



DUNBRITTON
HOUSING ASSOCIATION

*Together
we can...*

Dunbritton Tenants
Report 2023/24

Together
we can...

Tenants Report 2023/24

At Dunbritton Housing Association, we are committed to maintaining transparency and accountability with our tenants. Every year, we publish this Tenants' Report to provide a detailed reflection of our activities and performance during the past financial year. It's a chance to inform you about our achievements, challenges, and future plans, and to offer insights into the services we provide. We also use this report to highlight areas where we've made progress and where there is still room for improvement.

We believe that open communication with our tenants is key to building trust and working together towards creating sustainable communities. This report serves as a valuable tool to keep you informed about how we operate and how we are continuously striving to enhance the services we offer.

We hope you find this report informative and helpful. If you would like to learn more about our work, have any questions, or would like to get involved in our community initiatives, please don't hesitate to get in touch with your housing officer. Alternatively, you can call us at **01389 761 486** or visit our website www.dunbritton.org.uk for further information.

Thank you for your continued support and engagement. Together, we can continue to build our communities.



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2023/2024 Headlines



43
properties
let in year




93%
Tenants satisfied
with our overall
service

Rent
Arrears 

0.96%


£4,911,323
in
rental
income 

100%
anti-social
behaviour
complaints
completed on time 




94%
repairs
right first
time

6.51
Days
taken
to let 

0.08%
Void
loss 

21 
Staff

6% 
Rent increase
applied
2022/23

93%
Keeping
tenants
informed 

Our Homes and Rents



The table below details the number of properties we have, our stock type and our average rents

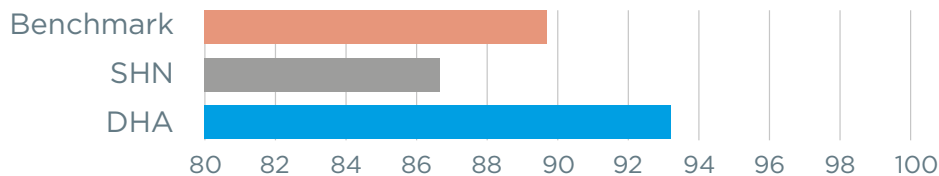
	House	Tenement	4 In a Block	Other Flat	Total Units	Average Weekly Rent £
2 apt	12	145	55	10	222	£87.74
3 apt	159	178	98	4	439	£94.13
4 apt	208	20	1	2	231	£100.73
5 apt+	77	0	0	0	77	£106.31
Total	456	343	154	16	969	£97.23

Tenant Satisfaction

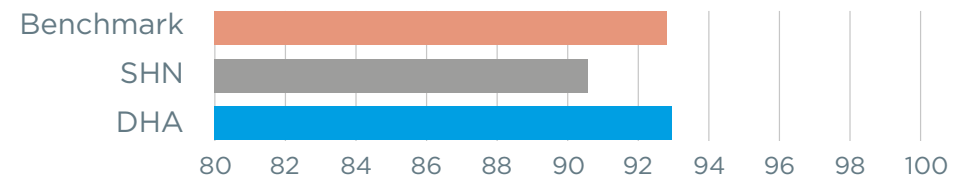
At Dunbritton, our aim is to provide the best service and effectively meet your housing needs. To support our commitment to continuous improvement, we actively seek your feedback to evaluate our performance and pinpoint areas for enhancement. We believe that working together with you is crucial for improving our services, as your insights are invaluable to our ongoing development. We are committed to making the necessary changes to enhance your experience with us. If you have any questions or would like to join our upcoming tenant forums, please don't hesitate to reach out. Your participation is essential to our success, and we look forward to hearing from you!



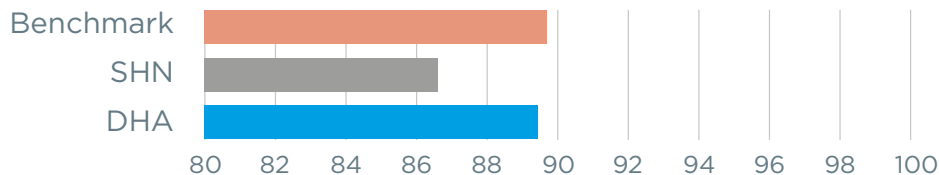
% Satisfaction with Service



Keeping Tenants Informed (%)



% Satisfied with Opportunity to Participate



As a Registered Social Landlord, our organisation is governed by a dedicated team of volunteers who serve on our Board. We offer various engagement opportunities for individuals at all levels within our Association. These opportunities range from taking part in surveys and joining our tenant security group and the opportunity to join our Board of Management. If you would like more details on how to participate, call us on 01389 761 486 (option 5).

Rent Management

Last year we saw inflation and energy prices stabilising in comparison to recent years, however with the high levels in the previous 2 years, most Housing Associations increased their rents by high levels which we will hopefully be able to reduce this year. The Scottish Government introduced legislation: Cost of Living (Tenant Protection) (Scotland) Act 2022, primarily to cap rent increases and restrict tenants being evicted which came to an end in April 2024.

