


Management Committee		Membership		
<div></div> <div>Mary Carey Denise Doherty Mary Gibb Anne Gregory Mary Kelly Bill Kerr Anne Moffat John Murray Marion Reilly Joan Reuston Jean Taylor</div>	<u>Joined</u> 2008 2008 2004 2000 2003 1994 1990 1999 2006 1999 1997	At 31 March 2009 the Co-operative had 166 members and 17% attended the Annual General Meeting in September 2009.	<div></div>	
	Agency Services			
	Reidvale HA	Finance		
	O'Boyle Housing Services	Development		
	Naftalin Duncan & Co	Solicitors		
	Royal Bank of Scotland	Banking		
	Baker Tilley	Auditors		
	Staff			
	<div></div> <div>Michael Carberry. Director. M.Phil; MCIH. (1994)</div>	<div></div> <div>Angela MacDonald. Housing Services Officer. B.A. (1991)</div>	<div></div> <div>Carol Niven Finance Assistant MAAT(1995)</div>	<div></div> <div>Danielle Murphy. Housing Services Assistant. (2009)</div>
	Blochairn Housing Co-operative Ltd. , 311 Roystonhill, Glasgow G21 2HN    Tel: 553 1601			
	Registered: Industrial and Provident Societies Act 1965 (2341R(s)); Scottish Housing Regulator (HAC 223). Members of Employers in Voluntary Housing.			

# BLOCHAIRN HOUSING CO-OPERATIVE



## ANNUAL REPORT 2008/2009

1



## CHAIRPERSON'S REPORT

It has been another eventful year for the Co-operative. Perhaps the most important event was the acquisition of the Depot Site on Blochairn Road on 30 March. Work will begin shortly on a new build development of 70 houses for rent and 31 for sale through Shared Equity. This is an increase of 31% in our rented houses. Perhaps the most disappointing news was that Glasgow City Council approved Planning Permission for SHANKS to extend their recycling plant opposite the Fruit Market. We are working with politicians and neighbouring Arnold Clark Ltd. to minimise the effect of this.



We continued our campaign against government policy on housing sex offenders and we have raised an action in the Court of Session against the Freedom of Information Commissioner and the Chief Constable of Strathclyde. We want statistics to prove that poorer communities are being unfairly treated. This is a joint action along with Craigdale (Castlemilk) and Dunbritton (Dumbarton) housing associations and is supported by the Glasgow & West of Scotland Forum of Housing Associations.

Sadly, we had to wind up our good work with the Royston Stress Centre due to a change in their funding. Our application to become a Registered Charity has been approved and we will soon be known as Blochairn Housing Association. We have added to our small Staff team. Welcome to Danielle Murphy who will be with us until September 2010 on a temporary contract.

Generally, we have continued to perform well. Here are some of the highlights from the year 1 April 2008 to 31 March 2009

- \* Only 0.04% rent lost because of houses lying empty
- \* Only 4 days on average to allocate a house
- \* Rent arrears only 1.62% of the annual rent due
- \* 95.3% of repairs done within very demanding target times
- \* 75% tenants received a £52 Christmas Bonus from the Good Neighbour Fund
- \* 12 lucky winners of £100 in the Good Neighbour Fund monthly draw
- \* Working with young people to involve them in the community
- \* Events and competitions for older residents
- \* We organised a play attended by more than 200 residents

My thanks go to our staff and to our voluntary Committee members for their hard work and dedication and also to those tenants who help to make Blochairn an area that we are proud of and happy to live in. Our success is down to the people who care about this community working together.

*Bill Kerr*

## DEVELOPMENT

### Investment

More than £14.7 million has been invested in the Blochairn area.

