

BLOCHAIRN HOUSING CO-OPERATIVE



ANNUAL REPORT 2001

CHAIRMAN'S REPORT

At our Annual General Meeting I announced that the Co-operative's Annual Report would be issued in July—so apologies for the delay! We had hoped to announce details of the Glasgow housing stock transfer and how this might affect Blochairn and the surrounding areas. As this process is rumbling on we'll have to keep you advised through our Newsletters instead. In this report we have detailed how things stand at the moment. We have also enclosed copies of the Newsletters issued to Council tenants for your information.



The last year has been another eventful one for the Co-operative. The highlights have been

- the start of our new build contract at Cloverbank Street. This will provide 47 new homes in a mix of tenement, block and terraced houses.
- with Contract 5 (Sandmill Street) out of the defects period we carried out a Residents Satisfaction Survey. Everyone who responded was satisfied overall with their new home.
- planned maintenance continued with the external decoration of Contract 2 (Dunolly Street/Millburn Street) and the renewal of veitchi flooring at Contract 3 (Blochairn Road/Cloverbank Street).
- Discretionary backdated Disturbance Payments were secured for 131 residents bringing £52,400 to the community.
- a Tenants Incentive Fund was introduced guaranteeing £52 at Christmas to tenants who have fulfilled all of their tenancy conditions.
- a Personal Development Fund was introduced to encourage residents to fulfil their potential through education.
- our events for younger residents continued with trips to 10 pin bowling, M&D's; swimming; Deep Sea World; a Celtic game; horse riding and a helicopter trip.
- we continued our efforts to buy the former Depot site involving all local politicians.

Our thanks go to Laurence O'Boyle (James Nisbet Housing Co-operative) who has been our Development Agent since 1995. Due to his increasing involvement with Garngad Housing Association he is unable to continue. We have engaged Loretto Housing Association as our new Agent and look forward to working with Eileen Doherty and Simon Metcalfe. Thanks also to Barbara Ferguson who covered Angela MacDonald's maternity leave and congratulations to Angela on the birth of her baby boy, Nathan.

I would particularly like to thank my fellow Committee members who devote their time and effort voluntarily in the interests of the Blochairn community. This includes our two excellent co-optees, Hildebrand Frey, an architect and lecturer at Strathclyde University, and Annette Hastings, a researcher and lecturer at Glasgow University. At our AGM we celebrated 10 years Committee service by Anne Moffat by presenting her with a framed print. Well done, Anne.



Together our Committee, staff and agents have created an organisation that aims for continuous improvement. We will continue to work in the best interests of our community. However, the most important people are you, the residents. My final thanks go to those of you who do contribute to your community every single day by being a good tenant and a good neighbour.

Bill Kerr
Chairman

COMMUNITY ISSUES

Tenants Incentive Fund

The Co-operative has introduced a Tenants Incentive Fund which will recognise the contribution that each tenant can make to the community by being a good tenant and a good neighbour. Every tenant who has kept to all of the terms of their Tenancy Agreement will receive £52 in December.



Personal Development Fund

Another new initiative is the Personal Development Fund. This can provide for extra tuition, books, travel costs, stationery, etc. in an effort to encourage residents to fulfil their potential through education. The Co-operative is also beginning to form closer links with the local schools and St Roch's Secondary in particular, in the hope that we can work together in the best interests of the community.



Children's Outings

We continued our programme of outings for 8–15 year olds which are now a feature of school holidays that everyone looks forward to. Recently we have gone to swimming, 10 pin bowling, M&D's, Deep Sea World, a Celtic game, horse riding and a helicopter trip. Since 1997 402 children have attended 20 events. We also continued to circulate our Youth Newsletter "The Wee Issue".



Best Garden

We have continued with our policy of providing a landscape maintenance service for all areas. Once again we have been delighted with the efforts of tenants themselves. We counted 17 gardens that really brighten up the area. The top prize has been awarded this year to John Stirling for his tremendous work in the backcourt at 28 Dunolly Street.



Christmas

At Christmas a small gift was provided for pensioners and for children under 16 years.

GLASGOW HOUSING ASSOCIATION

Council tenants will vote in January on whether all of Glasgow's Council housing stock should be transferred to Glasgow Housing Association (GHA). If the transfer goes ahead the Government will deal with the City's c.£1 billion housing debt. This will free the Council and the GHA to tackle the massive housing problems affecting Glasgow in "one of the most ambitious and radical regeneration projects ever attempted".