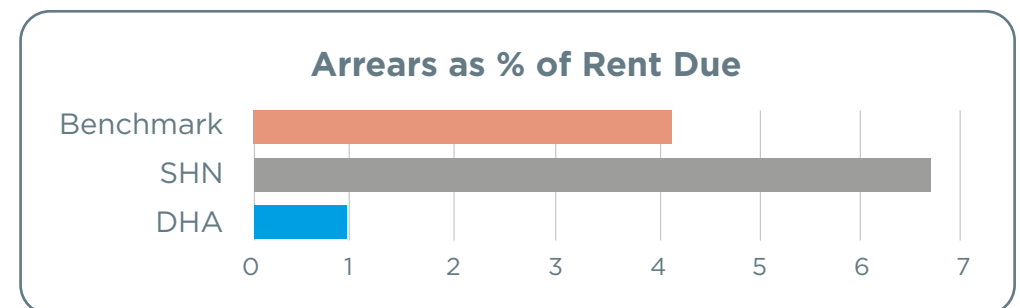
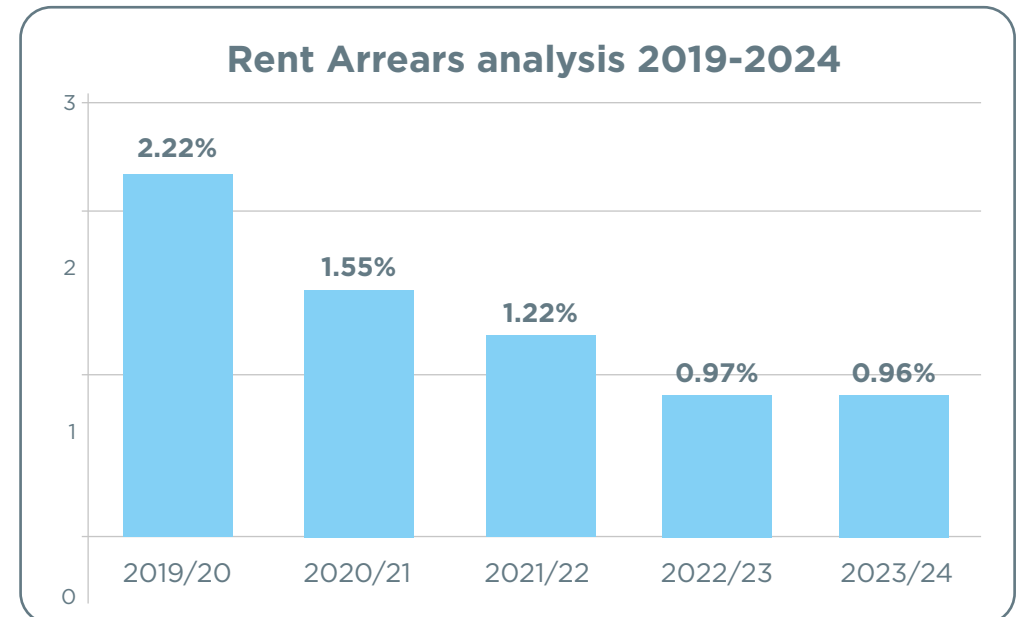
The Association through its partner organisation; Community Links Scotland, successfully received funding from various sources including Scottish Federation of Housing Associations (SFHA), the Lottery and the Scottish Governments' Fuel & Food fund which were distributed to our tenants who were in most need.

With the above funding we were also able to successfully introduce an Energy Advice and Welfare Rights Service to all of our residents in partnership with Community Links Scotland and the Citizens Advice Bureau. If you are interested in being referred to any of these services, please contact your Housing Officer on 01389 761486 option 2.



Our Housing Team have also worked tirelessly trying to support tenants most in need throughout these difficult times.

Despite all of this, we still managed to reduce our rent arrears again as demonstrated below for the 9th consecutive year (only past 5 years listed), which compares well against our peers.



Rent Management

We also continued with our “Common Good Fund” which is money donated by staff to help our tenants most in need. We are now on our 5th edition of “Money Matters”, which is an information magazine detailing who and where to access help & support in both Argyll & Bute and West Dunbartonshire. This is now being distributed with our Newsletters, however if you did not receive a copy, please contact our team on 01389-791486 (option 2) and one will be sent to you.



Useful Links and Contact numbers:

- Universal Credit - **0800 328 5644** - <https://www.gov.uk/universal-credit/eligibility>
- Housing Benefit - ABC - **01546 605 514** or WDC - **01389 738555**

Argyll & Bute

- Heat your home - managing rising costs - **01546 605522** - argyll-bute.gov.uk
- Advice services - argyll-bute.gov.uk
- Citizen Advice - **01546 605550**, 18 Argyll Street, Helensburgh, PA31 8NE
- Argyll & Bute Welfare Rights - **01436 658714**
- Argyll & Bute Money Advice - **01546 60417**
- Argyll & Bute Housing Benefit - **01546 605514** <https://www.argyll-bute.gov.uk/council-and-government/housing-benefit-and-council-tax-benefit>

West Dunbartonshire

- Cost of Living West Dunbartonshire Council - **01389 737000** - <https://west-dunbarton.gov.uk>
- Citizen Advice (Dumbarton)- **01389 744690** - Bridgend House, 179 High Street, Dumbarton, G82 1NW
- Citizen Advice (Alexandria) - **01389 752727** - 77 Bank Street, Alexandria, G83 0LZ
- Working4U team on - **01389 738296** or <https://working4u@west-dunbarton.gov.uk>
- West Dunbartonshire Housing Benefit - **01389 738555** - <https://west-dunbarton.gov.uk>
- Universal Credit - **0800 328 5644** - <https://www.gov.uk/universal-credit/eligibility>

Neighbourhood Management

Estate Management

Estate Management incorporates issues such as cleaning and repairs of communal areas, boundary issues, grounds maintenance, cleansing & bulk issues, parking, and the general use of communal areas.

