

## MANAGEMENT COMMITTEE

Denise Doherty	Vice Chair	1999
Hildebrand Frey	Co-opted	2000
Karen Fulton		2003
Mary Gibb		2004
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



## Staff

Michael Carberry <i>MCIH, M.Phil</i>	Director (1994)
Malcolm Breen	Maintenance Officer (1998)
Carol Dougan <i>MAAT</i>	Secretary/ Book-keeper (1995)
Angela MacDonald <i>BA</i>	Housing Services Assistant (1991)



## Agency Services

Mark Hilton (Thenew H.A.)	Development
Gerry Shepherd (Reidvale H.A.)	Finance
Hart Smith & Co	Solicitors
Royal Bank of Scotland	Bank
Baker Tilley	Auditors (Financial)
Alexander Sloan	Auditors (Internal)

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Industrial and Provident Societies Act 1965.  
(No 2341R(s)).  
Communities Scotland (HAC 223).  
Members of Employers in Voluntary Housing.  
Members of the Scottish Federation of Housing Associations.

July 2004

## BLOCHAIRN HOUSING CO-OPERATIVE



ANNUAL REPORT 2004

## CHAIRPERSON'S REPORT

It has been a fairly quite year as far as development activity is concerned. Blochairn was chosen as the preferred housing organisation to work with a private developer to build houses at Millburn Street. Unfortunately, the company could not persuade the City Council to provide Grant funding for houses for sale and the development has been shelved for the time being. Our priority has always been the former Roads Department site on Blochairn Road and we have continued to work away behind the scenes to convince the Council that we are best placed to provide a bright, modern housing development on the site. The Tarmac recycling operation was supposed to be a temporary measure but, 3 years on, it continues to cause a nuisance to residents, in terms of, noise and airborne dirt and dust. We met recently with Councillors John Moynes and Elaine McDougall and Paul Martin MSP and we are confident that, with their help, we can make some progress soon.



Chair, Ann Moffat, delivers her report to the AGM.

We have continued to provide a high quality housing management and maintenance service and sometimes we have to remind ourselves of just how far we have come in the last few years. In the past, improvements were big, bold and obvious. As time passes, improvements tend to be incremental and can go unnoticed. We probably tend to take things for granted, like low rent arrears or that we have few empty houses or that we have a high demand for our houses. But we hope that our tenants appreciate that the service we provide is better than a lot of other housing organisations. One of our major strengths is that we have a committed group of people, both Committee and Staff, who really care about this area.

We are always looking for ways to improve our service and, in 2001, we were the first housing organisation in Glasgow to introduce a "bonus" scheme ("Tenants' Incentive Fund") for tenants. We have promoted the idea that every resident, young and old, has a part to play in making this a better area, one that we can all be proud of. Since 2001 a total of 416 Christmas "bonus" payments of £52 have been made. In April 2004 we decided to reinforce our message throughout the year and introduced a Monthly £100 Prize Draw. We will shortly be carrying out a Residents' Satisfaction Survey and we look forward to hearing what people think about these initiatives.

We have continued to work with younger residents with our Youth Committee and our Youth Newsletter, the "Wee Issue". We are having some difficulty with the new regime at Communities Scotland as new staff have yet to acknowledge how important our youth work is to the future sustainability of the area. We are still negotiating with them regarding funding. The Internet Room continues to be popular, especially with younger residents. Since opening in February 2003, we have had 3,613 visits. We have run 2 courses on Computer Basics and will continue to encourage more adults to give it a go.

To conclude, we have been quiet on the development front but have continued to develop our management and maintenance service and, in particular, our focus on community initiatives.

We have achieved a lot in recent years but we will not rest on our laurels. We are always looking for ways to improve. We look forward to your continued help and support in our efforts.

