

**blairtummock**  
**housing association**

*at the heart of our  
community*



# Annual Report 2020/21

## 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 second year as Chairperson of Blairtummock Housing Association and it has been a very challenging time for everyone.

This report covers the period 1 April 2020 to 31 March 2021 and following Government advice the office has been closed during this time and staff have worked from home. We have continued to provide a service to you but in different ways and as we come out of the pandemic we will review the way we work but we will continue to provide a locally managed service.


During the year the Management Committee reviewed the Business Plan, the SPSO Model Complaint Policy and several policies which had reached the three year review period. We also employed a consultant to carry out a Governance Review which recommended we review our Independence Agreement with Blairtummock & Rogerfield Opportunities.

We continued to work with local contractors to provide a value for money repairs service and after a few months on furlough we brought back the

Estate Caretakers when it was safe to do so. Our bathroom replacement contract and our stock condition survey have been delayed due to Covid 19 but will be completed when it is safe to do so. Our plans to improve our backcourts have also been delayed.

In October 2020 we submitted our second Annual Assurance Statement to the Scottish Housing Regulator and we were re-assured when we received a Regulatory Status: Compliant - Blairtummock Housing Association Ltd (Blairtummock) meets regulatory requirements, including the Standards of Governance & Financial Management back in March.

The next year will also be very challenging and I would like to ask you to think about joining the Management Committee to make the decisions which will improve/benefit our communities.



Gary Wood, Chairperson

## COMMITTEE REPORT

As at the 31st March 2021 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
Paul Cochrane		Casual Vacancy	October 2020
Yvonne Crockert	September 2016	Committee Member	September 2016
Andrea McLachlan		Casual Vacancy	November 2020
Tracy Slaven	September 2018	Committee Member	September 2014

We would also like to thank Lynn Blackwood, Committee Member, who stepped down for her time and commitment to the Association.

# STAFFING REPORT

Blairtummock Housing Association staff as at 31st March 2021:



Jacqui O'Rourke,  
Director



David McNeil,  
Housing Officer  
(Tenancy  
Sustainment)



