

CHAIRPERSON'S REPORT

This year saw the Co-operative continue to perform well across the board. Statistics produced by Communities Scotland show that we perform well compared to similar organisations. For example, in 2005/2006

- * Only 0.1% rent was lost because of empty (void) houses. This was 3rd in our peer group and 16th in Scotland
- * We took an average of 8 days to relet a house. That's 4th in our group and 26th in Scotland and we've improved again this year.
- * Only 0.5% tenants owed more than 13 weeks rent. That's 5th in our group and 26th in Scotland
- * 98.1% of repairs were within our demanding target times. That's 8th in our group and 37th in Scotland

That we perform as well with only three staff is a testament to the hard work and dedication of both our staff and our voluntary committee members.

Housing associations often struggle to attract Committee members, especially younger people. So we were pleased in 2006 to have our first ever election for Committee places. Of our 7 new members, 5 were under 31 and the average age was 35.

Some of the other points in the year to 31 March 2007 were

- 84% tenants received a **Christmas Bonus** from the **Good Neighbour Fund**
- We introduced a **Good Neighbour Award** and a **Best Garden Award**
- We continued to work with **young people** to involve them in the community
- We started to focus on **older residents** with a newsletter and a competition
- We continued to use our office to promote the **Royston Stress Centre**
- We continued to try to show under **Freedom of Information** that areas like Royston houses higher numbers of **Sex Offenders** than other areas
- We received our first enquiry to buy back a house under **Mortgage To Rent**
- Our **Technical Manager** left and we decided to operate with 3 staff meantime

The best news of the year was that the **Blochairn Depot** site has been added to our development programme. As soon as Tarmac move off the site investigations into the ground conditions can begin. Houses could start to be built after April 2008.

To conclude, I want to thank our voluntary Committee Members and our Staff for all their hard work and dedication. 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 always look for ways to improve our services.

Anne Moffat (Chairperson)



DEVELOPMENT

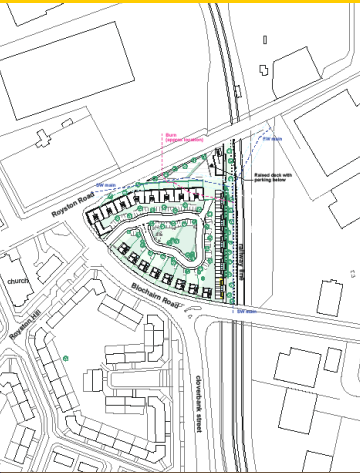
Investment

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

	1992-98 (£000's)	1998-00 (£000's)	2000-07 (£000's)	Total
Housing Grant	7007	1768	3205	11980
Loans	291	309	971	1571
TOTAL	7298	2077	4176	13551



Future Projects



The former Roads Dept **Depot Site** on Blochairn Road is now in our development programme to provide houses **for rent and for sale** (probably through "HomeStake"). Investigations will begin on ground conditions as soon as Tarmac move and houses should start to be built in 2008. The rented houses will be mainly for people moving from buildings being demolished by GHA. The plan is to build between 80 — 100 houses. Redesigning the backcourts to provide **bin lanes** for wheelie bins at **Dunolly St/Millburn St** should start before the end of 2007.

FINANCE

Expenditure 2006/2007			In the year to 31 March income included rent (£538,852) , bank interest (£19,986) and other grants (£15,502) . 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.
	£	%	
Management Expenses	264909	42.3	Last year £120,555 was spent on major works. The Co-operative had a deficit of £56,585 but ended the year on a sound financial footing with total free reserves of more than £437,000 .
Estate Costs	24890	4.0	
Day to Day Repairs	55368	8.8	
Planned Maintenance	120555	19.2	
Other Costs	44841	7.2	
Property Depreciation	34000	5.4	
Loan Interest	81993	13.1	
	626556	100.0	

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 have a number for a member of staff who is always on call to help in an emergency.

Reactive Repairs by Trade

	Jobs	£
Heating Engineer	258	551
Joiner	181	6637
Plumber	97	4302
Electrician	85	3093
Door Entry Eng	42	2199
Builder	19	582
Property Flooring	17	1170
Other	22	1360
	721	19894

McDermott Services provides landscaping and gardening services.



Planned Maintenance

About £120,000 was spent on planned works. New kitchens and boilers were fitted at the Co-operative's first improvement contract at Roystonhill. James Frew (GasSure) has the contract for maintaining central heating and boilers.



Tenant Satisfaction

Only 15.1% satisfaction survey forms were returned but 112 of the 116 tenants who returned the form were satisfied. That's 96.6%. 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	195	179	91.8
Standard	Within 5 days	606	595	98.2
		807	780	96.6

COMMUNITY ISSUES

Internet Room Closes

A major disappointment was Communities Scotland's decision to stop funding the Internet Room on 31 March. This is a loss of a great benefit to the area and was very popular, especially with younger people. There have been 7355 visitors and 10021 hours spent using the computers. The majority (81%) of visitors were under 16, with 45% under 12. The Full Employment Initiative used the computers to help local people find jobs and college courses and the Room was available to local schools. The Room also helped young people from asylum seeker and refugee households to integrate with the community with 12% of visitors being non Scottish.



