



Annual Report 2023/2024



Ferguslie Park
Housing Association



Tannahill Centre

About this Report

This is our annual report which we produce every year to report on our performance. This report focuses on the financial performance of the Association and its subsidiary The Tannahill Centre, along with highlighting achievements made during the financial year 1 April 2023 to 31 March 2024

In addition, some of the results shown in the report are taken from our annual return on the charter (ARC). This is a report that we must provide to the Scottish Housing Regulator (SHR) every year and the Scottish Social Housing Charter sets out the outcomes and standards of services, that we, as your landlord should meet.

Our ARC return for the year 2023/24 is available on the SHR website <https://www.housingregulator.gov.scot/>

To find out more about the role of the SHR you can visit their website or:

Call: **0141 242 5642**

Email: shr@shr.gov.scot

Or write to them at:

Scottish Housing Regulator

5th Floor

220 High Street

Glasgow G4 0QW

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Ferguslie Park Housing Association

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Registered Housing Association
No. HAL99.
Registered Friendly Society
No. 2282R (S)
Ferguslie Park Housing
Association is a Registered Charity.
Charity No. SCO34893.

Chairperson's Report

Welcome to the 2023/24 Annual Report and my final year serving as chairperson for the Association.

The past year has been a productive year for the Association and despite the ongoing cost of living crisis and current economic situation in the UK, we ensured continuous investment in our properties and the community.

The Association entered into the first year of a new 3-year Business Plan in April 2023, which set out its strategic objectives and priorities for 2023-2026. Formal monitoring of our Key Performance Indicators (KPIs) and the objectives within the plan continued to be reviewed and reported, and I am pleased to report the following progress.

A review of the Housing Association's staff structure was carried out in August 2023 which addressed the changing needs of the organisation and sought to ensure we had the right people in the right job roles to deliver services, manage our properties and to support tenants.

The Association continuously looks for ways to help tenants who may need extra support, particularly at the beginning of their tenancy. The introduction of a Tenancy Sustainment Assistant within the Housing Team has ensured we are in the position to offer tailored support and deliver appropriate services to assist tenants in sustaining their tenancies, particularly in relation to addressing poverty and inequality. The Housing Team also continued to support tenants with early intervention in relation to rent arrears and our integrated Welfare Rights Team have been proactive in helping tenants whose benefits are migrating to Universal Credit, whilst ensuring other tenants' incomes are maximised as best possible. We have used various methods of communication to inform our tenants of the migration of benefits via leaflets, social media and videos.

We procured a new housing management system called Rubixx with the assistance of consultants Altair who project managed the implementation. Rubixx successfully went live on 3 June 2024 and staff are already seeing the benefit of the new system and how it can be developed further for use by not only staff

but tenants and applicants. The new system also helps to ensure that information is held and used in a more robust manner.

The implementation of the Dynamic Purchasing System for reactive repairs has resulted in an increase in performance during the year by contractors and is to the benefit of tenants. The Property Asset Team implemented a programme of kitchen, bathroom and boiler replacements, investing over £450,000 during the year. Preparation work has been carried out for the programme of works commencing further into 2024, with over £1.5 million being spent on kitchens, window and doors.

Each year the Board of Management are tasked with reviewing our budget and consider our long-term financial projections. Within these tasks, they must look at implementing the annual rent increase whilst ensuring the Association demonstrates viability over the short, medium and long term. With tenant affordability very much in mind, after tenant consultation and after much debate around the table, the Board of Management agreed to implement a rent increase below CPI, of 5%, for a second year running.

The 2024 AGM marked the end of my 5-year term as Chairperson and although I will still be staying on as a Board member, I would like to say how proud I am to have held such a position. I would like to extend my thanks to fellow Board Members and staff for their commitment, hard work, support and enthusiasm shown in my time serving as Chairperson. I would particularly like to thank former board members Jim Strang and Howard Dales for their contribution over the past number of years and wish them both well in future endeavours.

Lastly, I would like to offer my best wishes and full support to our new Chairperson Angela Chivers who I am sure will do extremely well in her new role.

