



# ANNUAL REPORT AND REPORT CARD **2018 / 19**

[www.dghp.org.uk](http://www.dghp.org.uk)



## About DGHP

Dumfries and Galloway Housing Partnership (DGHP) is registered with the Scottish Housing Regulator and is the second largest Registered Social Landlord (RSL) in Scotland. We are constituted as a company limited by guarantee and we are also a Scottish charity.

DGHP was established in April 2003 after a transfer of homes previously owned by Dumfries and Galloway Council. Since then we've diversified and as well as our core landlord functions, DGHP is involved in new house building, regeneration, factoring and supporting people services.

DGHP currently owns around 10,300 homes in Dumfries and Galloway along with 100 mid-market rented (MMR) homes, and some commercial properties, managed by our subsidiary, Novantie Ltd.

Following a review of our governance structures, a number of changes are taking place and a new Board of Management will be in place at our Annual General Meeting in September.



## INTERIM CHIEF EXECUTIVE'S FOREWORD – ALEX MCGUIRE

Welcome to DGHP's 2018/19 Annual Report and Report Card. Each year we produce this, in line with the Scottish Social Housing Charter, to show our performance over the last 12 months.

2018/19 has been a time of change for DGHP with the Board implementing the substantial governance improvements agreed with our members, as well as seeking a partnership with the Wheatley Group.

DGHP tenants will have the final say on this through an independent ballot later in 2019 and consultation has already started around this.

When you read through this Report Card you will see clearly where we are performing well and also the areas where there is room for improvement. As we move forward we will focus on where tenants tell us that we need to improve and work has already started around delivering new build programmes and carrying out investment works to tenants homes.

For example, we are currently carrying out a 100% Stock Condition Survey on all properties



which will help us identify the areas most in need of investment and, along with the priorities identified by our tenants this will inform our future programmes of work.

In 2018/19 we have outperformed the national average on 13 key service areas and in addition,

compared to last year, we have improved the level of service in 6 out of the 19 indicators and met our targets on 11 of the 15 (that have targets set). We always want to improve so more challenging targets have now been set for this current year.

As interim Chief Executive I would like to conclude with thanks to our staff for their work throughout the year. I hope you enjoy reading through the Report Card and seeing for yourself how we compare when it comes to key performance areas.

**Alex McGuire**





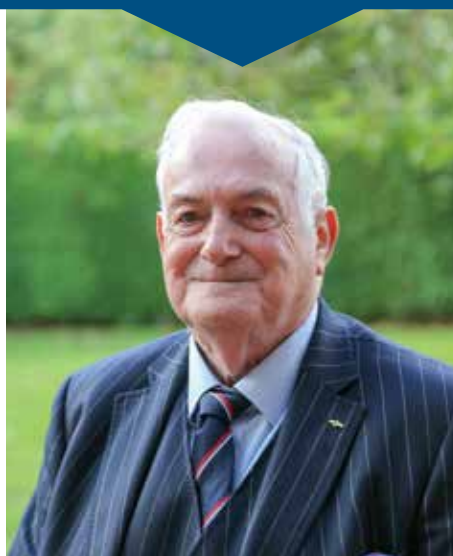
## CHAIRMAN'S FOREWORD – BILL ROBERTSON

Welcome to DGHP's Annual Report and Report Card for 2018/19 which summarises how we have performed as an organisation and I hope you will take the time to have a read through this.

The 12 months (leading up to March 2019) have brought a lot of changes. I took over as Chairman at the start of the year and I am pleased to present this Report Card and Annual Report for 2018/19.

The Report Card shows how, as an organisation, we have fared in terms of tenant satisfaction and performance when it comes to key services delivered to our tenants. In particular, I'd like to highlight that for another year we have achieved 100% when it comes to gas safety checks. The safety of our tenants in their homes is paramount and this is an indicator that I am pleased to see remain at 100%.

I would like to take this opportunity to thank DGHP's Board of Management, made up of independent and tenant members, for their continued hard work and dedication throughout the last year. I'd also like to thank our Vice



Chairman, John Henderson, for his commitment and the support he gives to me as Chairman – it's much appreciated. I would also like to extend my thanks to the members on our District Management Committees (DMCs) – made up of tenants from across Dumfries and Galloway. They have given their time throughout

2018/19 and continued to scrutinise DGHP's performance. Going forward we are looking, as a Board of Management, to the changes which are underway around tenant engagement, which I'm sure will see more tenants get involved with the organisation in different ways. In addition, there are also opportunities ahead with the proposed partnership with Wheatley Group, and tenants will receive more information on this going forward.

I hope you enjoy reading through this Report Card for 2018/19 and seeing how we've performed in these key areas. If you would like to speak to anyone about this please contact our Customer Service Centre on Freephone 0800 011 3447.

**Bill Robertson**

# INTRODUCTION

**The format of this Report Card was designed following the introduction of the Scottish Social Housing Charter. Every year we publish information on how we perform as an organisation and we hope you find this Report Card useful and easy to understand.**

Following discussions with tenant representatives from our District Management Committees (DMCs), we present our sixth Report Card which shows our performance from April 1, 2018 – March 31, 2019.

Throughout the year, our tenant members on our DMCs study DGHP's performance at their meetings. This allows them to monitor DGHP's performance throughout the 12 months, which leads to this Report Card and our year end performance. This Report Card and Annual Report is a culmination of all of that information.

For 2018/19 we have kept the same layout and style as last year although, following feedback, we have removed the star ratings and kept the data information with a commentary based on input from our involved tenants on our DMCs.

For the 19 indicators you can see our performance from this year, last year and also the Scottish average. Where a target has been set, this is also included.

DGHP's governing body, the Board of Management, are responsible for the information presented here and we are reassured that this is a good reflection of our performance. From the information here we agree that DGHP has met the Scottish Social Housing Charter.

DGHP Supporting People Services – DGHP has no duty of candour incidents to report for 2018/19.

