

# Annual report

2022

2023



# Chairperson's Report

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**This is my fourth year as Chairperson of Ochil View Housing Association and it has been another interesting and challenging year!**

Services have been essentially back to normal for over a year now – but the lasting impact of the pandemic remains. Over the past year, the Association has incurred substantial cost increases across all areas of operation – but particularly in relation to maintenance contracts and buildings insurance.



**These increases have not just been limited to Ochil View – they have been seen across the whole social housing sector, and like many others in the sector, we have had to cut back on our planned maintenance programmes as much as possible, in order to limit the effect on finances.**

During the year there have been substantial changes in the senior management team. George Tainsh, our much-respected Chief Executive of more than 31 years retired in September 2022, and everyone at Ochil View wishes him all the best for his retirement - we thank him for his hard work and dedication over the years. Our new Chief Executive, Anne Smith, was appointed in October 2022 – Anne has more than 10 years' experience in social housing, and since 2017 headed up our Finance and Corporate Services department. Finally, a new Director of Finance and Corporate Services, Stephen Wilson, was appointed in January 2023, bringing the management team back to its full quota.

Performance for the year dipped slightly compared to the previous year. Our main satisfaction survey showed slightly worse results than the survey three years ago – however it is apparent that customer satisfaction has declined across the entire sector, and the Association still compares favourably to the Scottish average performance in many areas.

Empty properties are taking longer to turn around due to a number of contributing factors –and this, combined with contractor staff

shortages meant we missed our target for the year. Similarly, non-emergency repairs have taken slightly longer than normal.

However, there have been a number of positive areas of performance over the year, such as emergency repairs performance, rent collection and the achievement of our planned maintenance targets, and it is encouraging to see that 83% of our tenants now feel that their rent represents value for money – this compares to 77% three years ago, and a sector average of 81%. Our financial indicators and long-term plans also show the Association to be in a good position to maintain our existing properties and develop new, sustainable housing in the future.

In terms of new provision of social housing, we met our target of purchasing eight second-hand properties that, following refurbishment, are now been used for social housing and we were also able to purchase one additional property in West Fife, all of this with the help of Scottish Government grant funding.

We continue to work with our development partner, Kingdom Housing Association, to provide much needed homes for rent as and when the opportunity arises.

**In closing I would like to extend my sincere thanks to all staff for their hard work and dedication during the year, and to the members of the Board who all give their time so willingly to contribute to the smooth running of the Association.**

Margaret Baxter  
Chairperson

# Corporate Goal

“ To build and maintain affordable, energy efficient, good quality homes whilst protecting the long term viability of the Association ”



## Strategic Objectives

To invest in its existing housing stock to ensure that the Association provides the highest standard of accommodation possible



To provide a comprehensive and responsive customer service to tenants, sharing and factored owners which supports sustainable tenancies and delivers customer satisfaction



To actively promote and support resident engagement in the management, maintenance and development of their homes



To contribute to the supply of high quality, accessible, secure, affordable and sustainable homes where financially viable whilst maximising community benefits



To ensure that the Association's work is underpinned by effective financial, administrative, and management processes set within a framework of effective corporate governance



To ensure that OVHA recruits and retains sufficiently trained and experienced Board members and suitably qualified staff and satisfies all health, safety and environmental requirements and legislation



## Core Values

Open

Transparent

Responsive

Trustworthy

# Board of Management

- 1. Margaret Baxter**  
(Chairperson)
- 2. Graham Collie**  
BSc (Hons) in Quantity Surveying (Vice Chairperson)
- 3. Susan Mackay**  
B.Acc (Hons) CA (Treasurer)
- 4. Tom Brown** CPFA
- 5. Teresa McNally** MBE
- 6. Louise Gregory**  
BSc (Hons) and PGD CCI (Open)
- 7. Lynne Brierley** BA (Hons)
- 8. Jim Savage**
- 9. Monika Siewruk**
- 10. Scott Black**
- 11. Gillian Findlay**
- 12. Bramley Eccles**  
(resigned 15th June 2023)
- 13. Gavin High**  
(resigned 8th June 2023)



## Board of Management Biographies 2023

### 1. Margaret Baxter (Chairperson)

Margaret is the current Chairperson having been first elected to that position following the Annual General Meeting in 2019. Joining the Board in 2010, Margaret is one of the Association's tenants.

