



blairtummock
housing association

*at the heart of our
community*



ANNUAL REPORT & REPORT ON PERFORMANCE 2021/22

OUR VISION FOR THE ASSOCIATION IS TO:

Secure a safe and attractive environment
for current and future generations.

OUR MISSION IS TO:

Give local people the power to deliver
excellent housing and housing services
and to improve the opportunities for our
community.

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CHAIRPERSON'S REPORT

This is my third year as Chairperson of Blairtummock Housing Association and it has been another challenging year with the impact of the pandemic, however as we got nearer the end of the financial year things started to look a bit more positive.

This report covers the period 1 April 2021 to 31 March 2022 and following Government guidance the office was closed some of this time but staff continued to work at home and ensured that a full service was provided to all tenants and service users, again it was by using different methods to communicate.

We have returned to face to face appointments and will continue to do so but we also realise that some people will prefer to deal with us through email or telephone, it is our intention to carry out a survey to determine demand for office opening hours and ongoing service delivery.

During the year the Management Committee met both remotely and face to face (when safe to do so) and continued to deal with all Governance and Financial matters, continued to review policies/ procedures and resource plans.

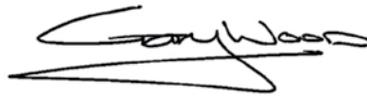
Whilst our back court work at Area 1 had been subjected to delays, the contractor got back on site and the works were completed. Our Estate caretakers returned and worked hard to catch up

with the stair cleaning and grounds maintenance works. We have continued to work with local contractors to provide a value for money repairs service.

In October 2021 we submitted our third Annual Assurance Statement to the Scottish Housing Regulator and we were re-assured when we received a Regulatory Status: Compliant – Blairtummock Housing Association Ltd (Blairtummock) meets regulatory requirement, including the Standards of Governance & Financial Management back in March 2022.

We also continue to work with our partners and GEMAP and Connect Community Trust to provide benefits and debt advice.

Financial Year 2022/23 will also be challenging and the Association will have a lot of difficult decisions to make as we see the impacts of Covid, Brexit and the Ukraine war having an impact on the cost of goods and services. We are also aware that the cost of living crisis will have an impact on our communities of Blairtummock and Rogerfield. We will continue to provide support to our residents wherever possible.



Gary Wood, Chairperson

COMMITTEE REPORT

As at the 31st March 2022 the Association had 108 members

The Management Committee of the Association make the key decisions on behalf of our community and work closely with the staff. Our Committee as determined at the September 2021 AGM were:

Name	Last Elected	Position	Position Held Since
Gary Wood	September 2020	Chairperson	September 2019
Margaret Pirrie	September 2019	Secretary	September 2019
Donna Miller	September 2019	Treasurer	September 2020
Catherine Black	September 2019	Committee Member	April 1994
Gordon McGlone		Casual Vacancy	September 2021
Andrea McLachlan		Casual Vacancy	November 2020
Tracy Slaven	September 2018	Committee Member	September 2014

STAFFING REPORT

Blairtummock Housing Association staff as at 31st March 2022:



Jacqui O'Rourke,
Director



David McNeil,
Housing Officer
(Tenancy
Sustainment)