## FREQUENTLY ASKED QUESTIONS

### WHAT IS THE SCOTTISH SOCIAL HOUSING CHARTER (SSHC/the 'Charter')?

The Scottish Government introduced the "Charter" in April 2012 (updated April 2017) with the sole purpose of setting out standards that landlords - like DGHP - should be meeting. This is to demonstrate that DGHP (and other landlords across Scotland) are providing good quality services to tenants and other service users.

To measure our performance and to assess if we are meeting the standards set out in the Charter, the Scottish Housing Regulator asks us to provide a wide range of information about our services – and they let us know how we compare to other Registered Social Landlords (RSLs) and local authorities.

### WHAT DOES THE REPORT CARD MEAN FOR TENANTS OF DGHP?

The information in the Report Card is very important to tenants, DGHP as an organisation, staff and other service users. We have always shared this information widely, but it is now presented in this Report Card format.

The information here tells you how our tenants feel we've performed in terms of providing services and lets everyone see how DGHP compares to others in Scotland.

### WHO DECIDES WHAT INFORMATION GOES INTO THE REPORT CARD?

While it would be impossible to publish every piece of performance information we collect,

we hope that you will see that what has been included in this Report Card is comprehensive.

The key 19 indicators are those that our tenants have told us are the most important ones to them and, with input from tenants on our District Management Committees (DMCs), the information on how we've performed, along with last year's results and the Scottish averages, the commentary has been produced here to give you an overview.

### WHY IS IT IMPORTANT?

This information is how we show and demonstrate that we are meeting the standards expected of us in the Charter. Tenants wanted us to group the standards into the following sections

- Tenant satisfaction and complaints
- Quality and maintenance of homes
- Neighbourhoods
- Our homes and rents
- Value for money

Under each of these sections (separated by different colours) we have set out the information that tenant representatives felt was the most important.

### HOW DO WE KNOW IF DGHP'S PERFORMANCE IS GOOD?

In each indicator here we have shown you how we have performed in the last 12 months, we have then compared this to how we have performed in previous years and we've also compared ourselves to the Scottish average.

Please take the time to look at the results and to read the key points from the text. This sets out where we will focus in the future and how we will aim to improve.

### I'D LIKE MORE INFORMATION, WHERE CAN I FIND IT?

More information is available from DGHP on Freephone 0800 011 3447 or email [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk)

You can also find out more about the Charter itself by visiting <https://www.scottishhousingregulator.gov.uk/what-we-do/how-we-regulate/scottish-social-housing-charter>

### YOUR VIEWS ARE IMPORTANT TO US

If you find that when you are reading through this document that you would like more information then please get in touch with us using the contact details above. We are always keen to hear your feedback on the content, layout or results within this Report Card. Thank you for taking the time to go through it.





# TENANT SATISFACTION & COMPLAINTS

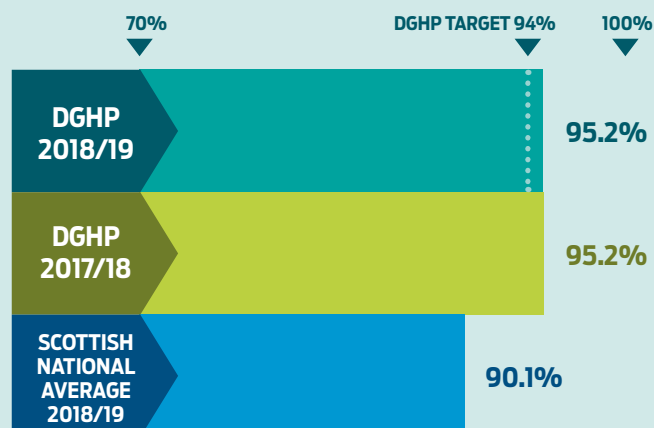


## 1 The percentage of tenants who are satisfied with the overall service provided by DGHP 95.2%

This indicator tells us how satisfied our tenants are with the overall service provided to them by DGHP. This result is based on a survey that is carried out on a three-year cycle, meaning the performance is the same as last year. Next year will be based on new survey results.

The Scottish average for 2018/19 is 90.1% and we are pleased that we remain above that, as well as just above our own target of 94%.

This indicator on the overall satisfaction is hugely important to DGHP and our tenants as it tells us how you view our services overall. We will continue to strive for further improvement on this figure as we always want to deliver the very best services to our tenants.



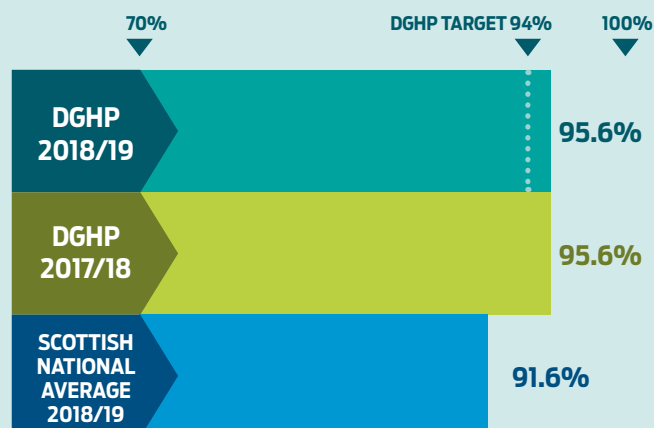
This result, like the first one, is based on a survey that is carried out on a three-year cycle, and this figure is from three years ago. We are pleased that this was above our target of 94%.

This year, we are very pleased to see that we remain above the Scottish average of 91.6%. This average has dropped to 91.6% from 91.7% the previous year.

This indicator tells us that DGHP is good at keeping tenants informed about services and decisions. We always want to make sure that our tenants and customers can communicate with us in a way that they prefer, and that is suitable for them. And we always want our tenants to receive the right information they need, at the right time.

We have continued this year to develop a tenant volunteer editorial group, made up of tenants from across Dumfries and Galloway.

Members on the group now edit every edition of your tenant newsletter, Open Door, and they decide what articles you read about and how it is laid out and presented in terms of style and photographs.