Margaret serves on the Customer Services, Finance, Audit and Corporate Governance and Health, Safety, Environment & Human Resources Committees.



### 2. Graham Collie BSc (Hons), CIHCM (Vice Chairperson)

Graham was elected to the Board in August 2015 and is an Asset Project Manager for a large social landlord in the West of Scotland, having previously worked as a Technical Support Manager for a national procurement organisation and a Property Services Officer/Quantity Surveyor for a community-based housing association in Glasgow.

Graham also has experience of the private construction sector.

Graham's understanding of the challenges faced by social housing landlords, along with his direct experience of property and procurement is an invaluable asset to the Association.

Graham previously held the position of Treasurer and is now Vice Convenor of the Finance, Audit and Corporate Governance Committee.

Following the Annual General Meeting in 2020 Graham was elected as Vice Chairperson.



### 3. Susan Mackay B.Acc (Hons) CA(Treasurer)

Susan, is a Chartered Accountant with over 20 years in audit, risk management and governance practice, specialising in both the public and the social housing sectors, and has been a Board Member since 2018.

Susan is the Association's Treasurer and is also Convenor of the Finance, Audit and Corporate Governance Committee.



### 4. Tom Brown CPFA

Tom is the longest serving member of the Board having been first elected in 1999 and he has served as both Treasurer and Chairperson.

Tom serves on the Finance, Audit and Corporate Governance Committee where his lengthy career as an accountant and manager of support services, in both the public and private sectors, is of considerable benefit to the Association.



### 5. Teresa McNally MBE

Teresa was formally elected to the Board in 2000 having had various terms as the local authority representative whilst an elected councillor between 1988 and 1999. Teresa is a former Chairperson of the Association and a retired health practitioner with extensive experience in numerous non-executive roles within local government, central government agencies, the health service and the voluntary sector.

Teresa is Vice Convenor of the Health, Safety, Environment & Human Resources Committee.

Teresa is a former Chairperson of the Scottish Federation of Housing Associations and was awarded an MBE in 2018 for services to community housing.

Teresa was elected onto the EVH Executive Committee at their AGM in April 2019 and was further elected as Vice-Chairperson in April 2022

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### **6. Louise Gregory BSc (Hons) and PGD CCI (Open)**

Louise was elected to the Board in August 2015 and with a degree in computing, extensive experience of property maintenance and IT skills from her time as a software engineer in the private sector, brings a range of essential skills to the Board.

Louise has also had experience in a variety of voluntary roles, firstly as the Director/Secretary of a small housing management company and latterly as a volunteer with a local sports enterprise.

In addition to her degree Louise has a Post Graduate Diploma in Computing for Commerce & Industry.

Louise is currently Convenor of the Customer Services Committee.

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### **7. Lynne Brierley BA (Hons) and MRes**

Lynne joined the Board in June 2014. Lynne has a BA (Hons) in Business Studies, a Masters in Research and Business Management (MRes) and is currently undertaking a Ph.D. on employment policy.

She previously worked for the Department for Work and Pensions, has experience of voluntary work with the Citizens Advice Bureau, and, as one of our tenants, provides a strong tenant voice on the Board. Lynne currently serves on the Health, Safety, Environment & Human Resources Committee.

### **8. Jim Savage**

Jim joined the Board in July 2022. Jim practises as a solicitor and has lived in Clackmannanshire since 1985. Jim has worked closely with social work services around the needs of children. He has also worked closely with Ochil View Housing Association since its inception in 1989 and is familiar with the Association's aims and ethos. Jim brings his local knowledge and legal expertise to the Board.



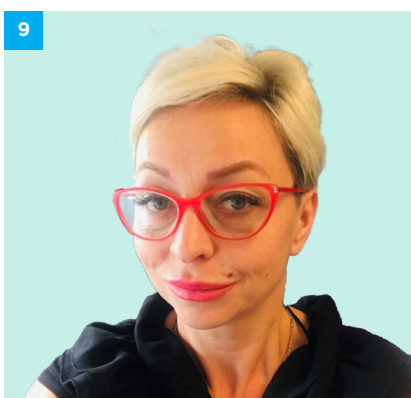
### 9. Monika Siewruk

Monika joined the Board in September 2022. Monika is an Ochil View tenant and has extensive experience of strong customer services. She also has experience of social security benefits and is keen to help in her local community.

