



OCHIL VIEW

Housing Association Ltd.

Ochil View Housing Association

# ANNUAL REPORT 23-24



2023/2024

# Chairperson's Report



“This is my fifth and final year as Chairperson of Ochil View Housing Association and it has been another interesting and challenging year!”

At the start of the year we changed our main repairs contractor, which caused some disruption and changes in the way we work. However, I am pleased to say that performance in this area has now improved and we will strive to continue making improvements and look forward to a continued, constructive relationship with our new contractor.

We continue to operate in a difficult economic environment, with increasing costs across the board affecting all areas of service, and it remains challenging to procure services which demonstrate value for money and difficult to recruit staff. However, with inflation now at levels far lower than we have experienced over the past couple of years, and potential for interest rates to start reducing, I hope that the environment will become more stable over the coming months.

During the year we undertook a review of our staff structure, and a number of changes have been made as a result of this. Our front line Customer Services team has now been separated from the repairs service, and the Property Services team, including all repairs staff, are now located together in one area of the office - we are confident that this will have a positive impact on the repairs team, on customer satisfaction and on the service we provide.

**In terms of performance, this improved in a number of areas – in particular in the areas of Housing Management and Financial Management and Corporate Governance.**

Our Repairs and Planned Maintenance performance was similar to last year overall, but has substantially improved in the last two quarters of the year which is encouraging, and we aim to build on this in 2024/25. In Human Resources, our performance was not as good as in prior years, mainly as a result of unplanned staff absence and difficulties with recruitment. However, we now have a full staff team on board, and are in a good position to meet our service responsibilities going forward.

In terms of new provision of social housing, with the assistance of Scottish Government grant funding we met our target of purchasing eight second-hand properties that, following refurbishment, are now being used for social housing. We were also able to purchase two properties that had previously been under shared ownership, and these properties have been brought into our stock of properties available for social rent. We continue to work with our development partner, Kingdom Housing Association, to identify suitable developments in the area, however progress with this has been slow due to the current economic situation which has pushed up the cost of building new homes.

**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

## Core Values

Open

Transparent

Responsive

Trustworthy

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



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



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



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





2023/2024

# Board of Management

**Margaret Baxter** (Chairperson)

**Jim Savage** (Vice-Chairperson)

**Susan Mackay** (Treasurer)

**Adam Brown**

**Graham Collie**

**Louise Gregory**

(resigned 21st April 2024)

**Lynne Brierley**

**Sandy Hunter**

**Shirley Ritchie**

**Teresa McNally**

**Tom Brown**





## Margaret Baxter (Chairperson)

Margaret is the current Chairperson having been first elected to the position following the Annual General Meeting in 2019. Joining the Board in 2010, Margaret is one of the Association's tenants and she also serves on all of the Association's sub-committees.

**Margaret's 5-year tenure as Chairperson comes to an end this year, and she will hand over to a new Chairperson at this year's AGM.**



## Jim Savage (Vice-Chairperson)

Jim joined the Board in July 2022. He is a retired solicitor who has lived in Clackmannanshire since 1985. Jim worked in the civil and criminal courts and has worked closely with Social Work Services around the needs of children and families. He has been closely associated with Ochil View Housing Association since its inception in 1989 so he is familiar with the Association's aims and ethos.

**Jim brings his local knowledge and legal expertise to the Board.**



## Susan Mackay

Susan, is a Chartered Accountant with over 20 years' experience 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.**



## Adam Brown

Adam joined the Board in July 2023. He is a local housing professional and understands the importance of well-governed housing associations to the communities they serve. He brings a diverse range of experience to the Board regarding tenancy management including arrears, void and ASB management.

**Adam has witnessed first-hand the difference good-quality, well-maintained homes and neighbourhoods can make to people's lives.**



## Graham Collie



Graham was elected to the Board in August 2015 and works 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'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 is Vice-Convenor of the Finance, Audit and Corporate Governance Committee.**

## Lynne Brierley



Lynne joined the Board in June 2014. Lynne has a BA (Hons) in Business Studies, a Masters in Research and Business Management and is a Ph.D. in 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 is the Convenor of the Health, Safety, Environment & Human Resources Committee.





## Sandy Hunter

Sandy joined the Board in September 2023. Sandy grew up in the local area - he has an MSc in Housing Studies and has a robust understanding of the social and commercial housing sectors from a strategic perspective.

