

CHAIRPERSON'S REPORT

We performed well again in the year to 31 March 2019. Residents can visit the Scottish Housing Regulator's web site to compare our performance with other associations. We provided high quality housing management and maintenance services and we employed a Welfare Rights Advisor, a Financial Advisor and a Tenancy Support Officer to help, advise and support our residents. Our Major Repairs Contract was completed in May. The work included fitting new external wall insulation, new house windows and close doors to 17 properties/102 houses. The results are very impressive. In the wider Royston community, the Royston Strategy Group meets regularly. A review of the regeneration strategy is underway, led by Rosemount Development Trust. The new Rainbow Hall will open soon and we continue to work with Copperworks on a strategy for Millburn Street/Roystonhill. We continued to challenge the policy of housing dangerous sex offenders in our communities. But approaches to Glasgow Housing Association, the Scottish Public Sector Ombudsman and the Scottish Housing Regulator had no impact, despite showing that recommendations in the George Cameron Significant Case Review have not been implemented. We will approach the Scottish Government yet again! Our Tenant Bonus Scheme has been going since 2001. It's our way of thanking tenants who help to make Blochairn a place people are happy to live in and proud to say they come from. More than £235,000 has been distributed to our community at Christmas and in the monthly prize draw. At Christmas 2018, we tried a different approach. We asked tenants to consider how they had contributed to making the area and the community a better place. They completed a survey form to confirm that they should receive the Christmas Bonus. Quite a few folk decided not to apply. We hope they will feel more able to apply this year. At Christmas 2018, 69% tenants received the £75 Christmas bonus payment. We continued our work with younger residents with our Community Citizenship Award for Royston Primary and St Roch's Primary. Since 2016 we have been a 'Community Champion' for the Dolly Parton Foundation Imagination Library. We provide a free book, every month, for every child in our community, from birth until their 5th birthday. We work closely with Royston Youth Action and our Director is the Chair of the RYA Board. To end my report let me thank our Committee members, who volunteer their free time for the benefit of our community. Thanks also to our staff who provide a professional, but also a very personal, service. And, finally, I would ask you to please continue to read our newsletters and enjoy our Facebook page (which has 748 "Followers"!)

Lynsey Morgan,
Chairperson



DEVELOPMENT

Investment

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

	1992-98	1999-00	2001-10	2011-2019	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 2018 the Association took out a private loan of **£1.6 million** for major repairs to 17 properties (102 houses) including renewing external wall insulation.

Tenant Satisfaction Survey

The last full Tenant Satisfaction Survey was in 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

- * £1,268,760 spent on Major Repairs
- * £1,063,723 rent received
- * £495,500 direct Housing Benefit received
- * £430,470 management costs
- * £229,464 spent on Planned Maintenance
- * £157,371 spent on day to day, routine repairs
- * £152,389 surplus made
- * £114,728 paid in bank interest
- * £30,699 grant from Glasgow City Council for Medical Adaptations
- * £4,206 interest payments received



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.

Major Repairs and 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 2018 and was completed in May 2019. It included new external wall insulation, gutters, downpipes, windows and close doors for 17 closes (102 houses) at a cost around £1.6 million. A programme to renew around 30 kitchens and boilers began in March 2018, costing around £150,000 (£5,000 per house). Bathroom renewals began in May 2018 in 18 homes. The Association tries to better what is in place, rather than just replacing like for like, and uses good quality materials.



Maintenance Highlights

- An average of 3.5 repairs carried out in each property
- On average, under one hour to attend to an emergency repair
- On average, 2.76 days to complete a non emergency repair
- 99.5% repairs were done within the target time
- 95% repairs Fixed First Time
- 98.7% repair appointments kept
- 100% 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
- 16 Medical Adaptations done at a cost of £30,698



COMMUNITY ISSUES

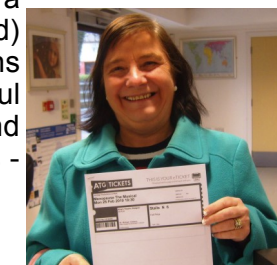
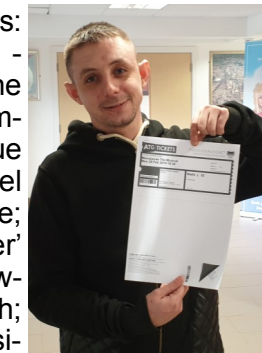
Tenant Bonus Scheme



The Tenant Bonus is a "thank you" to tenants who help to make Blochairn a place people are happy to live in and proud to say they come from. It's about respect for neighbours and for community. Since 2001, £235,000 has been distributed at Christmas and in Monthly Prize Draws. At Christmas 2018, 69% tenants received a cash £75 Bonus. Also, a small Christmas gift was delivered to pensioners and to Young People under 16 years and a calendar delivered to all tenants.

Competitions, Outings etc.

