



Management Committee		Membership	
Karen Fulton	2003	At 31 March the Co-operative had 178 members and 11% attended the Annual General Meeting in June 2005.	
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	Agency Services	
Jean Taylor	1997		
Up to 31 March the target average attendance at meetings was 75% and actual average attendance was 77%. Karen Fulton stood down in September due to family commitments.		Reidvale HA	Finance
		Naftalin Duncan & Co	Solicitors
		Royal Bank of Scotland	Bank
		Baker Tilley	Auditors
		Staff	
Michael Carberry <i>Director</i> (1994) <i>MCIH, M.Phil</i>			
Malcolm Breen <i>Technical Manager</i> (1998)			
Carol Dougan <i>Secretary/Book-keeper</i> (1995) <i>MAAT</i>			
Angela MacDonald <i>Housing Services Officer</i> (1991) <i>BA</i> (Angela graduated with the Diploma in Housing Studies from the University of Glasgow in October 2005)			
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BLOCHAIRN HOUSING CO-OPERATIVE



ANNUAL REPORT 2006

CHAIRPERSON'S REPORT

Last year the **Tenant Satisfaction Survey** showed that our tenants were happy with the service provided by the Co-operative. Earlier this year **Communities Scotland** carried out a **Performance Audit** at Blochairn. I am happy to report that Communities Scotland found that we were performing very well. The Co-operative has progressed from an "E" grade in 1994 to a "B" in 1999. So, we were disappointed that new procedures for small associations did not provide a grade this time. However, the language used in the report shows that we would have been at least a very good "B". Every tenant has received a copy of the Performance Audit Report and it is also available on Communities Scotland's web site. Other issues this year include:

- In December 2005, 84% tenants received a **Christmas Bonus** under our "**Good Neighbour Fund**".
- We provided our public access **Internet Room** with brand new computers.
- We kept up our efforts to work with **young people** in the community, although we were not able to arrange any summer outings. We will get back to this shortly and will also start regular events for **older residents** as well.
- We continued to work with **Royston Stress Centre** to promote their facilities
- Under **Scotland's Health at Work** we started a Scottish Slimmers Class and promoted cheap membership of the gym at Glasgow Caledonian University. Both were a spectacular failure — but we'll keep trying new ideas!!
- We continued to try to highlight that areas like Royston, Castlemilk, Easterhouse, Drumchapel, etc house higher numbers of **Registered Sex Offenders** than other areas. We have received **no support** from the Scottish Federation of Housing Associations or from the Scottish Executive. We are now seeking the support of committee members and tenants in other associations.
- We received a few enquiries and lost our first house under the **Right to Buy**. This a potential threat to the future of the Co-operative.

I also have to report that I was runner up **Committee Member of the Year** in the annual event organised by **Employers in Voluntary Housing**. It is important to let you know because this was an award for the whole organisation. It shows that others can see the progress made by Blochairn Housing Co-operative in recent years. So, I want to thank our voluntary Committee Members and our Staff for all their hard work and dedication over the years. I also want to thank the tenants who have helped us to make Blochairn an area that we can all be proud of and one that we can be happy to live in.



We have had another successful year and we are doing a good job. But we will not rest on our laurels. We will always look for ways to improve.

Anne Moffat (Chairperson)

DEVELOPMENT

Investment

More than £13 million has been invested in the Blochairn area.

	1992-98 (£000's)	1998-00 (£000's)	2000-06 (£000's)	Total
Housing Grant	7007	1768	3205	11980
Loans	<u>291</u>	<u>309</u>	<u>971</u>	<u>1571</u>
TOTAL	7298	2077	4176	13551



Future Projects



Not much progress has been made with the **Depot Site** on Blochairn Road. Despite having another site to go to, Tarmac are moving very slowly. We hope that Tarmac will leave soon to allow a housing development to get underway. Glasgow City Council's policy suggests that there will be a mix of houses for sale and houses for rent. We hope that Blochairn will be able to provide the rented houses and help the Council meet its priorities. We also want to see an exciting new development.



