



**blairtummock**  
**housing association**

*at the heart of our  
community*



# ANNUAL REPORT & REPORT ON PERFORMANCE 2022/23

## 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.

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# CHAIRPERSON'S REPORT

This report covers the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023 and during this time we have seen life going back to some sort of normality and normal service resuming.

This is my fourth year as Chairperson of Blairtummock Housing Association and it has been a very busy year. We have been fortunate enough to be able to access grant funding which has allowed us to help tenants deal with the financial crisis, staff have worked hard throughout the year to issue vouchers and a variety of goods to help tenants. We will continue to apply for funds that will allow us support our residents wherever possible.

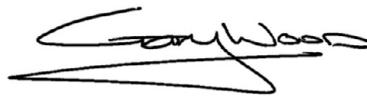
In October 2022 we issued our Fourth Annual Assurance Statement to the Scottish Housing Regulator and we were re-assured when we received a Regulatory Status: Compliant – Blairtummock Housing Association (Blairtummock) meets regulatory requirement, including the Standards of Governance and Financial Management back in March 2023.

During the year we also carried out a Tenant Satisfaction Survey and we highlighted some of the findings in our Summer 2023 Newsletter. We are currently working through our Action Plan from the findings of this survey. We noted from the survey

that many of our residents prefer to contact us by telephone or email and we will continue to monitor the office opening hours but staff are available either in person or by telephone during opening hours.

We also reviewed our Business Plan and took some independent advice about the current financial climate and the impact it is having on the Social Housing Sector, which helped us when reviewing the 30 year plan. When determining our rent increase for 2022/23 we were mindful of the increasing cost but also of the difficulties our residents are facing as a result of the cost of living crisis.

During the year we continued to work with our partners GEMAP and Connect Community Trust to provide benefit and debt advice and this report include information on the financial benefits to residents as a result of these services being provided.



**Gary Wood**, Chairperson  
as at 31st March 2023

## COMMITTEE REPORT

As at the 31<sup>st</sup> March 2023 the Association had 104 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 2022 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
Catriona Jamieson	September 2022	Committee Member	September 2022
Gordon McGlone	September 2022	Committee Member	September 2022
Elizabeth McGill	September 2022	Committee Member	September 2022

# STAFFING REPORT

Staff as at 31<sup>st</sup> March 2023



Jacqui O'Rourke,  
Director



David McNeil,  
Housing Officer  
(Tenancy  
Sustainment)



