

blairtummock
housing association

*at the heart of our
community*



ANNUAL REPORT & REPORT ON PERFORMANCE 2024/25

OUR VISION FOR THE ASSOCIATION IS:

Neighbourhoods where people choose to
be and are happy to live.

OUR MISSION IS:

To give local people the power to improve
the opportunities for our community.



Find us on
Facebook

CONTENTS PAGE

CHAIRPERSON'S REPORT	3
COMMITTEE REPORT	3
STAFFING REPORT	4
FINANCE REPORT	5
GARDEN COMPETITION WINNERS	6
THE SCOTTISH SOCIAL HOUSING CHARTER	6
PERFORMANCE REPORT	6
HOUSING MANAGEMENT	7
MAINTENANCE & REPAIRS	8
COMPLAINT HANDLING	9-10
RENTS	10
EHRA, EQUALITIES, SUPPORTING OUR TENANTS, SOCIAL MEDIA	11
FEEDBACK FORM	12

CHAIRPERSON'S REPORT

I became the Chairperson following the AGM in September 2023 and have been supported by the other members of the Management Committee.

This report covers the period 1st April 2024 to 31st March 2025 which has been a busy & productive period for the Staff and Committee and this annual report will reflect our strong performance over the past year, despite the challenges of inflation and the cost-of-living crisis.

The cost-of-living crisis has made this past year (2024/25) particularly difficult for many of our tenants. In addition to our Community Chest Initiative and Rainbow fund we have managed to successfully secure £54,000 from the National Lottery to support a range of initiatives, including:

- Rainbow Fund top up
- Community Chest top-ups
- Establishment of a Tool Library and Repair Café in partnership with Pavilion
- Skills training development with Kelvin College

We've also continued to provide starter packs and decoration vouchers to new tenants.

Additionally, we fund Welfare Benefits and Debt Advice through Connect Community Trust and GEMAP. This year over 270 new cases have resulted

in residents gaining over £1 million in income – a truly remarkable achievement.

Some of our major accomplishments this year include:

- Securing funding for a feasibility study to redevelop the Rogerfield Primary School site into a community asset
- Completion of 55 replacement bathrooms as part of our ongoing replacement programme
- Completion of our 3rd year painting programme
- Continued support through charitable donations, including:
 - EVH (CHAS Campaign): £150
 - St Georges & St Peters Daffodil Club: £1,000
 - The Girls Brigade: £300
 - The Boys Brigade: £100
 - Easterhouse Parish Church: £100

I hope you find this report helpful and thank you for your continued support.



Catriona Jamieson,
Chairperson as at 31st March 2025

COMMITTEE REPORT

As at the 31st March 2025 the Association had 63 members.

The Management Committee of the Association makes the key decisions on behalf of our community and work closely with staff. Our Committee as determined by our September 2025 AGM were:

Name	Last Elected	Position	Position Held Since
Catriona Jamieson	September 2024	Chairperson	September 2022
Margaret Pirrie	September 2025	Secretary	September 2023
Jim Kane	September 2025	Treasurer	September 2024
Catherine Black	September 2025	Committee Member	April 1994
Margaret Ann Kelly	September 2024	Committee Member	September 2024
Elizabeth McGill	September 2024	Committee Member	September 2022
Donna Miller	September 2024	Committee Member	September 2019
Jason Thet	September 2023	Committee Member	September 2023
Gary Wood	September 2024	Committee Member	September 2024
Mandy Morgan	October 2025	Co-opted Member	October 2022
Claire Reynolds	October 2025	Co-opted Member	September 2024

