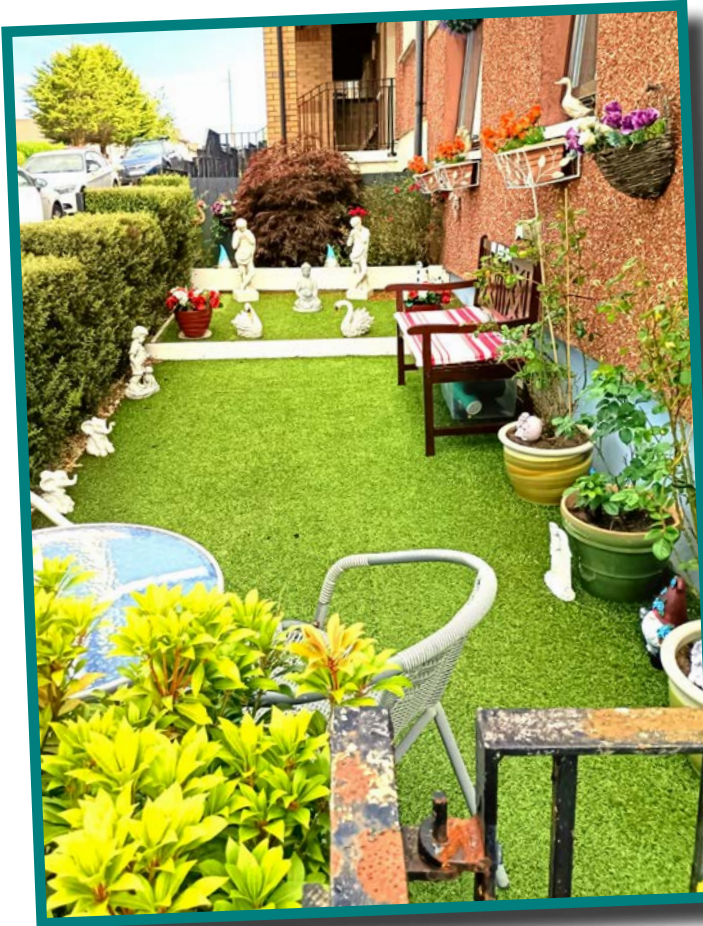


blairtummock
housing association

*at the heart of our
community*



ANNUAL REPORT & REPORT ON PERFORMANCE 2023/24

OUR VISION FOR THE ASSOCIATION IS:

Neighbourhoods where people choose to
be and are happy to live.

OUR MISSION IS:

To give local people the power to improve
the opportunities for our community.



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CHAIRPERSON'S REPORT

This report covers the period 1st April 2023 to 31st March 2024 and has been a busy period for the Staff and Committee.

I became the Chairperson following the AGM in September 2023 and have been supported by the other members of the Management Committee. During the year the Association staff managed to secure £15,000 of funding which has been used to assist residents deal with the cost of living crisis. Staff will continue to apply for funds that will allow us to support residents wherever possible.

The Association staff and committee have worked hard to maintain high level services to tenants throughout the year despite difficulties associated with increased costs of labour and materials due to issues such as Brexit, rising Energy Costs and Interest Rate Rises.

In October 2023 we issued our Fifth Annual Assurance Statement to the Scottish Housing Regulator and we were re-assured when we received a Regulatory Status: Compliant – Blairtummock Housing Association meets regulatory requirement, including the Standards of Governance and Financial Management back in March 2024.

During the year we have also reviewed office opening hours and have sought tenant views on this and what methods they prefer to use when making contact with the Association. Our staff are available in person or by telephone during opening hours.

We have also reviewed our Business Plan to ensure it is fit for purpose, we continue to monitor our 30 year plan to ensure we can maintain our properties. When we were determining our rent increase for 2024/25 we were mindful of the increasing cost but also of the difficulties our residents are facing as a result of the cost of living crisis.

