




Management Committee		Membership	
Following the Annual General Meeting on 1 September 2020, the Association has ten Committee Members:		On 1 September 2020 the Association had 98 Members and 22 (22.4%) attended the Annual General Meeting. The meeting was held remotely, using the Zoom conference system, with 4 Members choosing to attend in person.	
Lazarous Chisela	2019		
Manal Eshelli	2015		
Sakina Masih	2018		
Michelle Murray-Moore	2016		
Catherine Neil	2019		
Joan Reuston	1999		
Sheena Stephen	2017		
Frances Tierney	2013		
Olga Vassiljeva	2014		
Ewa Wojcik	2019		
		Agency Services	
		Wylie + Bisset	Finance Agent
		Mellicks & Co	Solicitors
		RBOS	Banking
		Alexander Sloan & Co	Auditors
		Wylie + Bisset	Internal Auditors
Staff			
Michael Carberry	Director	M.Phil	1994
Angela MacDonald	Housing Services Officer	BA	1991
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 www.blochairn.org www.facebook.com/blochairnha			
Scottish Charity No. SCO040816; Financial Conduct Authority No. 2341R(s); Scottish Housing Regulator No. HAC 223; Property Factor No. PF000257; Member of Employers in Voluntary Housing.			

BLOCHAIRN HOUSING ASSOCIATION	
	
THE HERALD PROPERTY AWARDS FOR SCOTLAND 2011 DEVELOPMENT OF THE YEAR WINNER: Blochairn Housing Association Blochairn Place, Glasgow SHORTLISTED: Charles Church, Hillwood View, Edinburgh; Crammond Select Homes, Chalmers Church Development, Bridge of Allan; Manor Kingdom, The Marston at Kail School, Dumbarton; Miller Homes, Doone Piggs, Doone; Robertson Homes, Hallowell Gardens. JUDGES' VERDICT: "Competition in this category was intense, but Blochairn Housing Association overcame many obstacles to create a truly great development."  	
ANNUAL REPORT 2019/2020	

CHAIRPERSON'S REPORT

My report is for the year to 31 March 2020. But we all know that the end of March began a very traumatic time for us all. A very special thanks goes to our Committee and Staff who have worked so hard throughout the year and kept us going since March. Our staff have been in our office every day trying to provide a service in very stressful circumstances.



This year we held a virtual AGM through 'Zoom', with a handful of members choosing to attend in person with social/physical distancing and PPE. Strange times, indeed.

We performed well again in the year to 31 March 2020. You 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 employed a Welfare Rights Advisor, Financial Advisor and Tenancy Support Officer to support our residents. Planned maintenance continued with new bathrooms at Dunolly St/Sandmill St.

The Royston Strategy Group made some progress. The Rainbow Hall has been rebuilt; land at Millburn Street was levelled and a park will be created; the 'Blue Roof' will be converted to a nursery and talks continued on a plan for central Roystonhill, with new houses to be split between Blochairn and Copperworks. Plans to build new shops and houses on Royston Road and to regenerate Glenconner Park have not progressed.

We continued to challenge the policy of housing dangerous sex offenders in our communities. But our efforts are not welcomed by the Responsible Authorities.

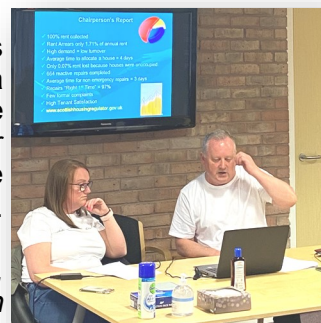
Since 2001, our Tenant Bonus Scheme has been our way to thank tenants who help to make Blochairn a place people are happy to live in and proud to say they come from. More than £232,000 has been distributed to our community at Christmas and £19,000 in the monthly prize draw.

We try to show our younger residents that they are important members of our community. Sadly, our Community Citizenship Award 2020 for Royston Primary and St Roch's Primary had to be cancelled. But we continued as 'Community Champion' for the Dolly Parton Imagination Library, providing a free book, every month, for every child in our community, from birth until their 5th birthday. We support Royston Youth Action and our Director is the Chair of the RYA Board.

We launched our web site in 2019. Tenants and owners can access their accounts; tenants can request repairs and anyone can apply for a house on line. We also developed a mobile phone App and a mobile phone text bulletin service. Our Facebook page continues to be popular with 858 'Followers'.