# TENANT SATISFACTION & COMPLAINTS



3

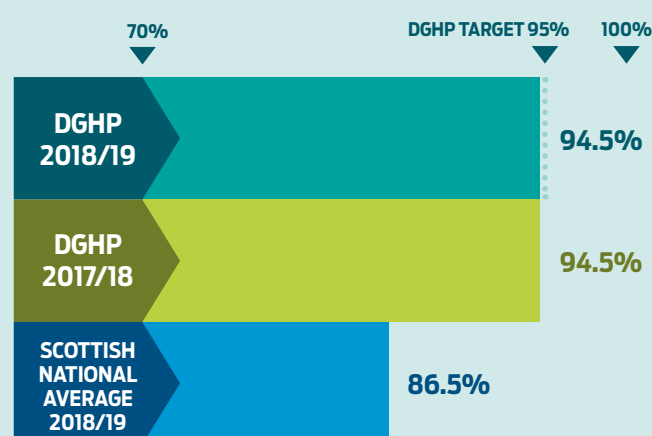
The percentage of tenants satisfied with the opportunities given to them by DGHP to participate in decision-making processes

94.5%

In this indicator we are pleased to report that 94.5% of our tenants are satisfied with the opportunities given to them by DGHP to participate in decision-making processes. This figure is from our three-year survey cycle.

We are pleased to see that we are above the Scottish average, which is 86.5%, on this indicator. The Scottish average has increased slightly from 85.9%. In terms of performance, at 94.5%, we are slightly below our own target of 95%.

All of the work we do within DGHP is carried out with our tenants in mind, and we are incredibly proud of this. However, we recognise that we need to continue to develop our tenant engagement opportunities and a number of changes are taking place, following an independent governance review earlier this year. We want to encourage more tenants to get involved and are currently developing new ways of participating and you will read more about that soon.



4

The percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by DGHP and the % upheld

We always aim to provide the best service to our customers at DGHP, however we know we don't always get it right. We pride ourselves on having an open, honest and transparent approach when it comes to our complaints and we would always encourage people to tell us when things go wrong as this allows us to resolve issues and make improvements for the future.

This year we have dealt with slightly less Stage 1 complaints than the previous year. This is a very difficult indicator to rate as there are a lot of factors that play a role in the outcomes. In addition, we continue to find that Stage 2 complaints are more complex, and require a longer period of time to investigate before we can resolve them. This is reflected in the increase with Stage 2 complaints.

For Stage 1 complaints we have responded to 77.3% of those in full within the Scottish Public Services Ombudsman (SPSO) timescales and 71.6% of Stage 2 complaints in that time.

As well as dealing with your complaint on an individual basis we are also monitoring the themes from these complaints to ensure our overall service is improved for everyone.

Total Received		
Our performance	Trend	
Stage 1 – 608	Decreased from 625 last year	
Stage 2 – 81	Increased from 76 last year	
Percentage of complaints upheld		
Our performance	Trend	
Stage 1 – 53%	Decreased from 64.6% last year	
Stage 2 – 52.3%	Increased from 50.5% last year	
Percentage of complaints responded to in full by the landlord within SPSO timescales		
Our performance	Trend	How we compare
Stage 1 – 470 77.3% of all stage 1 complaints received were responded to within the SPSO timescales	Increased from 73.6% last year	DGHP is below the Scottish average of 86.9%
Stage 2 – 63 71.6% of all stage 2 complaints received responded to within SPSO timescales	Increased from 65.7% last year	DGHP is below the Scottish average of 83.8%

# QUALITY & MAINTENANCE OF HOMES

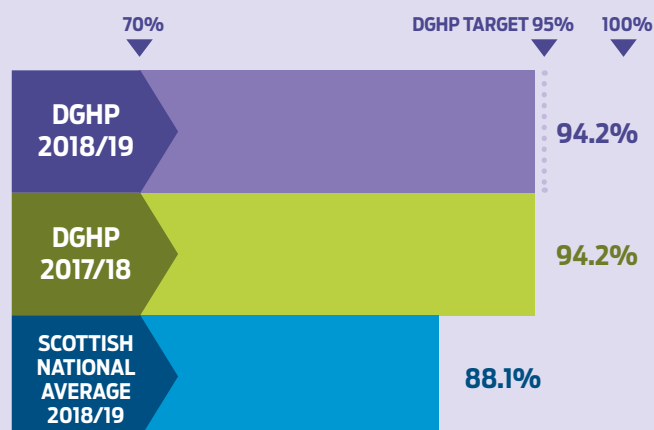


## 5 The percentage of existing tenants satisfied with the quality of their home 94.2%

This is another indicator based on the survey carried out every three years. The percentage of existing tenants satisfied with the quality of their home remains at 94.2%, which is just below our target. This year the Scottish average is 88.1% and we are pleased to be above this; however, we want to improve.

In the financial year 2018/19 we installed 40 standard bathrooms; 185 aids and adaptation works; including bathrooms (including wet-floor bathrooms) and ramps; 80 kitchens, and 34 roofing and electrical works.

We also carried out 680 heating replacements, including energy efficiency works and carried out 429 window replacements. It is worth noting that the current kitchen and bathroom contract is coming to the end of the programme and the aids and adaptation programme is demand-led. We have recently introduced four Tenant Liaison Officers to work closely with tenants – in particular those who either don't want investment works done, or those who have reservations and need some support with preparing for the work in their home.



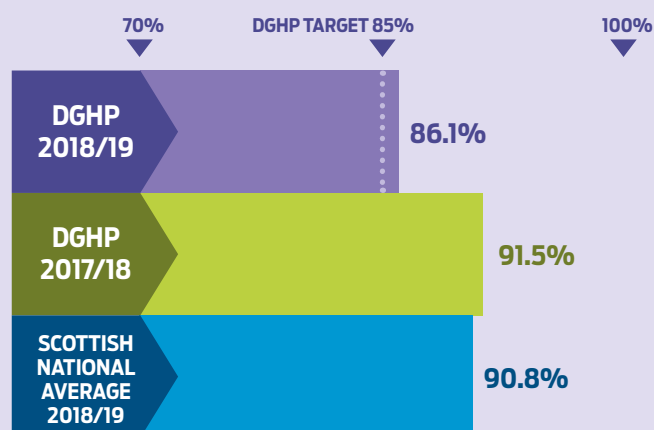
## 6 The percentage of tenants satisfied with the standard of their home when moving in 86.1%

We always want our tenants to be satisfied with the quality of their home when they move in.