His academic knowledge of housing governance, legal and regulatory requirements, housing quality and standard monitoring and evaluation, tenant engagement and satisfaction approaches, and housing integration with health and social care are a great asset to the Board. Sandy is Convenor of the Customer Services Committee.



## Shirley Ritchie

Shirley joined the Board in September 2023. Shirley has a Postgraduate Diploma in Housing Studies and an SQA Professional Development Award in Housing Law Advice. Shirley is a local authority employee and has substantial knowledge of the statutory and regulatory requirements that social landlords must adhere to. She has previously worked in the voluntary sector and has a wealth of experience providing housing, welfare and income maximisation advice and understands the importance of good governance and how this can mitigate the impact of inequality.



## Teresa McNally

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. She 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.



## Tom Brown

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.

2023/2024

# Performance

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

**Emergency repairs  
response times**

**1h 24min**

Target - 3h  
Peer - 3h 9min

**Reactive repairs  
appointments kept**

**92%**

Target - 90%  
Peer - N/A

**Rent arrears  
(non-technical)**

**3.0%**

Target - 3.8%  
Peer - N/A

**% of rent due  
collected**

**99.9%**

Target - 99.5%  
Peer - 99%

% of rent due collected

**99.9%**

**Tenancies sustained  
for more than one  
year**

**95%**

Target - 94%  
Peer - 93%

**% Staff Costs to  
Turnover**

**16.7%**

Target - 17.5%  
Peer - 21.6%





## Other Key Indicators Achieved

35%

**% of Annual Lets to Homeless**

Target - 35%  
Peer - N/A

8

**Number of residential property purchases**

Target - 8  
Peer - N/A

£1484

**Total Management & Maintenance Admin costs per unit**

Target - £1487  
Peer - £1381

## What We Need To Continue To Improve

8 days

**Non-emergency response times**

Target - 6 days  
Peer - 6 days

87%

**Repairs completed right first time**

Target - 92%  
Peer - 88%

84%

**Tenant satisfaction with repairs service**

Target - 90%  
Peer - 86%

34 days

**Re-let times for empty properties**

Target - 25 days  
Peer - 35 days

5.4%

**Staff Absence %**

Target - 1.25%  
Peer - 5.8%

## Performance Against Strategic Objectives Targets 2023/2024

# 83%

### **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

# 75%

### **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

# 67%

### **Resident Participation and Communication**

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

# 60%

### **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

# 50%

### **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

# 42%

### **Reactive & Planned Maintenance Services**

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

High compliance (75% and over) with Strategic Objectives

Moderate compliance (between 50% and 75%) with Strategic Objectives

Low compliance (less than 50%) with Strategic Objectives

Performance has been materially affected by the change in repairs contractor, disruption to the planned maintenance programme, and staff absence. However, performance overall still compares favourably against our peer group and the Scottish average.

2023/2024

# Key Statistics

We now own  
and manage

**1470**  
homes

We carried out  
5546 individual  
reactive repairs  
costing

**£461K**

We assisted 1201  
people through  
our tenancy  
sustainment  
service and over

**£1.3m**  
additional income  
was secured

We provided  
132 medical  
adaptations  
at a cost of

**£268K**

We provided  
Factoring  
Services to

**44**  
households

We purchased a  
further

**8**  
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 2023.

We assisted 33 tenants with  
applications to the Scottish Welfare Fund  
where an average claim of

**£1,243**  
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**



2023/2024

# Property Services

“We saw significant change over the past year, primarily in bringing in a new repairs contractor and ensuring they delivered the service levels we expect, demonstrated by improved performance at the end of the year.”



“During the upcoming year, we aim to further improve repairs performance levels, develop additional methods for tenants and contractors to report repairs, and to undertake a stock condition exercise to establish our future investment plans, particularly around the energy efficiency of our homes. We will also focus on embedding new Property staff into our revised structure and work on creating efficiencies in the way we work and deliver services.”