FINANCE

	Expenditure 2005/2006	
	£	%
Management Expenses	278497	41.6
Estate Costs	23645	3.5
Day to Day Repairs	63307	9.5
Planned Maintenance	136514	20.4
Other Costs	49996	7.5
Property Depreciation	30428	4.5
Loan Interest	87304	13.0
	669691	100.0

In the year to 31 March income included **rent (£520,644)**, **bank interest (£28,933)** and **other grants (£37,455)**. This pays for all day to day activity, including managing and maintaining the houses; running the office and paying for development loans. It also allows money to be set aside for future major repairs. Last year £136,514 was spent on major works and the Co-operative had a **deficit of £81,290**. However, the Co-operative ended the year on a sound financial footing with **total reserves of more than £600,000**.

MAINTENANCE

Maintenance of the Co-operative's property has a high priority. Response times for day to day repairs are very demanding but have been met in almost every case. Tenants are given direct contact numbers for tradesmen in an emergency and a number for a member of staff who is always on call to help in an emergency.

Reactive Repairs by Trade

	Jobs	£
Plumber	102	5393
Electrician	142	6056
Joiner	162	5335
Heating Engineer	335	3895
Painter	20	2945
Builder	11	1934
Glazier	4	382
Door Entry Eng	21	1441
Plasterer	8	930
Aerial Fitter	11	1128
Labourer	3	164
Other	9	738
	828	30341

Planned Maintenance

Electrical Safety checks were carried out in **Roystonhill** but the main activity was the **external decoration** at **Dunolly St** and **Sandmill St**. The total cost was **£136,514**.



Tenant Satisfaction

Only 21.3% satisfaction survey forms were returned but 189 of the 190 tenants who returned the form were **satisfied**. That's **95.5%**. If there is a problem with the service the Co-operative wants to know. There's also a **monthly prize draw** to encourage tenants to return the survey form!



Response Times

Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	6	6	100.0
Urgent	Within 24 hours	253	249	98.4
Standard	Within 5 days	785	769	98.0
		1044	1024	98.1

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	40	1	156
Total	56	116	46	1	219



RIGHT TO BUY

Losing houses through the Right to Buy is a serious threat to small associations. Last year there were 5 enquiries and one house was sold. This will be monitored closely over the next few years. Ideally the Co-operative will build more houses.

HOUSING LIST & COMMON HOUSING REGISTER (CHR)

Royston Common Housing Register had **530 applications** from **406 applicants** at 31 March. There were **147 applicants** on the Co-operative's own list. The **Ethnic Origin** of applicants has changed dramatically. "**Scottish**" makes up **61%** with "**African**" the next biggest group at **18%**. This is due to the Council policy of housing refugee and asylum seeker households mainly in multi storey flats close to

RENT ARREARS

Aside from Housing Benefit, arrears were **1.75%** of total rent due. Warnings were sent to 13 tenants; 6 court actions taken and 2 Decrees were granted. One tenant moved away and another tenant cleared all outstanding rent.

ALLOCATIONS and VOIDS

Up to 31 March **14 houses were relet**. It took an average of **8 days** to relet a house. Only **0.13% of rent was lost** on empty (void) houses. There were **2 transfers**. Of the other 12 allocations, **11 applicants were homeless**.

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent Due were **1.75%** (Target **2.00%**)
 Rent Lost through Empty (Void) Houses was **0.13%** of Annual Rent Due (Target **0.40%**)
 Average Time to Relet a House was **8 days** (Target **15 days**)

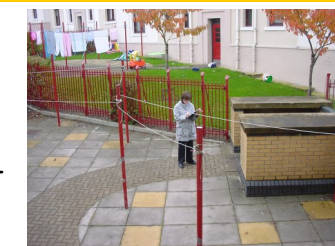
TENANT DETAILS

Ethnic Origin: At 31 March 2006 **96.8%** of tenants described their ethnic origin as "**Scottish**". We are delighted to welcome new tenants from **Palestine, China, Bangladesh, Poland, Burundi** and **Rwanda**.

