

Management Committee		Membership	
<p>Following the Annual General Meeting on 1 September 2020, the Association has ten Committee Members: The next AGM is on 21 September 2021.</p> <p>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</p> 		<p>On 1 September 2020 the Association had 98 Members and 22 (22%) attended the Annual General Meeting. The meeting was held remotely, using the Zoom conference system, with 4 Members choosing to attend in person.</p> 	
Agency Services		Agency Services	
		Wylie + Bisset Mellicks & Co RBOS Alexander Sloan & Co Wylie + Bisset	Finance Agent Solicitors Banking Auditors Internal Auditors
Staff			
Michael Carberry	Director	M.Phil	1994
Angela MacDonald	Housing Services Officer	BA	1991
Danielle Murphy	Housing Services Assistant	(left 31 March 2021)	2009
Carol Niven	Finance Assistant	MAAT	1995
			
<p>Blochairn Housing Association Ltd. 1 Blochairn Road, Glasgow G21 2ED Tel: 553 1601 www.blochairn.org www.facebook.com/blochairnha</p>			
<p>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.</p>			

BLOCHAIRN HOUSING ASSOCIATION








ANNUAL REPORT 2020/2021

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CHAIRPERSON'S REPORT

As I write my report we are now 18 months into the COVID 19 global pandemic. We have endured isolation, sickness and the loss of friends and family. It has been a traumatic time; one that, in our worst nightmares, we could not have predicted.

My condolences to anyone in our community who has lost loved ones. To others in our community, I hope that there is light at the end of this dark tunnel. We are nearly there. Stay strong and stick together.

Sticking together, as a community, stood us in good stead last year. People throughout Royston joined with established, community owned organisations to volunteer to deliver food parcels and hot meals and collect prescriptions for vulnerable households. They even delivered recipes for home cooking and activity packs for children.

Like most offices, ours has been closed to the public since March 2020. However, our staff volunteered to work from the office rather than work from home. They felt that they could not direct contractors to carry out essential repairs whilst not being on the front line themselves. They wanted to be available to residents; as much as lockdown restrictions would allow. This is another example of their commitment to the Blochairn community, even in the most stressful of circumstances. In October 2020, staff tested Positive for COVID 19 and had to isolate. Even when ill and suffering the effects of the virus, they kept our services going.

Since March 2020, our Management Committee meetings have been through 'Zoom'. The AGM 2020 was held through 'ZOOM' (although a few hardy souls came into the office, with social distancing and PPE - see below). Trust me, even folk a lot more computer literate than me don't like 'Zoom' meetings! So, it's a very special thanks to my fellow Committee members who persevered and saw us through. This year's AGM will be on 21 September. Please consider joining our Management Committee. New members give the rest of us a welcome boost.

Naturally, some things were affected by the COVID 19 lockdown but we performed well in the year to 31 March 2021. You can visit the Scottish Housing Regulator's web site to compare our performance with other associations.

Since 2001, our Tenant Bonus Scheme has been 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. In 2020, as a mark of solidarity with our community, the £75 Christmas Bonus was offered to every one of our tenants. More than £250,000 has now been distributed to our community at Christmas and £20,000 won in the monthly prize draw.

Our Community Citizenship Award for Royston Primary and St Roch's Primary had to be cancelled again. St Roch's Primary did some work and we selected Ellen Ala as a prize winner. 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. During lockdown this was especially welcome. We continued to support Royston Youth Action and our Director continued as Chair of the RYA Board.

We continued to develop our web site and post to our Facebook page, which now has 904 'Followers'.



I am proud of how the Association has managed through this pandemic. I look forward to returning to normal working soon. Meantime, I hope to see you at the AGM in September.

Joan Reuston,
Chairperson

DEVELOPMENT

Investment

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

	1992-98	1999-00	2001-10	2011-2021	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 904 'Followers'. In August 2019 the Association launched its web site, providing lots of useful information and giving tenants and owners access to their rent and factoring 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

- * £1,165,804 rent received
- * £444,861 direct Housing Benefit
- * £1,230 lost on empty houses
- * £415,484 management costs
- * £22,221 spent on Planned Maintenance
- * £259,949 spent on day to day, routine repairs
- * £239,448 surplus made
- * £16,011 grant from Glasgow City Council for Medical Adaptations
- * £102,990 paid in bank interest
- * £540 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

Our Planned Maintenance programme ground to a halt during the COVID 19 global pandemic.



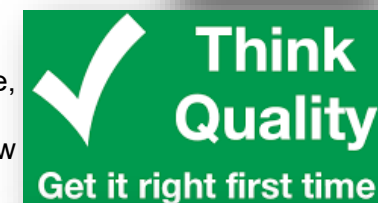
Scottish Government guidance was that only emergency and essential repairs could be done. Contractors were to enter houses only when necessary. As the situation eased, outside work was allowed and we were able to continue with our external decoration work.

We will return to our Planned Maintenance programme in October with new bathrooms and showers at Contract 5 (2/36 and 15/31 Sandmill Street). We will review our plans for other works.



