

MANAGEMENT COMMITTEE

Denise Doherty	Vice Chair	1999
Hildebrand Frey	Co-opted	2000
Karen Fulton		2003
Anne Gregory		2000
Deborah Harwood		2003
Annette Hastings	Co-opted	2000
Mary Kelly		2003
Bill Kerr		1994
Anne Moffat	Chair	1990
Helen Murray		1992
John Murray		1999
Joan Reuston	Secretary	1999
Jean Taylor		1997



Anne Marie McKenna and Malcolm Sinclair resigned earlier this year due to other commitments. The Co-operative thank them both for the time they were able to put in. Karen Fulton, Deborah Harwood and Mary Kelly were elected at the AGM in July and we look forward to working with all three.

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
Claire Aitken	Temp Housing	July 2002/



Agency Services

Development: Cloverbank St New Projects:	Eileen Doherty Loretto H.A. Mark Hilton, Thenew H.A.
Finance	Gerry Shepherd Reidvale H.A.
Solicitors	Hart Smith & Co
Bank	Royal Bank of Scotland
Auditors	Baker Tilley
Auditors (Int)	Alexander Sloan & Co

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Members of Employers in Voluntary Housing.

July 2003

BLOCHAIRN HOUSING CO-OPERATIVE



ANNUAL REPORT 2003

CHAIRPERSON'S REPORT

The official opening of our new build development on 20 September 2002 marked the completion of the Co-operative's original development programme. Having acquired 231 run down houses from Glasgow District Council between 1991 and 1993, we now have 220 modernised or newly built homes, all with double glazing and gas central heating. We have set extremely high standards, in terms of management and maintenance and we will continue to provide the best possible service to our tenants and to seek to improve our service wherever we can. In doing so, we will work closely with all of our residents, including younger residents.

The year to 31 March 2003 was a busy one. Normally we would allocate, perhaps, 10 houses each year. With 47 new build houses coming off site and houses becoming available for relet due to transfers, we allocated 90 houses, mainly over a 4 month period. At the same time, the new Scottish Secure Tenancy came into effect and every tenant had to sign a new Tenancy Agreement. This additional workload did have an effect on our performance, in terms of, arrears levels, void losses, etc. However, we will soon be back on track.

Two important events were the unveiling of a piece of [public art](#) and the opening of an [Internet Room](#), both on 14 February 2003. We are delighted by the artwork, designed by Andy Scott, and we have had a lot of positive feedback from residents and visitors alike. The Internet Room has been a major success and is particularly popular with younger residents. We now intend to develop the facility and have already started a [Computer Course for Beginners](#) in an attempt to encourage more adults to become involved.

We are always on the look out for ways to improve our service and we are not afraid to try something new. For example, we were the [first housing organisation in Glasgow](#) to introduce a [bonus scheme](#) for its tenants. We began in 2001 and 123 tenants received their cash bonus at Christmas 2002. Our work with younger residents is particularly rewarding. We have been producing a [Youth Newsletter](#) for several years and last year we had our first [Youth AGM](#) and elected a [Youth Committee](#). This year's Youth AGM was attended by 32 young people and we have 20 nominations for the Youth Committee.

Financially the Co-operative has remained on a sound footing. For a small organisation we are performing extremely well. However, we are not complacent. We must guard against any unforeseen circumstances and be prepared to deal with future major repairs.

I would like to thank the Co-operative's voluntary Management Committee who give up their free time in the interests of our community. Our staff deserve our thanks as well and we know that they often work above and beyond the call of duty. Our thanks also go to you, our residents, who play their part every day. This includes our younger residents. A particular mention this year for [Helen Murray](#). Helen (pictured here with Tommy Sheridan MSP) was presented with a framed print following our AGM to mark 10 years service as a Committee Member.



To conclude, we have come a long way in recent years and we have seen dramatic improvements in our area. We feel sure that residents recognise that the service that we provide is as good as any housing organisation anywhere, and a lot better than most. However, this can only be achieved with your help and we look forward to your continued co-operation and support.

[Anne Moffat](#)
Chairperson

DEVELOPMENT

Development Spend

Investment in the Blochairn area now stands at over £13 million.

	1992-1998	1998-2000	2000-2003	Total £000's
HAG (£000's)	7007	1768	3119	11894
LOANS (£000's)	<u>291</u>	<u>309</u>	<u>971</u>	<u>1571</u>
TOTAL (£000's)	7798	2077	4090	13465

New Build—Cloverbank Street

An official opening ceremony on 20 September 2002 celebrated the completion of the Co-operative's new build development. The mix of 47 modern flats and houses was funded by £2 million of Housing Association Grant (HAG) and the Co-operative borrowed c. £1 million from the Clydesdale Bank. The Streetscape for Sandmill Street and Cloverbank Street was able to incorporate some work in Dunolly Street.

