



Barrhead Housing Association
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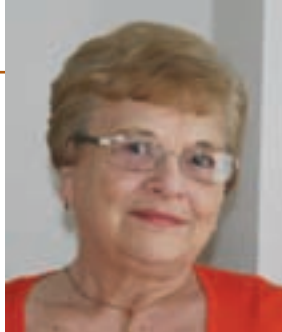


Annual Report 2010

another year of property and community investment

Chairperson's Report

A good governance health check cements the working relationship between staff and Committee



It's hard to believe another year has passed by and yet again the Association has performed really well on a number of fronts. Despite the economic downturn and financial pressures the Association emerges from the year end in a strong position and provided we keep a tight grip on the management of our finances, we are confident that we can continue to meet our commitments.

I'd like to start by acknowledging and congratulating the Board members of the Auchenback Resource Centre who have just received the Queen's Award for Voluntary Service 2010 – the MBE for voluntary organisations. Congratulations and our best wishes go to them for achieving this. The Association has supported the ARC for the last five years and they thoroughly deserve this recognition for all their hard work and dedication to the Auchenback community.

Committee membership remains stable but we have recently said farewell to a couple of long standing members – Lesley McVicar and Lynne Carr who have both worked very hard over the years for the Association and our communities. We wish them both well and we welcome in new recruits, particularly a tenant rep Jim Geddes and a professional member, Eddie Tweedie onto our Board. The co-opted place continues with Councillor Devlin, the Council's housing convenor back onto Committee this year.

I've taken a new approach to this year's report and would wish to highlight month by month some of what the Committee meetings have discussed and agreed. Committee work very hard during the year and their attendance was good across the year at 68% but we hope we can do better next year. Here is some of the work we have considered over the year.

April 2009 Recruited our new Finance Manager, Helen Sutherland and terminated services from FMD financial consultants. We concluded our Committee and staff training needs and development plans to ensure onward support and continuous improvements, we finalised our internal management plan for the coming year following a successful review day held by staff and Committee at the beginning of the year.

May 2009 We concluded our internal audit report for factoring and agreed an action plan for improvements; we received our Investors in People final report confirming our successful assessment; we receive confirmation of our grant award for our development programme at £4.2m; we re-tendered our insurance services and saved the Association almost £20,000 per annum in the process.

June 2009 We reviewed our homeless project at Connor Road, reviewed our shared ownership policy to allow buy backs of properties into our rental stock, reviewed our financial cashflow arrangements due to front funding commitments for our investment programme, accepted a tender for an external review of governance, and the Wisdom of Barrhead and Neilston book was launched and gifted to all local residents.

July 2009 We approved the annual accounts for 2008/9; we approved the window replacement contract for Auchenback and the sheltered housing complex; we reviewed progress on the business objectives and our treasury management position on our financial loans and deposits, and updated business emergency plans due to prevalence of swine flu and its possible effect on services to tenants.

August 2009 We had to re-convene our AGM as we were one member short of a quorum – we re-elected our Committee members and welcomed a new member, Jim Geddes, onto Committee. Director and Chairperson gave an update on the Association's work during the year. Garden competition winners were announced and awarded prizes.

September 2009 We elected our office bearers following the AGM; we reviewed our key performance areas. We approved a report on membership allowing the cancellation of almost 50% of members who failed to participate in the Association's work. We discussed our FLAIR work including a study tour of Linwood. We finalised our private loan for the St Mary's development to allow completion of the 24 new flats.

**October
2009**

We considered the Council's strategic housing investment plan for local consultation, approved an updated wider role strategy for consultation, discussed progress on the Association's draft asset management strategy, discussed good progress on the development sites at Auchenback and St Mary's and arranged visits for both sites. We received a presentation on the governance review from the consultant; discussed our digital TV proposals, and reviewed our business objectives and risks.

**November
2009**

We agreed to consult tenants on proposals to terminate the LSVT/Scottish Homes contract; we approved the quarterly management accounts and cashflow report; discussed a revised membership policy for consultation and a revised complaints policy also for review; additional funding received from Housing investment of £500,000 for Auchenback. The Common Housing Register was formally launched on 6th November 2009 between Barrhead, Arklet and the Council giving a single application and housing register for the local area.

We discussed the Ombudsman's findings in favour of the Association following a complaint about our allocations process – the first ever complaint to the Ombudsman for the Association.

