

CHAIRPERSON'S REPORT

Managing and maintaining our houses to the highest possible standard is our priority so we were delighted and encouraged by the results of the independent Tenant Satisfaction Survey in 2013. Our tenants think that we are doing a good job, with 96% satisfied with our service overall and 99% satisfied with our repairs service. But we always look for ways to improve on what we do. So, we won't rest on our laurels!

We have monitored the impact of the UK Government's Welfare Reform and the "Bedroom Tax". The majority of tenants pay their rent and rent arrears remain low but we are very aware of the financial stress that tenants are under. Since 2011 we have increased rents by less than inflation and in 2014 we did not increase rents at all as a gesture of solidarity with our community.

In other core areas our performance is good, with a healthy demand for our houses and quick allocations making sure that we don't lose rent. We fitted new kitchens and boilers in Dunolly Street and new bathrooms in Roystonhill and feedback from tenants showed a high level of satisfaction.

We had a difficult time this year in our challenge of government policy on accommodating dangerous sex offenders. Offenders leaving prison are housed mainly in the poorest communities, and there continues to be serious failures in the system, but neither the government nor Glasgow City Council are willing to reconsider how sex offenders are managed. We have support from the majority of housing associations but a handful of other associations have hampered our campaign.

We called a meeting in January, of local organisations, Councillors and MSP's, to talk about working together to complete the regeneration of Royston. Despite £millions having been spent over the past 25 years there are still things that need done, in particular, on Royston Road. A Royston Strategy Group has now been established.

In December, 87% of our tenants received a Good Neighbour Fund Christmas Bonus. That's the highest ever. Since 2001, almost £140,000 has been returned to our community.

After a busy year I want to thank our staff and our voluntary Management Committee members for their hard work, their commitment and their dedication to the Blochairn community.

Some of our residents also deserve our thanks for the work they do in our community, helping friends and neighbours and making Blochairn a place that we are happy to live in and proud to say we come from. Thanks to you all.



Joan Reuston

DEVELOPMENT

Investment

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

	1992-98	1998-00	2000-10	2010-2014	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

Royston



Blochairn called a meeting of local organisations in January 2014 to discuss working together on a strategy to complete the regeneration of Royston. This led to the relaunch of



the **Royston Strategy Group**. The Royston Strategy Group has met several times and has commissioned a consultant to come up with ideas and proposals for the area and to consult with the community. This has the backing of local Councillors, Phil Greene and Allan Stewart, and support from Bob Doris MSP and Patricia Ferguson MSP. It is the first sign of real progress in creating a comprehensive and co-ordinated approach to tackling the final part of the regeneration.

FINANCE


Expenditure Summary 2013/2014

Management Expenses	328,675
Planned Maintenance	139,783
Loan Interest	108,093
Day to Day Repairs	122,512
Estate Costs	54,780
Other Costs	5,237
Total	759,080

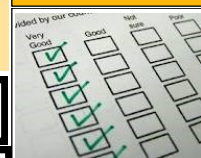
Income for 2013/2014 included rents (£965,267) and bank interest (£1,644). Tenants' rents pay for managing and maintaining the houses; running the office and paying development loans. It also allows money to be set aside for future major repairs. In 2013/2014, £139,783 was spent on planned maintenance, bringing the total for the past 3 years to more than £520,000. The Association had a surplus of £155,804 and ended the financial year on a sound financial footing with total reserves of more than £1,046,000.

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
	Jobs	£	<p>Planned maintenance included new kitchens and boilers in Dunolly Street and new bathrooms and showers at Roystonhill. 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> 
Heating Engineer	326	48,496	
Joiner	291	79,161	
Plumber	193	27,816	
Electrician	160	11,307	
Builder	100	7,320	
Door Entry Eng	40	1,596	
Painter	14	2,810	
Plasterer	14	1,393	
Other	105	17,363	
TOTAL	1,340	321,217	

Tenant Satisfaction



Satisfaction Survey forms are issued for routine repairs and there is a **monthly £25 prize draw** for tenants who return the form. In the year to 31 March, 140 (15.3%) survey forms were returned. Every tenant was satisfied with the repair and with our staff and the contractor.

Right First Time

The Scottish Housing Regulator collects information under the Scottish Housing Charter. Of 925 Reactive Repairs, 903 (97.6%) were completed "Right First Time."