The day to day management of the houses will be dealt with by local communities through organisations called Local Housing Organisations (LHO's) and the Co-operative has expressed an interest in becoming an LHO to manage houses in the surrounding areas of Charles Street, Rosemount Street and Germiston. A Tenant Preference Survey will be carried out to find out who the Council tenants want as their LHO.

If Blochairn is selected a Management Plan will be prepared for consideration by GHA in consultation with Council tenants. The Co-operative's tenants will also be kept informed and consulted over the next few months about the Co-operative's involvement.

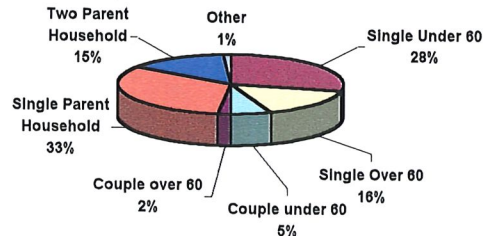
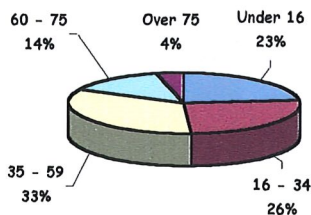
HOUSING MANAGEMENT

Tenants and Residents



The Co-operative has 174 tenants and there are 355 residents in total. All tenants have described their ethnic origin as "white". There are 167 male residents and 187 female residents. One tenant has been decanted out-with the area. Almost half the households in the area (48%) have children.

Age of Residents



Housing Mix

	2apt	3apt	4apt	5apt	Total
Tenement	42	73	41	1	157
Block House	0	16	0	0	16
	42	89	41	1	173

All houses have gas central heating and double glazing.

All tenement properties have a door entry security system.

Waiting List

A review of the Allocation Policy is ongoing and applicants will be advised of any changes. It is likely that Transfer applicants will continue to have priority over the Waiting List to help foster the idea of community and a sense of ownership and belonging. This also ensures the maximum benefit from any vacancy. At 31 March 2001 the Waiting List had 157 applicants, including 25 Transfer applicants. The Co-operative does not hold a waiting list for 5 or 6 apt accommodation.

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 499 live applications from 360 applicants.



Allocations

In the year to 31 March 2001 the Co-operative had allocated 9 houses, 3 to Transfer applicants and 6 through the Waiting List. There were 6 3 apt and 3 2 apt vacancies.



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 31 March 2001 were 1.1% of the total rent due. Only 3 tenants had arrears of more than £300 and 80% of tenants had no arrears at all.

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 Target
Emergency	Within 4 hours	20	20	100
Urgent	Within 24 hours	113	112	99
Standard	Within 5 days	<u>413</u>	<u>405</u>	<u>98</u>
		546	537	98

Emergency Repairs

The Co-operative has continued to provide a personal response with a member of staff always on call to assist tenants in an emergency.

Reactive Repairs by Trade

	Jobs	£
Joiner	168	7621
Plumber	119	7050
Property Flooring	4	5985
Electrician	150	4983
Other	42	4428
Heating Engineer	181	4339
Painter	10	2405
Gardener	12	2019
Plasterer	16	1606
Builder	18	1200
Glazier	13	885
Door Entry Eng.	11	389
Blacksmith	3	365
Labourer	8	297
Graffiti Removal	4	253
Aerial Fitter	<u>2</u>	<u>206</u>
	761	44031



Tenant Satisfaction

A form is issued after every repair to check whether tenants are satisfied. Although returns are low (23%) we are happy to report 100% satisfaction. We would encourage everyone to return their form. If there is a problem we want to know—there's also a prize draw every month!

Planned Maintenance

The Co-operative continued its programme of planned maintenance with the external redecoration of 20/30 Dunolly Street and 227/231 Millburn Street (Contract 2) and the renewal of veitchi flooring at 14/18 Blochairn Road and 2/6 Cloverbank Street (Contract 3). External redecoration of Contract 3 will be proceed when the new build contract is finished.



DEVELOPMENT

New Build—Cloverbank Street

Work began in February on the Co-operative's first New Build contract which will provide 47 new houses.



The Co-operative will borrow £971,000 from the Clydesdale Bank to add to the £2 million Housing Association Grant provided through Scottish Homes to fund this development. Contract completion is August 2002 but a phased handover is expected from May. Allocations will probably begin in February/March.

Contract 5—Sandmill Street

A satisfaction survey was carried out recently and 51% of residents replied. Overall everyone was "very satisfied" or



"satisfied" with their new home.

Streetscape

On completion of the new build contract a streetscape project will begin for Cloverbank Street and Sandmill Street.

Art Project

Funding is being sought for an art project which will be located at the entrance to the new build project where the contractor's porta cabins are at present.

