



Management Committee		Membership	
After the AGM on 28 June 2022, the Association has twelve Management Committee Members:		At the AGM on 28 June 2022, the Association had 94 Members. Fifteen (16%) attended the Annual General Meeting.	
Manal Eshelli	2015	This was the first AGM held in person since COVID lockdowns began in 2020.	
Martin Forrest	2021		
Mary Gibb	2022		
Aleksandra Lis	2022		
Sakina Masih	2018		
Helen McCartney	2021		
Kerry McCann	2021		
Michelle Murray-Moore	2016		
Joan Reuston	1999		
Frances Tierney	2013		
Olga Vassiljeva	2014		
John Welsh	2021		
		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
Bronwyn Thomson	Housing Services Assistant		2021
Patricia Davidson	Corporate Services Officer		2021
			
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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



ANNUAL REPORT 2021/2022

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## CHAIRPERSON'S REPORT

As I report on the year to 31 March 2022, I want to thank our Committee members and our staff for their hard work and dedication to the Blochairn community, especially in such difficult times. Our doors reopened to the public in February, after two long, difficult years. We are still affected by COVID, with infection rates on the rise again. But we carry on. Our staff worked from our office throughout the global pandemic, whilst many housing associations' staff worked from home (many still do). Management Committee meetings through 'Zoom' were difficult and delayed a lot of our planning and strategy work.

Despite Covid, our performance continued to be very good. You can visit the Scottish Housing Regulator's web site to see a comparison with other associations. Residents will receive a copy of the Regulator's report on our performance later this year.

We continued to provide additional support for residents with a Financial Capability Officer, a Tenancy Support Officer and a Welfare Rights Officer. These services are well used and are a real benefit to our community. We got £43,000 of funding to provide fuel vouchers to our tenants. We'll be looking out for opportunities like this in future.

Our Planned Maintenance programme got going again with new bathrooms in Sandmill Street. Decoration of external railings in Dunolly Street has finished and painters are working in Sandmill Street. The streets are looking a lot brighter.

In 2014, we called a meeting of local organisations and politicians and the Royston Strategy Group was formed. The Rainbow Hall has been rebuilt and is now a thriving Community Centre, with a café and a Food Pantry. The 'Blue Roof' is now a nursery. And the land between Millburn Street and Roystonhill has been cleared and levelled. We have been working with Copperworks and Rosemount Development Trust on a plan to build houses at the Millburn Centre. The planners want to keep part of the building but the funders say it's too expensive. We're not sure what will happen now.

Mark Cummings was murdered in Royston 18 years ago. He would be a grown man now. His attacker is still in jail. We continue to challenge the Scottish Government and Glasgow City Council on the policy of housing dangerous sex offenders in our communities. We are one of nine housing associations in the NASSO Awareness Group. It's difficult to get anywhere on this issue. There is not a lot of support and Freedom of Information requests are often resisted. At least they know that Blochairn is always vigilant.

Our Tenant Bonus Scheme is now in its 21st year. It is 'thank you' to tenants who contribute to the community and who help to make Blochairn an area that people want to live in and are proud to say the come from. And we continue to work with Young People, to make them feel that they are important members of the community.

Despite front page headlines last year, the Blochairn Road Recycling Depot continues to cause problems. Bob Doris MSP is organising a Public Meeting to be held in August.

Over the next few months we will review all of our operations. A Tenant Satisfaction Survey is ongoing; our housing stock will be surveyed and revalued and we'll create a 30-year financial forecast to make sure we are financially strong over the long term. We'll keep residents informed as we go through this process. We'll look at our staff structure to see whether we can continue to employ fewer staff than other associations. There have been staff changes recently with Danielle Murphy leaving in April 2021 and Carol Niven going in June 2022. Bronwyn Thomson and Pat Davidson joined us in August 2021. Our Director, Michael Carberry, will leave on 31 December 2022, after 28 years with us.

Finally, please check out our website (you can access your rent account and repairs details) and our Facebook page (with 926 Followers!) and download our App to your mobile phone.

**Joan Reuston. Chairperson**

## DEVELOPMENT

### Investment

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

	1992-98	1999-00	2001-10	2011-2022	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 £1.7 million major repairs programme.

### Communication



The Association's Facebook page was launched in 2016. It's popular, with 926 'Followers'. Our page is for information about us and about housing issues, generally. But posts also cover a wide range of issues for information and entertainment. Posts are made without comment and are not intended to represent the views of Blochairn Housing Association.



Our web site was launched in 2019. It provides lots of useful information and gives tenants and owners access to their own rent and factoring accounts and their repairs record. Housing applications, repair reporting and general communication are now at the touch of a button.

The web site launch was quickly followed by the launch of the Association's mobile phone App. This provides helpful links to our services.



### FINANCE Highlights

- \* £1,233,695 rent received
- \* £484,704 received direct Housing Benefit/Universal Credit
- \* £2,544 lost on empty houses
- \* £517,876 management costs
- \* £127,957 on Planned Maintenance
- \* £301,149 on repairs & maintenance
- \* £256,548 surplus made
- \* £19,307 grant from Glasgow City Council for Medical Adaptations
- \* £112,701 paid in bank interest
- \* £66 bank interest 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 Planned Maintenance programme restarted following restrictions caused by the COVID 19 global pandemic.



Repairs costs and supply of materials were affected by Covid lockdown and Brexit still causes problems in supply chains.

New bathrooms and showers were fitted at Contract 5 (2/36 and 15/31 Sandmill Street).