Maintenance Highlights

- An average of 2 repairs carried out in each property
- Less than 2 hours to attend to an emergency repair
- On average, less than 3 days to complete a routine repair
- 95% repairs were done within the target time
- 94% repairs Fixed First Time
- 19 gas safety certificates not renewed by the due date, all due to COVID 19 isolation, etc.
- 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 £1,425 per house
- 8 Medical Adaptations done at a cost of £16,011



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, more than £250,000 has been distributed at Christmas and more than £20,000 has been won in Monthly Prize Draws. Last year, as a mark of solidarity with our community, every tenant was offered the £75 Christmas Bonus. The monthly prize draw was suspended and will be drawn at the AGM in September.



Community Citizenship Award 2021

The Awards had to be cancelled again due to the Covid 19 lockdown. The Awards, for pupils of Royston Primary and St Roch's Primary, are based on community involvement and performance in school as Confident Individuals; Successful Learners; Responsible Citizens and Effective Contributors. St Roch's did some work and Ellen Ala won a prize. Sadly, there was no award ceremony and she had to settle for receiving her prize in the playground! 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, Theodora Glover and Millie Carroll and Isoken Ik Osagie.



Competitions, Outings etc.



The COVID 19 global pandemic lockdown saw mass cancellations of events, such as, concerts, and crowds were banned from football matches. We will get back to offering the chance to experience these things as soon as we can. We did run a Euro 2020 competition and a £50 prize was won by Patrick Bowers (Cloverbank Gardens).

Tenancy Support



Geraldine Burgess (Tenancy Support) and **Maureen McGowan** (Financial Advisor) were important members of our team. **Matthew Horsley** replaced **Patrick Hannon** as Welfare Benefits Advisor when Patrick moved to a new job.

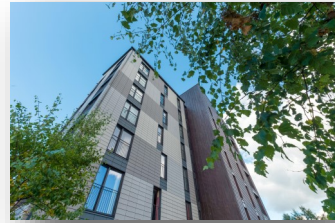
Imagination Library

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. We managed to keep this service going throughout the COVID 19 global pandemic. It was an important lifeline for some of our youngest residents.



HOUSING MANAGEMENT

Blochairn owns 291 houses and is the Factor for 34 houses, including 26 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 (87%) are tenements.

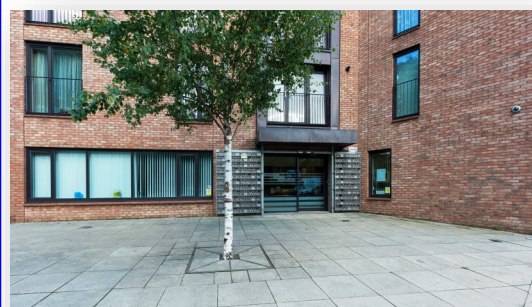
Housing Stock	2 apt	3 apt	4 apt	5 apt	6 apt	Total	%
Houses	0	0	4	4	2	10	3
Tenement	55	133	62	2	0	252	87
4 in a block	2	20	0	0	0	22	8
Other	0	7	0	0	0	7	2
Total	57	160	66	6	2	291	100
%	20	55	23	2	1	100	

HOUSING LIST at 31 March 2021

- 258 applicants on the Housing List
- 173 new applications received
- applicants' ethnic origins include "White Scottish" 67%; "African" 16%; Polish 4%; Arab 3% and White Other British 3%
- 35 applications removed from list
- 5 days to process an application



ALLOCATIONS 2020/2021



- 20 houses became available to let
- 6 transfer applicants housed
- 13 housed from the Housing List
- 1 statutory homeless applicant housed
- On average, 9 days to relet a house
- On average, less than £100 rent lost

TENANTS

Tenants' ethnic origins include

- "White Scottish" (84%)
- "Polish" (4%)
- "African" (4%)
- "Other White" (4%).



HOUSING MANAGEMENT

PERFORMANCE INDICATORS

Rent Arrears as a % of Annual Rent = 3.27% (Target 1.75%)
Rent Lost through Empty Houses = 0.11% of Annual Rent (Target 0.50%)
Average Time to Relet a House = 9 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)



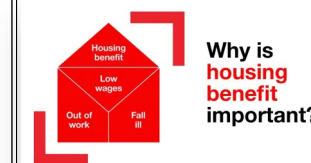
Blochairn is a member of the NASSO Awareness Group (NAG) which monitors and challenges the Scottish Government and Glasgow City Council policy of housing dangerous sex offenders in social housing communities. Freedom of Information legislation is available to make enquiries directly to housing associations, 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 2 tenants because of rent arrears. No other warnings were issued. There were no cases taken to Court. Of 12 recorded neighbour disputes, 11 complaints were upheld. Complaints were made by 12 households and 5 households were complained about.



HOUSING BENEFIT & UNIVERSAL CREDIT



Around 37% Blochairn's tenants receive Housing Benefit (HB) (full 17% / partial 20%) and £444,806 was received in direct payments in 2020/2021. 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

Two formal complaints were received in 2020/2021. Both were about a contractor. One was upheld and one was not. No complaints were made to the Scottish Public Services Ombudsman.