Development Spend

Investment in the Blochairn area now stands at over £9 million.

	1992/93	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/00	2000/01	Total
HAG	926,000	2,227,000	352,000	1,676,000	1,549,000	286,000	728,000	1,040,000	215,000	8,999,000
Private Finance	41,000	0	122,000	0	82,000	46,000	0	328,000	0	619,000
Total	967,000	2,227,000	474,000	1,676,000	1,631,000	332,000	728,000	1,368,000	215,000	9,618,000

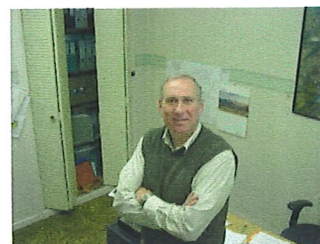
Future Projects

The Co-operative is keen to develop any land in the surrounding area that becomes available. In particular, efforts have been made to buy the site of the former Roads Department Depot in Blochairn Road. Temporary planning permission has been given to Tarmac Northern but we will continue to press for a housing development on the site.



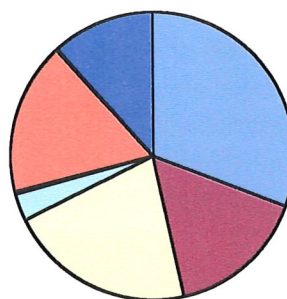
FINANCE

The Co-operative's income comprised of rental income of £323,741 bank interest £20,748 plus £31,933 development allowances. 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. A surplus of £6824 was generated in the year.



Breakdown of Expenditure -

	£	%
Management Expenses	114216	30.9
Office Overheads	64191	17.4
Reactive Repairs	58622	15.9
Major Repairs	78057	21.1
Estate Costs	10910	2.9
Development Costs	926	0.3
Loan Interest	42676	11.5
	369598	100%

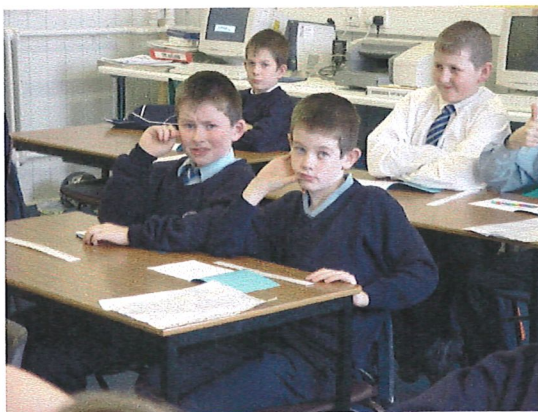


- Management Costs
- Reactive Repairs
- Major Repairs
- Estate Costs
- Development Costs
- Office Overheads
- Loan Interest

Disturbance Payments

After 3 years of debate Scottish Homes finally agreed to pay discretionary backdated Disturbance Payments to the Co-operative's tenants who had been affected by the improvement programme. This money did not benefit the Co-operative directly but payments of £400 to 131 residents brought £52,400 into the community.

Before passing on these payments to residents we deducted any rent arrears or other outstanding debt. In this way the Co-operative recovered £5,946.



MANAGEMENT COMMITTEE

Bill Kerr	Chairman	1994
Denise Doherty	Vice Chair	1999
Anne Moffat	Secretary	1990
Anne Gregory		2000
Annette Hastings	Co-opted	2000
Hildebrand Frey	Co-opted	2000
Anne Marie McKenna		2001
Helen Murray		1992
John Murray		1999
Joan Reuston		1999
Malcolm Sinclair		2001
Jean Taylor		1997



There has again been a fair bit of movement on the Committee in the past year. Anne Marie McKenna, Fiona McLean and Malcolm Sinclair were elected at the AGM but Fiona has had to resign due to work commitments. Phil Taylor and John Martin also resigned for similar reasons and our thanks go to them for the time that they spent on the Committee. Congratulations go to John on his new job as a concierge with City Housing.

Staff

Michael Carberry MCIH, M.Phil	Director	1994
Malcolm Breen	Maintenance Officer	1998
Carol Dougan	Secretary/ Book-keeper	1995
Angela MacDonald BA	Housing Services Asst	1991



Agency Services

Development	Eileen Doherty	Loretto H.A.
	Simon Metcalfe	
Finance	Gerry Shepherd	Reidvale H.A.
Solicitors	Hart Smith & Co	
Bank	Royal Bank of Scotland	
Auditors	HLB Kidsons	
Auditors (Int)	Alexander Sloan & Co	

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