Response Times

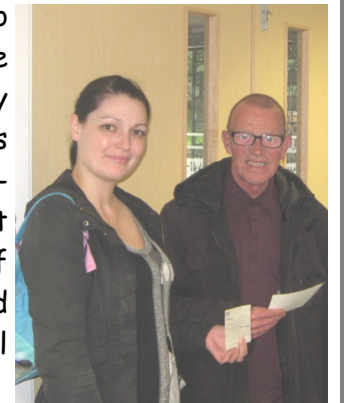
Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	3	3	100.0
Urgent/Q1	Within 24 hours	198	198	100.0
Standard	Within 5 days	840	835	99.4
		1041	1036	99.5

COMMUNITY ISSUES

Good Neighbour Fund



The Good Neighbour Fund promotes a sense of community and of respect for neighbours. The Christmas Bonus is to thank those residents who try to make Blochairn a place people are happy to live in and proud to say they come from. Since 2001, tenants have received £126,735 in Christmas Bonus payments and £12,400 through Prize Draws. At Christmas 2013, 87% 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. From 2014 there will be Bonus scheme for Owners.



Community Citizenship Award



The Community Citizenship Awards 2014 were won by Hayley Brown (Royston Primary) and Eve Gillespie (Saint Roch's Primary). This award looks at four categories in the Curriculum for Excellence: Confident Individual; Successful Learner; Responsible Citizen and Effective Contributor. All of which apply to Hayley and Eve, who were worthy winners. We wish them well as they move on to secondary school. - and beyond!

Competitions and Outings

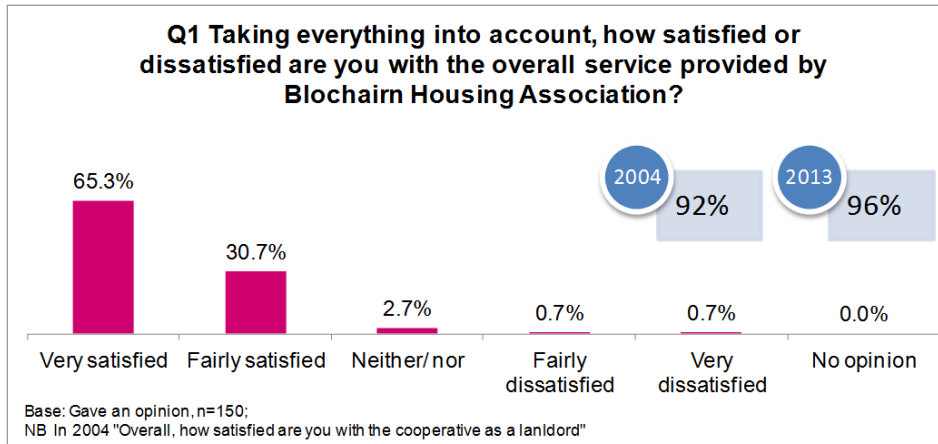
Competitions in 2013/2014 included tickets to see Bruce Springsteen; Robbie Williams; The Proclaimers; Rod Stewart, in the first concert at the SSE Hydro, and "An Evening with Sir Alex Ferguson". Young People saw Glasgow City Ladies v Arsenal and residents of an older vintage enjoyed an afternoon with entertainment at Harry Ramsden's; a "Dick Whittington" Pantomime and a trip "Doon the Water" to Largs on the Waverley Paddle Steamer. We are organising fewer events for Younger residents in favour of encouraging involvement with Royston Youth Action.



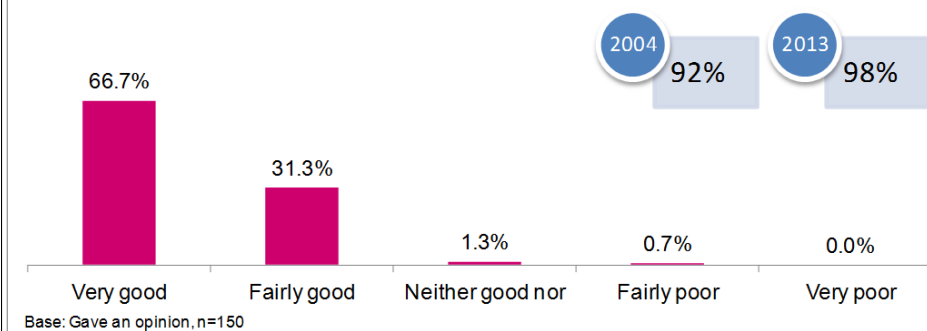
Tenant Satisfaction Survey 2013

Blochairn's survey was carried out by Research Resource Ltd and 52% tenants took part. There was a good spread of household types, ages, gender and ethnic origin.