**December
2009**

We discussed our draft budget and consultation required for rent increase proposal of 2%; approved the development strategy for submission to the Scottish Government; approved the strategic partnership working for nine local housing associations for development and planned maintenance activities; agreed to replace the warden alarm system at the sheltered housing complex; discussed the FLAIR annual report; and planned the business review day for staff and Committee. We made a financial contribution to Auchenback's Christmas fayre.

**January
2010**

We discussed the on-going reports on the new Housing Bill with the provision to end the right to buy for new tenants/new supply of housing; reviewed progress against the business objectives; reviewed the

mortgage to rent scheme due to changes in the grant subsidy.

**February
2010**

We approved the final budget for 2010/11 including review of rent and service charges; considered the quarterly management accounts to December 2009; considered the Care Commission's final report on inspection of the sheltered housing services and action plan for improvement; considered recruitment of new professional committee members; attended the launch of the FLAIR annual report; and considered possible wider role projects for 2010/11.

**March
2010**

We approved a marketing strategy; our new business plan; taking forward the new Committee structure following the governance review; the rent arrears write off report; and our development services with West of Scotland Housing Association. Tenders were approved for void cleaning, digital TV, kitchen replacement and out of hours call handling services; and we approved a donation to the St Mark's primary school fund raising night. Committee discussed the further allocation of funding for development activities taking funding to £5.4m for the 2009/10 year concluding all the work to provide 89 new homes at Auchenback and St Mary's sites. All properties were successfully allocated ahead of programme, bringing in extra rental income to the Association during the year.

A very busy year indeed! I hope you enjoy our Annual Report this year.

Thanks to Committee for my continuing support.

Claire Boyd, Chairperson



Council leaders, Derek McKay and Jim Fletcher, meet Jim Harvey, Director, GWOSF and FLAIR representatives.

Director's Report

A very busy year for partnership working for staff across FLAIR



We know that in these difficult economic times, we need to continue to strive to make improvements and to demonstrate how efficient we are. Over the last year, our senior staff have worked hard with our housing association partners in Renfrewshire and Inverclyde to jointly procure contracts for our future planned maintenance and cyclical repairs. FLAIR already work together to deliver joint contracts for gas servicing and maintenance and for external painterwork, for example. The Association has recently jointed a buying consortium, Procurement for Housing, which we hope

will bring further cost savings to the Association for certain areas of our work. This buying consortium has put in place a wide range of contracts for the benefit of over 700 members across the UK in an attempt to produce savings on materials and supplies for housing association clients. We all need to ensure we get value for money in these difficult times. We have seen the Association's financial surplus grow over the year as we have made savings in our window replacement contract and our painterwork contract in particular.

As you can see from the Chairperson's

report, being a Committee member means working hard for our tenants and residents and therefore knowledge of a wide range of areas is required. We continually strive to ensure that we provide the correct information to allow such decisions to be made with confidence. Our commitment to Committee and staff training and development over the years has been well documented and we now administer the training programme on behalf of FLAIR to ensure that training identified is delivered locally and with our partner housing associations – we are all often discussing the same things, so we will be working in partnership more often. We also celebrated the completion of the first ever Annual Report for FLAIR during 2009 and this was widely circulated to our tenants and residents and local partner organisations – we thank East Renfrewshire Council's leader Jim Fletcher for his support at the launch in February 2010.

The last year has seen some staff changes as we've said goodbye to staff members who have moved on to other housing associations but we have welcomed in new staff to the team and we hope they have settled in well. We also congratulated Michael Byrne, Housing Manager and Margaret Wilson, Housing Support Officer for achieving their respective SVQs in Health & Social Care. We continue to develop our staff with a dedicated training and welfare budget in place each year. We again celebrated further improvement in our staff absence rates with eight members of staff with a 100% attendance record for the year. Overall we exceeded our target for the percentage of days lost through staff illness.

In terms of our business objectives, we have again made great progress in a number of areas of work, where we have really

focused on continued improvements. Here is what we have achieved...

