

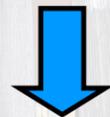
WGHC's Committee of Management are our Board of Directors

As at 31st March 2020, there were 9 fully elected Committee Members and 2 co-opted Members:

Lorna Brown (Chairperson)
Fiona Marshall (Vice Chair)
Marilyn Dickson (Treasurer)
George Thomson
Elizabeth Robertson
Joe Moir
Jon Douglas
Donna Anderson
George Nicol
Pat Cordiner
Wendy Riordan

All 11 Committee Members are volunteers who give up their own time to give back to the Community. Without their invaluable contribution, there would be no Co-op.

We are looking for new Committee Members. To find out how to join read below.



GET INVOLVED!

We are looking for new Committee Members. Are you interested?

Our board of directors is called the "Committee of Management". Unlike most social landlords all our committee members are tenants. We need an active committee to remain independent and viable. Without it local control would be lost.

There are usually 10 meetings per year, at 7pm on the second Wednesday of the month (except January and July).

To stand for election you have to be a member of the Co-operative. With joint members, only

the first named member is eligible. There are a few things which can make people ineligible such as bankruptcy, debt or unspent convictions.

You need to get another member to nominate you. A nomination form has been sent out with this report. If you want to have a chat about it please contact Larke Adger on 0131 551 5035. As well as being CEO, Larke is also the Company Secretary. Please note, that whilst it is very rare, if there are more candidates than spaces there will be an election at the AGM.



Fill out Form

Completed Nomination forms must be returned to WGHC by Tuesday 25th August 2020.

West Granton Housing Co-operative Limited is a fully mutual co-operative housing association registered as a social landlord with the Scottish Housing Regulator (HAC 225); and is a registered society under the Co-operative and Community Benefit Societies Act 2014 (2357 RS).

West Granton
Housing Co-op
sustaining and championing the co-operative way

ANNUAL REPORT 2019-20

WGHC has a stock of 372 properties.

WGHC is a community based landlord

WGHC is a tenant governed social landlord

Key Moments & Staffing Changes in the Business Year 2019-20

- ◆ Larke Adger (CEO) was elected Chairperson of ARCHIE (*the Alliance of Registered Co-operatives and Housing Associations in Edinburgh*). 
- ◆ WGHC employed a permanent new Housing Assistant (Sheena Farrell) and Housing Officer (Lorraine Gahagan) and promoted Louise Anger to post of Housing Officer.
- ◆ As required by law, WGHC also employed the services of an independent Data Protection Officer as GDPR and the Freedom of Information (Scotland) Act comes in to effect.
- ◆ WGHC joint works with the Glasgow Centre for Inclusive Living on an Equalities Framework for tenants and the organisation.
- ◆ WGHC achieved Cyber Essentials accreditation.
- ◆ WGHC made a surplus of £199,848 after taxation which is to be re-invested into its existing stock and services for the benefit of its tenants, repay loans and cover operating costs.
- ◆ WGHC replaced external doors and windows in 141 properties.
- ◆ WGHC donated to many organisations in the local community including the Pilton Youth and Children's Club, the H.O.P.E Club at the West Pilton Neighbourhood Centre and Adult Art Classes at the Prentice Centre.
- ◆ WGHC Office and Parks close to the public on 30th March 2020 and staff begin homeworking as the COVID-19 pandemic reaches Scotland and the rest of the UK.



WGHC's 30th VIRTUAL AGM

Wednesday

2nd

September

2020

Join us at 7pm
by ZOOM

The Chairperson's Report 2020



"I am delighted to report to you in my fifth year as Chairperson."

Lorna Brown
Chairperson &
Founder member

My report is mainly focussed on the period April 2019 to March 2020. But first, I would like to acknowledge the unprecedented situation we all find ourselves in with the global pandemic and COVID-19. This pandemic has re-written the way that we interact and the ways in which we go about our daily lives. It is at times like these that building resilience, enhancing communication, encouraging adaptability, problem solving and tenacity are even more essential. As a Co-operative and close community, we will be striving to do that more than ever.

We are here, as ever, to support and help you as much as we can. I can't recall a time when working together has been more important. My thoughts are with all those who have been impacted by the COVID-19 virus to date and those who may be affected in the coming weeks and months. I know I speak on behalf of all the Committee in sending you all our very best wishes to you and your families and hope you all remain safe and well.

