

Landscape Improvements

Summer is here and many of you have gardens in full bloom. All we need is a little bit more sunshine.

Your hard work complimented by the efforts of our new contractor GW landscaping is making the place look great. The operatives have done a great job in getting to know the area and we hope that you are enjoying the improvement in service.

Last summer we received complaints about the standard of maintenance, prompting us to retender the service where GW were the successful tenderer. We would love to hear your feedback both on GW landscaping – good or bad.

New Fencing

We have been busy replacing the boundary fencing at Sandmill Street. I am sure you will agree the finished product looks fantastic.

We have received positive feedback from our residents about the contractor Lochlie construction who completed the contract on time and within budget.



Office Closure

Please note that the office will be closed on the following dates:

Friday 12th and Monday 15th July 2024

Emergency Repairs during office closures

During public holidays, only emergency repairs will be carried out. If you have an emergency please call:

Central Heating Faults

James Frew **01294 468 113/0870 242 5037**

All other repairs • City Building **0800 595 595**

The emergency repairs service will be available 24 hours a day. You will get these emergency repair line numbers on the office answer machine • **0141 553 1601**

Keep the date...



The AGM for members of the Association will be held on **Tuesday 3rd September 2024 at 6pm** in the Association's office.

Key Committee Decisions: April – June 2024

The Management Committee make the decisions that affect Blochairn Housing Association. Meetings take place monthly by Zoom and in person (hybrid meetings).

Key decisions from April 2024 - June 2024:

- Reviewed policies for the Association, including recruitment of Committee Members and finance procedures.
- Reviewed policy review timetable.
- Reviewed Complaints received statistics.
- Approved the Internal Audit Plan for the year.
- Review the annual returns to the Scottish Housing Regulator, including one on performance.
- Approved Management Accounts to end March 2024.
- Annual Lettings Quotas and KPIs.
- Reviewed long term investment funds.
- Reviewed Landlord Health and Safety compliance.
- Approved Annual Audited accounts.

If you would like to find out more about joining the Committee then please contact the office for more information. Training and support is provided.

Allocations Quotas

The Association allocates properties that become available for let to one of our four housing lists. Every year we set quotas as a guide as to what list to let from.

Glasgow City Council notify us annually the percentage of lets required to address the volume of homeless applications within the City.

Given the current housing emergency within Scotland, this figure has increased in recent years. Below details our quotas set for 2024/25:

Housing List	Quota	Projected Outcome (based on 13 lets)
Homeless list – Section 5 from council 67% requested	67%	61% (8 lets)
Waiting list	31%	23% (3 lets)
Internal transfer list	1%	8% (1 let)
Student let list	1%	8% (1 let)

Performance targets

Each year the Association sets internal targets in a number of operational areas. This provides a measure of performance and gives an indication around value for money.

The key performance indicators (KPIs) set should be challenging while achievable and demonstrate continuous improvement. They should also take account of any known contextual factors. The following table details KPIs set for 23/24, outcomes achieved and recommended KPIs for 24/25.

Area of Operation	23/24 KPI	23/24 outcome	24/25 KPI	Comments
% stock meeting SHQS	100%	97.96%	97.96%	No change to compliance expected. Will not improve until kitchen renewal
Average time taken to complete emergency repairs	3 hrs	2hr 35 mins	3hrs	Exceeds the expected 4hr response
Average time taken to complete non-emergency repairs	4 days	3.93 days	4days	Exceeds expected responses
Reactive repairs completed right first time	90%	90.7%	90%	Exceeds expected responses
Anti-social behaviour cases resolved	100%	100%	100%	Maintain current position
Rent loss through properties being empty	0.1%	0.06%	0.1%	Challenging KPI if turnover increases
Rent collected as % rent due (at year end)	100.5%	99.89%	99.8%	KPI reduced to reflect migration to universal credit
Gross rent arrears as a % of rent due	2.64%	1.94%	2.3%	KPI reduced to reflect migration to universal credit
Average time taken to relet homes	7.4 days	5.46 days	7 days	Increased slightly to reflect turnover exceptionally low 22/23



Children's Competition

To enter this month's competition, colour in the summer picture, or draw your own picture, and return it to the office by Wednesday 31st July 2024 to be in the draw for a prize of your choice.