This is the end of my 5 year term as Chairperson. It coincides with changes in my workplace and I need to stand down as a Committee member. I've been a Committee member since 2012 and I've enjoyed my time immensely. I'd like to thank our Staff for their support over the past 8 years and thank all of the Committee members who volunteered to serve during that time. I wish everyone at Blochairn every success in the future.

*Lynsey Morgan,
Chairperson*



DEVELOPMENT

Investment

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

	1992-98	1999-00	2001-10	2011-2020	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 loan of £5.5 million to consolidate existing loans and to fund the £1.6 million major repairs programme.

Communication



In March 2016 the Association launched its Facebook page. Posts are for general interest and entertainment. The mix of housing related information, serious issues and humour is popular and the FB page has 858 'Followers'.



In August 2019 the Association launched its web site, providing lots of useful information and giving tenants and owners access to their accounts. Housing applications, repair reporting and general communication are now at the touch of a button. This was quickly followed by the launch of the Association's mobile phone App. In March 2020, the COVID 19 lockdown required a review of how information could be shared with residents. A mobile phone text bulletin system was created providing messages in an interesting, eye catching format, delivering information instantly. This system will continue to be developed.

FINANCE Highlights

- * £1,088,177 rent received
- * £506,500 direct Housing Benefit received
- * £444,244 management costs
- * £198,301 spent on Planned Maintenance
- * £236,107 spent on day to day, routine repairs
- * £264,454 surplus made
- * £10,916 grant from Glasgow City Council for Medical Adaptations
- * £119,497 paid in bank interest
- * £2,072 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.

Planned Maintenance



The Major Repairs programme that began in January 2018 was completed in May

2019, dealing with buildings built in 1930's and modernised in 1990's. New external wall insulation, gutters, downpipes, windows and close doors were fitted in 17 closes, costing £1.6 million. Following this investment,



Planned Maintenance continued with new bathrooms and showers being fitted at Dunolly Street/Sandmill Street in 2019. Whilst the Major Repairs programme was being planned, external decoration was on hold. On completion of the programme, fencing, in particular, was in dire need of painting. This is now well underway and will continue, weather permitting, over the next few months.

Maintenance Highlights

- An average of 2.7 repairs carried out in each property
- On average, under one hour to attend to an emergency repair
- On average, 3 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
- All gas safety certificates renewed by the due date, except one
- Partnering agreement continued with James Frew (Gas Sure) for heating
- Partnering agreement continued with Nurture and all gardens maintained throughout the area
- Close cleaning provided at Blochairn Place; common windows cleaned throughout the area
- Nineteen houses prepared for relet at an average cost of £784 per house
- 4 Medical Adaptations done at a cost of £10,916



Think Quality
Get it right first time



COMMUNITY ISSUES

Tenant Bonus Scheme

The Tenant Bonus is a "thank you" to tenants who help to make Blochairn a place that people are happy to live in and proud to say they come from. It's about respect for neighbours and for our community. Since 2001, £232,000 has been distributed at Christmas and £19,000 in Monthly Prize Draws. At Christmas 2019, 68% tenants received a £75 cash 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 2020

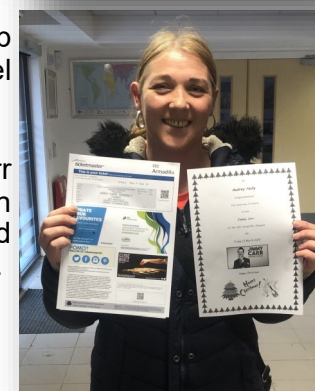
Sadly, the Community Citizenship Awards 2020 had to be cancelled due to the Covid 19 'lockdown'. The Awards, for Royston Primary and St Roch's Primary, are based on their community involvement and performance in the School Curriculum for Excellence, as Confident Individuals; Successful Learners; Responsible Citizens and Effective Contributors. We will begin again in 2021. Previous winners in Royston Primary are Ephraim Chiwara, Hayley Brown, Tamzin McLeish, Jack Anderson, Savannah Jeffrey and Sofia Ahmad. At St Roch's we've had Sean Paul Faulds, Eve Gillespie, Rebecca Kyle, Lillias Sidique, Theodocia Glover and Millie Carroll and Isoken Ik Osagie. All great candidates!



Competitions, Outings etc.

Competitions winners:

- 'PINK' Concert tickets (Tracey McCaffery and Kirsty McDermid)
- John Bishop tickets (Daniel Haggerty)
- Jimmy Carr tickets (Kevin O'Neill and Audrey Hally).



Imagination Library

Since 2016, Blochairn has been a local 'Community Champion' for the Dolly Parton Imagination Library. We provide a free book, every month, for every child, from birth to their 5th birthday. (contact us if you want to know more).