STAFFING REPORT

Staff as at 30th September 2025



John King,
Director



Gillian Bell,
Housing Services
Manager



David McNeil,
Housing Officer



Amanda McGinley,
Housing Officer



Fiona Kirk,
Housing Assistant



Mia Hillhouse,
Housing Assistant



Allan Dawson,
Maintenance Officer



James Hart,
Maintenance Officer



Eddy Ferguson,
Community
Regeneration
Manager



Catherine Aiton,
Maintenance Assistant



Charlene McNeill,
Finance Assistant



Linda Russell,
Finance Manager



John Goodwin,
Office Administration
Assistant



Della McKelvie,
PA/Office Manager

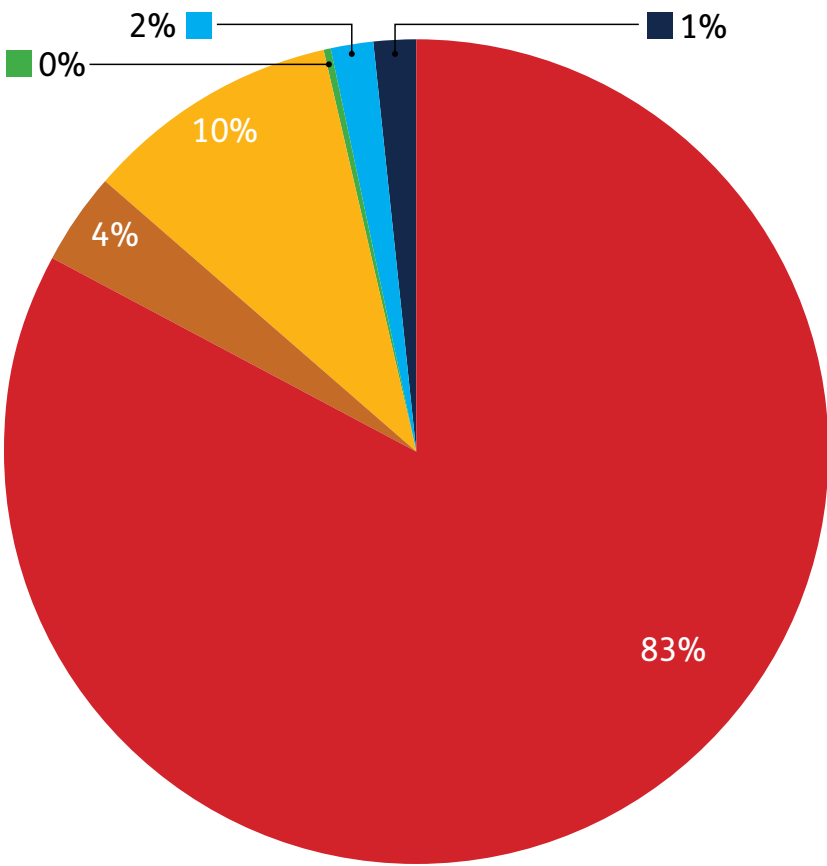


Sharon Cameron,
Receptionist

FINANCE

Income

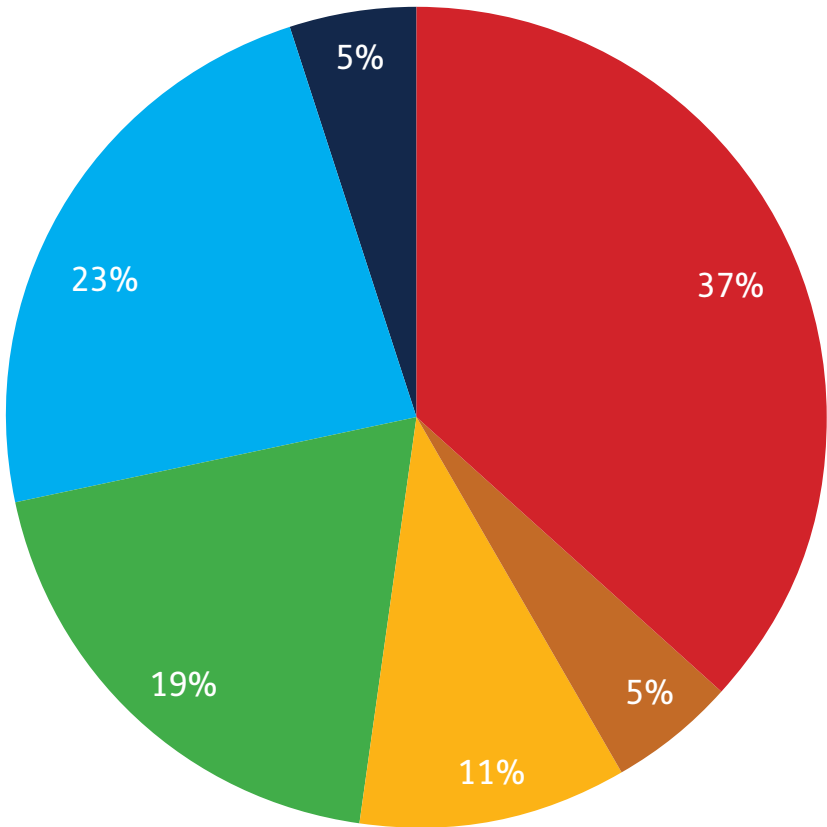
Rent	£2,973,967
Service Charges	£130,610
Housing Grants	£350,778
Factoring	£17,992
Other Grants	£57,132
Other income	£53,236
	<u>£3,583,715</u>



Expenditure

Where does your rent go?

