

# BLOCHAIRN HOUSING CO-OPERATIVE LTD



ANNUAL REPORT 2000



## CHAIRMAN'S REPORT

It doesn't seem a year ago since I last introduced an annual report. But here we are, a year on, with another 37 improved houses and a site prepared for our new build development in Cloverbank Street.

The demolition of 48 houses at 10 - 30 Cloverbank Street was a major event - a first for the Co-operative. We are very excited about our plans for 47 new build homes and the contract will be out to tender shortly.



Contract 5 at Sandmill Street produced 37 new homes. Originally, 6 were for sale but, when we were given the go ahead for Cloverbank Street, we were allowed to return 5 flats to rent with only one being sold. Feedback from tenants has mostly been good but we will carry out a full satisfaction survey to establish what people like and what we could have done better.



Scottish Homes carried out a Performance Audit of the Co-operative in December 1999 and we were given a tremendous boost when we were awarded a "B" grade. This reflects all the hard work of Committee, staff and agents. Generally, our performance has continued to compare well in all functions, such as, housing management, maintenance, development and finance.

We have also continued to try to take a wider view and work with other agencies in the interests of Royston as a whole. These include neighbouring community owned organisations - Copperworks, Garngad and James Nisbet - and Glasgow City Housing and Scottish Homes. For example, we have a common housing register and CCTV will be introduced to the area within a year.



I would like to thank both our staff and agents, and, in particular, my fellow committee members who devote their time voluntarily in the interests of the Blochairn community. Together we have managed to create a culture within the organisation that aims for continuous improvement.



Looking to the future we would like to continue to develop and we will bid for the Blochairn Depot when it is marketed by the City Council. We will keep abreast of developments with the Glasgow stock transfer and the new Housing Act which is in the pipeline. The bottom line is that we will continue to work in the best interests of our residents and our community.

**Bill Kerr**  
Chairperson

## MEMBERSHIP

At the 31 March 2000 the Co-operative had 144 members. Please become a member if you are not already.



## MANAGEMENT COMMITTEE

		Date Joined
Bill Kerr	Chairman	1994
Anne Moffat	Vice Chair	1990
Helen Murray	Secretary	1992
Hugh Devlin		1995
Cathy Gibson		1994
Annette Hastings	Co-opted	2000
John Martin		1998
John Murray		1999
Joan Reuston		1999
Jean Taylor		1997
Phil Taylor		1994



HILDEBRAND FREY

There has been a fair bit of movement on the Committee in the last year. We were disappointed to lose Karen Byrne, who bought a house and moved out of the area, but we wish her well. After being elected at the last AGM, Anne Quinn decided that she could not take up Committee membership. Later in the year Denise Doherty and Maureen O'Hear both felt that, due to other commitments, they had to resign. Happily, Denise is now in a position to stand for election again.

Hildebrand Frey, who is an architect and a lecturer at Strathclyde University, remained involved and was co-opted on to the Development Sub Committee. His experience and knowledge is of great benefit.

Annette Hastings, is a Research Fellow and lecturer at the University of Glasgow and has an interest in community regeneration. After attending Committee meetings as an observer, Annette agreed to be co-opted. Already she has made a telling contribution. She may miss a few meetings as she is expecting a baby. All our best wishes are with Annette, and partner Nick, for the happy event.



Committee members visit other Co-operatives and Housing Associations to see what they are doing and to get ideas on how to improve things at Blochairn. Here Helen Murray meets Tommy Sheridan MSP at a recent opening of a housing development in Easterhouse.

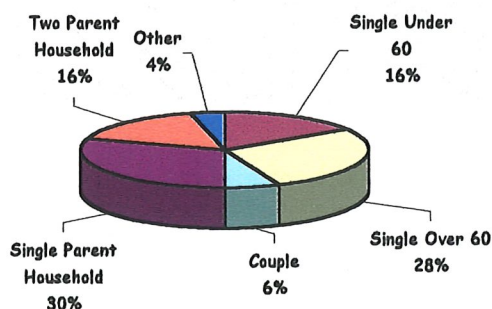
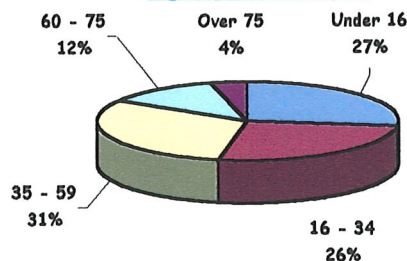


# HOUSING MANAGEMENT

## Tenants and Residents

The Co-operative has 173 tenants and there are 376 residents in total. All tenants have described their ethnic origin as "white" although there are a few residents from a different ethnic origin. There are 176 male residents and 200 female residents.

## Age of Residents



The majority of adults live alone (44%)

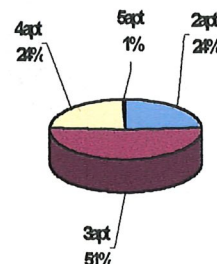
Almost half the households in the area (46%) have children.

