



Better homes, better lives

Annual Highlights 2015–2016

A year at Cube Housing Association



Message from Cube's Chair

Liz Ruine looks back at the
year's highlights.

The bottom half of the page is decorated with large, overlapping teal geometric shapes. A large teal triangle points upwards from the bottom left towards the center. Another large teal triangle points downwards from the top right towards the center. These two triangles meet at a point in the middle of the page, creating a white diamond-shaped negative space.



Liz Ruine
Chair of Cube

It has been a busy and successful year at Cube as we worked closely with our customers to improve our services and neighbourhoods.

Our new-build programme, the first for several years for Cube, gathered pace; we delivered more district heating schemes; introduced new online services; and opened a new office in Dumbarton, West Dunbartonshire, to be closer to our customers.

Above all, it was the year in which we worked with our sister organisations in Wheatley to develop a five-year Group strategy – Investing in Our Futures.

Investing in Our Futures spells out Wheatley Group's vision and aims between now and 2020. For Cube, this is an important milestone because it means we now have clear and ambitious plans for the future.

We have already started on an £88.5m new-build programme which will see us build 840 new affordable homes in our communities. We'll also invest £40million in our existing homes, create new jobs and opportunities

for local people and improve services for tenants and factored homeowners. This is much more than we could have done before we joined the Group and shows the real value of being part of Wheatley.

We also developed local plans for what Investing in Our Futures means in our local communities. These local plans were shaped by listening to feedback from our tenants about what's important to them. To read our local plans go to www.cubehousing.co.uk

Listening more to our customers and responding to their feedback has been a key feature of our work this year, with many of the improvements we've introduced a direct response to what our customers have told us through our We're Here to Help campaign. We look forward to engaging with many more people over the next year as we work together to make homes and lives better.

Here are some of our highlights for 2015-16.



Two football stars helped us kick off a massive £40million project to transform thousands of homes and make communities safer.

£40m

to transform thousands of homes and communities.

£40m of improvements launched

Two football stars helped us kick off a massive £40million project to transform thousands of homes and make communities safer.

Former Scotland striker Charlie Nicholas and Greenock Morton manager Jim Duffy learned their football skills growing up in the Wyndford estate in Glasgow's Maryhill in the 1960s and 70s.

They returned to their old community as our £40m investment in our homes got under way.

We invested £6.8m in 2015-16 in core improvements – such as new kitchens and bathrooms – to our existing homes.

By 2020 over 2800 Cube houses will have new bathrooms, 322 a new kitchen while hundreds will have new heating, double-glazing, rewiring and secure doors. Many multi-storey blocks will also be revamped with upgraded CCTV and lighting, new-look foyers and even new laundry facilities.

Warmer homes, cheaper bills

We continued our work to make homes warmer and drier while reducing people's fuel bills through £10.6million of improvements in three Glasgow neighbourhoods.

The projects at Broomhill, Gorget in Knightswood and Collina Street in Maryhill include new district heating schemes and external insulation.

At Broomhill, the district heating system will be powered by a central energy centre and will provide heating and hot water to more than 600 homes. The new system is a

'biomass' heating system which means it is better for the planet as it runs on wood pellets rather than a fossil fuels system.

The Broomhill scheme, due to complete in summer 2016, was part funded by a £5million loan from the Scottish Partnership for Regeneration in Urban Centres (SPRUCE) Fund, a joint Scottish Government and European Regional Development Fund initiative. The other £5.6m for the overall project was from ECO funding through British Gas.

At Gorget in Knightswood, 96 homes are now served by a new district heating scheme while the maisonette blocks have also been overclad. Work is also complete on a similar district heating scheme in Collina Street in Maryhill which serves 112 homes.

Tenants happy with new homes

Over the year we completed 70 new homes across our communities. These included a development of 54 modern, spacious energy-efficient homes at Beardmore Place in Dalmuir.



