

Management Committee		Membership	
<p>Two new Committee Members were elected at the AGM on 27 June 2017:</p> <p>Rosemary Cairns 2013</p> <p>Manal Eshelli 2015</p> <p>Lynn Johnstone 2017</p> <p>Lynsey Morgan 2012</p> <p>Michelle Moore 2016</p> <p>Joan Reuston 1999</p> <p>Sheena Stephen 2017</p> <p>Frances Tierney 2013</p> <p>Olga Vassiljeva 2014</p> <p>Anne Gregory (pictured) and John Murray retired from Committee this year. The Association's thanks go to Anne and John for fantastic service over 16 and 18 years, respectively.</p>		<p>At 31 March 2017 the Association had 200 Members and 36 Members attended the Annual General Meeting on 27 June 2017, with invited guests, including three newly elected local Councillors.</p>	
			
			
Agency Services			
Naftalin Duncan & Co		Solicitors	
Royal Bank of Scotland		Banking	
Alexander Sloan & Co		Auditors	
Staff			
Michael Carberry	Director	MPhil	1994
Angela MacDonald	Housing Services Officer	BA	1991
Danielle Murphy	Housing Services Assistant		2009
Carol Niven	Finance Assistant	MAAT	1995
			
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BLOCHAIRN HOUSING ASSOCIATION

ANNUAL REPORT 2016/2017

CHAIRPERSON'S REPORT

The Association continued to perform well this year and residents can check the Scottish Housing Regulator's web site to see how Blochairn compares with other landlords. We provided a Welfare Rights Advisor to add to the Financial Advisor and a Tenancy Support Officer, who help and support our residents. We reviewed our long term finance and prepared our first major repairs contract. Tenders are due back and work will begin soon at Roystonhill to provide new cladding, downpipes, gutters, fascia, windows and close doors. The Royston Strategy Group's progress remains slow but, on a positive note, Royston Youth Action is still working on plans to redevelop Glenconner Park and work has begun on the new community centre at the Rainbow Hall. Blochairn, and 13 other associations, continued to challenge the policy of housing dangerous sex offenders in our communities. This challenge is not welcome by other organisations. GHA have refused to say whether changes have been made to the allocation policy following the Significant Case Review into the offence committed by GHA tenant, George Cameron, who seriously assaulted the 4 year old son of a neighbour in the Toryglen flats. GHA rejected our official complaint and the Scottish Public Sector Ombudsman has been contacted. Blochairn's Good Neighbour Fund is the Association's way of saying thank you to those tenants who help to make Blochairn a place people are happy to live in and proud to say they come from. Since 2001 more than £185,000 has been distributed to the Blochairn community at Christmas and £15,900 has been won in the monthly prize draw. At Christmas 2016, 86% tenants received a £75 Christmas bonus payment. We have always worked closely with our Young People. We want them to know that they are important members of our community. We work closely with local schools, including sponsoring a Community Citizenship Award for Royston Primary and St Roch's Primary. We provide a free book every month for every child, from birth until their 5th birthday, through the Dolly Parton Foundation Imagination Library. And we work closely with Royston Youth Action. I want to thank our Management Committee members. I especially want to thank two Committee members who had to stand down this year. Anne Gregory served for 16 years and John Murray served for 18 years. On behalf of all of us, thank you for your dedication to the Blochairn community. Thanks also to our staff. They provide a very professional, but also a very personal service. I often think people don't appreciate what they do for us, going beyond their strict job requirements. We will welcome Danielle Murphy back from maternity leave in October. Thanks to Kaye McFall for covering for Danielle. We'll be sad to see her go. Finally, we keep you informed throughout the year through our newsletter but also have a look at our Facebook page. It's proving popular with 438 "Followers"!



