



Annual Report & Annual Return on the Charter (ARC) 2015/16

NOTE FROM OUR CHAIR

As you are aware we are required by our Regulator to provide information about our performance against the Scottish Social Housing Charter. This year we have decided to combine our Annual Report with the Annual Housing Charter Report.

The Charter sets out the standards all tenants should expect from their landlord across all service areas. Many of you attended the Open Day we held in June and you advised us that you like to receive information from us in newsletter format. We will continue to seek your views (see back page) and welcome any comments you have in relation to the information we provide. We will also continue to work on improving our performance and are always grateful for feedback from tenants and other stakeholders.

The report which the Scottish Housing Regulator has produced on our performance is included within this document and is also available on the Association's website www.blairtummock.org.uk and the Scottish Housing Regulator's website www.scottishhousingregulator.gov.uk/find-and-compare-landlords

I would also like to take this opportunity to thank the Management Committee and Staff for their dedication and hard work throughout the year.

A handwritten signature in black ink, appearing to read 'Barrie M. ...'.

Chairperson 2015/16



OUR VISION IS TO:

Secure a safe and attractive environment for current and future generations



As at the 31st March 2016 the Association had 120 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 recent Annual General Meeting the Management Committee Members for 2016/2017 are:

- Margaret Pirrie – Chairperson
- Mary Mulligan – Secretary
- Catherine Black – Treasurer
- Patricia Aitken
- Yvonne Crockert
- Lisa Hotchkiss
- Elizabeth McGill
- Andrea McLachlan
- Tracy Slaven
- John Wilkie



FINANCE REPORT

The financial figures for 2015/16 demonstrate that the Association ensures value for money and long term viability.

Our net assets stand at £8,882,259

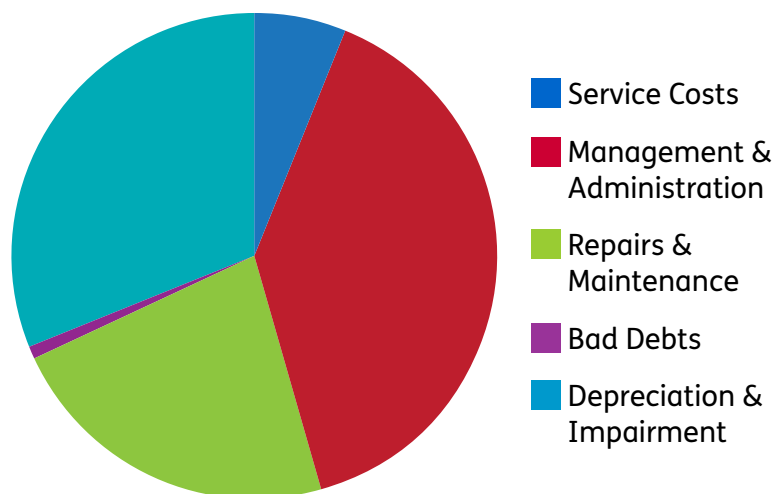
INCOME & EXPENDITURE

Income

Rental Income	£ 2,567,443
Grants for Housing	615,516
	3,182,959

Expenditure

Service Costs	118,194
Management & Administration	763,244
Repairs & Maintenance	432,222
Bad Debts	19,497
Depreciation & Impairment	596,116
	1,929,273



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

Loan payments	17 pence
Staff costs	26 pence
Office and other administration costs	7 pence
Service costs	5 pence
Planned and reactive maintenance and future maintenance	45 pence

Surplus for the year 2015/2016: £327,768

Surplus is excess income and this money is set aside to ensure that we have funds for planned maintenance works in the future. The replacement of kitchens, bathrooms, boilers and heating systems are paid from the surplus money that is put aside each year.

The Association is a not for profit charity and surplus is used for future costs.

ACCESS TO HOUSING AND HOUSING OPTIONS

Housing lets in the last year	37
Number of lets:	
- To existing tenants	17
- To people on waiting list	16
- To homeless	4
Number of people on waiting list for housing	271
Average time taken to re-let properties	9.32 days

We lost 0.12% of rental income due to properties being void

VALUE FOR MONEY

AVERAGE 3APT WEEKLY RENT		
Our Figure	Highest in Easterhouse	Lowest in Easterhouse
£65.32	£71.67	£63.34
RENT INCREASE		
1.5%	1.5%	1.2%
CURRENT ARREARS		
3.38%	6.43%	0.9%
REPAIRS		
AVERAGE TIME TAKEN TO COMPLETE REPAIRS		
4 days	4 days	3.11 days
AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS		
1.88 hours	2.6 hours	1.49 hours
REPAIRS COMPLETED RIGHT FIRST TIME		
93.06%	98.81%	87.92%
100% of our properties met the Scottish Housing Quality Standard		
100% of our properties have a gas safety certificate.		