### 10. Scott Black

Scott joined the Board in September 2022. Scott is passionate about social housing and importantly the delivery of first-class customer services.

Having worked at a senior level for a number of years in housing associations, Scott has a full understanding of governance and the responsibilities of a Board of Management.



### 11. Gillian Findlay

Gillian joined the Board in September 2022. Gillian is keen to expand her knowledge of the registered social landlord sector in Scotland and to ensure that the organisation is accountable to its tenants, meets legislative requirements and ensure the provision of high-quality housing and support services.

### 12. Bramley Eccles

With various local business interests Bramley brings a business and customer focused dimension to the Association's decision-making process.

***Bramley resigned from the Board for personal reasons in June 2023.***

### 13. Gavin High

Gavin joined the Board in September 2022 and brought with him substantial experience from within the public and charity sectors.

***Gavin resigned from the Board in June 2023 due to other commitments.***

# Performance 2022/2023

We continued to achieve a high level of performance against the targets and indicators established for the year, many of which translate into the provision of excellent services for tenants, sharing and factored owners.



## Key Service Achievements During The Year

	Target	Result	Peer Group
Emergency repairs response times	3h	1h14min	2h52min
Rent arrears (non-technical)	4%	3.3%	N/A
% of rent due collected	99.5%	99.9%	99.8%
Tenancies sustained for more than one year	94%	95.7%	91.5%
Homeless referrals resulting in an offer of housing	100%	100%	75%
Satisfaction with our contribution to the neighbourhood	85%	89%	82%
Satisfaction that rent is value for money	77%	83%	78%
% Staff Costs to Turnover	17.2%	16.2%	20.6%



Following the end of the year, we appointed a new repairs contractor who are experienced in servicing the social housing sector and we look forward to working with them over the next few years. We have continued to face real challenges in terms of increased costs and staff shortages, but we will be working with our new contractor with a determination to improve service in this area. Our partnership with QAPM Ltd, our new repairs contractor, is critical in delivering an excellent service and from the outset, we are jointly working to improve on previous performance levels. It is encouraging that early on we are seeing improvements across repairs response times, completion targets and tenant feedback, and we will continue these efforts across all areas of this service including developing further improvements in the coming year.

## Other Key Indicators Achieved

	Target	Result	Peer Group
Reactive repairs appointments kept	90%	92%	N/A
Number of residential property purchases	8	9	N/A
Planned Maintenance Works v Programme	85%	109%	N/A
Tenant Satisfaction Response rate	20%	31%	N/A
Average time for Stage 1 complaint response	4days	2.3days	3.4days
Average time for Stage 2 complaint response	20days	10days	15days
Total Management & maintenance costs per unit	£2628	£2427	£2249

## What We Need To Continue To Improve

Non-emergency response times	5days	6days	9days
Repairs completed right first time	92%	88%	87%
Tenant satisfaction with repairs service	90%	84%	86%
Re-let times for empty properties	25days	27days	33days
Tenancy offers refusal rate	30%	32%	N/A

## Performance against strategic objectives targets 2022/2023

Performance has been materially affected by contractor performance and satisfaction survey results which, although lower than anticipated, still compare favourably with sector and peer averages.

### High compliance

(75% and over) with Strategic Objectives

90%

#### Human Resources And Health & Safety

To ensure that OVHA recruits and retains sufficiently trained and experienced Committee members and suitably qualified staff and satisfies all health, safety and environmental requirements and legislation

100%

#### Provision Of New / Adapted Homes & Residential Property Acquisitions

To contribute to the supply of high quality, accessible, secure, affordable and sustainable homes where financially viable and whilst maximising community benefits

### Moderate compliance

(between 50% and 75%) with Strategic Objectives

67%

#### Housing Management Service & Tenancy Sustainment

To provide a comprehensive and responsive customer service to tenants, sharing and factored owners which supports sustainable tenancies and delivers customer satisfaction