Name:

Age:

Address:

Contact number/Email:

Allocations Amendment Consultation

The Association is seeking your views on a potential change to the Allocation Policy.



The current policy states:

Two children under 13 of same gender are expected to share a bedroom – where there is an age gap of less than 5 years.

We are consulting to change this to:

Two children under 13 of same gender are expected to share a bedroom – however, discretion may be applied where there is a significant age gap that necessitates separate rooms.

We believe that this change will give more opportunities for rehousing to more households.

If you would like to give us any feedback on this proposal, please email: admin@blochairn.org or call us on **0141 553 1601** or pop in to the office to speak to someone. You can also send your feedback in writing.

Rat problem?

The Local Authority, Glasgow City Council, is responsible for dealing with issues with rats in the area. The Association may be asked to assist them with this, and we will always do this where possible.

If you have an issue with rats you can report it to GCC on **0141 287 1059 OPT4** or you can fill in the online form from the GCC website

<https://www.glasgow.gov.uk/20393>



Air Fryers

We have a small number of air fryers left to give away that would be suitable for households of one or two people. If you have not received any energy support goodies in the past then you should contact Andy at the office who will be happy to help.

Testing your smoke alarms

You should test your smoke alarms every week.

For your interconnected smoke alarms, test one of the units by pressing the test/hush button for 10 seconds. All the alarms in the system should begin to sound within 10 seconds of the first alarm sounding. After the test button has been released, the first alarm will stop sounding immediately, and the interconnected alarms will sound for a further 3-4 seconds. This feature is an audible verification that the interconnection is working correctly. Now, check all the other alarms in the system in the same way.

Difficulty hearing?

If you have difficulty with hearing, we can install a smoke alarm system to meet your needs. Please contact the office for further information.



Mould, damp and condensation

If you have mould, damp, or condensation at your property please contact our office to report this and we will arrange for a member of staff to carry out an inspection.



Registered Scottish Charity No. SC040816 • Registered Property Factor No. PF000257 • Registered with the Scottish Housing Regulator No. HAC223

Gas Safety Check

Checking your gas appliances

If you are a Blochairn tenant and have a gas appliance, each year one of our gas engineers will visit your home to carry out an annual gas safety check.

By law, we must check all fitted gas appliances that we own and are responsible for, such as central heating boilers and gas heaters. We must also check gas pipes for leaks that could cause an explosion or carbon monoxide poisoning.

We carry out a gas-safety check in every rented property once a year. We also offer gas servicing to our leaseholders for a competitive fee.

Beware: If you do not allow us access to your home for your annual gas safety check, we can legally force entry to your home. It is very important to let us know if you cannot make an appointment.

It is part of your tenancy agreement that you allow us access to check your gas appliances. If you do not let us into your home to do this, you are breaking your tenancy agreement and we may charge you legal costs.



Bulk uplifts

Please remember that the Bulk Uplift Collection is on a Wednesday. If you have Bulky Items to be collected please put them on the pavement outside your property or Bin store (Blochairn Place) on a Tuesday night or first thing Wednesday morning. **Do not put items out on any other day.**

Please also only put sofas, mattresses, carpets, white goods etc out for collection do not put general waste (place in green wheelie bin) or cardboard that can be broken down and placed in the blue recycling bins. If you have any questions about the bulk service the Association provides please contact the office.



Blochairn Housing Association • 1 Blochairn Road • Glasgow G21 2ED

Tel: **0141 553 1601** • Email: admin@blochairn.org • Website: www.blochairn.org

Office opening hours:

Monday, Tuesday, Wednesday, Thursday - 9am to 5pm • Friday - 9am to 3.30pm

Closed for lunch 1pm-1.45pm (Thursday 1pm-4pm for lunch and training)