

Management Committee		Membership	
Management Committee at 31 March:		At 31 March 2013 the Association had 193 members. Thirty five Members attended the Annual General Meeting in June 2013.	
Anne Gregory	2000		
Mary Kelly	2003		
Selina Kelly	2010		
Bill Kerr	1994		
John McBryde	2011		
Lynsey Morgan	2012		
John Murray	1999		
Marion Reilly	2006		
Joan Reuston	1999		
Jean Taylor	2011		
Resigned: Mary Gibb, Kathleen McGrath and Antoni Zurakowski (January 2013); John McBryde (April 2013); Bill Kerr (May 2013). Elected: Rosemary Cairns and Frances Tierney (June 2013).		Agency Services	
		Reidvale HA	Finance
		O'Boyle Housing Services	Development
		Naftalin Duncan & Co	Solicitors
		Royal Bank of Scotland	Banking
		Alexander Sloan & Co	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 No. SCO040816; Industrial and Provident Societies Act 1965 No. 2341R(s); Scottish Housing Regulator No. HAC 223; Property Factor No. PF000257; Member of Employers in Voluntary Housing.			

BLOCHAIRN HOUSING ASSOCIATION



ANNUAL REPORT 2013

CHAIRPERSON'S REPORT

Managing an additional 101 houses at Blochairn Place was always going to be a huge task for our 4 Staff. And so it has proved. But new residents should now be familiar with our policies and standards so things should ease off this year. Our management style, of working closely with our residents, is a successful formula. The independent Tenant Satisfaction Survey in 2013 revealed that 96% of tenants are satisfied with our service. A report will go to all residents shortly.

The core business of managing and maintaining our houses was also to our usual high standard. Rent arrears are low and high demand for our houses means they are not empty for long and we don't lose rent. This year we fitted new kitchens and boilers in Blochairn Rd and Cloverbank Street and decorated many of our properties. We have delayed the start of this year's Planned Maintenance until the end of 2013 to allow us to see the impact of the UK Government's Welfare Reform. We will monitor closely how it effects our rental income, as well as how tenants are coping. It has already hit hard but the full effects will not be known until Universal Credit arrives.

We continued to challenge the Scottish Government and Glasgow City Council on their policy of housing dangerous sex offenders. We are leading a protest from 24 associations throughout Glasgow. This campaign will step up a gear shortly.

MSP's and Councillors, the Council itself and Audit Scotland are all unable to resolve the appalling condition of the property at 112/146 Royston Road. The Council sold the property to a private company rather than one of the established, experienced, local housing associations. Although we hear of proposed housing developments on Roystonhill, our insistence that a co-ordinated, strategic approach to finishing off the regeneration of Royston falls on deaf ears.

Our Good Neighbour Fund Christmas Bonus was paid to 75% of our tenants this year. A total of £117,000 has been paid out to our community since 2001. A student on placement from John Wheatley College worked with our Youth Committee, maintaining our close working relationship with our Young People in Blochairn.

We want the office to be a resource for the community. Healthy Eating Royston Experience sold fresh fruit and vegetables from the office this year.

Finally, my thanks to our staff and our voluntary Committee members for their hard work and dedication to the Blochairn community. And thank you also to those tenants who go the extra mile to make this a community that we are happy to live in and make it a place we can be proud to say we come from.



Joan Reuston

DEVELOPMENT

Investment

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

	1992-98	1998-00	2000-10	2010-2013	Total
Government	7,007,000	1,768,000	5,766,000	2,476,000	17,017,000
Private Loans	291,000	309,000	971,000	3,646,000	5,217,000
TOTAL	7,298,000	2,077,000	6,737,000	6,122,000	22,234,000

Royston



The Association has urged Glasgow City Council to adopt a strategy to complete the regeneration of Royston. Audit Scotland investigated the sale of land and houses to a chip shop owner rather than to a



housing association and will question why Planning Requirements have not been delivered. Similar questions were asked about the sale of land in Millburn Street. The Council plans to build houses on Roystonhill but full details are not known.

SHANKS Waste Management

The economic downturn has seen SHANKS' operation curtailed and workers laid off. We'll keep an eye on how things are this year, along with Patricia Ferguson MSP.



