



Annual Report

2022/23

Chair Report



I am delighted to provide this report at the end of my first year as Chair of Ore Valley Housing Association.

The past year continued to be challenging in so many ways for us organisationally and for all of our tenants, to whom we provide a variety of critical services.

It has been impossible to ignore the continuing residual impact of the global Covid-19 pandemic and the ongoing cost of living crisis leaving us facing very difficult circumstances in terms of providing services and high levels of tenancy support to all of our tenants who have required it. The demand for housing also continues to grow, leading to further strains on our resources.

During the year we undertook a successful recruitment process for our new Chief Executive Officer. Our outgoing CEO Andrew Saunders leaves us after 23 years of service and goes with our gratitude and thanks for driving Ore Valley forward to become the community anchor organisation it is now.

We have continued to recognise the need for new high quality affordable housing options and have begun work on the development of the former Bowhill Miners Institute site in Cardenden. This will see the creation of 10 new homes. We continue to work on further proposals for new homes in Lochgelly, Cowdenbeath and Lochore.

The organisation continues to have an increased focus on our Tenancy Support and Tenant Engagement services, and we are looking forward to working with tenants to help sustain tenancies and obtain views on how we can improve our services.

As well as providing new homes and improving services we are continuing to maintain and improve our existing homes and during the year we delivered kitchen replacement, electrical upgrades, shower installations, renewable energy systems, fencing replacement and external painterwork programmes. We will continue to ensure that our homes provide comfortable places to live and meet the legal and regulatory requirements.

In terms of the wider community, we have been able to continue to support a range of local organisations and projects through our community development fund which in turn is supported with revenue from our wind turbine project.

During the course of the year, we welcomed a number of new Board members who have given their time to support the Governance and strategic direction of the organisation and we thank several who have elected to end their time serving the Association.

It has been an eventful and challenging year and I would like to thank all of my fellow Board Members, who give their time voluntarily, for their exceptional support and input and also the team at Ore Valley for their hard work during the course of another challenging year.

John Flynn
Chair

Review of Our Activities and Achievements over the Year

Tenant Participation

Following the launch of our Tenant Participation Strategy (2022-25) we have been using the last 12 months to recover the ground we lost with our tenant engagement activities because of the Covid-19 protection restrictions that were enforced during most of the previous year.

Work is now underway to review our Tenant Participation Strategy and a number of tenant led focus groups are being planned to help us review this and develop our Tenant and Community Engagement Plan.

We are encouraged that our Tenant Satisfaction Survey (July 2022) identified that of the tenants interviewed (291) all of them (100%) were either satisfied or very satisfied with the opportunities given to them to participate in our decision-making processes.

However, we do recognise that we need to reach out to those tenants who have indicated that they would like to become more involved, either through board membership, through participating in our estate management group or by setting up a new tenant security panel.

In addition to the above we also need to make sure our comments and complaints procedures makes it easier for all our tenants to share their views and opinions so that their feedback can be used to shape how we deliver our services in the following key areas:

1. Information and Communication
2. Customer Care
3. Tenant Participation
4. Repairs and Housing Quality
5. Value for Money
6. Your Neighbourhood

If you would like to join us to discuss any of the above key service areas, please call Vicky Murdoch on 01592 721917 or email housing@orevalleyha.org.uk

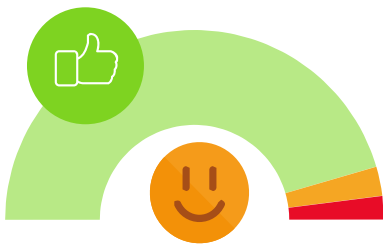
Tenant Satisfaction Survey 2022

What did we do?

291
INTERVIEWS

We spoke to 291 **Ore Valley Housing Association** tenants to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to improve their services for customers. The arrows below show the change in overall satisfaction compared to the 2019 tenant survey.

What did you tell us?



91% ▲ +3%
satisfied overall with service provided by Ore Valley Housing Association



99.5% ◆ ±0%
rated the Association as good at keeping you informed



100% ▲ +5%
satisfied with the opportunities to participate



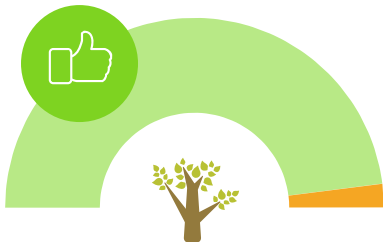
94% ▲ +6%
satisfied with repairs and maintenance



90% ◆ ±0%
satisfied with the quality of your home



82% ▲ +4%
rated rent as good value for money



96% ▲ +13%
satisfied with contribution to the management of the neighbourhood

What do Ore Valley do best?



