



# Dalmuir Park Housing Association

*Your Future Our Future*



BEARDMORE  
SCULPTURE

Assurance Statement, Annual Report  
and Annual Return on the Charter

**2024/25**

# Annual Assurance Statement 2024

The Board confirms that we have reviewed and assessed a comprehensive bank of evidence to support this Statement that Dalmeir Park Housing Association (DPHA) is **compliant** with:

- All relevant requirements as set out in Chapter 3 of the Regulatory Framework.
- The Regulatory Standards of Governance and Financial Management.
- The relevant standards and outcomes in the Scottish Social Housing Charter.
- All relevant statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights.

The Board has reviewed and assessed a comprehensive bank of evidence to support the view that DPHA is compliant with the above requirements. The evidence bank combines reports, policies, advice, and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that DPHA is compliant. Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance, and which form the structure of DPHA's business and governance activities. Our ongoing self-assessment and scrutiny processes, including Internal and External Audit, as well as advice from external and specialist advisors have also informed our view.

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

We are satisfied that we meet all of our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas,

electrical, fire and water safety and our obligations relating to asbestos, damp and mould. We have sought specialist advice to monitor our compliance in these areas and to support our assurance.

As part of our review of compliance, we have adopted an improvement focus and have also identified a number of areas for improvement, which we will progress during the course of the year. These areas for improvement form an Improvement Plan, which will be monitored by the Board at agreed intervals to ensure successful achievement. We are satisfied that none of these areas for improvement represents a material area of non-compliance.

We are confident that, taking account of the current economic and social environments, we continue to meet our responsibilities to our tenants, service users, regulators and funders. Where we have adopted new methods of communicating with tenants and / or service delivery, we have communicated these new arrangements clearly to our tenants. We are confident that we have successfully resumed normal service levels, subject only to external supply constraints.

We recognise that we are required to notify the Scottish Housing Regulator (SHR) of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so.

As Chairperson, I was authorised by the Board of Management at a meeting on 29 October 2024 to submit this Statement to the SHR by the deadline date of 31 October 2024. A copy of this Assurance Statement was also published on our website on the same date it was submitted to the SHR.

Yours sincerely,

*Gavin Waddell*

**Gavin Waddell**  
**Chairperson**

## Equality & Human Rights Statement

The Association is committed to promoting an environment of respect and understanding, where diversity is encouraged, and discrimination is avoided. This commitment covers all areas of our work, as an employer of staff, as a landlord and provider of services.

A copy of our Equality and Human Rights Policy can be found at:  
[www.dpha.org/downloads-publications/policies/policies-governance](http://www.dpha.org/downloads-publications/policies/policies-governance)

# Welcome from your Chairperson



We have had another successful year at DPHA, which is quite an achievement given a national and local housing emergency was declared in 2024/25 and the challenges that the ongoing economic and political uncertainty brings. I am really proud of our successes, and I would like to reflect on some of the key work DPHA has undertaken from the 1 April 2024 to 31 March 2025 and highlight this work to you in my Chairperson's report:

## **Business Plan, 2024/2029:**

The Board approved a new 5-year Business Plan setting out 6 strategic goals and objectives and associated outcomes. Our Business Plan is designed to be flexible and adaptable enough to guide us through changes and challenges we will no doubt encounter during the 5-year period of the Plan. Our Plan shows that we are financially strong and that we have a clear strategic vision in terms of what we want to achieve.

In summary, our 6 strategic goals and objectives are –

- Desirable Homes: Provide warm, dry, safe & affordable homes meeting tenants' needs.
- High Quality Services: Deliver a wide range of high performing services which are positively received by customers.
- Satisfied Customers: Support customers to engage with us and actively seek their feedback.
- Proud Community: Promote community involvement and local partnerships for the benefit of the local area.
- Effective Leadership: Invest in our people to develop their talents and raise our performance.
- Resilient Organisation: Ensure robust financial management and sound governance.

You can find a copy of our Business Plan on our website or you can contact our office and ask for a copy to be sent to you.

## **Community Investment Plan:**

The Board approved its first ever Community Investment Plan during the year. Dalmuir Park provides a variety of positive benefits that increase social and economic opportunities for our tenants and the wider community. When the Board approved our new Business Plan in 2024, we made a clear commitment to integrating community investment within our organisation. We are not just a social landlord providing safe, warm and affordable housing to those in need – we are and want to be a key partner in delivering where we can economic and social renewal within the Dalmuir

area. Developing and implementing our Community Investment Plan will be a key priority for 2025/2026 and beyond.

## **Winterfest, 2024:**

We held our first ever Winterfest event in December 2024 and the event, which was free, was a huge success with over 200 people attending. Santa, the Elves and the Grinch all made star appearances and the feedback we received was tremendous. Winterfest will be returning in 2025 and will be expanded based on feedback we received from the 2024 event.

## **Partnership with two other Housing Associations:**

In October 2024 we entered into a partnership with two other housing associations, which we believe is one of a kind. We jointly employ an HR specialist with Cloch HA, based in Greenock and Barrhead HA, and our Head of People & Culture provides specialist HR support to the Board and our Leadership Team. We want to make sure Dalmuir Park is a great place to work, and we see our collaboration with the other two housing associations as a great way to help us to achieve this.

## **Rental Off The Shelf (ROT) Funding, 2024/25:**

We received £202,500 of funding from the Scottish Government in 2024/2025 which allowed us to buy 5 properties on the open market and then allocate them to people on our waiting list, or who were homeless.

This scheme allows Dalmuir Park to increase the number of affordable homes that we own for social rent.

