



Annual Report 2023-2024

BLOCHAIRN 
housing association
LIMITED
Scottish Charity No. SC040816

Chairperson's Report 2023/24

Our annual report covers the work that we do each year and the year ended 31st March 2024 has been another busy and challenging one.

We were working throughout the year on a governance improvement plan. We have to report on this to our Regulator – the Scottish Housing Regulator. While everything on this plan will be completed by the end of September 2024, we will not meet the Regulator's requirements for full compliance with their Regulatory Standards due to the longer term financial difficulties that the Association will face, which is the reason that we are seeking a transfer of engagements to another Community Based Housing Association. The Transfer of Engagements process will hopefully be starting before the end of 2024 and more information will be issued to all; as and when it is available. Your views on this process

will be very important to us and we would ask anyone interested in getting more involved – to secure the best deal for tenants and owners – to let a member of Staff know.

One of the main successes of the year was the upgrade of the Play Park in Blochairn Place. It is great to see so many local children enjoying it. Unfortunately we can't guarantee the weather to allow them to enjoy it more often!

We have continued to be fortunate in accessing funding for many projects to assist tenants with the cost of living crisis – especially around fuel poverty. This has enabled the Association to provide: air fryers; onesies, blankets and duvet sets, rugs and slow cookers. We also continue to have the fuel advisors in the office every week.

Our partnership with GEMAP continues for the provision of Welfare Rights and a Financial Capability Officer. We also retain Tenancy Support Services from SAMH.

A few of our Management Committee members decided to step down this year and I would like to send my personal thanks to them for all of the time and commitment they gave to the Association. I would also like to thank all of the Staff and Management Committee for their hard work and support over the past year.

Manal Eshelli *Chairperson*

Management Committee and Staff 2023/24

Management Committee

Manal Eshelli	<i>Chairperson</i>
Martin Forrest	<i>Vice Chair</i>
Frances Tierney	<i>Secretary</i>
Helen McCartney	
John Welsh	
Alexandra Lis	
Mary Gibb	
Kim Stuyck	
Jean O'Neill	
Leanne McGowan	
Julie Ann Cloherty	

Executive Officer

Patricia Gallagher *Interim Director*

Staff

Diane Hendry	<i>Operations Manager</i>
Angela MacDonald	<i>Housing Services Officer</i>
Bronwyn Thompson	<i>Housing Services Assistant Until June 2023</i>
Stephen Dupree	<i>Housing Services Assistant From Dec 2023</i>
Pat Davidson	<i>Corporate Services Officer</i>
Andy MacDonald	<i>Admin. Assistant</i>

Services

Lorna Leishman	<i>Finance Agent</i>
John McCreadie	<i>Technical Inspector Until Dec 2023</i>

Annual Report on the Charter 2023/24

Homes and Rent

At 31st March 2024, Blochairn Housing Association owned 294 properties for rent and provided factoring services for 31 owners.

Our stock breakdown

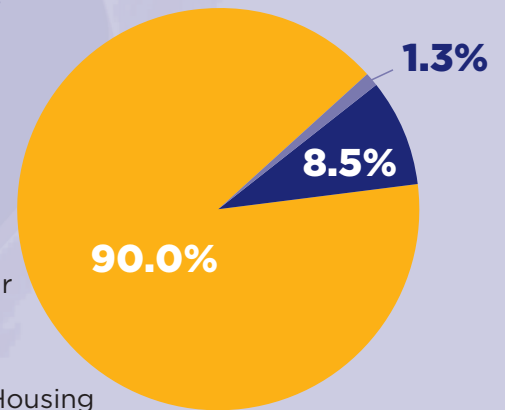
Stock type and age	Built 1919- 1944	Built Post 1982
Tenements	172	82
4 - in - block	14	8
Houses	0	11
Other flats	0	7

Rent levels by apartment size

Apartment Size	Number of Units	Blochairn Average Weekly Rent*
2 apt	57	£67.30
3 apt	162	£80.53
4 apt	67	£90.52
5 apt	8	£120.64