Disability: Fifty six (**25.5%**) tenants said that they had a disability. This was mainly a **physical** disability.

PROPERTY INSPECTIONS

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



COMMUNITY ISSUES

Internet Room

Since 2003 there have been **7000 visits** to the Internet Room and **10000 hours** spent using the computers. The Room is open until 8pm on Monday and Thursday and most visitors are under 16 (many are under 12). The **Full Employment Initiative** uses the computers to help local people find **jobs** and **college courses**. Grant of £10,689 was paid by **Communities Scotland**. This helped to buy brand new computers.



Scotland's Health At Work

The Co-operative has taken the health message straight to the community. Lots of people have been encouraged to use the **Royston Stress Centre** facilities based in the Co-operative's office. A Scottish Slimmers class was started but only lasted 6 weeks and sponsored places at Caledonian University gym



were not taken up. These projects didn't take off but the Co-operative will keep trying new ideas.

Christmas

At Christmas a calendar was given to every tenant and a small gift to pensioners and young people under 16.



Good Neighbour Fund

Blochairn was the **first in Glasgow** to give a **"Tenant Bonus"** and **£52** was paid to 84% of tenants in December. **Every person, young and old, can help to make the area a place to be proud of** even if this is simply being a **good tenant** and a **good neighbour**. The Bonus is to just to say thanks to those who do. In 2004 a **Monthly £100 Prize Draw** was added and 29 tenants have been winners so far.



Young People



Up to 31 March, £1,059 was spent on organising events for Young People, including visits to the **Science Centre**, **Fun Fair**, **Safari Park**, **Cinema** and **swimming**.



The Co-operative also sponsored **Gary McIntosh** to spend 10 weeks in **Costa Rica** and **Nicaragua** working to help build a school in a remote village.

Performance Audit

Communities Scotland carried out a Performance Audit in March 2006. The report is available from the Co-operative and full details can be found on Communities Scotland's web site. **Blochairn was found to have an "excellent" performance in**

- ♦ Access to the repairs service
- ♦ Quality control of the allocation process
- ♦ Providing information on the Right to Repair
- ♦ Quality of the general environment
- ♦ Dealing with empty houses
- ♦ Giving support to new committee members

The Co-operative's performance was said to be "good" in

- Access to the housing list
- Quality of information to housing applicants, including the information leaflet
- Quality of the tenancy pack for new tenants
- Providing support and welfare advice to tenants
- Tackling anti social behaviour and resolving complaints at an early stage
- Quality of information held about its houses
- Dealing with Gas Safety
- Engaging with people who receive services
- Tenant consultation and being responsive to tenants' views
- Dealing with complaints about services
- Managing rent arrears
- The range of policies and procedures
- The approach to risk management

Other highlights include that the Co-operative

- ♦ Helps to deal with homelessness (91% of applicants housed were homeless)
- ♦ Promotes health and wellbeing (through Scotland's Health at Work)
- ♦ Has a zero tolerance to graffiti
- ♦ Has a pleasant local environment with little evidence of vandalism
- ♦ Works with young people and produces a youth newsletter (the "Wee Issue")
- ♦ Has a good quality neighbourhood with a feeling of community
- ♦ Has high levels of tenant satisfaction
- ♦ Sets and meets targets that are more challenging than the average
- ♦ Is committed to continuous improvement
- ♦ Recognises the importance of the highest ethical standards

Blochairn's performance in service quality was an "Example of Positive Practice": "The Co-operative has a long history of working with the local community. In particular, it focuses on young people; raising awareness of anti social behaviour, quality of neighbourhoods, general health and well being. The Scottish Urban Regeneration Forum recognised this work in 2005; when Blochairn was short listed under the "people" category for its best practice award".