Anne Moffat (Chairperson)

## DEVELOPMENT

### Development Spend

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

	1992-1998	1998-2000	2000-2004	Total £000's
HAG (£000's)	7007	1768	3205	11980
LOANS (£000's)	291	309	971	1571
TOTAL (£000's)	7298	2077	4176	13551



### Future Projects



The Co-operative has continued to try to convince Glasgow City Council that the former Roads Depot site on Blochairn Road is unsuitable for the recycling of motorway waste. Airborne dirt and grime is affecting nearby buildings, parked cars, etc. and the continual noise is an ongoing nuisance. 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. At a recent meeting the local MSP and Councillors agreed to make further enquiries on our behalf. Unfortunately, the proposed development at Millburn St has been shelved for the time being because the private developer did not receive grant approval for houses for sale.

## FINANCE

	Expenditure 2003/2004	
	£	%
Management Expenses	125278	29.0
Office Overheads	93074	21.6
Day to Day Repairs	79807	18.5
Planned Maintenance	1938	0.5
Estate Costs	44896	10.4
Development Costs	0	0.0
Loan Interest	86864	20.0
	431857	100.0

In the year to 31 March 2004 the Co-operative's income comprised of rental income (£500,202), bank interest (£20,502) plus factoring income (£563). 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 £89,460 was generated in the year. The Co-operative ended the financial year on a sound financial footing.

## MAINTENANCE

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. Recently we provided tenants with direct contact numbers for tradesmen. However, a member of staff is always on call to assist tenants in an emergency.

<u>Reactive Repairs by Trade</u>		
	Jobs	£
Plumber	122	14968
Electrician	138	9801
Joiner	177	7788
Heating Engineer	244	4296
Painter	38	4243
Builder	15	2225
Glazier	16	1795
Door Entry Engineer	34	1613
Plasterer	10	1522
Graffiti Remover	5	912
Labourer	11	913
Other	45	2977
	<b>855</b>	<b>53053</b>

### Planned Maintenance

The Co-operative's programme of planned maintenance is under review at the moment. Over the year to 31 March 2004 there were only a few items requiring attention at a cost of £4192.



### Tenant Satisfaction

A form is issued after every repair reported to check whether tenants are satisfied. Although returns are low (18%) we are happy to report **99% satisfaction**. This means that of 83 tenants replying, only 1 was 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!



### Response Times

Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	16	16	100
Urgent	Within 24 hours	205	202	99
Standard	Within 5 days	<u>560</u>	<u>551</u>	<u>98</u>
		781	769	98

## 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
<b>Total</b>	<b>56</b>	<b>116</b>	<b>47</b>	<b>1</b>	<b>220</b>



### HOUSING LIST & COMMON HOUSING REGISTER

The **Royston Common Housing Register** is the **first of its type in Glasgow**. It is Internet based and information is exchanged by local housing organisations over the web. At 31 March 2003 there were **143 applicants** on the Co-operative's Housing List. On the Common Housing Register there were **788 applications** from **580 applicants**.

There has been a significant shift recently with regard to the **Ethnic Origin** of housing applicants on the Cooperative's Housing List. Those describing themselves as "**Scottish**" has fallen to **86%** with "**African**" being the most significant "minority" at **5%**. This is undoubtedly due to the policy of housing refugee and asylum seeker households in Glasgow, predominantly in multi storey flats, many of which are close to the Blochairn area. With regard to households, **single people** make up **43%** of the Housing List, with **single parent households** accounting for **28%**.

### RENT ARREARS

Leaving aside delays in the payment of Housing Benefit, arrears at 31 March 2003 were £7,326 or **1.52%** of the total rent due. Only 9 tenants had arrears of more than £300.



### ALLOCATIONS

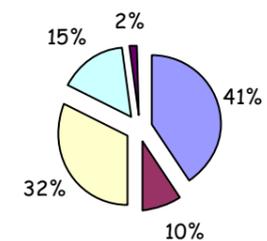
In the year to 31 March 2003 there were **17 allocations**, including **5 Transfers**. All were relets.

### TENANT DETAILS

**Ethnic Origin:** At 31 March 2004 the majority (97%) of tenants described their ethnic origin as "**Scottish**". One resident described their origin as "**Mixed**" and two households as "**Chinese**".

