


Management Committee	Membership
<p>Mary Gibb 2004</p> <p>Anne Gregory 2000</p> <p>Mary Kelly 2003</p> <p>Bill Kerr (Chair) 1994</p> <p>Anne Moffat (Secretary) 1990</p> <p>John Murray 1999</p> <p>Marion Reilly 2006</p> <p>Joan Reuston (Vice Chair) 1999</p> <p>Jean Taylor 1997</p>	<p>At 31 March 2007 the Co-operative had 168 members and 10% attended the Annual General Meeting in June 2007.</p> 
<p>Several Committee members left during the year for work or family reasons. Our thanks go to Deborah Harwood, Annette Hastings, Maureen Kane, Mary McCloy, Gary McIntosh and Jean Pierre Mugunga for their time on the Committee. Average attendance at meetings was 71% and all meetings were quorate.</p>	
Agency Services	
Reidvale HA	Finance
Naftalin Duncan & Co	Solicitors
Royal Bank of Scotland	Banking
Baker Tilley	Auditors
Staff	
 <p>Michael Carberry Director M.Phil; MCIH(1994)</p>	 <p>Angela MacDonald Housing Services Officer BA (1991)</p>
 <p>Carol Niven Finance Assistant MAAT(1995)</p>	
<p>BLOCHAIRN HOUSING CO-OPERATIVE LTD 311 ROYSTONHILL, GLASGOW G21 2HN Tel: 553 1601</p>	
<p>Registered under the Industrial and Provident Societies Act 1965 (2341R(s)); with Communities Scotland (HAC 223) and members of Employers in Voluntary Housing.</p>	

BLOCHAIRN HOUSING CO-OPERATIVE



ANNUAL REPORT 2008

CHAIRPERSON'S REPORT

I took over as Chairperson from Anne Moffat last August. Our thanks go to Anne for all her hard work and for a very successful 5 years as Chair. I have been a Committee member since 1994 and a few of us have spent a long time trying to make the area as good as it can be for all the people who live here. We support each other and work closely with our staff. This year several new people will join the Committee. Let us know if you would consider this. We are a top performing housing organisation but we don't just sit back and pat ourselves on the back. We want to keep improving. To do this we need your help.



Since our last annual report we have continued to perform well. For example, from April 2007 to March 2008

- * Only 0.04% rent was lost because of houses lying empty
- * On average we allocated houses that became available within 1 day
- * Rent arrears were only 1.79% of the annual rent due
- * 97.3% of repairs were done within our demanding target times

Some of the other points in the year to 31 March 2008 were

- * 75% tenants received a **Christmas Bonus** from the **Good Neighbour Fund**
- * Another 12 lucky winners collected **£100** in the **Good Neighbour Fund** draw
- * We continued to work with **young people** to involve them in the community
- * We arranged events and competitions for **older residents**
- * We continued to use our office to promote the **Royston Stress Centre**
- * We continued to argue against government policy to use community owned housing, like Blochairn, to house **Sex Offenders**
- * Tarmac moved off the **Blochairn Depot** site and work began to check ground conditions to prepare for a housing development. We are now negotiating with Glasgow City Council to buy the land
- * We started the process of becoming a Registered Charity

We are proud of what we manage to achieve with only 3 staff. My thanks go to both our staff and our voluntary Committee members for their hard work and dedication. I also thank those tenants who help to make Blochairn an area that we are proud of and happy to live in. We have had another successful year and we are doing a good job. It is all down to people who care about this community working together.

Best Wishes.

Bill Kerr (Chairperson)

DEVELOPMENT

Investment

More than £13.5 million has been invested in the Blochairn area.

