

blairtummock
housing association

*at the heart of our
community*



Landlord Report On The Charter 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.

CHAIRPERSON'S REPORT



As you are aware we are celebrating 30 years since we were registered as a Housing Association and I am delighted to provide you with this year's charter report, which demonstrates another year in which we have achieved high levels of performance.

By the time you receive this report I will have stepped down as Chairperson but continue to be actively involved and remain on the Management Committee. It has been a very

busy year but also very sad as we lost Cathie Mulligan, one of our longest serving Committee members. Cathie made a massive contribution not only to Blairtummock Housing Association but to the Social Housing Sector across Scotland and attended many meetings with Politicians to campaign for funding to improve existing and provide good quality homes for rent across the country. She will be sorely missed by us all.

Each year we provide the Scottish Housing Regulator with details of our performance throughout the year, they use this information for a variety of purposes, including producing a Landlord Report which shows you how well we have performed against landlords across the country, their report is included within this report, on our website and available from the Associations office.

The Management Committee and staff of the Association are committed to seeking your views on all aspects of the services

we provide and these help us make informed and positive decisions for the communities of Blairtummock and Rogerfield. There are a variety of ways you can become involved, from joining our Committee to returning the comments section on the back page of this report. Our Director is also available to meet and discuss with you how you can become involved and can be contacted on 0141 773 0202 or email: jacqui.orourke@blairtummock.org.uk.

I would like to take this opportunity to thank you for reading this report and hope you find it both informative and interesting. We will continue to provide a service which is dedicated to ensuring that our tenants enjoy living within our Communities and strive to improve our performance.

We look forward to the next 30 years.

Margaret Pirrie
Chairperson 2018/19

DIRECTORS REVIEW 2018/19

Welcome to our Landlord Report for 2018/19, as you read through this report you will see that we have opted for a different format from previous years, when we previously combined our Landlord and Annual Report. The main reason was to give us an opportunity to provide more information on our performance and how we compare to other landlords. I would welcome any feedback you have, both positive or negative, on both the content within the report and the format we have used. You can provide this by using the section on the back page or by email at: jacqui.orourke@blairtummock.org.uk.