This is a question we now ask our tenants throughout the year when houses are allocated – this is carried out by an independent survey company (Research Resource) and helps us monitor this continually. During the last year we re-let 917 properties and carried out independent surveys on more than half of those.

We are disappointed in the drop in the levels of satisfaction - and also that we are below the Scottish average, which is 90.8%. Although we remain above our target for this, it is clear there is work to do around the standard of our empty homes when we let them and this will be a priority moving forward.

We will be listening to our tenants and working to review the standard of homes when they are re-let.





# QUALITY & MAINTENANCE OF HOMES



7

The average length of time taken to complete emergency repairs

**2.3 HOURS**

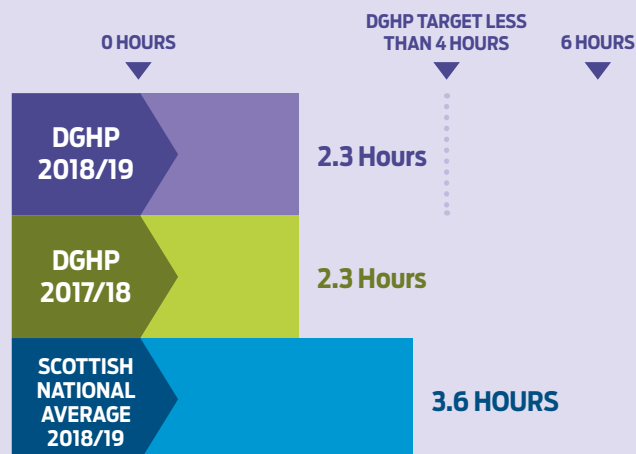
We are absolutely delighted with the excellent performance reported here for our emergency repairs timescales - especially given the rural area we live and work in.

To be able to complete repairs, right across the region, in an average of 2.3 hours is excellent.

In total last year we completed 11,339 emergency repairs – slightly less than the previous year. This figure does not include emergency repairs carried out during out-of-hours.

This indicator is very important to our tenants and we are really pleased with this.

As a comparison, the Scottish average this year for the average length of time to complete emergency repairs is 3.6 hours.



8

The average length of time taken to complete non-emergency repairs

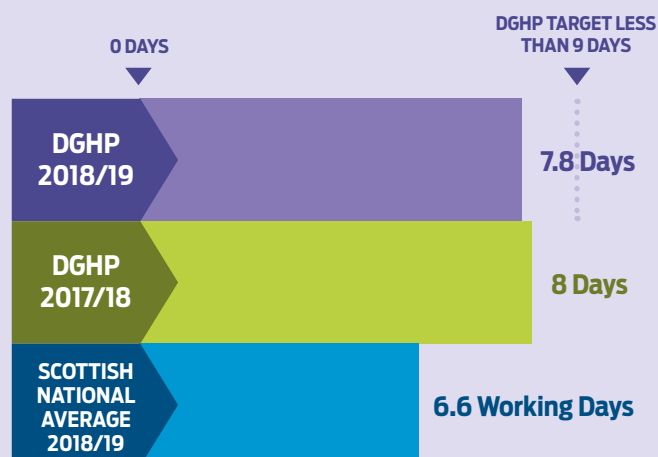
**7.8 WORKING DAYS**

The average length of time taken to complete non-emergency repairs in the last year was 7.8 working days.

Our performance is improving, however, the Board is keen to see more improvement and new targets will be set for next year. In the previous year the average length of time was 8 working days, so there has been a slight improvement.

This year we carried out 22,239 non-emergency repairs across the region – a decrease of 2,253 on the previous year.

In terms of the Scottish average for this indicator, for this year, it is sitting at 6.6 working days so we have work to do to see further improvement on this indicator.





# QUALITY & MAINTENANCE OF HOMES



9

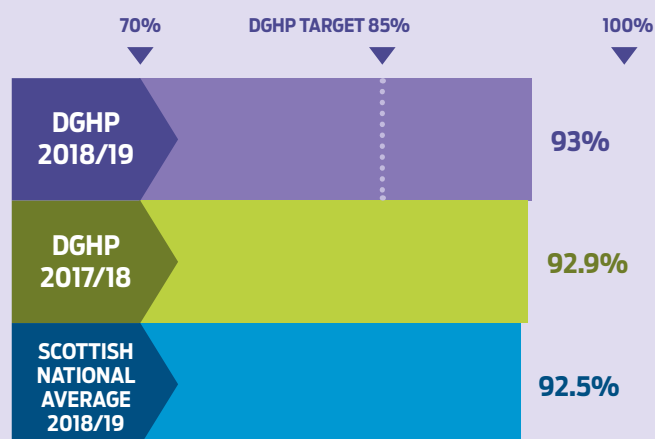
The percentage of reactive repairs carried out in the last year completed right, first time

93%

This indicator tells us the percentage of reactive repairs appointments carried out in the last year, that were completed right, first time.

In 2018/19 a total of 21,259 reactive repairs were carried out, with 19,681 of those being completed right, first time – this is 93%. We can see here a very slight improvement on last year and we remain above target, and ever so slightly above the Scottish average of 92.5%.

It's important to note that all of our qualifying non-emergency repairs are within the scope of this figure, regardless of the complexity of the work. The age and diversity of our stock in comparison to others remains a factor – primarily as a greater range of materials are required to carry out and complete works first time. We understand how important this is to our tenants and we continue to strive to improve.



