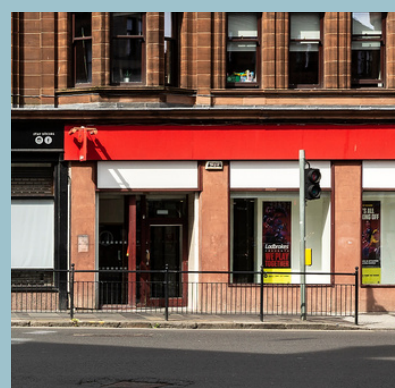


Annual Report

A review of the
Association's performance
for year 2025/26

Explore More



CEO Report

Welcome to our 2025/26 Annual report. It has been quite a year for the Association, our focus throughout the year has been on improving service delivery, investing in our existing homes and supporting our tenants through ongoing economic pressures.

As always, we place our customers at the heart of everything we do. This year we revamped our tenant participation strategy and launched our new "Community support & engagement strategy" to ensure our services reflect the needs of our tenants.

The strategy will focus on three main pillars 1) giving tenants a voice 2) building good neighbourhood relations and 3) sets out how we will support our tenants, by working together to build a resilient and sustainable Parkhead community. Investing in our homes continues to be a key priority for the Association, we recently reviewed our Asset Management Strategy and our 30-year forecasts which sets out how we plan to invest in our existing stock to ensure we provide high-quality energy efficient homes for now and in the future.

Our financial position remains healthy, having this stability allows us to invest in what matters most, that is our People and our Community. We are committed to developing our staff team, building a positive culture of trust and development that ensures our people have the right skills to deliver the highest level of service to our customers.

We are excited about our latest development at Belvidere bowling club site which is expected to complete later this summer. This development will increase our extensive portfolio within Parkhead and will provide 24 much needed affordable homes offering a mix of 1 and 2-bedroom flats.

Lastly, I would like to take this opportunity to thank our board and staff team for their support and commitment throughout the year. I would also like to acknowledge the valuable contribution of our subsidiary "Parkhead Development Company" who for the past 10 years have worked hard to enhance and improve the environment within Parkhead.

Aileen McGuire

CEO



Chair Report

The last 12 months at PHA have been extremely busy despite ongoing economic challenges we have made good progress and achieved some positive outcomes both operationally and in service delivery.

I am extremely proud of all the hard work from all our staff team throughout the year. They continued to prioritise shaping services to meet the needs of our tenants and community we serve. That's why we were delighted to maintain re accreditation for both our Customer Service Excellence award and Cyber Essential Plus. Having both these accreditations recognises and demonstrates the Association genuine drive and commitment to improving customer service and ensuring the Association as much as possible protects our IT data from potential cyber threats. Throughout the year we continued to focus on tenant / community engagement, working with our local partners to deliver community events and initiatives, just some of which are listed below:

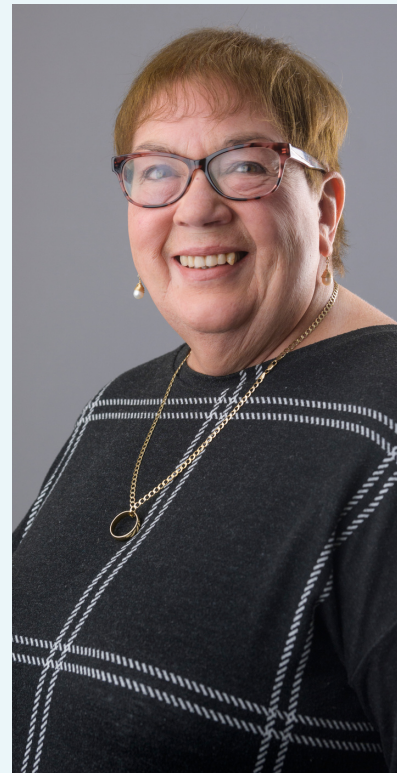
- Cooking Classes & Community Connections for families
- Holiday food and activity programmes for children during school holidays
- Hosting our Annual Gala Day and Halloween and Christmas events
- Digital skill classes - supporting tenants to access online and digital services
- Welfare rights advice – offering weekly drop in to support vulnerable tenants
 - Annual womens day - bringing together and celebrating local woman in our community

I would like to take the opportunity to thank my fellow Board members. The role of a Board member requires a great deal of time and dedication a

and I am eternally grateful for their continued support. I would also extend a similar thank you to the staff of PHA who continue to deliver a first class service to the local community,

Susan McKeown

Chair





How the organisation is run and organised

PHA had 75 members (shareholders of a single £1 share) at year end 31st March 2026. 24 of these members attended the AGM last September.