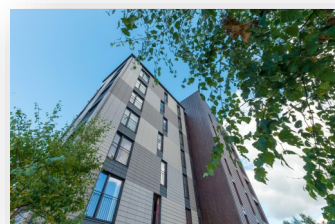
Tenancy Support



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. Contact us if you want to book an appointment.

HOUSING MANAGEMENT

Blochairn owns 290 houses and is the Factor for 35 houses, including 27 Shared Equity homes in Blochairn Place. The majority of our houses were built in 1930's and modernised in 1990's. A new build development at Cloverbank Gardens was completed in 2002.



The new build development at Blochairn Place was completed in 2011. It was the biggest development in Glasgow (101 houses) that year and it was awarded Development of the Year in the Herald Property Awards. The majority of our houses are tenement (86.6%).

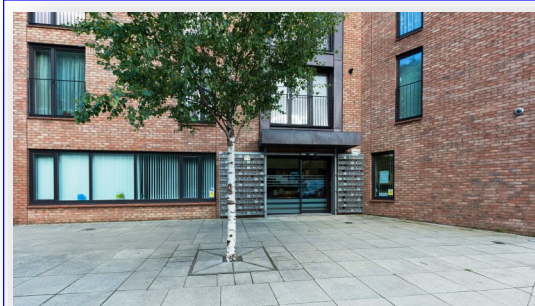
Housing Stock	2 apt	3 apt	4 apt	5 apt	6 apt	Total	%
Houses	0	0	4	4	2	10	3.4
Tenement	55	132	62	2	0	251	86.6
4 in a block	2	20	0	0	0	22	7.6
Other	0	7	0	0	0	7	2.4
Total	57	159	66	6	2	290	100
%	19.7	54.8	22.8	2.0	0.7	100	

HOUSING LIST at 31 March 2020

- 126 applicants on the Housing List
- 91 new applications received
- 141 applications removed from list
- 5 days to process an application
- Applicants' ethnic origins include "White Scottish" 62.7%; "African" 20.6%; White Other British 3.1%; Arab 2.4% and Other White 2.4%



ALLOCATIONS 2019/2020

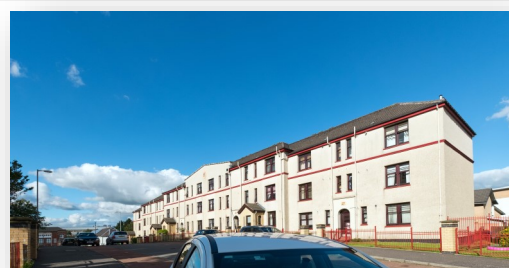


- 19 houses became available to let
- 8 transfer applicants housed
- 9 housed from the Housing List
- 1 statutory homeless applicant housed
- 1 referred by Centre for Inclusive Living
- on average, 4 days to relet a house
- only 0.07% rent lost because of empty houses

TENANTS

Tenants' ethnic origins include

- "White Scottish" (83.2%)
- "Polish" (4.6%)
- "African" (4.2%)
- "Other White" (3.9%).



HOUSING MANAGEMENT

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent = 1.71% (Target 1.75%)
Rent Lost through Empty Houses = 0.07% of Annual Rent (Target 0.50%)
Average Time to Relet a House = 4 days (Target 5 days)

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

NATIONAL ACCOMMODATION STRATEGY FOR SEX OFFENDERS (NASSO)



Blochairn is a member of the NASSO Awareness Group (NAG) which monitors and challenges the Scottish Government and Glasgow City Council policy of housing dangerous sex offenders in social housing communities. Freedom of Information legislation is available to make enquiries directly to housing associations, such as, GHA. Housing Associations in 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) and Ruchazie.

TENANCY ISSUES

Warnings were issued to 7 tenants because of rent arrears and to one tenant for other reasons relating to their tenancy. One case went to Court and is currently suspended. Of 18 recorded neighbour disputes, 15 complaints were upheld. Complaints were made by 29 households and 6 households were complained about.



HOUSING BENEFIT & UNIVERSAL CREDIT



More than 40% Blochairn's tenants receive Housing Benefit (HB) (full 31%/partial 10.3%) and around £506,000 was received in direct payments in 2019/2020. 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 humankind", 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

Four formal complaints were received in 2019/2020. Three were about a contractor. One went to Full Investigation and was upheld. One was about a housing application and was not upheld. No complaints were made to the Scottish Public Services Ombudsman.

