


Management Committee			Membership	
	Joined	Left	<div>At 31 March 2010 the Association had 164 members. This has increased to 171.</div> 	
Mary Carey	2008	2010		
Denise Doherty	2008	2010		
Mary Gibb	2004			
Anne Gregory	2000			
Mary Kelly	2003			
Bill Kerr	1994	2010		
Anne Moffat	1990	2010		
John Murray	1999			
Marion Reilly	2006			
Joan Reuston	1999			
Jean Taylor	1997			
			Agency Services	
			Reidvale HA	Finance
			O'Boyle Housing Services	Development
			Naftalin Duncan & Co	Solicitors
			Royal Bank of Scotland	Banking
Staff				
				
Michael Carberry. Director. M.Phil; MCIH. (1994)	Angela MacDonald. Housing Services Officer. B.A. (1991)	Carol Niven Finance Assistant MAAT(1995)	Danielle Murphy. Housing Services Assistant (2009)	
Blochairn Housing Association Ltd. , 311 Roystonhill, Glasgow G21 2HN Tel: 553 1601				
Registered: Scottish Charity (SC0040816); Industrial and Provident Societies Act 1965 (2341R(s)); Scottish Housing Regulator (HAC 223). Member of Employers in Voluntary Housing.				

BLOCHAIRN HOUSING ASSOCIATION



ANNUAL REPORT 2010

CHAIRPERSON'S REPORT

My first report as Chairperson is tinged with sadness as it follows the recent sudden death of Anne Moffat. Anne devoted 20 years to the Blochairn community. She was our Chairperson or Secretary for most of that time. She was not just a fellow Committee member, she was my friend and neighbour. We all miss her terribly. Anne would have said that it is important to move on and to continue the good work that she helped to start.



Our new build development started in January. Seventy houses for rent and 31 for sale is a big event for us. Our rented houses will increase by 30%. The development shows our determination and persistence as an association and as a community — we began trying to buy and develop the site in 1997!

Determination also paid off in our challenge to government policy on housing dangerous sex offenders. We began asking for information in 2004. In March the Law Lords at the Court of Session agreed that the Freedom of Information Commissioner and the Chief Constable of Strathclyde did not have reasonable grounds to withhold statistics about where sex offenders live.

We won a court case against computer giant, Kypera Ltd. We sacked them for failing to deliver a decent service and they sued us. We won but Kypera appealed to a higher Court. We won the appeal as well. We have been meeting with SHANKS about their waste management facility, involving the MSP, Councillor, SEPA and Arnold Clark. We have also contacted the City Council about the state of land and buildings that they sold to private developers and which are an eyesore for Royston residents. We became a Registered Charity in September and this meant that we had to change our name from Co-operative to Association.

Generally, we have continued to perform well. Highlights include only 0.14% rent lost because of houses lying empty; only 3 days on average to allocate a house; rent arrears only 1.45% of the annual rent due; 98.1% of repairs done within very demanding target times; 74% tenants received £52 at Christmas from the Good Neighbour Fund and 12 tenants won £100 in the Good Neighbour Fund monthly draw.

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

Joan Reuston

DEVELOPMENT

Investment

More than £16.1 million has been invested in the Blochairn area.

	1992-98	1998-00	2000-10	Total
Government Grant	7,007,000	1,768,000	5,766,000	14,541,000
Private Loans	<u>291,000</u>	<u>309,000</u>	<u>971,000</u>	<u>1,571,000</u>
TOTAL	7,298,000	2,077,000	6,737,000	16,112,000

Former Roads Department Depot Site



Work began in January 2010 on 101 houses, 70 for rent and 31 for sale. Funding is through £7.8 million in government grant and £3.3 million in private loans. Houses will be let to tenants being rehoused from multi's to be demolished at Rosemount St. Work will be completed in 2011. There will be a new office for the Association.

