

CHAIRPERSON'S REPORT

The Association's performance has continued to be very good this year and I would encourage residents to check the Scottish Housing Regulator's web site to see how Blochairn compares with other landlords (scottishhousingregulator.gov.uk/interactive_multiyear/Report). We continued to provide additional support for residents by employing a Financial Advisor and a Tenancy Support Officer. Our planned maintenance programme continued with new kitchens, boilers, bathrooms and showers. A repairs contract is being prepared for Roystonhill to deal with cladding, which is showing signs of wear and tear, and to renew downpipes, gutters, fascia, etc. In 2014, Blochairn called together local organisations, the City Council and Councillors and MSP's, and the Royston Strategy Group was formed to try to have a more organised and strategic approach to finishing off the regeneration of Royston. It's a slow process but some things are moving forward. Royston Youth Action is seeking to redevelop Glenconner Park for sports and other community facilities and Spire View is building a community centre at the Rainbow Hall. Blochairn has been keeping track of what is happening to the land at Millburn Street, to prevent houses being built by non community owned organisations, and has been discussing the future of the Millburn Centre with owners, City Properties, and Rosemount Development Trust. The biggest challenge for the Strategy Group is the shops and houses on Royston Road which detract from everything that local organisations do and damages the Royston community. Blochairn, and 14 other associations, continue to challenge the policy of housing dangerous sex offenders in our communities. The investigation into a serious offence by a sex offender, committed against the 4 year old son of a neighbour in the Toryglen flats, concluded there had to be changes in how houses were allocated. GHA have refused to say whether these changes have been made. The associations will write to GHA's Board for an explanation. Blochairn's Good Neighbour Fund is a thank you to those residents who help to make Blochairn a place we are happy to live in and proud to say we come from. Since 2001 more than £166,000 has been distributed to the community at Christmas and £14,600 has been won in the monthly prize draw. In 2015, 92% tenants received a £75 Christmas bonus payment. We try to help our Young People to know that they are important members of the community. We work closely with local schools, sponsoring a Good Citizenship Award, which combines community activities with the Curriculum for Excellence. Last year was Blochairn's 25th Anniversary and we will mark the occasion with a brochure which will be issued soon. Finally, I've really enjoyed my first year as Chairperson. Thanks to my fellow Committee members for their help and support and for what they do for the community and also to our staff for their hard work and dedication to the Blochairn community.



Lynsey Morgan

DEVELOPMENT

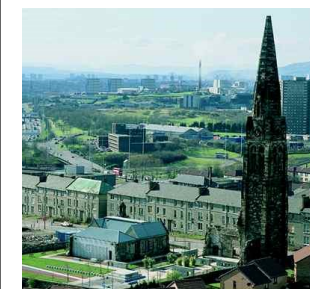
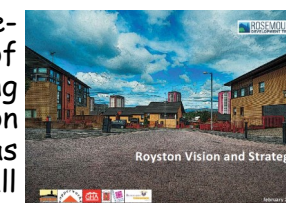
Investment

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

	1992-98	1999-00	2001-10	2011-2016	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 was established in 2014 to develop a strategic approach to completing the regeneration of Royston. Members include the MSP, councillors, local housing organisations and Rosemount Lifelong Learning and Royston Youth Action. Progress is slow but most of the funding has been secured for a new community centre at the Rainbow Hall on Roystonhill and funding will be sought for the regeneration of Glenconner Park, which will include a sports hub, as soon as plans are finalised.



FINANCE

A new format for accounting, called FRS 102, has been introduced for all UK companies. Unfortunately, it makes presenting information in a way, that makes sense to the average person, practically impossible! Seriously!! There are new terms, like "Deferred Grant Income", which isn't really income. Huge sums are "written off" under expenditure as depreciation, which isn't really expenditure. And our favourite (sic) is "Unwinding of Discounted Liabilities", which has something to do with pensions! So, we thought we would report some "bottom line" figures instead of the usual Income & Expenditure table. The Association made a surplus of £231,917, with the main source of income being £952,520 taken in rents. Expenditure includes £324,391 to run the organisation. Maintenance of our houses includes Routine (£110,595), Gas Service Contract (£46,773), Planned (£199,595) and £60,552 was spent on things like landscape gardening, close lighting, etc. Annual Accounts were issued to Members before the Annual General Meeting.

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>The Planned Maintenance programme continued with new kitchens and boilers in Sandmill St and new bathrooms and showers in Dunolly St. A major repairs project is being prepared for Roystonhill to deal with cladding, gutters, downpipes, etc. 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	243	50,773	
Joiner	252	87,706	
Plumber	250	73,096	
Electrician	166	10,126	
Builder	87	23,609	
Door Entry Eng	26	3,482	
Painter	14	5,295	
Glazier	16	1,627	
Plasterer	15	1,257	
Other	52	7,041	
TOTAL	1121	264,012	

Tenant Satisfaction

There is a **monthly prize draw** for tenants who return the repairs survey form. Last year 167 (18.9%) forms were returned and almost every tenant (98.8%) was satisfied with the service.