What could Ore Valley improve?



Thank you to everyone who took part in the survey. Your views are important to Ore Valley and will help improve the services provided to tenants.

Tenancy Support

During the reporting year ending 31 March 2023 we have seen a significant increase in demand for our tenancy support service. During the autumn and winter months Ore Valley Housing Association applied for and distributed additional grant funding amounting to £17,750 to our tenants who we were able to identify as being financially vulnerable due to increased food and energy costs.

- £12,750 - Social Housing Fuel Support Fund - Scottish Government funding distributed by SFHA and used to purchase weighted blankets, draught excluders, radiator panels and energy saving light bulbs. A total of 70 tenants received an energy efficiency pack. £5,000 was also used to make £100 payments directly to tenant's energy suppliers in May 2023, a total of 50 tenants received one of these payments.
- £5,000 - Winter Hardship Fund - Scottish Government funding distributed by SFHA and used to purchase 100 x £50 Co-op vouchers to help tenants identified as being financially vulnerable buy food and other household items.
- £22,950 - Tenancy Support Fund - This budget is funded by Ore Valley HA with additional funding from the Community Wind Fund amounting to £7,200 to support the Cardenden Community Fridge Project with the purchase of food, including fresh fruit and vegetables - this service is open to everyone with regular drop-ins at the Bowhill Centre, Cardenden between 1pm to 3pm every Monday and 2pm to 4pm every Friday. Much of the remainder of this budget was used to assist 29 tenants with Cost of Living Crisis Payments to assist with essential items such as, food, energy costs, travel expenses and nappies, while 29 tenants who were either previously homeless; or in need of support to sustain their tenancy received assistance with the purchase of white goods and flooring.

Our tenancy support activities during 2022/23 represent an overall reported financial gain for our tenants amounting to £98,026. This overall figure includes referrals made on behalf of our tenants to the Tenant Grant Fund to assist with rent arrears amounting to £23,814.

Property Allocations

During the year April 2022 to March 2023, we re-let a total of 47 properties with an average relet time of 32 days.

57% of all re-lets were made to applicants with a priority need due to homelessness. During the reporting year we also let 2 additional properties to Fife Council for use as temporary homeless accommodation, bringing the number of our properties being used for this purpose to 6 in total. There were no new build housing developments completed (new-lets) during 2022/23.

We are undertaking a review of our internal void management procedures so that we can bring our void relet times back to our pre-pandemic performance levels.

If you would like more information about how to apply for a home, please contact our Housing Team on 01592 721917 or you can apply online by going to www.fifehousingregister.org.uk

Re-Lets



Lets to existing tenants



Lets to housing list applicants



Lets to homeless applicants



2023/2024 total number is lets

New-Lets



Lets to existing tenants



Lets to housing list applicants



Lets to homeless applicants



Total

Mid Market Rent Properties

Ore Valley Housing Association manage 76 properties. These homes are not part of our social housing stock. Instead they are let privately on a mid-market rent basis and offer tenants a good quality affordable alternative to private rented accommodation.

45 of these homes are leased to Ore Valley Enterprises by Fife Council and are located in Kirkcaldy, Lochgelly, Kelty and Dysart. Ore Valley Enterprises also leases 31 homes in Lochore from Ore Valley Housing Association.

These homes are very popular with our tenants and have a low turnover. They are currently managed by Ore Valley Housing Association who operate as a registered letting agent on behalf of OV Enterprises Ltd, our subsidiary company which is a registered private landlord.

Further information about our mid-market rent developments is available at: <https://www.orevalleyha.org.uk/schemes>

Our Repair Service

Rogerson Plumbing and Heating continue to deliver our repairs and maintenance service and we have received excellent feedback on the quality of work and the service provided by them. We continue to see a constant high level of performance standards being provided.

Rogerson Plumbing & Heating were successful in securing the gas tender exercise and have been working on our gas servicing and repairs since December 2022. This has been working successfully with Rogerson working closely with OVHA and our tenants to gain access to carry out our gas services within their anniversary dates.