We continue to work with our partners GEMAP and Connect Community Trust to provide benefit and debt advice and this report includes information on the financial benefits to residents as a result of these services being provided.



Catriona Jamieson,
Chairperson as at 31st March 2024

COMMITTEE REPORT

As at the 31st March 2024 the Association had 58 members.

The Management Committee of the Association makes the key decisions on behalf of our community and work closely with staff. Our Committee as determined by our September 2023 AGM were:

Name	Last Elected	Position	Position Held Since
Catriona Jamieson	September 2020	Chairperson	September 2019
Margaret Pirrie	September 2023	Secretary	September 2023
Donna Miller	September 2019	Treasurer	September 2020
Catherine Black	September 2023	Committee Member	April 1994
Jim Kane	September 2023	Committee Member	September 2023
Elizabeth McGill	September 2022	Committee Member	September 2022
Jason Thet	September 2023	Committee Member	April 2023
Mandy Morgan	September 2023	Co-opted Member	October 2022
Donna Lang	Resigned 5th February 2024		

STAFFING REPORT

Staff as at 31st March 2024



Jacqui O'Rourke,
Director



John King, Housing
Services Manager



Gillian Bell,
Senior Housing
Officer



David McNeil,
Housing Officer
(Tenancy
Sustainment)



Amanda McGinley,
Housing Assistant



James Hart,
Maintenance Officer



Catherine Aiton,