Jacqui O'Rourke
Director



LANDLORD REPORT

HOW YOUR LANDLORD TOLD US IT PERFORMED IN 2018/2019

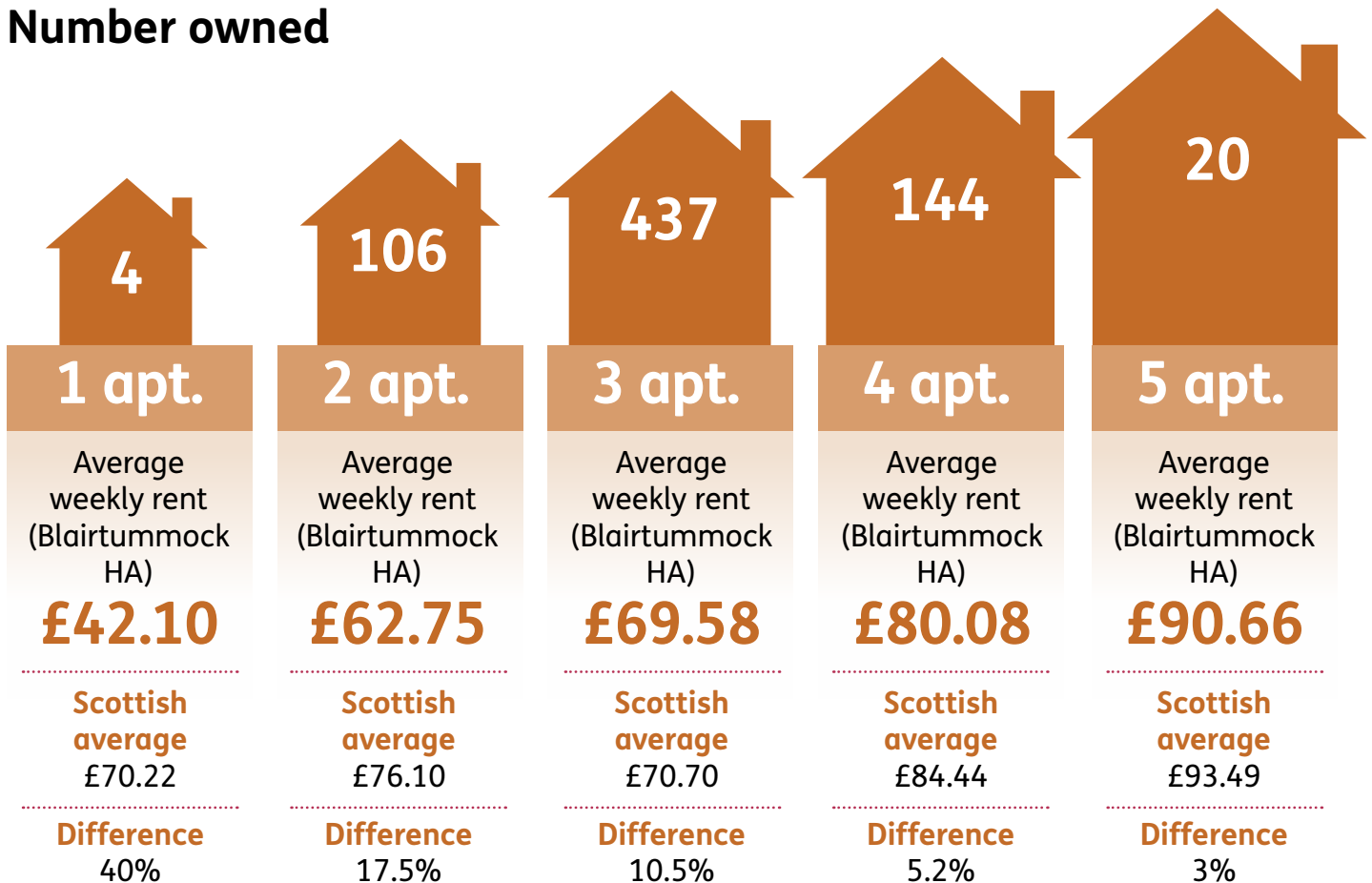
Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

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 2018/2019.

