

Management Committee

Karen Fulton	2003
Mary Gibb	2004
Anne Gregory	2000
Deborah Harwood	2003
Annette Hastings (Co-opted)	2000
Mary Kelly	2003
Bill Kerr (Vice Chair)	1994
Anne Moffat (Chair)	1990
Helen Murray	1992
John Murray	1999
Joan Reuston (Secretary)	1999
Jean Taylor	1997

During the year to 31 March there were 10 Management Committee meetings. The target average attendance rate was 70% and the actual average attendance was 77.8%. The 6 Sub Committee meetings had an average attendance rate of 95.8%. Denise Doherty left the Committee in January 2005 due to work commitments.



Staff

Membership

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

At the 31 March the Co-operative had 178 members. The Annual General Meeting in July 2004 was attended by 12% of the membership.



Staff Changes



Malcolm Breen was employed full time in November 2004 ending the shared arrangement with Spire View HA. His new title is Technical Manager.

Agency Services

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

BLOCHAIRN HOUSING CO-OPERATIVE LTD
311 ROYSTONHILL, GLASGOW G21 2HN

Telephone: 553 1601
Fax: 552 5967
e-mail: blochairnhc.org.uk

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Members of Employers in Voluntary Housing.
Members of the Scottish Federation of Housing Associations.

July 2005

BLOCHAIRN HOUSING CO-OPERATIVE



ANNUAL REPORT 2005

CHAIRPERSON'S REPORT

It has been another quiet year as far as development is concerned. Several residents have been active and have joined us in our efforts to convince the Council that the former Depot on Blochairn Road is completely unsuitable for recycling of motorway waste. We feel strongly that the Co-operative can make sure that a bright, modern housing development is on the site within the next few years. Local Councillors, John Moynes and Elaine McDougall, and Paul Martin MSP have been helping in this campaign and we look forward to their continued support.



Ann Moffat,
Chairperson

In November we ended our agreement to share a maintenance officer with Spire View Housing Association and employed Malcolm Breen full time as our Technical Manager. We hope that this will help us to make our service even better. We were encouraged to see that our efforts are appreciated in the results of the Tenant Satisfaction Survey with 96% of tenants satisfied with the Co-operative as their landlord; 97% of tenants satisfied with the repairs service and 82% feeling that there is a sense of community in the Blochairn area. Blochairn has higher rates of tenant satisfaction than many other housing associations.

In December 2004, 81% of our tenants received a Christmas Bonus through our Tenants Incentive Fund. Since beginning the bonus scheme in 2001 we have made 583 payments of £52, an average of 146 each year. Our Monthly Prize Draw has seen 16 tenants win £100. Our Tenant Satisfaction Survey confirmed strong support for the bonus scheme with 95% saying that this was a good idea.

We have continued to deliver the "Wee Issue", to residents aged 8—15 years. Communities Scotland staff still don't seem to understand how important our youth work is and negotiating funding is now a long painful process despite clear evidence of the success of this approach. The Internet Room continues to be popular, especially with younger residents, and at 31 March 2005 there had been 5500+ visitors and 7000+ hours of computer time.

Royston Stress Centre is delighted that we have helped more than 40 residents to access their facilities. The Co-operative is now registered with Scotland's Health At Work (SHAW) scheme and we will be promoting health issues in the coming year.

Following the tragic death of Mark Cummings the Co-operative has begun a campaign to look at why Registered Sex Offenders are only housed in certain areas. We have sought the support of other Royston organisations and will now contact other housing providers in Glasgow and beyond. We will feature this issue in our coming newsletters.

To conclude, we have tried to provide the best service that we can and the Tenant Satisfaction Survey shows that we are doing a pretty good job. However, we will keep trying to improve what we do for our tenants and for the wider community. Thank you for your support.

Anne Moffat (Chairperson)

DEVELOPMENT

Development Spend

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

	1992-1998 (£000's)	1998-2000 (£000's)	2000-2005 (£000's)	Total
Housing Assoc Grant (HAG)	7007	1768	3205	11980
LOANS	291	309	971	1571
TOTAL	7298	2077	4176	13551



Future Projects



Paul Martin MSP and local Councillors, Elaine McDougall and John Moynes, have been involved in several meetings in the ongoing saga of the **former Roads Depot site** on Blochairn Road. Residents nearby have also been active. This seems to be having an effect and Tarmac have been offered another site and have been put on a month to month lease. Hopefully the site will be free for housing development in the near future.

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 2004/2005	
	£	%
Management Expenses	241282	47.0
Estate Costs	43483	4.5
Day to Day Repairs	65262	12.6
Planned Maintenance	12382	2.6
Other Costs	53092	10.3
Property Depreciation	29161	5.6
Loan Interest	91869	17.4
	516531	100.0

In the year to 31 March 2005 the Co-operative's income included **rental income (£510,406)**, **bank interest (£13,313)** and other grants.

This 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 £37,749** 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 has a high priority. Our response times for day to day repairs are very demanding but we have again managed to meet them in almost every case. Tenants are provided with direct contact numbers for tradesmen and a member of staff is always on call to assist in an emergency.

