

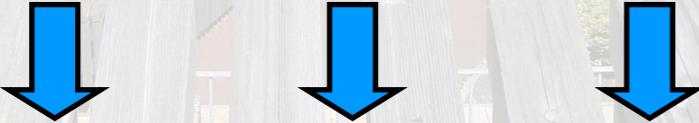
## WGHC's Committee of Management are our Board of Directors

There are currently 9 fully elected Committee Members

Colin Fraser (Chairperson)  
George Thomson (Vice Chair)  
Jim Hemphill (2nd Vice Chair)  
Elizabeth Robertson  
Donna Anderson  
Amanda Aitchison  
Stacey Powch-Scott  
George Nicol  
Joe Moir

All 9 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 11 meetings per year, at 6.30pm on the third Wednesday of the month (except January).

To stand for election at the AGM 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 unspent convictions.

Following the AGM, should any Member wish to join the Committee, they may apply as a Casual Vacancy. This means they can serve on the Committee but must step down before the next AGM.

If you want to know or just have an informal chat please contact Larke Adger or David Mills on 0131 551 5035.



Larke Adger  
CEO



David Mills  
Chief Operating Officer

# ANNUAL REPORT 2022



Our tenants are paramount in everything we do



## Annual General Meeting 6.30pm

Monday 5th September 2022  
Prentice Centre

Raffle Prize Draw  
£250  
£100  
£50

We need at least 37 Members to attend this year to allow the meeting to take place.  
Please support your Co-op & attend.

All members are asked to attend.  
It's only 1 hour out of your year!  
Please support your Co-op

## WGHC Mission Statement

Our tenants are paramount in everything we do

## Our Core Values

\*Customer Service

\*Consistency

\*Learning

# The Chairperson's Report 2022



*"In my first year as Chairperson, it is a privilege to report to you our performance over the past 12 months."*

**Colin Fraser  
Chairperson**

This annual statement covers the reporting period 2021-22.

The Committee of Management have always put tenants first when it comes to their decision making. This heavily influenced their decision for our new mission statement for WGHC introduced in February 2022:

**"Our Tenants are paramount in everything we do"**

The pandemic has dominated most of our day to day lives over the past couple of years and 2021-22 continued to present us all with many challenges as the World slowly came out of lockdown and Brexit finally came to be.

Despite the many changes brought about by these events, WGHC continued to operate on site with staff working from the office. We had 2 long term staff absences and we only had another 2 staff on short term sick leave due to Covid.

Committee Members demonstrated real resilience and commitment by attending 11 meetings in addition to 5 separate training workshops on Governance and Finance and a Strategy Away Day. Their primary focus being to improve in the areas of governance and self-development to ensure they are performing the best they can to ensure their decision making results in the best outcomes for tenants.

Following a successful rent consultation, Committee approved a rent increase of 0.7%. Our gross rent arrears remained low at 1.27% compared with the national average of 4.3% for all Scottish housing associations.

WGHC restructured its Senior Management

Team with the Governance & Compliance Manager being upgraded to EVH Grade 9 to the organisation's Chief Operating Officer, following a formal EVH job-re-evaluation and Committee approval. Alongside the CEO, these posts now form the Executive Team.

WGHC is a member of ARCHIE (Alliance of Registered housing co-operatives and Housing Associations Independent in Edinburgh). WGHC's CEO, Larke Adger, remains the appointed Chair for 2 years running. Within the period, ARCHIE collaboratively applied for and received funding from the Scottish Government's Community Recovery Fund which meant that WGHC were able to offer a £30 fuel payment to each tenant. This funding also meant that WGHC were able to make up 50 energy saving bags for tenants, alongside 25 Chromebooks and 10 PCs to assist with digital inclusion.

Additionally, WGHC increased its funding to its own Tenancy Sustainment Fund and introduced its own Fuel Assistance Fund to provide financial assistance to those tenants struggling with increasing living and fuel costs. A New Tenancy Fuel Initiative was also approved by Committee whereby all tenants signing a new tenancy agreement (whether existing or new) receive £50 credit on their utility account.

In accordance with statutory requirements, WGHC adopted the Scottish Public Services Ombudsman's revised model Complaints Policy. We also commissioned an independent company to carry out our mandatory large scale Tenant Satisfaction Survey. The results were very impressive and we remain one of the few landlords within Scotland to maintain such high levels of tenant satisfaction. A big thank you to the 200 tenants who took part.

As my statement draws to a close, the work at WGHC is ongoing. We are moving forward and looking to continue to improve our services for tenants with the introduction of our 3 new core values of Customer Services, Consistency & Learning.

None of this would be possible without our dedicated Committee Members and Staff. I would personally like to thank them for their continuing hard work. The Committee are unpaid volunteers who give up their free time to work towards a common goal: improving the Co-operative for tenants. It is a genuine pleasure and privilege to serve alongside them.

## FINANCE

### Headline Results

Our financial statements for the year April 2021 to March 2022 were audited by Chiene & Tait Chartered Accountants. The Auditors did not identify any problems and will report on the audit at the AGM.

The financial statements can be found on our website [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)

Following a successful tenant consultation, rents increased by 4% in April 2022. Cash and bank deposits at 31 March 2022 were £1,371,529 (2021: £1,821,346).

Interest receivable from our deposit accounts is slightly less than last year (£3,500 in 2022: £4,745 in 2021). This is due to less cash being held on deposit as well as lower than anticipated interest rates. The Operating Surplus was £101,184 after taxation.

The Statement of Financial Position remains strong with net assets having increased by £292,184 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 1.27% (2021, 1.29%). WGHC continues to have very low rent arrears compared to most other social landlords for whom the last published gross arrears figures was 4.2% of annual income. Bad Debts written off in the year were £729 compared to £11 the previous year.

Revenue increased by 1.09% compared with last year (2021, 0.85%). Interest cover remains strong at 440 % as at 31st March 2022 (2021, 340%).

## Our Performance



The Annual Landlord Report on the Charter giving full details of our performance will be sent out to all tenants by the end October this year. For the purposes of this report some of the key performance results are summarised here:

- \* **99.5% of tenants said they were satisfied that WGHC kept them informed about their services and decisions.**
- \* **97.5% of tenants said they felt the rent for their home represents good value for money.**
- \* **We carried out 123 emergency repairs in the year and it took us, on average, 2 hours & 11 minutes to complete the repair.**
- \* **100% of annual gas safety checks were carried out within the year.**
- \* **73% of anti-social behaviour cases were resolved within the agreed timescales of 20 working days.**
- \* **We received 21 complaints in the year. We resolved 8; upheld 10; 3 were not upheld.**
- \* **We had 0 evictions.**
- \* **We relet 26 properties and it took us an average of 30.85 days to relet a property (a new benchmark of 21 days has now been put in place).**
- \* **We carried out 12 medical adaptation and it took 7.08 days to complete.**
- \* **As at 31st March 2022 we had 50 properties still to have electrical checks. These were all completed by May 2022.**