We work very closely with all of our contractors to ensure repairs are completed within given timescales to a high standard, whilst ensuring that our tenants are receiving the highest, cost effective repairs service possible.

Our Minor Repairs Officer, who has been with us since February 2022 carries out our inspections and most of our minor repairs that you tell us about. He works closely with our frontline team and our contractors, ensuring that the service we provide is of a high standard.

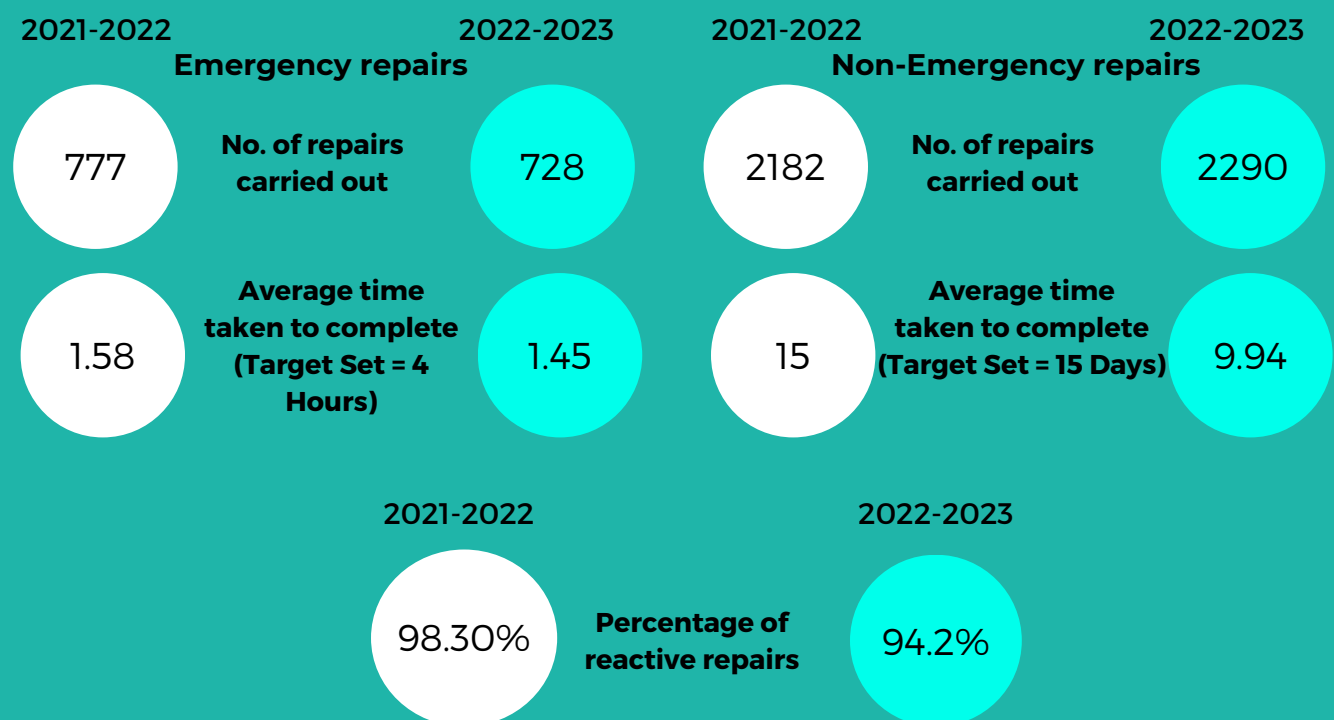
How are we doing?

During 2022-2023 we saw a decrease in the amount of emergency repairs being completed. During Covid many of our urgent repairs had to be carried out as emergencies. We have now returned to working with our priority targets that are set for the many different repairs received.

During 2022-2023 we saw our average days taken to complete a repair drop. Having our Minor Repairs Officer has helped us to become more efficient in the service we provide.

Our tenant satisfaction for repairs has dropped, there is more demand placed on our repairs service and we are looking at ways to tackle these (e.g. materials taking longer to be delivered).

How are we doing?



Gas Services

We maintain and inspect all gas appliances within our homes, in line with legal requirements. This covers 100% of all gas heating systems, including boilers and gas fires. Gas Services must be carried out at least once every 12 months in order to meet the requirements set.