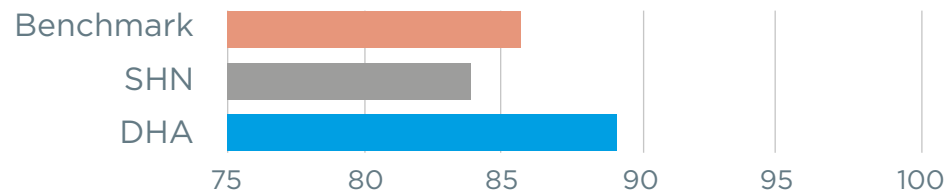


Our Housing Officers systematically check our properties and the areas our tenants live in ensuring we are;

- Supporting our tenants to sustain their tenancies and have a better quality of life
- Providing good quality housing and services that are affordable and accessible to all
- Supporting the physical, social, economic and environmental regeneration of our estates and the communities in our area
- Enhancing the quality of life in diverse communities that are safe, sustainable and attractive
- Working with our customers, staff, and partners to achieve our Vision

Our satisfaction levels for Estate Management remain high despite satisfaction levels nationally falling in recent years. The comparison table below shows our satisfaction levels for 2023/24;

Tenant Satisfaction with Management of Neighbourhood % 2023/24



We were delighted to note that DHA tenants were satisfied with their Neighbourhood. If you feel there is a way we can improve your Neighbourhood, or if you have noticed an issue in the area but you are unsure who is responsible for it, please give our office a call and speak to the Housing Team on 01389 761486 option 2.

Neighbourhood Management

Anti-Social Behaviour

We continue to support our tenants to live in secure, safe environments where communities work together and grow. We continue to work with our partner agencies such as West Dumbartonshire Council, Argyll and Bute Council, Police Scotland, support agencies and neighbouring registered social landlords to ensure our continuation to deliver on this.

The majority of neighbour complaints are low-level (category-C) which relate to noise complaints. Although these complaints are categorised as low-level, we investigate and take appropriate action in the same manner a category-A or B case in line with our policy and procedures.

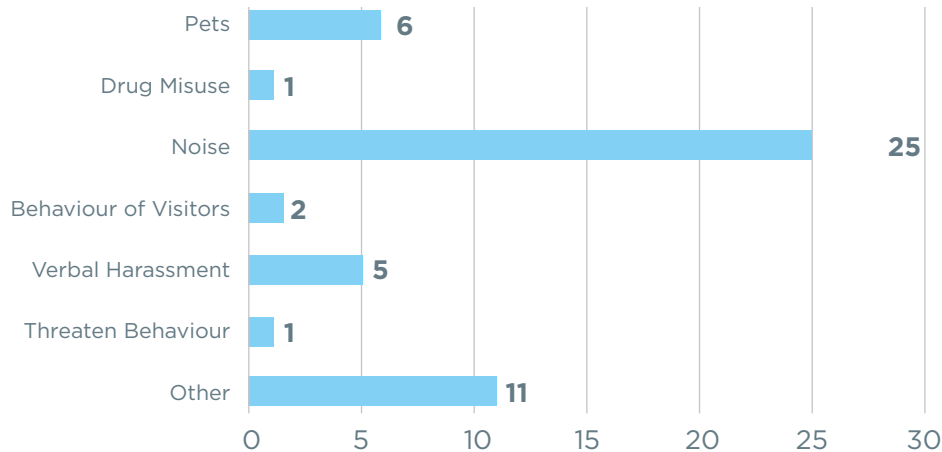
We received 51 neighbour complaints in the year, with our team addressing all of these complaints within locally agreed timescales.

Neighbour Complaints responded to within timescale

100%

We will be reviewing our Anti-Social Behaviour policy early next year with our Armchair Critics Group (ACG) and our Tenants Scrutiny Group (TSG) to ensure it is kept up to date in terms of legislation and best practice.

Neighbour Complaints by Category



Allocations 2023/2024

The total number of lettings for the year 2023/2024 has slightly decreased, with 43 properties let (excluding mutual exchanges) compared to 46 in the previous year. While this reduction reflects positively on the Association's efforts to maintain stable tenancies and reduce void costs, it presents challenges for applicants on our waiting list seeking rehousing opportunities.

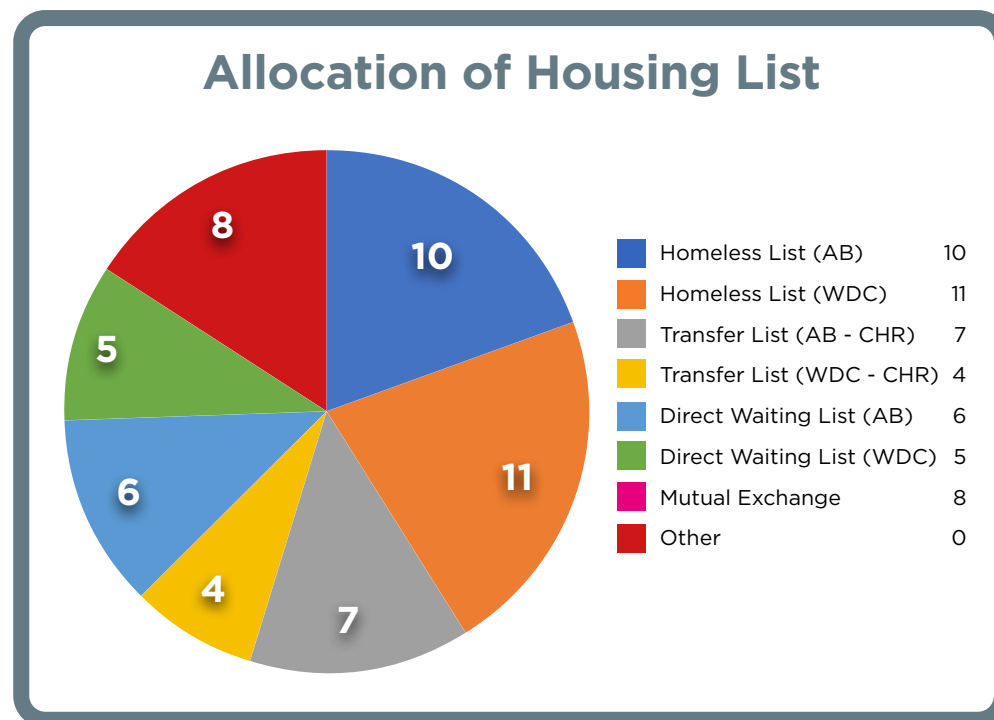
The Association remains committed to supporting the Local Authority's response to the rising number of homeless presentations. We continue to meet our obligation to allocate 50% of available lets to Homeless Waiting List Applicants in both Argyll & Bute and West Dunbartonshire.

