

Manor Estates
Housing Association Ltd
Annual Review 2018/19



Chairman's Message

Another successful year has passed for Manor Estates. We have spent £1,429,000 carrying out planned maintenance and improvement works to our properties as well as carrying out nearly 3000 reactive repairs and over 1000 annual gas services.



We have helped 68 new tenants move into a home that is safe, secure and affordable. We have provided factoring services to 1700 owner occupiers. Our Welfare Rights Service dealt with 104 referrals, seeking to protect and sustain tenancies. All this has been carried out by a loyal and highly regarded staff team that works diligently and supportively throughout the city.

We have seen changes to our Board of Management this year. We have recruited three new members whose skills in energy efficiency, the digital environment and tenancy law will complement those held by our other members. We have a plan to address the fact that over time members will leave for a variety of reasons and so we will look to recruit new members each year. I urge you to consider finding out about Board membership to see if this is something you might be interested in. Please contact me directly or through any member of staff if this is of interest to you.

I would like to take this opportunity to thank my fellow Board members for the support and commitment during the year.

At the end of May 2019, we saw the departure of our Chief Executive. Graeme Russell decided to retire, having been in post for 3 years. During that all too brief time, he raised our public profile, concluded the development at Sandilands and successfully contributed to the creation of ARCHIE (Alliance of Registered Co-operatives and Housing Associations Independent in Edinburgh). This group of social landlords will share services, procurement and expertise as appropriate, whilst protecting our desire to remain independent. Claire Ironside, currently Director of Customer Services with Port of Leith Housing Association, takes up the position of Chief Executive in October and we are looking forward to welcoming her to the team.

Finally, I would like to thank the contractors and suppliers who provide the services we need to fulfil our function as a respected social landlord and service provider. And thank you to all tenants and other customers who help us to deliver housing in Edinburgh.

Nigel Hicks



£1,429,000

CARRYING OUT PLANNED
MAINTENANCE AND
IMPROVEMENT WORKS



104

OUR WELFARE RIGHTS
SERVICE DEALT WITH 104
REFERRALS



VERY HAPPY WITH MY NEW HOME,
SETTLING IN FINE TOO

EXCELLENT SERVICE, APPRECIATED
THE CHANGeworks REFERRAL

Working in Partnership:

Manor Estates recognises the value of working with others to help us improve and provide excellent services to our customers. Staff at all levels in the organisation take part in a number of partnerships and initiatives to make this happen.



These include:

- **Edinburgh Affordable Housing Partnership** – senior staff representing Edinburgh-based housing associations and City of Edinburgh Council meet to discuss city-wide issues at a strategic level.
- **ARCHIE** – the Alliance of Registered Co-operatives and Housing Associations Independent in Edinburgh, a partnership of 8 organisations that seek to work together to improve services and achieve value for money.
- **EdIndex Board** – manages Edinburgh’s common housing register. Manor Estates remains a key partner.
- **East Region Finance Forum** – senior finance staff meet to discuss a range of financial issues relevant to housing associations.
- **City of Edinburgh Council Homes and Energy Forum** – staff attend to ensure that they are up to date with new initiatives or potential funding opportunities to improve the energy efficiency of tenants’ homes.
- **Leases** – we lease a small number of properties to City of Edinburgh Council and support agencies to enable them to provide supported accommodation to those who require it.

- **Tenants** – we continue to try to engage tenants in the work of the Association – and have had some successes recently with high response rates to digital surveys.

The Association also continues to work with others to provide some additional services for our tenants.

We continue to work with Link Group, which enables us to provide a welfare rights service 2 days per week. The service offers tenants a range of benefits advice and assistance with claims – in 2018/19 a total of 60 clients received assistance, resulting in total gains of just over £81,000.

We also offered an energy advice service through Changeworks – individual take-up was not as high as we initially hoped, although a total of 74 tenants did benefit from the service, either through home visits or attendance at workshops held at our 3 retirement housing developments. We will be offering this service again and are working closely with Changeworks to try to increase take-up.