## Housing Mix

2apt 3apt 4apt 5apt Total

Improved 42 89 41 1 173

There has been a dramatic change in the Co-operative's housing mix. We no longer have any unimproved houses.



## Waiting List

A major review of the Co-operative's Allocation Policy has recently been completed and applicants have been advised of changes. There will no longer be a Reserve List and all applicants will be accepted onto the Waiting List. Transfer applicants will have priority to ensure that the maximum benefit can be gained from any vacancy. At 31 March 2000 the waiting list consisted of

	2apt	3apt	4apt	5apt	6apt	Total
Transfers	1	12	7	2	0	22
Waiting List	8	0	1	1	0	10
Reserve List	<u>73</u>	<u>58</u>	<u>26</u>	<u>7</u>	<u>2</u>	<u>164</u>
	82	70	34	10	2	196

As part of the review the Co-operative will no longer hold a waiting list for 5 or 6 apt accommodation.

Over the next few weeks the new waiting list will begin to take shape.

## Common Housing Register

The Co-operative works with neighbouring community owned organisations to try to provide a better service for housing applicants. A common application form can be used to apply to any or all four organisations. A Common Housing Register is held and currently there are 625 live applications from 413 applicants.

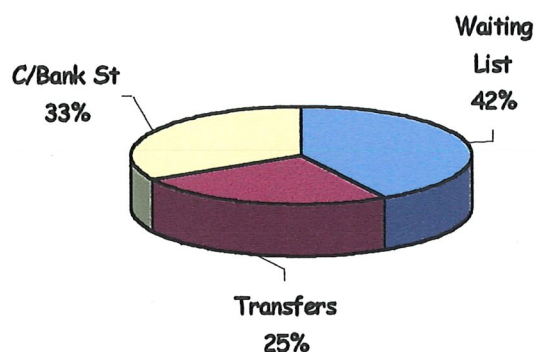
	Blochairn	Copperworks	Garngad	James Nisbet	Total Applications	Total Applicants
2apt	95	47	94	38	274	170
3apt	80	57	63	19	219	145
4apt	38	31	27	12	108	79
5apt	0	2	9	12	23	18
6apt	0	0	1	0	1	1
Totals	213	137	194	81	625	413



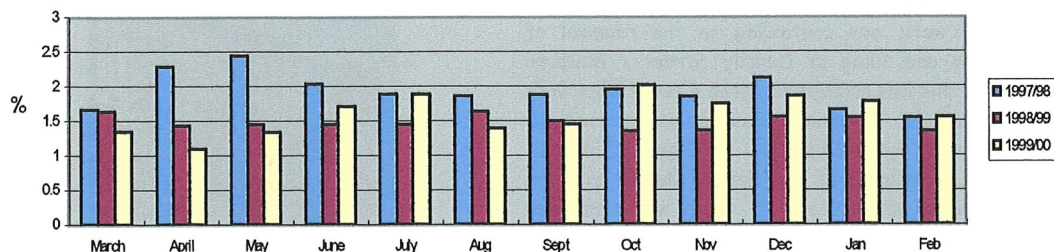
### Allocations

After decanted tenants returned to Contract 5 (Sandmill Street) there were 18 allocations. Of these, 8 were to tenants in unimproved properties in Cloverbank Street.

There were 6 relets during the year. All of these were to waiting list applicants from the Reserve List.



### Rent Arrears



The Co-operative has continued to perform well in the collection of rent and in the control of arrears. Leaving aside Housing Benefit delays, arrears at 28 March 2000 were 1.43% of the total rent due.



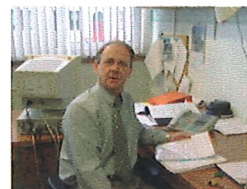
# MAINTENANCE

Maintenance of the Co-operative's property remains a high priority both in terms of reactive repairs and of cyclical and major repairs.

## Response Times

Our response times are very demanding but we have again managed to meet them in almost every case.

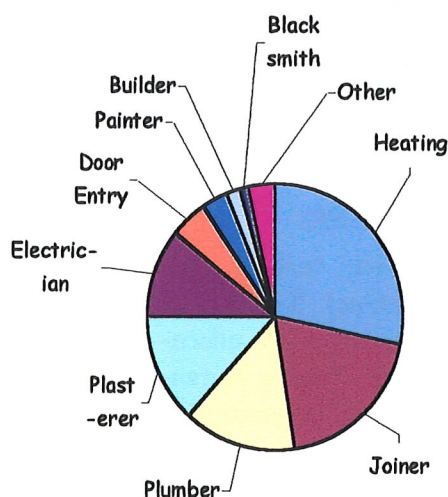
Priority	Target	No of Jobs	Within Target	% Within
Emergency	Within 4 hours	21	21	100
Urgent	Within 24 hours	120	113	94
Standard	Within 5 days	<u>486</u>	<u>470</u>	<u>97</u>
		627	604	96



MALCOLM BREEN  
MAINTENANCE OFFICER

## Reactive Repairs by Trade

	Jobs	£
Heating Engineer	149	6942
Joiner	169	4655
Plumber	110	3486
Plasterer	18	3273
Electrician	81	2667
Door Entry	22	1106
Painter	18	841
Builder	3	403
Blacksmith	3	270
Other	<u>21</u>	<u>831</u>
	594	19,548



The Co-operative has now entered into a Gas Service Contract with Trolhurst for all Heating Engineer work. A set price will be paid each month irrespective of the number of jobs carried out.

