

# Loreburn

Housing Association

Annual Report  
2020/2021

## Creating Great Places to Live





# Welcome

## to our Annual Report to Tenants 2020/21



### About the Report

The report provides information on how Loreburn has performed during the financial year 2020/21 against the Scottish Social Housing Charter. The Scottish Social Housing Charter sets the standards and objectives which all social landlords must aim for. The report allows you to compare our performance against the previous year and against the Scottish average. We would welcome your feedback on the format - whether you would like to see more, less or whether the content is just right. Please get in touch in any of the usual ways.

You can find out more about the Scottish Social Housing Charter and how our performance compares against others by visiting the Scottish Housing Regulator's website [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

Thank you for taking the time to read our Annual Report to Tenants. During 2020/21 the country was in the grip of Covid-19, a period of unprecedented change and a challenging operating context. Like many organisations, we faced significant additional costs, pressures, and changes to working practices, but we have still been able to achieve a great deal against that challenging backdrop.

Two years into our strategic plan we are starting to see a positive impact on service delivery. Our new operating model, with a commitment to increased front line visibility, is moving us towards the exceptional customer experience we aspire to. Improvements are evident by the drop in the number of complaints received when compared to previous years, with complaints being at a three year low. Our focus on maintaining quality and cost remains a key focus across the business as we continue to benchmark against other registered social landlords and identify good practices. A key area of focus remains affordable rents. Our continued focus on productivity and cost will help us deliver value for money for our customers to keep rents affordable. We continue to improve productivity and reduce inefficiencies wherever we can and will retain this focus as we progress through the year and beyond.

This year we have more proactively engaged with customers regarding improvements through our Tenants Scrutiny Group including the remodelling of our operating model. The Hub, Home and Roam model which allows us to be more community based, was approved by the Management Committee in January 2021 with strong support from customers with over 94% of respondents supporting a permanent move to community-based service delivery. A significant number, 120 customers, expressed an interest in working with us to reshape our operating model. By engaging with customers in this way we can better understand what is important as we continue to shape personalised, community-based housing services. Our personalised approach was strongly evident in our response to the Covid-19 crisis with many colleagues seconded to our vulnerable customer telephone support team. A customer support fund was quickly established and received many applications for assistance as the pandemic started to impact income levels.

Rent collection levels remained stable during the pandemic. Our approach during the crisis reflects our housing restructure and culture shift with the customer truly at the heart of a community based personalised housing offer. The passion and commitment of our people were strongly demonstrated this year with their response to the pandemic which brought out the very best in colleagues. Our In-House Repairs Team delivered prescriptions, food, and support to customers, often in their own time going beyond the requirements of their day job. We invested heavily in extensive PPE, carried out full risk assessments, and offered increased support to ensure our repairs colleagues felt supported and valued. And in turn, that you as customers felt safe and protected. Working during a period of significantly high personal risk did not

dampen their enthusiasm and their commitment never wavered. We were all delighted when they were nominated, and won, Team of the Year at our first digital event and there was so much pride as they collected their award at our staff awards ceremony.

Again, this year, performance continues to improve in many areas. The percentage of tenants satisfied with the opportunities to participate has shot up by 26% as we engage more proactively with customers. The percentage of tenants satisfied with their new homes has also increased which is possibly a reflection of our improved repairs service with non-emergency repairs time reduced by an incredible 10 days dropping from 15 days in 2019/20 to an average of 5 days now. With our commitment to energy-efficient homes, we are pleased 100% of our homes now have a valid energy performance certificate which will help us target investment and improve energy efficiency. Perhaps most importantly, the percentage of tenants who think our rent represents good value for money has risen by 6.25% to over 82%. We are most certainly moving in the right direction.

