



**FAIRFIELD HOUSING CO-OPERATIVE**  
**TENANTS REPORT 2016-2017**

# Chairpersons Welcome

It has been an immensely enjoyable and exciting first year for me as Chairperson of Fairfield. This year we have focused on enhancing the services we provide to you, our tenants, and it will continue to be our main priority for the forthcoming year. We are keen to increase involvement with our communities and will be working on developing informal tenant groups and increasing tenant participation. It is extremely pleasing for everyone involved with the co-op that the tenants which live in our homes are very satisfied with the services we provide and this is evident through the increasing overall satisfaction levels with both Fairfield as your landlord and in the ways in which we deliver services to you.

On behalf of the whole Committee I would like to say a big thank you to Joyce Holyer who stood down from our Management

Committee after 17 years of service. Joyce was a committed and enthusiastic Committee member and we will all miss her input. Congratulations also to Alice McGuire who received the EVH Long Service Award in June at a ceremony in Glasgow. Alice has dedicated over 29 years to the Management Committee as well as being active throughout the community and her commitment to the area was deservedly recognised with this award. I would also like to welcome Carol Vernon and Helen Dobbie onto the Committee and I am sure they will be valuable assets.

Next year is a milestone year for us as we celebrate our 30th anniversary and we will be holding various events through the year to celebrate some of the past achievements and to look forward to another successful 30 years. It's going to be another busy year for the co-op providing various employment

opportunities for young people, maintaining and improving your homes and further ongoing development of new homes within the City Centre and Muirton area.

I hope you find this tenants report interesting and informative and if you want to find out more about our performance, the co-op in general or how you could contribute to Fairfield we would be delighted to hear from you.

**Warmest Regards**  
**Rena**

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## Introduction

We are now in the fourth year of the reporting on the Scottish Housing Charter and have improved again in almost all areas. This report takes a format which has proven popular with tenants in providing you with relevant information in an easy to follow format.

### INDICATORS



How Fairfield Performed



Scottish Social Landlord Average Performance



How results compare to previous year



# Key Activities for 2017/18

## New and Forthcoming Developments

- Muirton Phase 8 - work by Urban Union commenced in 2017 and will be completed in summer 2018. There will be a mix of family homes and bungalows.
- Canal Street – a city centre development comprising of 32 one and two bedroom flats, due for completion late November 2017.
- Bridge of Earn – development of one bedroom cottage type properties and two bedroom terrace properties by Ogilvie due for completion summer 2018.
- Bertha Park – 51 new homes due for completion late Summer 2019 developers are Springfield Homes.

## Housing Management

- Assistance to tenants in the roll out of Universal Credit, reviewing staffing levels to deal with this challenge.
- Review of Estate Management services.

## Housing Maintenance

- Review of repair appointments system with increase of appointment slots.
- Introduction of text messaging reminder service for repair appointments.
- Continuation of Capital Maintenance Programme.

## Tenant Participation

- Review of Social Media methods in engaging with customers and tenants.
- Development of an informal resident's panel.
- Training and Development programme for Committee Members.

## Community Benefit

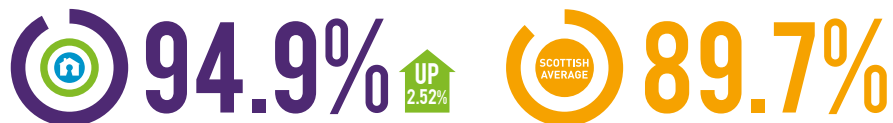
- Reviewing Business plan with Arneil Johnston.
- Continuing to support local activities.
- Improving amenity space.
- Events to mark 30th Anniversary throughout 2018.
- Employment initiatives, modern apprentice and community jobs.



# Overall Satisfaction

Fairfield tenants continue to be satisfied with the overall service which we provide as a landlord. We are however always looking on ways to improve the services we provide and encourage tenants to provide us with feedback.

## INDICATORS



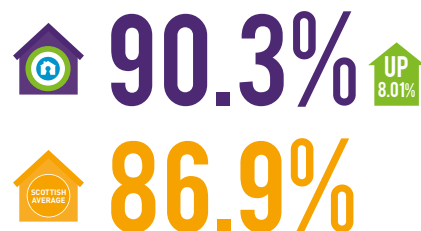
# Quality of Housing

## INDICATORS

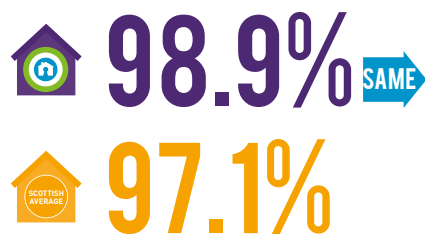
Our stock meeting the Scottish Housing Quality Standard (SHQS).