Stock by amenity type

- General Needs
- Wheelchair Adapted
- Ambulant Disabled Housing





*Scottish Average figures for 2023/24 for comparison are available on the Scottish Housing Regulator Website from 01/09/24 at <https://www.housingregulator.gov.scot/landlord-performance/landlords/blochairn-housing-association-ltd>




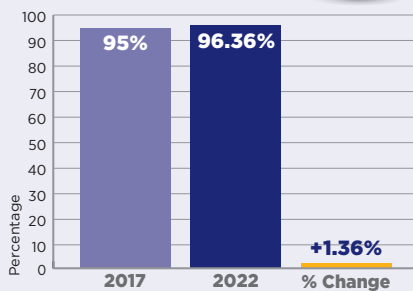
Tenant Satisfaction


In 2022 we appointed an external company to carry out a Tenant Satisfaction Survey. The results are noted below, alongside information from previous surveys, for comparison.

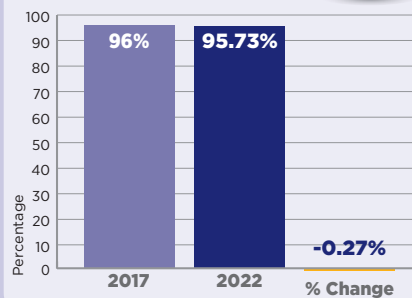
Satisfaction has improved: 


Satisfaction has declined: 

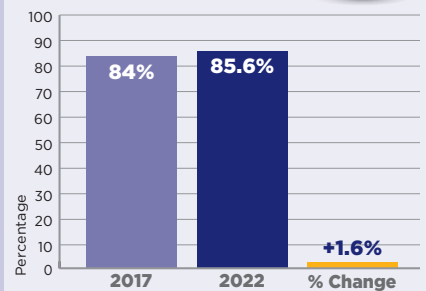
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Blochairn Housing Association? 




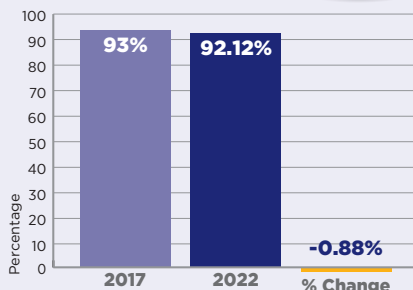
How good or poor do you feel Blochairn Housing Association is at keeping you informed about their services and decisions? 




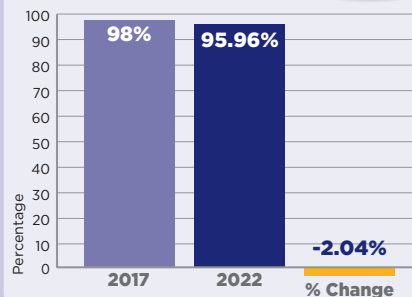
How satisfied or dissatisfied are you with the opportunities given to you to participate in Blochairn Housing Association's decision making processes? 




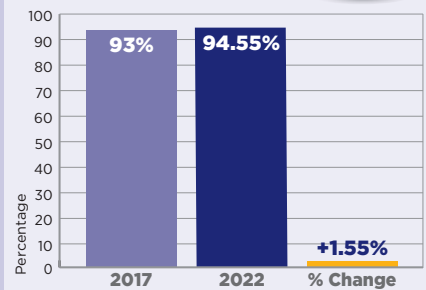
Overall, how satisfied or dissatisfied are you with the quality of your home? 




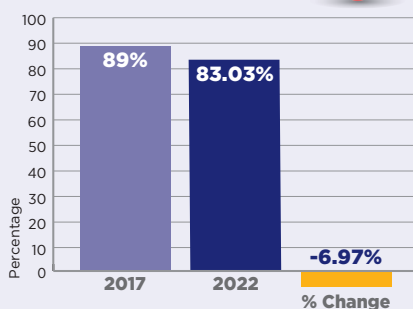
Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by the Association? 