**Andrew Gibb**

Director of Property Services

## Medical Adaptations

Over 2023/2024 the Association has completed 129 minor and 3 major adaptations at a cost of over

**£268K**

## Reactive Maintenance

During 2023/2024 we spent

**£1.1m**

on reactive maintenance

## Total Investment

Including expenditure on planned, cyclical and reactive maintenance, the total investment in our housing properties during 2023/2024 amounted to over

**£2m**

# Planned Investment

Key areas of planned investment during 2023/2024 were as follows:



2023/2024

# Housing Services



“I’m pleased to say that this year, we were able to secure grant funding from different sources, amounting to over **£200,915.00**, 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.

This coming year, we aim to continue improving services by, amongst other things, further developing our digital lettings system and tenant portal My Home, progressing with our dementia action plan, identifying funding opportunities to give our tenants support 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





## Tenancy Management

The Association's rent arrears position at the end of 2023/2024 for current (non - technical) arrears was 3.0%, down from 3.3% last year.

The Association let 115 properties during the year compared to 119 in 2022/2023.

The rent lost as a result of empty properties was £54,438 which represented 0.76% of all rent due for the year. This is slightly worse than last year.

**Our re-letting of vacant properties was not as quick as the previous year - the average turnaround was 34 days, compared to 27 days in 2022/2023.**

## Tenancy Sustainment Service

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

**During the year the service secured over £1.3m income**

assisting 1201 of the Association's tenants bringing the overall additional income secured for tenants since the introduction of the service to over £14.8m.

Marian Kelley



Kirsten Kirkwood



Denise Armstrong



Molly Brown



## Rent Affordability/ Value For Money

Rent affordability and value for money, particularly tenants' 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. We continue to strive to keep rent increases to a minimum, however this has been challenging in the high-inflation environment we have been working in until recently.

## Social Housing Charter

We submitted our 11th report on the Social Housing Charter (ARC) to the Scottish Housing Regulator in May 2024.

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.

## Staff Restructure

Following the staff structure review which was undertaken during the year, Marian Kelley, Housing Services Officer was promoted to Senior Housing Services Officer and we have now welcomed Kirsten Kirkwood to the team on a permanent basis - Kirsten has secured the role of Assistant Housing Services Officer.

The new front-line Customer Services staff will now also be part of the Housing Services team, and we welcomed Denise Armstrong, Molly Brown and Lorna Pajor to the team following the year end.