Maintenance Assistant



Eddy Ferguson,
Community
Regeneration
Manager



Linda Russell,
Finance Manager



Alison Neely,
Finance Assistant



Della McKelvie,
Office Manager/PA



John Goodwin,
Office Administrative
Assistant

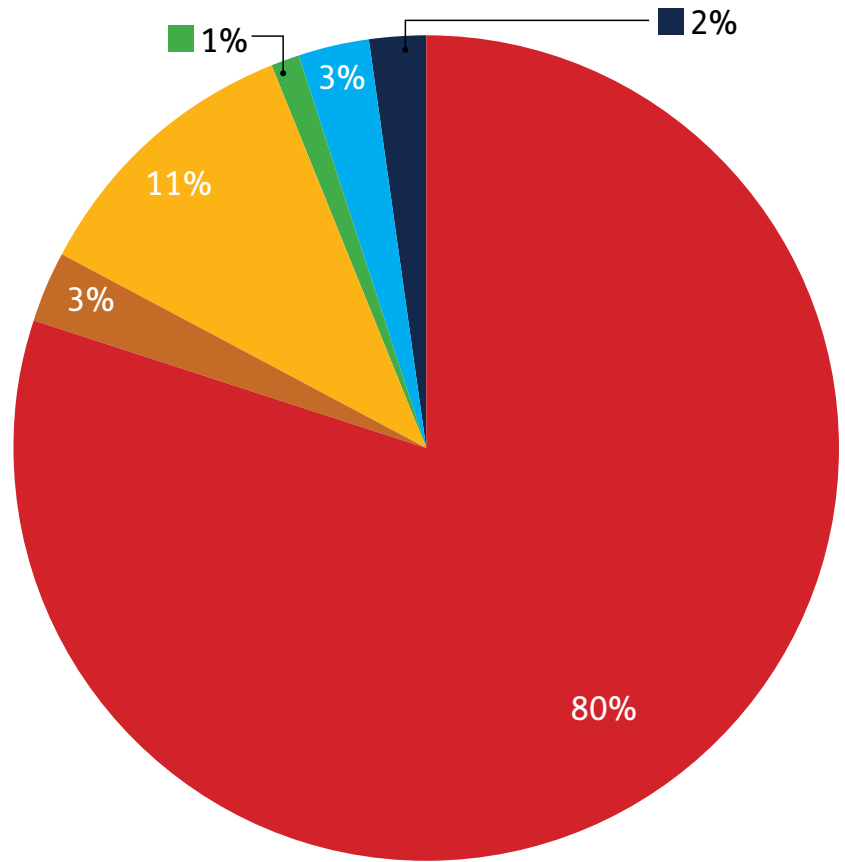


Sharon Cameron,
Receptionist

FINANCE

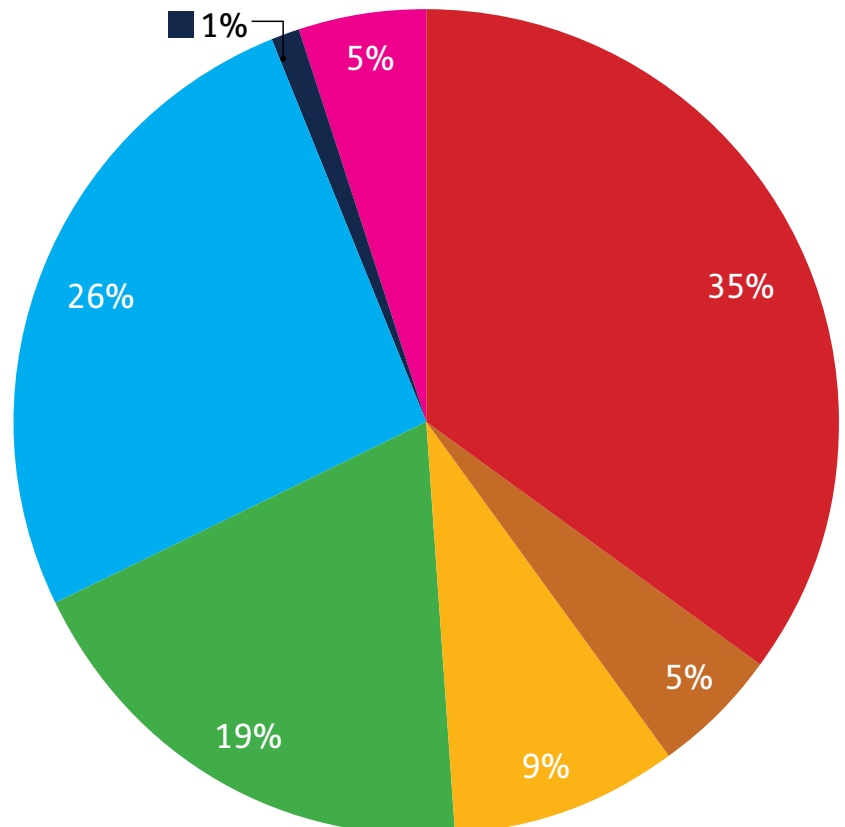
Income

■ Rent	2,776,379
■ Service Charges	120,851
■ Housing Grants	398,608
■ Factoring	16,564
■ Other Grants	107,942
■ Other income	66,050
	<u>3,486,394</u>



Expenditure

■ Management, Maintenance and Admin Costs	1,063,649
■ Service Costs	143,504
■ Planned and Cyclical Maintenance	265,900
■ Reactive Maintenance	583,247
■ Depreciation	783,754
■ Wider Role Activities	39,808
■ Other Activities	155,614
	<u>3,035,476</u>



GARDEN COMPETITION WINNERS

Despite the very wet summer we still have several entries for our annual garden competition from both Blairtummock and Rogerfield areas. Helen Cullen was our independent judge this year.



Overall Winner – Mrs Roberta Strain



Blairtummock Commended Winner – Mr & Mrs McGurgan



Rogerfield Commended Winner – Mrs Catherine Duncan

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

PERFORMANCE REPORT

We will be providing all tenants and owners and report on our performance and how we compare with other landlords within the next few months. Our Landlord Report for 2023/24 can be found at:

<https://www.housingregulator.gov.scot/landlord-performance>

HOUSING MANAGEMENT

Weekly Rent Charge	Scottish Average 2023/24	2021-22 BHA	2022-23 BHA	2023-24 BHA	Difference from Scottish Average
1apt	£82.24	£53.65	£59.97	£59.97	-27.10%
2apt	£87.87	£65.36	£66.93	£70.28	-20%
3apt	£90.29	£75.59	£72.59	£78.18	-13.40%
4apt	£98.30	£81.21	£82.57	£86.61	-11.90%
5apt	£108.29	£88.55	£89.09	£93.10	-14%

	Scottish Average 2023/24	2021-22 BHA	2022-23 BHA	2023-24 BHA
TENANT SATISFACTION				
Satisfaction with overall service	86.50%	91.70%	90.50%	90.50%
Tenants felt we were good at keeping them informed about services and outcomes	90.50%	96.60%	98.80%	98.80%
Tenants satisfied with opportunities to participate	87.70%	91.50%	99.60%	99.60%
New Tenants satisfied with quality of home	-	98%	100%	100%

MAINTENANCE				
Properties meeting SHQS	84.40%	99.86%	99.86%	100%
Time to complete emergency repairs	4 hours	4.1 hours	4.8hours	5.6 hours
Average to complete non emergency repairs	9 days	3.5 days	4.18 days	5 days
Tenant who had repairs carried out were satisfied with service	87.30%	95%	97%	93.90%
Right first time repairs	88.40%	99.30%	96.3%	96.10%
Gas Safety	99.60%	100%	100%	100%

HOUSING MANAGEMENT				
Re-lets	N/A	53	36	41
Collected rent	99.40%	97%	99.40%	99.60%
Void loss	1.40%	0.38%	0.22%	0.30%
Average to re-let	56.7 days	19 days	16 days	21.9 days
Anti social cases	N/A	47	43	43
Anti social cases resolved within targets	94.30%	100%	100%	100%
Arrears	6.70%	3.38%	3.45%	3.80%
Evictions	N/A	2	1	1 for rent arrears

MAINTENANCE & REPAIRS



Cyclical

- Gutter Cleaning programme completed for every property.
- Paint contract – Exterior painting completed for 98 properties and 16 closes painted internally.

Tenant Safety

- Annual Gas Safety check carried out to very eligible property within the required timescale.
- 5 yearly Electrical Inspections carried out to every property which are due

Medical Adaptations

- 19 Adaptations were completed at a cost of £44,914
- 9 handrails were installed at a cost of £1,784

Acquisitions/Disposals

- One property was sold in South Rogerfield. This was in line with our strategy of withdrawing from the area and being involved with unfactored multi-tenure blocks.

Planned Maintenance

- No planned maintenance carried out in 2023 – 2024

2024 -2025

- Bathroom Renewals – contract awarded to Everwarm for 55 bathroom renewals based on an improved specification which will include showers, shower screen, wet wall and waterproof flooring
- Kitchen programme – we will be using an improved specification from a local supplier and new kitchens will have more robust units and ironmongery. 60 kitchens are current being surveyed and when all surveys are completed the works will be tendered to allow completion before April 2025
- Window replacement for 58 properties is also scheduled before April 2025 and we will appoint an architect shortly to facilitate the contract specification

COMPLAINT HANDLING

We manage complaints in line with the Scottish Public Services Ombudsman’s 2 Stage Complaints Handling Procedure. In 2023/24 a total of 27 Stage 1 complaints were received, four of these progressed to Stage 2 and a further two complaints were received at Stage 2 giving a total of 29 complaints received throughout 2023/24.

	Stage 1 - Frontline	Stage 2 - Investigation
Complaints in the reporting year	27	6
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	27	6
Number of complaints responded to in full by the landlord in the report year	27	6
Average time in working days for a full response	2.56 days	5.83 days
Number of complaints upheld	10	4

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

We also record compliments.

Thank you for your many compliments over the year which include:

6.4.23

“Thanks for the electric blanket, I’ve had a great sleep the past 2 nights with no pain. Also for all the other things you have done for us, you are great.”

