












Management Committee		Membership	
Management Committee Members at 31 March were:		At 31 March 2012 the Association had 187 members. Thirty Members attended the Annual General Meeting in June 2012.	
Mary Gibb	2004		
Anne Gregory	2000		
Mary Kelly	2003		
Selina Kelly	2010		
Bill Kerr	1994		
John McBryde	2011		
Kathleen McGrath	2011		
John Murray	1999		
Marion Reilly	2006		
Joan Reuston	1999		
Jean Taylor	2011		
Antoni Zurakowski	2011		
Lynsey Morgan was elected at the AGM in June 2012.		Agency Services	
		Reidvale HA	Finance
		O'Boyle Housing Services	Development
		Naftalin Duncan & Co	Solicitors
		Royal Bank of Scotland	Banking
		Baker Tilley	Auditors
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
			
Blochairn Housing Association Ltd. , 1 Blochairn Road, Glasgow G21 2ED 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

WINNER

The Herald
PROPERTY
AWARDS FOR
SCOTLAND
2011

WINNER

SCOTTISH HOME
AWARDS 2012

ANNUAL REPORT 2012

CHAIRPERSON'S REPORT

As we reach the anniversary of Blochairn Place coming off site it is nice to see recognition for what we have achieved. Shortlisted as Scotland's "Residential Social Development of the Year" with other housing associations it won the Scottish "Development of the Year", competing against all developments, including "luxury" private developments. The Association also won "Small Housing Association of the Year" in the Scottish Home Awards. Even the gates at our new office won an award! Despite an uncertain economy and a meltdown in the banking sector we managed to sell all 31 Shared Equity houses. But the hard work begins now. The development must be as good in 5 or 10 years time as it is now. Our new office will become a resource for the Blochairn community. Already we have held "Stop Smoking" classes and we will host healthy eating classes and work with "SCOTCASH".



We continued to perform well in our core business of managing and maintaining our houses. Rent arrears are low and we lose very little income because houses are unoccupied. Our houses are in high demand and rarely become available to let. Planned maintenance included new kitchens and boilers in Dunolly St.

We were delighted to re-establish our Youth Committee and the seven members, aged between 8 and 15 years, will meet regularly to help us to maintain our close working relationship with Young People in our community.

We continue to challenge government and Council policy on housing dangerous sex offenders. We have mapped every Glasgow post code with the number of offenders. We will meet soon with a group of MSP's to take this forward.

We challenged the Council about the appalling development on Royston Road and have asked Audit Scotland to investigate why the Council sold shops and houses to a chip shop owner instead of one of the experienced, established housing associations. We have argued that the Council must adopt a co-ordinated, strategic approach to finishing off the regeneration of Royston.

We have now returned **£100,000** to our community through the Good Neighbour Fund. Following tenant consultation we will increase the Christmas Bonus to £75.

Thanks to our staff and our voluntary Committee members for their hard work and dedication to the Blochairn community. Thanks also to those who really care about their community and contribute to our success.

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

Blochairn Place has received lots of praise for design, quality and workmanship. It was shortlisted as Scotland's "Residential Social Development of the Year" and won "Development of the Year" in the Herald Property Awards 2011. The office entrance gate won an award for design and the Association won "Small Housing Association of the Year 2012". Architect, Cathy Houston, was "UK Woman in Construction 2012" and Site Manager, Gary Weir is shortlisted for "Construction Manager of the Year" for Britain & Ireland.



Royston

The Association has continued to argue for a strategy to complete the regeneration of Royston and has asked Audit Scotland to investigate the decision to sell land and houses to a chip shop owner rather than a housing association. Similar questions will be asked about the sale of land in Millburn Street.

