



Cube

Better homes, better lives

Our year at Cube Housing Association

Annual Highlights
2014-2015

Cube

Message from Cube's Chair



Liz Ruine

At Cube, we're all about building 'better homes, better lives' for tenants and owners in our communities. Over the past year we've made further progress on delivering on that vision.

Being part of Wheatley Group has allowed us to provide more services for Cube tenants and helped us change neighbourhoods for the better.

By working with our partners in Wheatley, we've built more quality, energy-efficient, affordable homes – and announced plans for many more.

Over the year, we made it a top priority for our staff to get out and about in their communities and listen to tenants. We were able to introduce a number of improvements as a result of the feedback – and we will continue to work with all our communities in the year ahead.

Cube staff and Board are fully committed to support our tenants and as Cube Chair, I sincerely thank them for their concentrated hard work during 2014 – 15.

Here are some of our highlights of 2014 – 15.



the shapes

Moshi Monsters
Puppet

Mystic Mary

Annual Highlights 2014–15



£11m

investment in district heating systems

New homes change lives

New homes are taking shape across Glasgow and West Dunbartonshire.

We agreed a strategic partnership with West Dunbartonshire Council in December 2014. As a result we are now working with the council to bring forward plans for up to 300 additional homes over the next three years.

The first tenants moved into a new development in Beardmore Place, Dalmuir, in the summer. The 54 homes, a mix of one and two-bedroom flats, has increased the supply of smaller homes in the area.

In Glasgow, the first Cube tenants were handed the keys to homes in Bankend Street, Ruchazie. The development included 16 houses for Cube tenants and another 10 homes for Ruchazie Housing Association.

New homes for mid-market rent were also built in Milncroft Road, Glasgow. The development, also in Ruchazie – which is managed

by our sister organisation, Lowther Homes – features 12 mid-market rent and 18 shared equity homes.

And the good news doesn't stop there. A total of 34 flats will be built in Bilsland Drive, Glasgow, while another 46 mid-market flats will be built at Ellerslie Road, Yoker.

Investment in Cube homes

Communities in Glasgow and West Dunbartonshire are already feeling the benefits of Cube's investment programme.

Work started this year on an £11million project by Cube and our partners British Gas to install district heating systems in blocks in Broomhill, Collina Street and Gorget in Glasgow.

Residents will benefit from warmer, more comfortable homes and enjoy cheaper fuel bills.

The Broomhill high-rise blocks will also be overclad, while the maisonettes in Gorget and Broomhill will benefit from new overcladding, new kitchens, a full re-wire and new controlled entry systems.

Meanwhile, tenants in Castlehill, Hawthornhill, Ladyton, Nobleston and Haldane will benefit from new bathrooms, while new kitchens will be installed in Windsor Crescent in Clydebank, Lennoxton, Ruchazie and Strathbungo.

Closes in Castlehill and Ladyton have already been painted, while some homes in Wyndford will also see new front doors and common areas painted.

Increasing support for our tenants

Over the past year we've done everything we can to offer a range of support services to help those tenants who have nowhere else to turn.

We've listened carefully to our customers to find out where they need the most assistance. Our Welfare Reform Tenant Advisory Group has been on hand to hear from customers on how benefit reforms are impacting on them.

Cube's welfare benefits advisors helped 628 tenants access almost £1million in unclaimed benefits and tax credits. That means more

money in tenants' pockets in these tough economic times.

Rising energy bills are a concern for people up and down the country. Our fuel advice service was accessed by 169 tenants who saved more than £41,000 on their gas and electricity bills thanks to our free, expert advice.

A total of sixty tenants also benefited from our Home Comforts furniture recycling scheme. The scheme was boosted last year by furniture from the Athletes' Village at the 2014 Commonwealth Games.

Cube tenant Lorna Bridges, 25, a beauty student, said: "I was homeless and had nothing when I first moved into my flat. I got everything, from big items down to small things. I got two beds, which are fantastic quality, as well as a couch, pedal bins, a table and a green bean bag, which my daughter, Mollie, loves."