## **Other Achievements:**

There are many more highlights that I could give an update on. You will find lots of facts and figures on our performance during 2024/25, within our Annual Report, which I hope you will enjoy reading. Finally, as your Chairperson I would like to take this opportunity to thank all of the Board for continuing to support the Association during the last year and for volunteering their time. The Board's continued support and commitment to DPHA is very much appreciated. I would also like to give thanks to all of the Association's staff team for their hard work throughout the last year and to our tenants and other customers who help to make DPHA the success that it is.

Very best wishes,

*Gavin Waddell*

**Gavin Waddell**  
**Chairperson**

# Factoring - Customer Services

As a landlord and Property Factor, we accept the responsibility for providing a range of services for all properties under our control. Costs to residential or commercial owners in respect of common repairs and planned maintenance, including major repairs, will be borne in the first instance by the Association then recharged accordingly.

We provide various services for properties where we act as factor including.

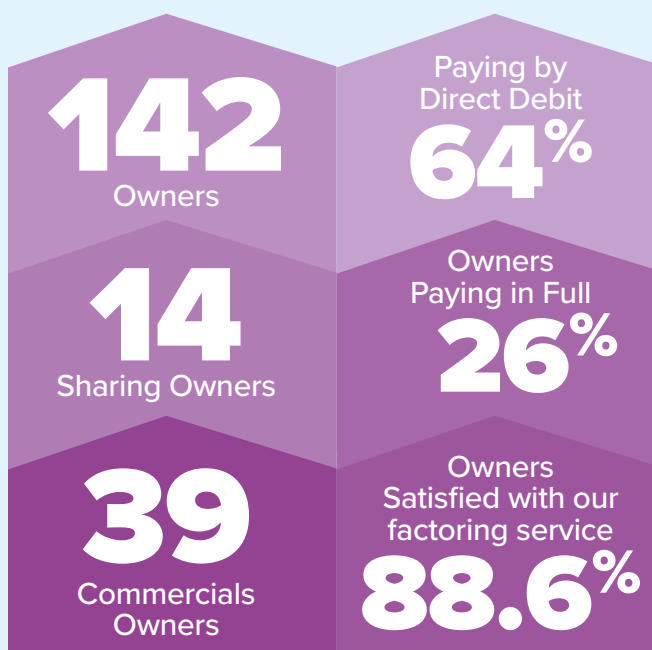
- Grounds Maintenance
- Stair Cleaning & Bin Management
- Estate Lighting, Door Entry, TV Aerial & Common Ventilation
- Buildings Insurance
- Routine Common Repairs
- Cyclical Maintenance to Common Areas
- Major Repairs

Annual factoring invoices included service charges, buildings insurance premium and our management fee and are distributed in May each year. There is an option to pay in full or to pay via direct debit. An independent satisfaction survey was conducted in October 2022 engaging with 61 owners. The response was very encouraging with 88.6% of owners being very satisfied or satisfied with the factoring service we provide. Feedback on how satisfied or dissatisfied our owners are with our service is very important to our continued progress. Whilst the current results are very satisfying, our focus remains on improving in every area.

Our next satisfaction survey is due to be undertaken in late 2025 and we hope to improve on these impressive results.



2022	Number	%
Very Satisfied	27	44.3
Fairly satisfied	27	44.3
Neither / Nor	4	6.6
Fairly dissatisfied	0	0
Very dissatisfied	3	4.8



## Customer complaints

	2024/25		2023/24		2022/23	
	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2
Complaints received in the reporting year	21	4	34	9	18	5
Number upheld	13	1	21	6	14	2
Average days taken to respond	4.29	21	4.19	17	3.53	16.18
Responded to in full	100%	100%	94.12%	100%	100%	100%

# Financial Performance

The Board were satisfied with the financial performance during the year and are reporting a surplus for the year of **£114,007** (2024 – deficit **£112,659**)

Turnover for the year decreased by 3.14% to £4,409,946 and operating costs decreased by 6.10% to £4,205,127 resulting in an operating surplus of £204,819 (2024 – £74,246) This presents a strong position with a closing Cash Balance of £5,258,028 and Capital & Reserves of £8,596,581.

