



blairtummock housing association  
at the heart of our community for  
**30 YEARS**  
1989 - 2019



# Annual Report 2018/19

## OUR VISION FOR THE ASSOCIATION IS TO:

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

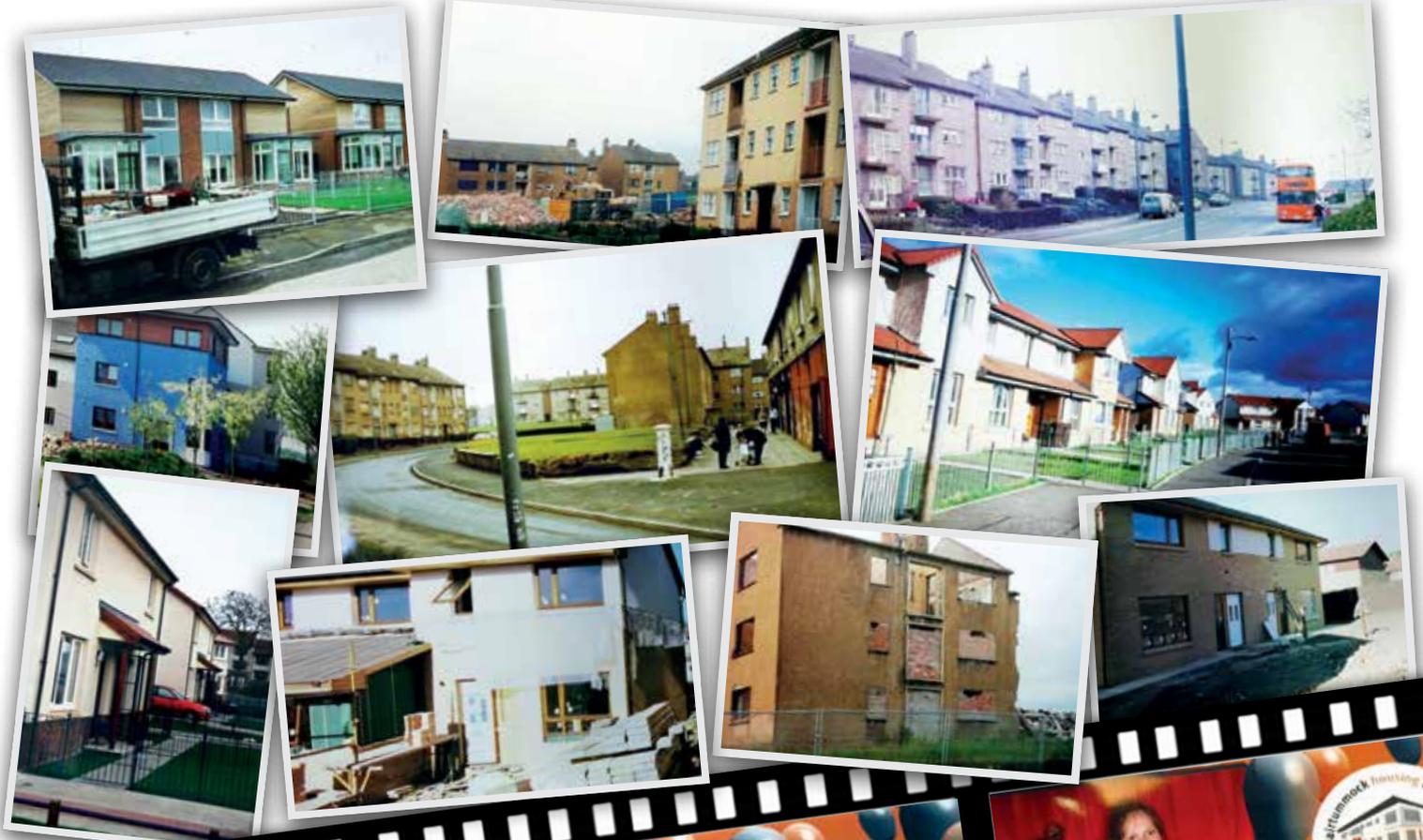
## OUR MISSION IS TO:

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

# CELEBRATING 30 YEARS

Blairtummock is celebrating its 30th year and has been holding a variety of events to mark this occasion and we would like to thank you all for your contribution.

We would like to thank all committee members and staff who have helped Blairtummock become the successful organisation we are today and we look forward to the next 30 years.



# CHAIRPERSONS REPORT

2018/19 was my second year as Chairperson of Blairtummock Housing Association and I am very proud of what we have achieved over the last 30 years. The change in the area has been incredible and we will continue to ensure that we maintain this.

We constantly monitor our finances to make sure we have sufficient funding to maintain your home in the future, that rents are kept at an affordable level and we achieve value for money.

During the last year we worked with other housing associations

across Easterhouse (EHRA) to develop a training programme, in order to improve our skills and keep up to date with change. In particular, the new regulatory framework from the Scottish Housing Regulator, which introduced Assurance Statements for the sector.

