













Management Committee		Membership											
Mary Gibb	2004	 <p>At 31 March 2011 the Association had 171 members. Thirty three Members attended the Annual General Meeting in 2010.</p>											
Anne Gregory	2000												
Mary Kelly	2003												
Selina Kelly	2010												
Bill Kerr	1994												
John Murray	1999												
Marion Reilly	2006	<div>Agency Services</div> <table><tr><td>Reidvale HA</td><td>Finance</td></tr><tr><td>O'Boyle Housing Services</td><td>Development</td></tr><tr><td>Naftalin Duncan & Co</td><td>Solicitors</td></tr><tr><td>Royal Bank of Scotland</td><td>Banking</td></tr><tr><td>Baker Tilley</td><td>Auditors</td></tr></table>		Reidvale HA	Finance	O'Boyle Housing Services	Development	Naftalin Duncan & Co	Solicitors	Royal Bank of Scotland	Banking	Baker Tilley	Auditors
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Naftalin Duncan & Co	Solicitors												
Royal Bank of Scotland	Banking												
Baker Tilley	Auditors												
Joan Reuston	1999												
<p>Five Members stood down for work or personal reasons. Anne Gregory celebrated her 80th birthday.</p> 													
Staff													
Michael Carberry	Director	MPhil MCIH	1994										
Angela MacDonald	Housing Services Officer	BA	1991										
Danielle Murphy	Housing Services Assistant		2009										
Carol Niven	Finance Assistant	MAAT	1995										
<p>Angela MacDonald marked twenty years employment with the Association in June 2011. This achievement was recognised at the Official Opening of Blochairn Place.</p>													
<p>Blochairn Housing Association Ltd. , 1 Blochairn Road, Glasgow G21 2ED Tel: 553 1601</p>													
<p>Registered: Scottish Charity (SC0040816); Industrial and Provident Societies Act 1965 (2341R(s)); Scottish Housing Regulator (HAC 223). Member of Employers in Voluntary Housing.</p>													

BLOCHAIRN HOUSING ASSOCIATION

ANNUAL REPORT 2011

CHAIRPERSON'S REPORT

My second year as Chairperson has flown in! It seems like yesterday we literally had a dump on our doorstep. Now we have Blochairn Place, a fantastic modern development and a new landmark for the area. It brought £12 million of investment to Royston, providing 101 new homes. We have given a new start to tenants living in appalling conditions in multi storey flats due for demolition and an opportunity to those who could not get a house to rent but were able to buy through Shared Equity. Blochairn Place was completed five months ahead of schedule and on budget - a great effort by everyone involved. The Official Opening was a special day, with an open air concert and a guest appearance by Elaine C Smith. Blochairn Place has been shortlisted as Scotland's "Residential Social Development of the Year" and "Development of the Year" in the Herald Property Awards on 15 September 2011.

Our persistence and determination in our challenge to government policy on housing dangerous sex offenders brought success in the Court of Session when Law Lords 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. The Commissioner was told to issue a fresh decision. On 12 July 2011 he instructed Strathclyde Police to release statistics on the number of sex offenders by Post Code (but not to break down the number by "risk category"). This has been hailed as a great victory for Blochairn. We will keep residents informed through our newsletter.

In August 2010 we wrote to the City Council about the state of land and buildings that they sold to private developers in Millburn St and on Royston Road (above the shops). Recently the Council have ignored our letters and refuse to answer our questions about the developments. We have asked new MSP, Patricia Ferguson, to help us to get to the bottom of this. We have argued that the Council must adopt a co-ordinated, strategic approach to finishing off the regeneration of Royston.

We have continued to perform well this year with only 0.08% of rent income lost because of houses lying empty; only 6 days on average to allocate a house; rent arrears of only 1.58% of the annual rent due and 99.5% of repairs done within our demanding targets. At Christmas, 83% tenants received £52 from the Good Neighbour Fund and 12 tenants won £100 in the Good Neighbour Fund monthly draw.

As usual, as Chairperson, I need to thank our staff and our voluntary Committee members for their hard work and dedication to the Blochairn community. They worked tirelessly this year. I also want to thank the tenants who really care about their community and who make Blochairn an area to be proud of and one we are happy to live in. Our success is down to all of them working together.

Joan Reuston

DEVELOPMENT

Investment

More than £22 million has been invested in the Blochairn area.