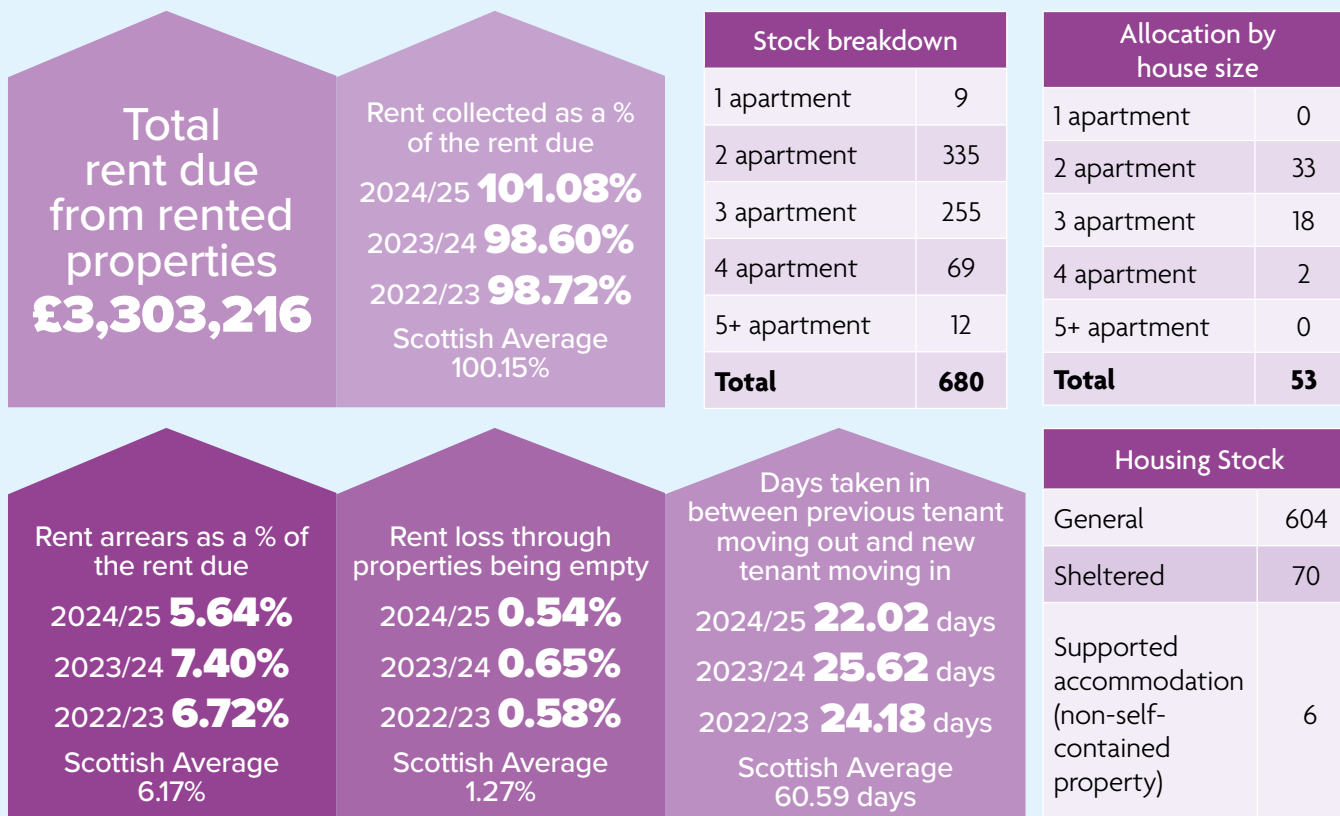
Statement of Comprehensive Income	2024 £	2025 £
Revenue	4,552,683	4,409,946
<b>Operating Costs</b>	<b>(4,478,437)</b>	<b>(4,205,127)</b>
Operating Surplus	74,246	204,819
Gain/(Loss) on Sale of Property, Plant & Equipment	11,077	(11,999)
Interest Receivable and Other Income	96,260	99,458
Interest Payable	(193,242)	(189,271)
Other Finance Charges	(2,000)	(6,000)
<b>Surplus/(Deficit) for the year</b>	<b>(13,659)</b>	<b>97,007</b>
Other Comprehensive Income	(99,000)	17,000
<b>Total Comprehensive Income</b>	<b>(112,659)</b>	<b>114,007</b>

Statement of Financial Position	2024 £	2025 £
Housing Properties	18,325,213	18,564,460
Other Tangible Fixed Assets	105,271	78,586
Current Assets	5,911,635	5,658,691
Current Liabilities	(985,235)	(1,305,449)
<b>Total Assets Less Current Liabilities</b>	<b>23,356,884</b>	<b>22,996,288</b>
Creditors: amounts falling due after more than one year	(2,952,875)	(2,898,783)
Provision for Liabilities	(134,000)	(115,000)
Deferred Income (Other & Social Housing Grant)	(11,787,435)	(11,385,924)
<b>Net Assets</b>	<b>8,482,574</b>	<b>8,596,581</b>
<b>Capital and Reserves</b>	<b>8,482,574</b>	<b>8,596,581</b>

# Customer Services

We know that that many of our tenants and other customers continue to face the daily struggles and difficult choices that many are facing due to the ongoing cost of living and housing crisis we are all faced with. DPHA has seen an increase in tenant arrears during 23/24 which we are optimistic of addressing over the coming year with new roles and responsibilities in the team being rolled out in 24/25.

We continue to work in partnership with Citizens Advice Scotland, Community Links Energy Advisory Service and also our dedicated Tenancy Sustainment Officer who can offer a range of support to our tenants.



## Tenant Safety Compliance

### Gas Appliance Servicing

Dalmuir Park Housing Association achieved a 100% Gas servicing & EICR (electrical safety test) compliance this year.

All gas boilers within our properties require to be serviced once every 12 months. We aim to gain entry on a 10-month cycle where possible, tenants are contacted by the contractor beforehand to arrange access. All Electrical installations need to be tested every 5 years and DPHA will contact you 2 months prior to the date the certificate is due to expire to arrange for a convenient access appointment.

Ensuring compliance with our legal obligations and increasing the safety of all residents is of paramount

importance to DPHA. Our Tenant Safety policies include procedures for forcing entry where required, this would only be enforced after repeated failures to allow access to carry out these essential works by the due date. We will only force entry as a last resort and the full cost of this work would be charged back to the tenant. For more information about Tenant Safety please see our website <https://www.dpha.org/tenant-safety/>

Year	No of Properties	No. of failed visits	% completed within time scale
2024-25	674	0	100%

Thank you to all our tenants for once again helping us to achieve 100% compliance in 24/25.

# Reactive Maintenance

Category of Repair (target timescales)	Number of repairs 2024/25	Average Time taken to complete works	Number of repairs 2023/24	Average Time taken to complete works
Emergency (4 Hours)	268	2.29 hours	301	2.76 hours
<b>Scottish Average 24/25</b>		<b>3.89 hours</b>		
Non Emergency repairs	1014	4.71 days	1048	4.59 days
<b>Scottish Average 24/25</b>		<b>9.13 days</b>		
		Completed Right First Time (timescales removed)		Completed Right first time and within timescale 2023/24
Total Reactive repairs (less complex repairs*)	1006	92.74%	1047	87.3%
<b>Scottish Average 24/25</b>		<b>88.02%</b>		

\* Complex repairs include repairs which require specialist parts not readily available or require a specialist contractor to carry out the works.