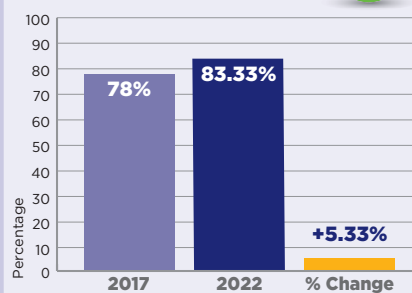
Overall, how satisfied or dissatisfied are you with the Association's contribution to the management of the neighbourhood you live in? 



Taking into account the accommodation and the services the Association provides, do you think that the rent for this property represents good or poor value for money? 



Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by Blochairn Housing Association? 



Quality and Maintenance of the Home

We understand the quality of your home and the provision of a highly responsive maintenance service is a key concern for our tenants, below shows how we have performed in 2023/24 compared to year 2022/23.

	2022-23			2023- 24	
	Blochairn HA	Scottish Average	SHN Peer Group Average**	Blochairn HA	SHN Peer Group Average**
Homes meeting Scottish Housing Quality Standard	62.3%	79.0%	92.1%	97.9%	94.7%
Average time to complete emergency repairs	1.7 hours	4.2 hours	2.7 hours	2.6 hours	3.5 hours
Average time to complete non emergency repairs	3.6 days	8.7 days	3.9 days	3.9 days	4.8 days
Reactive repairs completed right first time	90.7%	87.8%	93.8%	90.7%	93.0%

**Scottish Housing Network assign Peer Groups to organisations of a similar size operating in comparable environments throughout Scotland. Blochairn has 8 organisations within its group of small urban landlords.

Planned Works

Working with Lochlie Construction, we renewed beyond repair boundary fencing at 2-34 Sandmill Street. The contract was awarded on a best value for money basis. We also finished the painting of metal fencing at both fronts and backcourts of both sides at Sandmill Street. Lochlie also completed these works.

Making Life Easier

We receive a budget every year from Glasgow City Council to install medical adaptations in our homes. This enables changes to be made to homes to meet your needs, so that you can stay there rather than have the upheaval of having to move. Popular requests are bathroom alterations or handrails. We accept referrals for such works from an occupational therapist who will undertake a holistic needs assessment.

Did you know?

In 2023/24 Blochairn completed 1042 repairs? That's an average of 3.5 per tenant.



In 2023/24, we received grant funding to enable the installation of 11 separate medical adaptations over 9 properties at a cost of £10,190. The average installation period was 11 days. At year end, we had no cases outstanding on our waiting list.

Health and Safety

This year saw a full review of all areas of Health and Safety. The Association has new policies and procedures in the following areas:

- Gas & electric management
- Water hygiene and safety
- Asbestos management
- Lift safety
- Fire in common areas
- Dampness and mould

It is a legislative requirement that we undertake annual gas safety inspections in every property.

2023/24 performance indicates an improving trend.

At 31/03/24, all of our properties had a valid electrical safety inspection, which is a 5 yearly requirement under the Scottish Housing Quality Standard. This improved our annual performance in this area

No. annual gas services not carried within time scale

	2022-23	2023-24
Blochairn HA	17	5
Peer Group	29	13

Percentage of properties achieving Scottish Housing Quality Standard

	2022-23	2023-24
Blochairn HA	62.3%	98.0%
Peer Group	92.1%	94.8%
Scottish Average	79.0%	-

Did you know?

We aim to inspect all reports of dampness and mould within 3 working days.