Royston

The Association has been pressing Glasgow City Council to investigate sites that have been sold to private developers and which continue to blight the area. Work is taking years to complete or has not even started. These are at Royston Rd and Millburn St.






FINANCE

Expenditure 2009/2010		
	£	%
Management Expenses	221,227	36.3
Estate Costs	28,811	4.7
Day to Day Repairs	78,029	12.8
Planned Maintenance	184,426	30.2
Other Costs	35,270	5.8
Property Depreciation	30,158	4.9
Loan Interest	32,080	5.3
	610,001	100.0

Income included *rent (£595,297) and bank interest (£5,462)*. Average weekly rent was £52.04. 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 £184,426 was spent on planned maintenance, bringing the total for the past 2 years to more than £350,000. The Association had a small *deficit of £20,746* but ended the year on a sound financial footing with *total free reserves of more than £373,000*.

MAINTENANCE

A top priority for the Association is maintaining our property and we set high standards. Our response times are very demanding but we have met them in most cases. Tenants have emergency contact numbers for tradesmen and for a member of staff who is always on call.

Repairs by Trade			Planned Maintenance
	Jobs	£	<p>Over £350,000 has been spent on planned works in the past 2 years, including decorating properties; new close flooring; new door entry systems and cleaning gutters. James Frew (Gas Sure) have a contract for central heating and boilers and McDermott Services provide landscaping and gardening services.</p> 
Painter	45	100,006	
Joiner	185	52,433	
Plumber	150	31,221	
Door Entry Eng	40	20,408	
Property Flooring	11	15,987	
Heating Engineer	272	14,509	
Electrician	106	11,579	
Other	71	6,674	
Plasterer	24	4,160	
Glazier	12	2,375	
Aerial Fitter	12	1,760	
TOTAL	928	261,111	
			Tenant Satisfaction
			<p>A satisfaction survey form goes out with every routine repair. Of the 120 returned (16.3%) 118 tenants were satisfied. That's 98.3%. 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> 

Response Times

Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	7	6	85.7
Urgent	Within 24 hours	123	121	98.4
Standard	Within 5 days	620	609	98.2
		750	736	98.1

COMMUNITY ISSUES

Anne Moffat

Anne Moffat died suddenly in March. Anne, our most experienced Committee member and a member of the original steering group, gave 20 years of voluntary service to Blochairn. She was a steady influence in tough times and a determined campaigner. She helped secure the Depot Site and never flinched in the fight to challenge government policy on housing dangerous sex offenders. She will be sorely missed by everyone.



Good Neighbour Fund

Since 2001, £73,164 of Christmas Bonus payments have been made to tenants who make Blochairn a place to be proud of by being a good tenant and a good neighbour. Since 2004, £7,500 has been won in the Prize Draw.



Christmas

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



Competitions and Outings

We arranged quite a few events and outings in the year to 31 March. These included a Christmas Pantomime and competition winners saw various concerts. Young people saw "Walking with Dinosaurs" and "Avatar".



Young People

Young people are important members of our community. They are our future. Since 1997 we have tried to make them feel valued and to involve them, with a youth newsletter, the "Wee Issue", for 8 – 15 year olds, and competitions and events.



Court Case in Bradford

Blochairn sacked computer giant, Kypera Ltd, when they failed to deliver the agreed service. Kypera sued Blochairn in the English courts. In July the judge at Bradford County Court found in our favour. Kypera appealed. Another trip to Bradford in December saw us win the appeal. Blochairn's counter claim was upheld and court costs were awarded.

Charitable Status

The Association became a Registered Charity on 10 September 2009. This required a name change from "Co-operative" to "Association".

SHANKS Waste Management

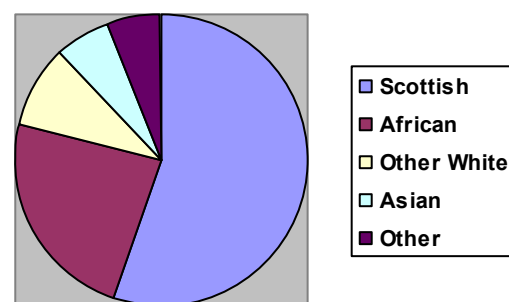
Meetings have been held with the MSP, Councillor, SEPA and Arnold Clark. SHANKS are responding to concerns and are allowing visits to their site.