- Our target was to reduce current rent arrears to 3.2%, £85,272 – we actually achieved a reduction to £72,286, representing 2.66% of rent receivable. Arrears reduction has been a business objective for the last 4 years in our attempt to reduce rent arrears from the peak debt of £188,235 at April 2006. Staff work really hard with tenants, despite the economic recession, on early intervention and getting affordable payment arrangements in place, providing welfare benefits advice and working closely with the Council's housing benefit team to ensure benefits are in place.
- We successfully delivered and allocated 89 new homes at Auchenback and St Mary's within Barrhead. We worked with East Renfrewshire Council also and allocated 44 of the total 89 properties to people from their housing list.
- We have updated our wider role strategy and produced a summary document for consultation. In difficult financial times, we have continued to deliver our wider role programme to maximise community benefits for our local areas – details of what we have produced can be found later in this report. We will continue to make improvements across our communities wherever possible.
- We have finalised our tenant participation strategy and agreed to roll out a pilot project working with Dunterlie tenant's action group. We now have information available to residents via our website including Committee minutes; provide annual timescales for our consultation requirements, ensure our



venues are accessible and provide translation/interpreting services where required.

- We have updated our risk register to ensure all current and potential risks are highlighted and actioned to ensure risks are minimised, we review our loan covenants/conditions quarterly, reported regularly on our loan arrangements and management of cash on deposit – we have reduced interest payable and maximised interest received. We have procured a range of contracts to ensure best value is achieved, and monitored

resources to allow front funding of our development plan. We provide housing support services to Linstone Housing Association.

- We have produced a marketing strategy to ensure we update our website and BHA television network regularly, we pro-actively promote our work to the local media, we use external agencies to help us with our publicity strategies and produce quality newsletters to our tenants and residents.



Governance Review

We appointed an external housing consultant, Linda Ewart, to carry out an independent review of our governance arrangements based on the Scottish Housing Regulator's guidance. The review was completed in October 2009 and we are pleased to announce that the review was very positive about the Association's governance arrangements and in particular Linda highlighted and commended the Association for our efforts and commitment to ensure that Committee and the senior staff team work well



together. Our approach to inclusive strategic planning was also regarded as good and that nothing needed "fixed". What the report concluded was that a number of recommendations were made for onward improvement and these are now being considered by the Association.

Of the review Linda said: "Barrhead HA asked me to 'health check' their governance arrangements and I worked with the committee and staff to review working processes as well as policies and procedures. As a well governed organisation, we had a strong base to move forward with some suggestions to improve governance further – it was a pleasure to work with everyone involved."

Our new homes in Auchenback.



Development News

£5.4 million invested in 89 new homes for Barrhead



The Association has successfully managed its biggest programme for investment in new homes in the last year by spending almost £5.4m housing association grant from the Scottish Government to complete 89 new homes. We had to start the financial year with insufficient grant from the Scottish Government to meet our commitments for the development programme and therefore funded just over £1m from our own reserves. This did put financial pressure on the Association's cash position during the year but all the front funding was paid back by the Scottish Government before the end of March 2010. The Association will therefore carefully manage any future development programme with our existing commitment to tenants being our priority.

Rent off the shelf and Mortgage to Rent

The front funding meant we had no additional grant for our "Rent off the Shelf" scheme where we purchase ex-council and ex-Scottish Homes stock from the open market within the Eastwood side of the local authority. To date we have purchased eight properties within this scheme and have been allocated further grant funding for this scheme to re-commence during 2010/11. The Association has successfully purchased a number of properties under the mortgage to rent scheme whereby property owners faced with re-possession can become tenants.



The grant subsidy levels have been changed by the Scottish Government and we are now looking at how the purchases can be taken forward.

Auchenback new homes

This scheme started on-site with Cruden Building and Renewals in August 2008 and despite some early bad weather and unexpected site issues, the scheme has progressed very well with new properties coming off-site quicker than expected from June 2009. The complicated and challenging sloping sites have produced 65 new homes across seven sites. The properties types range from terraced and semi-detached houses to cottage flats and amenity bungalows. Some of the big town houses accommodating three

bedrooms were split across three levels. Rent levels per month range from £271.75 for the smallest two apartment to £380.37 for the large town house. All properties have been let for rent from both Barrhead Housing Association's and the Council's housing list. The project also included the re-location of the play area and we are disappointed that some parts of the area have subsequently been vandalised. Footpaths and lighting have also been upgraded but the responsibility for on-going maintenance rests with the Council. The total scheme costs amounted to £8.4m, within which the Association raised a private loan with the Abbey for £3.5m – this private finance is funded from our rents.

New tenant, Mrs McGrath, at St Marys.