The 54 homes in Beardmore Place are a mixture of one and two bedrooms. Nine of the flats were specially adapted for disabled tenants. The £5.5m development, built by contractor CCG, includes £2.8m grant support from the Scottish Government.

They were the first new homes Cube had built in several years and were part of a strategic partnership between Cube and Wheatley Group with West Dunbartonshire Council. We also started work on 202 more homes and have a further 261 in development.

Margaret Collins, 73, who moved from Windsor Crescent, Clydebank, into Beardmore Place last summer said: "I'm very happy with my new flat. I love the space and the way it's designed. It has wide doors and an 'open' feel."

Council partnership success

Our strategic partnership with West Dunbartonshire Council went from strength to strength over the year.

The strategic partnership was formed in 2014 with the aim of building more affordable housing in the area by working together.

Since then, we have already completed over 80 new homes in West Dunbartonshire and plans are well advanced for many more.

Carrick Terrace in Castlehill, where we're building 31 new affordable homes, is one of the sites under development. The land has been lying empty since 2013 when unpopular properties were demolished. Work will begin in October this year.

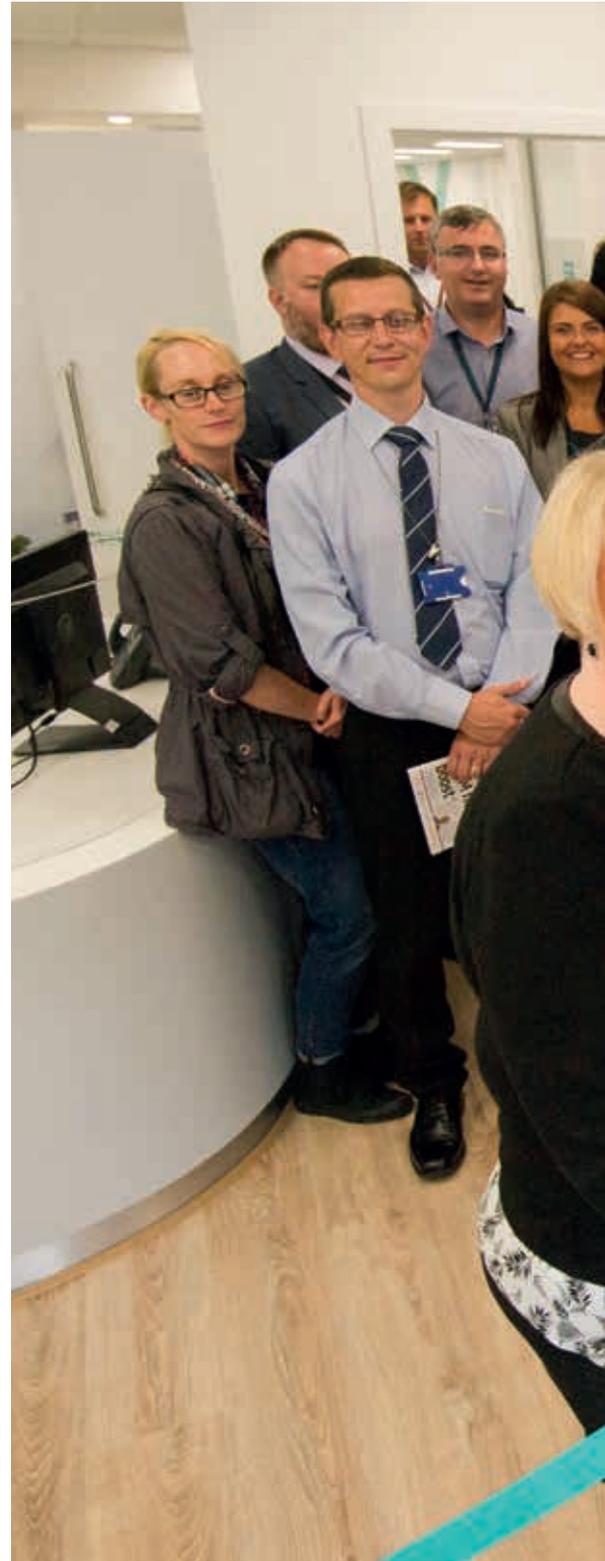
New office for Dumbarton

Our plans for a new office in Dumbarton town centre took shape this year with the new base opening in April 2016.