The Co-operative has continued to provide a personalised emergency repairs service with a member of staff being on call to assist tenants in an emergency.

## Cyclical and Major Repairs

In April 1999 work was continuing on the renewal of vitrified flooring and tiling at Dunolly Street / Millburn Street. When this was completed these 8 properties were decorated internally. External decoration was carried out at 324 -330 Roystonhill in October / November. Throughout the year a programme of Gas Safety Checks and servicing of appliances was carried out. Other works included renewing damp proof courses and fitting new door handles.

A specification is currently being prepared for the external decoration of Contract 2 (Dunolly Street / Millburn Street). Work will begin as soon as possible.





## DEVELOPMENT

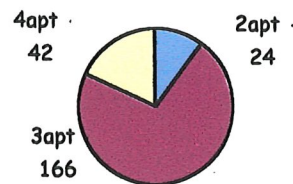
Contract 5 at Sandmill Street was completed in December and the improved houses seem popular with tenants. A satisfaction survey will be carried out over the next few months to establish what people are pleased with and what they think could have been better. Six houses were originally "For Sale". However, 5 were returned for rent and one was eventually sold.

Tenants in Cloverbank Street were decanted before Christmas in preparation for the demolition which took place in February / March. The contract for the new build houses will shortly be out to tender and the site start is likely to be in early October.

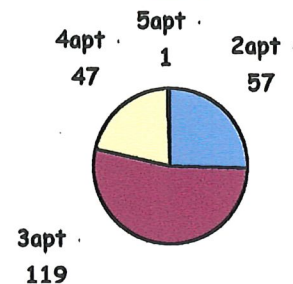
The new build at Cloverbank Street will complete the original development programme. The change in the Co-operative's stock profile has seen an increase in 2apt houses and a slight increase in 4apt houses. One 5apt house has been created.

There will be eight fewer houses due to amalgamation (7) and demolition (1). Of the remaining 224, four houses have been bought.

1990



2001



### Development Spend

Investment in the Blochairn area has now topped £9 million.

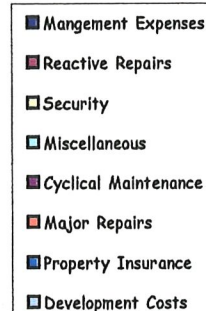
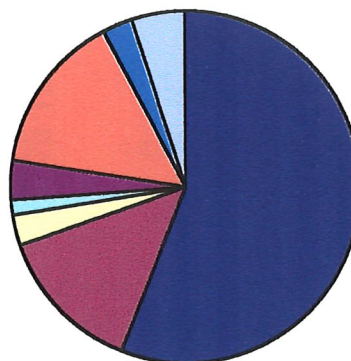
	1992/93	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/00	Total
HAG	926,000	2,227,000	352,000	1,676,000	1,549,000	286,000	728,000	1,040,000	8,784,000
Private Finance	41,000	0	122,000	0	82,000	46,000	0	328,000	619,000
Total	967,000	2,227,000	474,000	1,676,000	1,631,000	332,000	728,000	1,368,000	9,403,000

## FINANCE

The Co-operative's rental income was £309,638 plus £16,191 bank interest. This income finances all of the Co-operative's day to day activities. It pays for the management and maintenance of the houses; runs the office; pays for private loans that are required to supplement Housing Association Grant and allows money to be set aside for future major repairs.

### Breakdown of Expenditure -

	£	%
Mangement Expenses	166538	56.1%
Reactive Repairs	40724	13.6%
Security	7896	2.7%
Miscellaneous	4373	1.5%
Cyclical Maintenance	10957	3.7%
Major Repairs	43053	14.5%
Property Insurance	8604	2.9%
Development Costs	14854	5.0%
	296999	100%



## STAFF

			<u>Date Joined</u>
Michael Carberry	MCIH, M.Phil	Director	1994
Malcolm Breen		Maintenance Officer	1998
Carol Dougan		Secretary/ Book-keeper	1995
Angela MacDonald	B.A.	Housing Services Asst	1991



**MICHAEL CARBERRY**  
DIRECTOR



**CAROL DOUGAN**  
SECRETARY/BOOK-KEEPER

## AGENCY SERVICES

Development	Laurence O'Boyle	James Nisbet H.C.
Finance	Gerry Shepherd	Reidvale H.A.
Solicitors	Hart Smith & Co	
Bank	Royal Bank of Scotland	
Auditors	HLB Kidsons	
Auditors (Internal)	Alexander Sloan & Co	



**GERRY SHEPHERD**  
FINANCE AGENT



**LAURENCE O'BOYLE**  
DEVELOPMENT AGENT

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**AUGUST 2000**