Our Performance

	2016/17	2017/18	2018/19
Current Tenant Rent Arrears (% of rent due)	2.2%	2.5%	2.4%
Former Tenant rent Arrears	0.7%	0.5%	0.5%
No of properties let during the year.	59	78	68
% rent loss due to properties being empty	0.5%	0.7%	0.5%
Rent Collected as a % of rent due	99.6%	98.6%	99.1%
Average number of days to re-let a home	30.3 days	34.7 days	29 days
Average time to complete an Emergency Repair	1.63 hours	1.54 hours	1.43 hours
Average time to complete a Routine Repair	6.2 days	5.2 days	4.9 days
% of reactive repairs completed right first time	89.66%	93.2%	85.9%
% rent increase	2.5%	2.5%	2.5%

99.1%

RENT COLLECTED AS A % OF RENT DUE



85.9%

OF REACTIVE REPAIRS COMPLETED RIGHT FIRST TIME



1.43 HOURS

AVERAGE TIME TO COMPLETE AN EMERGENCY REPAIR



Investors in People – We Got Gold!

The Association has long recognised the importance of having staff who are appropriately qualified, trained and supported to provide the best possible level of service to our customers.

Following a rigorous assessment process, which included a survey of all staff and a series of individual interviews with representatives from all levels within the organisation, we were delighted to achieve the Gold Award. Not only does this recognise the Association's commitment to training and developing staff, it is a great testament to the ongoing hard work of all our staff.



Allocations

During 2018/19 the Association allocated 68 properties, 54 in general needs housing and 14 in retirement housing.

We continue to work with City of Edinburgh Council to address the issue of homelessness within the city – 57% of the people we housed last year were previously homeless.

57%

OF THE PEOPLE WE HOUSED LAST YEAR WERE PREVIOUSLY HOMELESS.



Planned Works and Improvements

What we did in 2018/19

During the last year we have continued to invest in our properties and have completed the following improvements, spending over £1,492,000 on upgrade works.

Central heating boilers	£422,000	90
Kitchens	£300,000	67
Bathrooms	£347,000	74
Windows & external doors	£195,000	95
External paintwork	£31,000	85
External wall insulation	£87,000	13
Loft insulation	£28,000	82
Smoke detection	£19,000	41

We have undertaken regular gas and electrical safety checks.

Gas servicing annual cycle	1,124
Electrical checks	85

Legally, we must undertake the gas service within 12 months of the previous service and we continue to maintain 100% compliance with this requirement.

In line with good practice, we are working to move each property onto a 5 year cycle of electrical systems check.

Medical adaptations

We recognise that there may be times where tenants may benefit from adaptations to allow them to continue living in their home. During 2018/19 we installed 4 wet-floor showers and 2 stair lifts. We received £31,000 grant funding from City of Edinburgh Council to contribute to the costs associated with these adaptations.

ONCE AGAIN I THANK YOU VERY MUCH FOR THE EXTREMELY FAST RESPONSE I RECEIVED WHEN THIS ISSUE WAS FIRST RAISED.

THANK YOU SO MUCH ONCE AGAIN FOR SUCH A QUICK RESPONSE.

Financial Summary for 2018/19

This year has been a good year financially for Manor Estates HA as we have ended the year with a surplus of £1.7m. This was before pension transfers of £656k, but these are non cash transfers. This surplus will be invested until it is needed to fund future planned maintenance works in our housing properties.

During the year we paid back £1.8m of our loan from Santander so our total borrowings stood at £14.6m as at 31 March 2019.

The review of the rent structure took place in 2018/19, the resultant Rent and Service Charge Policy should serve Manor Estates HA for many years to come.

Following our 2018/19 rent increase consultation exercise, when 61 tenants responded, the 2019/20 rent increase was limited to 2.5%.

The following tables illustrate our main sources of income and main areas of expenditure for the financial year to 31 March 2019.