## Investment & Upgrades

The ambitious stonework repair programme at Dumbarton Rd/ Scott Street completed during the year both on budget and on time. **£547,755.50** was spent on installing internal and external insulated wall cladding and on necessary stonework repairs. We are hopeful of duplicating the success of this project elsewhere in our stock and making steps towards reducing our carbon footprint in anticipation of the Scottish Housing Net Zero standard.



## Planned & Cyclical Maintenance

We continue to manage our expenditure carefully and during 24/25 continued prioritising essential works.

### Component Replacement Spend - **£706,500**

**£382,800** spent on 47 window replacements.

**£206,000** on 54 new bathrooms

**£75,000** spent on 17 boilers upgrades and 8 kitchen replacements.

**£42,700** on essential stonework repairs

### Cyclical Repairs Spend - **£120,927**

**£54,900** spent on annual cleaning/safety checks on our gutters and roof anchors

**£47,000** spent on fence renewal including storm repairs and the replacement of the fence around Nairn St / Nairn Place

The remainder of this budget was spent on all responsibilities in respect of Landlord Health & Safety including safety checks in respect of gas, electrical safety, asbestos, legionella, fire safety, alarm systems & hoist maintenance.

# Care Services



## Duty Of Candour

All Health and Social Care Services in Scotland have a Duty of Candour. This is a legal requirement, under the health (Tobacco, Nicotine etc. and Care (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018. Which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.



An important part of this duty is that we provide an annual report about how the Duty of Candour is implemented in our services. This report describes how both Dalmuir Park Sheltered Housing and Dalmuir Out of School Care Group (DOSCG) has operated the Duty of Candour during the time between 1 April 2024 and 31 March 2025.

Between 1 April 2024 and 31 March 2025, there were no Notifiable Event to the Care Inspectorate that triggered a Duty of Candour.

The Care Inspectorate has introduced a new type of inspection called a Core Assurance Inspection. This new inspection type is aimed at providing assurance that better performing low risk adult services continue to deliver a particularly good level of care and support. The inspection focusses on the core assurance identified within the Quality Frameworks. Core Assurance Inspections will take place once every two years, with full inspections every other year. The Care Inspectorate undertook a Core Assurance Inspection of the Association's sheltered housing service in December



2024. This is the first time we have taken part in this type of inspection.

During a Core Assurance Inspection new grade evaluations will not be made. However, if the Inspector has any concerns arising from their assessment of a particular core assurance, they may decide to look at a specific indicator in more detail and can make requirements for improvements and evaluate grades.

The unannounced Care Inspection took place on 3 December 2024 with the Inspector looking at legal assurances, wellbeing, leadership, staffing and planned care/support. The Inspector made no recommendations or requirements, and we maintained our grade 5 across all these areas from our last full inspection that took place on 27 July 2023.

### Quotes from tenants:

*"I live independently, but have been unwell on two occasions and staff supported me at these times"*

*"I live independent, but happy that staff are available should I need them"*

*"I am fully independent but have a generic charge which I feel could be adjusted to meet individual needs"*

*"I live independently in my own home, if I ask for help, I receive it, or staff will get back to me"*

Sheltered Housing Meetings April 2024-March 2025	
Nairn Street	6
Shaftesbury Street	6

**YOU SAID**

**WE DID!**

More cod-father meal events.	✓
Various free well-being activities from funding for taster sessions in gentle chair exercise classes, line dancing, singing/ karaoke, clay making and art classes	✓
Event meal supplied by Paisley Pie Company	✓
Macmillan coffee afternoon, raising money for cancer charity	✓

We applied to West Dunbartonshire Community Mental Health & Wellbeing Fund and manage to secure funding to deliver a range of free activities this included-

Participation within a variety of art and craft sessions

raising self-esteem and improving older people's mental health and well-being by encouraging creativity in its widest sense helping overall brain health.

Weekly Strength Classes provided a dedicated and structured environment to improve the strength, balance, and overall mobility of older people - which is especially important for maintaining independence and preventing falls.

We also promote fitness to our older tenants, supporting them to exercise safely. Improving mental health my exercise is and important way to reduce stress and anxiety. We ensure our classes are informal, friendly and fun for all!

We promote our classes to tenants encouraging them to come along and join in. It has been reported that the classes are improving participants self-esteem and reducing feelings of loneliness.

# Dalmuir Out of School Care Group (DOSCG)

Grab a Gab meetings take place monthly giving the children the opportunity to have their say. From April 2024 to March 2025 these are some of the changes children made:

**YOU SAID**

**WE DID!**

Raise money for new toys and games	✓
Get remote control cars	✓
Go to Inflatation during Playscheme	✓
Get Dogman books	✓
Buy paint pens for cool art projects	✓

**Dalmuir Out of School Care Group Summer Playscheme 2025** - This year we provided fifty children with a seven-week fun packed service, providing health snacks, exciting day trips and the opportunity to make new friends.



**Learning Garden** – This continues to grow with the support from our two volunteers Barbara and Anne with the children and staff getting involved in all the different aspects of gardening and nature. The kids have been having fun investigating their natural surroundings: planting fruit, veg and flowers, enjoying the fresh air, having picnics, and using the onsite shed on rainy days.

We also held a **Big Tea Party** for DPHA staff during summer playscheme which brought together children, staff, and volunteers.