FINANCE

Expenditure 2011/2012			
	£	%	
Management Expenses	315,254	39.4	Income included rent (£854,082) and bank interest (£3,696). 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 £103,614 was spent on planned maintenance, bringing the total for the past 3 years to more than £376,000. The Association had a surplus of £187,905 and ended the year on a sound financial footing with total free reserves of more than £373,000.
Estate Costs	36,705	4.7	
Day to Day Repairs	71,610	8.9	
Planned Maintenance	103,614	12.9	
Other Costs	6,095	0.8	
Property Depreciation	122,677	15.3	
Loan Interest	144,457	18.0	
Total	800,412	100.0	

MAINTENANCE

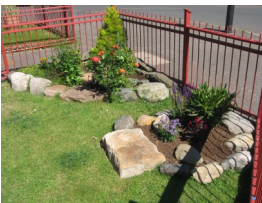
One of our top priorities is to provide a quality maintenance service and to protect the investment in the Association's property. We set high standards. Response times are very demanding but we meet them in most cases. Tenants have emergency contact numbers for tradesmen and for a member of staff who is always on call.

Repairs by Trade			Planned Maintenance	
	<u>Jobs</u>	<u>£</u>	<p>Over £80,000 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> 	
Joiner	361	57,690		
Plumber	245	21,759		
Heating Engineer	342	11,660		
Other	109	13,974		
Electrician	188	9,587		
Door Entry Eng	56	5,042		
Builder	24	25,652		
Painter	23	1,527		
Plasterer	22	719		
Drains	3	575		
Glazer	16	3,283		
TOTAL	1,389	151,468		
			<h3>Tenant Satisfaction</h3> <p>A satisfaction survey form goes out with every routine repair. Of the 144 returned (13.2%) every tenant was satisfied. That's 100%!!. If there's a problem with the repairs service we want to know. There is a monthly £25 prize draw for tenants who return the survey form.</p> 	
<h3>Response Times</h3>				
Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	4	4	100.0
Urgent	Within 24 hours	24	23	95.8
Standard	Within 5 days	<u>623</u>	<u>619</u>	<u>99.4</u>
		651	646	99.2

COMMUNITY ISSUES

Good Neighbour Fund

Since 2001, tenants have received £100,800 in Christmas Bonus payments and through Prize Draws. This is to thank good tenants and good neighbours and for making Blochairn a place to be proud of. At Christmas 2011, 80% of tenants received a Bonus Payment. Following a review and consultation the Christmas Bonus will increase to £75. There will be two £50 prizes in the monthly draw. But we will be stricter about who receives the Bonus. We gave a small Christmas gift to pensioners and Young People under 16 years. We gave a calendar to every tenant.



Royston Road

We challenged Glasgow City Council about the appalling development on Royston Road and have asked Audit Scotland to investigate why the Council sold shops and houses to a chip shop owner instead of one of the experienced, established housing associations. We have argued that the Council must adopt a co-ordinated, strategic approach to finishing off the regeneration of Royston.



Competitions and Outings



Events this year included international football matches and Cup Finals; theatre trips; concerts and a trip on the "Celtic Warrior" on Loch Lomond.



Young People

Our Youth Committee will help us to maintain our close working relationship with Young People in our community. Yasmin Wallace (Chairperson); Mubanga Chisela (Secretary); Melissa Allison (Treasurer); Natalia Groszewska; Rachel Haggerty; Edithe Kutemba and Benitha Kitenge have already arranged an event to "Xscape" at Braehead.



SHANKS Waste Management

Improvements by SHANKS have not been sustained. Smells, flies and gulls are again causing problems. A series of meetings has begun and residents are being supported by Patricia Ferguson MSP in an effort to find a solution.



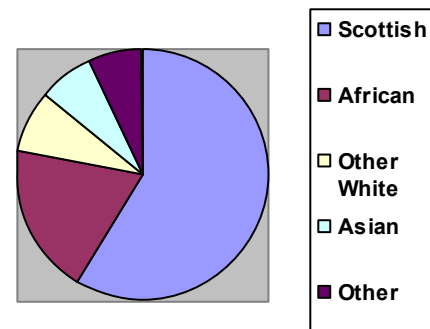
HOUSING MANAGEMENT

<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

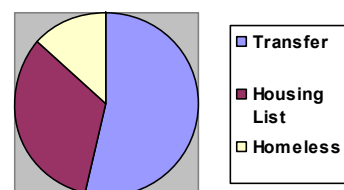
Blochairn Place added 64 flats and 6 houses to the rented Housing Stock. The Association is the Factor for 36 houses.