Overall satisfaction with Blochairn's service was high at 96%, and had increased from an already high figure in 2004.



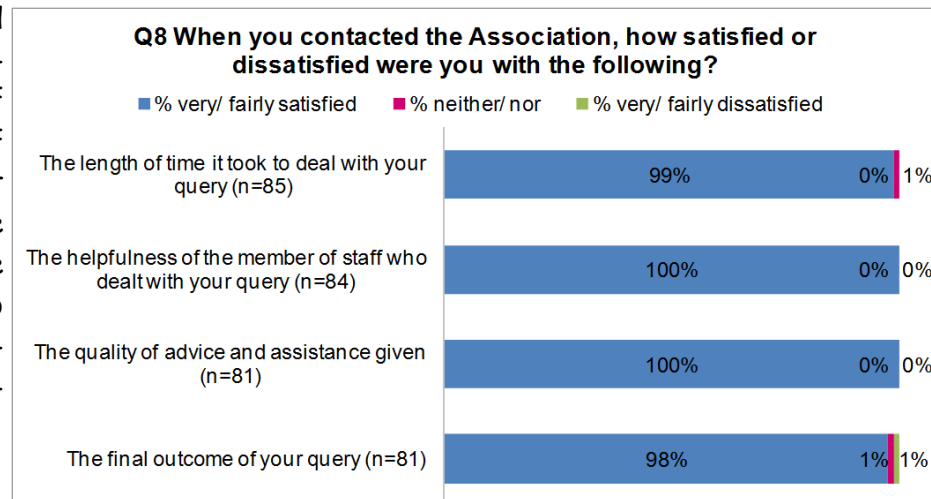
Q2 How good or poor do you feel Blochairn Housing Association is at keeping you informed about their services and decisions?



Tenants felt that the Association is good at keeping them informed. There was a range of views about how best to do this with preference for newsletters (45%); phone

calls (68%) and in writing (48%). Things of most interest included home improvements, transfers, housing benefit and welfare reform.

Of the 60% tenants who contacted the Association over the past 12 months, 100% were satisfied with the helpfulness of the staff and the quality of advice. The vast majority were satisfied with the time it took to deal with the enquiry and the outcome.



HOUSING MANAGEMENT

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent were 1.7% (Target 2.00%)
Rent Lost through Empty Houses was 0.09% of Annual Rent (Target 0.50%)
Average Time to Relet a House was 4 days (Target 5 days)

The Scottish Housing Regulator will publish a report and a copy will be issued to tenants by 31 October. This will allow a comparison with other housing associations.

HOUSING SEX OFFENDERS



The Association continued to campaign against government policy on housing dangerous sex offenders. Despite a lot of support from other associations, the Glasgow and West of Scotland Forum of Housing Associations refused to make this a priority. Blochairn will now resign from the Forum and Blochairn's Director has resigned from the Forum's Board. Blochairn will invite housing associations to form a new campaign group to continue to challenge current policy and practice.

TENANCY ISSUES

Warning Notices were issued to 3 tenants; two for rent arrears and one for behaviour, including racially abusing another tenant. One court case began but the arrears were cleared. One tenant ended the tenancy and moved away.

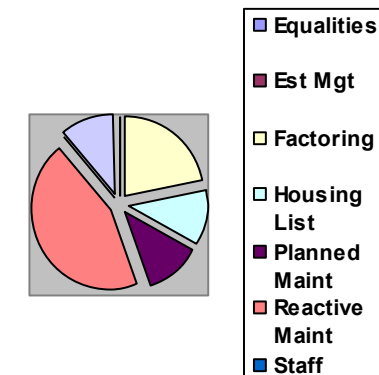
HOUSING BENEFIT

Just over half (54%) of tenants receive Housing Benefit. Blochairn received £469,121 in direct payments. Some tenants receive full housing benefit and others, mostly working households, receive some housing benefit.

RIGHT TO BUY

The Right to Buy has been ended by the Scottish Government. The Association lost one house through Right to Buy in the year to 31 March.

COMPLAINTS



Housing Associations follow a complaints procedure agreed between the Scottish Housing Regulator and the Scottish Public Services Ombudsman. There were 9 formal complaints in the year to 31 March. Two were upheld. In one case (Planned Maintenance) additional work was done and in the other (Contractor) an apology was offered. Seven complaints were dealt with at the First Stage and two went to Further Investigation.

