

Management Committee	Membership
<p>Five new Committee Members were elected at the AGM on 26 June 2018. There are now 13 Committee members:</p> <p>Susan Aktamel 2018 Rosemary Cairns 2013 Denise Doherty 2018 Andy Duffus 2018 Manal Eshelli 2015 Sakina Masih 2018 Rose McLeish 2018 Lynsey Morgan 2012 Michelle Moore 2016 Joan Reuston 1999 Sheena Stephen 2017 Frances Tierney 2013 Olga Vassiljeva 2014 (Susan Aktamel, Denise Doherty and Andy Duffus were previously co-optees).</p>	<p>At 31 March the Association had 105 Members. At the Annual General meeting on 26 June there were 109 and 23 (21%) attended the AGM. A Special General Meeting was held on 26 June to adopt the latest housing association Rules.</p> 
Agency Services	
Wylie & Bisset Mellicks & Co RBOS Alexander Sloan & Co	Finance Agent Solicitors Banking Auditors

Staff			
Michael Carberry	Director	MPhil	1994
Angela MacDonald	Housing Services Officer	BA	1991
Kaye McFall	Housing services Assistant		2017
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
<https://www.facebook.com/blochairnha>

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BLOCHAIRN HOUSING ASSOCIATION

ANNUAL REPORT 2017/2018

CHAIRPERSON'S REPORT

**Lynsey Morgan,
Chairperson**



DEVELOPMENT

Investment

More than £24 million has been invested in the Blochairn area.

	1992-98	1999-00	2001-10	2011-2018	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>5,500,000</u>	<u>7,071,000</u>
TOTAL	7,298,000	2,077,000	6,737,000	7,976,000	24,088,000


In 2017/2018 the Association took out a private loan of **£1.6 million** for major repairs at the earliest 1990's improvement contracts, including replacing external wall insulation.

Tenant Satisfaction Survey 2017

- * 60% of tenants took part in the 2017 survey
- * 95% **satisfied** with **overall service**; 66.5% **very satisfied**
- * 96% felt that the Association was **good** at keeping them informed
- * 93% **happy** with neighbourhood management
- * 89% think rent is **good value** for money
- * 98% **satisfied** with repairs service in the past 12 months; 82% **very satisfied**
- * 99% **happy** with the attitude of tradesmen
- * 94% **satisfied** with **helpfulness** of staff
- * 100% **happy** with out of hours service
- * 93% **satisfied** with overall **quality** of their home
- * 90% **happy** with the Tenant Bonus Scheme



FINANCE Highlights

- * £5,500,000 loan received from Unity Bank Trust
 - * £3,075,000 Royal Bank of Scotland loan paid
 - * £180,000 Nationwide Building Society loan paid
 - * £574,000 Clydesdale Bank loan paid
 - * £1,600,000 set aside for Major Repairs
 - * £1,008,000 received in rent payments
 - * £11,000 grant received from Glasgow City Council to carry out Medical Adaptations
 - * £1,800 interest payments received
 - * £446,000 management costs
 - * £313,000 spent on planned maintenance and major repairs
 - * £115,000 spent on day to day, routine repairs
 - * £183,000 interest payments made
 - * £172,000 surplus made
- 
- A blue-toned photograph showing a financial calculator with a digital display showing '69054200'. A silver pen and a white marker are resting on the calculator. In the background, there are financial documents with line graphs and tables of numbers.



MAINTENANCE

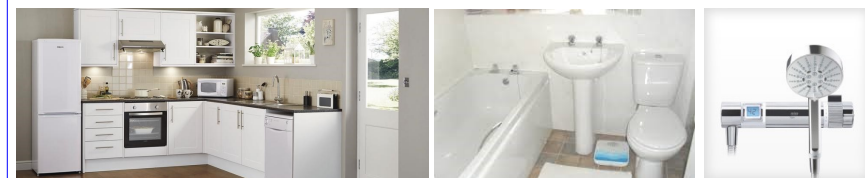
Providing a **high quality maintenance service** and **protecting investment** in the Association's property is a top priority. Blochairn sets **high standards**. Response times are very demanding but are met in most cases. Tenants have emergency contact numbers for tradesmen and for a member of staff who is always on call.

Planned Maintenance



Property built in 1930's and improved in 1990's was in need of substantial works. The **Major Repairs programme** began in January at Roystonhill and included new external wall insulation, gutters, downpipes, windows and close doors. The programme will cover 17 closes and will cost around **£1.6 million**. A programme to renew around 30 **kitchens and boilers** began in March, costing around **£150,000 (£5,000 per house)**. Bathroom renewals began in May in 18 homes. The Association

tries to **better what is in place** and uses **good quality materials**.