John King, Housing
Services Manager



Amanda McGinley,
Housing Assistant



Eddy Ferguson,
Community
Regeneration
Manager



Alison Neely,
Finance Assistant



David Robb,
Finance Manager –
left May 2022
Linda Russell joined
June 2022



Della McKelvie,
Office Manager/PA



James Hart,
Maintenance Officer



John Goodwin,
Office Administrative
Assistant



Denise Napier,
Maintenance Assistant



Sharon Cameron,
Receptionist



Gillian Bell,
Senior Housing
Officer

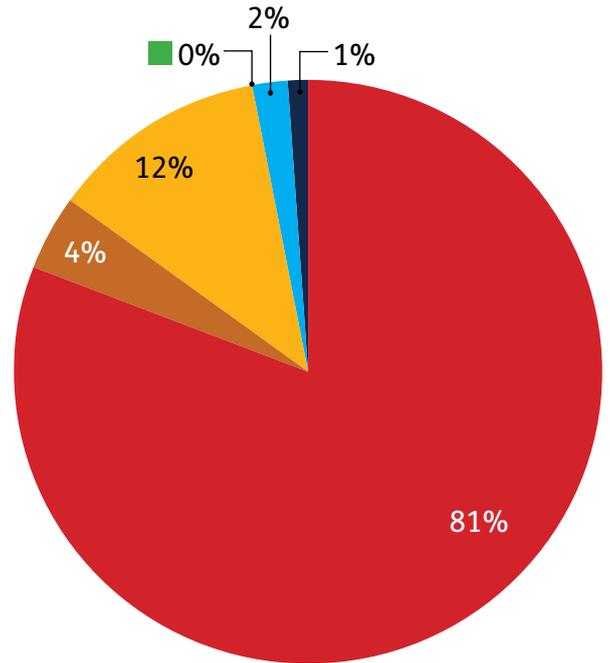


Linda Russell,
Finance Manager

FINANCE REPORT

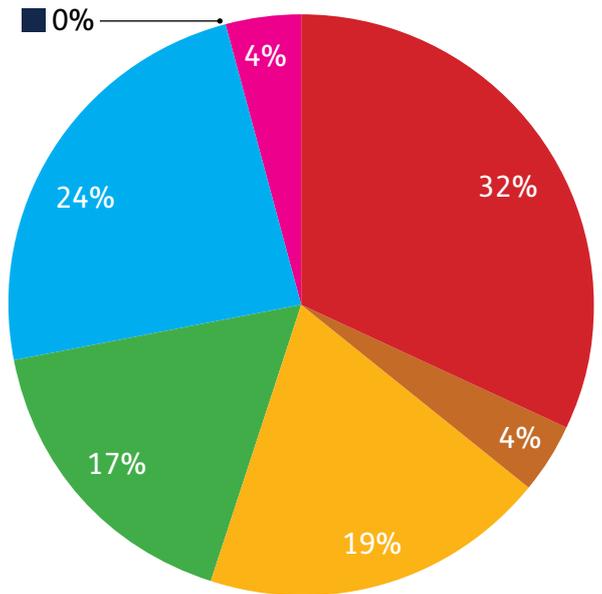
Income

■ Rent	£2,646,839
■ Service Charges	£114,356
■ Housing Grants	£398,380
■ Factoring	£14,818
■ Other Grants	£54,495
■ Other income	£25,411
	£3,254,299



Expenditure

■ Management, Maintenance and Admin Costs	£1,005,328
■ Service Costs	£116,040
■ Planned and Cyclical Maintenance	£602,394
■ Reactive Maintenance	£511,723
■ Depreciation	£741,978
■ Wider Role Activities	£0
■ Other Activities	£129,503
	£3,106,966



100TH BIRTHDAY CELEBRATION

Back in the summer of 2021, we celebrated the 100th birthday of our tenant Lily Wilson by re-naming our play park in Boyndie Street. It was a wonderful celebration and many of you joined us to share such a joyful event. Sadly Mrs Wilson passed away a few months later but our play park will always be known as the Lily Wilson Play Park.



GARDEN COMPETITION WINNERS



Overall Winner –
Christine Connolly

Blairtummock Commended Winners



Thomas Dennis,
(Prize collected by Mrs Dennis)



Senga McGurgan

Rogerfield Commended Winner



Agnes Meyers

THE SCOTTISH SOCIAL HOUSING CHARTER?

This annual report of the Scottish Social Housing Charter (SSHC) contains information about our performance during 2021/22, including how we compare with the average performance of all registered social landlords (RSL's), all social landlords SL's in Scotland

and some other housing associations across Easterhouse. For further information about the SSHC, or to read the Scottish Housing Regulator's 2021/22 Landlord Report for Blairtummock Housing Association, visit, www.scottishhousingregulator.gov.uk

WHAT IS THE SCOTTISH SOCIAL HOUSING CHARTER?

The purpose of the charter is for Registered Social Landlords (RSL's) to demonstrate how they perform against a number of outcomes; it is a way of measuring how social landlords are performing and how they are meeting the needs of their customers.

The Charter was developed in consultation with the Scottish Housing Regulator (SHR), tenants, representatives' bodies, homeless people, other stakeholders and social landlords.

The Charter sets out sixteen outcomes and standards, of which 14 apply to Blairtummock Housing Association. Each year all RSL's are required to submit a return to the SHR demonstrating that they are working towards achieving these standards. The SHR is responsible for assessing our performance.