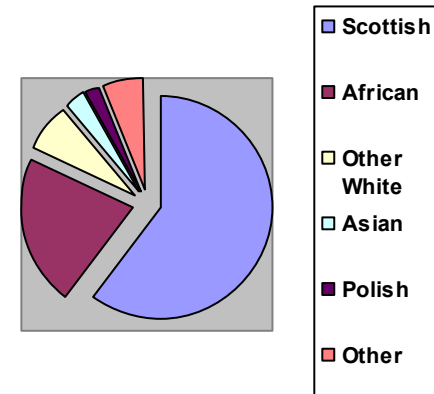
HOUSING MANAGEMENT

<u>Housing Stock</u>	2 apt	3 apt	4 apt	5 apt	6 apt	Total
Houses	2	13	6	4	2	27
Flats	55	142	61	2	0	260
Total	57	155	67	6	2	287

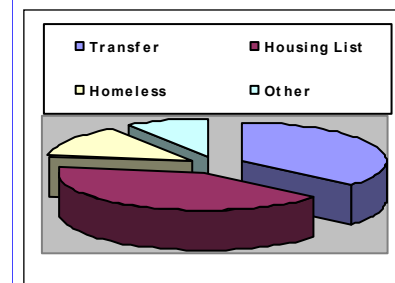
The Association owns 287 houses and is the Factor for 37 houses, including 31 Shared Equity homes at Blochairn Place.

HOUSING LIST

At 31 March there were 105 applicants on the Housing List, with 55 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 changed the make up of the Housing List in recent years. About 60% of applicants were "Scottish". Next biggest groups were "African" (22%), "Other White" (7%); "Asian" (3%) and "Polish" (2%).



ALLOCATIONS

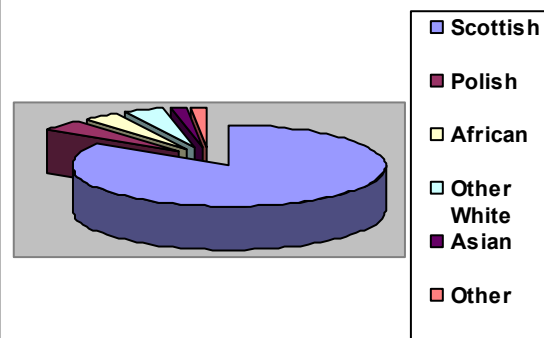


In the year to 31 March, 22 houses were relet. There were 8 transfers; 9 applicants from the Housing List; 3 applicants referred by Glasgow City Council's Homelessness Partnership and 2 referred by GHA. It took, on average, 4 days to relet a house and only 0.09% of rent was lost because of empty houses during the year.

TENANTS

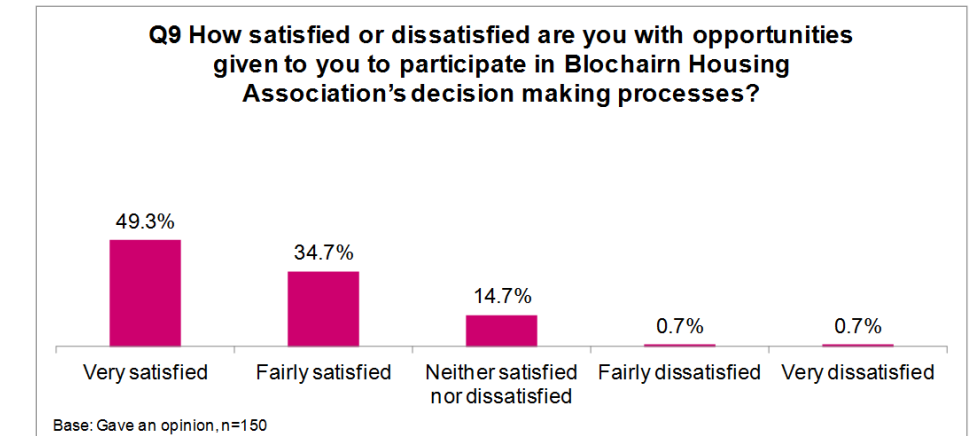
At 31 March, 83.6% of tenants described their ethnic origin as "White Scottish". Other tenants were "Polish" (5%); "Other White" (4.2%); "African" (3.8%); and "Asian" (1.7%).

A sizeable minority (29%) said they had a "Disability".