Looking ahead, the coming year will see the implementation of a new Allocations Policy. Additionally, a new development—the Jeanie Deans Development—is now completed (completed June 2024), adding 12 new properties to our portfolio. This development consists of 8 one-bedroom flats and 4 two-bedroom flats, which will provide much-needed accommodation within the community.



Our mainstream lets are as follows:

Group	Number of Lets
Homeless List (AB)	10
Homeless List (WDC)	11
Transfer List (AB, including CHR)	7
Transfer List (WDC, including CHR)	4
Direct Waiting List (AB)	6
Direct Waiting List (WDC)	5
Mutual Exchanges	8
Other	0



Housing Services

GARDEN COMPETITION AND GOOD NEIGHBOUR AWARDS 2023/24

The West Coast of Scotland is renowned for its inspiring scenery, offering some of the most picturesque landscapes in the UK. Tenants of Dunbritton benefit from living in some of the most beautiful neighbourhoods Scotland has to offer.

Our tenants take pride in their gardens. Our annual garden competition generates a colourful display of flowers and creative presentations across Argyll and Bute and West Dunbartonshire.



This competition highlights the pride tenants have in their gardens and celebrates the beauty and creativity found in our local communities.

The competition not only reflects the stunning natural landscapes of the region but also encourages residents to contribute to the area's aesthetic appeal. The vibrant and imaginative garden displays are a testament to the tenants' dedication to enhancing their living spaces and fostering a sense of community. This event is a great way to recognise and celebrate the efforts of those who make their neighbourhoods more beautiful and enjoyable for everyone.

Our Garden Competition Winners for 2023/24 were;



Aileen Cairns from West Dunbartonshire



Mr & Mrs Blakey from Argyll and Bute

Well done to Aileen and Mr & Mrs Blakey, each received a £50.00 shopping voucher which was presented at last year's AGM.

We also recognise the important role tenants play in the lives of their neighbours. Many of our tenants go out of their way to help older neighbours maintain their gardens to assist with shopping etc.

Last year we recognised Keith Jackson from Argyll & Bute as our Good Neighbour winner. Keith was nominated for this award as over the summer months he has helped a fellow neighbour fix their raised flower bed and maintain the plot. Keith and his wife Rhona have been a great help and support to their neighbour and friend.



Keith Jackson from Argyll & Bute

Housing Services

Earlier this year we said goodbye to one of our Housing Services Assistants, Martin McLeod who after receiving his first housing experiences with Dunbritton, moved onto pastures new to a promoted post within the housing sector – good luck Martin who will be sadly missed.



Laura McGarvey

In July of this year, we were delighted to welcome our new addition to the Housing Services Team; Laura McGarvey.

Laura brings over 15 years of valuable experience in the retail sector, particularly in customer service and management. In her most recent role, Laura successfully led a team of eight, demonstrating her leadership and team-building skills. She has recently completed her Honours Degree in 3D Visualisation and is eager to apply her knowledge and experience as she embarks on her new career in Housing with Dunbritton.

Tenants Participation

At Dunbritton Housing Association, tenant participation is integral to our community-driven approach. We deeply value the active involvement of our tenants in the decision-making processes, ensuring their voices are heard and their concerns addressed. Through regular meetings, consultations, and feedback sessions, we foster a collaborative environment where tenants actively contribute to shaping our housing policies and services.

Why Join the Tenant Scrutiny Group?

- **Influence Housing Policies:** Directly impact the decisions that affect your living environment and community.
- **Collaborate with Others:** Work alongside fellow tenants and Association members to foster a stronger, more inclusive community.
- **Enhance Transparency:** Help promote transparency in the Association's operations and decision-making processes.
- **Improve Living Experience:** Your insights and feedback will directly contribute to enhancing the overall living experience for all residents.
- **Empowerment:** Gain the opportunity to influence the Association's direction positively, ensuring it aligns with the needs and preferences of the community.

Continued on page 14

Housing Services

How We Engage Tenants:

- Regular Meetings: Scheduled sessions where tenants can discuss and provide input on various issues.
- Consultations: Gather tenant opinions and suggestions on proposed changes or new initiatives.
- Feedback Sessions: Continuous opportunities to provide feedback on services and policies.

Get Involved!

We invite you to join the Tenant Scrutiny Group at Dunbritton Housing Association. This is a unique opportunity to actively participate in shaping a better housing future. Your involvement is crucial to our commitment to providing safe, secure, and supportive housing solutions tailored to the needs of our community.



Alternatively Join the Armchair Critics Group (ACG)

The Armchair Critics Group is perfect for tenants who are passionate about community involvement but don't want to leave the comfort of their home. It's ideal for residents who:

- Are eager to voice their opinions
- Want to suggest improvements
- Aim to actively shape our future without leaving their own home

Why Join?

By joining the ACG, you can:

- Be part of positive change
- Share creative solutions
- Enhance our communities

Interested in Joining either of these groups?

- **Email:** admin@dunbritton.org.uk
- **Phone:** 01389 761486 (Option 2)

Join us in making a difference and ensuring your voice contributes to a stronger, more vibrant community!

Service Complaints

A service level complaint is where a customer complains about a service provided either by Dunbritton or by one of our contractors, this covers a wide range of subjects, from satisfaction with a repair that has been carried out to the performance of our frontline staff.