**Sponsored Walk 2025** - The children of DOSCG and ROSCG (Radnor Out of School) took part in a sponsored walk to raise money for the out of school groups. They walked with staff along the canal from Dalmuir to Bowling and had a victory picnic at the end. The children did an excellent job and managed to raise £477.19 in sponsorship money.

# Wider Role

The Association has always prided itself in organising a wide range of activities, events and projects involving individuals, schools and local groups. We have always believed that our Wider Role Programme strengthens the local community and each year we strive to enhance it, giving everyone the opportunity to participate. We are grateful to all contractors, suppliers and consultants as well as local businesses in the local area who support our programme, financially or in kind.

## Pupil of The Year



Added to our Wider Role program in 2010, pupils from Stephen's, Clydemuir & Our Lady of Loretto Primary schools participate in this awards activity in community partnership with Golden Jubilee Conference Hotel.

## Winter Social

Long-standing in our wider role programme with expected attendance of 70 special needs and elderly tenants, held in December. Attendees are offered a three-course meal, entertainment, social activities with transport provided to and from venue. It continues to be a popular activity.



## Garden Competition

Our Customer Service staff inspect residents' gardens in the summer months with vouchers presented to the winning categories. We always look to establish new categories each year freshening up our wider role projects. Whilst there will be emphasis on garden upkeep this will be the last year of the garden competition as a stand-alone project.



## Dalmuir in Bloom

Working in partnership with our ground's maintenance contractors, the Association erect over 50 Hanging Baskets and Window Boxes throughout the local area in June each year as part of our Dalmuir in Bloom project. The project was extended this year to include winter hanging baskets which was a success. The baskets were removed temporarily in January for safety reason due to Storm Éowyn.



## Christmas Vouchers

Over 200 Christmas Vouchers are distributed to elderly and additional needs tenants each year which helps households over a costly period.



## Winterfest

The Association held its first outdoor festival in December and was rated a huge success by all attendees. Winterfest was organised by members of staff for our tenants and residents within the local area with over 200 attendees. All attendees were offered food from our Burger Van, a Hot Chocolate or Coffee. The younger residents enjoyed candy floss, sweets and treats, face painting and balloon modelling. The mini festival had an onsite DJ and Christmas songs from the Salvation Army.



Our Beardmore Garden housed festive photo opportunities together with impressive festive and winter lighting.

# Board Members & Staff

## Board 2024-2025

**Gavin Waddell** – Chairperson  
**Francis Polding** – Vice Chair  
**John Lennox** – Elected Member  
**Anita Williamson** – Elected Member  
**Michelle Donnelly** – Elected Member  
**David McIndoe** – Elected Member  
**David Edgar** – Elected Member  
**Stephen Boag** – Elected Member  
**Jade Murray** – Elected Member  
**Sonia Smith** – Appointed Member  
**Karen Dyson** – Appointed Member

## Chief Executive

**Anne Marie Brown**

## Leadership Team

**Carla Cameron** – Finance & Corporate Services Manager  
**Arlene Dickson** – Care Service Manager  
**Richard Fairley** – Head of People & Culture  
**Dougie Wilson** – Customer Services Manager

## Finance Team

**Gary Earl** – Finance Officer  
**Conor Fox** – Assistant Finance Officer  
**Ryan Shields** – Finance Assistant

## Corporate Services

**Anne E Smith** – Corporate Services Officer  
**Kimberley Tennant** – Corporate Services Officer  
**Pauline McDaid** – Corporate Services Assistant  
**Jess Shute** – Corporate Services Assistant

## Customer Services

**Jennie Cameron** – Senior Customer Services Officer  
**Donna Drain** – Housing Officer  
**Laura Greenlees** – Customer Services Adviser  
**Harmony Madek** – Customer Services Adviser  
**Donald McKerry** – Gardener  
**Anthony Pirrie** – Gardener  
**Angus Robertson** – Housing Officer  
**Kirsty Swan** – Senior Customer Services Adviser  
**Andy Taggart** – Asset Officer  
**Stuart Yates** – Asset Officer

Assurance Statement, Annual Report and Annual Return on the Charter

## Care Services staff Sheltered Housing

**Angela McNairn** – Housing Support Assistant  
**Hugh Allison** – Support Worker  
**Mary Jane Anderson** – Support Worker  
**Karen Barron** – Support Worker  
**Eric Gibson** – Support Worker  
**Christine Hendry** – Support Worker  
**Karen Thomson** – Support Worker

## Dalmuir Out of School Care Group

**Elaine Kelly** – Project Coordinator  
**Lorraine Browning** – Playworker  
**Yvonne Mathieson** – Playworker  
**Sinead McGinley** – Playworker  
**Elaine Tausney** – Playworker  
**Channa Taylor** – Sessional Playworker  
**Cerys Tierney** – Playworker

## Volunteers

**Emma Aird**  
**Laura Brown**  
**Kylah Buist**  
**Ann Kelly**  
**Barabara McGinley**

## Staffing Support Consultants

**Graeme Bruce** – Lethame Business Services  
**TC Young Ltd** – Solicitors  
**AAB Audit & Accountancy** – External Auditors  
**Wylie Bisset** – Internal Auditors

## Leavers

**Anna Chalmers** – Lunch Club Cook  
**Gerard McIlveny** – Support Worker

# Annual Return on the Charter

## Who we are and tenant satisfaction

We are pleased to present our Annual Return to the Charter statistics for 2024/25

As of 31 March 2025, we owned

# 674 homes

Total rent due from them was

# £3,303,216

## How we compare locally

Over the next couple of pages, we will measure our performance information in relation to our core business of Tenant Satisfaction, Rents, Repairs Service and Allocations in comparison to the average amongst our local peers in West Dunbartonshire. These landlords are: West Dunbartonshire Council, Clydebank Housing Association, Knowes Housing Association and Trafalgar Housing Association.