75%

#### Financial Management / Corporate Governance

To ensure that OVHA's work is underpinned by effective financial, administrative, and management processes within a framework of effective corporate governance

58%

#### Resident Participation And Communication

To actively promote and support resident engagement in the management, maintenance and development of their homes

### Low compliance

(less than 50%) with Strategic Objectives

42%

#### Reactive & Planned Maintenance Services

To invest in its existing housing stock to ensure that OVHA provides the highest standard of accommodation possible



We now own and manage over

**1460**  
homes



We carried out  
**6716**  
individual reactive repairs costing

**£545K**



We assisted  
**1458**  
people through our tenancy sustainment service and

**£1.537m**  
additional income was secured



We provided  
**110**  
medical adaptations at a cost of

**£309K**



We assisted

**16**  
tenants with applications to the Scottish Welfare Fund where an average claim of

**£1,329**  
was achieved



We accessed funding from a number of different organisations, enabling us to support tenants with fuel vouchers, food vouchers, energy saving devices and events



We provided Factoring Services to

**44**  
households



We purchased a further

**9**  
properties on the open market



We held 30 Board / Committee meetings during the year involving over

**450**  
hours of voluntary Board Members time



We continued to manage customer arrears well and saw a further reduction in arrears compared to 2022.

# Property Services

“ Our investment programme made significant progress over the past 12 months with performance back to the levels we expect. It was also challenging to meet new targets on electrical safety compliance but huge efforts from our team and contractors ensured we did so and that we have kept tenants’ homes safe. ”

Andrew Gibb, Director of Property Services



## Reactive Maintenance



During 2022/2023 we spent

**£841K**

on reactive maintenance

## Total Investment



Including expenditure on planned, cyclical and reactive maintenance, the total investment in our housing properties during 2022/2023 amounted to

**£2.3m**

## Medical Adaptations



Over 2022/2023 the Association has completed

**110**

minor adaptations at a cost of over

**£309K**



# Planned Investment

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Key areas of planned investment during **2022/2023** were as follows:



We replaced

**109**

kitchens

£501,002



We replaced

**168**

boilers

£311,363



We replaced

**49**

properties' windows

£114,754



We installed

**6**

Showers

£18,221



We cleaned  
Gutters at

**619**

properties

£10,712



We completed

**1433**

Gas Services and  
ongoing  
maintenance

£154,813



We undertook

**244**

Electrical Periodic  
Inspections

£117,156



We undertook  
External  
decoration at

**296**

properties

£129,715

# Housing Services

“ This coming year, we aim to continue improving services by, amongst other things, further developing our digital systems to engage and communicate with applicants and tenants. We are progressing with our dementia and Housing action plan and implementing biennial tenancy visits, which are crucial in helping us to identify areas where we can assist our tenants. ”

Linda McLaren, Director of Housing Services



Since March 2022 our offices have been fully open and our services are now back to normal, however we continue to experience challenges with high levels of turnover in our properties and the effects of the cost-of-living crisis.

I'm pleased to say that, this year, we were able to secure grant funding from different sources, amounting to over £70,000, which has made a real difference to our tenants. Our staff have worked extremely hard to organise a number of different events, providing benefits and energy advice to customers, and we were also able to distribute fuel and food vouchers and energy-saving devices to those most in need.



## £70,000

which has made a real difference to our tenants.

## New Members Of Staff

**Joanne Reid**  
Housing Services Officer

Following the retirement of one of our members of staff, we are delighted to appoint Joanne Reid as Housing Services Officer – Joanne is responsible for the delivery of a comprehensive housing management service to our tenants.

We also welcomed to the team, from other Ochil View departments, Leona Hens and Kirsten Kirkwood, who have taken up roles on a temporary basis to cover staff absence, and are pleased to advise that Adele Rae has taken on the position of Housing Services Officer on a temporary basis, again to cover staff absence.

## Tenancy Management

The Association's rent arrears position at the end of 2022/2023 for current (non - technical) arrears was 3.30%, down from 3.8% last year.

The Association **let 119 properties** during the year compared to 140 in 2021/2022.

The rent lost as a result of empty properties was £45,757 which represented **0.68%** of all rent due for the year. This is similar to last year.