10

The percentage of repairs appointments kept

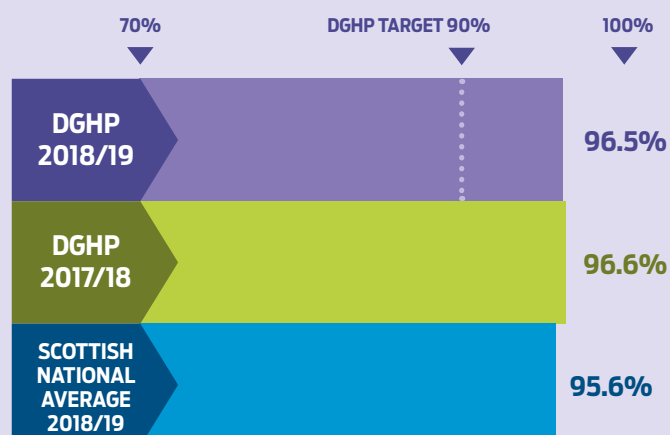
96.5%

This indicator showing the percentage of repairs appointments kept is always a very important one – for us, and tenants.

We fully understand that keeping appointments is important to our tenants, and we are working hard to improve this. We also realise that, for many, this is more important than how long it takes us to complete a repair.

For the last year, our repairs and maintenance contractors kept 96.5% of appointments – a slight decrease on the previous year's figure of 96.6%. For 2018/19, this meant that 17,570 out of 18,208 appointments made were kept.

We remain well above our target on this indicator and slightly above the Scottish average for 2018/19, which is at 95.6%.



# QUALITY & MAINTENANCE OF HOMES



11

The percentage of tenants who have had repairs or maintenance carried out in the last 12 months that are satisfied with the service

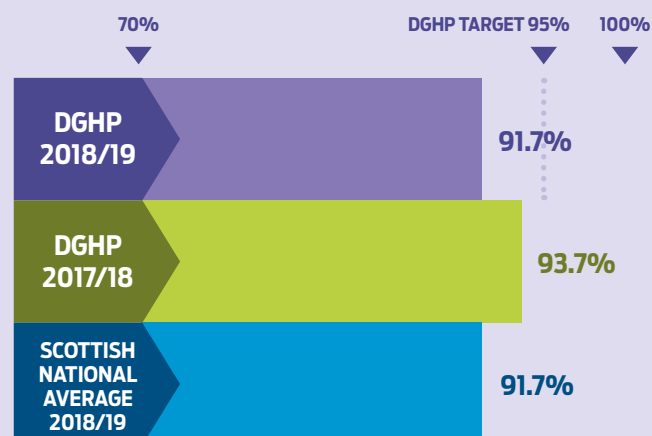
91.7%

We have seen a reduction in the percentage of tenants who have had repairs and maintenance work in the last 12 months that are satisfied with the service. This reduction from 93.7% to 91.7% is disappointing.

We are below our target on this one and equal to the Scottish average (of 91.7%).

This is one of the questions we ask our tenants continually through the year, through an independent satisfaction survey company, as and when repairs are completed. A total of 1,292 surveys have been complete in the year. The surveys are carried out within one month of the repair being completed as this provides us with up-to-date and live feedback throughout the year.

The feedback we receive from our tenants is hugely important to us and we will be using this information to help us drive improvements on this indicator for the year ahead.



12

The percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date

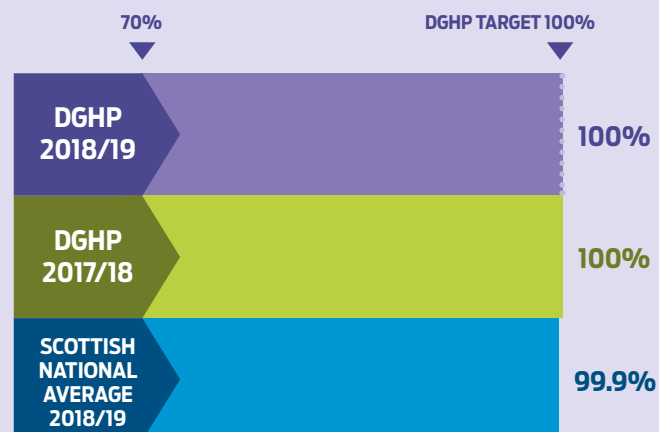
100%

We are pleased to say that again we have achieved 100% for gas safety records. The safety of our tenants is paramount and we wouldn't want to see this figure any less than 100%.

The Scottish average on this indicator is at 99.9%.

We would like to thank our tenants for co-operating with us when we visit to carry out this important work to their homes.

It's also very important to note that this work is carried out on around 8,085 properties right across Dumfries and Galloway – and we believe this 100% figure is achieved through close monitoring and good communication.





# QUALITY & MAINTENANCE OF HOMES

13

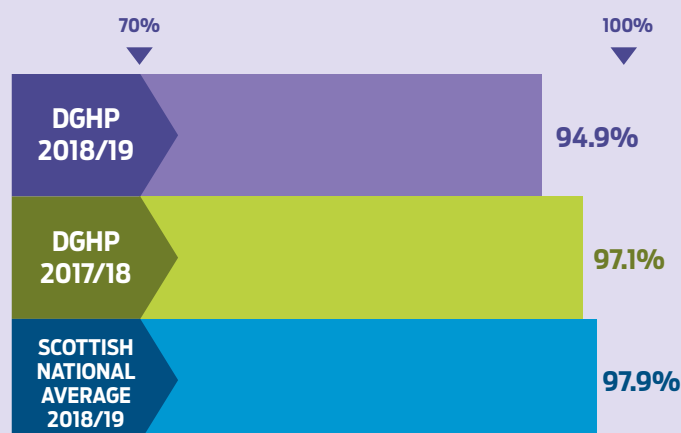
The percentage of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31 March each year

94.9%

This indicator is the figure for measuring the level of energy efficiency in our properties. Our performance has dropped since last year, and is also below the Scottish average of 97.9%.

This indicator is about compliance with the Energy Efficiency Standard for Social Housing (EESH) and a lot of work is currently being undertaken to meet this for 2020. The aims of EESH are to improve the efficiency of social housing in Scotland and to help reduce energy consumption, fuel poverty and the emission of greenhouse gases.

DGHP has recently undertaken a 100% Stock Condition Survey to evaluate all of our properties and undertake improvements identified in them. This will help us improve on this figure. We remain committed to improving our homes to the highest energy efficiency standards and are leading the way in many areas of this.



