

## **Larkfield Housing Association Annual Report 2009**

### **Our Vision 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 homes and communities;
- ❑ Ensure our properties are fit for purpose and managed effectively;
- ❑ Improve service delivery to all our customers;
- ❑ Extend our services to more people;
- ❑ Offer innovative solutions for diverse needs;
- ❑ Ensure our resources are sufficient to deliver our objectives;
- ❑ Make a difference to people's lives by providing care and support services.

### **Chairperson's Statement**

It gives me great pleasure to present this our thirteenth Annual Report in this diary format, which I hope you find of interest and value. It has been another exciting year for the Association and we saw considerable progress on a number of areas of activity.

Larkfield Housing Association and its tenants have continued to benefit from its subsidiary status within the Link Group over the last twelve months, achieving economies of scale across a number of areas of our operations and access to expertise in wider action and regeneration, human resources and other specialist resources.

We reviewed our Tenant Participation Strategy, taking our tenant and customers views into account. As a result we made changes to our Repairs and Maintenance Policy, improving our target response times and also made changes to improve our allocations service following a review of our Allocations Policy.

We also reviewed the current methods available to our tenants for paying rent and in consultation with tenants introduced the All-Pay system which we hope has introduced greater choice and convenience for tenants in paying their rent.

We continued to expand our Wider Role activity with our partners in the Larkfield Community Safety Group and this group has continued to bring together tenants and residents to work to create a better Larkfield. We ran our sixth annual Environmental Schools Art project. Working with each of the six schools in Larkfield, the project encourages school children to develop their skills, self confidence and increase their knowledge of local environmental and social concerns.

The Larkfield Community Safety Group also held its 3rd successful summer gala day in June 2008, bringing all residents, young and old, together to enjoy the activities held on the day.

The Association has also supported pupils from the six Larkfield schools Eco Groups in their project to improve the Larkfield Community Garden. Working with the

Association in bringing improvements to the garden space, the children staged a successful clean up of the garden space and are looking at new planting and other equipment for the area.

The Association remains committed to the training and development of both its staff and committee and we were delighted to retain our status as an “Investor in People” following our recent assessment. As an organisation we are also committed to supporting charity events and through our Strawberry Tea and Christmas Card events we donated significant sums to local and national charities.

Following on from this introductory section you will find a Fact File that sets out various aspects of our performance over the past year and compares these with the previous year and thereafter extracts from the Audited Accounts for the 2008–2009 period are given. I do hope you find all of this information helpful and thank you for your continued support over the year.

**Agnes McMillan**  
Chairperson

## LARKFIELD HOUSING ASSOCIATION LIMITED

### Income and Expenditure Account For year ended 31 March 2009

	Notes	2009 £	2008 £
<b>Turnover</b>	2	1,462,707	1,381,217
Less: Operating costs	2	1,117,376	894,657
<b>Operating surplus</b>	2	345,331	486,560
Gain on sale of fixed assets		16,155	41,102
Interest receivable		11,915	16,658
Interest payable		(332,451)	(387,660)
<b>Surplus on ordinary activities before taxation</b>		40,950	156,660
Taxation on surplus on ordinary activities	5	-	-
<b>Surplus for year</b>		40,950	156,660

All activities relate to continuing activities within the year.

There are no other gains or losses in 2008 and 2009 other than the surplus as above.

## LARKFIELD HOUSING ASSOCIATION LIMITED

### Balance Sheet As at 31 March 2009

	Notes	2009 £	2008 £
<b>Tangible fixed assets</b>			
Housing properties	6	6,332,336	6,481,327
Other fixed assets	6	214,402	228,967
		<u>6,546,738</u>	<u>6,710,294</u>
Debtors	7	151,487	260,405
Cash at bank and in hand		476,471	388,727
		<u>627,958</u>	<u>649,132</u>
<b>Current Liabilities</b>			
Creditors due within one year	8	(328,457)	(373,359)
		<u>299,501</u>	<u>275,773</u>
<b>Net current assets</b>		299,501	275,773
<b>Total assets less current liabilities</b>		6,846,239	6,986,067
Creditors due after one year	9	(5,597,936)	(5,778,706)
		<u>1,248,303</u>	<u>1,207,361</u>
<b>Net assets</b>		<u>1,248,303</u>	<u>1,207,361</u>
<b>Capital and reserves</b>			
Share capital	13	86	94
Revenue reserve	15	1,248,217	1,207,267
		<u>1,248,303</u>	<u>1,207,361</u>
<b>Total shareholders' funds</b>		<u>1,248,303</u>	<u>1,207,361</u>

The financial statements were authorised for issue by the Committee of Management on 23<sup>rd</sup> June 2009 and are signed on their behalf by:

Agnes McMillan – Chairperson

Jim Canning - Secretary

## **Report of the Independent Auditors to the Members of Larkfield Housing Association Limited**

We have audited the financial statements of Larkfield Housing Association Limited for the year ended 31 March 2009 set out on pages 12 to 30. These financial statements have been prepared under the historical cost convention and the accounting policies set out on pages 15 to 16.