Ore Valley HA and our contractor have a program in place which initiates contact with tenants two months ahead of their Gas Service anniversary date.

Each year, due to repeat no accesses, we have to take additional measures to ensure our tenants are safe.

Due to the processes in place and the majority of tenant's working with us and our contractor to ensure that they have an up to date gas service certificate, in 2022/23, we met all of our gas service anniversary dates. This equates to a completion rate of 100%.



Planned Maintenance

Planned Maintenance and property improvement remains a high priority for Ore Valley Housing Association.

We carried out the following improvements this year:-

- Electrical testing was carried out to 86 of our homes, resulting in a range of electrical improvements and upgrades being completed.
- Our ongoing kitchen replacement programme resulted in new kitchens being installed in 32 homes.
- External paintwork was carried out to 139 properties.
- 24 properties received new gas boilers, improving energy efficiency.
- 3 properties were upgraded to have solar photovoltaic energy systems mounted on their roof.
- We continue to carry out environmental improvements and maintenance.

We will continue to develop and deliver future maintenance and improvement programmes to ensure that wherever possible we comply with both the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH). We will also consider improvements which will move us closer to compliance with ESSH 2 which is a new standard to be achieved by 2032.

Rent Arrears

Funding for paying our loans, repairs and maintenance, property improvements and all the other services we provide is reliant almost solely upon income from our rents. Therefore, the amount of money we have available to develop and improve our service is directly related to the amount of rent we collect each year.

The total value (£) of gross rent arrears as of 31st March 2023 was £135,497 which is 3.96% of the total rent due for the reporting year. This compares to a average of 4.5% for RSLs in Scotland.

Gross rent arrears are made up of ex-tenant arrears and current tenant arrears. Current tenant rent arrears amounted to £79,965 which is 2.36% of the total rent due for the reporting year.

During the previous year we directed additional time and resources, so that we could better support tenants who were experiencing problems with maintaining their rent payments as we recognised that this was an increasing challenge for many.

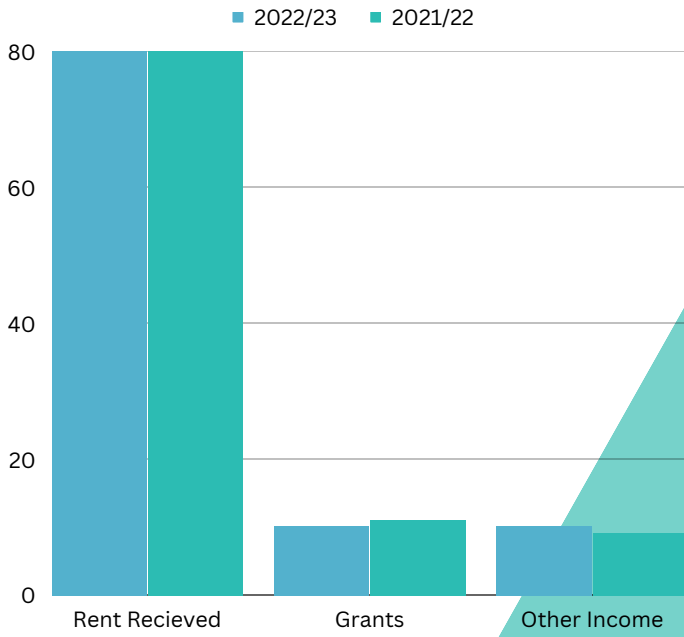
Despite the financial pressures caused by the cost of living crisis and a below inflation rent increase of 5.4% from the previous year, through the provision of our tenancy support service we have been able to work with a number of our tenants to support and assist them with their rent payments.

However, we are aware that if food and energy prices continue to remain disproportionately high for low income households, the challenge of supporting an increasing number of financially vulnerable tenants will increase pressure on our service. This is why we must continue to shape our services so that we can maximise our rental income to ensure that our rents remain affordable for tenants and viable for our own future business needs.

Tenants who may be experiencing difficulties can speak to our Tenancy Support and Wellbeing Officer who is available to provide advice and support to help tenants increase their household income either through referrals to programmes to get them into employment or assistance with accessing personal budgeting support or debt management services.