The 14 outcomes and standards which apply to Blairtummock are:

1. Equalities
2. Communication
3. Participation
4. Quality of housing
5. Repairs, maintenance and improvements
6. Estate management, anti-social behaviour, neighbour nuisance and tenant disputes
- 7,8, &9 Housing options
10. Access to social housing
11. Tenancy sustainment
13. Value for money
- 14 & 15 Rents and services charges

LANDLORD REPORT

Our Landlord Report for 2021/22 can be found at:
<https://www.housingregulator.gov.scot/landlord-performance>

HOUSING MANAGEMENT

RENT CHARGES					
Weekly Rent Charge	Scottish Average 2021/2022	2020/ 2021	2021/2022 Calvary HA	2021/2022 Wellhouse HA	2021/ 2022
1apt	£73.47	£48.23	£54.57	N/A	£53.65
2apt	£81.32	£65.05	£69.92	£70.65	£65.36
3apt	£84.18	£72.62	£76.36	£77.98	£75.59
4apt	£91.48	£81.70	£83.28	£87.00	£81.21
5apt	£100.74	£90.16	£98.99	£96.15	£88.55

TENANT SATISFACTION					
Satisfaction with overall service	87%	91.7%	96.10%	95.80%	91.70%
Tenants felt we were good at keeping them informed about services and outcomes	88%	96.6%	98.20%	93.40%	96.60%
Tenants satisfied with opportunities to participate	94%	91.5%	98.20%	94.80%	91.50%
New Tenants satisfied with quality of home	88%	100%	-	-	98%

MAINTENANCE					
Properties meeting SHQS	75%	100%	99%	95.10%	99.86%
Time to complete emergency repairs	4.2 hours	2.35	2.9hours	2.2hours	4.1 hours
Average to complete non emergency repairs	8.9 days	3.04	3.7 days	4.2 days	3.5 days
Tenant who had repairs carried out were satisfied with service	88%	Limited survey Info	94.10%	79.70%	95
Right first time repairs	88%	99.3	98.40%	99.80%	99.30%
Gas Safety	-	99.5	-	-	100

HOUSING MANAGEMENT					
No of Re-lets	-	27	62	48	53
Collected rent	99%	97.06	99.90%	101.60%	97%
Void loss	1.40%	0.18%	0.50%	0.70%	0.38%
Average to re-let	51.6 days	19.88	22	30	18.6
Anti social cases	-	41	-	-	47
Anti social cases resolved within targets	95%	100%	100%	100%	100%
Arrears	6.14%	2.55%	2.95%	10.31%	3.38%
Evictions	-	1	1	1	3
				1 for Anti-Social	
				2 for Rent Arrears	
Anti Social Behaviour Complaints					47 total

MAINTENANCE & REPAIRS



AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS

Our Figure	Highest in Easterhouse	Lowest in Easterhouse	Scottish Average
4.1 hours	4.1 hours	2.2 hours	4.2 hours

REPAIRS COMPLETED RIGHT FIRST TIME

Our Figure	Highest in Easterhouse	Lowest in Easterhouse	Scottish Average
99.3%	99.8%	98.4%	88%
Our properties which met the Scottish Housing Quality Standard.			99.86%
Number of our properties which have a gas safety certificate.			100%

We lost 0.38% of rent due to the properties being void compared to the Scottish average of 1.4%

It was another busy year and we completed the following works:

Planned Maintenance

- Planned Maintenance - no work carried out during pandemic, we are currently working on a 5 year programme to catch up using the recently completed stock condition survey information and our records on the age of major components such as kitchens and bathrooms

Cyclical Works

- Gutter cleaning programme completed

Tenant Safety

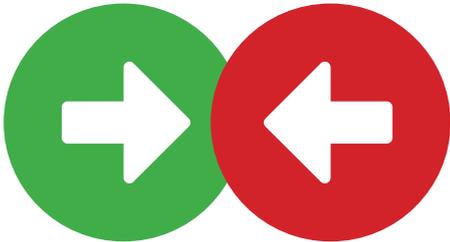
- Gas Service & Safety check carried out to every eligible property within required timescales
- Electrical Inspections were all completed to 99.7% of properties within required timescales
- Smoke & Heat alarms were fitted to the new regulations standard for Fire Safety to every property.

Medical Adaptations

- 27 Adaptations were completed at a cost of £35,025
- 14 Handrails were installed at a cost of £2,830

Acquisitions/ Disposals

- We sold one property during the year 2021/22 under our disposals strategy for South Rogerfield



Donations

During the year gave the following donations:

- Easterhouse Church (Youth Group) £100
- Pavilion (food for families) £500
- Fare (hampers) £500
- Easterhouse Church £250

The Association funded with assistance from other agencies the following for our tenants during the period 1st April 2021 - 31st March 2022:

- **Rainbow Fund - £2160**
- **Fuel Vouchers - £12,181**



Community Chest

The Community Chest is a fund that supports individuals and families who receive services from the Association. People make a short application and this is assessed by a panel of committee members from BHA and BRO and members of Association staff.