HOUSING LIST

At 31 March there were 160 applicants on the Housing List, with 89 new applications. It took on average 12 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 58% applicants were "Scottish". Next biggest groups were "African" (19%), "Other White" (8%) and "Asian" (6%).



ALLOCATIONS

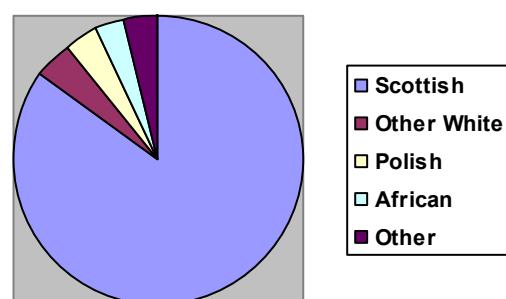


In the year up to 31 March only 16 houses were relet. There were 8 transfers, 5 applicants from the Housing List and 2 applicants referred by Glasgow City Council's Homelessness Partnership. It took, on average, only 4 days to relet a house and only 0.02% of rent was lost because of empty houses during the year.

TENANTS

At 31 March, 85.1% of tenants described their ethnic origin as "Scottish". Other tenants were "Other White" 4.2%; "Polish" 3.8% and "African" 3.1%.

A sizeable minority (40%) said they had a "Disability".



HOUSING MANAGEMENT

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent were 0.87% (Target 2.00%)
 Rent Lost through Empty Houses was 0.02% of Annual Rent (Target 0.50%)
 Average Time to Relet a House was 4 days (Target 5 days)
 Repairs carried out within target time 99.3% (Target 97%)

HOUSING SEX OFFENDERS

Fear over selective 'dumping' of sex offenders
 Legal challenge over number housed in deprived areas

The Association continued its campaign against government and Glasgow City Council policy on housing dangerous sex offenders. All Glasgow post codes have now been "mapped" with the number of sex offenders. Several Freedom of Information enquiries have been made to highlight how the government's own policies are not being followed. For example, the government accepted the "Justice 2 Committee" recommendation that an audit of accommodation available to sex offenders should be carried out but this has not been done. A meeting with MSP's is planned to discuss how to take this forward.

Watchdog told to think again on paedophile data
 Court ruling could pave way for release of information

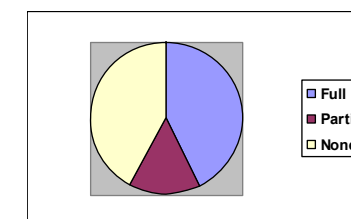
TENANCY ISSUES

The Association dealt with 24 "anti social" behaviour complaints. Thirteen tenants were warned that Court action might be necessary for rent arrears (9) and other issues (4). One Court action is ongoing and an agreement was reached in another case to monitor behaviour.

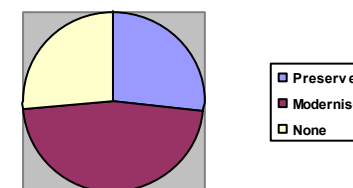


HOUSING BENEFIT

Less than half (42.6%) of our tenants receive full Housing Benefit and 15.2% get some help to pay the rent.



RIGHT TO BUY



Right to Buy is a serious threat to small housing associations. Fortunately, there were no losses through RTB in the year to 31 March. The Scottish Government also granted a 10 year extension of the Modernised RTB. The majority of tenants either have no RTB or will not be able to buy before 2022. There is no RTB at Blochairn Place.

COMPLAINTS

Complaints are important and help to provide a good service. There was one complaint in the year to 31 March. This was about a rechargeable repair invoice. The appeal was not upheld.