## NEIGHBOURHOODS

14

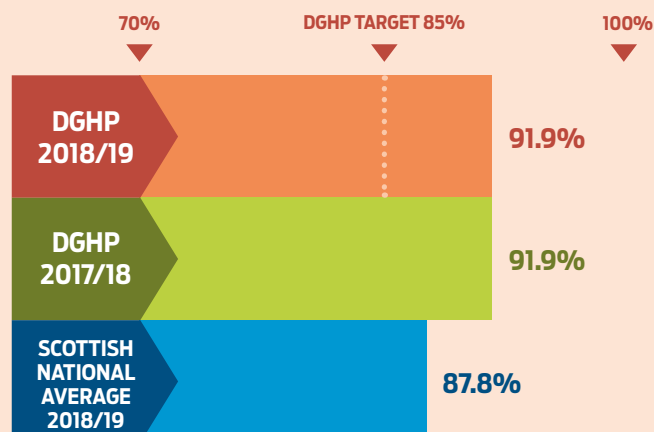
The percentage of tenants satisfied with the management of the neighbourhood they live in

91.9%

There are many factors that make up a neighbourhood and we always want to do what we can to make sure our tenants are happy in the areas they live.

We want to work with our tenants living in our communities to determine what it is we can do, as their landlord, to improve on this where it's within our control to do so.

This result is another one that is based on the three-year survey cycle, and therefore the result is the same as last year. However, we remain above our target and above the Scottish average, which for 2018/19 is 87.8%.



# NEIGHBOURHOODS



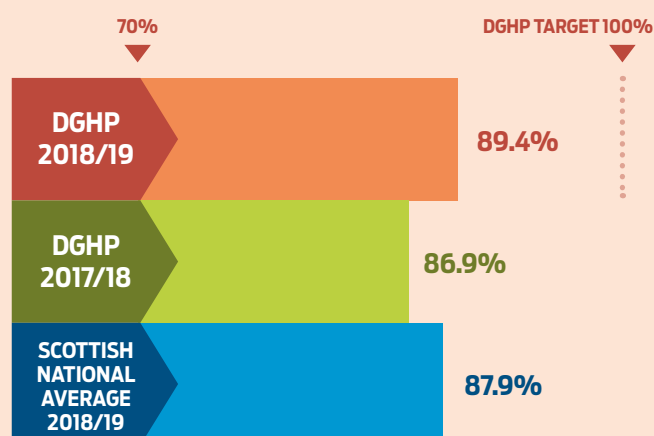
## 15 The percentage of antisocial behaviour cases reported in the last year which were resolved within locally agreed targets **89.4%**

We are pleased to report again that we resolved 100% of our antisocial behaviour cases within our locally agreed targets – as agreed with tenants.

However, the figure here of 89.4% relates to the number of cases opened and resolved within the reporting year, in line with how the Scottish Housing Regulator asks us to measure this. In the reporting year (to end of March 2019) 425 cases were raised. The Scottish average for this indicator for 2018/19 is slightly lower at 87.9%.

This definition means that some cases, which are reported and not yet fully resolved, result in the figure being less than 100%. For example – a case received towards the end of the reporting year in March would be impossible to resolve in the time allowed before the end of the reporting period – this is classed here as still ongoing at 31st March.

This is an indicator our tenants tell us is low priority as all it measures is if we open and resolve a case within the reporting year.

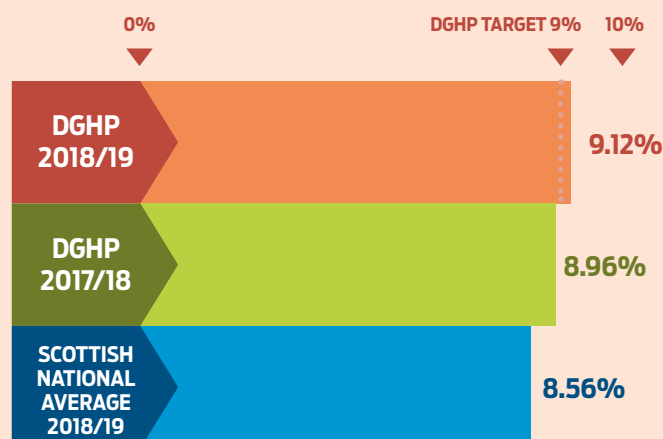


## 16 The percentage of lettable houses that became vacant in the last year **9.12%**

Last year we had a total of 925 properties (9.12%) become vacant (from 1 April 2018 to March 31, 2019) and our average time to re-let the houses was just under 30 days.

It's important to note that, while a reasonable number of vacancies is good to enable us to respond to customers with a housing need or transfer requirement, we do want to keep the turnover of houses and the re-let time as low as possible.

The Scottish average for the percentage of lettable houses that became vacant in the last year for 2018/19 was 8.56%, just slightly less than DGHP.





# VALUE FOR MONEY



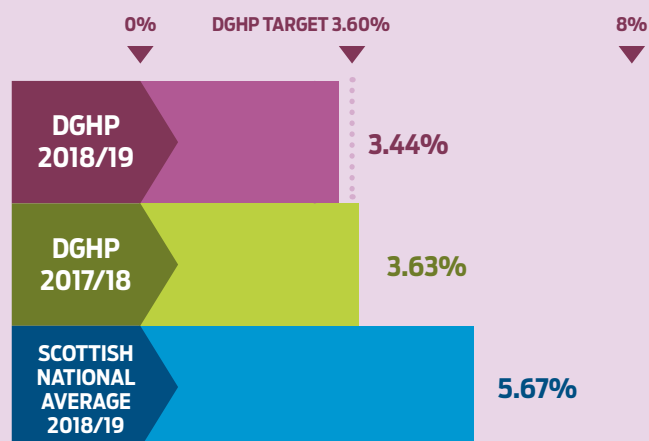
## 17 The gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year **3.44%**

This indicator specifically measures how much rent we could collect - but can't - because some tenants and former tenants don't pay. Despite difficult economic conditions for our tenants, and the continued roll-out of Universal Credit, this remains an excellent result for DGHP.