We now look forward to the next three years of our strategic plan. When we devised our 'Creating GREAT Place to Live' strategic plan we could never have imagined it would be delivered during a global pandemic. It certainly was not part of our corporate risk scenario planning, however, our experience this year has reinforced the importance of cost efficiency, value for money and service quality. Effective management of resources has never been more important, and we are proud that we used this opportunity to reshape how we will approach service delivery in the future.

There is no doubt, the last few years have not been easy, we have had to make significant changes to meet the aspirations and expectations of customers, and we feel we now have the right balance of focus, energy, and commitment to drive change and innovate to deliver continued improvements.

We thank you all for continuing to support Loreburn and choosing us as your landlord. Overall, this has been another successful year and we look to the future with confidence.

*Lorraine*

Lorraine Usher,  
Chief Executive



*Russell Brown*

Russell Brown, Convener





# What a year it's been...

As we adapted to the pandemic, it was never more important for us to ensure that those hardest hit by the Covid 19 pandemic had our support whilst we continued to maintain our range of services wherever possible. Our teams worked harder than ever to provide support wherever and however it was needed.



Over

1,000

welfare calls each month to offer support during lockdowns and the pandemic.



£50,000

set aside for a dedicated emergency Customer Support Fund, launched March 2020.



Assisted Over

158

households assisted to gain access to other support services.



“ I received a good starter pack with all the essentials to start up in a new tenancy. ”

“ Assistance provided was extremely useful, we wouldn't have managed without you, especially when we were isolating because my son had Covid. The food parcel was brilliant and we really appreciated the meter top your response was super fast. ”



In spite of the unprecedented times we all faced during 2020 and into 2021, we were still able to make a positive difference to our tenants and communities. The collective efforts of everyone at Loreburn during the pandemic highlighted the dedication of our teams and our resilience as a business and workforce. Here's just some of the many highlights...

- Extended our **GREAT Start** furnishing initiative to the West of the Region
- Introduced our **GREAT Goodbye** across the entire region
- Appointed an Employability Key Worker
- Continued to provide Modern Apprentice roles and employment opportunities for local young people through the Kickstart scheme
- Provided books to children under 5 living in a Loreburn home funded through our Dolly Parton Imagination Library initiative
- Together with our development partners, delivered a range of community benefits including local employment opportunities and donations to a local school

“ My husband and daughter’s asthma has improved since moving into a Passivhaus home. They rarely use inhalers now and my daughter hasn’t needed to be admitted to hospital. ”



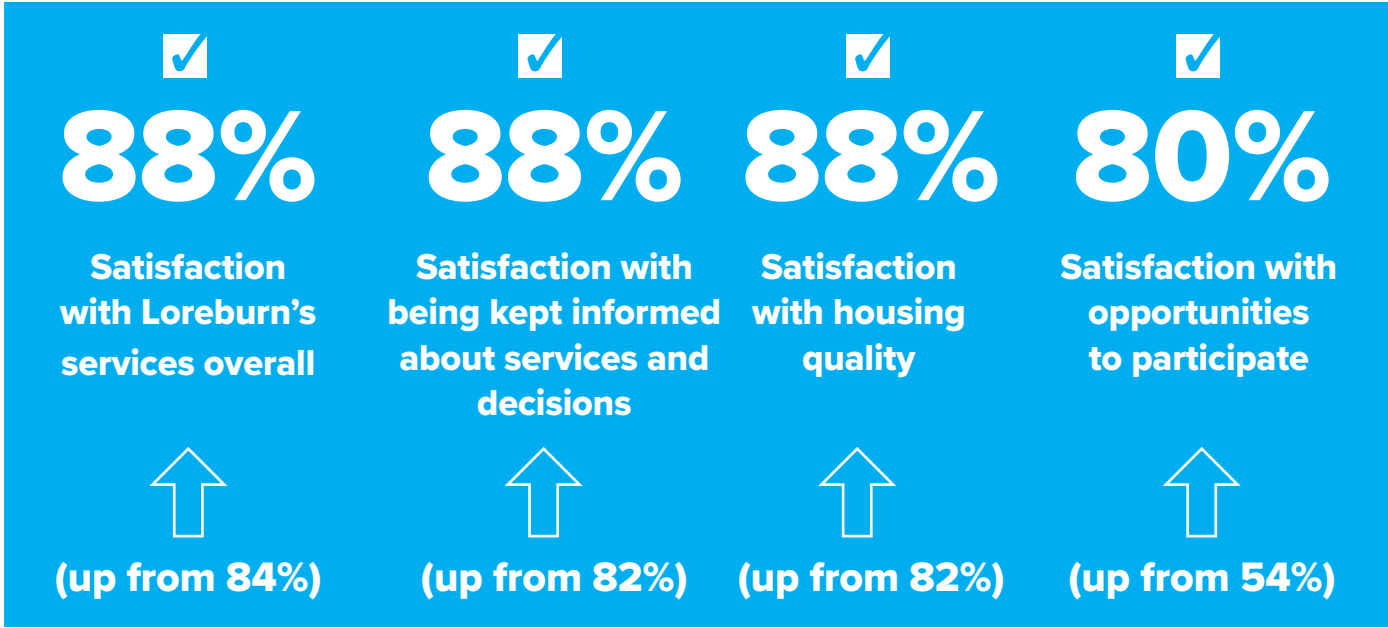
The review and restructure of our housing service resulted in a more localised and personal offer...