Ian Williams,
Chairperson



Landlord Report 2023-2024

At 31 March 2024 we owned **802** homes.

The total rent due to us for the year was **£3,916,097**.

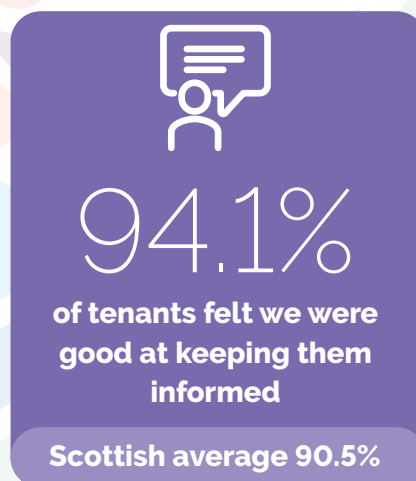
We increased the weekly rent on average by **5.0%** from the previous year.

Average weekly rents

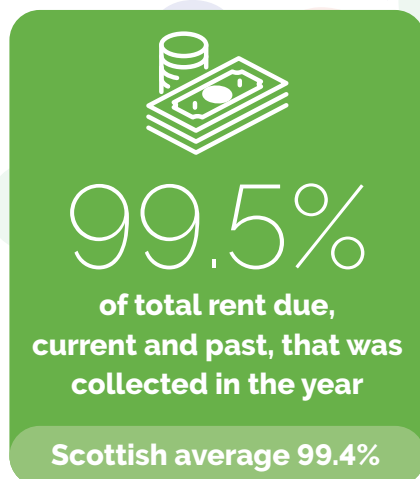
Size of home	Number Owned	Ferguslie Park HA	Scottish Average
1 Apartment	0	–	£82.24
2 Apartment	178	£80.12	£87.87
3 Apartment	305	£88.83	£90.29
4 Apartment	231	£95.85	£98.30
5 Apartment	88	£106.48	£108.29

Tenant Satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:



Value for Money





Quality and Maintenance of Homes



99.9%

of our homes met the
Scottish Housing Quality
Standard

Scottish average 84.4%



2.1 hours

is the average time we
took to complete
emergency repairs

Scottish average 4.0 hours



3.9 days

is the average time we
took to complete
non-emergency repairs

Scottish average 9.0 days



97.1%

of reactive repairs
completed
'right first time'

Scottish average 88.4%



85.9%

of tenants who had repairs
or maintenance carried out
were satisfied with the
service

Scottish average 87.3%

Neighbourhood



98.8%

of anti-social behaviour
cases were resolved within
local targets

Scottish average 94.3%

Where every £1 goes:



Statement of Financial Position

as at 31st March 2024

	2024	2023
Non-Current Assets		
Housing Properties – Depreciated Costs	25,810,318	26,718,844
Other Tangible Assets	123,238	53,437
Investments	100	100
	25,933,656	26,772,381
Current Assets		
Receivables	177,729	162,758
Cash and cash equivalents	3,719,004	4,039,703
	3,896,733	4,202,461
Creditors: amounts falling due within one year	(447,584)	(680,600)
Net Current Assets	3,449,149	3,521,861
Total Assets less Current Liabilities	29,382,805	30,294,242
Creditors: amounts falling due after more than one year	(600,000)	(1,634,568)
Pensions and other provisions for Liabilities and Charges:		
Scottish Housing Association Pension Scheme	(486,000)	(188,000)
Deferred Income		
Social Housing Grants	(11,870,651)	(12,495,694)
NET ASSETS	16,426,153	15,975,980
Equity		
Share Capital	60	55
Revenue Reserves	16,912,093	16,163,925
Pension Reserves	(486,000)	(188,000)
	16,426,153	15,975,980

Rent Consultation & Benchmarking

Each year we undertake a consultation exercise on the annual rent rise. In January and February 2024, Research Resource carried out our rent consultation on our behalf. Tenants could take part by attending a drop-in session, via a telephone survey or respond on our website. An overall response rate of 19% was achieved.