FINANCE

Expenditure Summary 2012/2013

Management Expenses	326,634
Planned Maintenance	276,930
Loan Interest	116,677
Day to Day Repairs	98,621
Estate Costs	55,105
Other Costs	5,094
Total	879,061

Income included rents (£929,980) and bank interest (£2,110). 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 £276,930 was spent on planned maintenance, bringing the total for the past 3 years to more than £469,000. The Association had a surplus of £34,281 and ended the financial year on a sound financial footing with total reserves of more than £890,000.

MAINTENANCE

Providing a quality maintenance service and protecting the investment in the Association's property is a top priority. The Association has set high standards. Response times are very demanding but are met 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>Planned maintenance included new kitchens and boilers and the majority of the Association's properties were redecorated. The Association has a partnering agreement with James Frew (Gas Sure) for central heating and boilers and with McDermott Services for landscaping and gardening.</p> 	
Painter	61	143,397		
Joiner	308	80,898		
Heating Engineer	325	38,064		
Plumber	211	18,365		
Other	132	14,094		
Electrician	159	9,646		
Builder	28	8,364		
Plasterer	66	2,826		
Drains	9	2,210		
Glazer	16	2,026		
Door Entry Eng	25	1,327		
TOTAL	1,340	321,217		
			<h3>Tenant Satisfaction</h3> <p>158 (16.4%) Routine Repairs survey forms were returned. Four tenants were unhappy and 154 (97.5%) were satisfied with the repair. 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> 	
Response Times				
Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	3	3	100.0
Urgent/Q1	Within 24 hours	203	201	99.0
Standard	Within 5 days	<u>710</u>	<u>708</u>	<u>99.7</u>
		916	912	99.6



COMMUNITY ISSUES

Good Neighbour Fund



Since 2001, tenants have received £106,485 in Christmas Bonus payments and £11,100 through Prize Draws. The Fund fosters a sense of community and respect for neighbours. The Bonus is to thank good tenants and good neighbours for making Blochairn a place people are happy to live in and proud to say they come from. At Christmas 2012, 75% of tenants received a Bonus Payment of £75. A small Christmas gift was delivered to pensioners and Young People under 16 years and a calendar delivered to all tenants.

Royston Road

Our appeals to Glasgow City Council about the appalling state of Royston Road have fallen on deaf ears. MSP's, Councillors and Audit Scotland seem incapable of persuading the Council to force the landlord to even meet the Planning Conditions. We have not established why the houses were sold to a shop owner instead of an experienced, local housing association? The Council have failed to adopt a co-ordinated, strategic approach to finishing off the regeneration of Royston.



Competitions and Outings

Events included the RAF Air Show: "Xscape"; go-karts; concerts and an international football match.



Young People

A student placement from John Wheatley College helped with our Youth Committee, seen here with Bob Doris MSP at the Scottish Parliament. Through the Youth Committee we maintained our close working relationship with Young People in our community.



Community Citizenship Award

The winners of the Community Citizenship Awards 2013 were Ephraim Chiwara (Royston Primary) and Sean Paul Faulds (Saint Roch's Primary). The Association sponsored this annual award which looks at four categories in the Curriculum for Excellence: Confident Individual; Successful Learner; Responsible Citizen and Effective Contributor.



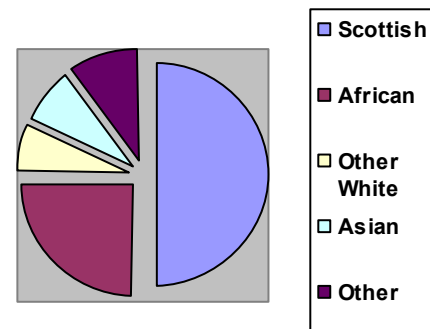
HOUSING MANAGEMENT

<u>Housing Stock</u>	2 apt	3 apt	4 apt	5 apt	6 apt	Total
Houses	2	14	6	4	2	28
Flats	55	142	61	2	0	260
Total	57	156	67	6	2	288

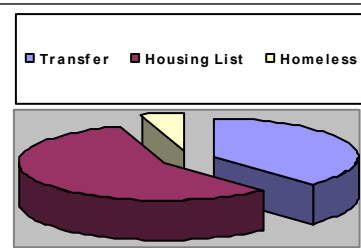
The Association is also the Factor for 37 houses, including 31 Shared Equity homes at Blochairn Place.

