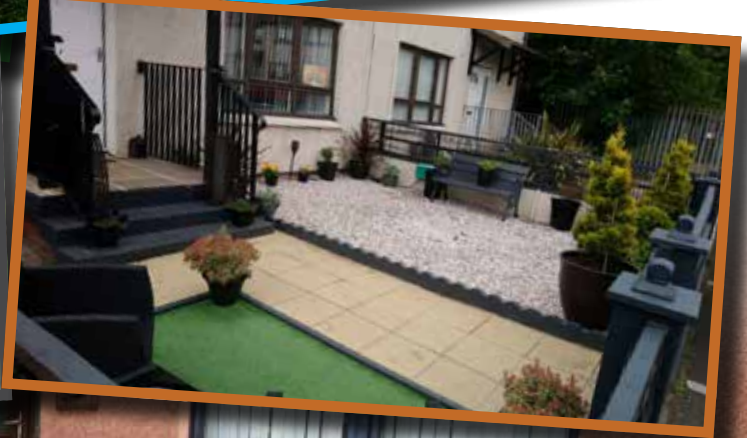


blairtummock
housing association

*at the heart of our
community*



Annual Report 2019/20

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

This is my first year as Chairperson of Blairtummock Housing Association and it was very exciting to be voted as Chairperson at the 30th Annual General Meeting of the Association.

I am sure you will all agree that the Association has achieved so much over the past 30 years and we will continue to work hard in order to support the communities of Blairtummock and Rogerfield.

In January we commenced our Stock Condition Survey but due to Covid 19 this had to be put on hold, we will complete the survey as soon as it is safe to do so. We also plan to review our thirty-year finances to ensure that we have sufficient funding to keep maintaining our properties whilst keeping rent affordable and the information collected from the stock condition survey will allow us to do this.

We also carried out a Rent Harmonisation Survey to ensure that those in similar properties paid similar rents and we completed a face-to-face Tenant Satisfaction Survey. Following the survey, we had planned some focus groups to discuss some of the findings in detail but again due to Covid 19 this has been delayed. We will use the information collected from the survey to improve our services.

We also commenced our backcourt works, which

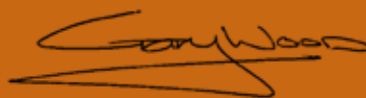
also had to be delayed but this is now back on site.

The Management Committee continue to improve their skills and have been working with other Associations across Easterhouse (Easterhouse Housing & Regeneration Alliance) on training, sharing experiences and keeping up to date with change.

2019/20 was the first year we were required to submit our Annual Assurance Statement to the Scottish Housing Regulator and following that, we agreed to have a Governance Review, the results of this will determine most of our priorities for 2020/21. The purpose of this review is to have someone independent audit us against the Regulatory Standards.

As we move into our 31st year, I would like to ask you to consider joining the Management Committee to make decisions that will improve/benefit our communities.

Please stay safe during this difficult time.



Gary Wood, Chairperson

COMMITTEE REPORT

As at the AGM in September 2020 the Association had 114 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 2020 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
Lynn Blackwood	September 2019	Committee Member	September 2019
Yvonne Crockert	September 2016	Committee Member	September 2016
Tracy Slaven	September 2018	Committee Member	September 2014

We would also like to thank the Committee Members, who retired/stepped down for their time and commitment to the Association, Patsy Aitken, Betty McGill and Thomas Smith.