We see complaints as an opportunity to improve our service. We always look to take a complaint and to learn from it. We appreciate that when our customers make a complaint, they are trusting us to resolve the issue.



Complaints within the year	Q4 Jan-Mar 2024	Q3 Oct-Dec 2023	Q2 Jul-Sept 2023	Q1 Apr-June 2023
Stage 1	9	7	13	14
Stage 2	4	1	8	5
Total	13	8	21	19
Percentage of stage 1 complaints resolved	100%	100%	86%	100%
Percentage of stage 2 complaints resolved	80%	100%	100%	100%

Asset Management - 2023/24

The Asset Management Team deliver the repairs and maintenance service for Dunbritton Housing Association. This service provides day to day reactive repairs to our tenants, void property repairs, and cyclical works such as gas inspections and boiler servicing, electrical safety, fire safety and Legionella inspections, maintenance paint work, and gutter cleaning.

Asset Management also conducts inspections to assess the condition of our properties. This inspection, the Scottish

Housing Quality Standards (SHQS), assesses whether the property meets the minimum housing standard introduced by the Scottish Government in 2004. It also provides the information we need to plan and programme major works, such as kitchen and bathroom replacements, boiler replacements, and electrical upgrades.

We also organise adaptations to properties at the request of the local authority Occupational Therapy department.



Reactive Repairs

The table below shows a reduction in the overall number of repairs completed in 2023/24 in comparison with the previous year 2022/23. This was a decrease in both the number of emergency and non-emergency repairs reported. There was a slight increase in the average time taken to carry out emergency repairs, and a decrease in average time taken to complete non-emergency repairs, in comparison to the previous year. The average time taken to complete both categories of day to day repairs is below the target set by the Association.

Repairs completed in the year	2022/23	2023/24
Emergency Repairs including "Right to Repair"	925	723
Routine and Urgent repairs	2381	2272
Total number of repairs	3306	2995
Average hours to complete emergency repairs	4.19	4.25
Average days to complete Routine and Urgent repairs	5.59	5.39

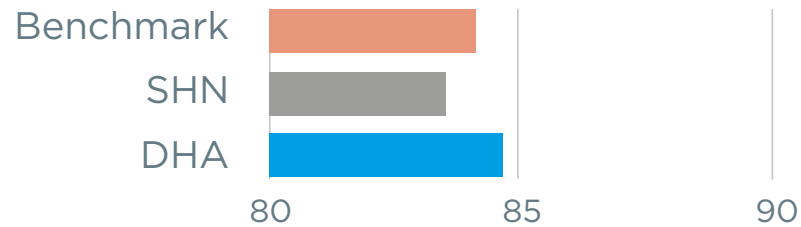


Customer feedback

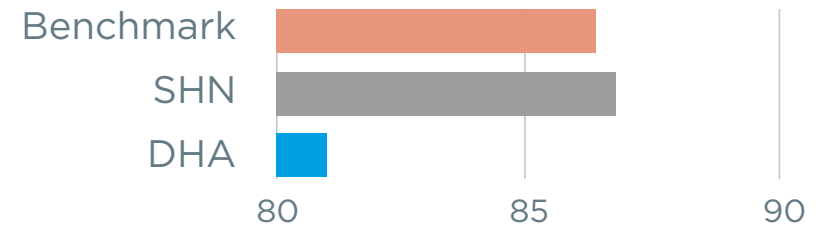
When a day-to-day repair was reported to the Association, we issued a repairs satisfaction survey. We value the feedback we received as this allows continuous improvement of the service

we provide to our customers. We entered all returned surveys into a monthly prize draw and the winners received a £20.00 supermarket voucher.

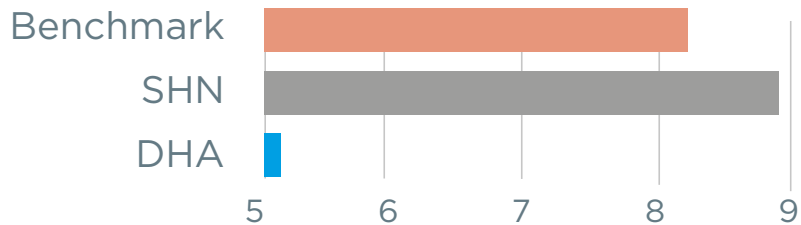
Satisfaction with the Quality of Home (%)



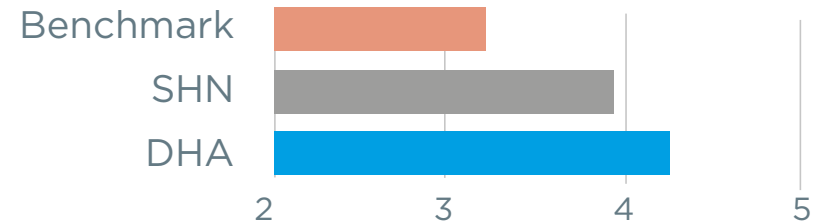
Satisfaction with the Repairs Service (%)



Timescale for Completing Non-Emergency Repairs (days)



Timescale for Completing Emergency Repairs (hours)



Customer comments received

Ledgerwood Electrical:

The contractor arrived within a half hour of me phoning about the fault, excellent service.

Repairs service excellent. Rang to report it in the morning, repair carried out in afternoon. The man who came was excellent. Thank you.

Job well done in a mannerly & timely fashion, overall great job.

City Technical Services:

Very pleasant, prompt, cleared up, on time.

The company contacted me the same day and arranged for repair next day. Plumber knew exactly what was wrong and had fixed it within 30 min. Very satisfied.

Workman was polite and professional in both attitude and with the work done, no complaints.

