





## CHAIRPERSON'S REPORT

A recent study for Easterhouse housing associations found that smaller associations performed better and had higher levels of resident satisfaction. As one of the smallest housing associations it was nice to see this performance being recognised. Managing and maintaining our houses to the highest possible standard is our priority. We have created a place where people want to live and are proud to say they come from. Few folk want to leave and, if houses do become available, there is a high demand from people who want to move in.

We continue to monitor the impact of the UK Government's Welfare Reforms. Our tenants still manage to pay their rent and rent arrears remain low. But we are well aware of the difficulties our residents face and we have brought in support from several organisations to provide advice and assistance. From 2011 we increased rents by less than inflation. In 2014, we did not increase rents at all as a gesture of solidarity with our community. In 2015, the increase was 2%, just above inflation. We will always consider our tenants circumstances when setting rents but we must always remain financially viable and build reserves for major planned maintenance.

The Royston Strategy Group is now well established and a Vision and Strategy document has been produced. There is a long way to go but we hope to see a more strategic approach to completing the regeneration of Royston.

Challenging the government's policy on accommodating dangerous sex offenders continues despite causing some discomfort for other housing associations. Blochairn resigned from the Glasgow & West of Scotland Forum of Housing Associations and formed a new campaign group which has 15 members spread throughout Glasgow.

Being more than a landlord is important to us. Working with Young People in our community has focussed on a partnership with Royston Youth Action and local schools. Our Community Citizenship Award in the Primary Schools is now in its third year. In December 2014, 95% of our tenants received a Good Neighbour Fund Christmas Bonus, the highest ever. Since 2001, over £147,000 has been returned to our community.

The Chairperson can only serve for 5 years so I'll be handing over to someone else in August. It's been a really rewarding time and my thanks go to our staff and to my fellow Management Committee members for their help and support and for their commitment and dedication to the Blochairn community.

Thanks also to those residents who help to make Blochairn a place we are happy to live in and proud to say we come from.



**Joan Renston**

## DEVELOPMENT

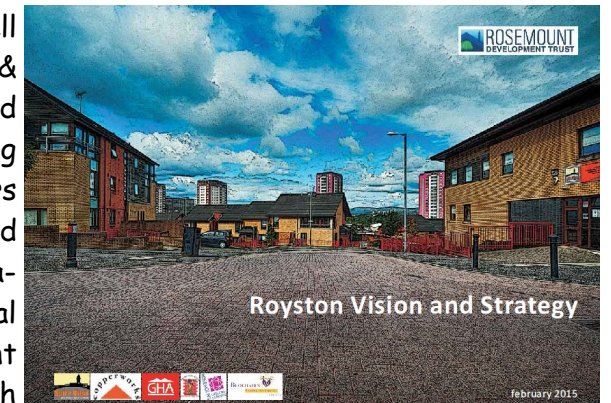
### Investment

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

	1992-98	1998-00	2000-10	2010-2015	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 Strategy Group

The Royston Strategy Group is now well established and has produced a Vision & Strategy detailing what can be achieved with a strategic approach to completing the regeneration of Royston. Members include local Councillors, Phil Greene and Allan Stewart, MSP's Bob Doris and Patricia Ferguson, plus all of the local housing organisations and Rosemount Lifelong Learning and Royston Youth Action. Consultation and feasibility studies are ongoing into what might be done at the Spire site on Roystonhill and Royston Youth Action has funding to investigate creating a sports hub, look at facilities, including Glenconner Park and at St Roch's Secondary School.