	1992-98 (£000's)	1998-00 (£000's)	2000-09 (£000's)	Total
Housing Grant	7007	1768	4439	13214
Loans	291	309	971	1571
<b>TOTAL</b>	<b>7298</b>	<b>2077</b>	<b>5410</b>	<b>14785</b>



### Depot Site

The Co-operative bought the depot site on 30 March 2009. Work will begin in October 2009 to build 101 houses and flats, 70 for rent and 31 for sale under Shared Equity. This contract will attract nearly £10m in government grant and £3m will be borrowed from banks. The houses are earmarked for tenants being rehoused from multi storey blocks scheduled for demolition. Work will be completed in 2011. A new office will also be built for the Co-operative.




## FINANCE

Expenditure 2008/2009	£	%
Management Expenses	231955	36.8
Estate Costs	28990	4.6
Day to Day Repairs	59394	9.4
Planned Maintenance	165601	26.3
Other Costs	35482	5.6
Property Depreciation	34128	5.5
Loan Interest	74129	11.8
	629679	100.0

Income included **rent (£581,944)** and **bank interest (£17,231)**. Average weekly rent was **£50.83**. Tenants' rents pay for 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 **£165,601** was spent on planned maintenance, bringing the total for the past 2 years to more than £300,000. The Co-operative had a small **deficit of £16,753** but ended the year on a sound financial footing with **total free reserves of more than £440,000**.

## 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.

Repairs by Trade			Planned Maintenance
	Jobs	£	
Painter	26	111489	<p>Over £300,000 has been spent on planned works in the past 2 years. This has included decoration of properties inside and out; new close flooring; new door entry systems and cleaning gutters. A 5 year deal has been struck with <b>James Frew (GasSure)</b> for central heating and boilers and <b>McDermott Services</b> provide landscaping and gardening services.</p> 
Joiner	181	29327	
Plumber	127	16721	
Gardener	20	15919	
Heating Engineer	323	11147	
Property Flooring	13	9743	
Builder	67	8312	
Electrician	109	5604	
Door Entry Eng	24	1743	
Glazier	12	1129	
Plasterer	11	1126	
Other	46	5650	
<b>TOTAL</b>	<b>959</b>	<b>217910</b>	



### Tenant Satisfaction

A satisfaction survey form goes out with every routine repair. Of the 111 returned (17.7%) 109 tenants were **satisfied**. That's **98.2%**. 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.



### Response Times

Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	22	21	90.0
Urgent	Within 24 hours	217	204	94.0
Standard	Within 5 days	<u>554</u>	<u>531</u>	<u>95.8</u>
		793	756	95.3

## COMMUNITY ISSUES

### Royston Stress Centre

Sadly our support and promotion of the services of the **Royston Stress Centre** ended because of a change to the Stress Centre's funding. Residents will miss visiting our office for sessions in **massage etc.** Residents can, of course, contact the Stress Centre direct in future. (LIFELINK 548 1515).

### Good Neighbour Fund

Since 2001 our **Good Neighbour Fund** has made **1244** Christmas Bonus 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**. Since 2004 there have been **65 lucky winners** in the **Monthly £100 Prize Draw**.