Central Timber Construction:

Contractor arrived promptly and carried out the job to a high standard.

Professional company, very satisfied with work carried out.

Called in repair and contractor arrived the same day and completed repair.

Cyclical works

Gas Servicing

The Association has a statutory duty to carry out an annual gas inspection at all relevant residential properties. As of the 31st of March 2024, compliance inspections had been carried out at all of our properties with a gas supply.



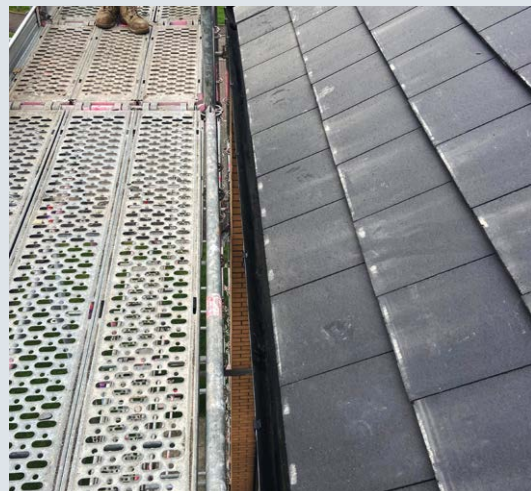
Grounds Maintenance

Our Grounds maintenance contractor attended to carry out works on a fortnightly basis during the course of the year. During the summer grass cutting, strimming, weeding, and shrub bed maintenance was carried out, and litter picking and sweeping of the hard standings took place throughout the year. Grit bins were replenished during the winter months.



Gutter Cleaning

We carried out cleaning, inspections, and repairs of the gutters over the winter months. The contractor inspected the roofs and provided the Association with a report of any maintenance issues requiring attention.



Aids and Adaptations

We received referrals from West Dunbartonshire and Argyll and Bute to carry out adaptations to 22 of our properties. Funding for this work is provided by the Scottish Government. The Association did not receive the funding necessary to carry out all of the requested works, and 11 referrals were carried over to financial year 2024-25.

Net Zero

We engaged Procast Building Contractors to upgrade the energy efficiency of 35 properties within the Rosneath area. The contract, which commenced in January, included;

- Installation of solar panels to the roof and the upgrade of the main electrical fuse board.
- Replacement of timber windows with triple glazed UPVC windows.
- Replacement of fascia and soffit with UPVC equivalents.

- Replacement of electric wet heating systems with Air Source Heat Pumps complete with new radiators.
- Installation of external wall insulation.
- External render of the buildings.

These works, were completed in July 2024, will increase the energy efficiency and provide comfortable warm homes for the tenants of the properties.



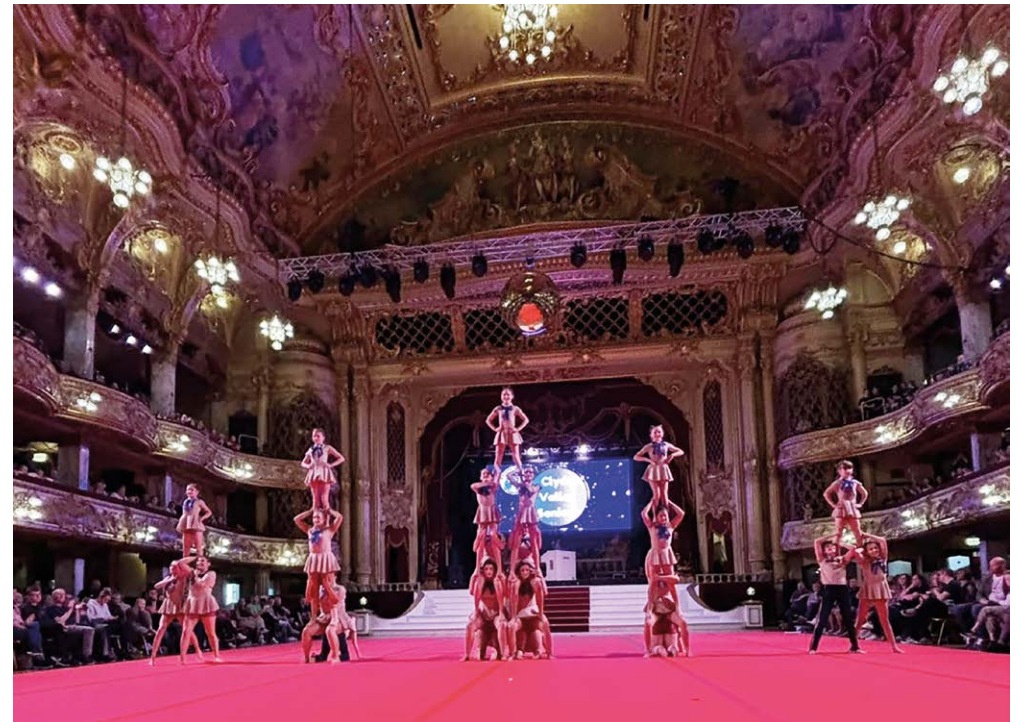
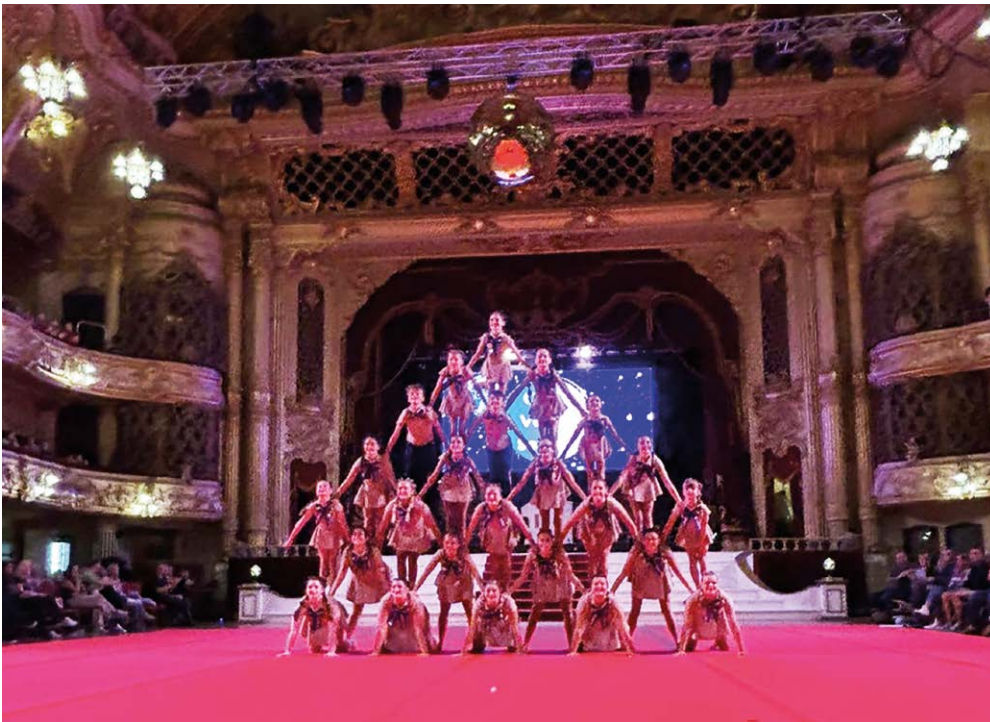
Community Support Fund