Future Projects

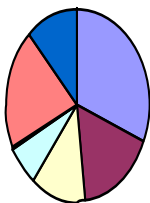
The Co-operative is keen to develop any land in the surrounding area that becomes available. Efforts are continuing to convince Glasgow City Council that the former Roads Depot site on Blochairn Road is unsuitable for the recycling of motorway waste. This causes a noise nuisance and airborne dirt and grime is affecting nearby buildings, parked cars, etc. The Co-operative would like to develop the site for housing and has commissioned an architect to work "at risk" to examine what could be achieved. It is hoped that some initial site investigations can be carried out before the end of August. Another possibility is building on the land bounded by Millburn Street and Roystonhill. The planned development by Wimpey a few years ago has been resurrected by a company called Focus Land. The development may be 30 houses for sale and 18 for rent. Blochairn is the preferred association to develop the rented houses. All going well the development should be on site by April 2004.

FINANCE

The Co-operative's income comprised of rental income of £438,646, bank interest £19,656 plus £670 factoring income. 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 £86,371 was generated in the year. The Co-operative ended the financial year on a sound financial footing.

Breakdown of Expenditure—2002/2003

	£	%
Management Expenses	135345	31.1
Office Overheads	89849	20.6
Reactive Repairs	73754	16.9
Major Repairs	53843	12.4
Estate Costs	28470	6.5
Development Costs	2854	0.7
Loan Interest	<u>51486</u>	<u>11.8</u>
	435601	100%



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

MAINTENANCE

Reactive Repairs by Trade

	Jobs	£
Painter	44	54997
Joiner	278	23170
Plumber	244	17205
Electrician	213	9654
Heating Engineer	293	3792
Other	51	7106
Builder	27	3367
Door Entry Engineer	34	1531
Glazier	10	707
Plasterer	14	644
Aerial Fitter	24	607
Graffiti Remover	8	418
	1240	123198

Maintenance of the Co-operative's property remains a high priority both in terms of day to day repairs and of planned repairs. Our response times are very demanding but we have again managed to meet them in almost every case. The Co-operative is one of the few organisations that provides a *personal response* with a member of staff always on call to assist tenants in an emergency.

Planned Maintenance



The Co-operative continued its programme of planned maintenance with the external redecoration of 14/18 Blochairn Road and 2/6 Cloverbank Street (Contract 3) in July 2002 at a cost of £43,000.

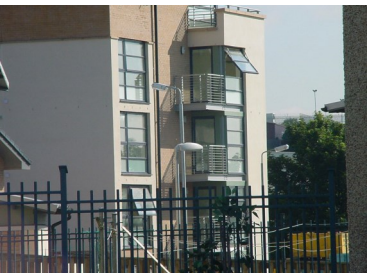
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Response Times

Priority	Target	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	22	21	95
Urgent	Within 24 hours	117	106	91
Standard	Within 5 days	696	677	97
		835	804	96

Tenant Satisfaction

A form is issued after every repair to check whether tenants are satisfied. Although returns are low (22%) we are happy to report 95% satisfaction. This means that of 99 tenants replying, only 5 were not completely satisfied. 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!



HOUSING MANAGEMENT

HOUSING MIX	2apt	3apt	4apt	5apt	Total
New Build Houses	2	14	6	0	22
New Build Flats	12	13	0	0	25
Improved Houses	0	16	0	0	16
Improved Flats	42	73	41	1	157
Total	56	116	47	1	220



HOUSING LIST & COMMON HOUSING REGISTER

The Royston Common Housing Register is still the *only one of its type within Glasgow*. It is Internet based and information is exchanged by local housing organisations over the web. At 31 March 2003 there were 116 applicants on the Co-operative's Housing List. On the Common Housing Register there were 563 applications from 403 applicants.

ALLOCATIONS

The year to 31 March 2003 saw a much higher level of allocations than normal due to the new build development coming off site. Ninety houses were allocated in total, including 43 relets.

RENT ARREARS

Leaving aside delays in the payment of Housing Benefit, arrears at 31 March 2003 were £3,942 or 1.15% of the total rent due. Sixteen tenants had arrears of more than £300. This is higher than normal due to the increased activity in dealing with allocations.

