



Annual Report & Annual Return on the Charter (ARC) 2016/17

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



on how Blairtummock Housing Association performed against the Scottish Social Housing Charter.

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 the Open Day we held in June and provided us with comments/issues on the services we provide, what information you like to receive and in what format. We are very grateful to those who took the time to attend as this helps us to achieve some of the outcomes required by the Charter.

We will continue to seek your views throughout the year (see back page) and always welcome feedback, both positive and negative.

It has been a busy and interesting year for me in

the role of Chairperson and I was delighted to be voted as Chairperson for a second year at our recent Annual General Meeting.

I would like to take this opportunity to thank my fellow Committee Members for the time and effort they give to the Association, this work is carried out voluntarily and we are very grateful to them for their commitment and dedication.

We are always looking for new Committee Members to help with the management and development of the Association or volunteers to support the work of the community hall. If you are interested or would like further information, please contact Jacqui O'Rourke at the Association's office.

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

Margaret Pirrie

Chairperson 2016/17

Welcome to our Annual Report and our fourth Annual Charter Report which again we have decided to combine into the one document.

The purpose of the Annual Report is to provide you with an update on the work carried out by Blairtummock during the financial year 2016/17. The purpose of the Charter Report is to provide you with information

DIRECTORS REVIEW 2016/17

Since taking on the role of Director in June 2016 it has been a very busy time, ensuring that Blairtummock continues to perform well and provides an efficient and effective service to all stakeholders.

In reading this report I hope you will get an understanding of the work which we have been involved in throughout the year. The report from the Scottish Housing Regulator against the charter outcomes will demonstrate how well we have performed as a landlord and gives a comparison against the Scottish average of all

Registered Social Landlords.

Moving forward we will continue to work on both improving performance and seeking your views in relation to all aspects of our services.

If you have any questions regarding the information within this report or want further information on the charter or our performance please do not hesitate to contact me and I will endeavour to answer them.

Jacqui O'Rourke

Director



COMMITTEE REPORT

As at the 31st March 2017 the Association had 114 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
- John Wilkie



STAFF REPORT

The staff of Blairtummock Housing at the 31st March 2017 were:

Jacqui O'Rourke, Director

John King, Housing Services Manager

Eddy Ferguson, Community Regeneration Manager

Sheila Traynor, 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 2016/2017

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 2016/2017.

Homes and rents

At 31 March 2017 your landlord owned 715 homes. The total rent due to your landlord for the year was £2,526,414. Your landlord increased its weekly rent on average by 2.00% from the previous year.

Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	4	£40.13	£66.55	39.7%
2 apartment	100	£59.94	£71.67	16.4%
3 apartment	445	£65.95	£73.13	9.8%
4 apartment	146	£76.50	£79.42	3.7%
5 apartment	20	£86.12	£88.02	2.2%

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 89.7%.
- **99.1%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.1%.
- **97.2%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 83.8%.

Quality and maintenance of homes

- **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 93.6%.
- The average time your landlord took to complete **emergency repairs** was **2.4 hours**, compared to the Scottish average of 4.7 hours.
- The average time your landlord took to complete **non-emergency repairs** was **3.7 days**, compared to the Scottish average of 7.1 days.
- Your landlord completed **87.5%** of **reactive repairs 'right first time'** compared to the Scottish average of 92.4%.
- 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 90.6%

Neighbourhoods

- For every 100 of your landlord's homes, **5.5 cases of anti-social behaviour** were reported in the last year.
- **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.2%.

Value for money

- The amount of money your landlord collected for current and past rent was equal to **99.2%** of the **total rent** it was due in the year, compared to the Scottish average of 99.6%.
- It did not collect **0.2%** of rent due because **homes were empty**, compared to the Scottish average of 0.9%.
- It took an average of **11.3 days** to **re-let homes**, compared to the Scottish average of 31.5 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:

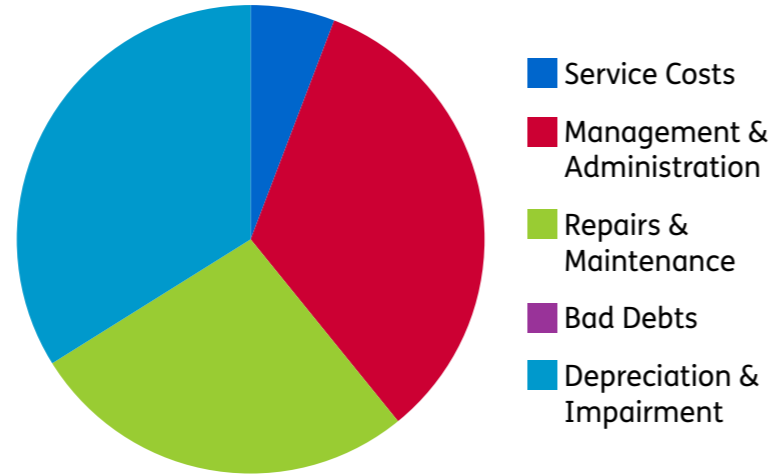
- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at www.scottishhousingregulator.gov.uk