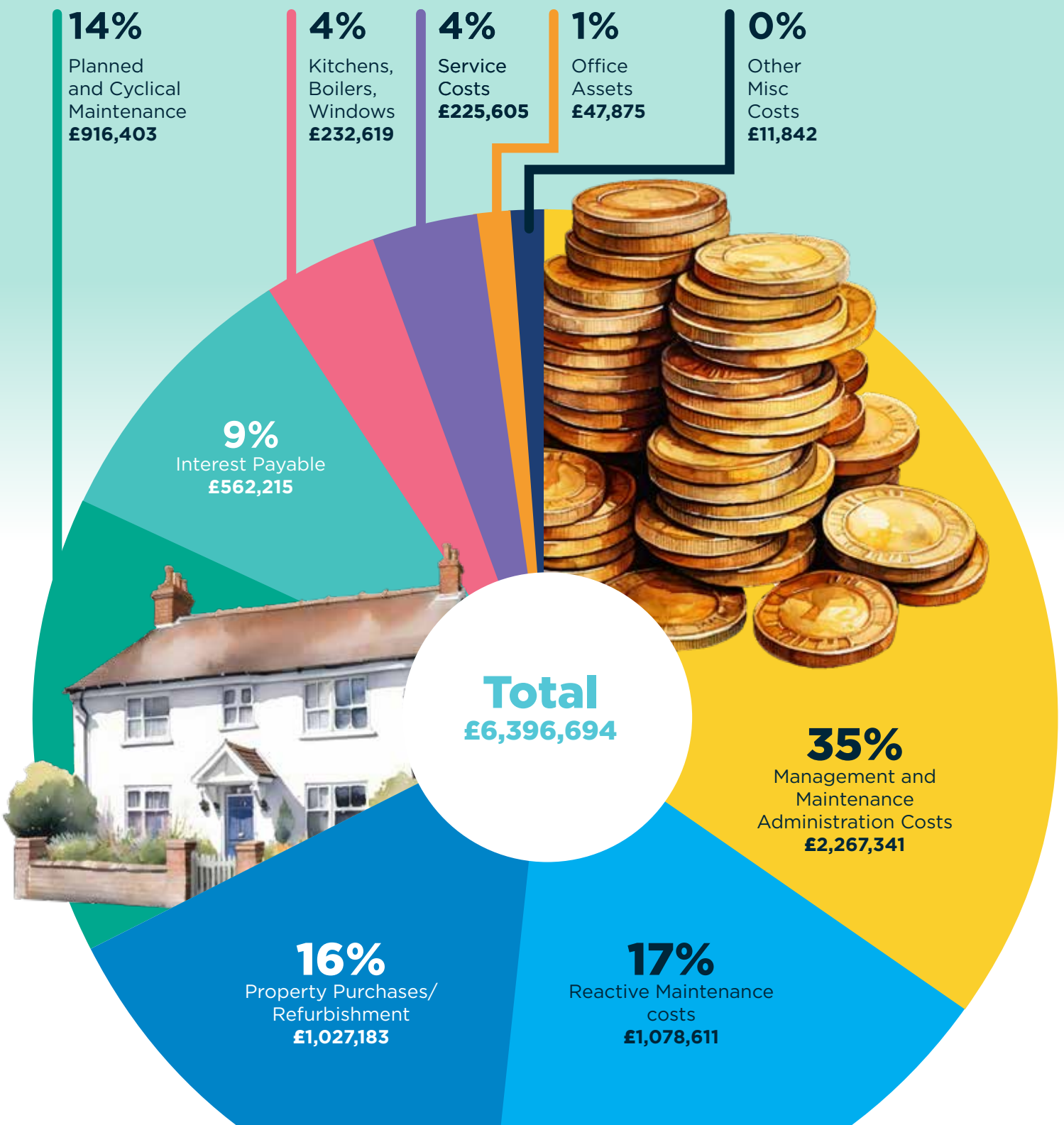
Lorna Pajor



2023/2024

# Finance Matters

## Breakdown of Expenditure 2023/24





“The Association has again faced 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 5.6% for the coming year, while budgeting a healthy increase in our planned maintenance programmes compared to last year.”



Our long-term financial plans continue to show that the Association remains in a strong financial position.

**Stephen Wilson**, Director of Finance and Corporate Services

## Financial Results

The financial statements for the year again show a strong position, with an operating surplus of £1.9m 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 £8.457m (2023 - £8.086m).

An increase of 5.0% was applied to base rents which increased rental income for the year. Rental income continues to be the principal source of income, at 85% of total turnover.

Our operating costs increased compared to the previous year from £6.153m to £6.555m which represents an increase of 6.5%.

Inflation levels substantially affected most areas of operations, including maintenance costs and insurance.

Interest received on our cash balances increased from £132K last year to £318K this year and this was a result of higher interest rates being earned on our cash balances held. Interest payable on our loans decreased from £596K to £562K, as result of reducing loan balances as loans are repaid to lenders.

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 there is a further valuation due in September 2024.

## The three most significant areas of expenditure in 2023/24 were;

**management and maintenance administration costs of £2.3m;**

**cost of planned and cyclical maintenance, including component replacements of over £1.1m;**

**and reactive maintenance costs of £1.1m**

Overall, after taking into account the change to pension provision the Association reports Total Comprehensive Income for the year of £1,269K.



## Statement of Financial Position

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

### Statement as at 31st March 2024

	2024	2023
<b>Non-Current Assets</b>		
Housing properties - depreciated cost	<b>£59,345,131</b>	£60,077,770
Other Non-Current Assets	<b>£495,357</b>	£496,994
<b>Current Assets</b>		
Receivables	<b>£415,744</b>	£413,368
Cash at bank and hand	<b>£9,441,813</b>	£9,347,715
<b>Creditors:</b>		
Amounts falling due within one year	<b>£2,148,510</b>	£2,474,177
<b>Net Current Assets</b>	<b>£7,709,047</b>	£7,286,906
<b>Total Assets</b>		
LESS CURRENT LIABILITIES	<b>£67,549,535</b>	£67,861,670
<b>Creditors:</b>		
Amounts falling due after more than one year	<b>20,386,798</b>	£21,860,430
<b>Pensions And Other Liabilities</b>		
Scottish Housing Association Pension Scheme	<b>(£602,000)</b>	(£165,000)
<b>Deferred Income</b>		
Social Housing Grants	<b>£30,763,518</b>	£31,282,000
Other Grants	<b>£978,093</b>	£1,004,006
<b>NET ASSETS</b>	<b>£14,819,126</b>	£13,550,234
<b>Equity</b>		
Share Capital	<b>£38</b>	£39
Revenue Reserves	<b>£15,421,088</b>	£13,715,195
Pensions Reserves	<b>(£602,000)</b>	(£165,000)
<b>Total Equity</b>	<b>£14,819,126</b>	£13,550,234