STAFFING REPORT

Blairtummock Housing Association staff as at 31st March 2020



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

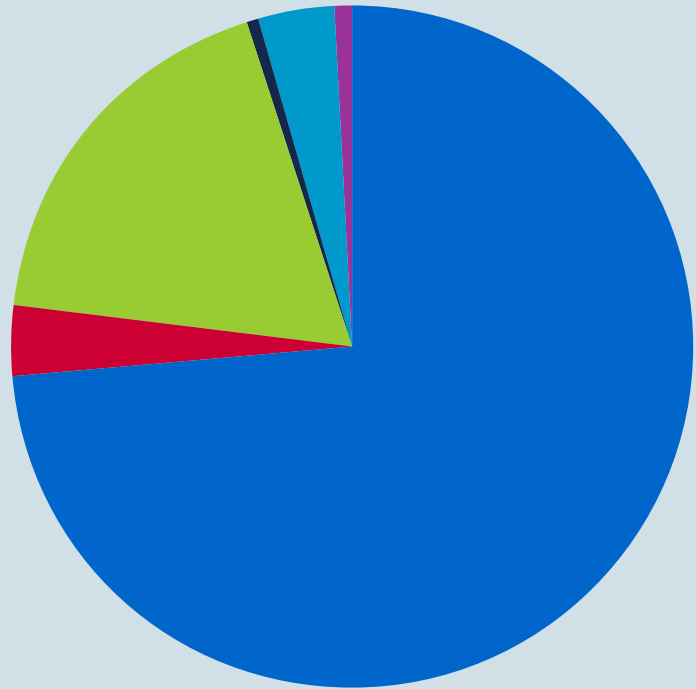


Gillian Bell,
Senior Housing
Officer

FINANCE REPORT

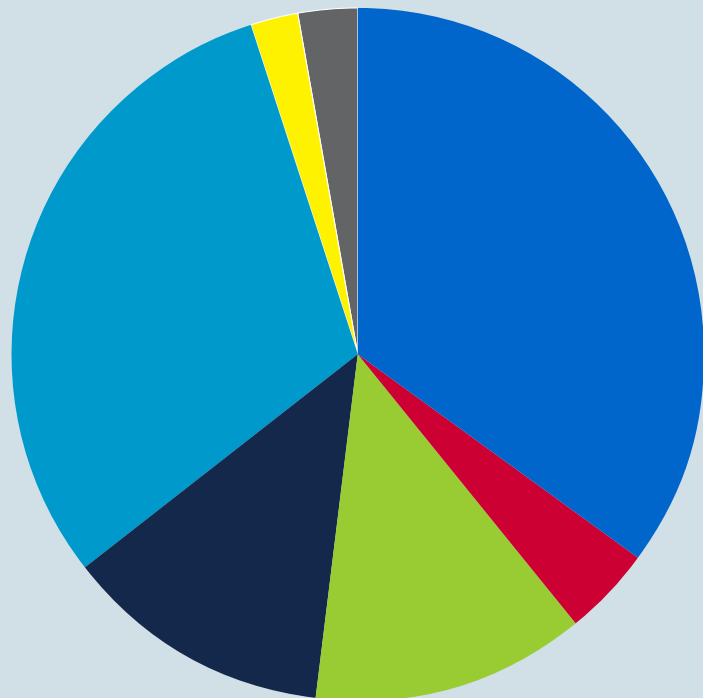
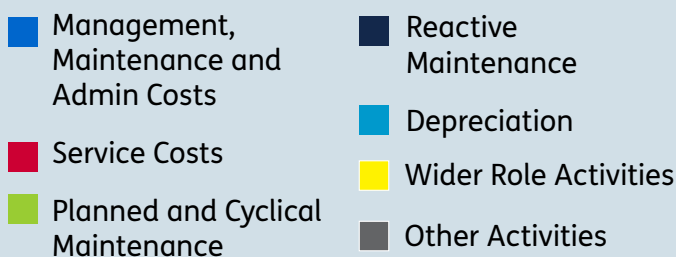
Income

Rent	2,636,631
Service Charges	112,920
Housing Grants	654,653
Factoring	10,118
Other Grants	136,725
Other income	22,011
	<hr/>
	3,573,058



Expenditure

Management, Maintenance and Admin Costs	942,336
Service Costs	107,310
Planned and Cyclical Maintenance	343,113
Reactive Maintenance	334,601
Depreciation	817,434
Wider Role Activities	60,279
Other Activities	72,486
	<hr/>
	2,677,559



GARDEN COMPETITION WINNERS



Overall Winner – Mr & Mrs Scott, 11A Boyndie Street

Blairtummock Commended Winners



Mr Hayes,
7A
Duntarvie
Road

Mrs O'Hara,
14B Errogie
Street



Rogerfield Commended Winners



Mr Duncan,
2 Corsehill
Street, 0/1

Mrs McKay,
2 Collree
Gardens



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, tenants, representatives' bodies, homeless people, other stakeholders and social landlords.