These members elect a 15 person Board and the Board will often have representatives from the local community. The Board employ the staff team headed up by Group Chief Executive Aileen McGuire

The staff have delegated responsibility from the Board to carry out the required duties and in addition to the full Board which meets 7 times a year there are;

- **Performance & Policy Sub Committee**
- **Audit & Risk Sub Committee**
- **HR Sub Committee**

In addition, the Association has one Registered Tenants Organisation (RTO) and one Service Review Panel. The RTO is open to all PHA tenants and acts as an autonomous voice for those it represents. The RTO engages with PHA as a collective and has a direct impact on the services and policies provided to residents.

The Service Review Panel plays a major part in the Association's decision-making process and regularly look at areas of service which need reviewed.

Developments

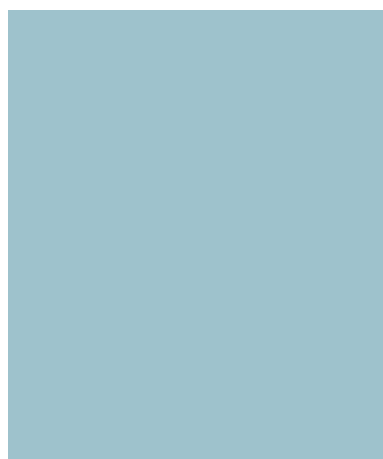
Exciting times ahead in Parkhead as we look to get on the ground with several new developments in the local community. The Association is currently onsite at Belvidere Bowling Club. The development (pictured below) will include 24 flats for rent in the front green of the bowling club at the corner of Silverdale Street and London Road. The project is expected to take around 12-14 months with completion in 2026.

Over at the site of the former Elba Lane Nursery we are planning to build around 13 well needed family homes. This particular project is still at the feasibility stage.

Finally we are well down the road with a new development at the vacant land at Sorby Street and Powfoot Street. The project is for a development of 22 properties that will be built to Passivhaus standard.

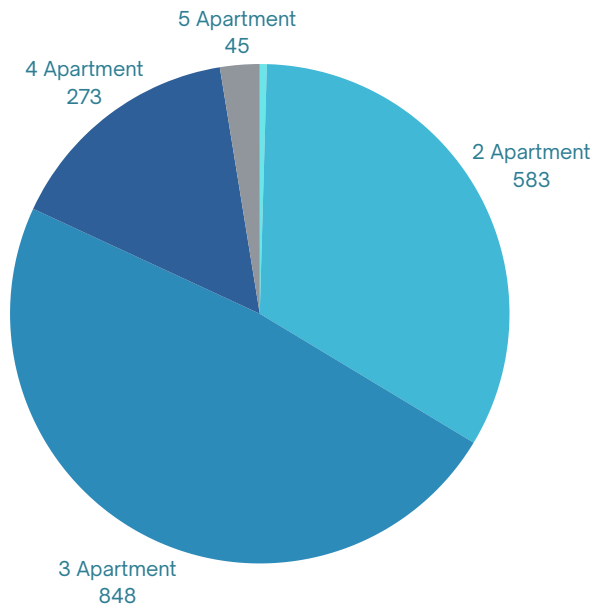
PassivHaus is a German Energy standard that is now being adopted by councils, housing associations, private developers, and self builders across UK. The standard is energy efficient, comfortable, affordable and ecologically built with meticulous attention to detail, rigorous design and construction according to principles developed by the PassivHaus Institute in Germany. Certification is achieved only on completion and after extensive testing, to guarantee performance.

PassivHaus buildings provide high levels of occupant comfort and generally use 90% less energy for heating, cooling, and hot water than standard buildings and subsequently have exceptionally very low running costs, leading to reduced bills for residents, and therefore tackling problems associated with fuel poverty in the local community.