Homes and rents

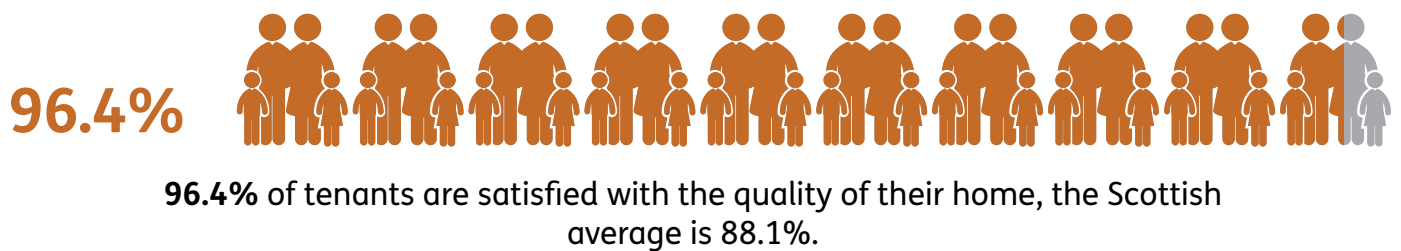
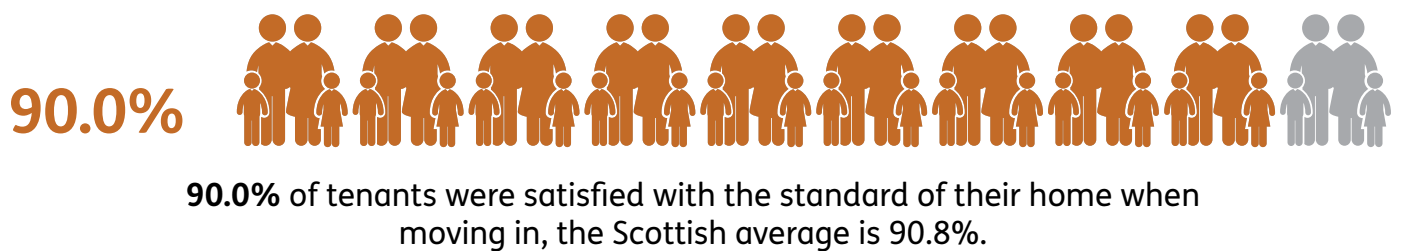
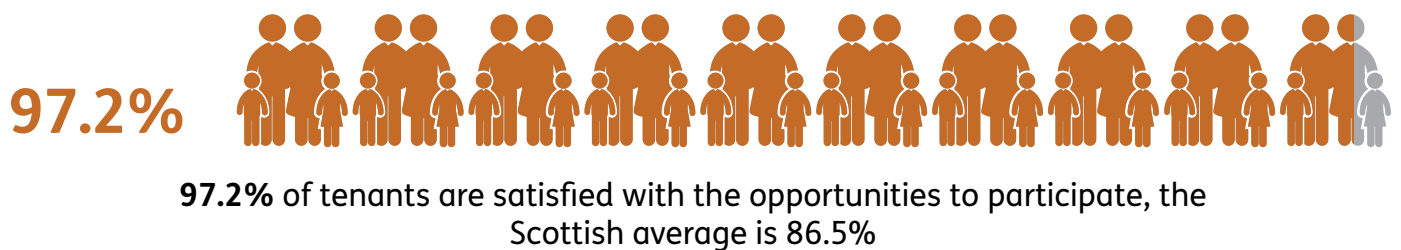
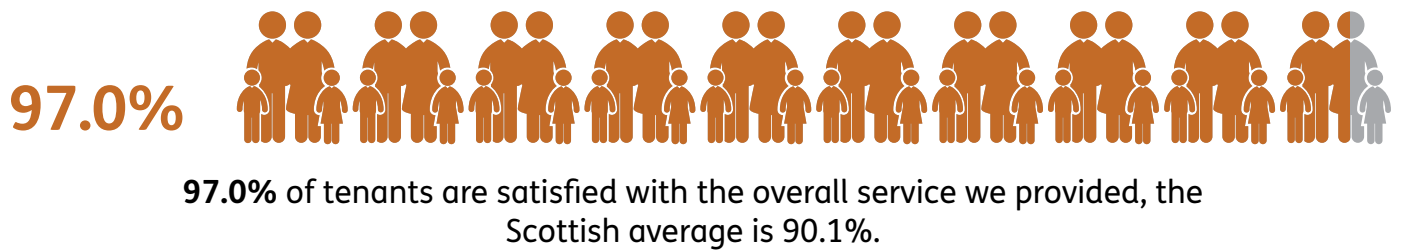
As at the 31st March 2019 we owned 711 homes. The total rent due for the year was £2,610,820, which we use to manage our houses, carry out repairs and maintenance and modernisation work. We increased our weekly rent by 2.5% from the previous year.

Number owned



Tenant satisfaction

Of the tenants who responded to our most recent tenant satisfaction survey:



Quality and maintenance of homes



100% of our properties met the Scottish Housing Quality Standard, the Scottish average is 94.1%



2.0 hours was our average time to complete emergency repairs, the Scottish average was 3.6 hours