The Charter has five main sections, which apply to Blairtummock Housing Association; each section describes what outcomes you should expect from us, there are 14 outcomes, 12 of which apply to Blairtummock Housing Association, outcomes 12 (Homelessness) & 16 (Gypsies/Travellers) do not apply to Blairtummock Housing Association.

These are:

- **Customer Landlord Relationship** - Outcomes 1, 2 & 3 - Equalities, Communication & Participation
- **Housing Quality Maintenance** - Outcomes 4 & 5 - Quality of Housing, Repairs, Maintenance & Improvements
- **Neighbourhood and Community** - Outcome 6 - Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes
- **Access to Housing and Support** - Outcome 7, 8, 9, 10 & 11 - Housing Options, Access to Social Housing, Tenancy Sustainment
- **Getting Good Value from Rents and Service Charges** - Outcomes 13, 14 & 15 - Value for Money, Rents and Service Charges

Our Landlord Report for 2019/20 can be found at www.scottishhousingregulator.gov.uk

HOUSING MANAGEMENT

Weekly Rent Charge	2019/20	2018/19	Scottish Average
1apt	43.15	£42.10	£73.47
2apt	65.83	£62.75	£78.02
3apt	71.37	£69.58	£80.10
4apt	83.03	£80.08	£87.08
5apt	92.94	£90.66	£96.18

	2019/20	2018/19	Scottish Average
Satisfaction with overall service	91.70%	97%	89%
Tenants felt we were good at keeping them informed about services and outcomes	96.60%	99.10%	91%
Tenants satisfied with opportunities to participate	91.51%	97.20%	87%
Tenants satisfied with quality of home	88.87%	96.40%	88%
Properties meeting SHQS	100%	100%	94%
Time to complete emergency repairs	2.4hours	2.0 hours	3.6 hours
Average to complete non emergency repairs	3.5 days	3.5 days	6.4days
Tenant who had repairs carried out were satisfied with service	91.07%	91.70%	92%
Right first time repairs	97.00%	92.50%	92%
Gas Safety	100%	100%	-
Medical adapts	36	28	-
Re-lets	27	35	-
Collected rent	99.90%	99%	99%
Void loss	0.11%	0.10%	1.14%
Average to re-let	10.3 days	11.58 days	33 days
Anti social cases	41	56	-
Anti social cases resolved within targets	100%	100%	94%
Complaints stage 1 resolved on time	100%	88.30%	97%
Complaints stage 2 on time	100%	66.70%	92%
Total complaints	48	60	n/a
Complaints upheld	25	26	-
Arrears	2.70%	2.20%	6.14%
Evictions	0	0	-

MAINTENANCE & REPAIRS

AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS

Our Figure	Highest in Easterhouse	Lowest in Easterhouse	Scottish Average
2.02 hours	2.45 hours	1.68 hours	3.73 hours

REPAIRS COMPLETED RIGHT FIRST TIME

Our Figure	Highest in Easterhouse	Lowest in Easterhouse	Scottish Average
96.91%	99.05%	93.31%	92.7%

100% of our properties met the Scottish Housing Quality Standard.	✓
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100% of our properties have a gas safety certificate.	99.93%
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We lost 0.1% of rent due to the properties being void compared to the Scottish average of 0.88%

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

Planned Maintenance

84 Kitchens completed

91 Boilers installed

33 Central Heating Full Systems

Cyclical Works

643 properties had smoke alarms upgraded

84 Electrical inspections carried out

Gutter cleaning – 274 roof gutters under a rolling contract, this includes common closes and houses

Medical Adaptations

22 Adaptations were completed at a cost of £36,413

18 Handrails were installed at a cost of £3,875

WELFARE BENEFITS

We continue to work with Connect Community Trust and GEMAP to ensure that help is available with Money Advice/ Welfare Reform and debt advice. This service has been very busy and during the year 2019/20 they assisted 385 tenants and generated £534,771.87 additional income for residents of Blairtummock and Rogerfield.



DONATIONS

During 2019/20 we gave a donation of £200 to Brighter East End towards the cost of the fire work display and £500 to FARE to assist with the provision of food parcels due to Covid 19.

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**

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) • Scottish Housing Regulator Reg No. HCB 216 • Scottish Charity No. SC036997
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