- Services made more accessible in local communities by the formation of our new Community Teams
- All tenants having direct access to their own Neighbourhood Officer
- Customer Contact points set up across the region offering local face to face contact



“ The same services are provided at home, a more personal service now than before. ”

...and our Customer Survey 2020 offered further insight into how you think we’re doing...



But there’s still more to do



# Our Pledges for 2021/22



- As we make our way through 2021 with some degree of uncertainty, we remain steadfast in our promises. In the next year, we will focus our attention on some key priorities, including -
- **Meeting commitments made during the rent consultation, including**
    - improving cavity wall insulation in 600 of our homes through the delivery of a £1.2 million grant funded investment programme, helping to reduce heat loss and lower fuel bills
    - investing a further £1.4 million in a range of other upgrades to homes
  - **Delivering a first-class repairs service that's responsive and high quality**
  - **Improving your customer experience whenever you deal with us or access services**
  - **Improving our communications with you**
  - **Strengthening your influence and input into our activities**
  - **Continuing our investment into homes and communities through our planned maintenance programmes and community led service delivery**
  - **Developing affordable new homes with ambitious targets to reduce the 'cost in use' of new homes**

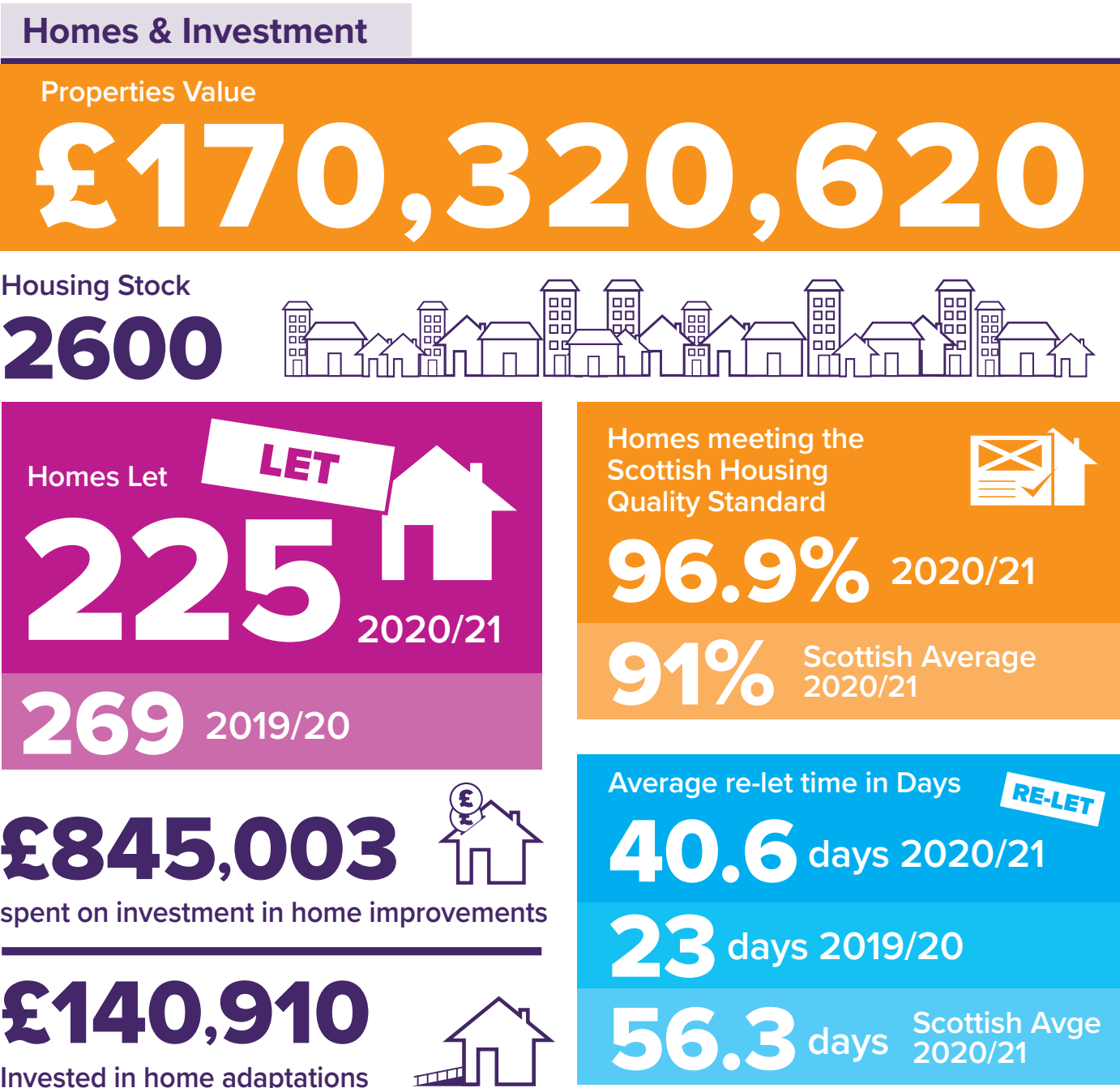


# The Year at a glance

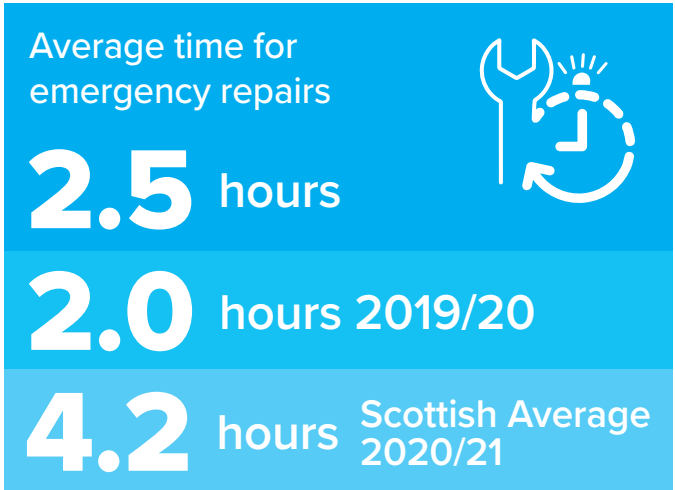
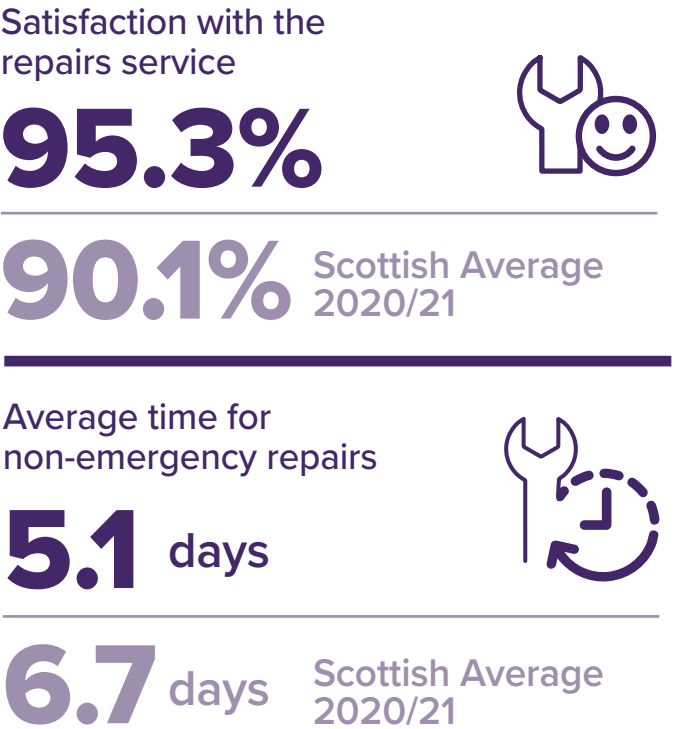
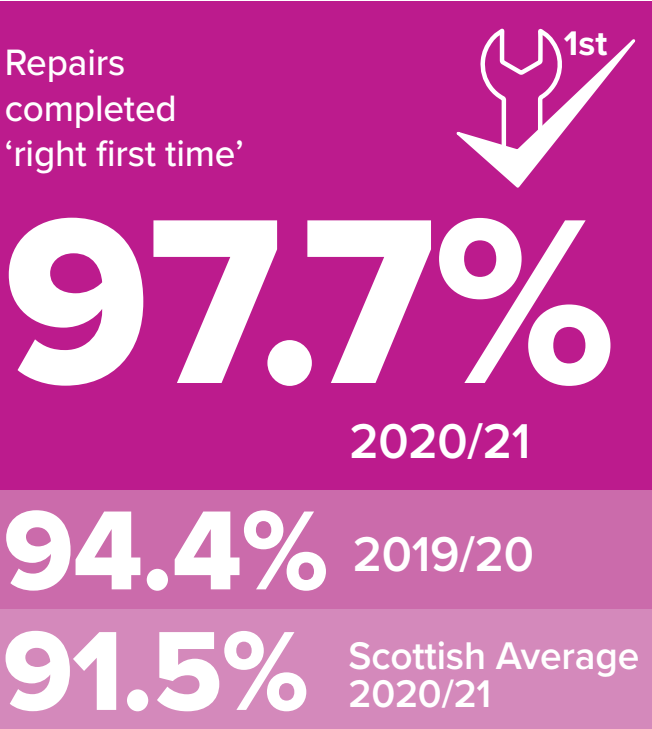
## Performance in 2020/21

The impact of the pandemic affected performance in some areas: our consistent performance in achieving 100% of gas safety certifications dipped due to the difficulties in gaining access. However, safety is always a priority and by June 2021, we were back to 100% compliance.