If you or someone you know is struggling to make their rent payments, please call Danielle Porteous on 01592 721917 or email housing@orevalleyha.org.uk so that we can provide the appropriate advice and support as soon as possible.

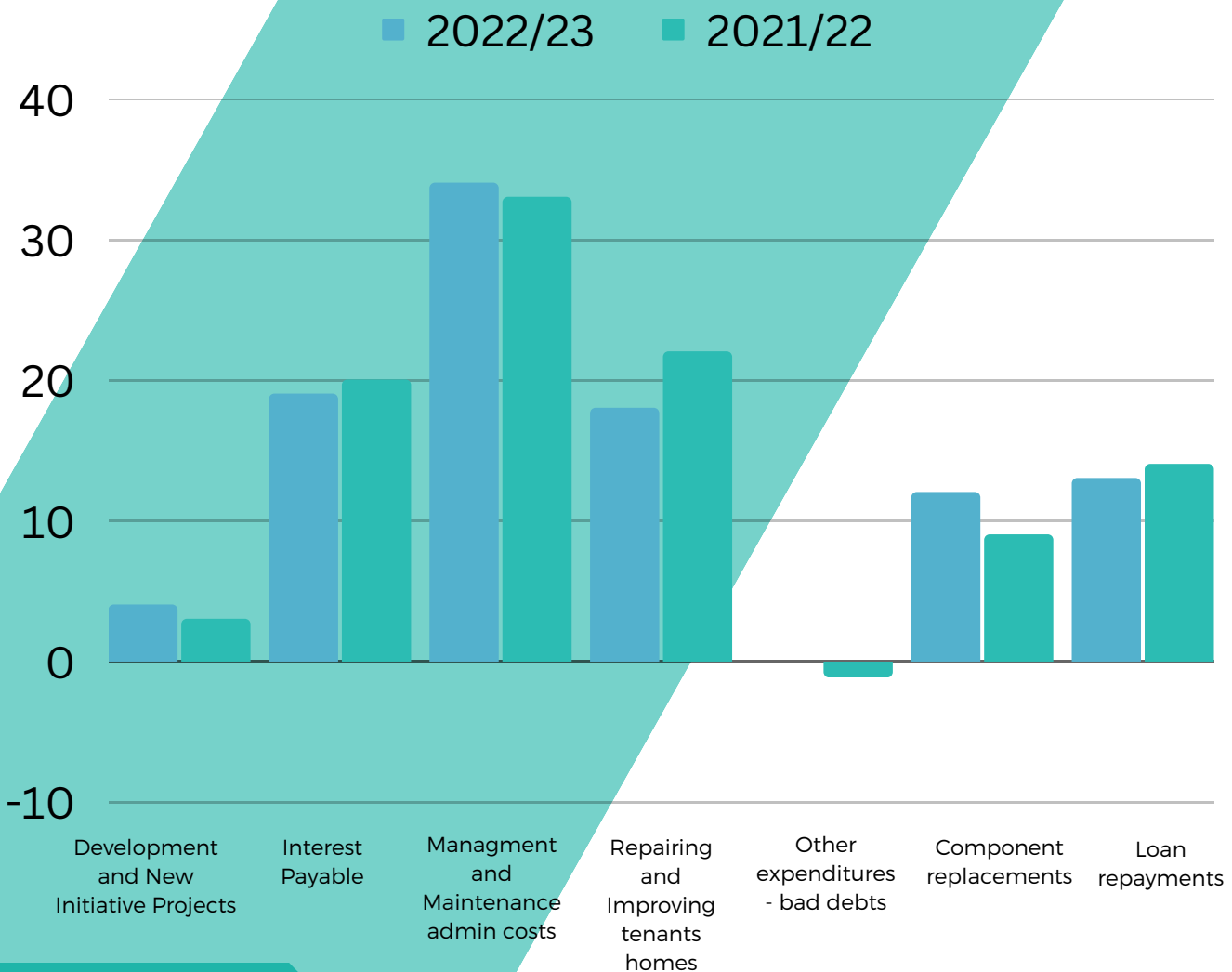
Breakdown of every £1 recieved



Income and Expenditures Account

	2022 - 2023	2021 - 2022
Turnover	£4,240,543	£3,926,414
Operating Costs	£3,377,274	£3,074,913
Operating Surplus	£863,269	£851,501
Interest Receivable	£24,648	£13,717
Interest Payable	-£812,231	-£764,978
Remeasurement of pension deficit	-£114,808	£197,481
Surplus / Deficit For Year	-£39,122	£297,721