## 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.





## Future Growth & Priorities

### BUILDING NEW HOMES

The last development completed was Elm Grove, Alloa, in 2022 where 33 new homes were built in conjunction with Kingdom Housing Association. Other developments are being considered throughout

Clackmannanshire over the next 5 years and these will also arise through our partnership with Kingdom HA – a partnership which has allowed the Association to continue to grow. However, with spiralling costs, development continues to be difficult and approval of grant applications is slow due to the requirement for above-benchmark grant funding.

The remodelling of two flats in Mar Street, Alloa is now complete, with the third flat expected to complete in the summer of 2024.

### 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 2023/24 the Association purchased a further 8 properties bringing the total number acquired to date to 52.

## Budget 2024/2025

The budget for 2024/2025 was approved by the Board at their meeting on 29th February 2024 and following consultation with tenants, the Board made the decision to apply a rent increase of 5.6% for the year. This was 1% more than inflation, which had been agreed as being a requirement in order to keep rent increases as low as possible in the previous year.

The budget allows for all essential maintenance to be undertaken, and for a programme of essential planned maintenance.

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.

## Statement of Comprehensive Income for the year ended 31st March 2024

	2024	2023
Revenue	<b>£8,457,371</b>	£8,086,135
Operating Costs	<b>£6,555,470</b>	£6,153,269
Operating Surplus	<b>£1,901,901</b>	£1,932,866
Exceptional Item*	<b>£98,711</b>	£102,519
Interest Receivable and Other Income	<b>£318,388</b>	£131,827
Interest Payable and similar charges	<b>(£562,215)</b>	(£596,007)
Other	<b>(£11,892)</b>	£2,000
Pension Adjustments	<b>(£476,000)</b>	(£276,000)
Surplus/(Deficit) for Year	<b>£1,268,893</b>	£1,297,205

### Key Priorities For 2024/2025

The key priorities for 2024/25 are to:

- progress development aspirations and purchase of second-hand properties
- improve our repairs service further
- progress development of our plan to meet net zero targets.
- Achieve at least 70% Key Performance Indicator Performance
- Achieve High Compliance in relation to all Strategic Objectives.

2023/2024

# Our People

## Key Information 2023/2024

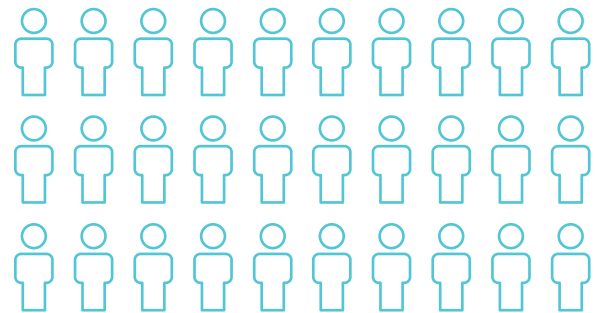
# 5.4%

Staff Absence

# 19.1%

Staff Turnover

We currently  
have 30  
Members  
of Staff



## Staff Changes

**We welcomed the following new staff during the year:**

**Lori Ritchie** (*Assistant Finance Officer*)

**Billy McCord** (*Property Services Officer*)

**Denise Armstrong** (*Customer Services Team Leader*)

**Molly Brown** (*Customer Services Assistant*)

**Lorna Pajor** (*Customer Services Assistant*)

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

**Janie Taylor** (*Assistant Finance Officer*)

**Nimi Sodeinde** (*Customer Services Assistant*)

**Justine Elder** (*Customer Services Assistant*)

**Ailsa Sadowski**, former Property Services Officer, also returned for us for a short period on a part time basis to help cover staff absence, and, again, we thank her for her commitment and support.