Our Community Support Fund continues to play a key role in supporting local groups and initiatives across the communities we serve. The Board is pleased to announce the establishment of a dedicated community fund of £5,000, reinforcing our ongoing commitment to fostering a supportive, inclusive, and vibrant community.

This fund is strategically invested in a variety of local initiatives, all aimed at improving the well-being and development of our community members. Grants of up to £500 are available to schools, local groups, youth clubs, and charities.

The fund is overseen by three members of the Board and administered through our Corporate Services Team. Over the past year, the fund has supported a number of worthy causes, providing grants totalling just under £5,000. Recipients include local gymnastic club, football teams, primary and secondary schools, girl guides and local food banks.

We are proud of the positive impact the Community Support Fund has had, and we look forward to continuing to invest in the growth and vitality of our community in the year ahead.





SUPPORTED BY:

OPEN from 17th October
 Thursdays: 4pm -8pm
 Fridays: 10am -4pm

LOMOND FOOD PANTRY

£3 FOR 10 ITEMS
 COME REGISTER!

Find us at the Annex behind the Lennox Hall in Jamestown (The Old Boys Riverside Hall)



Chief Executive's Summary

Dear Tenant,

Another difficult year has passed and as I write this update, we are still amid a cost-of-living crisis, which has impacted on many tenants and the public at large. The Association staff have worked hard to try and support tenants and have attracted the under noted funding during the last year.

- Dunbritton led on a joint application (submitted in partnership with four other Housing Associations and was awarded £39,908 in July 23 to support the appointment of an additional Energy Advisor to provide energy efficiency advice and energy advocacy for Housing Association tenants. This service is available to our tenants in both West Dunbartonshire and Argyll & Bute.
- The group of housing associations also attracted funding of £11,475 to assist Association tenants to access small scale warmth and/or energy efficient items that would support them to stay warm and maintain lower bills over the winter period.

Dunbritton's Community Support Fund remains popular within our communities, and we continue to fund and support local clubs and community initiatives such as The Brownies, football teams, dance schools and foodbanks.

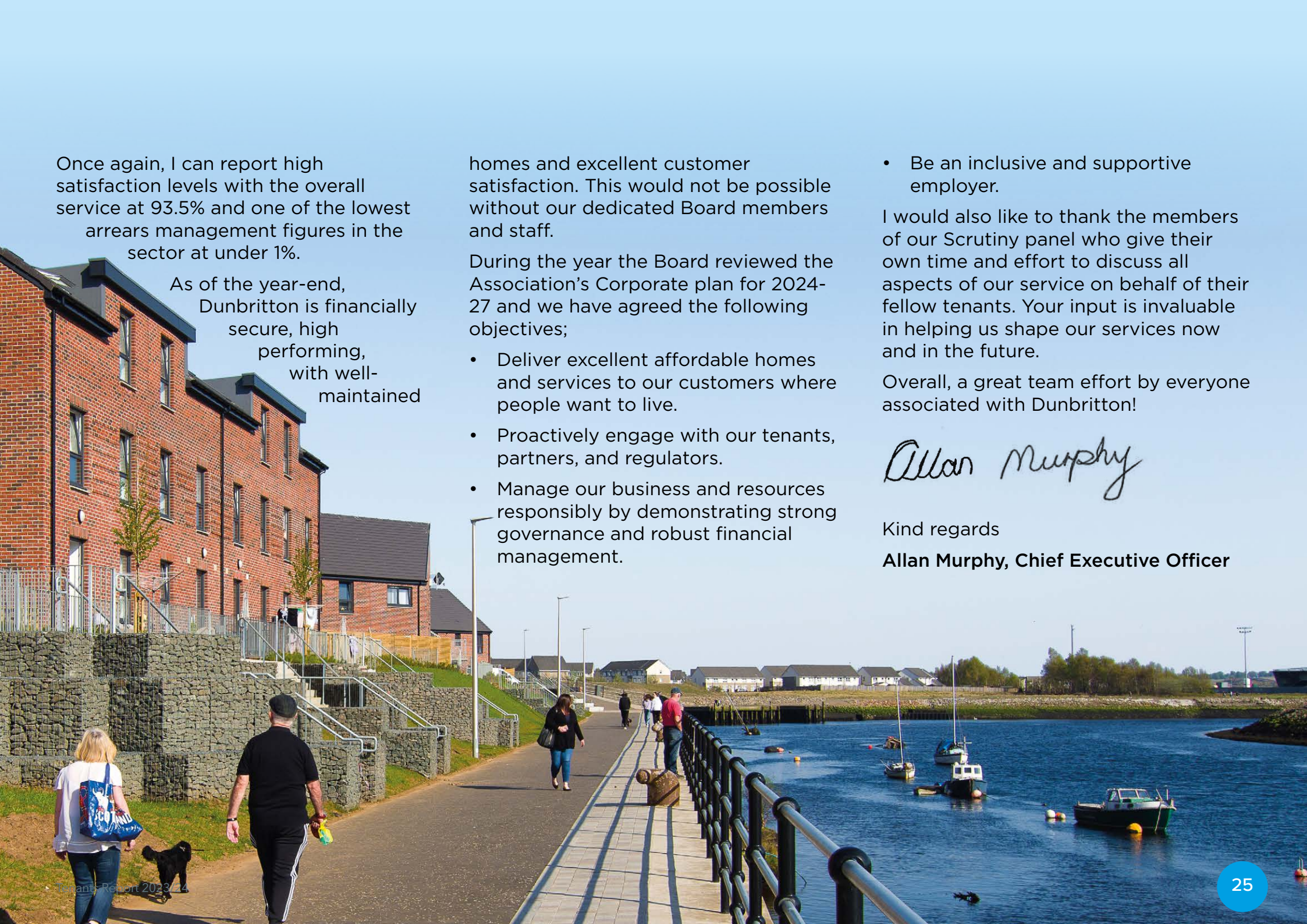
The Association will continue during 2024/25 to access any available funds that could assist our tenants.