Management, Maintenance and Admin Costs	£1,190,041
Service Costs	£160,463
Planned and Cyclical Maintenance	£342,227
Reactive Maintenance	£623,016
Depreciation	£759,022
Other Activities	£155,512
	<u>£3,230,281</u>



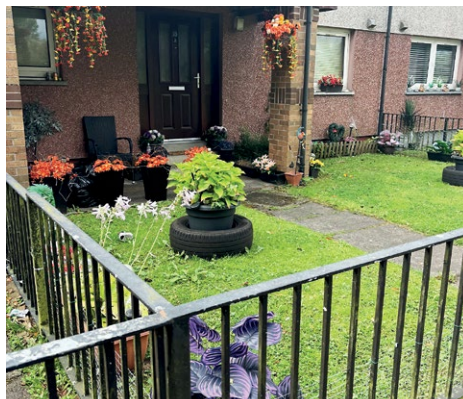
GARDEN COMPETITION WINNERS

We were delighted to have several entries for our annual garden competition from both Blairtummock and Rogerfield areas. Nick Tarlton was our independent judge this year.

Congratulations to the winners!



Overall Winner – Mr & Mrs Stone



Tenement
Commended
Winner –
Ms Mitchell



House
Commended
Winner –
Ms Todd

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

Our Landlord Report for 2024/25 can be found at:
<https://www.housingregulator.gov.scot/landlord-performance>

You can compare our performance across a range of services on The Scottish Housing Regulator's website.

HOUSING MANAGEMENT

						Comparison with EHRA organisations of similar stock size		
WEEKLY RENT CHARGE	2022-23 BHA	BHA 2023 - 2024	BHA 2024-25	Scottish Average 2024-25	Difference	Calvay	Easthall	Wellhouse
1apt	59.97	£59.97	£62.97	£87.12	£24.15	£63.63	£50.31	none
2apt	66.93	£70.28	£73.79	£93.27	£19.48	£81.43	£80.50	£79.84
3apt	72.59	£78.18	£82.09	£96.00	£13.91	£90.21	£83.58	£88.11
4apt	82.57	£86.61	£90.94	£104.51	£13.57	£97.70	£101.51	£98.35
5apt	89.09	£93.10	£97.75	£115.58	£17.83	£115.10	£110.77	£108.66

					Comparison with EHRA organisations of similar stock size		
	2022-23 BHA	BHA 2023 - 2024	BHA 2024-25	Scottish Average 2024-25	Calvay	Easthall	Wellhouse
TENANT SATISFACTION							
Satisfaction with overall service	90.50%	90.50%	90.50%	86.90%	90.9%	92.4%	80.7%
Tenants felt we were good at keeping them informed about services and outcomes	98.80%	98.80%	98.80%	90%	95.6%	96.0%	89.7%
Tenants satisfied with opportunities to participate	99.60%	99.60%	99.60%	86.30%	93.10%	97.20%	89.70%
New Tenants satisfied with quality of home	100%	100%	100%	-	-	-	-

MAINTENANCE							
Properties meeting SHQS	99.86%	100%	100%	87.20%	88.60%	90.20%	95.00%
Time to complete emergency repairs	4.8hours	5.6 hours	3.56hour	3.9hours	2.9 hours	2.2 hours	1.7 hours
Average to complete non emergency repairs	4.18 days	5 days	3.83 days	9.1 days	3.8 days	4.4 days	6.1 days
Tenant who had repairs carried out were satisfied with service	97%	93.90%	96%	86.80%	98.20%	79.50%	85.60%
Right first time repairs	96.26%	96.10%	96.80%	88%	92.40%	99.20%	98%
Gas Safety	100%	100%	100%	-	-	-	-

HOUSING MANAGEMENT							
Re-lets	36	41	48	n/a	-	-	-
Collected rent	99.40%	99.60%	99.20%	100.20%	100.50%	104.10%	100.50%
Void loss	0.22%	0.30%	0.24%	1.30%	0.40%	0.10%	0.50%
Average to re-let	16 days	21.9 days	15.04 days	60.6 days	20.8 days	16.3 days	28.3 days
Anti social cases resolved within targets	1	100%	100%	93.40%	97%	100%	91.80%

MAINTENANCE & REPAIRS



Planned Maintenance

- Bathroom Upgrades: 55 bathrooms were refurbished to a higher specification, now featuring integrated showers, shower screens, wet wall panelling, and waterproof flooring to enhance tenant comfort and durability.

- Electrical Safety: Five-yearly electrical inspections were completed for all properties due for assessment
- Water Supply Improvements: 36 tenement closes had communal water tanks decommissioned and converted to mains water supply, improving water quality and safety.

Cyclical Maintenance

- Gutter Cleaning: A comprehensive gutter cleaning programme was successfully completed across all properties.
- Painting Programme: External painting works were carried out on 106 properties. Additionally, internal painting was completed in 11 tenement closes.

Medical Adaptations

- Six medical adaptations were completed at a total cost of £24,910.
- Eleven handrails were installed to support tenant mobility, with a total expenditure of £1,930.

Tenant Safety

- Gas Safety Compliance: Annual gas safety inspections were conducted on all eligible properties within the statutory timeframe.