Lynsey Morgan,
Chairperson



John Murray



Anne Gregory



Danielle & Romie



Kaye McFall

DEVELOPMENT

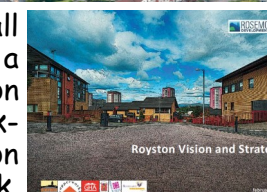
Investment

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

	1992-98	1999-00	2001-10	2011-2017	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, Rosemount Lifelong Learning and Royston Youth Action. Overall progress has been slow. Work has begun on a new community centre at the Rainbow Hall on Roystonhill and Royston Youth Action is working on plans for a community sports centre on Glenconner Park.



However, little progress has been made on improving the privately owned houses and shops on Royston Road.

FINANCE

INCOME	£	%	EXPENDITURE	£	%
Rents	972,531	71.24	Management	329,633	29.90
Medical Adapt	25,459	1.87	Reactive Maintenance	126,423	11.47
Factoring	17,231	1.26	Planned Maintenance	66,646	6.05
Grants released	349,230	25.58	Bad Debts	818	0.07
Interest receivable	618	0.05	Property Depreciation	442,376	40.13
			Factoring	17,231	1.56
			Interest Payable	96,956	8.80
			Unwinding of Pension Discount	22,214	2.02
TOTAL	1,365,069	100.00	TOTAL	1,102,297	100.00
			SURPLUS	262,772	

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 was put on hold as the Association reviewed its long term finance and planned its first Major Repairs contract. Work will begin soon in Roystonhill to renew cladding, gutters, downpipes, windows and close doors. 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	307	56,898	
Joiner	227	26,768	
Plumber	190	37,316	
Electrician	160	12,683	
Builder	20	12,490	
Door Entry Eng	19	1,262	
Painter	17	4,894	
Glazier	23	2,113	
Plasterer	19	2,629	
Other	83	11,281	
TOTAL	1065	168,334	

Tenant Satisfaction

There is a **monthly prize draw** for tenants who return the repairs survey form. Last year, 132 (14.3%) forms were returned and almost every tenant (98.5%) was satisfied with the service.



Right First Time

Of 720 Reactive Repairs, 667 (92.64%) were completed "Right 1st Time."



Average Completion times



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

2.12 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	200	198	99.0
Standard	Within 5 days	714	704	98.6
		920	908	98.7

COMMUNITY ISSUES

Good Neighbour Fund



The Good Neighbour Fund promotes the idea of community and respect for neighbours. The Christmas Bonus is to thank those residents who help make Blochairn a

place people are happy to live in and proud to say they come from. Since 2001, tenants have received £185,310 in Christmas Bonus payments and £15,900 in Prize Draws. At Christmas 2016, 86% tenants received a £75 Bonus. A small Christmas gift was delivered to pensioners and to Young People under 16 years and a calendar delivered to all tenants.

Community Citizenship Award 2017



Savannah Jeffrey (Royston Primary) and Theodocia Glover (Saint Roch's Primary) won the 2017 award based on their community involvement and how well they performed in the School 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 Movie Quiz; a EURO 2016

quiz and for tickets to see Rihanna; Big Girls Don't Cry and Simply Red.



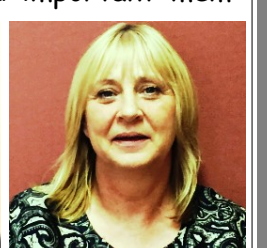
Imagination Library

The Association is a local champion for the Dolly Parton Foundation Imagination Library and provided a free book, every month, for every child, from birth to their 5th birthday.



Tenancy Support

Donna Ferguson (Tenancy Support); Patrick Hannon (Welfare Benefits Advice) and Maureen McGowan (Financial Capability) remained important members of the Association's team providing support on housing, financial and welfare benefits issues.