Financial results £m	2018/19	2017/18 (restated)
Turnover	6.2	6.4
Surplus (deficit) for the year	1.7	1.4
Total Reserves	14	14
Income from social lettings	5.4	5.2



A summary of the Association's financial results for 2018/19 are shown below – a full copy of the accounts is available on request or from our website.

<https://www.manorestates.org.uk/tenants/publications/>

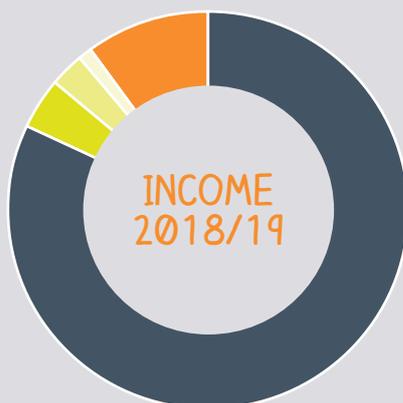
£1.8M

WE PAID BACK £1.8M OF OUR LOAN FROM SANTANDER



2.5%

61 TENANTS RESPONDED, THE 2019/20 RENT INCREASE WAS LIMITED TO 2.5%



- Rent **83%**
- Owner Occupiers **4%**
- Service Charges **3%**
- Garage and land sales **<1%**
- Grants and other **10%**



- Loan and financing costs **10%**
- Management costs **20%**
- Service costs **2%**
- Planned maintenance **25%**
- Reactive maintenance **10%**
- Bad debts **<1%**
- Loan Repayment **26%**
- Factoring and other **7%**

Board Expenses: 2 members were reimbursed travelling expenses totalling £328.85.

Board Membership

The Association's Board is responsible for setting the strategic direction of the organisation and ensuring that key objectives are met and services meet customers' expectations. It also monitors performance and makes sure the organisation complies with all its legal and regulatory obligations.

Board members are all volunteers.

During 2018/19 the membership of the Board comprised:

- **Mr Nigel Hicks** (Chair)
- **Ms Rachel Hutton** (Vice – Chair)
- **Mr Doug McEwan**
- **Mr Mike Trant**
- **Mrs Carole Tait**
- **Ms Sandra Brydon**
- **Ms Kerry Mcleod**
- **Ms Tracey Kelly**
- **Mr Andrew Clark**
- **Mr Filip Roślewski**
- **Ms Sam Mills** (co-opted January 2019)
- **Mr Shaun McPhee** (co-opted January 2019)
- **Mr Andrew Scott** (co-opted January 2019)



Nigel Hicks



Rachel Hutton



Doug McEwan



Mike Trant



Carole Tait



Sandra Brydon



Kerry Mcleod



Tracey Kelly



Andrew Clark



Mr Filip Roślewski



Sam Mills



Andrew Scott



Shaun McPhee

GREAT SERVICE AND MADE TO FEEL
REALLY WELCOME



Contact

Manor Estates Housing Association Ltd.
9-11 Washington Lane,
Edinburgh EH11 2HA
0800 093 8823 or
0131 337 3222
info@amnoresates.org.uk

Scottish Charity: SC023106
Scottish Housing Regulator HEP 284
Information Commissioner Registration No: Z6870536

Staff Changes

2018/19 saw a number of staff changes....

- **Iona Robertson, Lisa Spencer and Lou McFarlane** all returned from maternity leave – although Lou subsequently decided to leave her post and left the Association at the end of March. **Alisa Gashi**, who had covered some of the earlier maternity leave is now back with us.
- **Frances Kinnaird**, who worked in the Neighbourhood Services Team, left us in October and her post was filled by **Sarah Paterson**.
- Technical Inspector **Kevin Donaldson** left in February 2019 and was replaced by **Richard Howitt** in early April.
- Finally, Chief Executive **Graeme Russell** retired in May 2019 and will be succeeded by **Claire Ironside** in October.

VERY HAPPY WITH MEHA STAFF