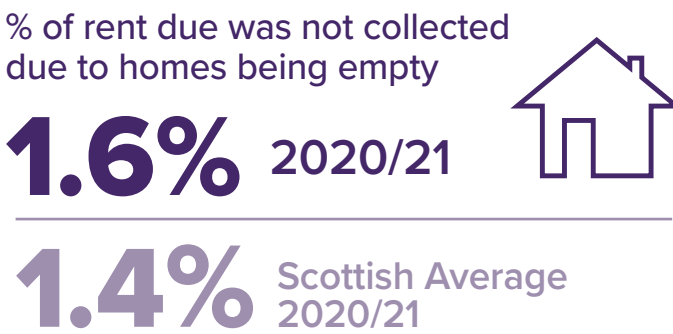
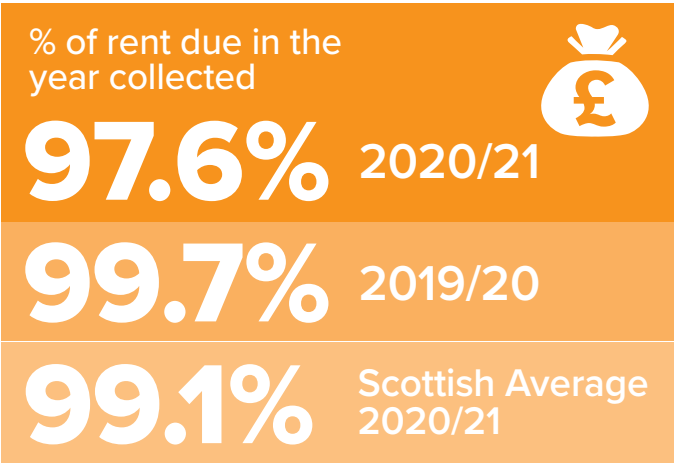
Rent lost through empty homes was also adversely impacted - 1.58% of our anticipated income from rents was lost due to homes being empty. That's £193,409 in cash terms. Whilst the pandemic certainly contributed to this loss, we have also looked at how we can improve our internal processes to ensure the turnover of homes is efficient and as swift as it can be, while still ensuring a consistent and high standard for new tenants moving in. One of the innovations we have introduced is the 'GREAT Goodbye' incentive to anyone leaving their tenancy. The initiative contributes to reduced turnaround times and lowers costs for Loreburn in bringing homes up to an acceptable letting standard. The following pages provide further detail about our performance across all areas. We also take a look at how this has compared to the previous year and to the Scottish Average.