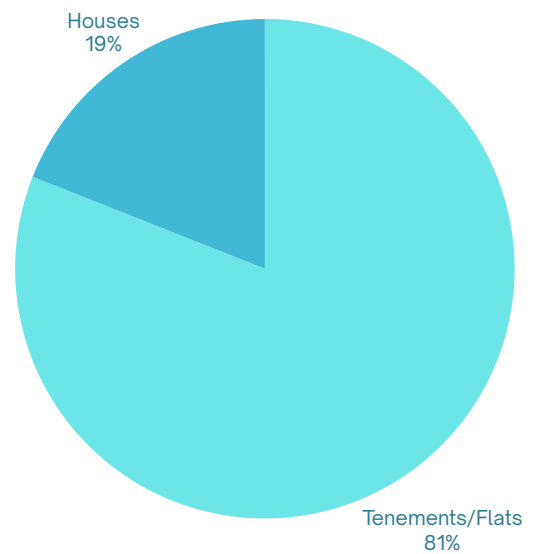


Our Housing Stock

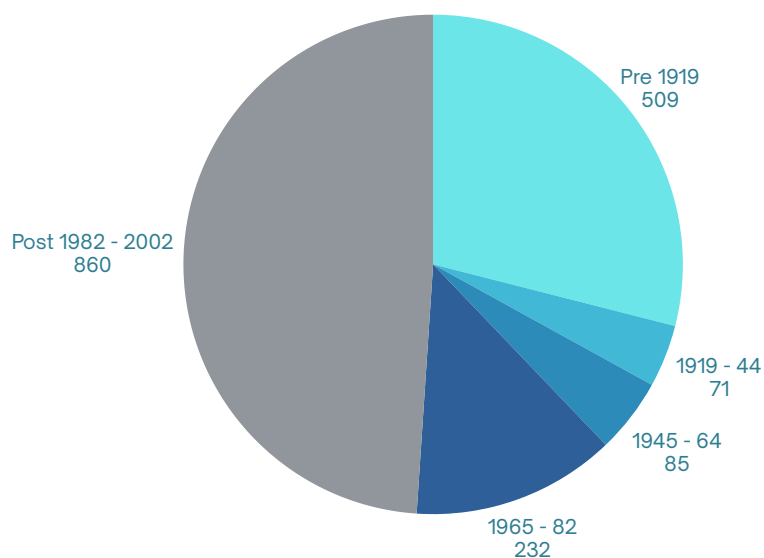
Housing Stock by Size



Housing Stock by Type



Housing Stock by Age



Total Stock - 1757

Lettings, Rents & Repairs

Average Days to Let

23

Average Weekly Rent

£96

Average Reactive repairs per property

3.05

% Emergency Repairs on time

97%

% of stock meeting SHQS

99%

% of Stock meeting EESSH

99%

Rent Arrears

2.03%

% of properties with gas safety checks at year end

100%



Financial Highlights

Turnover

£10.9m

Rental Income

£8.8m

Other Income

£545k

Business Management Spend

£5.1m

Total Income

£10.9m

Net Assets

£28m

Investment Income

£181k

Repairs Spend

£3.9m

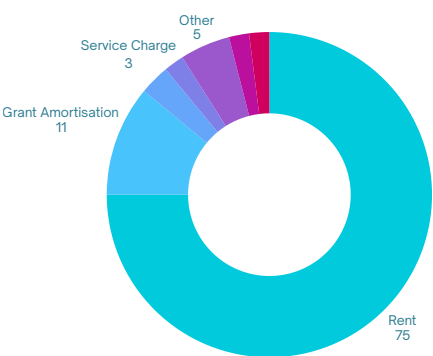
Loan interest spend

£787k

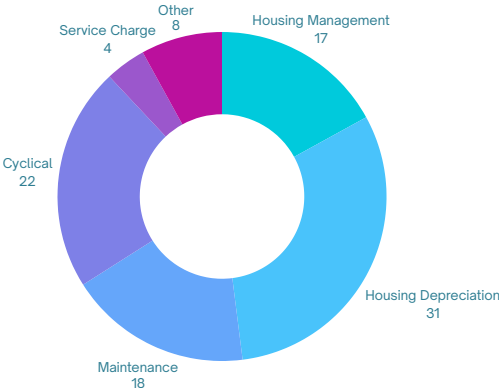
Total Expenditure

£9.9m

Income Breakdown



Expenditure Breakdown



Staff & Board Members

Board

Susan McKeown - **Chair**
Adele Edwards - **Vice Chair**
Izabela Trzcielinska
Elizabeth Kennedy
Jimmy Reilly
Jon Cowlan
John Buchanan

Fatih Vursavas
Gary McKernan
Linda Pike
Kayla Roden
Richard Orr
Sandra Cole
Sophie Morrison
Seun Ogungbure

Directorate & SMT

Aileen McGuire
Graeme Aitken
Andy Duffus
Laurie Boles

Gillian McKenzie
Matthew Reid
Myles Millar

Linda Jaap
Karen Edgar

Operations

Nicola Paul
Geraldine Nevans
Lynsey Morgan
Donna Marie Costello
Mitchell Overthrow
Brenda McArthur
Patricia Hudson
Pamela Logue

Alana Tobias
Graham Harper
Ruth Matheson
Sam McCormack
Jim Docherty
Iain Wylie

Paul Graham
Neil Kippen
Paula Scullion

Finance

Kerry Docherty
Jacqueline Begg
Deborah Hume
Sandra Durham

Corporate Services

Karen McIntyre
Christine Meechan
Michelle Hamilton
Sharmili Lama
Kirsty Gilchrist
Cerys Condron