John King, Housing  
Services Manager



Amanda McGinley,  
Housing Assistant



Eddy Ferguson,  
Community  
Regeneration  
Manager



Alison Neely,  
Finance Assistant



James Hart,  
Maintenance Officer



Della McKelvie,  
Office Manager/PA



Denise Napier,  
Maintenance Assistant



John Goodwin,  
Office Administrative  
Assistant



Gillian Bell,  
Senior Housing  
Officer



Sharon Cameron,  
Receptionist

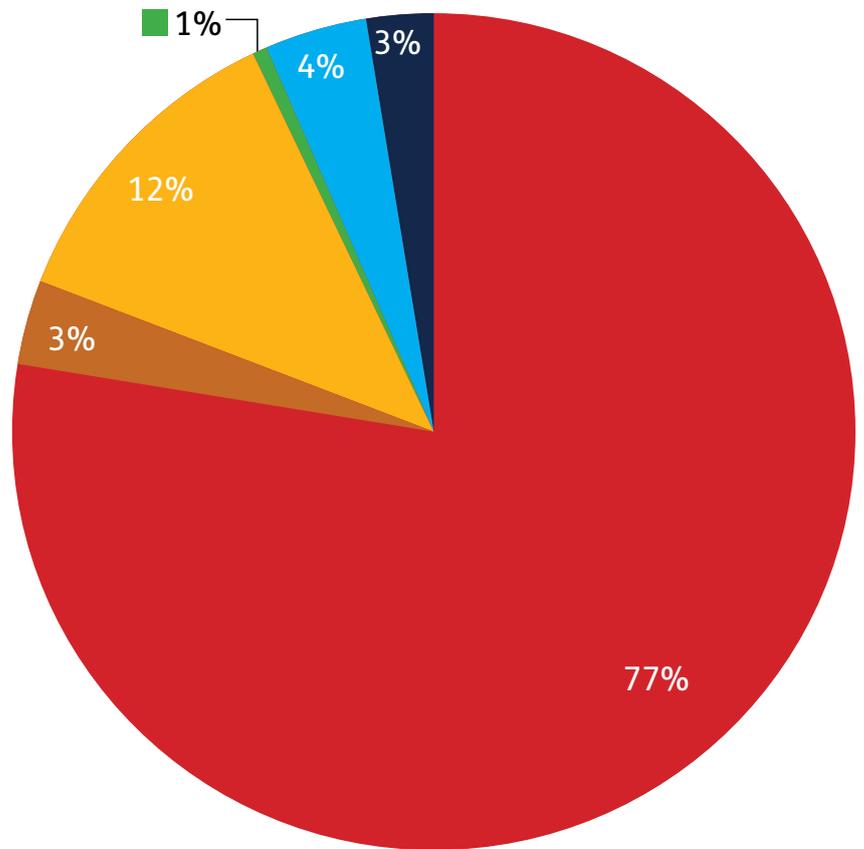


Linda Russell,  
Finance Manager

# FINANCE

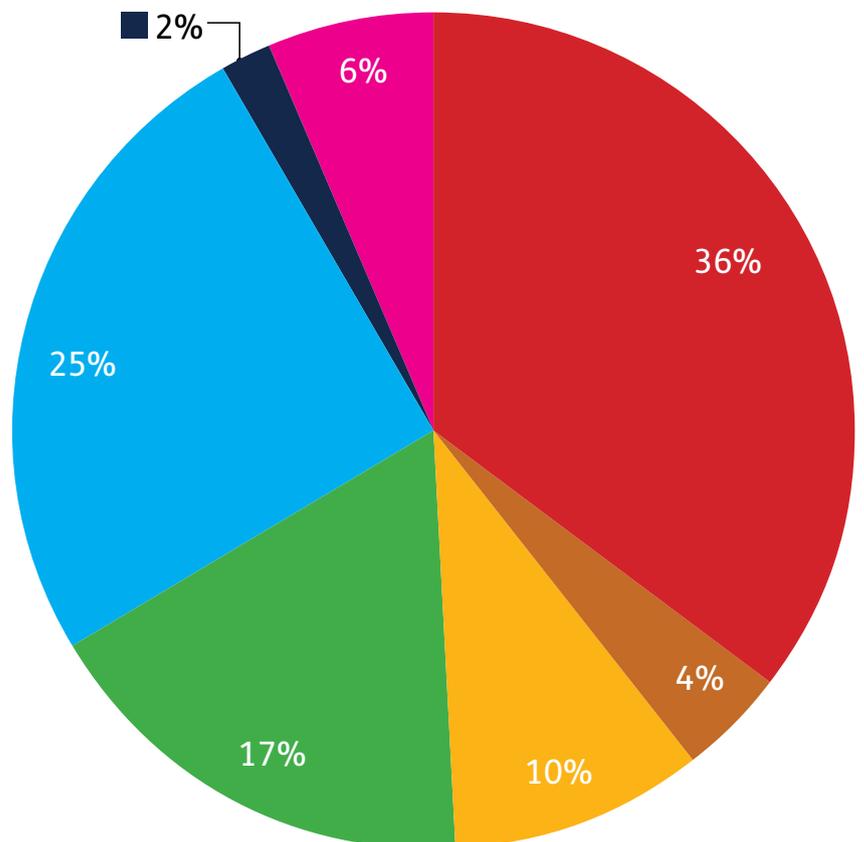
## Income

■ Rent	£2,712,521
■ Service Charges	£109,697
■ Housing Grants	£425,112
■ Factoring	£19,859
■ Other Grants	£138,078
■ Other income	£91,834
	<u>£3,497,101</u>



## Expenditure

■ Management, Maintenance and Admin Costs	£1,046,084
■ Service Costs	£122,897
■ Planned and Cyclical Maintenance	£290,751
■ Reactive Maintenance	£512,565
■ Depreciation	£748,007
■ Wider Role Activities	£59,645
■ Other Activities	£183,149
	<u>£3,106,966</u>



# GARDEN COMPETITION WINNERS

We held our annual garden competition, with many superb entries being considered from both Blairtummock & Rogerfield areas.

Gerry from Pavillion Youth Café was our independent judge, we would like to thank him for taking the time to judge our garden competition.