We improved on our re-letting of vacant properties from the previous year – the average turnaround was

# 27 days

compared to 39 days in 2021/2022.

## Tenancy Sustainment Service

The Association's tenancy sustainment service has become a lifeline for many of the Association's tenants.

During the year the service secured a further

# £1.537m

income assisting 1458 of the Association's tenants bringing the overall additional income secured for tenants since the introduction of the service to over £13.5m.

## Rent Affordability/ Value For Money

Rent affordability and value for money, particularly tenant's perception of such concepts, continue to make the headlines and it is one area where the Association continues to work hard to address.

We are pleased that our satisfaction survey in 2022 showed that

# 83%

of tenants think that their rent represents value for money, compared to 77% in the previous survey undertaken in 2019.

## Social Housing Charter

We submitted our 10th report on the Social Housing Charter (ARC) to the Scottish Housing Regulator in May 2023.

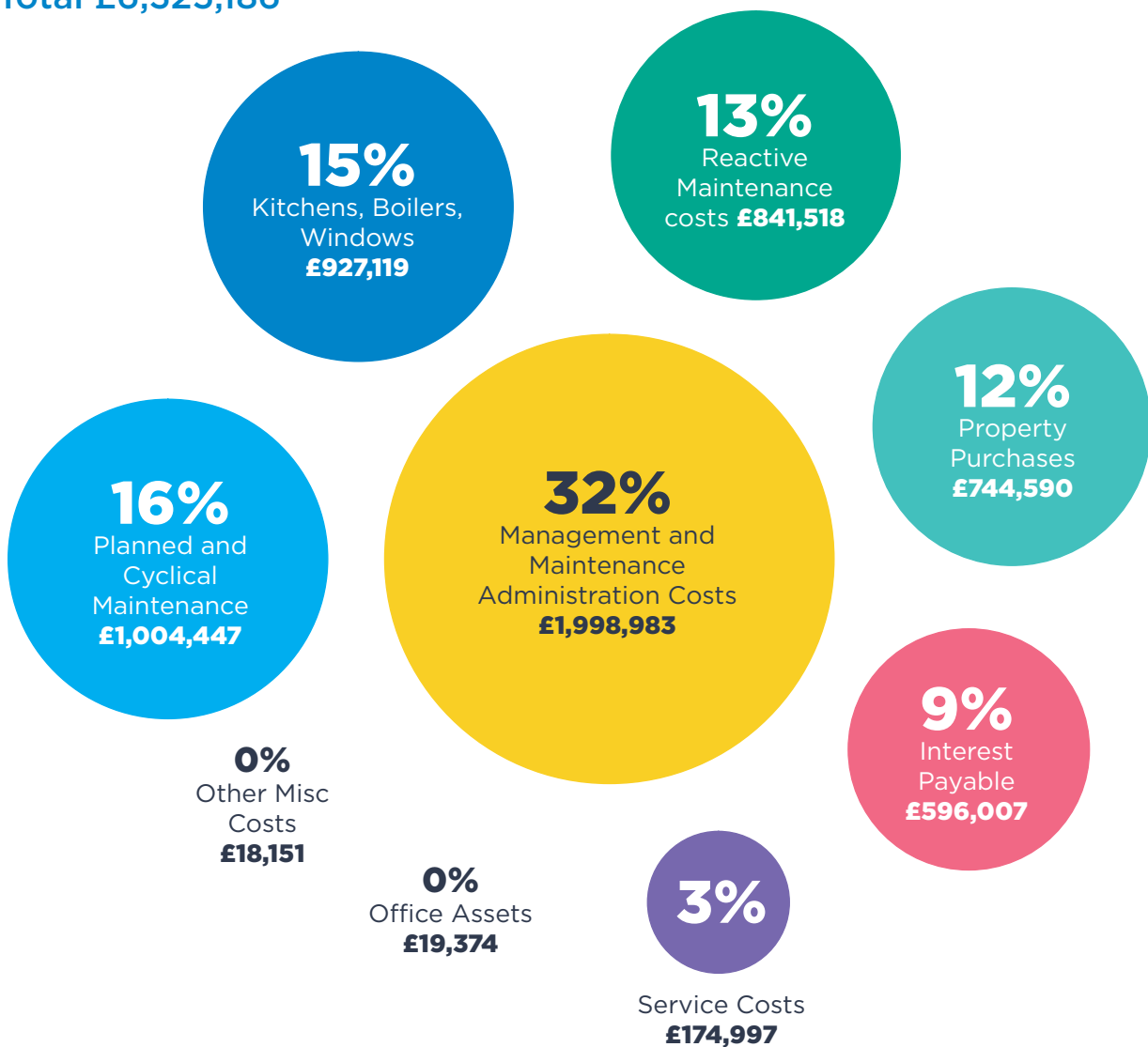
We will again be publishing a separate document later in the year, once the Scottish Housing Regulator has published its report on our performance. This document will be sent to all service users and be available on our website.