Breakdown of every £1 spent



Balance Sheet

As of 31st of the March

	2022/23	2021/22	
Fixed Assets			
Housing Properties	£41,673,937	£41,702,761	Housing Properties less depreciation
	<u>£41,673,937</u>	<u>£41,702,761</u>	
Other Fixed Assets	£812,843	£857,541	Vans, Office Equipment, Retail
	<u>£42,486,780</u>	<u>£42,560,212</u>	
Current Assets			
Debtors	£814,399	£831,389	Money owed to us
Cash at bank and in hand	£1,261,515	£1,771,137	
	<u>£2,075,914</u>	<u>£2,602,526</u>	
Creditors: amounts due within one year	(£1,688,585)	(£1,688,436)	Money we owe to other people
Total assets less current liabilities	£42,874,109	£43,474,302	
Creditors: amounts owed after more than one year	(£41,854,128)	(£42,415,195)	Bank loans still to be repaid & housing grants to be set against housing properties
	<u>£1,019,981</u>	<u>£1,059,107</u>	
Capital and Reserves			
Share capital non-equity	<u>77</u>	<u>81</u>	Represents members shares at £1 each
Revenue reserves	£1,019,904	£1,059,026	Company's reserves
	<u>£1,019,981</u>	<u>£1,059,107</u>	

Housing Adaptions

Every year we receive funding to adapt the homes of tenants whose medical needs and requirements have changed since moving into their home. These 'medical adaptations' can include bathroom alterations and the installation of stair lifts and other major adjustments to the home. They can also be simple adaptations with things such as handrails being fitted. The adaptations are completed following a referral from an Occupational Therapist who is a healthcare professional.

Between April 2022 and March 2023, we completed 41 medical adaptations compared to 63 completed during the previous year. The impact of the COVID pandemic which resulted in delays in being able to carry out work, when lockdowns limited access, caused longer waiting times for some tenants. In the year prior to the pandemic the average completion time from referral by the Occupational Therapist was 51 days.

A total of £32,693.56 was spent on adaptations in 22/23 which was mainly funded through grants received from the Scottish Government.



New Build Housing Developments

Ore Valley HA is a member of the Fife Housing Association Alliance, which is made up of the four Fife based housing associations (Fife Housing Group, Glen Housing Association, Kingdom Group and Ore Valley HA). The Alliance works closely with Fife Council to deliver the programme of new affordable housing within Fife.

The Fife Housing Association Alliance enables the four partners to deliver new housing in a more efficient, cost effective, non-competitive environment which benefits the Alliance members, tenants and the wider Fife Community.

At Ore Valley we are continuing to explore opportunities for new development where there is an identifiable need for new housing, either through the housing association or through its subsidiary, Ore Valley Enterprises Ltd. which is involved in the provision of mid-market rent housing.

We are currently working on the potential to develop new sites in Lochgelly, Lochore and Cowdenbeath. We began construction on one project in Cardenden this year and anticipate one in Lochgelly will be ready to commence construction next financial year which between them will deliver around 60 new homes.

We are currently on-site re-developing the historic C-listed former Bowhill Miners Institute building, which has been unused for around 30 years, to deliver 10 new homes for social rent. The site is one of the most prominent in Cardenden given its location in the heart of the area's high street but also its historical significance in relation to the mining industry that used to dominate life in the town. The existing building will be extended to the north to increase the overall livable space in a way that is in keeping with the original building.

The site of the former Fabtek factory in Lochgelly has also been acquired and the existing building has been demolished and the site cleared. Detailed designs have been created and a planning application for 47 homes and 2 retail units is being prepared.

Through one of our subsidiary companies, Ore Valley Enterprises Ltd., we are currently managing 76 mid-market rent properties in Lochgelly, Lochore, Kirkcaldy, Kelty and Dysart. We will continue to consider opportunities for further mid-market rent development to help address the ever-increasing demand for affordable housing.



Ore Valley Community Initiatives



The Ore Valley Business Centre, based on Main Street in Lochgelly, saw another year of high occupancy and footfall despite the impact of the Covid-19 pandemic. The centre offers a variety of quality commercial office spaces within a highly energy efficient design aimed at minimising its environmental impact and reducing its carbon emissions on the built environment.