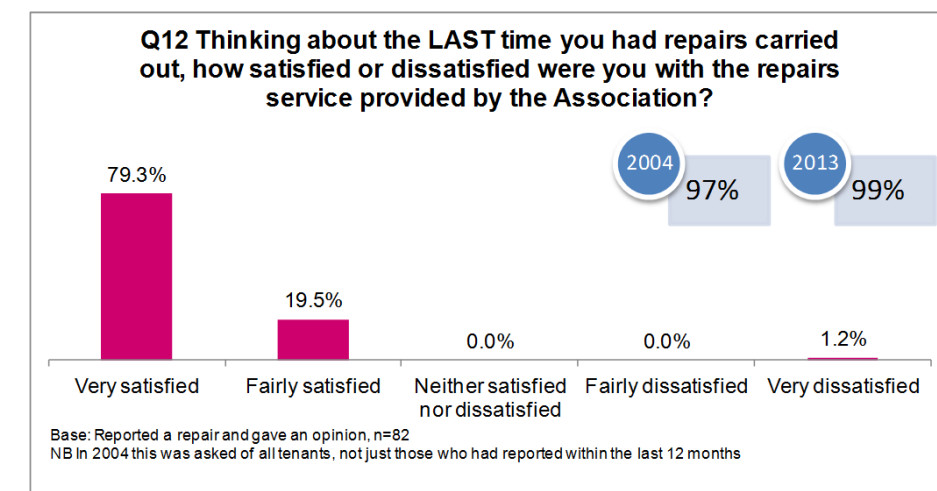


Tenant Satisfaction Survey 2013

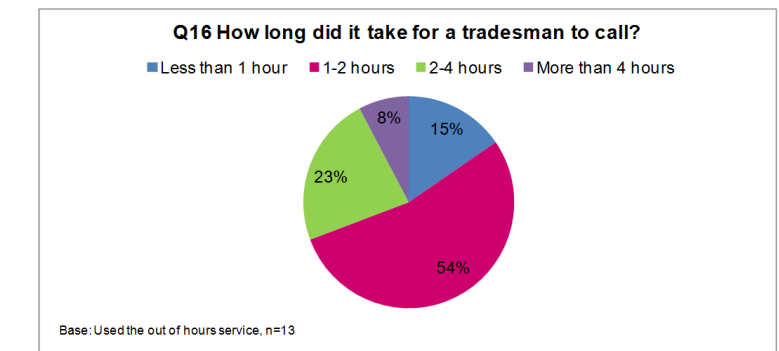
Tenant satisfaction with opportunities to participate was 84%. Interestingly, 27 (18.4%) said they didn't want to be asked their views!



The repairs service is one of the most important a housing association provides. The survey revealed that 98.8% were satisfied with Blochairn's service, with 79.3% very satisfied. Tenants thought that staff were helpful and tradesmen had a good attitude.

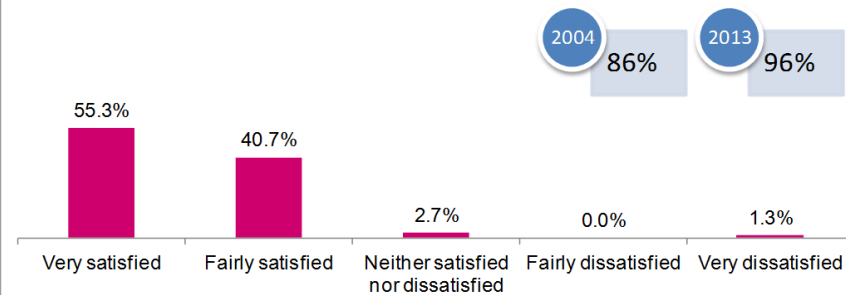


All of the 13 respondents who had used the Out of Hours service were satisfied. In only one case did it take more than 4 hours for a tradesman to attend. In 100% of cases tenants thought it was important to have the option of contacting a member of staff who is on call.



Tenant Satisfaction Survey 2013

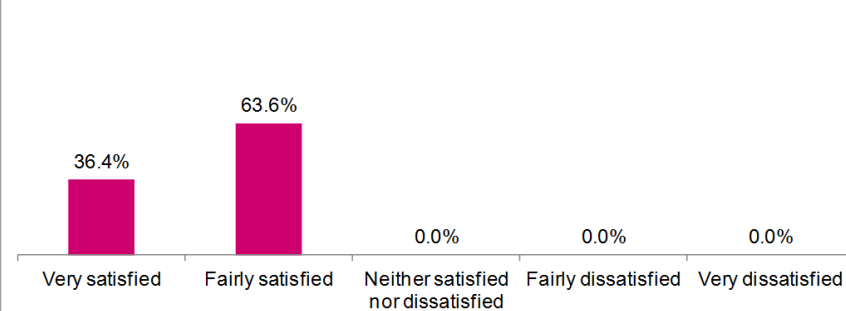
Q18 Overall, how satisfied or dissatisfied are you with the quality of your home?