## The Overall Winner:



- Mr & Mrs McGurgan

## Blairtummock Commended Winners are:



- Mr & Mrs Thomas Dennis

## Rogerfield Commended Winners are:



- Mr & Mrs Stone



- Ms Christine Connelly

# 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

This report contains information on our performance and how we compare with other landlords. Our Landlord Report for 2022/23 can be found at: <https://www.housingregulator.gov.scot/landlord-performance>

# HOUSING MANAGEMENT

## RENT CHARGES

Weekly Rent Charge	Scottish Average 2022-23	2021-22 BHA	2022-23 Calvay HA	2022-23 Wellhouse HA	2022-23 BHA
1apt	£78.26	£53.65	£56.86	n/a	£59.97
2apt	£83.46	£65.36	£72.86	£73.34	£66.93
3apt	£86.28	£75.59	£79.57	£80.93	£72.59
4apt	£93.96	£81.21	£86.78	£90.34	£82.57
5apt	£103.72	£88.55	£103.15	£99.80	£89.09

## TENANT SATISFACTION

Satisfaction with overall service	87%	91.70%	90.90%	85.10%	90.52%
Tenants felt we were good at keeping them informed about services and outcomes	90%	96.60%	95.60%	93.80%	98.76%
Tenants satisfied with opportunities to participate	86%	91.50%	93.10%	93.40%	99.59%
New Tenants satisfied with quality of home	.	98%	.	.	100%

## MAINTENANCE

Properties meeting SHQS	79%	99.86%	93.20%	96.30%	99.86%
Time to complete emergency repairs	4.2 hours	4.1 hours	3.1 hours	1.5hours	4.8hours
Average to complete non emergency repairs	8.7 days	3.5 days	4 days	2.5 days	4.18 days
Tenant who had repairs carried out were satisfied with service	88%	95%	91%	89%	97%
Right first time repairs	88%	99.30%	99.00%	99.70%	96.26%
Gas Safety	-	100	.	.	100%

## HOUSING MANAGEMENT

Re-lets	-	53	.	.	36
Collected rent	99%	97%	99.50%	98.30%	99.40%
Void loss	1.40%	0.38%	0.50%	1.10%	0.22%
Average to re-let	55.6 days	19 days	29.8 days	55 days	16 days
Anti social cases		47	.	.	43
Anti social cases resolved within targets	94%	100%	97.80%	79.50%	100%
Arrears	6.14%	3.38%			3.45%
Evictions	-	2			1 (rent arrears)

# MAINTENANCE & REPAIRS



## AVERAGE TIME TAKEN TO COMPLETE EMERGENCY REPAIRS

Our Figure	Highest in Easterhouse	Lowest in Easterhouse	Scottish Average
<b>4.9 hours</b>	<b>4.4 hours</b>	<b>1.5 hours</b>	<b>4.2 hours</b>

## REPAIRS COMPLETED RIGHT FIRST TIME

Our Figure	Highest in Easterhouse	Lowest in Easterhouse	Scottish Average
<b>96.3%</b>	<b>99.7%</b>	<b>69.4%</b>	<b>87.8%</b>
Our properties which met the Scottish Housing Quality Standard.			<b>99.9%</b>
Number of our properties which have a gas safety certificate.			<b>100%</b>

## Planned Maintenance

- Planned Maintenance – revised programmes following a financial review in 2022, major replacements remain unchanged however minor works programme has been rationalised.
- 25 bathroom renewals due to be tendered for completion before April 2024
- Contract being placed for the exterior and interior paint programme

## Cyclical Works

- Gutter Cleaning programme completed

## Tenant Safety

- Annual Gas Service & Safety check carried out to every eligible property within required timescales
- 5 Yearly Electrical Inspections were all completed to 99.86% of properties within required timescales
- Smoke & Heat alarms were fitted to the new regulations standard for Fire Safety to every property.

## Medical Adaptations

- 25 Adaptations were completed at a cost of £61,464.87
- 15 Handrails were installed at a cost of £5,037.79

# COMPLAINT HANDLING

We manage complaints in line with the Scottish Public Services Ombudsman -2 Stage Complaints Handling Procedure. In 2022/23 a total of 37 complaints were received, 23 were received in 2021/22.