## Our Homes

Size of home	No Owned by	Weekly Rent*	Scottish Average	Difference
1 apartment	9	£75.10	-	
2 apartment	335	£93.45	£88.61	+£4.84
3 apartment	255	£95.10	£91.68	+£3.42
4 apartment	67	£105.35	£99.00	+£6.35
5+ apartment	8	£126.95	£110.45	+£16.50
TOTAL	674	£95.41	n/a	

General Needs

# 598

Support accommodation

# 6

Sheltered Housing

# 70

\* Inclusive of service charges

## Tenant Satisfaction

**89.7%** of our tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the local average of **89.4%**.

2023/24: **93.5%**

**90.8%** of our tenants are **satisfied** with our **overall service** compared to the local average of **91.4%**.

2023/24: **89.9%**

**91.3%** of our tenants satisfied their rent represents good value for money, compared to the local average of **81.68%\***.

2023/24: **87.8%**

\*Scottish average (not available as a local comparison)

**4.3%** was our **rent increase** from the previous year, compared to the local average of **5.1%**.

2023/24: **5.9%**

**95.7%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the local average of **93.4%**.

2023/24: **96.4%**



## Quality and Maintenance of Homes



# 77.1%

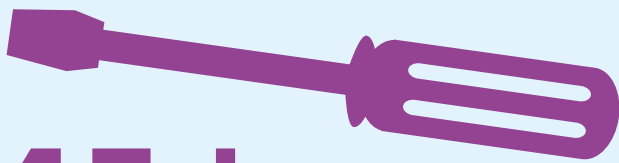
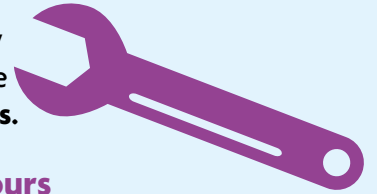
**Satisfaction with our repairs** service based on the last time you had a repair or maintenance carried out. Local average **89.9%**.

2023/24: **88.9%**

# 2.3 hours

to complete **emergency repairs** compared to the local average of **3.1 hours**.

2023/24: **2.8 hours**



# 4.7 days

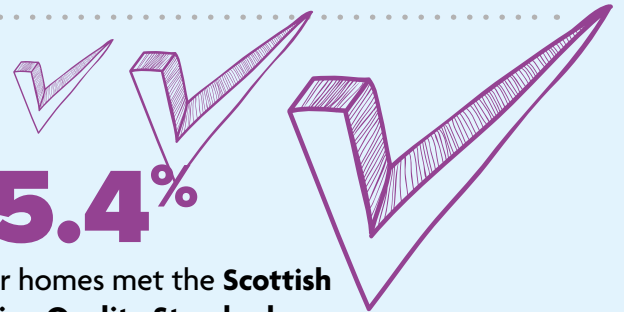
to complete **non-emergency repairs** compared to the local average of **7.1 days**.

2023/24: **4.6 days**

# 95.4%

of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of **89.3%**.

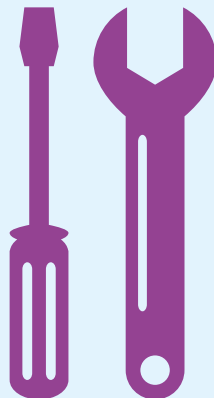
2023/24: **96%**



# 92.2%

Reactive repairs completed **Right First Time**. Compared to the local average of **89.4%**.

2023/24: **87.3%**



# 100%

**gas safety checks** completed (within 12 months).

2023/24: **100%**



Throughout 2024 – 2025 we carried out works including 54 bathroom replacements and 58 properties were fitted with new windows. We also completed 8 kitchens and 17 boilers using funds set aside as a contingency. Essential stonework repairs were carried out along with the replacement of the boundary fence at our Nairn Street Sheltered Housing complex.

2025 / 2026 has already seen the completion of the upgrade to common extractor fans and for the remainder of the year ahead the priority for the Customer Services Team is to deliver the programme of investment planned for the year, including

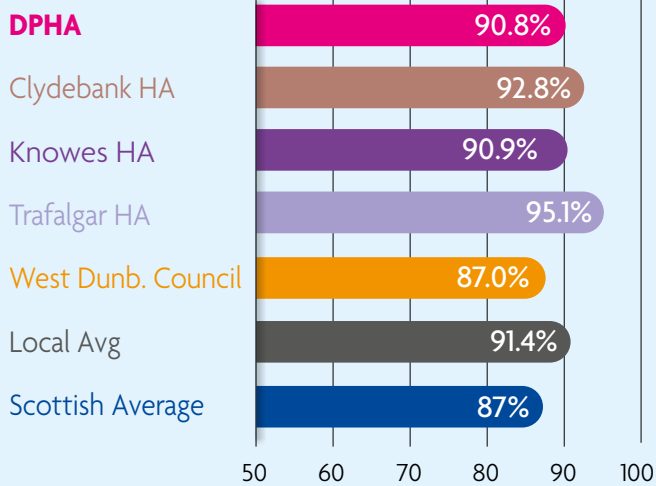
bathroom, kitchen and window replacements all due to begin in Q3 (October – December) to be completed by the end of the financial year (March 2026). Unfortunately, we have been delayed in delivering on our plans for close painting works, this contract is under procurement and will now be delivered in the next financial year as we do not want to commence this work in the winter.

We will of course be continuing to provide our routine and planned cyclical maintenance for all our tenants, owners and residents ensuring both value for money and retaining our high standards of satisfaction.