Helping the most vulnerable

Nearly 80 elderly or disabled tenants who need extra help turned to the Handyperson Service for odd jobs around their home.

Deaf tenants can now get in touch with Cube directly thanks to our new online SignVideo – a British Sign Language interpretation service.

We also offered extra support to those who needed it most during the cold spell with our free winter home checks ensuring boilers, pipes and taps were ready for the worst of the weather.



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Online help is just a click away

In 2014 we opened our first dedicated computer learning centre in a Cube community.

The Click & Connect facility in Glasgow at Wyndford was followed this year by a centre in Milton. Staff can help people get advice on how to access job sites, create a CV, get online shopping discounts, keep up to date with welfare reform and fill in online housing and benefit forms. We are also looking to add a new facility in West Dunbartonshire in 2015 – 16.

We're also expanding our range of online services for customers. Our new online site allows tenants to see their account balance, make payments, book a repair and request other services whenever it suits them.

And social media continues to play an important role in how we communicate, with our Facebook page continuing to increase in followers.

You'll find more details about our online services and Facebook page at www.cubehousing.co.uk

Modern Apprenticeships and jobs

We want to do even more for young people in our neighbourhoods to give them the opportunity to maximise their potential.

Two young people from Cube communities joined the Modern Apprenticeship programme run by Wheatley Group and worked towards an SVQ Level 2 or 3 qualification in Business Administration, Housing, Environmental and IT.

Young Cube tenants Martine Feeney, above right, and Courtney Smith gained invaluable experience in Wheatley Group offices. Martine, 16, from Wyndford, said: "I'd been applying for jobs but wasn't getting anywhere until my Housing Officer Yvonne Hall told me about this opportunity. It's going really well so far and I've met so many new people."

But it's not just young people we strive to help. The Community Janitors scheme sees long-term unemployed people work alongside staff from the Group's environmental

teams, keeping neighbourhoods clean. Over the past year, four people took part, with two moving into full-time employment.

In addition, the Wheatley Pledge encourages contractors of Cube's parent organisation to create jobs and training. Over the past 12 months, we helped three people find a job.

Staff going above and beyond

Staff went the extra mile to assist some of the most vulnerable people in Glasgow. Workers collected food and household items – as well as Christmas presents – to donate to the Greater Maryhill Food Bank.

Legacy from the Games

The legacy of the 2014 Commonwealth Games continues to be felt, long after the athletes have gone.

Furniture from the Athletes' Village helped make houses feel like a home for 60 families in Cube homes. Older tenants also took part in a special 'Summer of Sport' event to encourage them to keep fit. Sports included bowls, giant Jenga and indoor javelin.

Wheatley Group's Host your Kit competition also provided new strips and vouchers for sports equipment for 10 lucky sports clubs.

Performance on the up

Cube showed strong improvement across a range of indicators on the Scottish Social Housing Charter. Out of 20 indicators which had improvement potential, 18 improved.

A total of 86% of tenants were satisfied with the overall service they received from Cube. Over the past 12 months, our level of current tenant arrears fell from 3.8% to 2.9%, while the average time to let homes was 21.6 days – down from 36.3 days.

We also saw the average number of days to complete a medical adaptation fall from 359 days to only 37; an increase of 5

percentage points in the new tenancies sustained; and 84% of tenants were satisfied with the quality of repairs carried out.

In addition, the number of homes meeting the Scottish Housing Quality Standard (SHQS) rose to 77% – up from 65% the previous financial year.

Awards

The improvement in business performance went hand in hand with Cube achieving Investors in People Gold accreditation.

IIP is the UK's leading accreditation for business improvement through people management, supporting businesses to innovate, improve and grow.

We're here to help

At Cube we won't stand still over the next 12 months. We want to do even more to help our tenants and improve communities.

This year we launched our 'We're here to help' campaign which saw staff visit every Cube tenant to find out how we're doing – and let us know how we can get even better in the year ahead.



77%

number of homes meeting the Scottish Housing Quality Standard (SHQS)

Wheatley Group

Wheatley House
25 Cochrane Street
GLASGOW G1 1HL

wheatley-group.com