	1992-98 (£000's)	1998-00 (£000's)	2000-08 (£000's)	Total
Housing Grant	7007	1768	3242	12017
Loans	291	309	971	1571
TOTAL	7298	2077	4213	13588



Future Projects



Ground investigations are completed at the Roads Dept **Depot Site** on Blochairn Road and negotiations to buy the land have started. Around 100 houses will be built for **rent** and for **sale** (probably "Shared Equity"). The Council will only sell the land and give grant to build houses to associations who help with their priorities. The rented houses will be mainly for people moving from buildings being demolished by GHA. Work should begin in March 2009. Redesigning the backcourts to provide **bin lanes** for wheelie bins at **Dunolly St/Millburn St** has been difficult because of the steep slope at Dunolly St. Discussions are still going

FINANCE




Expenditure 2007/2008	£	%
Management Expenses	241052	45.6
Estate Costs	29817	5.7
Day to Day Repairs	76918	14.6
Planned Maintenance	32075	6.1
Other Costs	26062	4.9
Property Depreciation	30775	5.8
Loan Interest	91395	17.3
	528094	100.0

In the year to 31 March 2008 income included **rent (£557,857)**, **bank interest (£21,680)**. Average weekly rent was **£48.91**. This pays for all day to day activity, including managing and maintaining the houses; running the office and paying development loans. It also allows money to be set aside for future major repairs. Last year £32,075 was spent on planned maintenance.

The Co-operative had a **surplus of £46,135** and ended the year on a sound financial footing with **total free reserves of more than £490,000**.

MAINTENANCE

Maintaining our property is a top priority and we set high standards. Response times for day to day repairs are very demanding but have been met in almost every case. Tenants have emergency contact numbers for tradesmen and for a member of staff who is always on call.

Day to Day Repairs by Trade			Planned Maintenance	
	Jobs	£		
Heating Engineer	276	443	<p>About £32,000 was spent on planned works. James Frew (GasSure) has a contract for central heating and boilers.</p>  <p>TV Reception</p> <p>Earlier this year TV signals began to be interrupted by a wind farm built on Eaglesham Moor. After a lot of investigation, owners, Scottish Power, are now trying to solve this.</p>  <p>Tenant Satisfaction</p> <p>A satisfaction survey form goes out with every routine repair. Of the 121 returned (18.1%) 117 tenants were satisfied. That's 96.7%. If there's a problem with the repairs service we want to know. There is a monthly £10 prize draw for tenants who return the satisfaction survey form.</p> 	
Joiner	154	7084		
Plumber	115	7643		
Electrician	109	4259		
Door Entry Eng	22	1366		
Plasterer	11	1126		
Builder	8	1250		
Other	27	1892		
	722	25063		

McDermott Services provide landscaping and gardening services.



Response Times				
Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	10	9	90.0
Urgent	Within 24 hours	207	204	98.6
Standard	Within 5 days	589	571	96.9
		806	784	97.3

COMMUNITY ISSUES

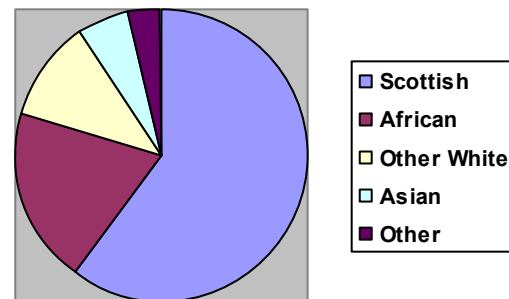
Royston Stress Centre	Good Neighbour Fund
<p>We continued to support and promote the services of the Royston Stress Centre and residents visited our office for sessions in massage etc every Friday afternoon with therapist, Sharon Doherty.</p> 	<p>Since 2001 our Good Neighbour Fund has made 1084 payments of £52 to thank those 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 there have been 53 lucky winners so far.</p> 
Competitions and Outings	Young People
<p>We arranged outings to the Time Capsule and Xscape Sno Zone and held competitions for tickets to see Justine Timberlake; Rod Stewart; Westlife; Kylie and the "Here and Now" Tour. Other events included the Christmas Pantomime, "Sleeping Beauty", at the Kings Theatre; a trip "doon the water" on the Waverley steamship and a visit to Liverpool to see Everton play Aston Villa. Four lucky winners enjoyed the thrill of a lifetime flying from the River Clyde to Loch Lomond on a seaplane.</p> 	<p>Young people are our future and we work hard to involve them as important members of our community. We continued to send out our youth newsletter, the "Wee Issue", to everyone aged 8 – 15 years, as well as running competitions and organising events. We've been doing this for over 10 years now! Who can you spot in our first ever Wee Issue photo!</p> 
Older People	
<p>We arranged a night out to the King's Theatre to see the Christmas pantomime, Sleeping Beauty. And a trip "doon the water" on the Waverley steamship.</p>	
Christmas	
<p>At Christmas a calendar was given to every tenant and a small gift to every pensioner and every young person under 16 years.</p> 	