Decorators got back to work on external decoration at Contract 4 (19/27 Dunolly St & 3/7 Sandmill St). Railings had been neglected for several years due to the Major Repairs Programme.



### Maintenance Highlights

- Less than 2 hours to attend to an emergency repair
- On average, 2.5 days to complete a routine repair
- 848 Reactive Repairs completed
- 95% repairs were done within the target time
- 95% repairs Fixed First Time
- 8 gas safety certificates not renewed by the due date, three 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
- Twenty six houses prepared for relet at an average cost of £1,258 per house
- 7 Medical Adaptations done at a cost of £19,307 (received as grant from Glasgow City Council)



## COMMUNITY ISSUES

### Tenant Bonus Scheme

The Tenant Bonus is to thank those who help us 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 £268,000 has been distributed at Christmas and more than £21,000 has been won in Monthly Prize Draws. At Christmas 2021, 71% tenants received the £75 Christmas Bonus.



### Community Citizenship Award

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. Sadly, they have been on hold since 2020. But will be back for 2023. Previous winners in Royston Primary are Ephraim Chiwara, Hayley Brown, Tamzin McLeish, Jack Anderson, Savannah Jeffrey, Sofea Ahmad and Ben Tibbs. At St



Roch's we've had Sean Paul Faulds, Eve Gillespie, Rebecca Kyle, Lillias Sidique, Theodocia Glover, Millie Carroll and Isoken Ik Osagie.

### Tenancy Support

**Stephen Brown** (Welfare Benefits); **Geraldine Burgess** (Tenancy Support) and **Maureen McGowan** (Financial Advisor) were again important members of our team. We got £43,000 of funding to provide fuel vouchers to our tenants. We'll be looking out for opportunities like this in future.



### Competitions, Outings, etc.

COVID lockdowns stopped our competitions and events. But, at Christmas 2021, Melissa Allison, Jamie Lee Bradley and Samantha Meharry won tickets to see Kevin Bridges in September. We'll try to make this a feature again soon.



### Imagination Library



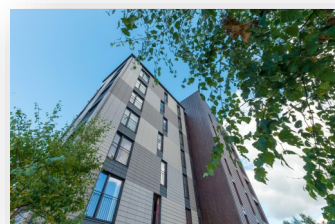
Since 2016, Blochairn has been a local 'Community Champion' for the Dolly Parton Imagination Library. Every child receives a free book, every month, from birth to their 5th birthday. This was even more important during COVID lockdowns.





## HOUSING MANAGEMENT

Blochairn owns 292 houses and is the Factor for 33 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 (86%) are tenements.

Housing Stock	2 apt	3 apt	4 apt	5 apt	6 apt	Total	%
Houses	0	0	5	4	2	11	4
Tenement	55	133	62	2	0	252	86
4 in a block	2	20	0	0	0	22	8
Other	0	7	0	0	0	7	2
<b>Total</b>	<b>57</b>	<b>160</b>	<b>67</b>	<b>6</b>	<b>2</b>	<b>292</b>	<b>100</b>
<b>%</b>	<b>19</b>	<b>55</b>	<b>23</b>	<b>2</b>	<b>1</b>	<b>100</b>	

### HOUSING LIST

- 104 applicants on the Housing List at 31 March 2022
- 129 new applications 2021/2022
- New applicants' ethnic origin include "White Scottish" 67%; "African" 18%; White Other British 9%; Polish 4%; Arab 3%
- 286 applications removed from list
- 7 days to process an application



### ALLOCATIONS 2021/2022



- 26 houses became available to let
- 15 transfer applicants housed
- 10 housed from the Housing List
- 1 statutory homeless applicant housed
- Average of 6 days to relet a house
- On average, less than £100 lost on an empty house

### TENANTS

Tenants' ethnic origins include

- White Scottish (83%)
- African (5%)
- Polish (4%)
- Other White (4%).



## HOUSING MANAGEMENT

### PERFORMANCE INDICATORS

**Rent Arrears as a % of Annual Rent = 1.24% (Target 1.75%)**  
**Rent Lost through Empty Houses = 0.15% of Annual Rent (Target 0.50%)**  
**Average Time to Relet a House = 6 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)



The NASSO Awareness Group monitors and challenges the Scottish Government and Glasgow City Council policy of housing dangerous sex offenders in social housing communities. Members are: Blochairn, Craigdale (Castlemilk); Dalmeir Park (Clydebank); Gardeen (Barlanark); Kingsridge/Cleddens (Drumchapel); Milnbank (Dennistoun); Pineview (Drumchapel); Provanhall (Easterhouse) and Ruchazie. The future of the group is under review. There is very little support for this campaign and Freedom of Information requests are often resisted by officials, Scottish Government and Glasgow City Council offices, as well as, by other housing associations.

### TENANCY ISSUES

Warnings were issued to four tenants because of rent arrears. No other warnings were issued and no cases were taken to Court. There were seven recorded neighbour disputes and six complaints were upheld. Complaints were made by seven households and two households were complained about.



### HOUSING BENEFIT & UNIVERSAL CREDIT



Around 52% Blochairn's tenants receive Housing Benefit or Universal Credit and £484,704 was received in direct payments in 2021/2022. Many working households receive some benefit. 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. The Association does all it can to support the many households who struggle with the cost of living.

### COMPLAINTS

Two formal complaints were received in 2021/2022. Both were about rechargeable repairs and both went to Further Investigation. One was upheld and one was not. No complaints were made to the Scottish Public Services Ombudsman.