During 2021-22 the Community Chest received more than 80 applications from local people and made £7,527 of awards. These awards were made across the 4 priorities of Education, Health and Fitness, Facing Severe Financial Difficulties, and Supporting People with Disabilities and Additional Needs.

It has been decided to continue the Community Chest for 2022-23. We will continue to help local people through it.

COMPLAINT HANDLING

We manage complaints in line with the Scottish Public Services Ombudsman -2 Stage Complaints Handling Procedure. In 2021/22 a total of 23 complaints were received, 32 were received in 2020/21.

	Stage 1 - Frontline	Stage 2 - Investigation
Complaints in the reporting year	23	4
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	23	4
Number of complaints responded to in full by the landlord in the report year	23	4
Average time in working days for a full response	1.04 days	8 days
Number of complaints upheld	12	0

We record all expressions of dissatisfaction as a complaint, even if you do not use the word “complaint”. We also evaluate complaints handling at quarterly meetings of the Management Committee. This allows us to identify any trends and potential areas of improvement.

Continues overleaf

COMPLAINT HANDLING (continued)

We also record compliments. Thank you for your many compliments over the year which include:

19.5.21

“ Thanks to Sharon for all her your help when bathroom was being flooded, really appreciate you keeping us calm and getting plumber out so quickly. ”

26.5.21

“ I would like to give you back some positive feedback for your own organisation also. I find your housing officers to be very pleasant and understanding of the various day to day issues that crop up. It's very refreshing to work with a Housing Association that gives you time to resolve local issues and understand some of the barriers that we are all facing. ”

5.7.21

“ Phoned to thank Sharon and Sight and Sound for their excellent service and prompt repair of his intercom. Tenant is unwell at moment and feels a bit safer now that his door release is working again. ”

18.8.21

“ Wanted to thank Gina and Amanda for all the help they have given, and the contractors for helping her to sort things, maintenance and financial issues, without any problems. She complimented Amanda on her good telephone manner and Gina also, and for being caring and taking time. ”

15.11.21

“ Phoned to thank Sharon for her patience and help with her heating problems. Also thanked Sheils and Scotia for the work that they done to solve the issues and the courteous manner of the contractors that attended. ”

27.1.2022

“ Sent a card to say thank you to Gillian and Stuart (WBA) for helping her get benefit backdated. “I want to thank everyone for your help you gave me. You are all wonderful, you put a smile on my face.” ”

31.1.22

“ Email to Gillian - Can I just say to you thank you so much for sorting out this end of tenancy bill. ”

“ I really appreciate your time and listening to me on the phone . ”

“ It has been hanging over me for 2 years and you sorted it in 2 days . ”

25.2.22

“ Called to say thanks to John G and Denise for help with getting access to fathers property while he is in hospital - excellent service given and quick/great contractor. ”