This report is made solely to the Association's members as a body, in accordance with Section 9 of the Friendly and Industrial and Provident Societies Act 1968. Our audit work has been undertaken so that we might state to the Association's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Association and the Association's members as a body, for our audit work, for this report, or for the opinions we have formed.

### **Respective responsibilities of the directors and auditors**

As described on page 7 the Association's Management Committee is responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Industrial and Provident Societies Act 1965 to 2002, Schedule 7 the Housing (Scotland) Act 2001, and the Registered Social Landlords Accounting Requirements (Scotland) Order 2007. We also report to you if, in our opinion, the Association has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding management remuneration and transactions with the Association is not disclosed.

We read the Management Committee Report and consider the implications for our report if we become aware of any apparent misstatements within it.

### **Basis of Opinion**

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by management in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Association's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion, we also evaluated the overall adequacy of the presentation of information in the financial statements.

## **LARKFIELD HOUSING ASSOCIATION LIMITED**

### **Report of the Independent Auditors to the Members of Larkfield Housing Association Limited**

#### **Opinion**

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the Association's affairs as at 31 March 2009 and of its results for the year then ended;
- the financial statements have been properly prepared in accordance with the Industrial and Provident Societies Acts 1965 to 2002, Schedule 7 the Housing (Scotland) Act 2001, and the Registered Social Landlords Accounting Requirements (Scotland) Order 2007;
- the information given in the Management Committee Report is consistent with the financial statements.

Scott-Moncrieff  
Chartered Accountants  
Registered Auditor  
25 Bothwell Street  
Glasgow G2 6NL

Dated: 23 June 2009

## **LARKFIELD HOUSING ASSOCIATION LIMITED**

### **Auditors' Report on Corporate Governance Matters**

#### **Corporate Governance**

In addition to our audit of the accounts, we have reviewed the Committee of Management's statement on page 8 concerning the Association's compliance with the information required by the section on Internal Financial Control within SFHA's publication "Raising Standards in Housing".

#### **Basis of Opinion**

We carried out our review having regard to Bulletin 2006/5 issued by the Auditing Practices Board. The Bulletin does not require us to review the effectiveness of the Association's procedures for ensuring compliance with the guidance notes, nor to investigate the appropriateness of the reasons given for non-compliance.

#### **Opinion**

In our opinion the statement on internal financial control on page 8 has provided the disclosures required by the section on Internal Financial Control within SFHA's publication "Raising Standards in Housing" and is consistent with the information which came to our attention as a result of our audit work on the financial statements.

Scott-Moncrieff  
Registered Auditors  
Chartered Accountants  
25 Bothwell Street  
Glasgow  
G2 6NL

Dated: 23 June 2009

**Larkfield Housing Association  
Annual Report 2009**

**FACT FILE**

	<b>2008/2009</b>	<b>2007/2008</b>
<b>Our Houses</b>	401 (8 of which were buy backs) houses in management and provide a common landscaped area management service to 547 owner occupiers.	402 (8 of which were buy backs) houses in management and provide a common landscaped area management service to 546 owner occupiers.
<b>Performance</b>	We hold a "B" Performance grade from the Scottish Government's Housing Regulation and Inspection which means we are an Above Average organisation.	We hold a "B" Performance grade from the Scottish Government's Housing Regulation and Inspection which means we are an Above Average organisation.
<b>Waiting List</b>	There were 376 Applicants on our list in March 2009	There were 327 Applicants on our list in March 2008
<b>Allocations</b>	We re-let 18 houses during the year. £24,244 was spent on repairs to these houses. We achieved a 0.15% rent loss against a target of 0.6%.	We re-let 19 houses during the year. £51,668 was spent on repairs to these houses. We achieved a 0.42% rent loss against a target of 0.6%.
<b>Reactive Repairs</b>	The Association carried out 1516 repairs – 320 Emergencies, 426 Urgent, 621 Routine, 149 Void houses, at a cost of £97,881.34. Medical Adaptations cost £21,137.49. 97.6% of all repairs were completed on target. There was a 99% Satisfaction level on repairs completed.	The Association carried out 1,267 repairs – 388 Emergencies, 860 Urgent, 583 Routine, 183 Void houses, at a cost of £97,783. Medical Adaptations cost £26,224. 99.5% of all repairs were completed on target. There was a 99% Satisfaction level on repairs completed.
<b>Cyclical Maintenance</b>	Gas Appliance Maintenance and Open Space Maintenance cost £87,229.92.	Gas Appliance Maintenance and Open Space Maintenance cost £82,769.