## FINANCE

INCOME	£	%	EXPENDITURE	£	%
Rents	940,873	96.33	Management	349,839	44.05
Grants	12,982	1.33	Reactive Maintenance	175,542	22.10
Factoring	20,927	2.14	Planned Maintenance	7,011	0.88
Sale of Assets	1,162	0.12	Bad Debts	330	0.04
Interest	794	0.08	Property Depreciation	135,460	17.06
			Factoring	20,927	2.64
			Interest Payable	105,037	13.23
Total	976,738	100.00	Total	794,146	100.00
			SURPLUS	182,592	



## 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	£	The UK government's Welfare Reform and the 2014 Rent Freeze saw a cautious approach to Planned Maintenance. Work done after 1 April 2014 was in the previous year's budget. The programme will get back on track in 2015. The Association has a partnering agreement with <b>James Frew (Gas Sure)</b> for central heating and boilers and with <b>McDermott Services</b> for landscaping and gardening.
Heating Engineer	323	11,037	
Joiner	227	25,269	
Plumber	276	59,112	
Electrician	135	10,214	
Builder	23	2,311	
Door Entry Eng	44	3,876	
Painter	22	3,754	
Glazier	35	3,137	
Plasterer	10	495	
Other	58	9,347	
<b>TOTAL</b>	<b>1153</b>	<b>128,552</b>	

### Tenant Satisfaction

Survey forms are issued and there is a **monthly prize draw** for tenants who return the form. Up to 31 March, 166 (18.7%) survey forms were returned and 97% of tenants were satisfied with the service.

### Right First Time

The Scottish Housing Regulator collects information under the Scottish Housing Charter. Of 951 Reactive Repairs, 914 (96.1%) were completed "Right First Time."

### Average Completion times

The average time taken to carry out an emergency repair was less than one hour and the average time to complete a non emergency repair was 2 days.

### Response Times

Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	6	6	100.0
Urgent/Q1	Within 24 hours	301	301	100.0
Standard	Within 5 days	711	710	99.8
		1018	1017	99.9

## 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 £147,210 in Christmas Bonus payments and £13,500 through Prize Draws. At Christmas 2014, 95% 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.



### Community Citizenship Award 2015

Community Citizenship Awards winners were Tamzin McLeish (Royston Primary) and



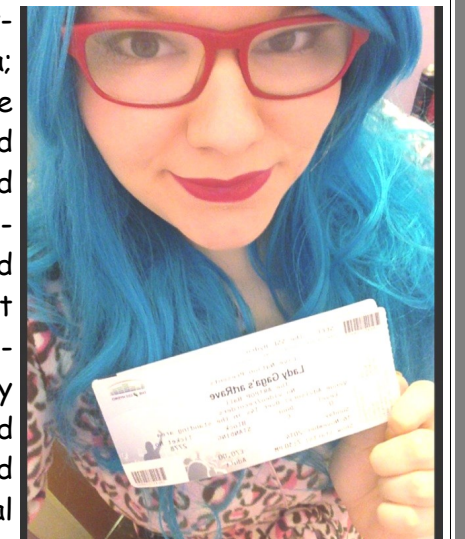
Rebecca Kyle (Saint Roch's Primary). The winners are involved in community activity and have performed well in the Curriculum for Excellence categories: Confident Individual; Successful Learner; Responsible Citizen and Effective Contributor. Well Done, Tamzin and Rebecca! We know you will do well at secondary school - and beyond!

### Competitions, Outings etc.

Competitions for tickets included Kings of Leon; Kylie Minogue; Dolly Parton; Paulo Nutini; Lady Ga Ga; Commonwealth Games Boxing Finals and to see Scotland at Hampden Park v Republic of Ireland and v Northern Ireland. Other competitions included predicting results at World Cup 2014 and to win helicopter flights. We donated tickets for a Scotland



game to St Roch's Secondary School and sponsored our local team, Blochairn Star AFC.



## HOUSING MANAGEMENT

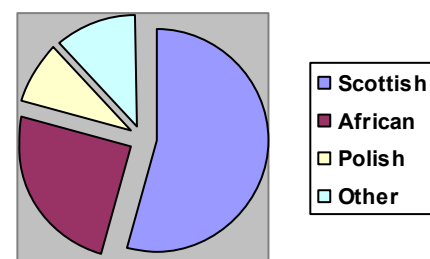
Housing Stock	2 apt	3 apt	4 apt	5 apt	6 apt	Total
Houses	2	13	5	4	2	26
Flats	55	141	61	2	0	259
Total	57	154	66	6	2	285

The Association owns 285 houses and is the Factor for 40 houses, including 31 Shared Equity homes at Blochairn Place.