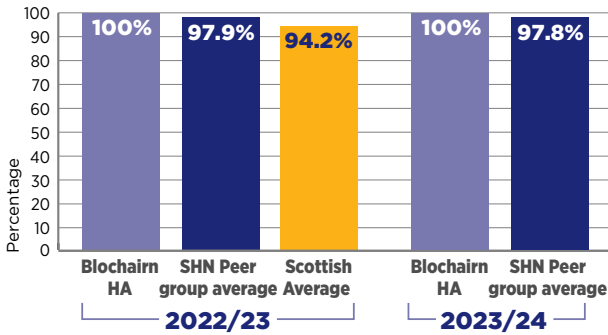


Looking after the Neighbourhood

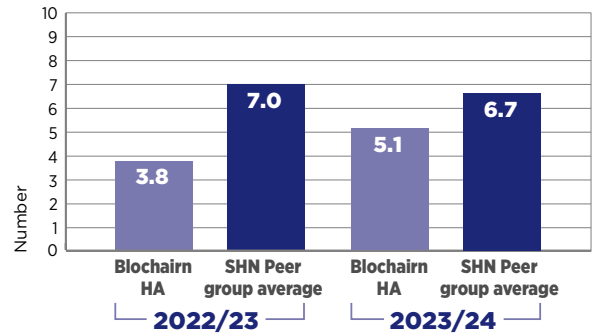
Anti-Social Behaviour

It is important to us that occupants in our properties adhere to the terms and conditions of their tenancy agreement and show respect and consideration for others. Anti-social behaviour can have a profound impact on communities and we aim to act quickly and decisively to resolve incidents as soon as they arise.

Percentage of anti social behaviour cases resolved at year end



Number of anti social behaviour cases per 100 homes



Estate Maintenance

We retendered our landscaping contract because of your feedback and the high number of complaints against our previous contractor. The successful tendered was GW landscapers who are responsible for the maintenance of front gardens, backcourts and open spaces.

Blochairn Place Play Area

In the final quarter of the financial year, after community consultation and successful funding applications, we finally refurbished the Blochairn Place play area. This has been a welcome addition to the area and very well received by our younger residents.

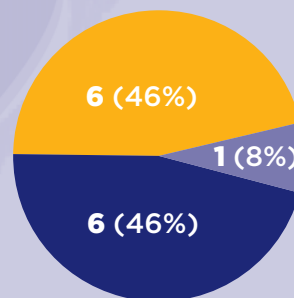


Housing Demand

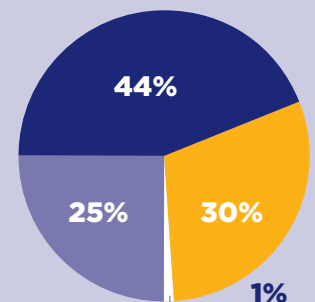
The Blochairn area continues to be in high demand to live in. With only 294 homes, we are one of the smallest registered social landlords in Scotland. Our turnover is low with only 13 homes becoming available for relet. This is a reduction of two lets from year 22/23. Below is how we allocated our empty houses against our letting targets. For the last 2 years all new tenancies started have been sustained for at least one year.

Number of Tenancies Letting Targets

Type of Let



Type of Let



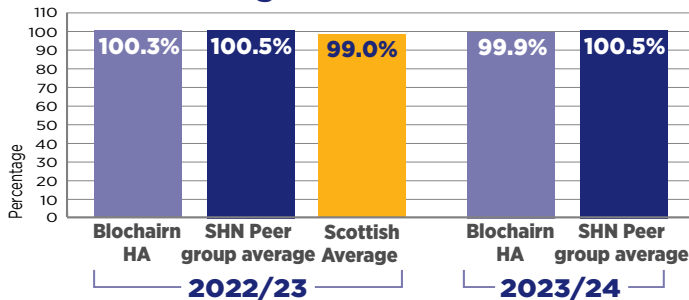
- Transfer (existing tenants)
- Waiting List
- Statutory Homeless
- Student Lets

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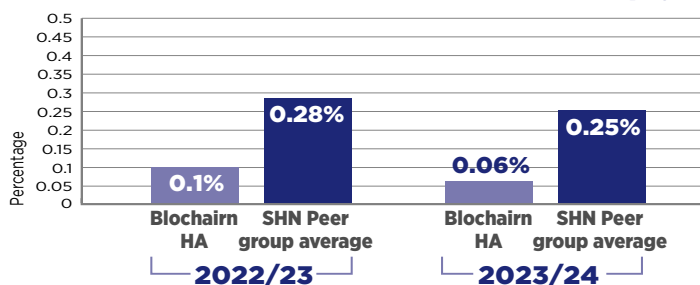
Value for Money

Our priority is to deliver high quality services at the best possible price to ensure the best value for every pound of rental income we receive. Through efficient arrears recovery processes and the prompt re letting of empty homes, we seek to minimise negative expenditure.