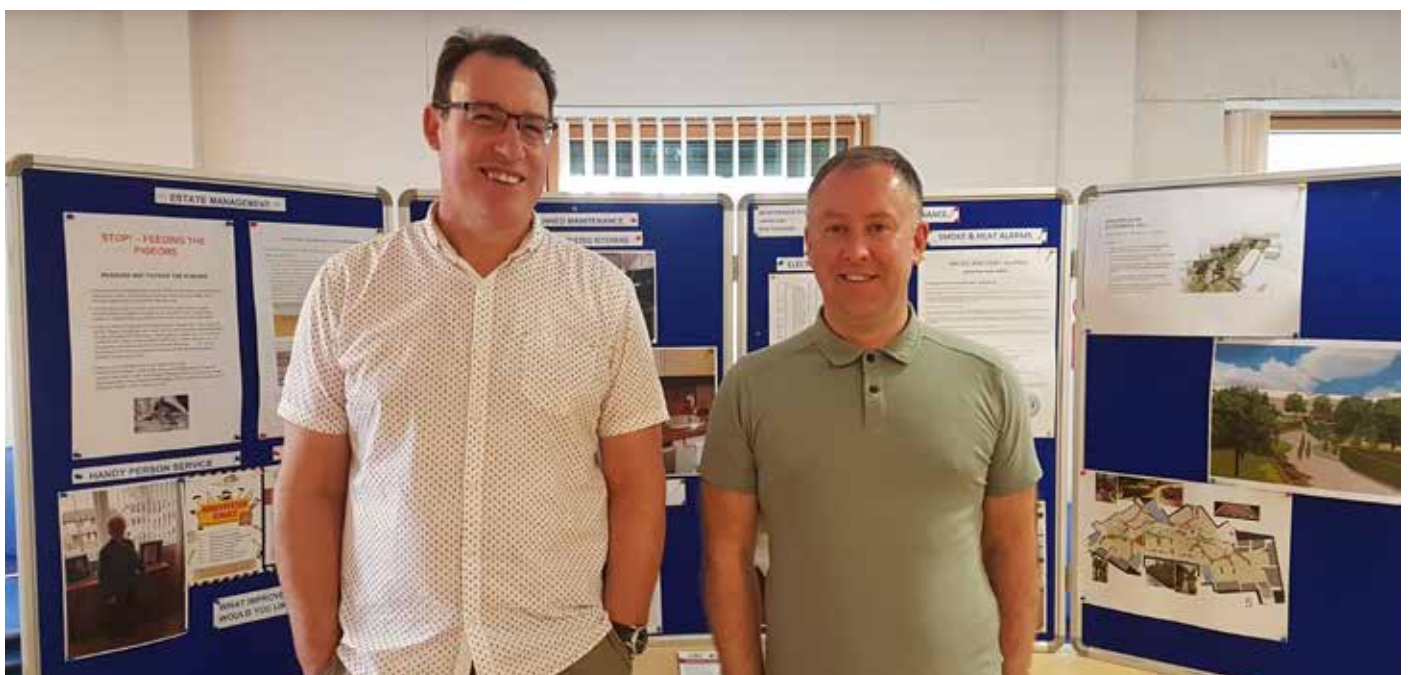
Our average for completing non-emergency repairs was 3.5 days, the Scottish average was 6.6 days.



99.7% of tenants who had repairs carried out were satisfied with the service, the Scottish average was 91.7%



We got 96.9% of reactive repairs 'right first time', the Scottish average was 92.5%



Gas Safety



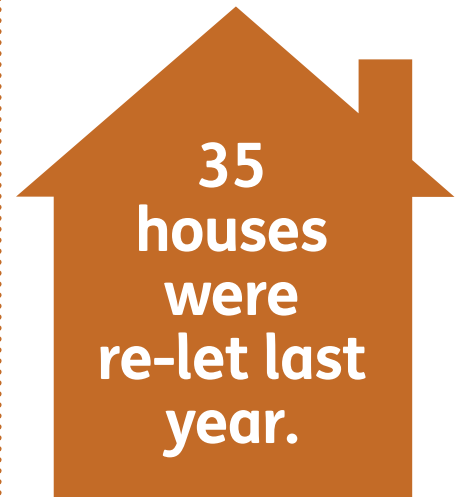
100% of our properties had a gas safety check completed by the anniversary date, the Scottish average was 99.9%.

Medical adaptations



28 Medical adaptations were completed, average time to complete was 46.5 days, the Scottish average was 49.4 days.

Allocations



Value for money



We collected 99.0% for current and past rent, the Scottish average was 99.1%.



We did not collect 0.1% of rent due because homes were empty, the Scottish average was 0.9%.



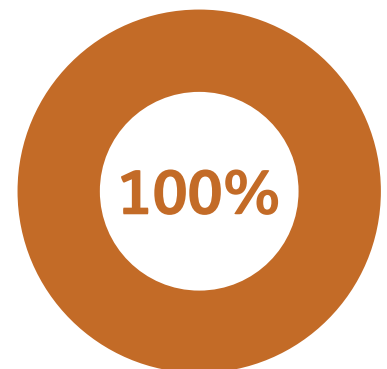
We took an average of 11.58 days to re-let homes. The Scottish Average was 31.9 days.