We continue to promote the message of Rent First and always support our tenants when they need it. The work of our Welfare Benefits Advisors in helping people with their benefits continues to be hugely beneficial and a service that tenants tell us is invaluable.

Our performance in managing the rent money still owed is very good and is much better than other organisations in Scotland. Our figure also includes former tenant arrears that have been written off in the year. The total rent owed by our current, and former, tenants as at March 2019 was approximately £1.4million (3.44%). The Scottish average was 5.67% - so we perform better than the average.

*\*\*Please note - on this indicator a lower percentage indicates better performance.*



## 18 The percentage of rent due lost through properties being empty during the last year **0.76%**

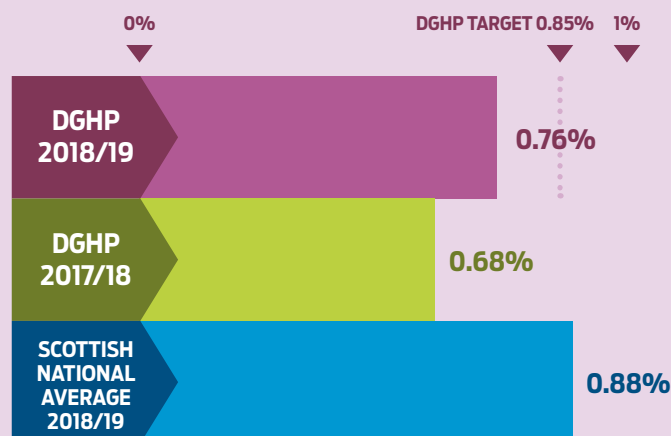
This indicator measures how much rent DGHP loses each year because some properties are sitting vacant.

There has been an increase since last year, however, we are still within target. This is mirrored by the average days to re-let which increased to just under 30 days. The percentage of rent lost due to properties being empty for DGHP was 0.76%.

The Scottish average for this for 2018/19 was 0.88%, so we are slightly improved on the average.

This figure is affected by the fact that some properties and property types in certain areas have less demand. As explained elsewhere in this Report Card, we will be looking at the standard of our empty properties when they are let going forward.

*\*\*Please note - On this indicator being below target indicates better performance.*





19

The percentage of tenants who feel that the rent for their property represents good value for money

83.3%

This indicator lets us know whether our tenants feel their property and services are value for money. This figure remains at 83.3% as it's taken from the three-yearly survey.

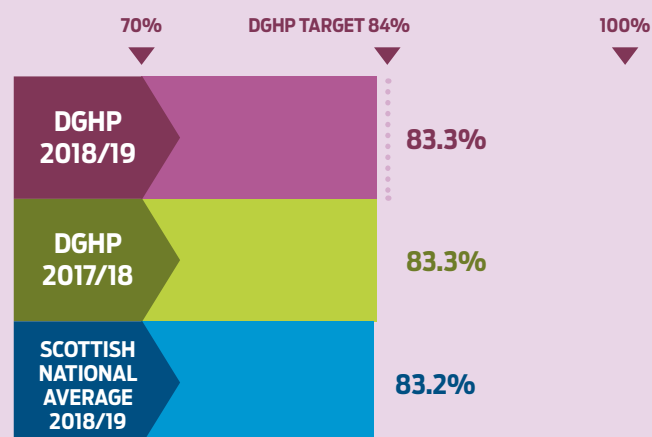
This is an important figure, and it's disappointing that we are below target on this one.

The Scottish average for 2018/19 for this is ever so slightly lower than DGHP at 83.2%. This is an area we are keen to improve on and hopefully all of the work we are carrying out to improve going forward, as explained in your Report Card, will help us achieve an improved figure on this indicator.

### Finally...

We hope that you have been able to see from reading through this Report Card where DGHP is performing well, and where improvements are required.

We now turn to focusing on maintaining the performance where it's good and improving where we need to. We are absolutely committed to delivering the very best services to you, all of the time, at good value for money.





# DGHP'S BOARD OF MANAGEMENT

DGHP's Board of Management provides the strategic direction of the company.

Our Board is very active in all work undertaken by DGHP, often out and about at events ranging from the handover of new homes to presentations of money to local groups and organisations.

Our Board's main responsibilities:

- To provide leadership to DGHP and decide its strategy
- To exercise control over DGHP's affairs and make sure it meets all of its legal and other obligations
- To ensure that DGHP achieves its overall purpose on behalf of tenants, other service users and the wider community.

We recruit new Board members annually.

For more information on how to get involved, contact the Customer Service Centre on 0800 011 3447 or visit our website at [www.dghp.org.uk](http://www.dghp.org.uk)



Chairman,  
Bill Robertson



Vice-Chairman,  
John Henderson



David McMillan



Elaine Tyler



Michael Greaves  
Mackintosh



George McBurnie



George Thorley OBE



Heather  
Macnaughton



Irene Clark



Maureen Dowden



Robert Carnochan



Rose Gowan



DGHP's accounts for the year to March 2019 show a surplus, before pension scheme adjustments, of £4.9million compared to £6.0m in 2017/18. The cumulative reserves now total £18.1m.

In addition to rental income of £41.8m, DGHP also received revenue grants from the UK and Scottish Governments and Dumfries and Galloway Council of almost £1m for the Temporary Accommodation Project, the Young People's Project, and adaptations to tenants' homes. The Big Lottery also contributed £87,000 to the Young People's Project.

Repairs spend was £9.1m and investment spend was £8.6m before the capitalisation of components required by accounting standards.

Staff costs rose to £7.9m, compared to £7.6m in 2017/18 and overheads rose, from £3.25m in 2017/18 to £3.5m, as we continued our heavy investment in digitalisation and addressed other issues that faced DGHP during the year.

Digital services will bring about major changes in how our customers access our services and in DGHP's use of technology to achieve customer service excellence.

A total of 42 new homes for rent were completed in 2018/19, in Dumfries and Lochmaben, while the end of the Right-to-Buy meant no sales were completed in the year, but 4 homes were sold under the New Supply Shared Equity scheme.