And so to the business of 2019-20. Once again it was a very busy year for the Co-op. We started the period on a positive note which brought Committee together to attend a Strategy Away Day. At this event, we agreed on a new mission statement for WGHC: "Sustaining and Championing the Co-operative Way". We identified new organisational values in which our "Tenants are paramount in everything we do". We discussed the Co-op's priorities for the next year, carried out a review of our Risk Register and agreed on the content for our next Business Plan 2020-2023. A copy of which can be found on our website at www.westgrantonhousing.coop

Of course, nothing would be possible if WGHC was not run on an efficient and effective basis. I am therefore pleased to report that our organisation remains financially stable. After investing in new external doors and windows for 141 properties, WGHC made a surplus, after taxation of £199,848 and as at 31st March 2020 the cash in the bank was £1,605,803 which demonstrates there are plenty of cash reserves. As a not for profit organisation, we must reinvest our surpluses back into the Co-op. Our external Auditors, Alexander Sloan, identified no areas of financial concern.

During the period 2019-20 we experienced a turnover of 23 properties, 2 mutual exchanges and 1 assignation of tenancy. We carried out 8 medical adaptations in tenants' homes to help improve their quality of life and to ensure their homes remained suitable for their needs.

In the year, we carried out 1,115 repairs and 100% of tenants surveyed said they were satisfied with the Maintenance Repairs Service.

In October 2019, WGHC submitted its first Annual Assurance Statement to the Scottish Housing Regulator (SHR). This statement must provide assurance to the SHR that WGHC complies with their Regulatory Framework. The statement has to be signed off by me as Chairperson, but only after the Committee have agreed that WGHC is compliant. The work that goes into the Assurance Statement is an ongoing, all year round piece of work and the statement must now be submitted every year. The SHR use the Assurance Statement as part of their risk assessment for each social landlord before deciding on their annual engagement plan.

I would like to thank our staff for their outstanding work whose efforts have made 2019-20 another successful year for the Co-op. I would also like to thank my colleagues on the board, our Committee of Management, without them the Co-op would not exist. They don't do it to be recognised- they do it because they have a strong sense of giving something back and making a difference. That is what being a Co-op is all about and I remain proud to be part of it.

Finally, as I am in my fifth year as Chairperson the rules require me to stand down before the next AGM in September 2020. I wish my successor well, whoever she or he may be, and I offer to you my continued commitment and support to the Co-op.

FINANCE

Headline Results

Our financial statements for the year April 2019 to March 2020 were audited by Alexander Sloan, Chartered Accountants. The Auditors did not identify any problems during the course of their audit. They will report on the audit at the AGM.

The financial statements can be found on our website www.westgrantonhousing.coop or you can get a hard copy from the office on request.

Following a successful tenant consultation, rents increased by 2% in April 2019.

The Operating Surplus was £199,848 after taxation. Cash balances as at 31st March 2020 were strong at £1,605,803. The

Statement of Financial Position remains strong with net assets having increased by £436,849 over the year. Net assets are the value of total assets less liabilities. These have increased as a result of the investment in housing properties, offset by the movements in debtors and creditors.

As a percentage of the rent due the gross arrears were 1.36% (2019, 1.31%). This increase was mainly due to a timing issue of rent receipts as the year end was on a Tuesday (midweek). However, despite this increase WGHC continues to have very low rent arrears compared to most other social landlords for whom the last published gross arrears figures was 5.4% of annual income.

Interest cover remains exceptionally strong at 567% as at 31st March 2020.

Overall, the financial position of the Co-op remains strong.

Our Performance

How did we do?

The Annual Landlord Report on the Charter giving full details of our performance over 2019-20 will be sent out to all tenants by the end of this calendar year.

For the purposes of this report some of the key performance results are summarised here:

- * **100% of anti-social behaviour cases were resolved in the agreed time timescale of 20 working days.**
- * **100% of tenants said they were satisfied that WGHC kept them informed about their services and decisions.**
- * **We carried out 138 emergency repairs in the year and it took us, on average, 2.2 hours to complete the repair.**
- * **100% of our properties had their annual gas safety check completed within 12 months.**
- * **We received 27 complaints in the year and upheld 19 of them.**

- * **We had 1 tenancy abandonment and 0 evictions.**
- * **We relet 23 properties and it took us an average of 27.7 days to relet a property. This is a slight improvement on the previous year's figure of 29 days.**
- * **100% of tenants said they felt satisfied the rent for their home represents good value for money.**
- * **98.6% of reactive repairs were carried out first time in the year.**
- * **100% of tenants who had a repair carried out in the year, said they were satisfied with the Repairs & Maintenance Service**
- * **We carried out 8 medical adaptations in individual properties and they took 13.38 days, on average, to complete. This is a marked improvement from the 26.2 days in the previous year 2018-19.**