Base: Gave an opinion, n=150
NB In 2004 "How satisfied are you with the overall design and layout of your home"

More than 9 in 10 tenants (96%) said they were very or fairly satisfied with the quality of their home, 3% were neither satisfied nor dissatisfied and 1% of tenants were dissatisfied.

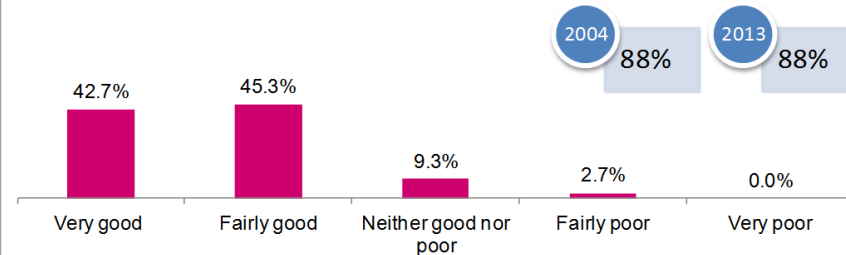
Q20 Thinking of when you moved in, how satisfied or dissatisfied were you with the standard of your home?



Base: Moved into within the last year, n=11

Eleven tenants had moved into their house in the previous 12 months and all were satisfied with the standard of the house.

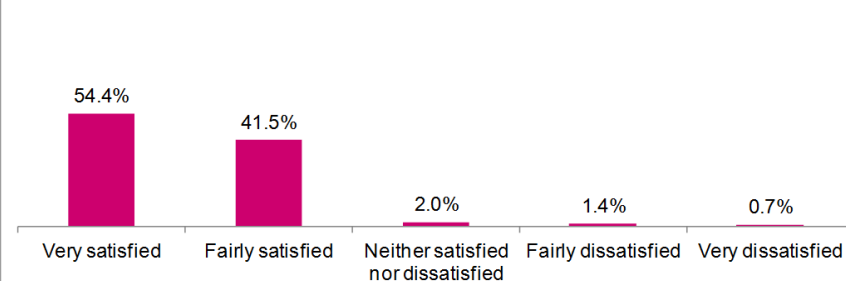
Q27 Taking into account the accommodation and the services the Association provides, do you think that the rent for this property represents good or poor value for money? Is it...



Base: Gave an opinion, n=150

As in 2004, 88% of tenants thought the service provided by the Association was value for money. In difficult financial times this is always a thorny issue. The Association has set its rent increase below inflation since 2011 to help hard pressed tenants. In 2014 rents were not increased at all.

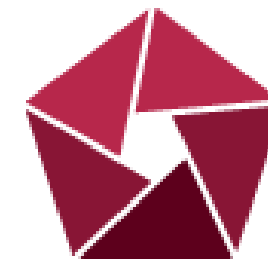
Q30 Overall, how satisfied or dissatisfied are you with the Association's management of the neighbourhood you live in?



Base: Gave an opinion, n=147

A majority of tenants (96.9%) were satisfied with the Association's management of the neighbourhood.

Scottish Housing Charter



Scottish Housing Regulator

On 31 March 2014 the Association submitted its first return to the Scottish Housing Regulator under the Scottish Housing Charter.

The Regulator will publish a report on 31 August. This will allow tenants to compare the performance of their landlord against other housing associations. Each housing association must report the results to its tenants by 31 October.

Blochairn's Tenant Satisfaction Survey in 2013 gave an early opportunity to look at how Blochairn compares to neighbouring associations.

Overall satisfaction with the association as a landlord:

%	Very Satisfied	Satisfied	Total
Blochairn	65.3	30.7	96.0
Copperworks	62.0	30.0	92.0
Spire View	52.0	44.0	96.0

Does your rent represent good value for money?

%	Very Good Value	Good Value	Total
Blochairn	42.7	45.3	88.0
Copperworks	42.0	55.0	97.0
Spire View	37.0	55.0	92.0

Satisfaction with the Repairs Service:

%	Very Satisfied	Satisfied	Total
Blochairn	79.3	19.5	98.8
Copperworks	76.0	18.0	94.0
Spire View	72.0	16.0	88.0