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	43	73	40	1	157
Total	57	116	46	1	220

HOUSING LIST

At 31 March 2008 there were **168 applicants** on Blochairn's Housing List. The **Ethnic Origin** of applicants has changed dramatically over recent years. "**Scottish**" made up **60%** with "**African**" (**20%**) and "**Other White**" (**11%**) being the next biggest groups. This is due to Council policy of housing refugee and asylum seeker households mainly in multi storey flats close to Blochairn.

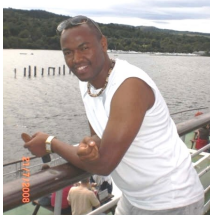


ALLOCATIONS

Up to 31 March **10 houses were relet**. It took an average of only **1 day** to relet a house and only **0.04% of rent was lost** on empty houses during the year. There were **6 transfers**. Of the other 4 allocations two were homeless, one of whom was referred by Glasgow City Council's Homelessness Partnership.

TENANT DETAILS

Ethnic Origin: At 31 March **95.5%** of tenants described their ethnic origin as "**Scottish**". We are happy to have tenants from **China, Bangladesh, Poland, Burundi, Rwanda, Ukraine** and **Libya**.



PROPERTY INSPECTIONS

Regular checks are done with a follow up for properties not up to scratch. This helps decide who gets on a bonus payment from the **Good Neighbour Fund**.

Disability: Fifty six (**37.7%**) tenants said that they had a disability. This was mainly a **physical (23.6%)** disability.

HOUSING MANAGEMENT

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent were **1.79%** (Target **2.00%**)
 Rent Lost through Empty Houses was **0.04%** of Annual Rent (Target **0.50%**)
 Average Time to Relet a House was **1 day** (Target **5 days**)
 Repairs carried out within target time **97.3%** (Target **97%**)

HOUSING SEX OFFENDERS

Blochairn has challenged government policy since 2004 and left the Scottish Federation of Housing Associations in protest. A Freedom of Information enquiry was made in 2005 to the Police for statistical information to prove that areas like Royston are being asked to house higher numbers of sex offenders. The Police refused to give the information and an appeal is with the Freedom of Information Commissioner. A decision will be issued this year.

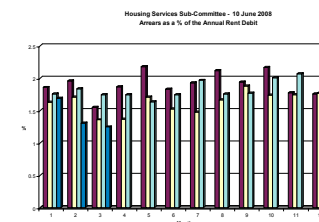
RIGHT TO BUY

Losing houses through the Right to Buy is a serious threat to small associations. Fortunately there were no enquiries last year under Right to Buy.

TENANCY ISSUES

Warning notices were issued to 8 tenants in the year to 31 March, 4 about the condition of the property and 3 for behaviour causing a nuisance to neighbours.

RENT ARREARS



Not counting Housing Benefit, which arrives late, rent arrears were only **1.79%** of total rent due. Warnings were sent to 20 tenants and 3 court actions taken. An Eviction Decree was granted against one tenant who, regrettably, was evicted.

HOUSING BENEFIT

Forty nine percent of tenants receive full Housing Benefit and 10% receive some Benefit to help pay the rent.



COMPLAINTS



Complaints are important. They help us to provide a good service and we are always looking for ways to improve. The last formal complaint was received in May 2007.