FINANCIAL SUMMARY 2016/17

INCOME & EXPENDITURE

	£
Income	
Rental Income	2,574,113
Grants for Housing	570,095
	<u>3,144,208</u>
Expenditure	
Service Costs	121,049
Management & Administration	697,198
Repairs & Maintenance	573,102
Bad Debts	-
Depreciation & Impairment	708,465
	<u>2,099,814</u>



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

Loan payments	19 pence
Staff costs	23 pence
Office and other administration costs	6 pence
Service costs	5 pence
Planned and reactive maintenance and future maintenance	47 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	53
Number of lets:	
- To existing tenants	13
- To people on waiting list	35
- To homeless persons	5
Average time taken to re-let properties	9.32 days
Scottish Average days	31.5 days

We lost 0.2% of rent due to the properties being void compared to the Scottish average of 0.9%.

VALUE FOR MONEY

AVERAGE 3APT WEEKLY RENT			
Our Figure	Highest in Easterhouse	Lowest in Easterhouse	Scottish Average
£65.95	£72.97	£62.04	£73.13
RENT INCREASE			
2%	3.5%	0.5%	2.3%
CURRENT ARREARS			
3.67%	7.13%	0.80%	5.3%
REPAIRS			
AVERAGE TIME TAKEN TO COMPLETE REPAIRS			
3.7 days	4.2 days	2.6 days	7.1 days
AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS			
2.4 hours	2.8 hours	1.2 hours	4.7 hours
REPAIRS COMPLETED RIGHT FIRST TIME			
87.5%	98.9%	87.5%	92.4%
100% of our properties met the Scottish Housing Quality Standard			93.6%
100% of our properties have a gas safety certificate.			99.9%

GARDEN COMPETITION WINNERS

OVERALL WINNER
Elizabeth Duffy, 14 Aberdalgie Gardens



BLAIRTUMMOCK COMMENDED WINNERS

Ms Karen Joyce, 3A Boyndie Street



Mr Ronnie Quinn, 19 Millennium Gardens



Rogerfield Commended Winners

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

Mr & Mrs Buckley, 124 Easterhouse Road, 0/1

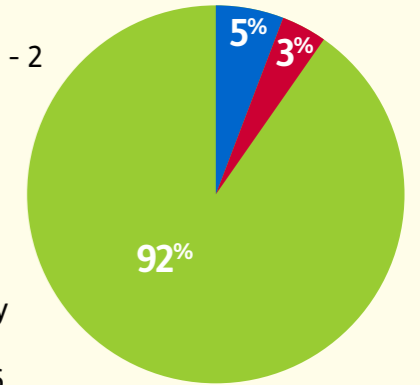


ESTATE MANAGEMENT

During the year we received 39 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 - 1
- Category C Minor & Non tenancy related matters - 36



MAINTENANCE & REPAIRS

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

Planned Maintenance

- 39 Kitchens completed
- 41 Boilers installed

Soffit & Guttering Renewal

- Was completed at 1-11 (Odd) Aberdalgie Path, 38-66 (Even) Aberdalgie Road, 2-10 (Even) Boyndie Street 2-14 (Even) Duntarvie Road

Cyclical Works

- 134 smoke alarms upgraded
- 224 Electrical inspections carried out

Adaptations

- 8 adaptations were completed at a cost of £18320.12
- Handrails were installed at a cost of £2207.48

Energy Performance Certificates (EPC)

- 99.7% of our stock has been surveyed and issued with an EPC

Gutter & Tile Cleaning was completed at:

- 2-26 (Even) Errogie St, 7-13 (Odd) Duntarvie Rd, 2 & 6 Duntarvie Place & 149 Easterhouse Road



FARE

The Association secured funding for FARE to deliver a number of different activities within our community hall and out in the neighbourhoods. The activities currently being provided in the hall are

- Mondays at 10am - Easy Exercise for over 50s
- Tuesdays at 10am - Arts and Crafts for over 50s
- Wednesday at 11am - Cookery Classes for over 50s
- Wednesday at 3:30pm - Homework Club

All of these activities are very well attended, but you can come along and join in with most of them, however, there is a waiting list in place to join the homework club as this is an extremely popular activity.

PEOPLES' GATEWAY - EMPLOYMENT PROJECT & JOBS CLUB

The Peoples' Gateway is an initiative which is being delivered through Connect Community Trust. There is currently an advisor in the Association offices on a Monday morning and the advisor can be seen by making an appointment at reception. The advice available is focused on and targeted at people of working age who either are in work but requiring some support with work related benefits or seeking to move into work and requiring assistance with some of the challenges of doing so.

pARTicipation

The Association and other Easterhouse social landlords have been working alongside Platform to broaden access and appeal of various arts centred activity. This has ranged from working with groups of young and old on arts and crafts to a football centred cinema club. All activities are centred around engaging with the community to help them take better advantage of the Bridge and the activities going on within it.

Modern Housing Apprentices

Alongside TIGERS, the Association continues to lead on an initiative to get young people from the East End and Easterhouse into office based apprenticeships with local landlords.

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**

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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