Anti social behaviour



of anti social behaviour

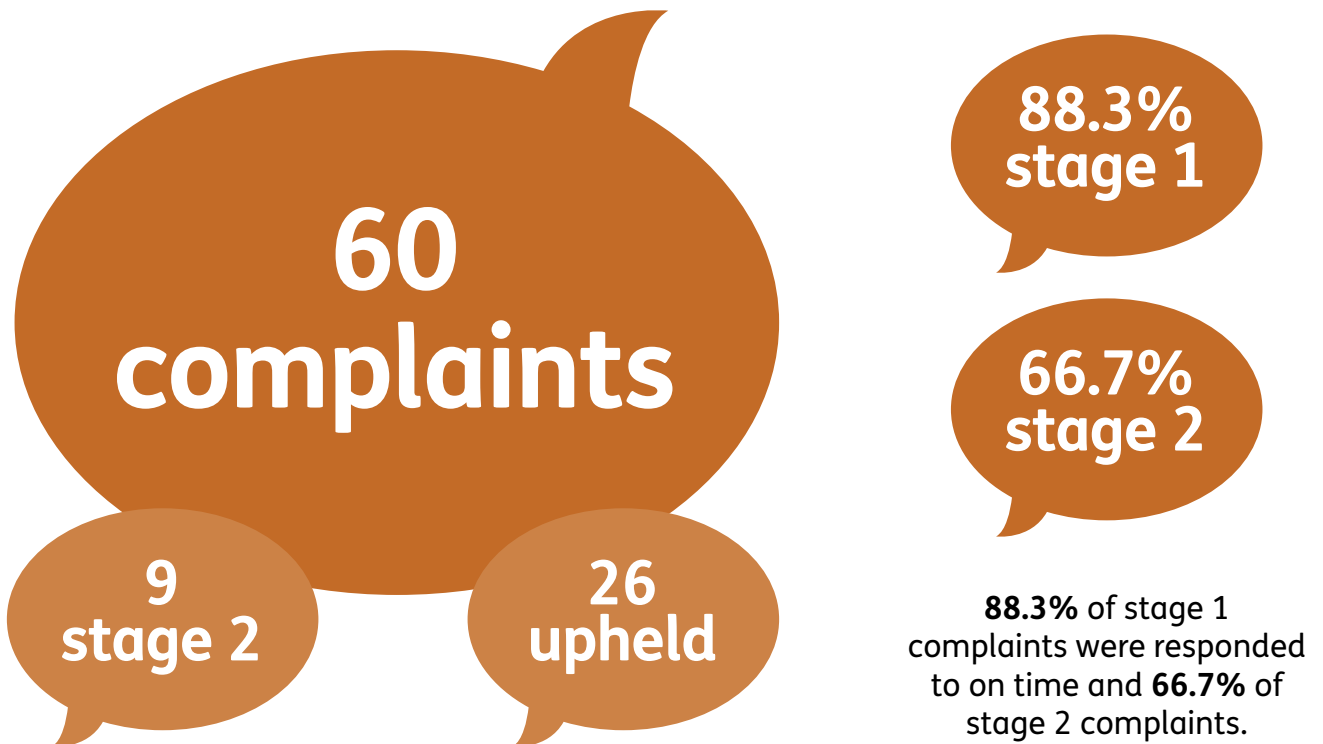
56 cases of anti social behaviour were reported to Blairtummock HA and 100% of them were resolved within targets agreed locally, the Scottish average for resolving was 87.9%



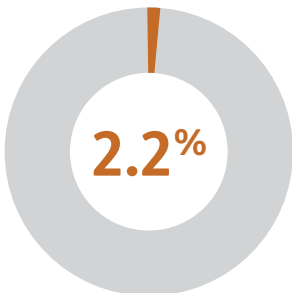
resolved within targets

Complaints

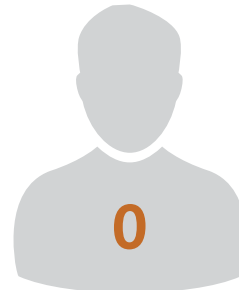
60 complaints were received, 9 escalated to stage 2 and 26 were upheld



Arrears



Rent arrears as % of total rent due was 2.2%, reduction from 2.8% in the previous year. The Scottish average was 3.6%.



We did not carry out and evictions.

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

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

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