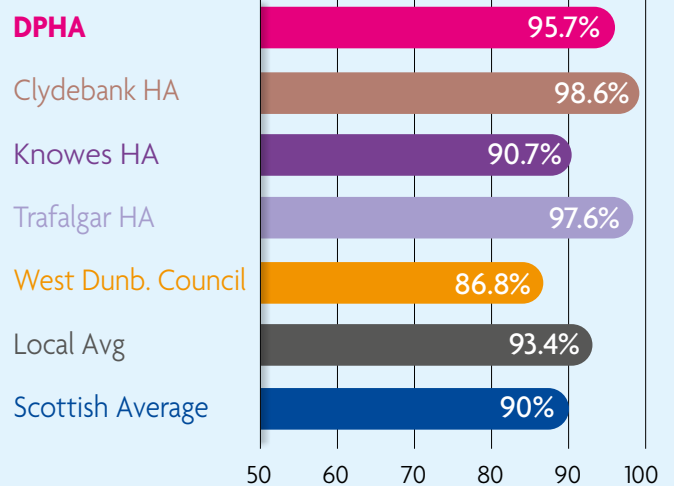
# How we compare locally

Over the next couple of pages we will compare our performance in key service areas against the performance of other local Registered Social Landlords. These landlords are: Clydebank Housing Association, Knowes Housing and Trafalgar Housing Association.

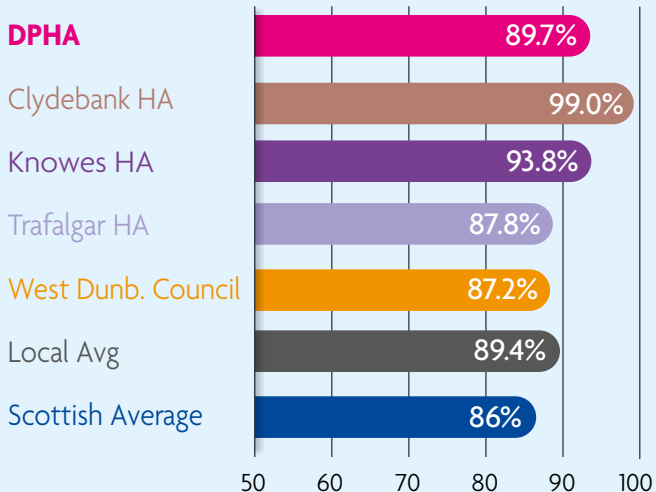
## Percentage tenants satisfied with overall service provided by landlord



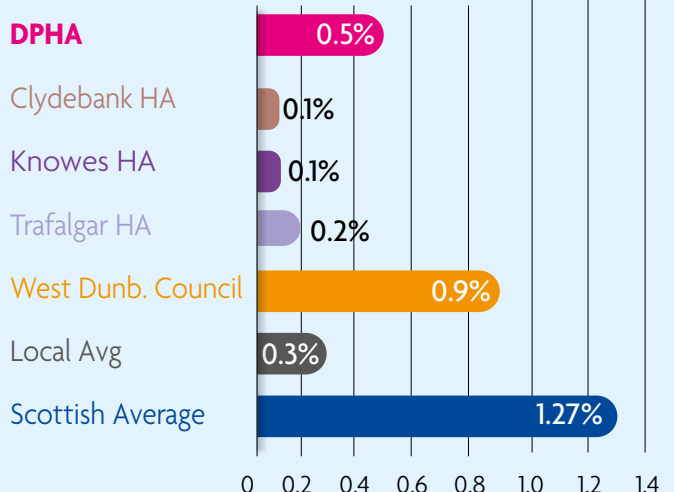
## Percentage tenants who feel landlord is good at keeping them informed about services and outcomes



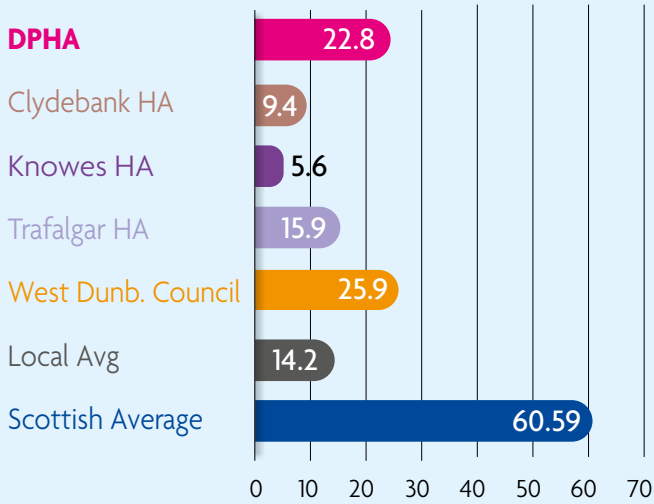
## Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



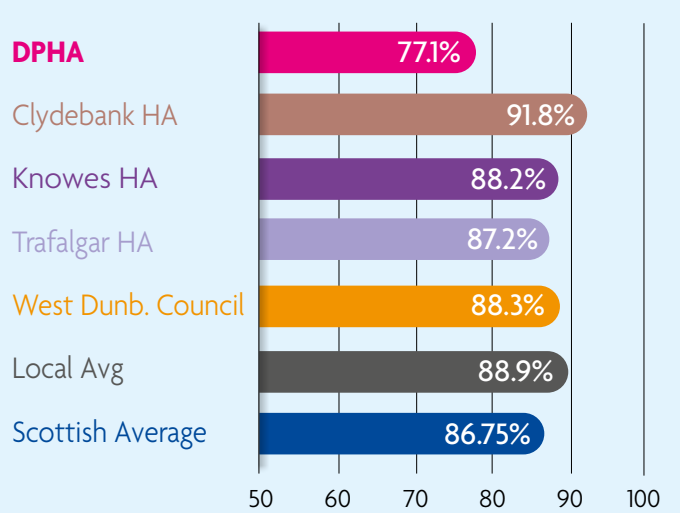
## Percentage of rent due not collected through homes being empty in the last year