Existing tenants satisfied with the quality of their home.



Our properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March 2015.



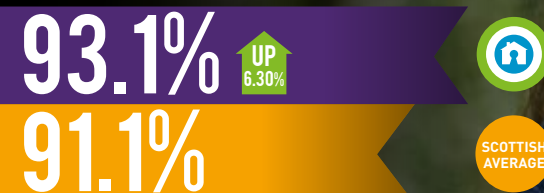
New tenants satisfied with the standard of their home when moving in.



# Communication

Our tenants are happy with the information which we provide them. We continue to use various communication methods to ensure we keep our tenants informed of all aspects of the business. These include newsletters, website news feed, Facebook and Twitter.

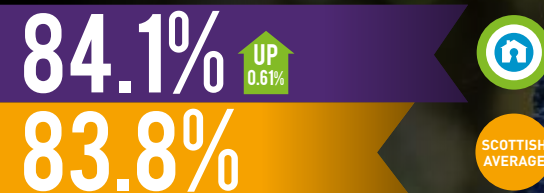
## INDICATORS



# Participation

We provide our tenants with various opportunities to participate in the decision making process and over the next year we will be focusing on providing opportunities for tenants to take this process further.

## INDICATORS





# Repairs, Maintenance and Improvements

## INDICATORS



Average length of time taken to complete emergency repairs.



Average length of time taken to complete non-emergency repairs.



# Estate Management

## INDICATORS

Tenants satisfied with the management of the neighbourhood they live in.

**91.6%** UP 7.73%

**87.1%**



SCOTTISH AVERAGE

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets.



**90.9%** UP 3.41%



SCOTTISH AVERAGE

**87.2%**

Reactive repairs carried out in the last year completed right first time.



Repairs appointments kept.



Properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.



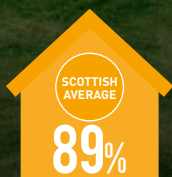
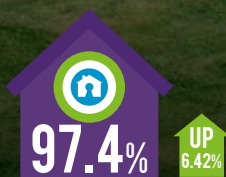
Tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs maintenance service.



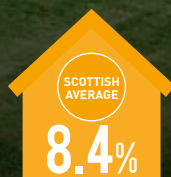
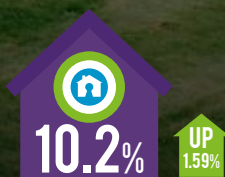
# Tenancy Sustainment

## INDICATORS

New tenancies sustained for more than a year.



Lettable houses that became vacant in the last year.



# Value for Money

## INDICATORS

Fairfield tenants who feel that the rent for their property represents good value for money.



Our Rent Increase for 2016/17 was 1.9% which was lower than the Scottish average at 2.3%.





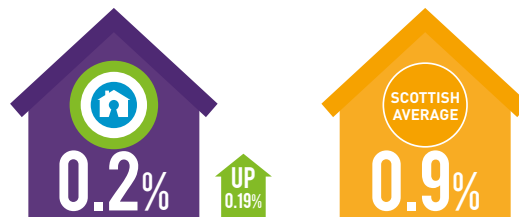


# Rent and Service Charges

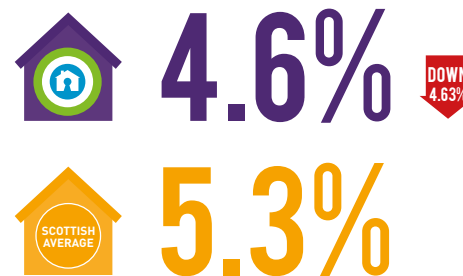
## INDICATORS



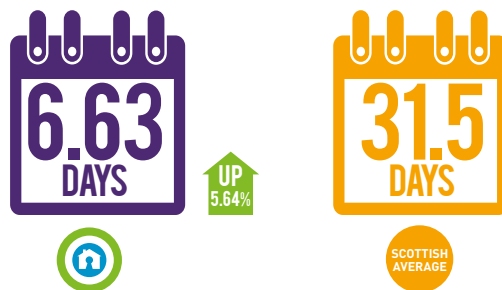
Rent collected as percentage of the total rent due in the reporting year.



Percentage of rent due lost through properties being empty during the last year.



Gross rent arrears (all tenants) as at 31st March 2016 as a percentage of the rent due for 2015/2016.



