

86.0%

Tenants satisfied with the overall service*

£86.27
Average weekly rent

128

New bathrooms installed

314

People helped with welfare benefits and money advice. An amazing £613,167 in gains for our tenants

96

New kitchens installed

98.9%

Homes that are currently being rented

42

In Best Companies Top 100 Best Not-For-Profit Companies to work for

288

Homes available to rent this year

100%

Rent collected as percentage of total rent due

12

Community projects funded

18 days
Average number of days taken to re-let properties

★★★★
Recognised for Excellence by Quality Scotland

4.5 days

On average to complete non-emergency repairs

1.3 hours

On average to complete emergency repairs

345

Projects completed by Care & Repair team

89.1%

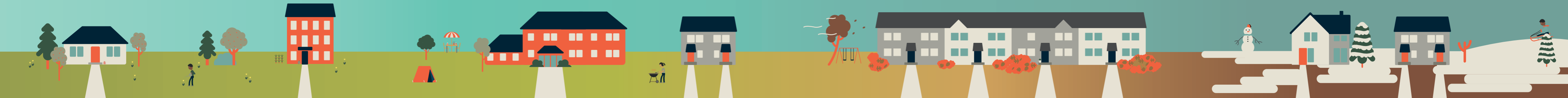
Tenants satisfied with repairs service*

£2.4m
Spent on planned maintenance

£13,959,364 Rent due
9,872 Repairs completed

46,119

Calls to contact centre



Statement of Financial Position

Statement of Financial Position as at 31 March 2018

	2018 £	Restated 2017 £
Assets less Liabilities		
Housing Properties	94,595,059	93,202,883
	94,595,059	93,202,883
Investment Properties	9,078,833	9,076,133
Other fixed assets	1,251,960	1,253,144
Investments	1	1
	104,925,853	103,532,161
Net Current Assets	(651,761)	(1,969,956)
Long term liabilities	(49,496,202)	47,770,331
	54,777,890	53,791,874

Capital and Reserves

Share capital	96	99
Revenue reserves	54,777,794	53,791,775
Restricted reserves	-	-
	54,777,890	53,791,874

Statement of Comprehensive Income for the year ended 31 March 2018

	2018 £	Restated 2017 £
Income		
Turnover - continued operations	16,052,821	16,305,249
Turnover - discontinued operations	-	-
Interest receivable	-	2,944
Gain on sale	101,189	1,100,386
	16,154,010	16,408,579
Expenditure		
Operating costs - continued operations	13,514,264	13,844,028
Operating costs - discontinued operations	-	-
Interest payable	1,653,727	1,716,997
	15,167,991	15,561,025
Total surplus for the year before tax	986,019	847,554
Tax	-	-
Total comprehensive for the year	986,019	847,554

cairn

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enquiries@cairnha.com

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This document is available on CD, in Braille, large print and community languages from Cairn, Citypoint, 65 Haymarket Terrace, Edinburgh EH12 5HD. Email enquiries@cairnha.com or call 0800 990 3405

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2018

Highlights Report

Introduction



Jason MacGilp,
Chief Executive



Simon Guest,
Chair

Hello! Welcome to our highlights for 2017/18.

The report sets out the work the Cairn team have been doing over the last year, our services to tenants and our performance as a landlord.

We have also continued to invest in your homes with our planned maintenance programmes. There have been some real successes and improvements over the year and putting customers first is one of our core values. We know we don't always get things right, but we are always looking to improve and we welcome any feedback you might have.

To read our detailed online performance report, which includes more information and comparisons to Scottish averages, please visit cairnha.com.

Thanks again for reading.