# Finance Matters



## Breakdown Of Expenditure 2022/23

Total £6,325,186





“ The Association has again faced huge challenges this year, in terms of the impact of inflation on our maintenance and overhead costs. We are pleased that we were able to restrict our rent increase to 5% for the coming year, albeit we have had to restrict or delay some of our planned maintenance programmes.

However, our long-term financial plans continue to show that the Association remains in a strong financial position. ”

Stephen Wilson, Director of Finance and Corporate Service



## Financial Results

The financial statements for the year again show a strong position, with an operating surplus of £1.6m being reported for the year and good levels of cash reserves throughout the period - whilst maintaining significant levels of investment in improving our housing stock.

## Statement Of Comprehensive Income

Turnover for the year is reported at £8.086m (2022 - £7.396m).

An increase of 3.95% was applied to base rents which increased rental income for the year. Rental income continues to be the principal source of income, at 84% of total turnover.

Our operating costs increased compared to the previous year from £5.642m to £6.151m which represents an increase of 9%.

Inflation levels substantially affected most areas of operations, resulting in increased costs across the board.

Interest received on our cash balances increased from £22k last year to £132k this year and this was a result of higher interest rates being earned on our cash balances held. Interest payable on our loans increased from £555k to £596k, as result of the additional loan secured in respect of the Elm Grove development, with payments commencing on that loan from April 2023. The Association's loans are all at fixed rates which is excellent news in the current climate.

Under “Other Comprehensive Income” the Association reports an increase in the liability for future pension payments. This increase is a result of an exercise undertaken by the pensions' administrators at the end of the financial year which splits out the assets and liabilities of the SHAPS defined benefit pension scheme. The last triennial valuation of the scheme took place in September 2021 and as a result of that, past service deficit payments in respect of the scheme ceased in September 2022.

### The three most significant areas of expenditure in 2022/23 were;

- 1 management and maintenance administration costs of **£2.0m**;
- 2 cost of planned and cyclical maintenance, including component replacements **£1.9m**;
- 3 reactive maintenance **£0.8m**.

Overall, after taking into account the change to pension provision the Association reports Total Comprehensive Income for the year of **£1,297k**.

## Statement of financial position

In terms of our statement of financial position, the key variations from the previous year are as follows:

### Statement of Financial Position as at 31st march 2023

	2023	2022
<b>Non-Current Assets</b>		
Housing properties - depreciated cost	£60,077,770	£60,240,696
Other non-current assets	£496,994	£530,279
<b>Current Assets</b>		
Receivables	£413,368	£261,049
Cash at bank and hand	£9,347,715	£10,110,265
<b>Creditors:</b>		
Amounts falling due within one year	£2,474,177	£2,618,968
<b>Net Current Assets</b>	<b>£7,286,906</b>	<b>£7,752,346</b>
<b>Total Assets</b>		
Less current liabilities	£67,861,670	£68,523,321
<b>Creditors:</b>		
Amounts falling due after more than one year	£ 21,860,430	£23,429,889
<b>Pensions and Other Liabilities</b>		
Scottish Housing Association Pension scheme	£165,000	-
<b>Deferred Income</b>		
Social housing grants	£31,282,000	£31,812,092
Other grants	£1,004,006	£1,028,318
<b>Net Assets</b>	<b>£13,550,234</b>	<b>£12,253,022</b>
<b>Equity</b>		
Share capital	£39	£32
Revenue reserves	£13,715,195	£12,252,990
Pensions reserves	(£165,000)	-
<b>Total Equity</b>	<b>£13,550,234</b>	<b>£12,253,022</b>

### Budget 2023/2024

The budget for 2023/2024 was approved by the Board at their meeting on 23rd February 2023 and following consultation with tenants, the Board made the decision to restrict the rent increase for 2023/2024 to 5.0%, despite exceptional inflationary pressures.