The association continues to develop however, with a significant reduction in the Scottish housing budget this will undoubtedly have an impact on Local Authorities and the Social Housing sector. At Dunbritton we will consider different types of housing construction, such as modular housing and more partnership working with agencies such as Health & Social Care Partnerships to remodel or adapt existing properties.

We are pleased to confirm that our development at Jeanie Deans, Helensburgh opened in June 2024. This project brought twelve high-quality, affordable homes to Helensburgh. The development features a variety of 1 and 2-bedroom properties, all finished



to an exceptional standard with highly efficient heating systems, and quality kitchens and bathrooms.



Once again, I can report high satisfaction levels with the overall service at 93.5% and one of the lowest arrears management figures in the sector at under 1%.

As of the year-end, Dunbritton is financially secure, high performing, with well-maintained

homes and excellent customer satisfaction. This would not be possible without our dedicated Board members and staff.

During the year the Board reviewed the Association's Corporate plan for 2024-27 and we have agreed the following objectives;

- Deliver excellent affordable homes and services to our customers where people want to live.
- Proactively engage with our tenants, partners, and regulators.
- Manage our business and resources responsibly by demonstrating strong governance and robust financial management.

- Be an inclusive and supportive employer.

I would also like to thank the members of our Scrutiny panel who give their own time and effort to discuss all aspects of our service on behalf of their fellow tenants. Your input is invaluable in helping us shape our services now and in the future.

Overall, a great team effort by everyone associated with Dunbritton!

Allan Murphy

Kind regards

Allan Murphy, Chief Executive Officer

Our Staff (October 2024)

Management Team



Allan Murphy
Chief Executive
Officer



Heather Maitz
Finance and
Corporate
Services
Manager



Paul Sweeney
Asset Manager



Robert Murray
Housing
Services
Manager

Housing Services

Lindsey Reid - Housing Officer

Sharon Kane - Housing Officer

Kirsty McGlashan - Housing Officer

Lyndsey McGillion - Housing
Officer

Maureen Dods - Housing Services
Assistant

Michelle Johnstone - Housing
Services Assistant

Laura McGarvey - Housing
Services Assistant

Asset Management

Jim Cannon - Maintenance Officer

Greg Marley - Maintenance Officer

Sean Harwood - Maintenance
Officer

Anne Marie Somerville -
Asset Co-ordinator

Sharon Buchanan - Asset Assistant

Alysha McAsey - Asset Assistant

Finance & Corporate Services

Claire Samain - Governance and
Compliance Officer

Marie Clare Freke - Finance and
Corporate Services Officer

Una Renfrew - Finance and
Corporate Services Officer

Samantha Shek - Finance and
Corporate Services Officer

Elaine Mackechnie - Finance and
Corporate Services Assistant

Amy Wood - Finance and
Corporate Services Assistant

OUR BOARD OF MANAGEMENT (2023-24)

OFFICE BEARERS

Sephton MacQuire - Chair

Elizabeth McCurdy - Vice-Chair

BOARD MEMBERS

Alistair Tuach

Chris Chalk

Julie Smiley

Fiona Craig

Andrew Cameron

Ian Davie

Stephen Humphreys

Councillor Gary Mulvaney -
Co-optee - representing Argyll
& Bute Council

Councillor Hazel Sorell -
Co-optee - representing West
Dunbartonshire Council





Dunbritton Housing Association Ltd, 1 Hatters Lane, Dumbarton, G82 1 AW

Opening Hours: Monday, Tuesday, Thursday & Friday: 9am – 5pm

Wednesday: 9am – 12.30pm (closed in the afternoon for staff training)

Tel: 01389 761486 Email: admin@dunbritton.org.uk Website: www.dunbritton.org.uk Chair: Sephton MacQuire

Property Factor Registered Number PF000313 Scottish Charity No. SC036518

SHR registration No. 260 Registered under the Industrial & Provident Societies Act No.2421R(S)