HOUSING MANAGEMENT

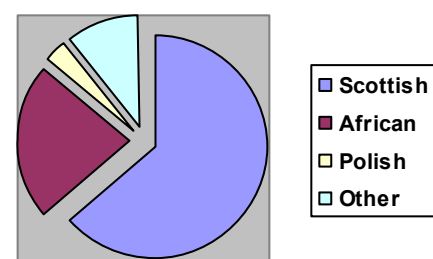
Housing Stock	2 apt	3 apt	4 apt	5 apt	6 apt	Total
Houses	2	13	5	4	2	26
Flats	55	141	61	2	0	259
Total	57	154	66	6	2	285

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

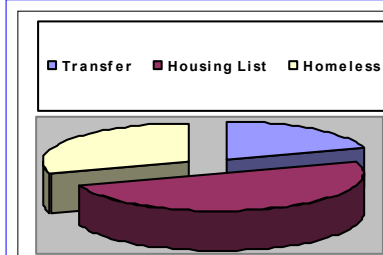
HOUSING LIST

At 31 March 2017, there were 102 applicants on the Housing List, with 62 new applications received and 100 applications cancelled during the year. It took, on average, 5 days to process an application. The largest groups of applicants were "White Scottish" (63.7%) and "African" (22.5%).

Just over 40% of applicants said that they had a disability.



ALLOCATIONS

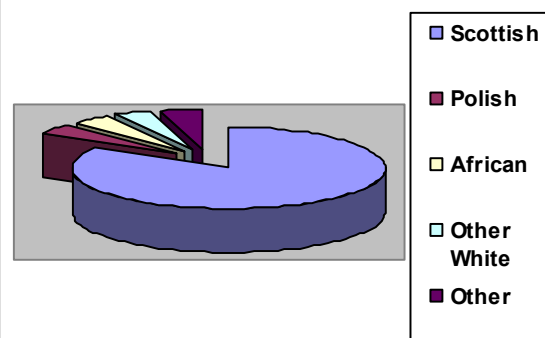


In the year to 31 March, 24 houses became available to let and were allocated to 9 transfer applicants; 13 from the Housing List and 2 referred by Glasgow City Council's Homelessness Caseworkers. It took, on average, 4 days to relet a house and only 0.07% of rent was lost because of empty houses during the year.

TENANTS

At 31 March 2017, 83.5% tenants described their ethnic origin as "White Scottish". Other tenants include those who said they were "Polish" (4.2%); "African" (3.9%) and "Other White" (3.9%).

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




HOUSING MANAGEMENT

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent were 1.23% (Target 1.75%)
Rent Lost through Empty Houses was 0.07% of Annual Rent (Target 0.50%)
Average Time to Relet a House was 4 days (Target 5 days)

The Scottish Housing Regulator's report on Blochairn's performance will be published by 31 October. This will allow a comparison with other housing associations.

HOUSING SEX OFFENDERS

 With 13 other associations, Blochairn continued to campaign against the policy of housing dangerous sex offenders. The Scottish Government, Glasgow City Council and Glasgow Housing Association remain uncooperative. In 2013, an investigation into a serious sexual assault on a 4 year old boy, found that GHA's allocation process was flawed. GHA still refuse to say whether the policy has been changed. An official complaint was made and the Scottish Public Services Ombudsman contacted. The Scottish Housing Regulator will be contacted.

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

TENANCY ISSUES

Warnings were issued to 3 tenants in rent arrears. None went to court.



RIGHT TO BUY



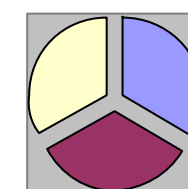
There is no Right to Buy in Scotland.

HOUSING BENEFIT

Over half (48.8%) of Blochairn's tenants receive Housing Benefit. The Association received about £488,000 in direct payments. Some tenants receive full housing benefit and others, mostly working households, receive some housing benefit.



COMPLAINTS



Contractor
Maintenance
Staff

Associations follow a procedure agreed with the Scottish Housing Regulator and the Scottish Public Services Ombudsman. Three formal complaints were received in the year to 31 March 2017: one against our staff, one about a contractor and one about the maintenance service. Two were dealt with at the initial stage and one went to further investigation. None of these complaints were upheld and none were reported to the Ombudsman.