	1992-98	1998-00	2000-10	2010-2011	Total
Government	7,007,000	1,768,000	5,766,000	2,476,000	17,017,000
Private Loans	<u>291,000</u>	<u>309,000</u>	<u>971,000</u>	<u>3,646,000</u>	<u>5,217,000</u>
TOTAL	7,298,000	2,077,000	6,737,000	6,122,000	22,234,000

Blochairn Place

Work began in January 2010 on 101 houses, 70 for rent and 31 for sale, funded by government grant of £8 million and £3.6 million in private loans. Houses were allocated mainly to tenants from multi's to be demolished by GHA in Royston and Sighthill. The development was finished in July 2011, 5 months ahead of schedule and on budget. The Association also built a new office. Blochairn Place has been shortlisted as Scotland's "Residential Social Development of the Year" and "Development of the Year" in the Herald Property Awards 2011.

Royston


The Association has campaigned for a strategy to complete the regeneration of Royston. Glasgow City Council sold land and property to private developers who failed to deliver. They have ignored correspondence asking for an explanation. New MSP, Patricia Ferguson, has been asked to become involved.

FINANCE

Expenditure 2010/2011			Income included <i>rent (£602,980) and bank interest (£2,587)</i> . 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 £89,091 was spent on planned maintenance, bringing the total for the past 2 years to more than £273,000. The Association had a surplus of <i>£89,358</i> and ended the year on a sound financial footing with <i>total free reserves of more than £373,000</i> .
	£	%	
Management Expenses	275,414	49.2	
Estate Costs	31,081	5.6	
Day to Day Repairs	68,330	12.2	
Planned Maintenance	89,091	15.9	
Other Costs	34,089	6.1	
Property Depreciation	34,796	6.2	
Loan Interest	26,577	4.8	
Total	559,378	100.0	

MAINTENANCE

One of our top priorities is to provide a quality maintenance service and to protect the investment in the Association's property. We set high standards. Response times are very demanding but we meet 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	£	
Joiner	204	58,350	<p>Over £89,000 was spent on planned works, including new kitchens and boilers and we cleaned and repaired gutters. We have partnered James Frew (Gas Sure) for central heating and boilers and McDermott Services for landscaping and gardening.</p> 
Plumber	159	21,968	
Heating Engineer	235	15,493	
Other	112	11,399	
Electrician	88	7,725	
Door Entry Eng	34	2,841	
Painter	11	2,796	
Plasterer	16	1,704	
Drains	8	949	
Glazer	10	942	
TOTAL	877	124,167	Tenant Satisfaction



A satisfaction survey form goes out with every routine repair. Of the 104 returned (14.4%) 103 tenants were **satisfied**. That's **99%**. 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	4	4	100.0
Urgent	Within 24 hours	29	29	100.0
Standard	Within 5 days	<u>518</u>	<u>515</u>	<u>99.4</u>
		551	548	99.5

COMMUNITY ISSUES

Good Neighbour Fund



Since 2001, £82,472 has been paid to tenants in Christmas Bonus payments. This is a "thank you" for being good tenants and good neighbours and for making Blochairn a place to be proud of. Since 2004, £8,700 has been won in the Monthly Prize Draw. To be in

the draw tenants must keep to the Tenancy Agreement, keep to arrangements made and deal reasonably with the Association. At Christmas 2010, 83% of tenants received a Bonus Payment.



Christmas

At Christmas 2010, as we have done every year, we gave a small gift to every pensioner and every young person under 16 years. And we gave a calendar to every tenant.



Competitions and Outings

We arranged events and outings in the year to 31 March, including concerts by Rod Stewart and PINK; theatre trips to the Pavilion and SECC ("Mamma Mia" was fantastic!) and to the cinema to see "NEDS", starring our very own Blochairn resident, Gary Milligan.

MAMMA MIA!



Young People



Young people missed out because our new build development took up so much time. But, in August, we had an outing to Celtic Park and we will begin a programme of regular events soon. We also sent out our youth newsletter, the "Wee Issue", personally addressed to everyone aged 8–15 years.

SHANKS Waste Management

Up to 31 March there were few complaints via our office to SHANKS. However, the multi million pound new facility is still not up and running. SHANKS are working to resolve this and hopefully things will improve even more. SHANKS hope to run a national competition through the Primary Schools in Royston to promote recycling.