In February 2024, our Governing Body approved a rent rise of 5% for 2024/25 after being given assurance the business could sustain these figures whilst keeping rents as fair as possible.

Below is a benchmarking exercise carried out against our peers in the FLAIR Group.

Home and rents	Ferguslie Park Housing Association	Bridgewater Housing Association	Linstone Housing Association	Paisley Housing Association	Williamsburgh Housing Association	Barrhead Housing Association	Scottish Average	Our difference from Scottish Average
Total number of homes 2023/2024	802	847	1,572	1,302	1,685	1,010	-	-
Percentage of average weekly rent increase to be applied 2024/25	5%	6%	7.5%	5.5%	5.5%	6.6%	-	-
Total number of 1 apartment properties	0	2	41	13	7	4	-	-
Average weekly rent	N/A	£56.41	£62.29	£77.05	£66.71	£74.38	£82.24	-
Total number of 2 apartment properties	178	242	380	442	793	344	-	-
Average weekly rent	£80.12	£100.63	£81.09	£97.27	£78.65	£85.91	£87.87	-8.80%
Total number of 3 apartment properties	305	357	629	577	575	395	-	-
Average weekly rent	£88.83	£104.94	£91.16	£104.84	£88.72	£97.94	£90.29	-1.60%
Total number of 4 apartment properties	231	153	478	248	278	244	-	-
Average weekly rent	£95.85	£109.26	£97.37	£113.41	£98.68	£106.59	£98.30	-2.50%
Total number of 5 apartment properties	88	93	44	22	32	23	-	-
Average weekly rent	£106.48	£123.73	£115.90	£121.98	£110.33	£125.41	£108.29	-1.70%



The New Tannahill Centre

The Tannahill Centre continues to deliver services to the community and its achievements are down to the dedicated staff team and the host of volunteers who demonstrate resilience and passion for the community.

We sadly lost one of our longest serving volunteers Christine Reilly this year. Christine was well known in the community and served on the NTC Executive Committee as Chair. Her presence is very much missed but her legacy lives on.

Here are some of the highlights of 2023/24:

Ferguslie Community Church Drop In

The Centre is a hub of activity and what matters most is people. We asked those attending the drop-in club what coming to the centre means to them.

"This wee club plays a part in my weekly life. I get stressed feeling down sometimes but guaranteed to leave with a big smile and stress free. The company is cheerful and there's a lot to do in the club, the only time you feel a bit sad in the club is when it's time to go".

"Taking people off the street and gives us somewhere to go and somebody to talk to and meet people and get to know each other better and going lots of trips and meals it gets us out the scheme, we play darts and pool and relax".

"There's never been anything in Ferguslie for people with different life issues, addiction, etc. and for the first time in the years the drop in has been running we were so encouraged by our community when they voted for us at the Good Ideas Fund and what a cheer we got it was so amazing and encouraging to us as a group, we felt we belong as part of the community for the first time".

"It makes me feel I have a purpose and something to look forward to once a week. I love the trips, they make my life better. A lot of people go out of their way for us, it's good to meet at the drop in to mix n share and feel cared for".

"Stops me drinking from early doors and I get to talk to everybody".

"I think the drop in is good for Feegie, it gives us something to look forward to on a Wednesday. It's good for my depression, it keeps me occupied".

"Made me get off the streets gives me something to look forward to. I get to go on trips to eat in restaurants. I get to know new people, hear people's stories and enjoy tea/coffee, rolls as well as Christmas and Burns meals. Meeting up with everyone helps me with my anxiety".



Ferguslie Park Community Choir

Ferguslie Park Community Choir was established in September 2018 with a small handful of volunteers. Since then it has grown in number to 30 plus.

It is a mixed, intergenerational group spanning in age from 20 to 85 years old. The choir is under the musical direction of Jenny Cheung who is a Royal Conservatoire graduate. Jenny is also the founder of The Voice Project, Glasgow, where she leads a total of 14 choirs to develop their vocal talents. Our choir joins others to perform at regular intervals, swelling their ranks to up to 300 singers with a very big sound.