St Mary's new flats

This scheme has been built in partnership with builders, Persimmon to produce 24 new flats across four storey tenements. The development is a mix of properties for rent and for sale with Persimmon responsible for the onward sale of the development. Factoring is currently provided by Hacking and Patterson. The Association has provided twelve one and two bedroomed amenity flats for the elderly which has lift across the four story building. A further twelve mainstream one and two bedroom flats were included without a lift. Basic monthly rents excluding service charges start at £246.57 for a one bedroomed flat. Total scheme costs were £2.3m, within which the Association raised private finance from the Royal Bank of Scotland for £950,000 – again the rents will fund this loan.

Medical adaptations

Again the Association was able to receive grant funding of almost £32,500 to provide much needed medical adaptations for our tenants continued use within their homes. The works were mainly level access showers, ramps and grab rails for elderly tenants and tenants with a disability. The Association receives all referrals from the Council's Occupational Health Service and these are ranked in levels of priority need for funding.



Housing Minister, Alex Neil MSP, meets FLAIR in Paisley 2009.

Strategic Alliance: I-FLAIR

The above group consists of nine locally based housing associations working collaboratively across Renfrewshire, Inverclyde and East Renfrewshire. The group has been exploring the potential to formalise this joint partnership to achieve value for money on larger projects by joint procurement of both development and maintenance programmes.

Regular meetings have taken place over the last year, with Directors considering matters of strategy and structure, while development and maintenance staff progress practical matters and technical issues.

Progress has been made, with the production of a joint design guide, technical specification, a common components schedule and a pre-qualification questionnaire for use in selecting consultants and contractors. Discussions with

contractors have led to consideration of some standard house types and how best to develop these.

Housing expert (pictured), Dave Alexander, of Alexander Consultancy, said of his work with the partnership "I have been working with the nine members of I-FLAIR for several months as they develop their shared vision and their collaborative approach to development. The willingness of I-FLAIR members to work together and share their

expertise will enable them to respond to the Government's efficiency drive and to the difficult funding environment in the years ahead".



New Housing Assistant, Chris Creaney, presents Mrs Watson with her raffle prize.



Community News

Almost £100,000 received to fund community projects



Auchenback

Firstly, congratulations again to Auchenback Active Limited for their receipt of the Queens Award for Voluntary Service. This prestigious award recognises their excellence in volunteering and is the equivalent of an MBE award for the group. We were delighted to provide support for their nomination and continue to work in partnership with them to ensure the ongoing success of Auchenback Resource Centre.

Our Community Learning Coordinator has continued to arrange the successful learning programme in the ARC over the last year. Classes have run in a range of subjects with Reid Kerr College, University of the West of Scotland and other agencies providing local access to learning opportunities for our residents.

We have also continued to support the Board in their own development and to work with them and the rest of the community to arrange other projects, including helping them find funding for, and run, youth work projects and community events.

Neilston Development Trust (NDT)

The Association has continued to support the NDT through wider role to support the refurbishment of the Bank building following their successful application to the Big Lottery. An application for funding of £75,000 has been made and we are hopeful



MBE awarded to Auchenback Resource Centre.

will be fully funded. We continue to support the Neilston Town Team with the progress of their charter and to maximise opportunities for funding wherever possible. We were delighted to report that the Neilston town team received a "quality in planning award for 2009", which is fantastic for the town and its achievements to-date.

We were also pleased to be able to support the Trust in their Powerdown day earlier in the year and hope to work with them on more projects over the next year.

Integration Work

Over the last year we have continued to run a programme in Dunterlie Resource Centre for any local resident, incoming worker or long term member of the community, who would like to get know to more about each other and their area. We have had Polish, Turkish and Scottish people coming together to take part in activities such as first aid, health issues and arts, and sharing recipes and cultures with each other.

Employability

Our Community Learning Coordinator has been assisting the WorkER team with arranging local events and looking at how to link employability services more closely to the community through outreach work.

Welfare Rights

A jointly funded project for FLAIR, this project has been in place since 2007 and is still working very well. Robert Findlay continues to provide Barrhead HA tenants with an invaluable service to check all eligible benefits and ensure maximum take-up. The project is funded by the Scottish Government until March 2011 across the five partnering housing associations working in East Renfrewshire and Renfrewshire.