Maintenance Highlights

- An average of 3 repairs carried out in each property
- On average, **under one hour** to attend to an emergency repair
- On average, **2.95 days** to complete a non emergency repair
- 99.5% repairs were done **within the target time**
- 89.7% repairs **Fixed First Time**
- 96.6% repair **appointments kept**
- 99.7% **gas safety certificates** renewed by the due date
- Partnering agreement continued with **James Frew (Gas Sure)** for heating
- Partnering agreement continued with **McDermott Services** and all gardens maintained throughout the area
- Close cleaning provided at Blochairn Place; common windows cleaned throughout the area
- Thirteen houses **prepared for relet** at an average cost of £718 per house
- 11 **Medical Adaptations** done at a cost of £11,000



COMMUNITY ISSUES

Tenant Bonus Scheme

The Bonus Scheme is a "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. It promotes **respect** for neighbours and community. Since 2001, tenants have received more than £200,000 at Christmas and in Prize Draws. At Christmas 2017, 82% 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 2018

Sofea Ahmad (Royston Primary) and **Millie Carroll** (Saint Roch's Primary) won the 2018 awards, which

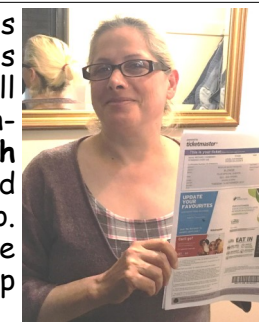


are based on their **community involvement** and **performance** in the School Curriculum for Excellence, as Confident Individuals; Successful Learners; Responsible Citizens and Effective Contributors. Well Done, Girls! And Good Luck, in secondary school - and beyond!



Competitions, Outings etc.

Competitions this year included tickets to a Scotland football game, a Blondie Concert (won by **Zorah Davani**, pictured) and a Christmas Panto. We also had a Movie Quiz and a World Cup 2018 competition.



Imagination Library



Blochairn is a local champion for the **Dolly Parton Foundation Imagination Library** providing a **free book**, each month, for every child, from birth to their 5th birthday.

Tenancy Support



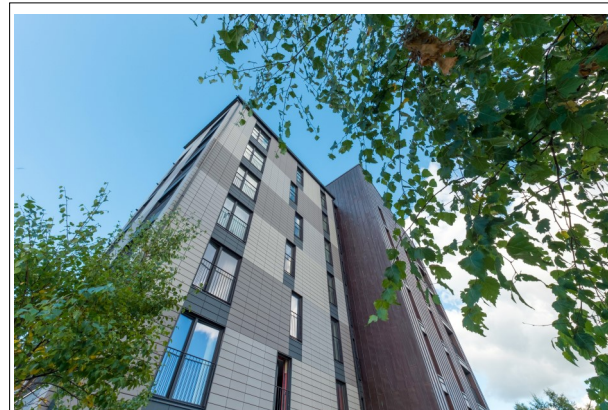
Donna Ferguson (Tenancy Support); **Patrick Hannon** (Welfare Benefits Advice) and **Maureen McGowan** (Financial Advisor) are important members of the Association's team providing support on housing, financial and welfare benefits issues.

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



- 121 applicants on the Housing List
- 82 new applications received
- 73 applications cancelled
- 3.8 days to process an application
- Applicants' ethnic origins include: "White Scottish" (57.9%); "African" (22.3%) and Polish (4.1%)
- Around one third (32%) of applicants said they had a disability

ALLOCATIONS

- 13 houses became available to let
- 4 transfer applicants housed
- 6 housed from the Housing List
- 3 homeless applicants housed
- on average, 3.8 days to relet a house
- only 0.02% rent lost because of empty houses



TENANTS



Tenants' ethnic origins include:

"White Scottish" (83.2%)
 "African" (4.2%)
 "Polish" (4.2%)
 "Other White" (3.9%).

Almost half (46.3%) said they had a "Disability"

HOUSING MANAGEMENT

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent were 1.48% (Target 1.75%)
 Rent Lost through Empty Houses was 0.02% of Annual Rent (Target 0.50%)
 Average Time to Relet a House was 3.8 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.

NATIONAL ACCOMMODATION STRATEGY FOR SEX OFFENDERS (NASSO)



The NASSO Awareness Group **campaigns** against the policy of housing **dangerous sex offenders** in our communities. **Glasgow Housing Association refused to discuss** whether recommendations in the **George Cameron Significant Case Review**, published in 2013, had been followed. The Group made an **formal complaint**. GHA rejected the complaint and the Scottish Public Services Ombudsman and the Scottish Housing Regulator **refused to become involved**. The Group will now contact the Scottish Government. Housing Association members of the NASSO Awareness Group are: Blochairn, Craigdale (Castlemilk); Easthall Park (Easterhouse); Elderpark (Govan); Gardeen (Barlanark); Kendoon (Drumchapel); Kingsridge/Cleddens (Drumchapel); Milnbank (Dennistoun); Pineview (Drumchapel); Provanhall (Easterhouse); Ruchazie.

TENANCY ISSUES

Warnings were issued to 8 tenants who had rent arrears and to 3 tenants for other reasons. One case went to Court and an **Eviction Decree** was granted in April 2018. Of 23 recorded neighbour disputes, 19 complaints were upheld. Complaints were made by 13 households and 12 households were complained about.



HOUSING BENEFIT

Almost half (47.7%) Blochairn's tenants receive Housing Benefit (full 34%/partial 13.7%) and around £475,000 was received in direct payments. Many **working households** receive some housing benefit.



COMPLAINTS

Associations follow a procedure agreed with the Scottish Housing Regulator and the Scottish Public Services Ombudsman. Three **formal complaints** were received in the year - one against the Association, one about a contractor and one about the maintenance service. All three were passed for **full investigation**. One complaint was **upheld**. None were reported to the Scottish Public Services Ombudsman.