Participants are not just made up from local residents, they come from all over Renfrewshire. They meet each Monday during term time where they are given space to practice within the Tannahill Centre, bringing live music each week which is enjoyed by all within earshot. Membership is free of charge and Tannahill Centre staff support them by securing funding which covers all running costs. The choir also actively fundraises by performing in themed singing events which included a recent ABBA Karaoke night attended by 150 people. This gives our volunteers a sense of ownership over their project, thus empowering them to steer the direction that the choir takes while being included in all relevant decision making.

Most notably, the community choir was invited to join the Coronation Choir which sang at Windsor Castle in

May 2023; one of only two choirs from Scotland to take part. Volunteers rose to the challenge on many levels, for example some had not travelled as far as London before but embraced the challenge of using the Underground for the first time. The 14 volunteers involved learned under the musical direction of Gareth Malone, recorded in a professional studio and sang to an audience of 20,000 people in an event televised worldwide. This opportunity came about because of an article in the local newspaper which certainly caught someone's attention!

At the time of the selection process one volunteer voiced a concern, saying 'People like us don't get to do things like this' and yet they did. The whole community was behind them and they represented Ferguslie Park with a huge sense of pride.

What followed was a motion of congratulations lead by our local MSP which was read in the Scottish Parliament. An invitation followed to perform in Holyrood in September 2024 which was another huge success.

But, it's not just about singing. A regular topic of conversation among the choir members is the positive impact that this volunteering opportunity has on their mental health. This is also voiced by those who attend their performances, describing the experience as uplifting and an opportunity to switch off.

The New Tannahill Centre

A volunteer's story... the journey so far!

Community Together is a group of local volunteers which have been coming together each week under the leadership of local woman Christina Hunter, for almost 2 years now.

Christina's contact with the Tannahill Centre began when she first started attending the Community Market run by Darkwood Crew.

Christina had experienced food insecurity at that time along with mental health challenges which spanned 17 years. Indeed, up until her engagement with the market, she had hardly left her home in all that time.

Coming to the market gave her an opportunity to socialise in an environment where she felt safe and welcome and through this she re-built her self-confidence and began to grow as a person.

Christina soon became a familiar face and through conversation with a staff member, heard about the Activate Course (introduction to Community Development) which is delivered at the Tannahill Centre in partnership with Glasgow University. Despite facing significant personal challenges, she signed up and completed the course. She formed new bonds and friendships through that volunteering experience. She found being in a non-judgemental setting quite liberating and empowering, describing them as 'a brilliant wee group'. They helped restore her trust in other people.

Once the course had finished she realised that she wanted to keep engaging with the wider community. She took part in some art activities and cooking classes within the centre. These came to a scheduled end but as Christina herself describes, *'everything started coming together'*. And she thought to herself *'I could do this'*.

"Community Together was born".



Women's Group

Ferguslie Park Women's Group was established in April 2022 and has approximately 25 volunteer members who meet fortnightly to socialise and try some new skills or experiences.

They draw up their own programme of activities where they can skill share with their peers or learn together. The group is mostly made up of women in the 40+ age category. They use the sessions as an opportunity to take a break from parenting responsibilities, with only one hard and fast rule 'no men, no weans'.

They save together each week to cover hall hire costs which are subsidised by the centre. They have chosen not to become a constituted group so that all volunteers are equal and can share the tasks evenly. They support each other both emotionally and socially and have helped each other through some tough times of personal loss and redundancy.

They were successful recently in securing funding from the Tannahill Centre Participatory Budgeting Fund and have organised a fundraising comedy night for a proposed residential team building trip. They spent many hours in the planning of the event and secured some high-profile acts.



Ferguslie Seniors Lunch Club

Ferguslie Seniors was established in February 2022 and led by a local constituted group of residents. Their aim is to improve the quality of life for those aged 55 and over. They have gone from strength to strength and their membership continues to grow within the community and beyond.

They published their first annual report in 2023 for the previous year and have set their focus on long-term sustainability and service delivery whilst navigating through challenging economic times. In June 2024 they won the Renfrewshire Inspirational Award in the group category. A fantastic achievement for a wonderful community group.