HOUSING MANAGEMENT

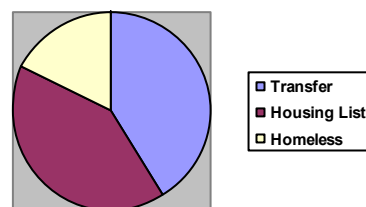
Housing Stock	2apt	3apt	4apt	5apt	Total
New Build Houses	2	14	6	0	22
New Build Flats	12	13	0	0	25
Improved Houses	0	16	0	0	16
Improved Flats	43	73	40	1	157
Total	57	116	46	1	220

HOUSING LIST

At 31 March there were 212 applicants on the Housing List with 90 new applications. It took on average 8 days to process a housing application. Ethnic Origin has changed dramatically in recent years. Only 55% applicants are "Scottish". Next biggest groups are "African" (24%), "Other White" (9%) and "Asian" (6%). This is because of 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 17 houses were relet. It took an average of only 3 days to relet a house and only 0.14% of rent was lost on empty houses during the year. There were 7 transfers, 7 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 98.6% of tenants described their ethnic origin as "Scottish". We are happy to have tenants from China, Bangladesh, Poland and Libya.

Disability: Eighty four (38.2%) tenants said that they had a disability. This was mainly a physical (22.7%) disability. Mental ill health was 11.4%.

PROPERTY INSPECTIONS

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 1.45% (Target 2.00%)
 Rent Lost through Empty Houses was 0.14% of Annual Rent (Target 0.50%)
 Average Time to Relet a House was 3 days (Target 5 days)
 Repairs carried out within target time 98.1% (Target 97%)

HOUSING SEX OFFENDERS

Fear over selective 'dumping' of sex offenders

Legal challenge over number housed in deprived areas

In 2004 we began asking for statistics (to the 4th Post Code digit) on where dangerous sex offenders are housed. We did not want to be able to identify an individual house or person. We believe that poorer areas are carrying an unfair burden brought about by the way that houses are allocated. The Police refused to give us the information and the Freedom of Information Commissioner backed them. We raised a court action against the Chief Constable and the Commissioner. In March 2010 three Law Lords, including Scotland's most senior judge, heard the case at the Court of Session.

They decided that there were no reasonable grounds for withholding the information and the Commissioner has been told to look again at the case.. We hope that there can now be a proper debate on this difficult and sensitive issue.

Watchdog told to think again on paedophile data

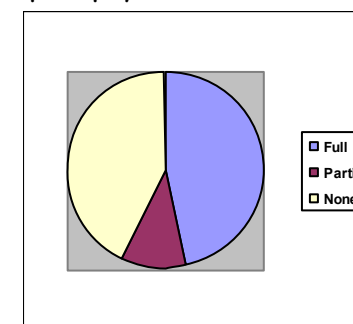
Court ruling could pave way for release of information

TENANCY ISSUES

The Association dealt with 20 complaints about anti social behaviour. We had to warn 7 tenants that we may take them to Court, 3 about rent and 4 about other tenancy issues. In each case there were multiple problems. We had to start Court action against 5 tenants. Eviction Decrees were granted against two tenants. We regret that both were evicted.

HOUSING BENEFIT

About 54% of tenants get Housing Benefit — 46.3% get full Benefit and 11% get some help to pay the rent.



COMPLAINTS

Complaints are important. They help us to provide a good service. There were no formal complaints in the year up to 31



RIGHT TO BUY

Losing houses through the Right to Buy is a serious threat to small associations. Fortunately there were no losses through Right to Buy in the year to 31 March.