DGHP secured a further loan of £5m from Allia, the last of three £5m tranches backed by the Scottish Government, in February 2019. This is a ten year fixed rate loan, and will fund the development of approximately 80 new homes.

This contributed to a high cash balance of £53.5m at March 2019; the Business Plan projects that the cash balance will be exhausted by mid-2021/22 as major investment and new build contracts progress.

## STATEMENT OF INCOME

Income	2018/19 £000	2017/18 £000
Rent and Service Charges	41,799	39,881
Other Income	1,124	1,056
Shared Equity Sales	667	3,059
Grants	1,110	949
New Build Grants	1,109	1,051
	<b>45,809</b>	<b>45,996</b>
<b>Costs</b>		
Investment	2,938	1,267
Responsive Repairs	7,261	6,759
Cyclical Repairs	1,863	2,143
Staff and Overheads	11,451	11,304
Bad Debts	631	470
Housing Depreciation	9,214	7,696
Other Costs	1,326	791
Shared Equity Costs	667	3,125
	<b>35,351</b>	<b>33,555</b>
<b>Operating Surplus</b>	<b>10,458</b>	<b>12,441</b>
Interest Receivable	279	194
Interest Payable	(6,728)	(7,577)
Movement in Fair Value of Loans	860	934
<b>Surplus for the Year</b>	<b>4,869</b>	<b>5,992</b>
Change in Pension Liability	(1,220)	4,452
<b>Retained Surplus</b>	<b>3,649</b>	<b>10,444</b>

# ANNUAL ACCOUNTS 2018/19

## STATEMENT OF FINANCIAL POSITION

	2018/19 £000	2017/18 £000
<b>Fixed Assets</b>		
Housing Properties		
Cost	280,157	273,994
Depreciation	(68,364)	(61,610)
Other Fixed Assets	866	359
	<u>212,659</u>	<u>212,743</u>
<b>Current Assets</b>		
Shared Equity Houses for Sale	2,226	2,776
Rent Arrears	1,164	1,182
Other amounts owed to DGHP	1,432	2,504
Cash	53,554	41,148
	<u>58,376</u>	<u>47,610</u>
<b>Amounts payable by DGHP within one Year</b>	(9,343)	(7,649)
<b>Net Current Assets</b>	<u>49,033</u>	<u>39,961</u>
<b>Amounts payable by DGHP after more than one Year</b>		
HAG and other grants	(72,536)	(72,824)
Dexia Loan	(111,083)	(111,943)
THFC Loan	(41,239)	(41,291)
Allia Loan	(15,000)	(10,000)
Pension liability	(3,743)	(2,205)
	<u>(243,602)</u>	<u>(238,263)</u>
<b>Total Net Assets</b>	<u>18,090</u>	<u>14,441</u>
<b>Retained Surplus</b>	<u>18,090</u>	<u>14,441</u>

## STATEMENT OF CASHFLOW

	2018/19 £000	2017/18 £000
<b>Cash at 1 April</b>	41,148	31,661
<b>Income</b>		
Rents Received	42,481	39,595
RTB Sales Income		1,358
Other Income	3,115	3,579
Shared Equity Sales	398	1,870
<b>Operating Income</b>	<u>45,994</u>	<u>46,402</u>
<b>Expenditure</b>		
Housing Repairs	10,655	10,236
Housing Investment	5,750	6,924
Staff and Overheads	12,560	10,319
RTB Sales - DGC Share	0	2,309
Other	12	59
<b>Operating Expenditure</b>	<u>28,977</u>	<u>29,848</u>
<b>Operating Cashflow</b>	<u>17,017</u>	<u>16,554</u>
New Build Housing Grants	(4,745)	(7,128)
	1,192	2,062
<b>Development Cashflow</b>	<u>(3,553)</u>	<u>(5,066)</u>
<b>Interest Paid</b>		
Interest Received	221	131
Interest Paid	(6,279)	(7,131)
Loan Drawn	5,000	5,000
<b>Financing Cashflow</b>	<u>(1,058)</u>	<u>(2,000)</u>
<b>Net Cashflow in the Year</b>	12,406	9,487
<b>Cash at 31 March</b>	<u>53,554</u>	<u>41,148</u>





Artwork near the new build development The Meadows in Lochside



Residents at one of DHGP's sheltered developments in Lockerbie celebrate a recent award



Tenants consulted over plans for a DGHP event



Out and about inspecting our properties and neighbourhoods



Cooking on a budget – one of the sessions at the 2018 tenant conference



Updates on new build plans



Some of the new build homes at Palmerston, Dumfries





A recent garden competition entry



Celebrating the launch of a public art project in North West Dumfries



Tales of the stone circle art project in Dumfries with the artists and local schoolchildren



One of DGHP's homes with their entry for the garden competition



DGHP Chairman Bill Robertson with Katy McBride, Wider Action Officer, at the launch of 'Tattiefields' in Dumfries.



The view from the top of The Meadows



DGHP staff from Holm Park View





Registered in Scotland in terms of the Companies Act 2006  
Company number SC220297  
A registered Scottish charity - OSCR No SC039896  
Dumfries and Galloway Housing Partnership Ltd  
Grierson House, The Crichton, Bankend Road,  
Dumfries DG1 4ZS  
Telephone 0800 011 3447  
[www.dghp.org.uk](http://www.dghp.org.uk)  
Letting Agent Registration Number LARN1907006

**Housing (Scotland) Act 2010** Registered Number 315

**Property Factors Number:** PF000358

**External Auditors:** Armstrong Watson

**Internal Auditors:** Beever and Struthers

**Bankers:** Royal Bank of Scotland

**Funders:** Dexia Public Finance Bank,  
The Housing Finance Corporation plc, Allia Ltd

**Executive Management Team**

**Alex McGuire:** Interim Chief Executive

**Jayne Moore:** Director of Housing Services

**Jim Preston:** Interim Director of Investment and Regeneration

**Hugh Carr:** Director of Finance

This publication is also available on tape, in Braille,  
large print and community languages.

For information please contact DGHP's Customer  
Service Centre on: 0800 011 3447 (Freephone)  
or 0345 606 3447 (lo-call)  
or email: [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk)

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