HOUSING LIST

At 31 March there were 212 applicants on the Housing List, with 83 new applications. It took, on average, 7 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 50% of applicants were "Scottish". Next biggest groups were "African" (25%), "Asian" (8%) and "Other White" (7%).



ALLOCATIONS

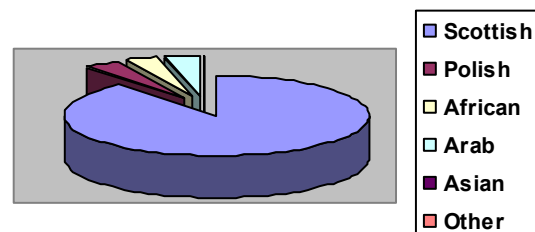


In the year to 31 March, twenty one houses were relet. There were 8 transfers, 12 applicants from the Housing List and 1 applicant referred by Glasgow City Council's Homelessness Partnership. It took, on average, only 3 days to relet a house and only 0.04% of rent was lost because of empty houses during the year.

TENANTS

At 31 March, 84.3% of tenants described their ethnic origin as "Scottish". Other tenants were "Polish" (4.9%); "African" (4.3%); "Arab" (2.1%); "Asian" (1.7%).

A sizeable minority (37%) said they had a "Disability".



HOUSING MANAGEMENT

PERFORMANCE INDICATORS

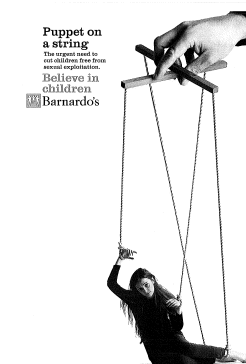
Rent Arrears as a % of Annual Rent were 1.07% (Target 2.00%)
 Rent Lost through Empty Houses was 0.04% of Annual Rent (Target 0.50%)
 Average Time to Relet a House was 3 days (Target 5 days)

HOUSING SEX OFFENDERS

Fear over selective 'dumping' of sex offenders

Legal challenge over number housed in deprived areas

The Association continued its campaign against the government and Glasgow City Council policy on housing dangerous sex offenders. Information obtained under Freedom of Information showed that more sex offenders are offered housing in poorer areas, particularly in multi storey flats. The Council and the Government refused to review the system. Blochairn organised a group of 24 Glasgow housing associations who have refused to sign the Council's information sharing agreement about housing sex offenders. This campaign will continue.



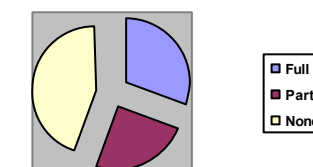
TENANCY ISSUES

Four tenants were warned that Court action might be necessary, all for rent arrears. No cases had to be referred to Court. The UK Government's Welfare Reform will make it more difficult for tenants and the Association will monitor this closely this year.

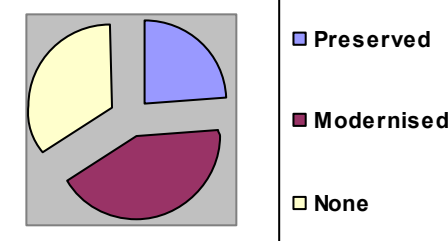


HOUSING BENEFIT

Less than one third (30.9%) of tenants receive full Housing Benefit. Just under a quarter (24.3%) get some help to pay the rent.



RIGHT TO BUY



One house was lost through Right to Buy in the year to 31 March. The majority of tenants either have no RTB or will not be able to buy before 2022 (Modernised RTB). The Scottish Government recently announced its intention to end the RTB completely. We await further information.

COMPLAINTS

Complaints are important and help to assess and improve the service. There was one formal complaint, about draughts, in the year to 31 March but this was not pursued by the tenant.