Average time to re-let properties in calendar days in the last year.

# Financial Summary

## STATEMENT OF COMPREHENSIVE INCOME For the year ended 31st March 2017

	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
Turnover	2,132,406	1,844,280
Operating expenditure	(1,604,532)	(1,501,338)
Other Income	-	-
<b>Operating surplus / (deficit)</b>	----- 527,874	----- 342,942
Gain/(loss) on disposal of tangible fixed assets	-	2,572
Finance Income	801	946
Finance Costs	(154,008)	(124,001)
<b>Surplus / (deficit) before tax</b>	----- 374,667	----- 222,459
Taxation	-	-
<b>Surplus / (deficit) for the year</b>	£374,667 =====	£222,459 =====

## STATEMENT OF FINANCIAL POSITION For the year ended 31st March 2017

	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
<b>Fixed assets</b>		
Tangible fixed assets	27,732,709	26,155,710
	----- 27,732,709	----- 26,155,710
<b>Current assets</b>		
Trade and other debtors	456,188	214,554
Investments	750,000	-
Cash and cash equivalents	1,256,283	2,822,301
	----- 2,462,471	----- 3,036,855
<b>Current liabilities</b>		
Creditors: amounts falling due within one year	(1,030,377)	(1,289,544)
<b>Net current assets / (liabilities)</b>	----- 1,432,094	----- 1,747,311
<b>Total assets less current liabilities</b>	----- 29,164,803	----- 27,903,021
<b>Creditors: amounts falling due after more than one year</b>	(24,519,235)	(23,588,495)
Provisions for liabilities		
- Pension provision	(237,170)	(575,841)
<b>Total net assets</b>	----- 4,408,398	----- 3,738,685
<b>Capital and reserves</b>		
Share capital	547	502
Income and expenditure reserve	4,407,857	3,738,183
	----- 4,408,398	----- 3,738,685
	=====	=====



# Landlord Profile

As 31st March 2017 we owned

**452 HOMES**

The total rent due for the year was

**£1,656,719**

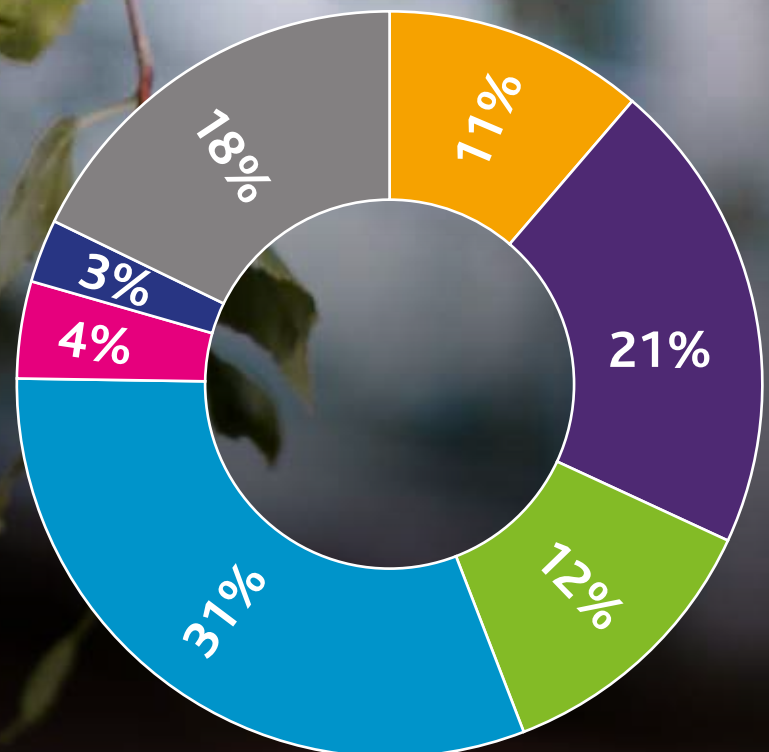
# Average Weekly Rents

Fairfield rents are all below the Scottish average.

Size of home	Number owned	Fairfield	Scottish average	% Below Scottish average
2 apartment	80	£64.70	£71.67	-10%
3 apartment	195	£71.52	£73.13	-2%
4 apartment	153	£74.67	£79.42	-6%
5 apartment	24	£82.52	£88.02	-6%

# What we spent 2016/17

- Repaying our loans
- Day to day repairs
- Improvements to your home
- Providing services to you
- Our staff costs
- Maintaining your communities
- Other costs





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