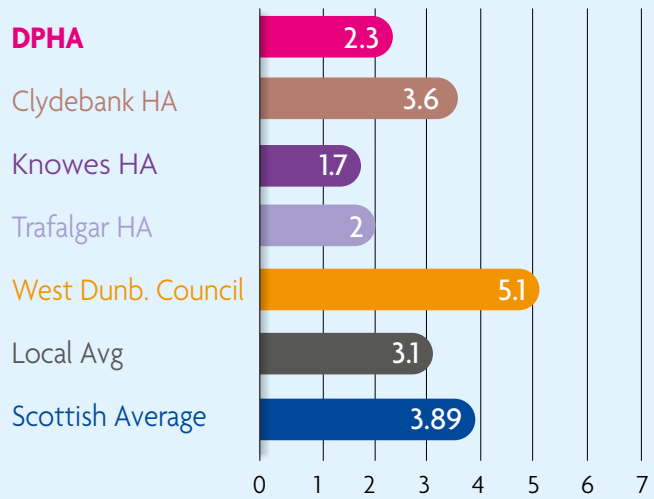
**Average calendar days to re-let properties**



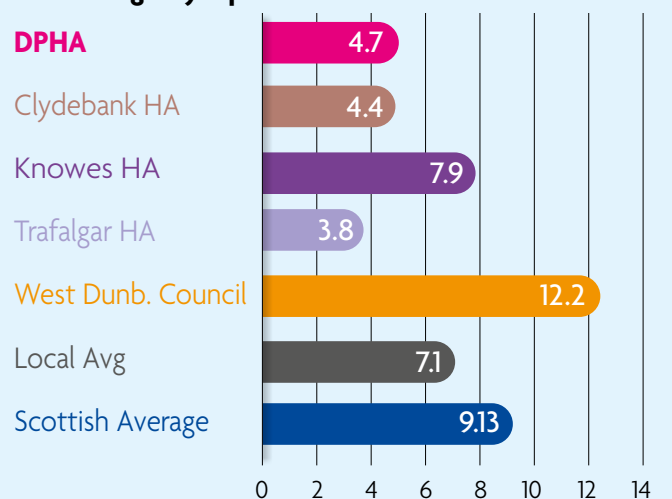
**Percentage tenants satisfied with repairs service**



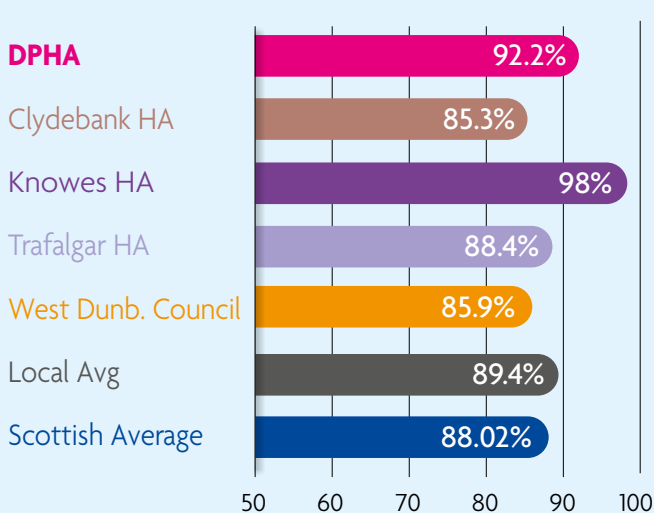
**Average hours to complete emergency repairs**



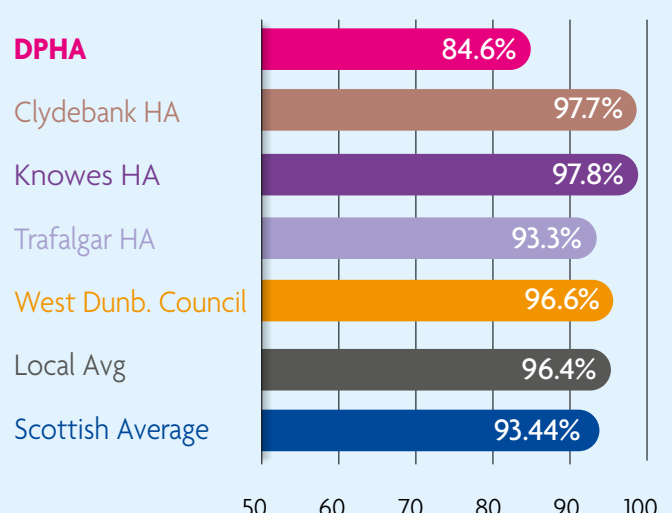
**Average working days to complete non-emergency repairs**



**Percentage reactive repairs completed right first time**



**Percentage of ASB cases resolved within timescale**





## Dalmuir Park Housing Association

Beardmore House, 631 Dumbarton Road, Dalmuir, Clydebank G81 4EU  
www.dpha.org • Tel 0141 952 2447 • Email admin@dpha.org.uk

Registered Housing Association Number: HAL 98

Charity Registration Number: SC033471

FCA Reference Number: 1917 R S

Property Factor Number: PF000397

When you have finished with this report please recycle it.