Our Finance

The New Tannahill Centre

Statement of Financial Activities including Income & Expenditure Account

For the year ended 31 March 2024

Current financial year	Unrestricted funds 2024	Restricted funds 2024	Total 2024	Total 2023
Income and endowments from:				
Income from charitable activities	442,710	333,322	776,032	769,116
Investment income	-	-	-	-
Miscellaneous income	-	-	-	-
Total Income	442,710	333,322	776,032	769,116
Expenditure on:				
Charitable activities	435,925	216,565	652,490	656,051
Net Income/(expenditure)	6,785	116,757	123,542	113,065
Fund balances at 1 April 2023	463,397	226,291	689,688	576,623
Fund balances at 31 March 2024	470,182	343,048	813,230	689,688

All income and expenditure derive from continuing activities.

The financial statements have been audited by Chiene & Tait, Chartered Accountants and the Auditor has found the financial statements to be free from material misstatement.

Our People as at 31 October 2024

FPHA Management Board

Angela Chivers, *Chairperson*
Helen Glassford
Kirsten Ferguson
Laurie Kefalas
Louise McNicol
Tracey Johnstone
Aidan McGrogan
Ian Williams

The Tannahill Centre Executive Committee

Helen Glassford
Paul Cardona
Elaine Carter
Ian Williams

Ferguslie Park Housing Association

The Tannahill Centre
76 Blackstoun Road
Paisley PA3 1NT
Tel: **0141 887 4053**
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Tel: **0141 280 8801**
Email: tannahillcentre@fpha.org.uk
Website: www.tannahillcentre.org.uk
Registered Company No: SC297320
Registered Charity No: SCO41487

FPHA Staff Team

Senior Management Team

Catrina Miller, Group Chief Executive
Ivor McCauley, Head of Operations
Greg Richardson, Housing Services Manager

Housing Services Team

Katy Girling, Housing Services Officer
Vikki Phelps, Housing Services Officer
Margaret Ronaldson, Assistant Housing Services Officer
Alastair Burke, Assistant Housing Officer
Vicky Hyndman, Assistant Housing Officer – Tenancy Sustainment
Hannah Dyer, Modern Apprentice

Welfare Rights Team

Robert Findlay, Welfare Rights Officer
Ian Davidson, Welfare Rights Assistant

Property Services & Asset Team

Gavin McFarlane, Senior Property Services Officer
Gordon Smart, Senior Asset Officer
James McDougall, Technical Officer
Suzanne Davidson, Asset Assistant
Laura Gorman, Property Services Assistant
Callum Scouller, Modern Apprentice

Finance & Corporate Services Team

Sandra Campbell, Finance Officer
Kirsty Greig, Finance Assistant
Teresa Gallagher, Governance & Corporate Services Officer
Heather Duffus, Corporate Customer Services Assistant
Logan Larkin, Temporary CCSA

Tannahill Staff Team

Paul Irwin, Community Development Manager
Gordon Larkin, Community Centre Co-ordinator
Chris Johnstone, Senior Facilities Officer
John McGregor, Facilities Officer
Chris Tulloch, Facilities Officer
Donna O'Donnell, Sessional Facilities Officer
Laura McAuley, Youth Development Officer
Lauren Mooney, Sessional Youth Worker
Rose Hanson, Cook

We said a fond farewell to a few members of staff this past year.

Cindy McNeil - Finance & Corporate Services Manager, **Catherine Aiton** - Property Services Manager, **Gavin Johnston** - Asset Manager and **Christine Hay** - Tenancy Sustainment Officer who all left Ferguslie Park Housing Association for pastures new. We welcomed 3 new members of staff to complement the staff structure, which included the addition of 2 modern apprentices who will be with us until 2026.

In the Tannahill Centre, the Business Transformation Manager, **Jamie Mallan**, left having been with us since 2018 and **Bobbie McCabe** who "retired early" but who both left a huge lasting impact on volunteers and staff alike. Lastly, our Temporary Community Development Worker Terry McTernan's funding came to an end but he hasn't quite left the building. Terry will continue to deliver services but in a different capacity.