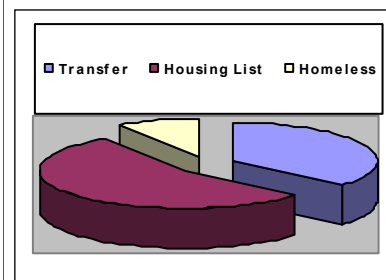
### HOUSING LIST

At 31 March 2015, there were 81 applicants on the Housing List, with 45 new applications received during the year. It took, on average, 8 days to process an application. Just over 54% of applicants were "Scottish" and the next biggest groups were "African" (25%) and "Polish" (9%).

Just over a third (36%) of applicants said that they had a disability.



### ALLOCATIONS

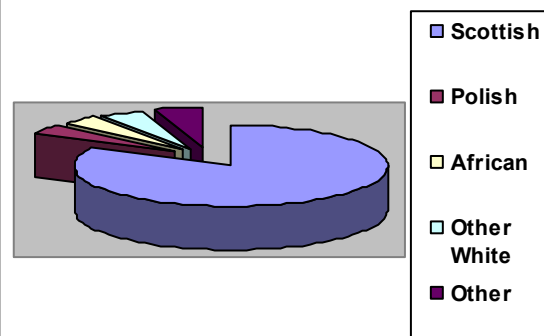


In the year to 31 March, only 11 houses became available to let. There were 4 transfers; 6 applicants from the Housing List and 1 applicant referred by Glasgow City Council's Homelessness Partnership. It took, on average, 5 days to relet a house and only 0.05% of rent was lost because of empty houses during the year.

### TENANTS

At 31 March, 82.5% of tenants described their ethnic origin as "White Scottish". Other tenants include those who said they were "Other White" (4.9%); "Polish" (4.2%) and "African" (3.5%).

Almost half of tenants (47%) said they had a "Disability".



## HOUSING MANAGEMENT

### PERFORMANCE INDICATORS

**Rent Arrears as a % of Annual Rent were 1.33% (Target 2.00%)**  
**Rent Lost through Empty Houses was 0.05% of Annual Rent (Target 0.50%)**  
**Average Time to Relet a House was 5 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 the policy of housing dangerous sex offenders. After resigning from the Glasgow & West of Scotland Forum of Housing Associations, Blochairn formed a new campaign group. Neighbours, Copperworks and Spire View decided not to remain within the campaign Group. It now has 15 members throughout Glasgow and continues to lobby Scottish Government Ministers, Glasgow City Council and GHA.



### TENANCY ISSUES

Warning Notices were issued to 10 tenants; 9 for rent arrears and 1 for behaviour. One case went to Court and an Eviction Decree was granted. The tenant cleared the full arrears plus court expenses and a new tenancy was granted.

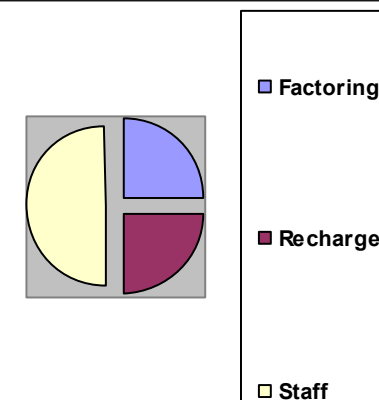
### HOUSING BENEFIT

Over half (55.9%) of tenants receive Housing Benefit. Blochairn received £502,199 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 in the year to 31 March 2015 and one other after that date.

### COMPLAINTS



Housing Associations follow a complaints procedure agreed between the Scottish Housing Regulator and the Scottish Public Services Ombudsman. There were only 4 formal complaints in the year to 31 March. Two were upheld. Both were about staff. We felt that we could have dealt with the situation better and an apology was offered. Other cases were about a rechargeable repair and factoring. All four complaints went to Further Investigation.