John King, Housing  
Services Manager



Amanda McGinley,  
Temporary Housing  
Officer



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

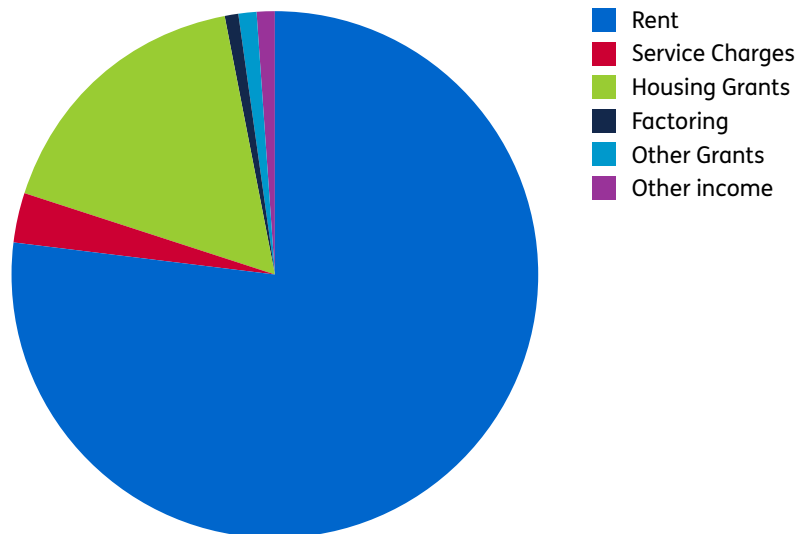


Gillian Bell,  
Senior Housing  
Officer

# FINANCE REPORT

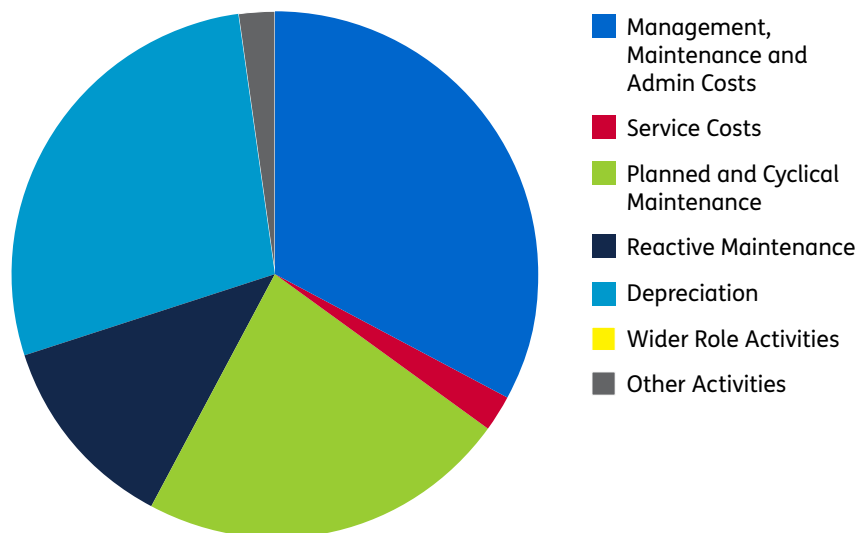
## Income

Rent	2,654,743
Service Charges	85,448
Housing Grants	581,373
Factoring	14,104
Other Grants	48,304
Other income	46,726
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	3,430,698



## Expenditure

Management, Maintenance and Admin Costs	872,885
Service Costs	65,699
Planned and Cyclical Maintenance	600,460
Reactive Maintenance	308,114
Depreciation	729,089
Wider Role Activities	0
Other Activities	42,894
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	2,619,141



## Community Chest

The Association and its subsidiary Blairtummock and Rogerfield Opportunities created a Community Chest to help the association's service users and tenants access opportunities that might not otherwise be open to them.

The priorities of the Community Chest are:

- Education
- Health and Fitness

- Facing Severe Financial Difficulties
- Supporting People with Disabilities and Additional Needs

During 2020-21 we awarded £6,579 who applied and met these priorities.

The Community Chest was allocated another budget for 2021-22 and we continue to make awards to tenants and other service users.

# GARDEN COMPETITION WINNERS



Christine Connolly, 17 Duntarvie Crescent

## Blairtummock Commended Winners



Mrs  
Dennis, 7B  
Duntarvie  
Road

Theresa  
Hart, 15A  
Boyndie  
Street



## Rogerfield Commended Winners



Patricia  
Kerr, 8  
Corsehill  
Street 0/2

## 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 (SHR), tenants, representatives' bodies, homeless people, other stakeholders and social landlords.

The Charter sets out sixteen outcomes and standards, of which 14 apply to Blairtummock Housing Association. Each year all RSL's are required to submit a return to the SHR demonstrating that they are working towards achieving these standards. The SHR is responsible for assessing our performance.

**The 14 outcomes and standards which apply to Blairtummock are:**

1. Equalities
2. Communication
3. Participation
4. Quality of housing
5. Repairs, maintenance and improvements
6. Estate management, anti-social behaviour, neighbour nuisance and tenant disputes
- 7,8, &9 Housing options
10. Access to social housing
11. Tenancy sustainment
13. Value for money
- 14 & 15 Rents and services charges

## PERFORMANCE REPORT

We will be providing all tenants and owners with a report on our performance and how we compare with other landlords within the next few months.

Our Landlord Report for 2020/21 can be found at: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

# HOUSING MANAGEMENT

Weekly Rent Charge	2019/20	2018/19	Scottish Average	2020/2021
1apt	£43.15	£42.10	£73.47	£48.23
2apt	£65.83	£62.75	£78.02	£65.05
3apt	£71.37	£69.58	£80.10	£72.62
4apt	£83.03	£80.08	£87.08	£81.70
5apt	£92.94	£90.66	£96.18	£90.16

	2019/20	2018/19	Scottish Average	2020/2021
Satisfaction with overall service	91.70%	97%	89%	91.7%
Tenants felt we were good at keeping them informed about services and outcomes	96.60%	99.10%	91%	96.6%
Tenants satisfied with opportunities to participate	91.51%	97.20%	87%	91.5%
Tenants satisfied with quality of home	88.87%	96.40%	88%	
Properties meeting SHQS	100%	100%	94%	100%
Time to complete emergency repairs	2.4 hours	2.0 hours	3.6 hours	2.35 hours
Average to complete non emergency repairs	3.5 days	3.5 days	6.4 days	3.04 days
Tenant who had repairs carried out were satisfied with service	91.07%	91.70%	92%	Limited survey Info
Right first time repairs	97.00%	92.50%	92%	99.3%
Gas Safety	100%	100%	-	99.5%
Medical adapts	36	28	-	23
Re-lets	27	35	-	27
Collected rent	99.90%	99%	99%	97.06%
Void loss	0.11%	0.10%	1.14%	0.18%
Average to re-let	10.3 days	11.58 days	33 days	19.88 days
Anti social cases	41	56	-	41
Anti social cases resolved within targets	100%	100%	94%	100%
Complaints stage 1 resolved on time	100%	88.30%	97%	31
Complaints stage 2 on time	100%	66.70%	92%	3
Total complaints	48	60	n/a	32
Complaints upheld	25	26	-	14
Arrears	2.70%	2.20%	6.14%	2.55%
Evictions	0	0	-	1 for Anti-Social