Tenancy Sustainment

This project is also a jointly funded project for FLAIR and has been in place since 2007 with a new staff member recruited during 2009. The tenancy sustainment officers are working with our tenants locally and will also be involved in our proposed new family project for Dunterlie. The service acts to provide advice and assistance to our tenants from a variety of organisations and agencies depending on the difficulties that arise. The aim of the project is to support tenancies which might otherwise not succeed. Support is available across a wide range of local agencies and the project can make a real



Dunterlie Youth Group enjoy a day go-karting.

difference with all parties including the tenant, the Association and the sustainment officer working together.

Dunterlie



Our successful youth project in Dunterlie funded through the Cashback for Communities scheme continued to operate throughout the year. Working alongside members of the community and our partners in Young Persons Services, young people in the area have been given free access to a range of activities including arts, sports, drama and dance, centring around Dunterlie Resource Centre.

We have also continued to work with local residents to create a Hall Users Group which can contribute to the long term future of the area.

HAVEN

The HAVEN project has now been evaluated by the Scottish Government and funding is now in place until March 2011. Funded as a supported employment training project, the Associate trainees are employed by HAVEN but work within the Association's office. The trainee carries out routine filing and administrative duties with on-going training and support from HAVEN and the Association. Trainees during 2010 will be

assisted for onward training in the recruitment process including completing applications, training on interviews, etc with a view to encouraging trainees to apply for appropriate employment.

Big Lottery, Young People's Fund

The last phase of this project is underway as a re-cycling project involving young homeless residents from the local area. The Association leased a unit at Robertson Street for six months to allow this project to proceed. However, the project has seen a limited response from local residents for a variety of reasons and the Association has had to advertise the project more widely to increase the numbers for the project. Further workshops will be taken forward during 2010.



A St Mark's pupil helps launch the Book Project, 2009.

Good Neighbour Award

In recognition of our former chairperson, we continue to take nominations from our tenants for being a good neighbour. This year our chairperson Claire Boyd presented the trophy to Mr & Mrs Hepburn for being such a good neighbour to Mrs Murphy.

Mr & Mrs Hepburn receive the John McIntyre Good Neighbour Award.



The Association supports the funding received from its many partners for its numerous community projects.



East Renfrewshire Community Enterprise Trust, ERCET

The Association's Director has been working with the Trust to identify opportunities for community led projects that are not being delivered locally through gaps in provision within the East Renfrewshire area. The Trust held a community energy conference in Eaglesham on 31st March 2010, which was very successful. The Board members are now working to priorities projects within their business plan and an application to the Climate Challenge Fund for £180,000 was recently successful. Three energy advisers are now working with the Trust to provide advice and assistance to local residents within East Renfrewshire.

Managing our Houses

89 new homes allocated from Barrhead HA and the Council's waiting list



Empty Homes

Over the past year the Housing Management team have successfully let 199 properties.

Of the 199 properties let, 107 of them were re-lets, three were under the Mortgage to Rent scheme and 89 were new lets in Auchinback and St Mary's.

Each year we set targets for letting our properties, either re-lets or new properties and the table below shows how we performed:

Re-lets	Target	Achieved	No. of properties
Let within 0-2 weeks	75%	63.55%	68
Let within 2-4 weeks	20%	19.6%	21
Let more than 4 weeks	5%	16.82%	18
New lets			
Let without a void period	100%	100%	89

Our target for void loss for the year was £12,525. Unfortunately we achieved a void loss figure of £21,082 which was due to the higher than expected number of properties becoming vacant during the year. This still only equates to 0.77% of lost rent to the Association despite the increased number of tenancies becoming void. However the actual rent lost on all properties over the year was an average of only £107.56 and this is a reduction on last year's figure of £133.39 per property.

Of the 196 lets in the year, 14 were made to current tenants, ten were made to homeless applicants, 127 to waiting list applicants and 45 were from applicants nominated to us by East Renfrewshire Council.

Over the year there were 107 terminations of tenancies, five of these were as a result of eviction for rent arrears/anti-social behaviour, and a further 20 were as a result of properties being abandoned. The remaining 82 were terminated by the tenant.

Rent Arrears Reduction

Yet again it was a successful year for the team regarding rent arrears reduction. At the end of 2008/09 tenants owed £101,175 to the Association in current arrears and by the end of March 2010 that arrears figure had dropped to £72,286, a reduction of almost 30%.

