



blairtummock
housing association

*at the heart of our
community*



Annual Report & Annual Return on the Charter (ARC) 2017/18

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.

CHAIRPERSON'S REPORT



Welcome to our combined Annual Report and our fifth Annual Charter Report.

The purpose of the Annual Report is to provide you with an update on the work carried out by the Association during the financial year 2017/18.

The purpose of the Charter Report is to provide you with information on how Blairtummock Housing Association performed against

the Scottish Social Housing Charter.

I am pleased yet again to say that we performed very well, which you will see as you read through this report.

The Charter sets out the standards all tenants should expect from their landlord across all service areas, there are 16 standards and outcomes within the Charter. However, only 14 apply to Blairtummock and this report covers them.

Many of you attended our Open Day in June and provided us with comments on the service we provide, what information you like to receive and format that you prefer this information to be in. We are very grateful to those who took the time to attend this event as it helps us to achieve some of the outcomes required by the Charter.

We always welcome feedback, both positive and negative and will continue to include a feedback section within all our newsletters. (see back page).

I was delighted to be voted as Chairperson of Blairtummock Housing Association for a third year at our recent Annual General Meeting and would like to take this opportunity to thank my fellow Committee Members for the time and effort they give to the Association.

We have also continued to work with our colleagues in EHRA which has included campaigning lobbying, service improvement, benchmarking performance, employment, training for local people and training for EHRA Staff and Committee.

During the year we reviewed our website based upon the 'Open All Hours' report by the Scottish Federation of Housing Association's, which is now completed. Please have a look and feel free to comment on this.

I am sure you will find the report both informative and interesting.

Margaret Pirrie

Chairperson 2017/18

DIRECTORS REVIEW 2017/18

It has been another busy year for the Association and yet again we have performed well against the Scottish Social Housing Charter.

However, we constantly strive to improve performance and we always welcome feedback both positive and negative from all our stakeholders.

If you would like to discuss any of the information contained within this report or make any comments on our services please do not hesitate to contact me.

Jacqui O'Rourke

Director



COMMITTEE REPORT

As at the 31st March 2018 the Association had 111 members.

The Management Committee of the Association makes the key decisions on behalf of Blairtummock & Rogerfield communities and comprises of tenants/owner/sharing owners. Committee Members receive training and support to assist

them manage the organisation.

New Committee Members are always welcome to join the Management Committee and will receive training and support.

Following the Annual General Meeting the Management Committee Members are:

• Margaret Pirrie – Chairperson

- Mary Mulligan – Secretary
- Catherine Black – Treasurer
- Patricia Aitken
- Yvonne Crockert
- Lisa Hotchkiss
- Elizabeth McGill
- Andrea McLachlan
- Tracy Slaven
- Thomas Smith
- John Wilkie
- Gary Wood



STAFF REPORT

The staff of Blairtummock Housing at the 31st March 2018 were:

Jacqui O'Rourke, Director

John King, Housing Services Manager

Eddy Ferguson, Community Regeneration Manager

David Robb, Finance Manager

James Hart, Maintenance Officer

Gina Kavanagh, Maintenance Assistant

Gillian Bell, Housing Officer (Tenancy Sustainment)

Lisa Woodburn, Housing Officer (Income)

David McNeil, Housing Assistant (Tenancy Sustainment)

Alison Neely, Finance Assistant

Della McKelvie, Office Manager/PA

John Goodwin, Office Administrative Assistant

Sharon Cameron, Receptionist

Nicole Shaw, Modern Housing Apprentice



LANDLORD REPORT

HOW YOUR LANDLORD TOLD US IT PERFORMED IN 2017/2018

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2017/2018.

Homes and rents

At 31 March 2018 your landlord owned 711 homes. The total rent due to your landlord for the year was £2,532,661. Your landlord increased its weekly rent on average by 3.00% from the previous year.

Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	4	£40.85	£67.44	39.4%
2 apartment	100	£61.23	£73.33	16.5%
3 apartment	443	£67.17	£74.94	10.4%
4 apartment	144	£78.46	£81.37	3.6%
5 apartment	20	£87.82	£90.39	2.8%

Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- **97.0%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 90.5%.
- **99.1%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.7%.
- **97.2%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 85.9%.

Quality and maintenance of homes

- **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.2%.
- The average time your landlord took to complete **emergency repairs** was **2.3 hours**, compared to the Scottish average of 4.0 hours.
- The average time your landlord took to complete **non-emergency repairs** was **3.5 days**, compared to the Scottish average of 6.4 days.
- Your landlord completed **96.7%** of **reactive repairs 'right first time'** compared to the Scottish average of 92.2%.
- Your landlord does not operate a **repairs appointment system**.
- 97.8% of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 92.1%

Neighbourhoods

- For every 100 of your landlord's homes, **7.5 cases of anti-social behaviour** were reported in the last year.
- **98.1%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.9%.

Value for money

- The amount of money your landlord collected for current and past rent was equal to **100.5%** of the **total rent** it was due in the year, compared to the Scottish average of 99.4%.
- It did not collect **0.1%** of rent due because **homes were empty**, compared to the Scottish average of 0.7%.
- It took an average of **14.1 days** to **re-let homes**, compared to the Scottish average of 30.7 days.

Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at www.scottishhousingregulator.gov.uk

FINANCIAL SUMMARY 2017/18

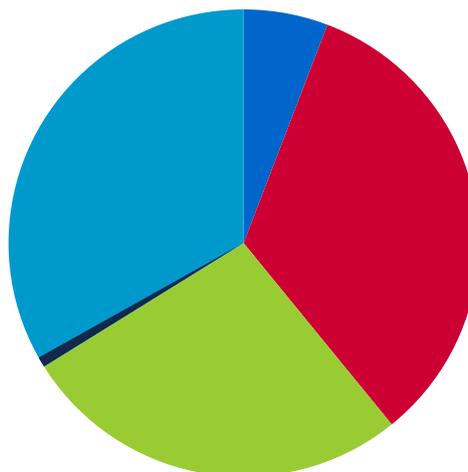
INCOME & EXPENDITURE

Income

	£
Rental Income	2,617,134
Grants for Housing	595,321
	<u>3,212,455</u>

Expenditure

Service Costs	139,289
Management & Administration	812,756
Repairs & Maintenance	811,601
Bad Debts	16,729
Depreciation & Impairment	694,768
	<u>2,475,143</u>



- Service Costs
- Management & Administration
- Repairs & Maintenance
- Bad Debts
- Depreciation & Impairment

For every £ of rent and service costs due here is how it is spent

Loan payments	17 pence
Staff costs	23 pence
Office and other administration costs	10 pence
Service costs	5 pence
Planned and reactive maintenance and future maintenance	45 pence

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 – which allows us to communicate with our non-English speaking customers.

ACCESS TO HOUSING AND HOUSING OPTIONS

Housing lets in the last year	29
Number of lets:	
- To existing tenants	7
- To people on waiting list	20
- To homeless persons	2
Average time taken to re-let properties	14.1 days
Scottish Average days	30.7 days

We lost 0.1% of rent due to the properties being void compared to the Scottish average of 0.7%.

VALUE FOR MONEY

AVERAGE 3APT WEEKLY RENT			
Our Figure £67.17	Highest in Easterhouse £73.17	Lowest in Easterhouse £64.33	Scottish Average £74.94
RENT INCREASE			
3%	4.5%	2%	2.3%
CURRENT ARREARS			
3.34%	5.42%	0.63%	5.18%
REPAIRS			
AVERAGE TIME TAKEN TO COMPLETE REPAIRS			
3.5 days	3.9 days	2.6 days	6.4 days
AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS			
2.3 hours	3 hours	1.1 hours	4 hours
REPAIRS COMPLETED RIGHT FIRST TIME			
96.7%	99.8%	96.7%	92.2%
100% of our properties met the Scottish Housing Quality Standard			94.2%
100% of our properties have a gas safety certificate.			99.9%

GARDEN COMPETITION WINNERS



OVERALL WINNER

Mr T Dennis, 7B Duntarvie Road

ROGERFIELD COMMENDED WINNERS



Mr Gavin Duncan, 2 Corsehill Street, 0/1

BLAIRTUMMOCK COMMENDED WINNERS



Ms Karen Joyce, 3A Boyndie Street



Ms Ann Ramsay, 6 Millennium Court



Mrs Patricia Peden, 36 Auchencrow Street

MAINTENANCE & REPAIRS

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

Planned Maintenance

- 4 Kitchens completed

Cyclical Works

- 20 Boilers installed
- 176 Smoke alarms upgraded
- 174 Electrical inspections carried out

Medical Adaptations

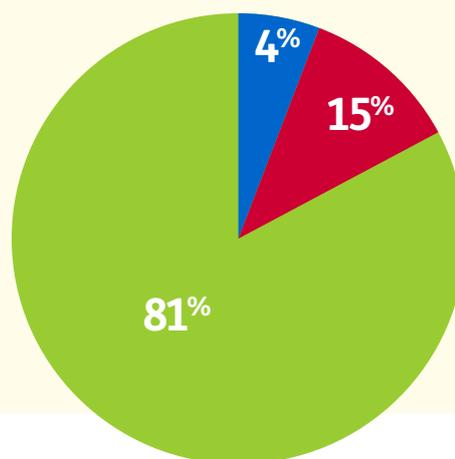
- 9 Wet rooms
- 1 Clos-O-Mat Toilet
- 1 Stairs Lowered
- 9 Handrails

ESTATE MANAGEMENT

During the year we received 53 anti-social complaints and they were all resolved within the timescales stated in our policy, breakdown of the 39 complaints was as follows:

ANTI-SOCIAL COMPLAINTS RECEIVED

- **Category A:** Very Serious - 2
- **Category B:** Serious - 8
- **Category C:** Minor & Non tenancy related matters - 43



SCOTTISH SOCIAL HOUSING CHARTER – TENANT INVOLVEMENT – HAVE YOUR SAY

The Charter was introduced in 2012 and has sixteen outcomes and standards, not all apply to Blairtummock, standard 12 relates to duties on homeless and only applies to local Councils and number 16 is about managing sites for Gypsies/ Travellers and Blairtummock does not manage any sites.

Throughout the year we collect information and assess our performance against the charter outcomes and standards, in May each year we complete our Charter Return (ARC) to the Scottish Housing Regulator and in June we hold an open day and invite our tenants and stakeholders to

discuss our performance and what methods we use for reporting this information.

In August the Scottish Housing Regulator publish a report for each landlord with the data from its ARC – in September Blairtummock reports both this and additional information to all its tenants.

Remember you can comment on any aspect of our service throughout the year by contacting the Association's office, or you can complete the feedback form on this report or on any of our newsletters, and you can also attend our Open Day which is held each June.

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**

Blairtummock Housing Association, 45 Boyndie Street, Glasgow G34 9JL

Telephone: 0141 773 0202

Email: enquiries@blairtummock.org.uk

Web: www.blairtummock.org.uk



Blairtummock Housing Association is an organisation committed to Equal Opportunities. If you require this newsletter in a different format, please contact the office on 0141 773 0202 where our staff will be happy to assist.

Blairtummock Housing Association is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 Reg No. 2354R(S) • Scottish Housing Regulator Reg No. HCB 216 • Scottish Charity No. SC036997

Property Factor Registered Number PF000276 • VAT No: 259 1058 95