### Competitions and Outings

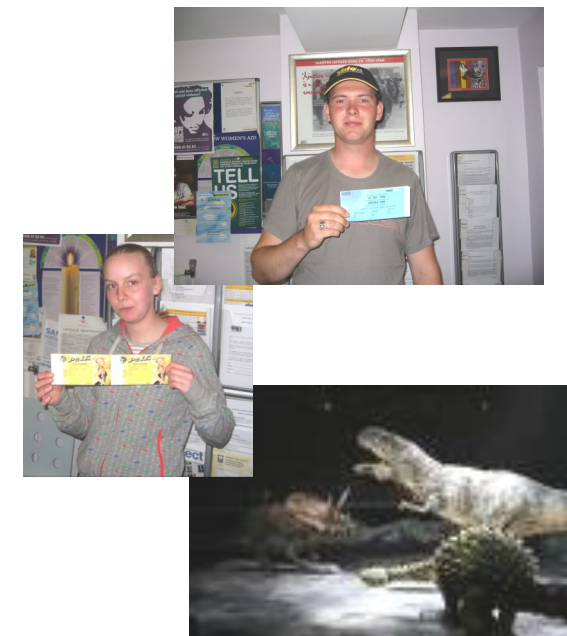


We arranged outings and competitions for young and old alike. Two groups went to a Christmas Pantomime and 6 young people saw "Walking with Dinosaurs". We went to a Scotland international match and competition winners saw concerts by "PINK"; "Boyzone"; "Bob Dylan"; "Take That" and "U2". We organised a play at St Roch's Secondary School attended by 200 local residents. This was jointly sponsored by local housing offices and by Decorous Painters & Decorators.

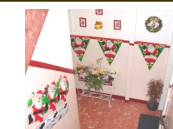


### Young People

Young people are important members of our community. We try to make young people feel valued and to involve them in our work. We send out a personally addressed 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.



### Christmas



At Christmas a calendar was given to every tenant and a small gift to every pensioner and every young person under 16 years.

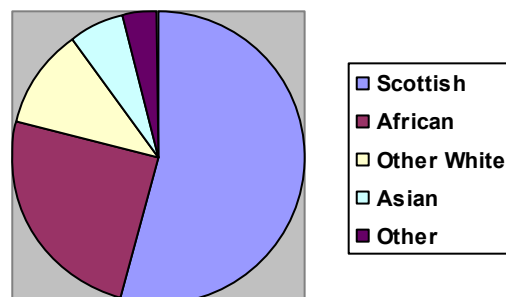


## HOUSING MANAGEMENT

	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 2009 there were **139 applicants** on the Housing List. The **Ethnic Origin** of applicants has changed dramatically over recent years with only **53%** applicants being "**Scottish**". "**African**" (24%) and "**Other White**" (11%) were 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

In the year up to 31 March **10 houses were relet**. It took an average of only **4 days** to relet a house and only **0.04% of rent was lost** on empty houses during the year. There were 2 transfers, 5 applicants from the Housing List and 3 were homeless and referred by **Glasgow City Council's Homelessness Partnership**.

### TENANT DETAILS

**Ethnic Origin:** At 31 March **95.9%** of tenants described their ethnic origin as "**Scottish**". We are happy to have tenants from **China, Bangladesh, Poland, Ukraine** and **Libya**. Our tenants from **Burundi** and **Rwanda** have moved on.



### PROPERTY INSPECTIONS

**Disability:** Eighty six (39.1%) tenants said that they had a disability. This was mainly a physical (25%) disability.

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

## HOUSING MANAGEMENT

### PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent were 1.62% (Target 2.00%)  
 Rent Lost through Empty Houses was 0.04% of Annual Rent (Target 0.50%)  
 Average Time to Relet a House was 4 days (Target 5 days)  
 Repairs carried out within target time 95.3% (Target 97%)

### HOUSING SEX OFFENDERS

Blochairn has challenged government policy since 2004 and has tried to prove, through Freedom of Information, that poorer areas are housing the majority of sex offenders coming out of prison. An action has been raised in the Court of Session, along with Craigdale HA and Dunbritton HA, against the Freedom of Information Commissioner and the Chief Constable of Strathclyde. This is supported by the Glasgow & West of Scotland Forum of Housing Associations. We want statistics — not names and addresses or anything else that will identify any person. The court case is scheduled for March 2010.



### RIGHT TO BUY

Losing houses through the Right to Buy is a serious threat to small associations. Fortunately there was only one enquiry last year which was not pursued.

### TENANCY ISSUES

Rent arrears were only **1.62%** of total rent due. Warnings were sent to 8 tenants about court action. An Eviction Decree was granted against one tenant who, regrettably, was evicted. Warning notices were sent to another eight tenants about other tenancy issues, six about the condition of the house, close or garden and two for nuisance to neighbours.

### HOUSING BENEFIT

Forty seven 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. We received one formal complaint in 2009. It was not pursued after we responded in writing.