Reactive Repairs by Trade			Planned Maintenance	
	Jobs	£		
Plumber	127	9116	<p>There were 24 jobs carried out during the year to 31 March 2005 at a cost of £14,123. There will be much more work in this category over the summer with external redecoration at Dunolly Street and Sandmill Street.</p> 	
Electrician	153	9369		
Joiner	168	14027		
Heating Engineer	221	5978		
Painter	60	7848		
Builder	56	7667		
Glazier	22	2799		
Door Entry Engineer	28	1836		
Plasterer	18	1585		
Graffiti Remover	1	198		
Labourer	32	1582	<p>Tenant Satisfaction</p> <p>Although returns are low (20%) we are delighted to report that the 103 tenants who returned their satisfaction form were 100% satisfied. If there is a problem with our service we want to know—there's also a prize draw every month to encourage you to return the survey form!</p>	
Other	72	4318		
	938	66323		



Response Times				
Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	16	14	87.5
Urgent	Within 24 hours	197	194	98.5
Standard	Within 5 days	636	629	98.9
		849	837	98.6

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 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 2005 there were **212 applicants** on the Co-operative's Housing List. On the Common Housing Register there were **852 applications** from **692 applicants**. The **Ethnic Origin** of housing applicants on the Co-operative's Housing List has changed in recent years. Those describing themselves as "**Scottish**" make up **86%** of the list with "**African**" being the most significant minority at **6.6%**. 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 **48.6%** of the Housing List, with **single parent households** the next biggest group.

RENT ARREARS

Leaving aside delays in the payment of Housing Benefit, arrears at 31 March were £8,781 or **1.72%** of the total rent due. This is within the target of 2%. Only 16 tenants had arrears of more than £300.

ALLOCATIONS and VOIDS

In the year to 31 March **14 houses were relet**. This is 6% of the housing stock. Rent lost through having empty (void) houses was 0.14% of the total rent due. It took an average of 8 days to relet a house.

PERFORMANCE INDICATORS

	Target	Actual	Target Met
Rent Arrears as a % of Annual Rent Due	2.00%	1.72%	YES
Rent Lost through Empty (Void) Houses	0.40%	0.14%	YES
Average Time to Relet a House	15 days	8 days	YES

TENANT DETAILS

Ethnic Origin: At 31 March 2005 **95.9%** of tenants described their ethnic origin as "**Scottish**". Three households described their background as "**Chinese**". Three residents described their origin as either "**Mixed**", "**Any Other White Background**" or "**Other**".

Disability: Forty four (**20%**) tenants said that they had a disability. This was mainly a **physical** disability (**16%**).

PROPERTY INSPECTIONS

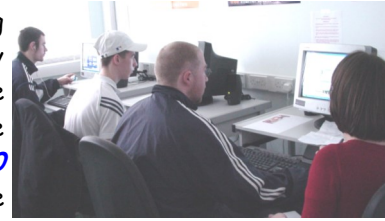
Property inspections are carried out every month with follow up inspections for closes, backcourts, etc that are not up to scratch. These visits are taken into account with regard to the Tenant Bonus payment.



COMMUNITY ISSUES

Internet Room

Since opening in February 2003 there have been more than **5500 visits** to the Internet Room and visitors have spent a total of more than **7000 hours** using the computers. The majority of users have been under 16, mostly under 12 years. We organised a **Computer Basics Course for Complete Beginners**. A grant of £12,798 was received from Communities Scotland towards the costs of the room and Glasgow City Council provided a youth support worker.



Youth Committee

In September 2004 we held our **3rd Youth AGM** which was attended by **21 young people**. The AGM included a session with **Neelam Bakshi** on **anti racism**, including a video of the famous **"Blue Eyes, Brown Eyes"** experiment. **Lauren McVey** was elected as Chairperson of the Youth Committee but unfortunately the Committee has not been involved much this year due in part to the lack of encouragement from Communities Scotland. A grant of £2557 was all that was received. However, it is hoped that the Youth Committee can be more involved in the coming year.



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.



Tenants Bonus

Blochairn was the **first housing organisation in Glasgow to introduce a "bonus" scheme for tenants** and £52 was paid to 81% of tenants in December. Since 2001 there have been 583 bonus payments, an average of 146 each year. The bonus is designed to highlight 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. Since April 2004, 16 tenants have won the **Monthly £100 Prize Draw**. The Co-operative tries to provide a **1st class service** and a pleasant living environment for its residents. Improvements can only be made with the **support and involvement of the residents**. The Tenants Incentive Fund helps to reinforce this message.



Royston Stress Centre

More than 40 residents now use the **Royston Stress Centre** after the Co-operative's promotion of the fantastic free service that is right on our doorstep. The Co-operative has also registered with **Scotland's Health At Work** scheme and will now promote various health issues.



Tenant Satisfaction Survey

In 2004 the Co-operative carried out its second major tenant satisfaction survey. We were delighted with the results which showed that tenants are very satisfied with The Co-operative's performance. Tenants support new ideas, like the bonus scheme we introduced in 2001 to reward tenants for their contribution to the community. They also support our work with younger residents to make them feel valued members of our community. They recognise the benefits, for example, that there is little or no graffiti and petty vandalism in our area.

We also listen to our tenants and their views have helped to shape our allocation policy, for example. We were delighted to see that 82% of tenants felt that there is a sense of community in the Blochairn area. This is an increase from 58% in 1999. It shows that we are definitely on the right track.

So, what did our tenants think? Well,

- ◆ 96% are satisfied overall with the Co-operative as a landlord
- ◆ 96% think that we are good at keeping them informed
- ◆ 93% think that we are good at taking account of their views
- ◆ 97% think that the quality of services are good or very good (69%)
- ◆ 97% are satisfied or very satisfied (72%) with our repairs service
- ◆ 89% are satisfied overall with the design & layout of their home
- ◆ 82% think that there is a sense of community in the Blochairn area
- ◆ 95% think that the tenant bonus scheme is a good idea
- ◆ 91% think that the £100 Monthly Prize Draw is a good idea
- ◆ 95% think that working with younger residents is a good idea
- ◆ 92% think that providing an Internet Room is a good idea
- ◆ 64% think that providing public art is a good idea
- ◆ 94% think that priority should be given to Blochairn residents in housing allocation
- ◆ 93% think that length of residence is important in housing allocation

The independent company who carried out the survey showed that we outperform other housing associations as shown in this table