2.3.22

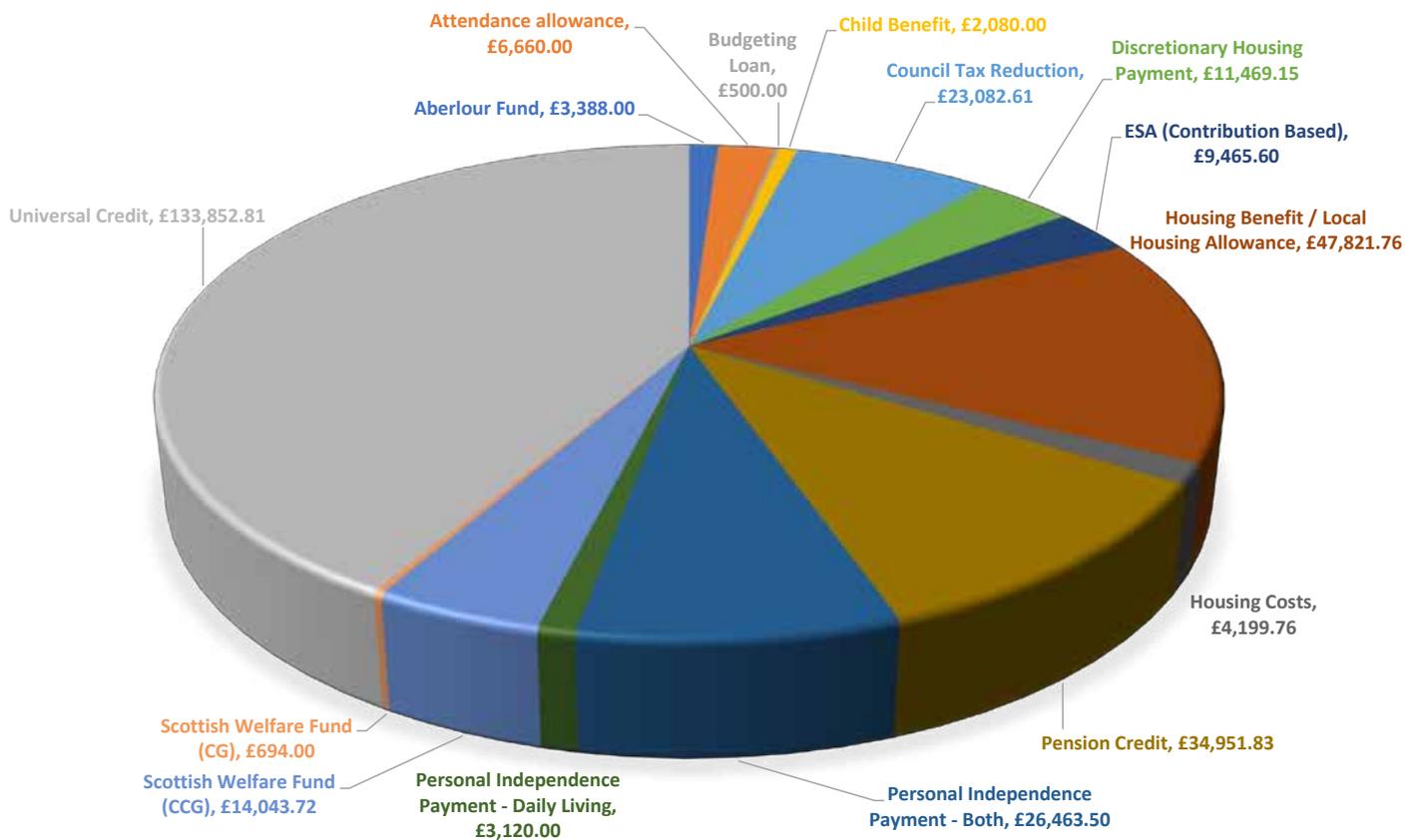
“ Issuing a fuel voucher - tenant advised “You have done so much to help over the past 2 years - thank you.” ”

MONEY ADVICE

We continue to work with Connect Community Trust and GEMAP to ensure that help is available with Money Advice/ Welfare Reform and debt advice. Both services have been busy during 2021/22 and continued to offer telephone appointments throughout the year.



GEMAP assisted 74 tenants and generated £99,285.78 additional income for residents of Blairtummock and Rogerfield with Connect Community Trust dealing with 218 cases and generating £321,792.74.



EHRA

Blairtummock Housing Association is a member of Easterhouse Housing and Regeneration Alliance (EHRA) and works with 7 other housing association's to share services, training for staff and committee and to lobby Councillors/MSP's and MP's. During 2021/22 we worked with some of our colleagues across EHRA to procure external audit and internal audit services. During 2021/22 we will continue to work across EHRA to ensure we can get the best value for money for the tenants/residents across Greater Easterhouse.



EQUALITIES

Blairtummock has an Equality and Diversity Policy in place to treat everyone equally and fairly. Our office is both wheelchair accessible and has a hearing loop. We are a member of The Big Word and our website has the Google Translate facility – which allows us to communicate with our non-English speaking customers.

Remember you can comment on any aspect of our service through the year by contacting the Associations' office, or you can complete the feedback form on this report, your comments will help us when we preparing future reports/ newsletters and are always welcome.

FEEDBACK FORM

We hope you have enjoyed this report but if there is anything you don't like please let us know.

Did you find this information useful? YES NO

Do you want to find out more about our performance? YES NO

Do you have any suggestions on how to improve our performance further?

Do you have any suggestions about how to improve this report?

Name: Address:

(You do not have to provide your name and address unless you wish us to get back to you)

**Please return to the address below, or email any comments to:
jacqui.orourke@blairtummock.org.uk**

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Twitter: @BlairtummockHA



Blairtummock Housing Association is an organisation committed to Equal Opportunities.

If you require this report in a different format, please contact the office on 0141 773 0202 where our staff will be happy to assist.

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