Competitions winners: 'World Cup 2018' - Joe O'Reilly; 'Name the Actors' Christmas competition - Bill & Sue Brant; Scotland v Israel tickets - Karen Downie; 'Saturday Night Fever' tickets - Jeanette Bowers and Tracy McLeish; 'Menopause the Musical' tickets - Sandra McFadyen (pictured) and Betty Collins (collected by Paul Hally, pictured), and Kevin Bridges tickets - Nicola McVey.



Community Citizenship Award 2019



Ben Tibbs (Royston Primary) and **Isoken Ik Osagie** (Saint Roch's Primary) won the Community Citizenship Awards 2019, 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! And Good Luck, in secondary school - and beyond!



Imagination Library

Since 2016, Blochairn has been a local 'Community Champion' for the Dolly Parton Foundation Imagination Library. We provide a free book, each month, for every child, from birth to their 5th birthday.



Tenancy Support



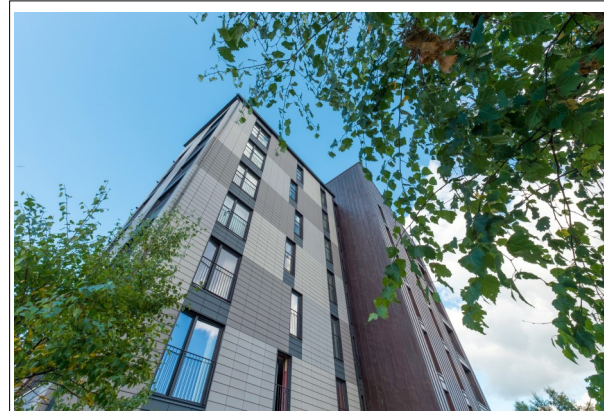
Geraldine Burgess (Tenancy Support); **Patrick Hannon** (Welfare Benefits Advisor) and **Maureen McGowan** (Financial Advisor) are important members of the Association's team providing support on housing, financial and welfare benefits issues.

HOUSING MANAGEMENT

<u>Housing Stock</u>	2 apt	3 apt	4 apt	5 apt	6 apt	Total
Houses	2	13	5	4	2	26
Flats	55	142	61	2	0	260
Total	57	155	66	6	2	286

At 31 March 2019 Blochairn Housing Association owned 285 houses. A house was bought from an owner in Blochairn Place in July. The Association is the Factor for 39

HOUSING LIST at 31 March 2019



- 185 applicants on the Housing List
- 105 new applications received
- 39 applications removed from list
- 4 homeless referrals received
- 5.5 days to process an application
- Applicants' ethnic origins include: "White Scottish" (62.2%); "African" (21.1%) and Polish (3.2%)
- 68 applicants (36.8%) said they had a disability

ALLOCATIONS 2018/2019

- 26 houses became available to let
- 11 transfer applicants housed
- 13 housed from the Housing List
- 1 statutory homeless applicant housed
- 1 applicant referred by social services
- on average, 4.5 days to relet a house
- only 0.11% rent lost because of empty houses



TENANTS



Tenants' ethnic origins include:
 "White Scottish" (83.2%)
 "Polish" (4.6%)
 "African" (4.2%)
 "Other White" (3.5%).

Almost half (48.8%) said they had a "Disability"

HOUSING MANAGEMENT

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent were 1.47% (Target 1.75%)
Rent Lost through Empty Houses was 0.11% of Annual Rent (Target 0.50%)
Average Time to Relet a House was 4.5 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 (NAG) campaigns against the policy of housing dangerous sex offenders in social housing communities. Efforts to engage with Glasgow Housing Association over recent years have been unsuccessful and there was no support from either the Scottish Public Services Ombudsman or the Scottish Housing Regulator. The Group will try to engage with the appropriate Scottish Minister. Housing Association members of the NASSO Awareness Group are: Blochairn, Craigdale (Castlemilk); Easthall Park (Easterhouse); Elderspark (Govan); Gardeen (Barlanark); Kendoon (Drumchapel); Kingsridge/Cleddens (Drumchapel); Milnbank (Dennistoun); Pineview (Drumchapel); Provanhall

TENANCY ISSUES

Warnings were issued to 6 tenants because of rent arrears and to 6 tenants for other reasons relating to their tenancy. Two cases went to Court. One was resolved and the other is an ongoing case. Of 19 recorded neighbour disputes, 13 complaints were upheld. Complaints were made by 22 households and 14 households were complained about.



HOUSING BENEFIT & UNIVERSAL CREDIT



Almost half (46.3%) Blochairn's tenants receive Housing Benefit (HB) (full 34%/partial 12.3%) and around £495,500 was received in direct payments in 2018/2019. Many working households receive some HB. Universal Credit (UC) continued to be rolled out by the UK government. In July 2019, UC was damned as one of the worst examples of welfare reform "in the history of human-kind", with a Commons committee report saying claimants are trapped with no way out of a system so complex it baffles even experienced benefit advisors.

COMPLAINTS

Three formal complaints were received in 2018/2019. One was about how a neighbour dispute was being handled. This was not upheld. Two complaints were about our maintenance service and these went to a full investigation. Neither were upheld. No complaints were made to the Scottish Public Services Ombudsman.