Safe & Healthy Homes



Rent Collection & Value for Money





Improving our Neighbourhoods

**163**  
anti social behaviour  
cases reported



**93.9%**  
of reported anti-social  
behaviour cases resolved



**94.4%** Scottish Average  
2020/21

**100%**  
satisfaction with the  
outcome of all reported  
anti-social behaviour



Learning & Improving

complaints received

**245** 2020/21


**384** 2019/20



**100%**  
of stage 1 complaints  
responded to within target timescales  
(an average of 2.62 days)



**92%**  
of stage 2 complaints  
responded to within target timescales  
(an average of 8.92 days)



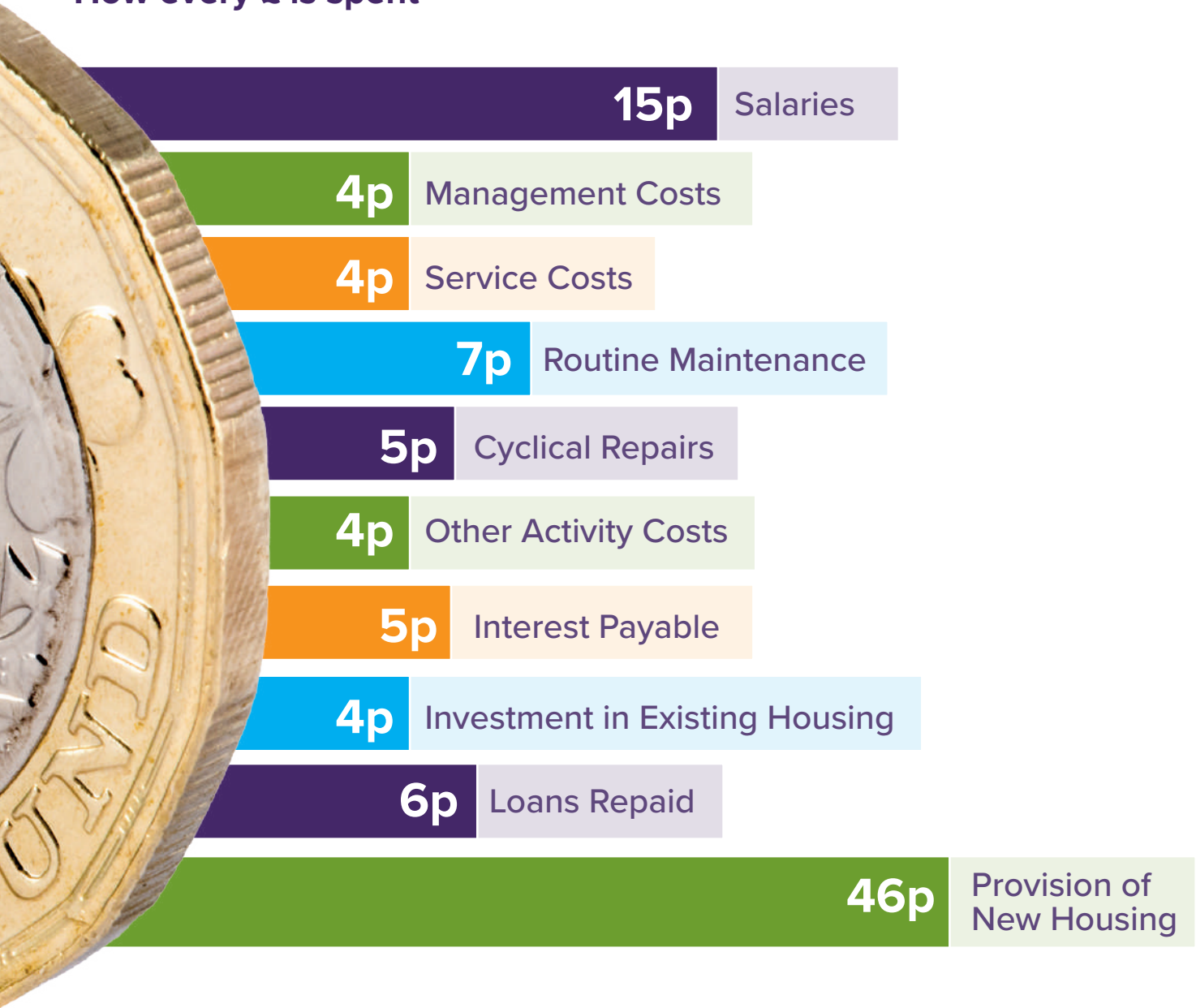
**“** It is a good idea to have  
regular visits from our  
community officer as we will be  
able to put forward our ideas  
and problems in our area.  
**”**





