

Annual Review

2015



www.castlehillha.co.uk

Financial Review

During the year to 31st March 2015 there were 16 completions of new units for the Association, bringing Castlehill's total stock to 1,767 units.



The completions were located at Cattofield Square, Aberdeen. The association also sold one city centre flat.

The income & expenditure account of the Association showed a surplus for the full year £492k before transfers to reserves, compared to 2014's equivalent of £579k.

- The Association's total level of spending on planned and reactive repairs totalled £2.1m.
- Only 3.28% of rent was in arrears at the year end.
- Castlehill's non charitable subsidiary, Castlehill Solutions Ltd. began trading in April 2014. Of the 16 new build properties at Cattofield, 4 were administered as mid market rental lets by Castlehill Solutions Ltd. Its turnover for the year was £437k generating a small loss of £32k.



Interior at Cattofield

The Grampian Community Care Charitable Trust also showed a surplus of £96k for the year ended 31st March 2014 on a turnover of £1million.

On other pages:

Housing Management	2
Key Project	2
Care & Repair	2
GCCCT	3
Maintenance of properties	3
Development in 2014/15	3
Sponsored walk & Committee update	4

“Tenants Panel members have been instrumental in working with staff to produce a brand new Tenants Handbook and a whole range of information leaflets for tenants”.

Janice Lyon
Castlehill Convener

Housing Management

Last year we carried out a full Tenant Satisfaction Survey across all our stock and the outcome was very positive with 87% of households in our general needs stock and 91% in sheltered housing expressing satisfaction with the overall service they receive from Castlehill Housing Association.



In October 2014, Castlehill published its first Landlord Report - "How are we doing?", following the introduction of the Scottish Housing Charter. A copy of the report is accessible at www.castlehillha.co.uk

Key Project

From 1st April 2014 to 31st March 2015, there were 50 new referrals for housing support for the Key Project, 24 of these were tenancies within the Aberdeen City area and 26 within Aberdeenshire.

Over the last 12 months, Key Project housing support staff have generated approximately £17,801 on behalf of tenants. This is mainly as a result of assistance with applications for backdated Housing/Council Tax Benefit, applications for Discretionary Housing Payments, Community Care Grant applications and Trust Fund applications for individual tenants.

"There is no amount of words that can express how grateful I am for helping me out."

Key Project client

Care and Repair - Aberdeen city & Aberdeenshire

Aberdeen Care and Repair received 4,236 referrals & carried out 4,345 home visits in the year to 31st March 2015. The total cost of works carried out as a result was £709,301.

£68,060 was raised in charitable funding to help cover the cost of works. 462 clients received free advice or information on Aberdeen Care and Repair's Trusted Trader scheme.

"This is a great service, we would have had to move if we did not get this help. Thank you"

Aberdeenshire Care & Repair client

Aberdeenshire Care and Repair received 1,423 new referrals resulting in works valued at £1.3m. Unfortunately, Castlehill's involvement with Aberdeenshire Care & Repair came to an end on 30th June 2015, when the Local Authority took the service in-house.

Grampian Community Care Charitable Trust

**Grampian
Community Care
Charitable Trust**



The GCCCT became a wholly owned subsidiary of Castlehill Housing Association on 1st October 2011.

The results for the year ended 31st March 2015 showed a surplus of £96k, (2014 £175k). The Trust has 91 bedspaces in group homes and 77 individual properties.

Maintenance and improvement of properties

Our programme of renewable energy works has made further progress this year with ground source heat pumps being installed at New Deer and Echt and similar works at Braemar and Ballater soon to start. These works are a valuable way of enhancing our properties and helping to address energy costs in areas without mains gas. In addition to these heating installations, we have spent over £2 million on planned and reactive repairs in the last year.

It's pleasing to report that a recent survey indicated that 98% of new tenants were satisfied with the standard of their home when moving in.



Development in 2014/15



During the financial year 2014/15, Castlehill completed a development of 16 flats at Cattofield Square, Aberdeen. Of the properties, 12 are for affordable rent, and 4 are mid-market rent properties which will be supplied through Castlehill Solutions Ltd.

We are hopeful of having two significant new developments on site in the near future providing 24 new homes at Maiden Craig and 38 properties at Mugiemoss Road, both in Aberdeen.

Castlehill Housing Association

4 Carden Place

Aberdeen

AB10 1UT

Phone: 01224 625822

Fax: 01224 625830

Email: info@castlehillha.co.uk

www.castlehillha.co.uk



Management Committee

at 31st March 2015

Janice Lyon	Jack Nicoll
Gordon Kyle	Graeme Ogston
Kate Mason	Ian Thomson
David Millar	John Tomlinson
Graeme Nicol	Sandra Williamson

Chief Executive: David Lappin

2015 sponsored walk



Sponsored walk 4th September 2015

Seventeen members of staff participated on the annual sponsored walk at Loch Muick on Friday 4th September 2015.

Originally there was an intention for the group to split into two, with one group attempting a more demanding high level route, but a poor weather forecast meant that only the lower route was negotiated.

However, the day itself proved to be dry, if windy & the group enjoyed an eight mile walk around the loch.

Loch Muick lies totally within the Balmoral estate, just south of Braemar & Ballater.

In total, in excess of £500 was raised for the chosen charity, Roxburghe House, a facility that provides palliative care in NHS Grampian.



Loch Muick

Management Committee update

Dr. Nick Williams stood down from the Management Committee after an impressive 28 years. He is a former Convener of the Committee, in addition to being a former Convener of multiple sub-committees. Nick's contribution to the growth & success of the Association cannot be over-stated and Castlehill wishes him well for the future.