Acquisitions & Disposals

- Three properties in South Rogerfield were sold in alignment with our strategic objective to withdraw from unfactored, multi-tenure blocks in the area.

COMPLAINT HANDLING

We manage complaints in line with the Scottish Public Services Ombudsman - 2 Stage Complaints Handling Procedure. In 2024/25 a total of 28 complaints were received, in 2023/24 a total of 27 complaints were received.

	Stage 1 - Frontline	Stage 2 - Investigation
Complaints in the reporting year	28	3
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	28	3
Number of complaints responded to in full by the landlord in the report year	2.36 days	8.67 days
Average time in working days for a full response	7	0
Number of complaints upheld	10	4

We record all expressions of dissatisfaction as a complaint, even if you do not use the word “complaint”. We also evaluate complaints handling at quarterly meetings of the Management Committee. This allows us to identify any trends and potential areas of improvement.

We also record compliments.

Thank you for your many compliments over the year which include:

“Everyone in BHA is always very nice to you even if its things you don’t want to hear. It’s always explained why and its always fair.”

“Thanks to reception staff and Alpha Pest Control for a wonderful service and prompt response time from contractor.”

“Thanks to staff for all help given when moving to new house.”

“Thank you to staff in reception, so helpful and understanding when upset and completing housing application form.”

“Thank you to all staff for their kindness and support over the years.”

“Thank you for being so patient when helping me with my rent arrears, it is appreciated.”

“ Can’t thank the Association enough for all your help. Because of the Association’s Community Chest Fund my little girl will be very comfortable in a bed of her own. ”

“ Family support worker called to thank Housing Officer for assistance with concerns over client and their mental health issues. ”

“ It is nice to come across an organisation and staff as helpful as those in BHA. ”

“ Came into the office to say a huge thank you to staff and Money Advice for all their assistance. ”

“ Phoned to thank staff and Vital Energy for excellent service. In less than an hour from phoning the office the contractor had attended the property and fixed the meter. ”

“ Thanks to the Housing Officer and all the housing for the decorating cards. We are so happy with our new home. ”

RENTS

Taking into account the accommodation and services Blairtummock provides, do you think rent represents good value for money?

20% very good value for money

71.8% fairly good value for money

5.6% neither good nor poor value for money

2.1% fairly poor value for money

0.6% very poor value for money

2022 Blairtummock HA Tenant Satisfaction Survey.

Scottish Housing Regulator Charter Indicator 29

The Scottish Federation of Housing Association's Affordability tool indicates that our rents are affordable. This was also reflected in our last Tenant Satisfaction Survey with 91.75% of those surveyed said that our rent is good value.

The table below shows our rent increase for the past 3 years and the comparison with the Scottish Average.

Rent Increase Year	Scottish Average	Blairtummock HA
2024-2025	6.16%	5.5%
2023-2024	6%	5%
2022-2023	5.14%	2.5%

EHRA

Blairtummock Housing Association is a member of Easterhouse Housing & Regeneration Alliance (EHRA) and works with 6 other housing associations to share services, training for staff and committee and to lobby Councillors/MSP's and MP's.

EHRA members work together for the benefit of residents across Greater Easterhouse.



SUPPORTING OUR TENANTS IN 2024–2025

The Association continues to deliver a wide range of support services aimed at sustaining tenancies and improving tenant wellbeing:

- **Older Tenants Outreach:** A proactive visiting programme for tenants aged 66+, enabling staff to identify support needs including welfare advice, medical adaptations, housing suitability, and household updates.
- **Community Chest Awards:** 93 grants were issued throughout the year, totalling £11,585.
- **Rainbow Fund Support:** 46 one-off hardship payments of £30 were distributed, totalling £1,380, with funding secured to continue this initiative.
- **Foodbank Referrals:** 110 referrals were made to the Community Hall foodbank during the year.
- **Energy Support:** Tenants facing energy-related issues were referred to Home Energy Scotland and supported via the HACT Energy Fund, which provides vouchers for those in arrears.
- **Welfare Advice:** Ongoing referrals to our dedicated welfare benefits advisors, Stuart Sargent (in partnership with Connect Community Trust) and Nick Tarlton (GEMAP).
- **Money Advice Support:** Tenants are also referred to GEMAP for specialist advice on debt and budgeting.

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.

SOCIAL MEDIA

Follow us to keep up to date with our latest news:

- **X (formerly Twitter)**
@BlairtummockHA
- **Facebook** - Blairtummock Housing Association
- **Instagram** – blairtummockha



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: John.King@blairtummock.org.uk

Feedback Form



Blairtummock Housing Association, 45 Boyndie Street, Glasgow G34 9JL

Telephone: 0141 773 0202

Email: enquiries@blairtummock.org.uk

Web: www.blairtummock.org.uk

X (formerly 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. Property Factor Registered Number PF000276 • VAT No: 259 1058 95