**Disability:** Forty five (20%) tenants described themselves as having a disability. This was mainly a **physical** disability (16%).

*Households*



- Single People (89)
- Couples (21)
- Single Parent Families (71)
- 2 Parent Families (34)
- Other (5)

## COMMUNITY ISSUES

### Internet Room

Since opening in February 2003 there have been **3,613 visits** to the Internet Room and visitors have spent an amazing total of **4,983 hours** using the computers. The majority of users have been under 16 and, of these, the majority are under 12. We encourage more adults to use the facility and have run two courses on **Computer Basics Course for Complete Beginners**. We would like to develop this further but, unfortunately, many adults seem too scared to give it a go!



### Youth Committee

Last summer we held our 2nd **Youth AGM** which was attended by **32 young people**. We elected a **Youth Committee** who are our link to younger residents who live in our area. The new committee members are **Lauren McVey** (Chairperson), **Amy Doherty** (Vice Chair), **Stephen Bryson**, **Laura Downie**, **Mhari Fotheringham**, **Andrea Gibson** and **Stephanie McKenna**. The Youth Committee have helped to plan our programme of events for 8–15 year olds for summer 2004. They have also written to Copperworks Housing Cooperative, Royston Corridor Homes and Spire View Housing Association on the subject of working with young people in an effort to make the whole of Royston a better place to live.



### 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.



### Tenants' Incentive Fund

In 2001 Blochairn became the **first housing organisation in Glasgow to introduce a "bonus" scheme for tenants** and **£52** is paid in December to tenants who have kept to the terms of their Tenancy Agreement. Last year **145 (70%)** tenants received a bonus.



The Fund is designed to remind us that **every resident has a role to play in making this a better area to live in**—even if their contribution is simply being a **good tenant** and a **good neighbour**. The bonus allows us to thank

those who make a positive contribution.

In April 2004 we introduced a **Monthly Prize Draw** as a means of reinforcing the message throughout the year.

The Co-operative tries to provide a **1st class service** and a pleasant living environment for its residents. We can set the scene but the real improvements can only be made with the **support and involvement of the residents** themselves. Hopefully, the Tenants Incentive Fund will help us in this cause.



## COMMUNITY ISSUES

### A Sustainable Community

In 1997 the Cooperative embarked upon a programme of events as part of a strategy to engage with younger residents and to help them to recognise that they were important members of our community. We saw this as the best way to protect the massive public investment in the area in the long term. (The current jargon talks about "sustainable communities"). We have found that when young people are treated with respect they respond accordingly. Outings and competitions to see football matches or concerts help to develop social skills and to build confidence and self esteem. They are also about establishing an understanding about the rights and responsibilities of young people.



This is not an easy option. We have also adopted tough measures, including an absolute zero tolerance to graffiti. Many organisations refer to "offensive" graffiti. We do not believe that there is such a thing as "inoffensive" graffiti and all graffiti is cleaned immediately. But, we also make every effort to establish who is responsible and take action.

Whilst politicians and others agonise over measures to combat anti social behaviour we have created a situation where we have virtually no graffiti or vandalism. (We are actually disappointed to have spent £912 cleaning graffiti last year and this will feature in future newsletters!).

Rather than waste money on cleaning graffiti and repairs required through vandalism we have been able to put this towards events that directly benefit our community. Since 1997 we have organised 49 events for 879 young people at a cost of £11,508. We now see young people taking an interest in their area, joining committees, coming to AGM's and generally becoming more aware of the role that they can play.



Last year, with Communities Scotland's encouragement, we extended our efforts to beyond the Cooperative's boundaries and we could see that this was beginning to make a difference. It is disappointing that the new staff regime seems less able or willing to recognise that these measures are effective. We don't need elaborate strategy documents, timesheets, etc. We are weary of the lack of recognition and support and we will have to review our strategy if it is not valued enough. Before then, perhaps the Communities Minister, Margaret Curran, can be persuaded to take a personal interest in "what actually works".