# MAINTENANCE & REPAIRS

## AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS

Our Figure	Highest in Easterhouse	Lowest in Easterhouse	Scottish Average
<b>2.35 hours</b>	<b>2.9 hours</b>	<b>1.7 hours</b>	<b>3.6 hours</b>

## REPAIRS COMPLETED RIGHT FIRST TIME

Our Figure	Highest in Easterhouse	Lowest in Easterhouse	Scottish Average
<b>99.3%</b>	<b>99.3%</b>	<b>79.7%</b>	<b>92%</b>
100% of our properties met the Scottish Housing Quality Standard.			✓
99.5% of our properties have a gas safety certificate.			<b>99.5%</b>

We lost 0.18% of rent due to the properties being void compared to the Scottish average of 1.14%

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

### Planned Maintenance

- Planned Maintenance - no work carried out during pandemic, Association are currently working on a programme for the next three years to catch up

### Cyclical Works

- Gutter cleaning programme completed

### Medical Adaptations

- 23 Adaptations were completed at a cost of £48,100
- Handrails were installed at a cost of £1,154

### Donations

During the year we donated £600 to FARE towards all the good work they were doing in our Communities.

### Acquisitions

We acquired one property during the year 2020/21 and sold one in South Rogerfield.

### Complaints

We try to ensure that we provide a good service to tenants, applicants and other owners but sometimes we get it wrong. We also want to hear from you if you are unhappy with our service so we can investigate and put things right.

We follow the Complaints Handling Procedure produced by the Scottish Public Services Ombudsman (SPSO) and during the year we reviewed and updated this procedure in line with SPSO recommendations.

During the year the Association received 32 formal complaints, 31 were responded too within appropriate timescales and 3 progressed to stage 2 of the formal complaints process.

### EHRA



Blairtummock Housing Association is a member of Easterhouse Housing and Regeneration Alliance (EHRA) and works with 7 other housing association's to share services, training for staff and committee members and to lobby Councillors/MSP's and MP's.

### Equalities

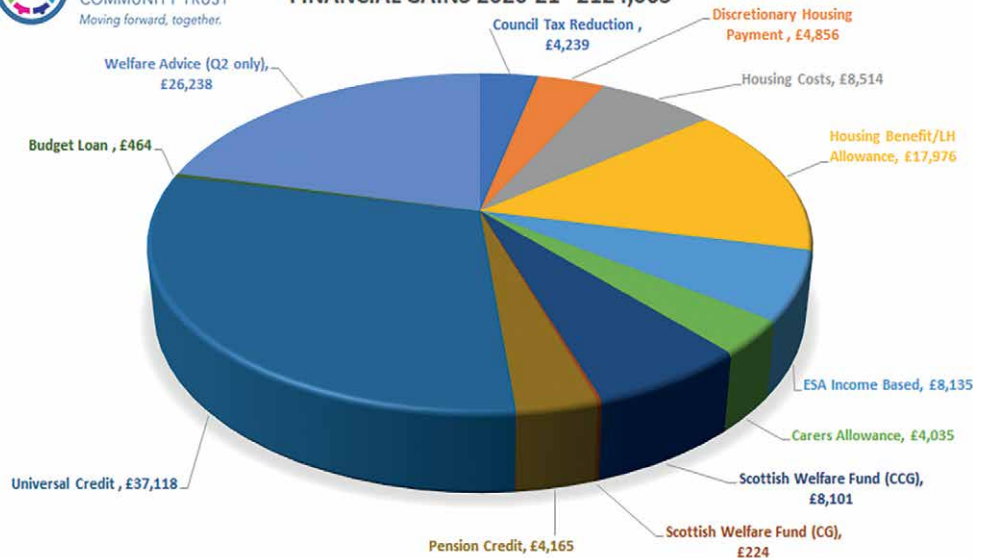
Blairtummock has an Equality and Diversity Policy in place to treat everyone equally and fairly. Our office is both wheelchair accessible and has a hearing loop. We are a member of The Big Word and our website has the Google Translate facility – which allows us to communicate with our non-English speaking 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.

# Money Advice

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 2020/21 they assisted 239 tenants and generated £281,678.37 additional income for residents of Blairtummock and Rogerfield. £124,065 through Connect and £157,613,37 through GEMAP.



## BLAIRTUMMOCK HOUSING ASSOCIATION FINANCIAL GAINS 2020-21 £124,065



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

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