INVESTORS  
IN PEOPLE | Gold





## Our 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. **Marian Kelley MA (Hons)** *MCIH Senior Housing Services Officer*
9. **Chris McShane** *Tenant Engagement & Communication Officer*
10. **Donald Beaton** *MCIH Housing Services Officer*

11. **Joanne Reid** *Housing Services Officer*
12. **Linda Ure** *Housing Services Officer*
13. **Margaret Hall** *Tenancy Sustainment Officer*
14. **Adele Rae** *Assistant Housing Services Officer*
15. **David Bishop** *Assistant Housing Services Officer (Arrears & Administration)*
16. **Katie McPhait** *Assistant Housing Services Officer*
17. **Kirsten Kirkwood** *Assistant Housing Services Officer*
18. **Donna Phillips** *MCIH Housing Services Assistant (Housing Options)*
19. **Denise Armstrong** *Customer Services Team Leader*
20. **Molly Brown** *Customer Services Assistant*
21. **Lorna Pajor** *Customer Services Assistant*

### Property Services

22. **Andrew Gibb BSc (Hons)** *MCMI Director of Property Services*
23. **Billy McCord** *Property Services Officer (Reactive & Voids)*
24. **Grahame Phillips** *Property Services Officer (Reactive & Voids)*
25. **Vicki Brown** *AIRPM Property Services Officer (Compliance & Planned)*
26. **Margaret Scott** *Assistant Property Services Officer*
27. **Tara Hamilton** *Assistant Property Services Officer*
28. **Connor Hazlett** *Property Services Assistant*
29. **Jillian Wilson** *Property Services Assistant*
30. **Leona Hens** *Property Services Assistant*



2023/2024

# Review



“As ever, it has been a busy year for us, with changing our main repairs contractor, undertaking a review of staffing and implementing the changes, and with delivering much-needed advice and support to our tenants.”

Much of this has been done despite staff absence and difficulty with recruitment, but I am pleased that going into 2024/25, we now have a full staff complement in place, with which we are in a great position to improve on our services and deliver the necessary work required over the next few years.”

**Anne Smith**  
Chief Executive

In my report last year, I wrote that I was hopeful that the economic situation would stabilise over the coming year. It is encouraging to see the Consumer Price Inflation annual rate down to 2% in May 2024 - and whilst this is welcome news, this does not eliminate the impact of the high rates of inflation we have experienced over the past couple of years.



Like all other housing associations, we have seen huge increases in our underlying costs. Maintenance costs have been impacted by rising materials costs and labour shortages caused by the war in Ukraine and the United Kingdom leaving the European Union.

Insurance costs have also quadrupled in the past few years – a result of increasing claims in the housing sector and fewer insurers having any appetite to underwriting the sector.

Ochil View Housing Association remains in a strong financial position, but our long-term financial plans have been impacted by these cost increases. In the coming year, we will also be undertaking a review of what will be required for us to meet net zero standards, and costs for this will also have to be built into our plans. We will continue to mitigate as much as possible the impact on tenants, but as tenants' rents are our main source of income, it is inevitable that rent increases will require to be set at least at levels of inflation, and possibly at more than inflation for some years to come.

In terms of performance, we measure ourselves against targets using a number of different performance indicators over the course of the year. In 2023-24 we met 61% of our indicators, slightly down on the 66% achieved the previous year. Whilst this is disappointing, it is clear that performance in the second half of the year improved greatly, once our new repairs contractor was brought on board, and we are optimistic that performance will be improved in the current year.

During the year we also undertook a review of our staff structure, and one of the main changes that we have implemented following this, is to separate our repairs function from our front-line customer service team.

This will ensure we have a dedicated team focussing on ensuring repairs are dealt with efficiently and as quickly as possible. This will allow our customer services team to deal with non-repairs queries and to provide an effective administration function to all staff. The new structure provided an opportunity for existing staff to secure new roles within Ochil View and it is great to see their hard work and commitment being rewarded with the opportunity for progression.

**Finally, I would like to thank all of our staff for their valuable contributions during the year, and also our Board members, who continue to be so supportive of staff, and work hard to ensure Ochil View's success.**

**Anne Smith**  
Chief Executive





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Scottish Housing Regulator No. HAL 213  
Scottish Charity No. SC033130  
Property Factor No. PF000367

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