The budget allows for all essential maintenance to be undertaken, but non-essential planned maintenance has been pushed out to later years – this was required to allow a lower than inflation rent increase to be applied from 1st April 2023.

**The budget for 2023/2024 shows a projected surplus of £2.0m.**

**Cash balances are expected to remain healthy during the year and loan covenants are expected to be met.**

### Regulatory Status

Following the latest round of self-assessment, the Association's Regulatory Status is "Compliant" – this means that the Association meets regulatory requirements, including the Standards of Governance and Financial Management.

## Statement of Comprehensive Income for The Year Ended 31st March 2023

	2023	2022
Revenue	<b>£8,086,135</b>	£7,396,378
Operating Costs	<b>£6,153,269</b>	£5,641,610
Operating Surplus	<b>£1,932,866</b>	£1,754,768
Gain on Sale of Housing Stock	-	£27,029
Exceptional Item*	<b>£102,519</b>	£107,020
Interest Receivable and Other Income	<b>£131,827</b>	£21,535
Interest Payable and similar charges	<b>(£596,007)</b>	(£554,860)
Other Finance Charges	<b>£2000</b>	(£15,000)
Pension Adjustments	<b>£276,000</b>	(£632,000)
Surplus/(Deficit) for Year	<b>£1,297,205</b>	£1,972,492

# Future Growth & Priorities

## Building New Homes

33 new homes were completed at Elm Grove, Alloa, in March 2022 through the Associations development agreement with Kingdom HA. The remodelling of the bedsit accommodation at 20 Mar Street, Alloa to create three one-bedroom flats has suffered continual delays - however it is expected that two of the three flats will be ready for let in August 2023.

## Future Developments

Other developments are scheduled throughout Clackmannanshire over the next 5 years and these arise through our partnership with Kingdom HA which has allowed the Association to continue to grow. However, with spiralling costs, development is becoming more difficult.

However, the relationship has proven to be an excellent one and something both organisations are keen to develop further as and when this is deemed appropriate, sensible and most importantly cost effective.

## Residential Property Acquisitions

Included as part of the strategy for growth is the acquisition of existing residential properties, be they former housing association or local authority properties sold under right to buy legislation.

During 2022/23 we purchased a further 9 properties bringing the total number acquired to date to 44.

## Key Priorities For 2023/2024

**Progress development aspirations and purchase of second-hand properties**

**Improve our repairs service and the customer satisfaction relating to this.**

**Achieve at least 70% Key Performance Indicator Performance.**

**Achieve High Compliance in relation to all Strategic Objectives.**

# Our People

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We Currently Have 27 Full Time Members Of Staff



## Key Information 2022/2023

Staff Absence 3.2%  
Staff Turnover 11.1%

## Staff Changes

We welcomed the following new staff during the year:

**Katie McPhait** (Assistant Housing Services Officer) **currently on extended leave**

**Joanne Reid** (Housing Services Officer) **currently on extended leave**

**Stephen Wilson** (Director of Finance and Corporate Services)

**Nimi Sodeinde** (Customer Services Assistant)

**Justine Elder** (Customer Services Assistant)

**Alastair McGowan** (Property Services Officer - Planned Maintenance)

**Lori Ritchie** (Assistant Finance Officer)

The following staff retired or left for new challenges during the year or after the year end, and we thank them for their service and commitment during their time at Ochil View:

**Hazel McLean** (Assistant Housing Services Officer)

**George Tainsh** (Chief Executive)

**Sandra Marshall** (Housing Services Officer)

**Ailsa Sadowski** (Property Services Officer - Planned Maintenance)

**Janie Taylor** (Assistant Finance Officer)

# Staff

1. **Anne Smith MA, CA** *Chief Executive and Company Secretary*

## Finance & Corporate Services

2. **Stephen Wilson ACMA** *(Director of Finance and Corporate Services)*
3. **Neil Harrison** *Finance Officer*
4. **Heather Kennedy** *Assistant Finance Officer*
5. **Lori Ritchie** *Assistant Finance Officer*
6. **Kate Oliver** *Corporate Services Administrator*