The centre is designed to support the development and growth of new businesses which in turn can deliver benefits to the local community through the creation of jobs, economic growth and the provision of much needed services. New tenants in the last year include Ark Housing and Fife Climate Hub.

In addition to the new businesses we welcomed, we also saw a further significant increase in footfall due to the large number of events hosted in the centre and an expansion of public-facing services (such as being the site of our Sustainable Transport Hub which hosts our electric car club vehicles and electric car charging) and support projects offered by the tenant businesses themselves. As a result, the centre continues to deliver on its aims of spurring job creation and delivering improvements to our local community.

Lochgelly Miners Institute

The historic Miners Institute continues to be the home for a varied number of businesses including the popular Zodiac School of Dance, Studio 129 who manufacture clothing, furniture upholstery and vintage car interiors, award-winning photographer Sara Webster and hair salon Studio L.

Retail Units

Our commercial retail unit operation expanded to include our first site in Cowdenbeath as well as our existing properties in Lochgelly. We currently have two shops that are available for rent both of which offer affordable rates for commercial space in the heart of Lochgelly.



Wind Turbine Update

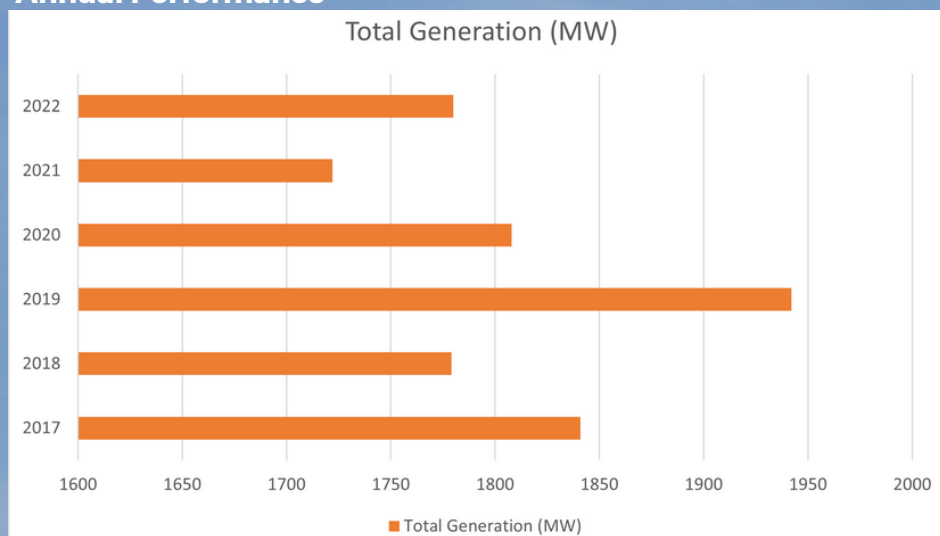
The Association's wind turbine is located near South Dundonald and last year was the device's fifth year of operation and clean power generation. All of the power generated is exported back to the national grid and the Association derives an income from the resale of this power and associated subsidies.

The turbine itself is a 500kW Enercon E53 turbine with a height of 73 metres to the blade hub and a maximum height of 99 metres to the highest blade tip. Its clever design allows it to generate power at lower wind speeds (as little as 6 miles per hour) than other turbines and also handle higher wind speeds (up to 60 miles per hour) before having to cease power generation. 2022/23 saw the turbine location experience average wind speeds of 6.3 metres per second (or 14.1 miles per hour) which are ideal conditions for power generation.

Last year, the turbine was available to generate electricity for 99.1% of the year and generated 1,779,821 kilowatts (1,780 megawatts) of power which was slightly below the anticipated output due to a relatively quiet period of wind between November and December last year. This equates to the total annual power demand of 430 Scottish homes and carbon savings equating to 302 tonnes of carbon, the equivalent emissions of 74 Scottish homes. The project has benefited from high levels of demand globally for renewable power stemming from the war in Ukraine

This latest year of positive results has enabled the project to continue to deliver a direct community return through our Community Wind Fund which has supported a number of local projects and the hope is to continue to do so over the coming years.