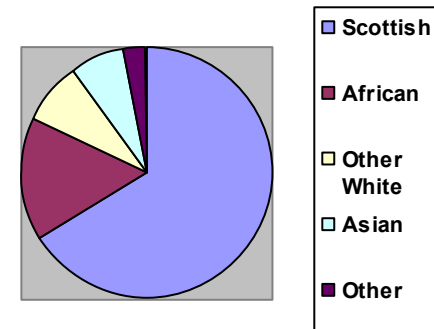
HOUSING MANAGEMENT

<u>Housing Stock</u>	2 apt	3 apt	4 apt	5 apt	6 apt	Total
Houses	2	14	6	4	2	28
Flats	55	143	61	2	0	261
Total	57	157	67	6	2	289

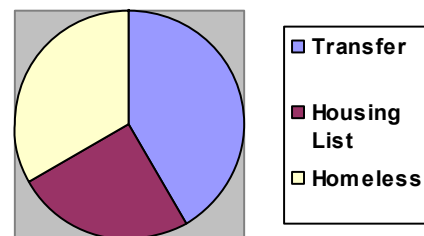
Blochairn Place added 64 flats and 6 houses to the Housing Stock. Thirty one flats were added to the 5 that the Association is the Common Factor for.

HOUSING LIST

At 31 March there were 236 applicants on the Housing List, with 134 new applications. It took on average 8 days to process an application. Council policy of housing refugee and asylum seeker households, mainly in multi storey flats close to Blochairn, has dramatically changed the make up of the Housing List in recent years. About 66% applicants were "Scottish". Next biggest groups were "African" (16%), "Other White" (8%) and "Asian" (7%).



ALLOCATIONS



In the year up to 31 March only 12 houses were relet. There were 5 transfers, 3 applicants from the Housing List and 4 applicants referred by Glasgow City Council's Homelessness Partnership. It took, on average, only 6 days to relet a house and only 0.08% of rent was lost because of empty houses during the year.

TENANTS

At 31 March, nearly ninety seven per cent (96.8%) of tenants described their ethnic origin as "Scottish".
Twenty nine per cent (29.2%) of tenants said that they had a disability.

PROPERTY

Properties are inspected with a follow up if they are in "poor" condition. This is taken into account when deciding on Bonus Payments from the [Good Neighbour Fund](#).

HOUSING MANAGEMENT

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent were 1.58% (Target 2.00%)
Rent Lost through Empty Houses was 0.08% of Annual Rent (Target 0.50%)
Average Time to Relet a House was 6 days (Target 5 days)
Repairs carried out within target time 99.5% (Target 97%)

HOUSING SEX OFFENDERS

Fear over selective 'dumping' of sex offenders

Legal challenge over number housed in deprived areas

In 2004 we asked for statistics on where dangerous sex offenders are housed, not to identify anyone but to show that poorer areas are being treated unfairly. The Police refused to give the information and the Freedom of Information Commissioner backed them. We took the case to the highest Court in Scotland and three Law Lords, including Scotland's most senior judge, agreed that the Commissioner's case made no sense. In July 2011 the Commissioner told the Police to release the statistics. This is a major victory for Blochairn and the two other associations involved. We hope that there can now be a proper debate at the highest level on this difficult and sensitive issue.

Watchdog told to think again on paedophile data

Court ruling could pave way for release of information
SCOTLAND'S information watchdog has been told to rethink its decision to support a block on the publication of data about the housing of sex offenders. The Court of Session ruling yesterday that involves Scottish Information Commissioner Kevin Dunlop is a significant step towards the eventual release of figures that would show whether known sex offenders

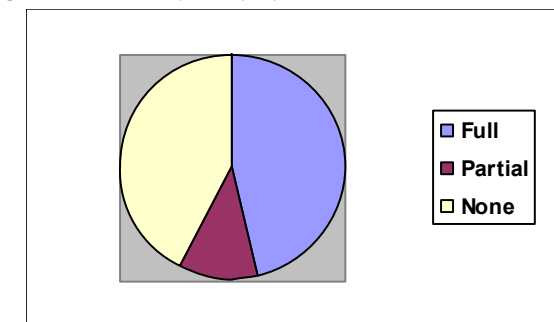
TENANCY ISSUES

The Association dealt with 21 "anti social" behaviour complaints. Nine tenants were warned that Court action might be necessary for rent arrears (6) and other issues (3). Each case had multiple problems. Unfortunately, one tenant was evicted. This was for both rent arrears and other issues.



HOUSING BENEFIT

Less than half (43.8%) of our tenants receive full Housing Benefit and 13.2% 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 March.

RIGHT TO BUY

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