**Scottish Housing
Regulator**

LANDLORD REPORT

HOW YOUR LANDLORD TOLD US IT PERFORMED IN 2015/2016

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 landlords performance. Here is how your landlord performed in those areas in 2015/2016.

Homes and rents

At 31 March 2016 your landlord owned 723 homes. The total rent due to your landlord for the year was £2,476,864. Your landlord increased its weekly rent on average by 1.50% from the previous year.

Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	6	£39.08	£65.94	40.7%
2 apartment	90	£60.54	£70.39	14%
3 apartment	460	£65.32	£71.55	8.7%
4 apartment	147	£75.39	£77.60	2.8%
5 apartment	20	£85.36	£85.98	0.7%

Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- **86.1%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89.0%.
- **95.0%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 90.6%.
- **80.0%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 81.3%.

Quality and maintenance of homes

- 99.9% of your landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of 92.8%.
- The average time your landlord took to complete emergency repairs was 1.9 hours, compared to the Scottish average of 5.1 hours.
- The average time your landlord took to complete non-emergency repairs was 3.9 days, compared to the Scottish average of 7.5 days.
- Your landlord completed 93.1% of reactive repairs 'right first time' compared to the Scottish average of 91.3%.
- Your landlord does not operate a repairs appointment system.
- 100.0% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 89.9%

Neighbourhoods

- For every 100 of your landlord's homes, 4.7 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 86.6%.

Value for money

- The amount of money your landlord collected for current and past rent was equal to 97.7% of the total rent it was due in the year, compared to the Scottish average of 99.5%.
- It did not collect 0.1% of rent due because homes were empty, compared to the Scottish average of 1.0%.
- It took an average of 9.3 days to re-let homes, compared to the Scottish average of 35.4 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

GARDEN COMPETITION WINNERS

Here are some of our winners receiving their prize from the Association's Treasurer, Irene Black at this years Annual General Meeting.



Overall Winner

Mr & Mrs Thomas Dennis, 7B Duntarvie Road

Blairtummock Commended Winners

Mr John Logue,
73 Duntarvie
Road

Ms Christine
Connolly, 17
Duntarvie
Crescent



Ms Connolly - Blairtummock
Commended Winner



Mr Stone - Rogerfield Commended Winner

Rogerfield Commended Winners

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

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

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.

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.

PEOPLES' GATEWAY - EMPLOYMENT PROJECT & JOBS CLUB

The Peoples' Gateway is an initiative which is being delivered with funding sourced by the Association in partnership with Connect Community Trust. There is currently an advisor in the Association offices on a Wednesday 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.

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. A new group of young people is being sought for another intake of the project and anyone interested should contact TIGERS on 0141 771 5200.

COMPLAINTS

We try to ensure that we provide a good service to all our stakeholders but if someone is not happy with our service we want to know so we can investigate and put things right.

We follow the Scottish Public Services Ombudsman (SPSO) Complaints Handling Procedure. During 2015/16 we received 8 formal complaints, two of those went to the 2nd stage of our complaints procedure and all were responded to in full within the SPSO timescales.

INVESTMENT



During the year we have continued to carry out the investment works within the properties at Rogerfield, this work will be completed towards the end of 2016/17.

GROUNDS MAINTENANCE

As you are aware in August 2015 Blairtummock & Rogerfield Opportunities took over the grounds maintenance contract which includes:

- Ground Maintenance
- Sweeping bin stores
- Removal of bulk refuse items
- Weed killing

We are keen to hear your views on the services provided which you can do by completing the comments form on the back page.



ADAPTATIONS

During the year the Association spent £16,945 carrying out a variety of adaptations which included fitting handrails, installation of wet floors and widening doors.



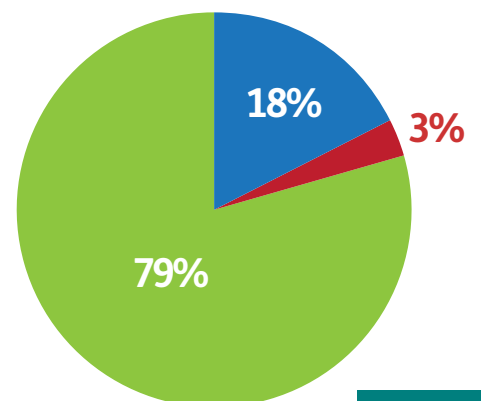
ESTATE MANAGEMENT

The Association still continued to inspect the area and monitor the work of our Contractor to ensure that the area is kept tidy.

During the year we received 34 anti-social complaints and they were all resolved within the timescales stated in our policy, breakdown of the 34 complaints was as follows:

- | | |
|---|--|
| ■ Category A | Very Serious - 6 |
| ■ Category B | Serious - 1 |
| ■ Category C | Minor & Non tenancy related matters - 27 |

ANTI-SOCIAL COMPLAINTS RECEIVED



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 newsletter?

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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