Right First Time	Average Completion times
The Scottish Housing Regulator collects information under the Scottish Housing Charter. Of 816 Reactive Repairs, 762 (93.4%) were completed "Right First Time."	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 2.23 days.

Response Times

Priority	Target Response	No of Jobs	Within Target	% Within Target
Emergency	Within 4 hours	4	4	100.0
Urgent/Q1	Within 24 hours	213	212	99.5
Standard	Within 5 days	659	657	99.7
		876	873	99.7

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 £166,860 in Christmas Bonus payments and £14,700 through Prize Draws. At Christmas 2015, 92% 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 2016

Jack Anderson (Royston Primary) and Lillias Sidique (Saint Roch's Primary) won the award based on their involvement in the community and how they performed at school in the Curriculum for Excellence as Confident Individuals; Successful Learners; Responsible Citizens and Effective Contributors. Well Done! We know you will do well at secondary school - and beyond!



Competitions, Outings etc.



Competitions this year included a Christmas Quiz and a Movie Quiz and for tickets to see Paulo Nutini; Calvin Harris; Celtic and Frankie Boyle.

Imagination Library



The Association has signed up to be a local champion for the Dolly Parton Foundation's Imagination Library to provide free books to every child in the community from birth to their 5th birthday.

Tenancy Support



Kaye McFall (Simon Community) and Maureen McGowan (GEMAP) have become important members of our team providing additional support to residents on housing and financial issues and advice on a whole range of other things.



HOUSING MANAGEMENT

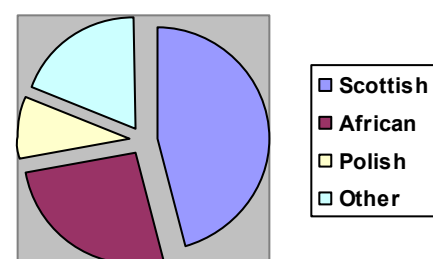
Housing Stock	2 apt	3 apt	4 apt	5 apt	6 apt	Total
Houses	2	13	5	4	2	26
Flats	55	141	61	2	0	259
Total	57	154	66	6	2	285

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

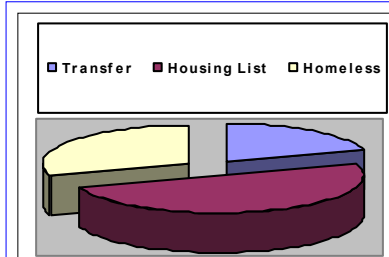
HOUSING LIST

At 31 March 2016, there were 140 applicants on the Housing List, with 75 new applications received during the year. It took, on average, 8 days to process an application. Just over 46% of applicants were "Scottish" and the next biggest groups were "African" (26%) and "Polish" (9%).

Just under 39% of applicants said that they had a disability.



ALLOCATIONS

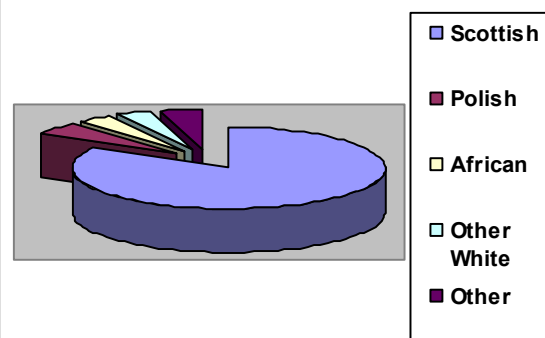


In the year to 31 March, only 10 houses became available to let. There were 2 transfers; 5 applicants from the Housing List and 3 applicants referred by Glasgow City Council's Homelessness Partnership. It took, on average, 5 days to relet a house and only 0.02% of rent was lost because of empty houses 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 "Polish" (4.9%); "Other White" (3.8%); 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 0.59% (Target 1.75%)
Rent Lost through Empty Houses was 0.02% of Annual Rent (Target 0.50%)
Average Time to Relet a House was 3 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

Blochairn, and 14 associations throughout Glasgow, continued to campaign against the policy of housing dangerous sex offenders. The Scottish Government, Glasgow City Council and Glasgow Housing Association have been uncooperative. In 2013, an investigation into an attack on a 4 year old boy by a sex offender living in the same multi storey flat in Toryglen concluded that there should be changes in how houses are allocated. GHA refused to say whether these changes have been made.

Sex offender campaign row

The Group will write to GHA's Board for an explanation.

TENANCY ISSUES

Warning Notices were issued to 7 tenants, all due to rent arrears. One case went to Court and has been continued to be monitored.



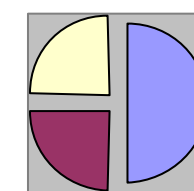
HOUSING BENEFIT

Over half (54.4%) of tenants receive Housing Benefit. Blochairn received almost £500,000 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 2016 and one other after that date.

COMPLAINTS



Contractor
 Est Mgt
 Staff

Associations follow a procedure agreed between the Scottish Housing Regulator and the Scottish Public Services Ombudsman. Of the 4 formal complaints in the year to 31 March 2016, one was upheld because we felt that the contractor could have dealt with the situation better and an apology was offered. Other cases were about estate management, a contractor and about a staff member. Two cases went to Further Investigation.