	Stage 1 - Frontline	Stage 2 - Investigation
Complaints in the reporting year	37	4
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	37	4
Number of complaints responded to in full by the landlord in the report year	37	4
Average time in working days for a full response	4.41 days	7.5 days
Number of complaints upheld	25	1

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:

5.4.22

**“Called to say Association provides an excellent service after she had to contact office yesterday to report no heating - engineer attended and tenant highly delighted with both contractor and person taking repair (Sharon).”**

12.4.22

**“good morning I feel as have to write to thank the staff at Blairtummock HA for the excellent service I received. I reported an issue with the toilet cistern at 1630 on Monday 11/04/22 using the online service. the plumber arrived at 0900 on the 12/04/22 and fixed the cistern within 30 minutes. A most excellent service. thank you once again as although not an emergency, a very needed fix due to health issues.”**

8.6.22

**“Reported rotten fence and smashed window. Phoned to thank Sharon for all her help and to thank James for coming out to see her fence so quickly. Contractor came the same day to fix her window. Wanted to thank us all for the wonderful, prompt service that BHA/Contractors (JM Glazing) provide to out tenants.”**

30.05.22

**“Phoned to advise Della that her Fridge ordered through community chest has arrived and thanks for her help.”**

25.7.22

“Thanks to Sharon for arranging plumber to promptly for leak in his bathroom. Scotia (Gordon) attended. Very pleasant, knowledgeable guy. Fantastic service from start to finish.”

21.07.22

“Thanks to all involved with getting fuel voucher”

5.8.22

“Hi Amanda You have been very helpful. It is very much appreciated. Cheers”

26.05.22

“Called to thank JG for getting old fridge removed from property so quick.”

29.9.22

“Phoned to thank everyone involved in the Community Chest Project for getting an i-pad for her Dad. It means a lot and they are very grateful.”

04.11.22

“Called to thank John G for getting heating engineer back out from City Tech.”

29.11.22

“Delighted with electrician who carried out repair - great service.”

## Community Chest

The Community Chest received a huge number of requests for support from customers of the Association in 2022-23. We were able to allocate over £12,000 amongst 77 successful applicants.

The applications that were successful met one or more of the following priorities:

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

The Community Chest is supported by the Association and its subsidiary Blairtummock and Rogerfield Opportunities.

Requests are being considered and if you wish to make an application you can access the application form at <https://forms.office.com/r/CVyFN53rFe>



## Donations

During the year the following donations were made:

- Easterhouse Parish Church Donation for Gala Day - £100
- Easterhouse Parish Church Donation for Fireworks Display - £250
- 165th Glasgow Boys Brigade - £250
- Girls Brigade - £100

The Association funded, with assistance from other agencies, the following for our tenants during period 1st April 2022 – 31st March 2023: 147 grants provided via the BHA Rainbow Fund, totalling £4605.

## Acquisitions/ Disposals

We sold three properties during the year 2022/23 under our disposal's strategy for South Rogerfield.

# 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 and both services have been very busy throughout the year. GEMAP assisted 50 tenants throughout the year and generated £230,046.70 additional income for Blairtummock and Rogerfield residents with Connect Community Trust dealing with 126 cases and generating £310,978.63. This included the following:



■ Universal Credit	£59,646.31
■ Scottish Welfare Fund	£27,362.62
■ Personal Independence Payment	£70,904.15
■ Housing Benefit	£27,255.51
■ Discretionary Housing Benefit	£22,043.25
■ Council Tax Reduction	£16,031.27
■ Employment & Support Allowance	£8,664.83
■ Child Benefit & Scottish Child Payment	£8,524.42
■ Aberlour Fund	£4,025.41
■ State Pension	£11,131.41
■ Pension Credit	£10,046.25
■ Carers Allowance	£1,875.41
■ DL/AA	£49,601.46
■ Other	£21,124.84

## EHRA

Blairtummock Housing Association is a member of Easterhouse Housing & Regeneration Alliance (EHRA) and works with 7 other housing associations to share services, training for staff and committee and to lobby Councillors/MSP's and MP's. During 2022/23 EHRA received £50,000 from Glasgow City Council and this funding was used to provide fuel/shopping vouchers, food parcels, blankets, winter coats for kids and small electrical items. EHRA will continue to work together for the benefit of residents across Greater Easterhouse.



## 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.

# 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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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)  
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