Royston Stress Centre

We have continued to encourage residents to use the Royston Stress Centre facilities based in our office and we are delighted that the Stress Centre has been funded for the next few years. Sessions in massage etc are now available on a Friday afternoon with new therapist, Sharon Doherty.



Good Neighbour Fund

Since 2001 our Good Neighbour Fund has made 782 payments of £52 to thank tenants who help to make the area a place to be proud of by being a good tenant and a good neighbour. In 2004 we started a Monthly £100 Prize Draw and 39 tenants have been winners so far.



Young People



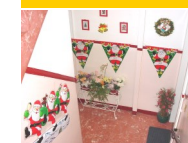
We had a break from organising summer events and trips but these will start again in August. We did run competitions for concert tickets and we produced our youth newsletter, the "Wee Issue".

Older People

We made a start on our promise to do something for our older residents with a newsletter and a competition. We will be organising more events in August and again at Christmas.



Christmas



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

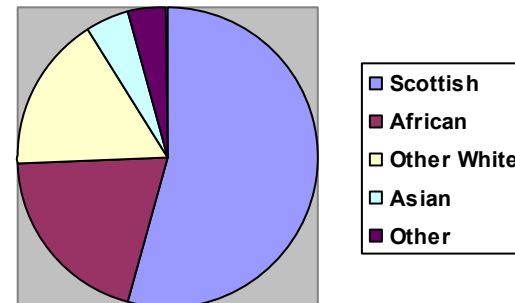
HOUSING MANAGEMENT

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



HOUSING LIST

At 31 March 2007 there were **144 applicants** on Blochairn's Housing List. The **Ethnic Origin** of applicants has changed dramatically over recent years. "**Scottish**" makes up **54%** with "**African**" (**20%**) and "**Other White**" (**17%**) being the next biggest groups. This is due to the Council policy of housing refugee and asylum seeker households mainly in multi storey flats close to Blochairn.



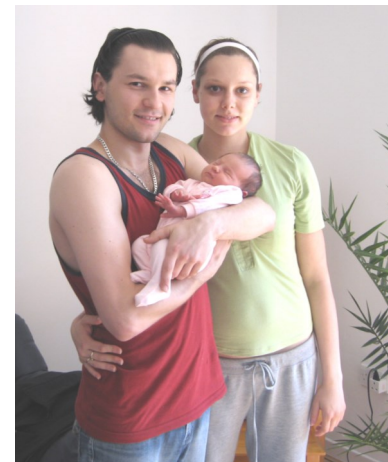
ALLOCATIONS

Up to 31 March **18 houses were relet**. It took an average of **6 days** to relet a house and only **0.11% of rent was lost** on empty houses. There were **5 transfers**. Of the other 13 allocations many were homeless and 2 were referred by Glasgow City Council.

TENANT DETAILS

Ethnic Origin: At 31 March **96.3%** of tenants described their ethnic origin as "**Scottish**". We welcomed new tenants from **Bangladesh, Poland, Burundi, Rwanda** and, more recently, **Libya**.

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



PROPERTY INSPECTIONS

Regular inspections are carried out with follow up inspections for properties that are not up to scratch. Visits are used to help decide on the bonus payments from the Good Neighbour Fund.



HOUSING MANAGEMENT

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent were **1.76%** (Target **2.00%**)
 Rent Lost through Empty Houses was **0.11%** of Annual Rent (Target **0.30%**)
 Average Time to Relet a House was **6 days** (Target **12 days**)
 Repairs carried out within target time **96.6%** (Target **95%**)

REGISTERED SEX OFFENDERS

Blochairn has been challenging government policy on housing sex offenders since the tragic death of Mark Cummings in 2004. Last year the Co-operative resigned from the Scottish Federation of Housing Associations in protest. An enquiry under Freedom of Information has been made to Strathclyde Police for statistical information to prove that areas like Royston, Castlemilk, Drumchapel, Easterhouse etc are being expected to house higher numbers of sex offenders than other areas.

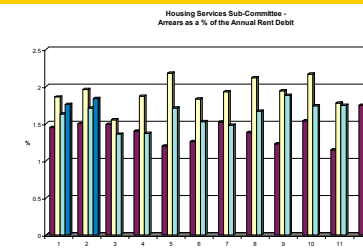
RIGHT TO BUY

Losing houses through the Right to Buy is a serious threat to small associations. Last year there were 6 enquiries. This will be monitored closely.

MORTGAGE TO RENT

The Co-operative had its first Mortgage to Rent enquiry and bought back a house sold 10 years ago through Improvement For Sale on 31 July 2007.

RENT ARREARS



Aside from outstanding Housing Benefit, rent arrears were only **1.75%** of total rent due. Warnings were sent to 9 tenants and 1 court action taken. An Eviction Decree was granted and a new tenancy given because the tenant cleared the full arrears.

HOUSING BENEFIT

Forty six percent of tenants receive full Housing Benefit and 15% receive some Benefit to help pay the rent.



COMPLAINTS

Complaints are an important source of information to make sure that the Co-operative is providing good services. We are always looking for ways to improve. Last year only one complaint was received.