Annual Performance -



Value For Money

Value for Money (VFM) means making the best use of our resources so that we can achieve the best possible outcome for our tenants. This means making sure that our rents are affordable while still being able to provide the quality of housing and the level of service our tenants expect from us.

It also means, delivering maximum value to all customers whilst minimising costs. We believe it is important to control costs and minimise waste, however this is not our sole consideration; we also know that effective responses to the needs of our tenants and other customers is crucial to making the best use of available, or limited resources.

As a small community-based Housing Association, it is important that we constantly review our expenditure, services and processes; paying the right price for the goods and services we buy. The focus on delivering value for money and continuous improvement is helping us develop and invest in keeping Ore Valley's services strong for both current and future tenants.

Value for money is not always entirely straightforward, as outcomes are not just about getting the most for our money, it is also about what difference we make to the environment, communities and quality of life through social and economic benefits.

Our Tenant Satisfaction Survey (July 2022) showed an increase in the level of satisfaction with the value for money provided by Ore Valley HA with 82% of those surveyed rating our rent as good value for money.

However, this is an area where we will never be complacent and in the coming year, we will be working with tenants to consider how we can improve satisfaction levels in relation to the provision of Value for Money.



The Future

2023 marks a momentous year at Ore Valley Housing Association with the retirement of our long-standing Chief Executive Andrew Saunders. Andrew has led the organisation since 2000 and driven incredible growth and expansion during that timeframe, enhancing the Association's number of homes from around 200 to the almost 800 that we now manage as well as delivering on our wider community regeneration role. He drove the Association to see it move beyond being simply a housing association to a vehicle for delivering change. Our numerous sustainability and community projects developed over the years have also had considerable impact on our tenants and local residents. His drive and innovation leaves a lasting impact and he departs with our sincerest thanks and best wishes for his years of service. I am honoured to take on the baton from him...

As we continue to deal with the residual challenges stemming from the Covid-19 pandemic, we all still face the issue of the cost of living crisis which has seen everyone's lives impacted by higher costs - be it energy, fuel, food, financing - everything is costing more and the Association is not immune to feeling the impact of these issues. This means we will have to work smarter on how we provide our tenants with the best support we can, focusing on our key priorities yet still striving to continue to improve and enhance our services.

A particular focus for us has been addressing concerns around mould and dampness - a terrible blight that can have serious consequences for tenant health and the quality of our housing. The tragedy of Awaab Ishak's death cannot be pushed aside and it is likely that mould and dampness will join gas and electrical safety as key priorities for housing providers across the country and one where it will be essential for the Association and tenants to work together.

The challenge of achieving the mandated Government targets related to net zero is coming into focus as the required standards will be reviewed and finalised in the coming months. Ore Valley is part of the review panel and as a result we have a strong understanding of the issues at hand and options for attaining the necessary targets however we will engage with our tenants directly on this to ensure tenants have a say in determining the appropriate approach. All our homes will need to change as our reliance on mains gas is phased out and electrically-fed forms of heating come to the fore. This comes against a backdrop of still-high energy prices and no central government support as was provided last year so we need to find a balance between suitability of the solution and affordability for tenants.

Our Board continue to provide us with strategic guidance and our priorities for the coming year are:

- To hold equality and social justice at the heart of what we do.
- To provide more homes.
- To provide better homes.
- To improve our services.
- To determine our approach to delivering 'Net Zero'
- To continually focus on the health and safety of our tenants and staff

Nick Clark, Chief Executive



114-116 Station Road, Cardenden,
Fife, KY5 0BW



01592 721 917



ovha@orevalleyha.org.uk



www.orevalleyha.org.uk

Consultants

Solicitors

TC Young LLP, Edinburgh

Auditors

Bird Simpson, Dundee

Quinn Internal Audit Services,
Livingston

Finance Services

Chiene & Tait, Edinburgh

Bankers

Royal Bank of Scotland
Scottish Building Society
Triodos

Architects

ECDA, Glasgow

Quantity Surveyors

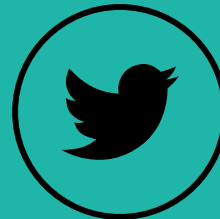
F3 Building Surveyors,
Edinburgh

IT and Web Support

Brightridge,
Grangemouth
Adonis Media,
Dunfermline
Housing Online, Lancing



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