We are always looking for feedback on all aspects of our services and your comments on the information we provide to you. I would be grateful if you could take a few minutes and complete the form on the back page to allow us to improve our reports.



# COMMITTEE REPORT

The Management Committee of Blairtummock Housing Association makes the key decisions on behalf of the Blairtummock & Rogerfield communities and is made up of local people. Committee members receive a variety of training and support from both staff and external agencies to assist them in managing the business. Committee members also undertake an annual review to identify any skills gaps individually and collectively

and agree and training plan to address these.

Committee members regularly network with other Committee members across Easterhouse to share best practice.

At the 31st March 2019 the Association had 115 members.

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

Following the Annual General Meeting on 5th September 2019 the Management Committee Members & Office Bearers are:

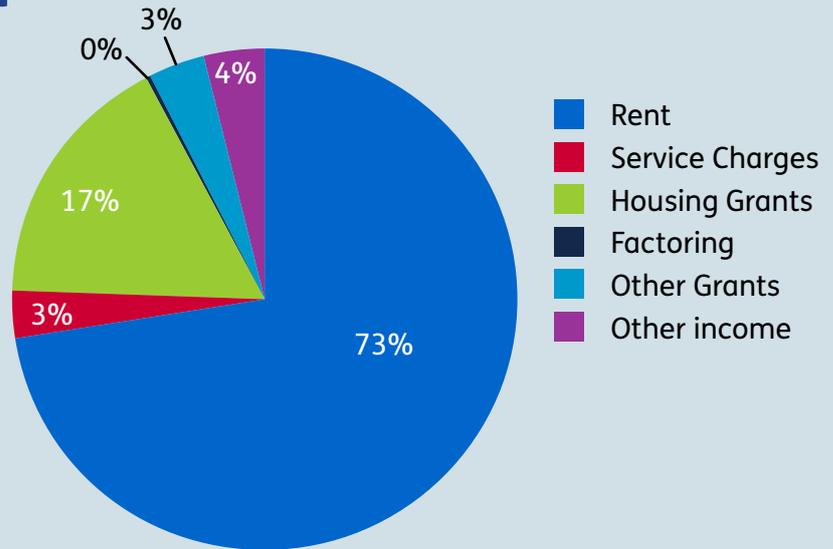
- Gary Wood – Chairperson
- Margaret Pirrie – Secretary
- Catherine Black – Treasurer
- Lynn Blackwood
- Yvonne Crockert
- Catriona Jamieson
- Donna Miller
- Elizabeth McGill
- Tracy Slaven
- Thomas Smith
- John Wilkie



# FINANCE REPORT

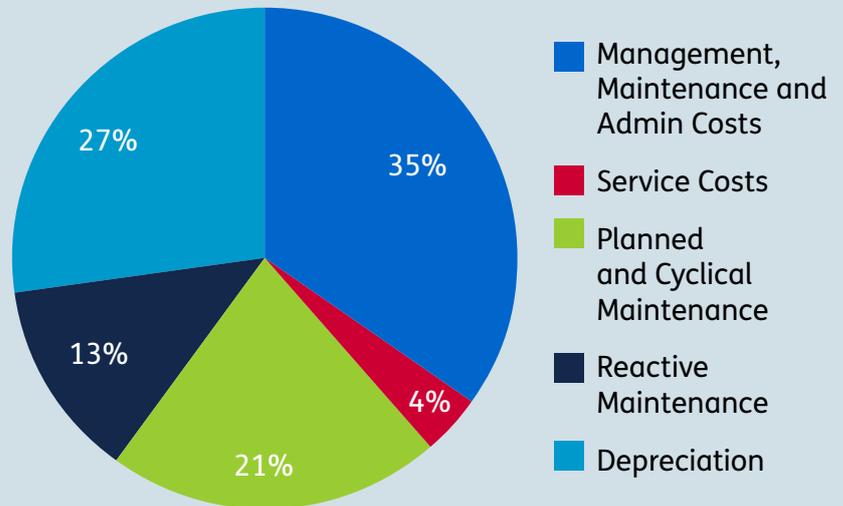
## Income

Rent	£2,538,070
Service Charges	£100,736
Housing Grants	£587,616
Factoring	£13,333
Other Grants	£122,264
Other income	£130,341
	<u>£3,492,360</u>



## Expenditure

Management, Maintenance and Admin Costs	£935,348
Service Costs	£106,828
Planned and Cyclical Maintenance	£575,784
Reactive Maintenance	£338,007
Depreciation	£729,296
	<u>£2,685,263</u>

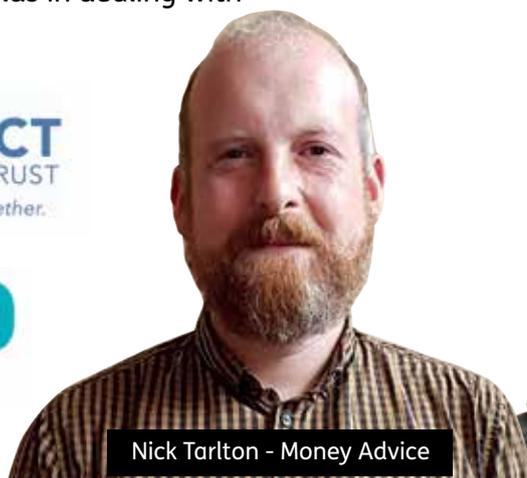


# WELFARE BENEFITS

Our partnerships with Connect Community Trust and GEMAP help us to ensure that effective support is available for residents and they have been very busy during the year supporting many households in dealing with Welfare Reform.