20.4.23

“Cannot believe you are helping people that work, absolutely cant thank you enough for rainbow payment & Iceland voucher. I will get Comm Chest application in as soon as possible, also for BRO help with panels thank you all again so much.”

11.5.23

“Just a quick email to let you know I received my mattress today and it’s amazing. It also looks way better than the pictures. I’m so grateful for your help yesterday. Can you thank everyone else who had a hand in my application too. I treated myself to a lovely wee duvet cover lol.”

6.4.23

“Cant thank you all enough for all the help you are giving us the now with the energy money and all the other things.”

12.5.23

“Thanks to the people involved with getting her washing machine connected for her.”

15.5.23

“Thanks to BRO for doing a great job of cutting her grass - she is very happy with the assisted garden maintenance service.”

26.9.23

“Called to thank Denise for getting heating engineer to repair her heating.”

20.11.23

“Called into office to thank Della for her Community Chest order.”

29.9.23

“Called to thank Della for ordering items through Community Chest - highly delighted.”

27.9.23

“Phoned to thank BHA for all the help he has received, much appreciated and a huge thanks for his new carpets - they are fabulous.”

21.6.23

“Cant thank you all enough for all the help you are giving us the now with the energy money and vouchers, really appreciated.”

21.11.23

“Called into office to pay top up to Community Chest purchase and said thanks to staff for all help she has received through various things. Association gives a lot to tenants”

RENTS

Taking into account the accommodation and services Blairtummock provides, do you think rent represents good value for money?

20% very good value for money

71.8% fairly good value for money

5.6% neither good nor poor value for money

2.1% fairly poor value for money

0.6% very poor value for money

Scottish Housing Regulator Charter Indicator 29

The Scottish Federation of Housing Association's Affordability tool indicates that our rents are affordable. This was also reflected in our last Tenant Satisfaction Survey with 91.8% of those surveyed said that our rent is good value.

The table below shows our rent increase for the past 3 years and the comparison with the Scottish Average.

Rent Increase Year	Scottish Average	Blairtummock HA
2023-2024	6%	5%
2022-2023	5.14%	2.5%
2021-2022	2.88%	0%

2022 Blairtummock HA Tenant Satisfaction Survey.

EHRA

Blairtummock Housing Association is a member of Easterhouse Housing & Regeneration Alliance (EHRA) and works with 7 other housing associations to share services, training for staff and committee and to lobby Councillors/MSP's and MP's.

EHRA members work together for the benefit of residents across Greater Easterhouse.



SUPPORTING OUR TENANTS IN 2023/24

- 220 tenants were assisted by our Money & Benefits Advice Services from Connect Community Trust and GEMAP, resulting in financial gains of over £443,000 for our tenants.
- 209 tenants were claiming Universal Credit at 31/3/24. Our Benefits Advice Service continues to assist tenants migrating onto UC in 2024.
- 488 grants were provided via BHA Rainbow Fund in the last financial year, totalling £15,215. The funding for this has now expired.
- 131 referrals were made on behalf of tenants to the Foodbank in the Community Hall throughout 2023/2024.
- Iceland Vouchers totalling £11,350 were issued to assist tenants with the cost of living in 2023/24.
- 78 awards from the Community Chest totalling £17,096. It should be noted that £6000 of these awards were made using external funding for the purpose of alleviating fuel poverty.

We will continue to do all we can to support our tenants in 2024/25.

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.

DONATIONS

During the year 2023/24 we made the following donations:

- Denmilne Community £150
- St Georges & St Peters Daffodil Club £500
- The Girls Brigade £250
- The Lintel Trust £200
- Pavilion Youth Café £450
- Wee Betty's OAP Christmas Lunch £250

SOCIAL MEDIA

Follow us to keep up to date with our latest news:

- **X (formerly Twitter)**
@BlairtummockHA
- **Facebook -**
Blairtummock
Housing Association



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

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.

Blairtummock Housing Association is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 Reg No. 2354R(S)
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