The office is part of our plans to bring our services closer to our customers, making it easier for them to engage with us in ways that suit them best.

The new office has a bright reception, an Academy for learning and training, and meeting rooms. As well as Cube customers, it will also welcome tenants and owners from our sister organisations including Loretto Housing, YourPlace, Lowther Homes and Loretto Care.

We also began work on a new reception office, which opened in May 2016, within the Maryhill Burgh Halls with a larger reception area and more interview rooms for our customers.





Listening to our customers

We have engaged with our customers this year more than ever before – listening carefully to their views as we improve our services and neighbourhoods.

We launched a ‘We’re here to Help’ campaign with our staff knocking on doors in every Cube community to talk to people.

It quickly led to important improvements to Cube services, including:

- a new free phone number – 0800 027 3456 – for customers to get in touch
- more engagement with tenants about plans for their communities
- setting up a credit union in the Maryhill Shopping Centre near the Wyndford estate.

As well as the ‘We’re Here to Help’ campaign, we set up new customer panels in Broomhill and West Dunbartonshire. These panels will play a key role in shaping future improvements to our homes and neighbourhoods.

Online services

Hundreds of tenants have signed up for our new improved online services which went live in summer 2015.

Tenants can now see their account, with details of all their payments and charges, as well as pay their rent or other bills, book a repair or request other services.

The online services are part of our drive to give people more choice

about how they get in touch and transact with us.

Over 10% of tenants have registered for online services – which are accessed through www.cubehousing.co.uk – with customers making £140,000 of payments through the new way to pay.

Improving performance

We continued to make significant strides in improving our business performance on many of the key indicators which we report to the Scottish Housing Regulator.

Some of the major improvements for 2015-16 at Cube include:

- customers’ satisfaction with the management of their neighbourhood up to over 83% from 78%
- anti-social behaviour cases resolved within timescales increased by 6 percentage points to almost 99%
- average time to complete medical adaptations reduced to under 25 days from 37
- average length of time taken to re-let properties reduced from 21.6 days to 15, and
- rent arrears improved from 5.95% to 5.65%.

The percentage of properties reaching Scottish Housing Quality Standard in Cube is currently 82.4% with this due to reach almost 100% by summer when a complex district heating project at Broomhill is finished.



Jobs and training

We created 11 jobs and training opportunities for Cube customers over the year as part of our drive to support tenants to lead better lives.

We create jobs and training through employability schemes, Modern Apprenticeships and through clauses in our new-build and investment contracts which require contractors to provide employment opportunities for local people.

We also create opportunities through our Wheatley Pledge scheme, which incentivises contractors and suppliers to do more for our communities.

Across our parent organisation Wheatley Group, we created a total of 564 jobs and training places for people in our communities over the year.

Tackling anti-social behaviour

We teamed up with partners to tackle anti-social behaviour in Broomhill as part of our aim to make communities safer.