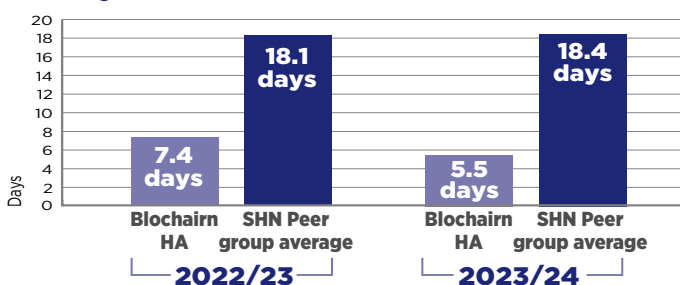
% of rent charged collected



% of rent not collected when homes empty



Days taken to relet houses



More than just a Landlord

As a community based Housing Association, we are in a position to understand first-hand that the needs of our community go beyond bricks and mortar. Working with Spireview Housing Association, we have obtained additional funding to help through the difficult economic times. We have delivered the following:

- Weekly energy advice surgery from our office.
- Financial assistance for utility bills for those in crisis.
- A range of ancillary measures to reduce energy costs such as air fryers, slow cookers and bedding.

We also continued with our financial capability and welfare benefit services. Between the services, our officers assisted in 111 cases with a combined financial gain of **£139,046**.

Income and Expenditure

Every year we budget predicted spend in line with anticipated income. Below are details of our income and expenditure for 2023/24.

Income 2023/24

Rental Income less voids	1,332,251
Factoring	21,046
Amortisation	353,064
Medical Grants	10,190
Wider Role	36,360
Interest Received	14,111
Total	1,767,022

Expenditure 2023/24

Management	565,590
Reactive Maintenance	125,810
Estate & Cyclical Maintenance	172,219
Planned Maintenance	28,620
Medical	9,507
Wider Role	59,225
Factoring*	-
Loan Interest	338,557
Other Finance Income	3,000
Bad Debt	11,634
Depreciation	519,515
Total	1,833,677
Surplus	-66,655

*Please note factoring expenditure is incorporated within other relevant expenditure headings.

Did you know?

You can book an appointment with any of our advisors who work from the office every week.

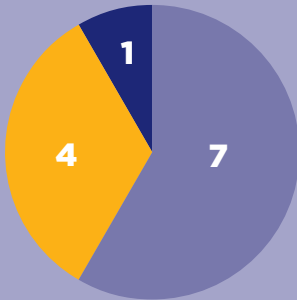


Complaints Information

Number Received: Stage 1 - 12 • Stage 2 - 2

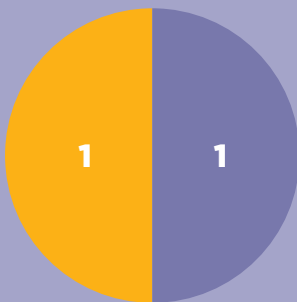
Outcomes

Stage 1



■ Upheld
■ Not Upheld
■ Partially Upheld
Total: 12

Stage 2



■ Upheld
■ Not Upheld
■ Partially Upheld
Total: 2

Percentage of Complaints responded to in full at Stage 1

100%

Percentage of Complaints responded to in full at Stage 2

100%

The average time in working days for a full response at Stage 1

1.92 days

The average time in working days for a full response at Stage 2

10 days

Nature of complaints received