Detailed below is our progress throughout the year:

Month	Current Arrears
April	£94,261
May	£92,711
June	£88,828
July	£94,611
August	£94,736
September	£92,908
October	£92,756
November	£84,123
December	£89,149
January	£88,461
February	£88,275
March	£72,105



PAiH trainee Sima Moradi gives advice to tenant Mr Chandler.



Current rent arrears at the end of March 2010 amounted to 2.66% of the total rental income received. As well as this we also managed to reduce the total number of tenants in arrears from 226 to 213, a reduction of almost 6%.

East Renfrewshire Housing Register

The East Renfrewshire Housing Register was introduced on the 6th November 2009, as a result of a partnership between the Association, East Renfrewshire Council and Arklet Housing Association. This new way of working will allow anyone looking to apply for housing with any or all of the three partners to complete one application form and that form will be assessed by all the partners and the applicant will subsequently awarded points from the relevant organisation.

As a result of the launch of the East Renfrewshire Housing Register there were 1068 applicants seeking housing from the Association at the end of March 2010.

Equal Opportunity and Diversity

The Association remains committed to giving fair and equal treatment to all our customers, contractors and staff. Each year we set an action plan to progress work identified and this year has been no exception. We have continued with staff

Dealing with Anti-Social Behaviour

During the year the Association received 174 anti-social complaints, an averages of three complaints per week, all of the complaints were addressed within the relevant timescales.

The different levels of complaints received are categorised as follows:

Category A, severe anti-social behaviour involving police, eg:

- violence towards another tenant
- threatening behaviour
- drug dealing
- vandalism/damage to common areas
- harassment (including racial harassment)

Category B, anti-social behaviour where behaviour is serious and persistent, affecting one tenant or a group of tenants, eg:

- noise nuisance
- threats
- serious disturbance

Category C, disputes solely between two neighbours, eg:

- use of common areas
- maintenance/use of boundaries
- noise

Category D, breach of tenancy conditions, eg:

- not keeping garden tidy
- parking in unauthorised areas
- failing to control pets

Category of Complaint	Number of Complaints	Target response time achieved
A	8	100% (2 working days)
B	22	100% (3 working days)
C	63	100% (5 working days)
D	70	100% (7 working days)
Total	174	100%

training, engaged with a wide range of diverse groups through our wider role programme, recruited a housing trainee through the PAiH and in partnership with Linstone HA, and more recently joined Happy to Translate, an organisation that will provide language assistance in the form of

confidential translation and interpretation. Our equal opportunities statistics show an increase in the number of Asian, black, and Eastern European applicants to our list and within our tenants. We also monitor disability and again see an increase in these figures for our tenants, and our housing applicants.

Dealing with Homelessness

Throughout the year we offered 29 properties to the Council for homeless applicants with only ten applicants being eventually re-housed by the Association. As well as this, we also prevented three families from becoming homeless as part of the Scottish Government's Mortgage to Rent Scheme. This scheme allowed us to purchase the property from the owner and then rent the property back to the resident and they remain in the property as a tenant of the Association.

Care Commission Inspections

The Association was inspected by the Care Commission on the 15th June 2009 as part of the housing support service we provide at our sheltered housing development in Main Street Barrhead.

The inspection focussed on three main areas: Quality of Care and Support, Quality of Staffing and the Quality of Management and Leadership. The report was finalised by the Care Commission and received by the Association on the 1st March 2010. The Association was disappointed by the average gradings, which related largely to our reduction in the warden service, which is funded by the Council's supporting people scheme and has faced on-going reductions



Tenants Conference

The Association held its annual residents conference in May 2010 where tenants and local residents were offered a wide range of advice and assistance on our activities. There were workshops on energy savings, welfare benefits, our re-cycling project, as well as presentations on our planned maintenance works and staff on call to provide assistance with all our work. We offered our tenants a hand massage, and raffle prizes included B&Q vouchers, Tesco vouchers and vouchers from Scotts Hardware shop on the Main Street.

over recent years. However, we have since had the opportunity for re-assessment with the service inspected on 11th May 2010. This inspection focused on two areas and we were pleased that the overall grading has been increased to a four, a good quality service for supported housing. We will not receive a further inspection for three years.

Detailed opposite are the gradings received for both inspections.