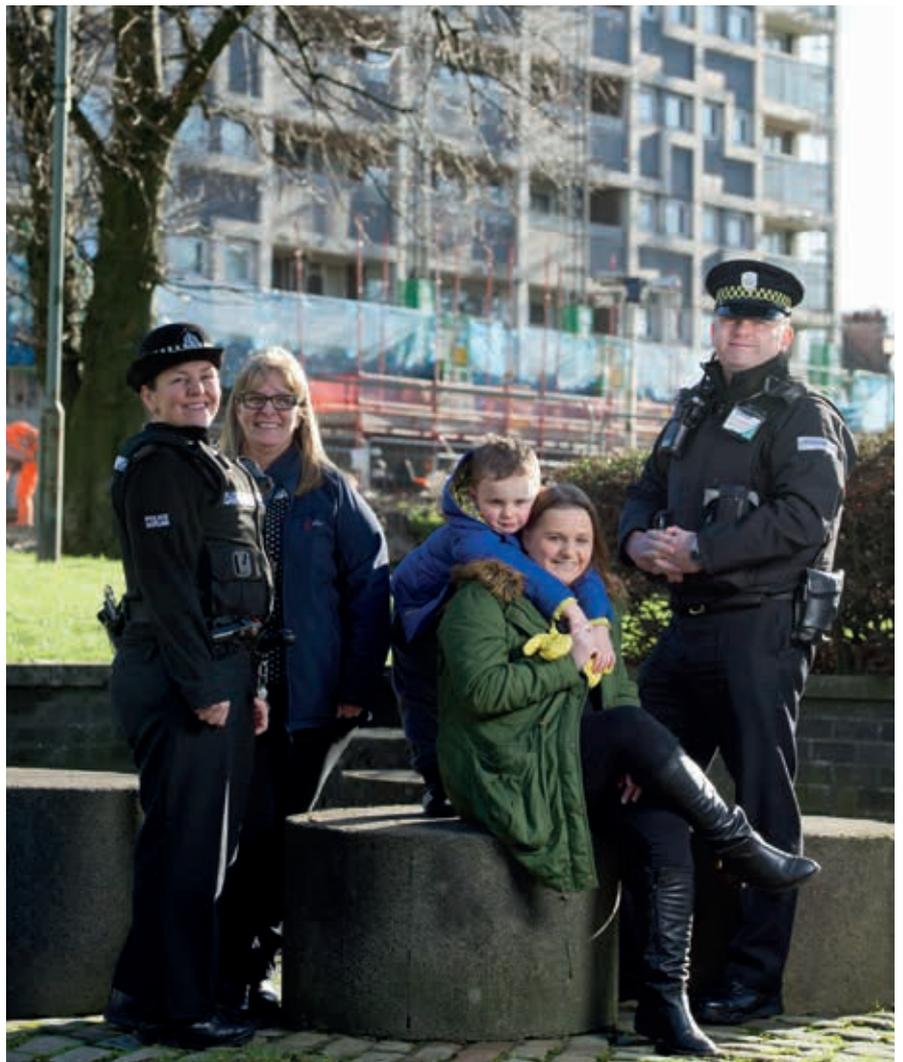
Housing officers and our Neighbour Relations Officer joined staff from Police Scotland, Scottish Fire and Rescue, and Community Safety Glasgow in a two-day crackdown.

They dealt with issues such as noise, vandalism, domestic violence, young

people hanging around, dog fouling and residents from elsewhere parking in the area.

Information on alleged drug-dealing was passed to the police, while our Enforcement Officers made sure pet-owners picked up after their dogs.

Further events are planned in our other communities.





Handyperson service a hit

Tenants are loving getting a helping hand with odd jobs around the home.

Our Handyperson Service is there to help tenants who are over 60 or disabled with small jobs around the home.

It proved a big hit this year with 98 people using the service between 1 April 2015 and 31 March 2016 and 442 jobs carried out.

Jobs ranged from hanging curtains to plumbing in washing machines and assembling flat-pack furniture.

Fuel advice slashes bills

Tenants saved £79,840 in the past year thanks to our fuel advice service.

Free expert advice from our fuel advisor helps tenants cut their bills and access the cheapest tariffs.

Between 1 April 2015 and 31 March this year, our fuel advisor carried out 275 visits and 134 follow-up visits to Cube tenants at home.

Our fuel advisor helped people:

- reduce payments
- get on a lower tariff
- apply for a Warm Homes Discount payment, and
- reduce debt.

Tenants made the savings while staying warm at the same time.





Wheatley Group, Wheatley House,
25 Cochrane Street, Glasgow, G1 1HL
wheatley-group.com