SCOTTISH SECURE TENANCY

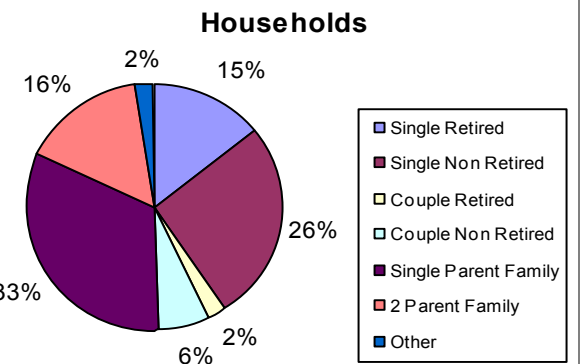
The Housing (Scotland) Act 2001 introduced the new Scottish Secure Tenancy for all tenants in Scotland. The process of signing new Tenancy Agreements has now been completed with only five tenants still to sign a new agreement.



TENANT DETAILS

Ethnic Origin The majority (96%) of tenants describe their ethnic origin as "Scottish". One resident describes their origin as "Irish" and two households are "Chinese".

Disability Forty two (19.1%) tenants describe themselves as having a disability. This is mainly a physical disability (16%).



COMMUNITY ISSUES

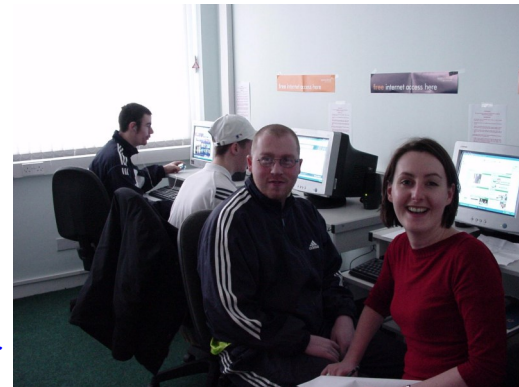
Internet Room



One of our major successes has been the opening of an Internet Room within the Co-operative's offices providing free access to computers, printing facilities and the Internet. Since opening on 14 February 2003 over 180 visitors have spent an amazing total of nearly 1800 hours using the computers. The majority of users are under 16 (138) and 83 have been under 12.

We would like to encourage more adults to use the facility and to develop formal courses. We recently started a *Computer Basics Course for Complete Beginners*. We will also look at other ideas, such as, setting aside time for *Homework Classes*.

Our thanks go to *Communities Scotland* who provided the majority of the funding and to the *Scottish Executive* who provided computer packages through the *Public Internet Access Initiative*.



Youth Committee

Last summer we held our first *Youth AGM* which was attended by 24 young residents. We elected a *Youth Committee* which organised the summer events for our 8–15 year olds. The Youth Committee also helped with the Public Art project at Cloverbank Street and wrote to Glasgow City Council about litter in our area. Our thanks go to *Nicole McVey* (Chairperson), *Michelle Burns*, *Amy Doherty*, *Laura Downie*, *Deborah Jack*, *Stephanie McKenna* and *Robert Thomson* for all their hard work.

Our programme of events for 8–15 year olds included trips to the *Glasgow Science Centre*, *Loudon Castle Fun Fair*, *Dynamic Earth*, *Glasgow Climbing Centre* and swimming at the *Magnum Centre*. Since 1997 we have organised *31 events* for *625 young people* at a cost of *£6500*. We consider this to be money well spent. Our *young people are important* and we treat them so. We treat them with *respect* and they respond accordingly. Whilst this obviously doesn't apply to everyone all of the time it is enough to make a big difference to our area. You only have to look around to see that.



COMMUNITY ISSUES

Public Art



We are delighted with the public art at our new build development. Artist and sculptor, Andy Scott, based his design on the Co-operative's logo which, in turn, represents the standing stones that existed on Blochairn Road until the 1970's.

The name Blochairn means "place of stones". The people figures in the sculpture represent the idea of family and community, with the child figure representing the future. Our thanks go to *Communities Scotland* and *Glasgow City Council* for the funding for this project. We hope that the sculpture becomes a landmark for the area.

Tenants Incentive Fund

The Co-operative was the *first housing organisation in Glasgow* to introduce a "bonus" scheme for residents in 2001. Other housing associations are now introducing this idea and some have adopted a method used by Irwell Valley HA in Manchester who pioneered this approach. This involves tenants signing up to receive an improved service or "Gold" Standard. Our preference is that all tenants are eligible for a bonus provided that they have kept to the terms of their tenancy agreement. We do not wish to offer different levels of service. In December 2002, 123 tenants received a "bonus" of

Christmas

At Christmas we continued our tradition of providing a calendar for each house and a small gift for pensioners and young people under 16 years.