# Financial Healthcheck

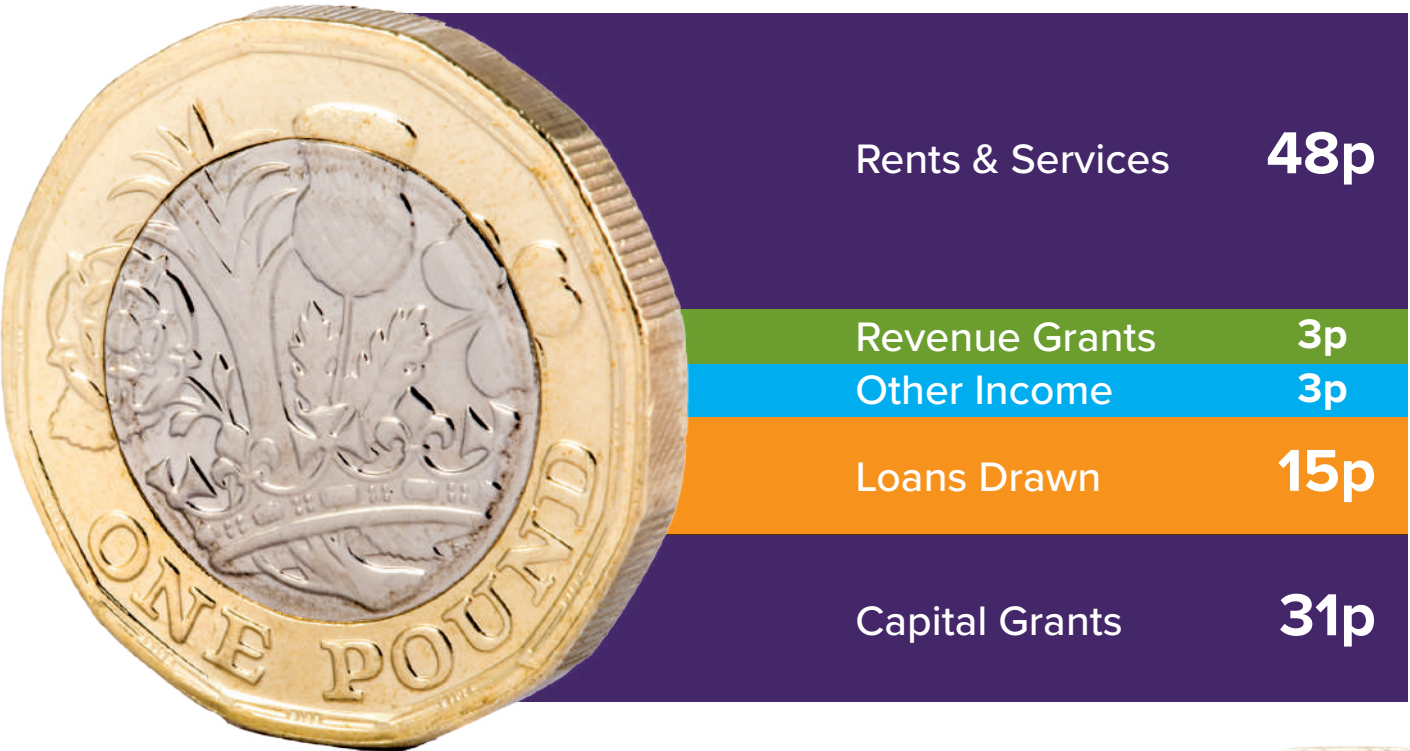
## How every £ is spent



## Total cost per home



## Where every £ came from



	2021 £000	2020 £000
Turnover	14,282	13,439
Less: Operating Costs	12,057	12,031
Operating Surplus	2,226	1,408
Gain/(Loss) on Sale of Fixed Assets	24	79
Interest Receivable & Other Income	39	55
Gift Aid from Subsidiary Company	-	100
Interest Payable and similar Charges	(1,216)	(1,158)
Surplus	1,073	484
Pension Movements	(1,536)	2,451
TOTAL COMPREHENSIVE INCOME	(463)	2,935





## Future Editions of Loreburn Living Newsletter

In the Spring/Summer 2021 edition of Loreburn Living we asked for your comments about proposals to provide future editions electronically. Following a period of consultation and your support for this approach, future editions will be sent via email and made available online on the website and Facebook. If you'd still like a printed copy, please let us know - we'll continue to provide copies upon request and printed versions will be available in all of our Later Living developments.



**Contact us in any of the usual ways or via your dedicated Neighbourhood Officer for all tenancy related matters.**

General Enquiries: **01387 321300**

Repairs Line: **01387 321400**

Emergency Out of Hours Line: **01387 321300**

Web: **[www.loreburn.org.uk](http://www.loreburn.org.uk)**

Email: **[customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk)**

*Creating Great Places to Live*

<... Stay connected ...>



**@loreburnhousing**



**@LoreburnHA**