## Housing Services

7. **Linda McLaren Dip H.S. CIHCM** *Director of Housing Services*

8. **Linda Ure** *Housing Services Officer*
9. **Marian Kelley MA (Hons) MCIH** *Housing Services Officer*
10. **Donald Beaton** *Housing Services Officer*
11. **Adele Rae** *Housing Services Officer*
12. **Leona Hens** *Assistant Housing Services Officer*
13. **Kirsten Kirkwood** *Assistant Housing Services Officer*
14. **David Bishop** *Housing Services Assistant (Rent Management & Administration)*
15. **Donna Phillips** *MCIH Housing Services Assistant (Housing Options)*
16. **Margaret Hall** *Tenancy Sustainment Officer*
17. **Robert Cowan** *Assistant Tenancy Sustainment Officer*
18. **Chris McShane** *Tenant Engagement & Communication Officer*



## Property Services

19. **Andrew Gibb BSc (Hons) MCMi** *Director of Property Services*
20. **Ashleigh Brown AIRPM** *Property Services Officer (Reactive Maintenance, Voids & Gas)*
21. **Alastair McGowan MA** *Property Services Officer (Planned Maintenance)*

22. **Grahame Phillips** *Property Services Officer (Inspections)*
23. **Vicki Brown AIRPM** *Assistant Property Services Officer*
24. **Tara Hamilton** *Property Services Assistant*
25. **Margaret Scott** *Customer Services Assistant*
26. **Nimi Sodeinde** *Customer Services Assistant*
27. **Justine Elder** *Customer Services Assistant*

# 2023 Review

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“ The repercussions of the economic climate during 2022-23 have been difficult to manage and some hard decisions have had to be made regarding ongoing planned maintenance. However, the Association continues to be in a strong financial position and, with this in mind, we continue to focus on how we can support our tenants through this period. ”

Anne Smith Chief Executive



**The past few years have thrown various different challenges at us, including changes in working practices, a volatile and difficult economic environment and, in particular, levels of price inflation that we have not seen in a long time.**

Throughout this period, the Association has sought to not only continue with our normal service, but to help and support our tenants and other service users through the most challenging of times. In particular, I am delighted that this year, our Housing Services team secured significant amounts of grant funding with which we were able to support tenants by issuing fuel and food vouchers and other energy saving or energy efficient items. This was a substantial amount of additional work for those involved, which is much appreciated, and this has made a real difference to our customers' lives.

**I am also pleased that we were able to restrict our rent increase for 2023/2024 to 5%, an increase that is considerably below the rate of inflation.**

The increases in costs that we are experiencing, and the relatively low level (compared to inflation) of rent increase, has resulted in us having to cut back on our non-essential planned maintenance programmes for 2023/2024 and beyond, and this will be kept under constant review. We continue to look at all areas of our operation with a view to making efficiencies wherever we can.

**I remain hopeful that the economic situation will stabilise over the next year!**

In terms of the staff team, there have been a number of changes over the past year. Our Chief Executive of more than 30 years, George Tainsh, retired in September 2022 and the Association thanks him for his hard work and dedication over the years. We wish him all the best for his retirement! Following George's retirement, I was appointed Chief Executive in October 2022, having covered the role on a temporary basis for a period of time. We also welcomed Stephen Wilson, as Director of Finance and Corporate Services, who joined us in January 2023.

With two staff currently on maternity leave, there has been an opportunity for existing staff to take on new challenges in covering different roles during this time, and these positions have been backfilled by appointing two members of staff on a temporary basis in customer services roles.

I have been hugely impressed by the resilience of our staff throughout this period of change, whether they have been taking on new roles in the absence of other staff, or whether they have been putting in additional hours to ensure the Association continues to run smoothly, and I thank everyone for their contributions!

**Finally, I would like to thank all of our Board members, who are so supportive of staff, and work hard to ensure Ochil View's success.**

Anne Smith  
Chief Executive



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