<b>Major Repairs</b>	£311,429 was spent on the atholl steel refurbishment, loft insulation, external upgrade works, ventilation units, wall and chimney repairs and hammer testing works.	£129,654 was spent on the atholl steel refurbishment, loft insulation, external upgrade works, ventilation units, and Electrical Rewiring contract works.
<b>Rents</b>	These were increased by 5%	These were increased by 5.4%
<b>Rent Arrears</b>	We achieved 5.31% compared with the target set of 4.0%.	We achieved 5.04% compared with the target set of 4.0%.
<b>Contact with the Association</b>	We received 13,176 enquiries over the year covering Allocations, Repairs, Tenancy matters and General Enquiries. Of these 10,250 were by telephone and 2926 at the counter.	We received 11,861 enquiries over the year covering Allocations, Repairs, Tenancy matters and General Enquiries. Of these 8,762 were by telephone and 3,099 at the counter.
<b>Correspondence</b>	We received 127 items of general correspondence within the year. We responded to 98% of the correspondence received within our target response time of 10 working days.	We received 134 items of general correspondence within the year. We responded to 84% of the correspondence received within our target response time of 10 working days.

<p><b>Neighbour Complaints</b></p>	<p>We received 27 neighbour complaints. All complaints are assessed by the Housing Officer to determine the seriousness of the case and will fall into 1 of 4 categories. Of the complaints received, 7 were assessed as being Category A, Extreme Behaviour. This category includes cases such as alleged drug dealing, unprovoked assault and violence. 1 case was assessed as Category B, Serious Anti-Social Behaviour. This category includes such cases as threatening or abusive behaviour. Frequent serious disturbance or vandalism and damage to property. 19 complaints were assessed as Category C, Nuisance cases. This category includes cases of excessive noise, family disputes affecting neighbours and control of pets and behaviour of visitors or children.</p>	<p>We received 21 neighbour complaints. All complaints are assessed by the Housing Officer to determine the seriousness of the case and will fall into 1 of 4 categories. Of the complaints received, all 21 complaints were assessed as Category C, Nuisance cases. This category includes cases of excessive noise, family disputes affecting neighbours and control of pets and behaviour of visitors or children.</p>
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<p><b>Equality Statistics</b></p>	<p>1 permanent job was advertised during the year for which there were 16 applicants: 14 applicants were Scottish/white, 1 White/other white background, 1 Other British/white; none of the applicants had disabilities and all 16 applicants were female.</p> <p>We had 10 staff at the end of the year, 9 of whom were Scottish/white and 1 was Irish/white ; none had disabilities and 2 were male and 8 female.</p> <p>The Committee had 11 Members at the end of the year, 9 of whom were Scottish/white, 1 was Irish/white and 1 was Black/African; 2 had a disability and 5 were male and 6 were female.</p>	<p>4 permanent jobs were advertised during the year for which there were 54 applicants: 50 applicants were Scottish/white, 1 Irish/white, 1 Other British/white, 1 Bangladeshi/white and 1 was African/minority ethnic background; three of the applicants had disabilities and 23 were male and 31 female</p> <p>We had 9 staff at the end of the year, 8 of whom were Scottish/white and 1 was Irish/white ; none had disabilities and 2 were male and 7 female.</p> <p>The Committee had 13 Members at the end of the year, 11 of whom were Scottish/white, 1 was Irish/white and 1 was Black/African; 1 had a disability and 6 were male and 7 were female.</p>
<p><b>Equality Statistics</b></p>	<p>The Association had 376 Applicants on the Housing Waiting List of which 6 were British/white; 209 were Scottish/white, 3 other white ethnic background, 1 Asian, 1 Asian/Indian, 21 other ethnic background and 135 declined to give this data; 47 had a disability and 114 were male and 262 female.</p>	<p>The Association had 327 Applicants on the Housing Waiting List of which 10 were British/white; 235 were Scottish/white, 4 other white ethnic background, 1 Asian, 1 African/black, 1 other ethnic background and 75 declined to give this data; 30 had a disability and 137 were male and 190 female.</p>

## **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 the Scottish Government – with whom we seek to develop solutions to housing and related matters for the benefit of the communities in this area.

### **Other Key Players.**

Bankers: Bank of Scotland, Greenock  
Funders: Britannia Building Society, Staffordshire  
Auditors: Scott Moncrieff Chartered Accountants  
Solicitors: Patten and Prentice, Greenock

### **Committee Members during the year**

Agnes McMillan Chairperson  
Elizabeth Bradley Vice Chair  
Jim Canning Secretary  
Margaret Bell  
Danny McMillan  
Ernest Mukumba  
Allan McIntyre  
Marion Jones  
Gordon Ritchie  
Sharon Bannister  
Margaret Grant

### **Staff Members during the year**

Lynne Griffin Area Manager  
Martin McKendrick Assistant Area Manager  
Kevin Conneely Technical Officer  
Sharon Rowatt Housing Officer  
Tony Smith Maintenance Officer (to September 2008)  
Carine Collard Maintenance Officer (from October 2008)  
Alison Burke Finance Assistant  
Maria Durning Housing Assistant  
Jackie Inglis Housing Assistant  
Tricia O'Connor Clerical Assistant  
Cathy Logan Office Cleaner (to February 2009)  
Marie Govan Office Cleaner (from March 2009)