During the year 2018/19 they assisted **420 tenants**

Generated £440,071.44 additional income for residents of Blairtummock and Rogerfield.



Nick Tarlton - Money Advice



Marshall Gemmell - Connect

# STAFFING REPORT

Blairtummock Housing Association staff as at 31st March 2019



Jacqui O'Rourke,  
Director



David McNeil,  
Housing Officer  
(Tenancy  
Sustainment)



John King, Housing  
Services Manager



Amanda McGinley,  
Housing Assistant  
(Tenancy  
Sustainment)



Eddy Ferguson,  
Community  
Regeneration  
Manager



Alison Neely,  
Finance Assistant



David Robb,  
Finance Manager



Della McKelvie,  
Office Manager/PA



James Hart,  
Maintenance Officer



John Goodwin,  
Office Administrative  
Assistant



Gina Kavanagh,  
Maintenance  
Assistant



Sharon Cameron,  
Receptionist



Gillian Bell,  
Senior Housing  
Officer



Demi-Leigh Donald,  
Modern Housing  
Apprentice

# HANDYPERSON SERVICE

We offer a FREE handyman service to assist certain residents who need a little extra help with small jobs that are not part of Blairtummock Housing Association's repair responsibilities.

To qualify for this service, you must be a tenant, sharing owner or factored owner of Blairtummock Housing Association. You must be over the age of 60, disabled or have support needs. If you require any assistance, please contact the office to discuss further.

Ms Carol Donachie, 12 Millennium Grove said of the service:

*"Fantastic service! BRO have fitted curtain poles and hung my curtains. I couldn't survive without it as I can't use a step ladder. I won't hesitate to use them again."*



Mrs Ann McPhillie, 15 Duntarvie Close also used the service and said:

*"Would highly recommend the handyman service. BRO removed my old unit, built up the new one and put everything back together again. They were very clean and tidy."*



# GARDEN COMPETITION WINNERS

## Overall Winner



Mr J Martin,  
57 Duntarvie Road

## Blairtummock Commended Winners



Mrs M Cartledge,  
21 Aberdalgie Gardens



Ms R Walker & Mr D Doran,  
14 Duntarvie Close

## Rogerfield Commended Winners



Mrs P Kerr,  
8 Corsehill Street, 0/2



Mrs & Mrs Stone,  
130 Easterhouse Road, 0/2

# HOUSING MANAGEMENT

## VALUE FOR MONEY

AVERAGE 3APT WEEKLY RENT			
Our Figure £69.58	Highest in Easterhouse £75.15	Lowest in Easterhouse £66.36	Scottish Average £77.90
RENT INCREASE			
2.5%	3.9%	2.5%	3.01%
CURRENT ARREARS			
2.65%	6.45%	0.33%	5.67%
REPAIRS			
AVERAGE TIME TAKEN TO COMPLETE REPAIRS			
3.5 days	3.9 days	2.9 days	6.6 days
AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS			
2.02 hours	2.45 hours	1.68 hours	3.73 hours
REPAIRS COMPLETED RIGHT FIRST TIME			
96.91%	99.05	93.31%	92.7%
100% of our properties met the Scottish Housing Quality Standard.			Not Available
100% of our properties have a gas safety certificate.			99.93%

We lost 0.14% of rent due to the properties being void compared to the Scottish average of 0.88%.

We issued 38 foodbank vouchers and made 6 referrals for a starter pack.

We visited all of our tenants aged 75+ and offered advice and assistance regarding their tenancy and services available in relation to independent living.



# MAINTENANCE & REPAIRS

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

## Planned Maintenance

- 59 Kitchens completed
- 60 Boilers installed

## Cyclical Works

- 319 properties had smoke alarms upgraded
- 130 Electrical inspections carried out
- Gutter cleaning – 274 roof gutters under a rolling contract, this includes common closes and houses

## Medical Adaptations

9 adaptations were completed at a cost of £33,703.94

Handrails were installed at a cost of £2,523.66

## Walls and Bin Stores

Various bin stores and walls were rendered and rough casted.

## Painting

Closes 4, 10, 12, 18, 22 & 24 Errogie Street were painted.

## 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 also has the Google Translate facility – which allows us to communicate with our non-English speaking customers.



# 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.ourourke@blairtummock.org.uk](mailto:jacqui.ourourke@blairtummock.org.uk)**

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

Telephone: 0141 773 0202

Email: [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk)

Web: [www.blairtummock.org.uk](http://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

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