provide accessible local offices which enable quality services to be delivered to all of our customers;
-  Contribute to meeting the needs of people living in the Inverclyde Council area, through the Association's allocations policy. and a negotiated nominations agreement;
-  Provide housing at affordable and sustainable rent levels;
-  Develop through new building and conversions other types of barrier free housing, such as for the elderly and disabled; and single people, and for those seeking low cost home ownership.
-  Adapt existing stock to meet the needs of customers;
-  Develop initiatives including Building for Sale, Low Cost Home Ownership and housing for single people;
-  Contribute to the wider action agenda on social inclusion by pursuing community and health initiatives which may result in improvement in health, employment and training opportunities within the area.



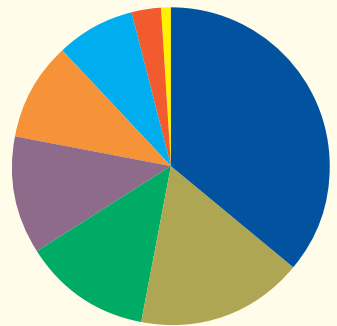
FINANCE

In the financial year ended 31st March 2002 rental income continued to be the single most important element in relation to the Associations revenue. Total income was £1.241 million, which represented 98% of revenue. Net Assets increased from £1.039 million in the year ended 31st March 2001 to £1.240 million in the year ended 31st March 2002. A rise of 19%. Fixed Assets which are mainly made up of housing properties, decreased from £6.753 million to £6.577 million at the year ended 31st March 2002. This was due to Right to Buy Sales and depreciation costs. Total expenditure for the year was £1.195 million. This included £183,214 of Major Repairs to housing properties. Among the Major Repairs undertaken during the year were central heating installations, back boiler installations, storage heater replacements and door entry systems installations.



Expenditure

- Financing Costs 36%
- Employee Costs 17%
- Major Repairs 13%
- Reactive Maintenance 12%
- Depreciation 10%
- Office Costs 8%
- Cyclical Maintenance 3%
- Property & Other Insurances 1%



5 year review

When Larkfield commenced, Communities Scotland, who were then Scottish Homes, laid down certain criteria that as a business, Larkfield had to adhere to. One of the restrictions that was placed upon the business related to repairs spend. During our five years in business Larkfield has continually been ahead of their Major Repairs spend and have spent over £1.81 million on installing new kitchens, windows, doors, central heating systems, back boilers and carbon monoxide detectors to name but a few. Our total spend on reactive day to day repairs and cyclical maintenance is over £1.02 million during the five year period. All these costs have been financed through rents.

Major Repairs & Cyclical Maintenance

- Major Repairs
- Reactive Repairs