Area of Inspection	15.06.09	11.05.10
Quality of Care and Support	5	5
Quality of Staffing	3	4
Quality of Management and Leadership	3	Not inspected

5 = Very good • 4 = Good • 3 = Average

Property Maintenance News

Almost £850,000 invested to maintain our properties



The property section has had one of its busiest years ever, spending £846,765 repairing and maintaining our properties. We were also busy collecting information on our housing stock to enable us to plan future improvements. During the year we surveyed over 210 homes to determine how energy efficient they were and we have trained our staff to carry out these energy efficiency inspections. This will help ensure that we achieve the aim of having all our properties achieving the Scottish Housing Quality Standard by 2015.

Response repairs

Many of the things we do are reactive and cannot be anticipated – we call these responsive repairs and they include day-to-day repairs and void works. Ensuring that we repair our homes quickly is a key aim for the section. Over the last year we carried out over 2749 responsive repairs to our homes and these ranged from replacing a light bulb to rebuilding a retaining wall. We attended to these jobs within our target time scales in 98.5 out of every 100 jobs. To do this we spent over £220,000 with each job costing on average £79.41. During the year we had many more void properties than we anticipated with 112 being handed back. However, the section still managed to turn these houses around for re-letting on average in less than six days from getting the keys. This means that we maximised the use of the property and allowed us to offer

Property Maintenance continued...

the property to someone from our waiting list without delay.

Cyclical repairs

Our property staff organise a wide range of regular works which we call cyclical repairs. These include close cleaning, landscaping, painting and gas maintenance contracts providing services to all our residents and owners. We spent over £127,000 on these types of works last year.

Planned maintenance works

The Association has to ensure that the houses we manage meet and will continue to meet the high standards expected by residents and by our Regulator. Given the age of our properties and the need to keep them in good condition, we have a large and growing planned improvement programme and we now spend over four times what was spent on planned maintenance in 2006. We spent over £425,000 in 2009-2010. The biggest improvement programme last year was our window replacement programme where we replaced old single glazed and poor quality double glazed windows with energy efficient secure UPVC windows to over 110 houses in Auchenback and at our sheltered housing. We also replaced 18 central heating boilers, installed 15 new kitchens and a range of other minor works.

New house inspections

All of our newly built properties completed in Auchenback and St Mary's had energy surveys completed by our staff. We also inspected all the new properties prior to occupancy, and now work with the contractors for the first twelve months arranging the initial defective repairs to these new properties. After the twelve months a final inspection will be carried out and all outstanding contractor defects will be completed before handover to the Association.

Factoring

We act as factor for nearly 200 properties in Barrhead. This is an important area of work as it means that the standards of many of our tenemental closes can be maintained and that owners have a local point of contact if they have any queries about the service. We organised and billed out over £67,237 in factoring repair works during the year and we organise buildings insurance for those who wish it. During the year we commenced the installation of a new

factoring computer system. This should simplify the administration of the factoring service for the Association and our owners. We also put this in place to allow for the future expansion of the service.

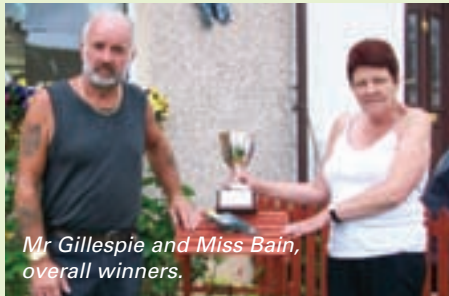
Health & Safety

The property section co-ordinates all Health & Safety aspects of the Association's work. This involves updating policy and practices, inspecting and assessing our systems and procedures, keeping our staff safe, for example. We are currently preparing for a regular and routine audit which will take place during 2010. We had a fire inspection audit carried out recently and were happy to report all areas of our office were in order. We are pleased to report there were no serious health and safety accidents last year.



Garden Competition

Our annual best garden competition was keenly fought last year with many tenants and groups of tenants putting in a great deal of effort into their gardens throughout the year. We had a wide range of prize winners and commended gardens. The best overall garden prize was won by Mr Gillespie and Miss Bain from Neilston, who were presented with their trophy after the Annual General Meeting.



Mr Gillespie and Miss Bain, overall winners.



Mr Armstrong, Backcourt winner.



Mrs Carroll, Best Garden for Auchenback winner.



Neilston.



Rockmount Avenue, Barrhead.



Neilston.

Measuring our Performance

How we performed...

Managing our performance and comparing our results with other housing associations is very important. We regularly benchmark with our FLAIR partners and improve our services by sharing good practice.

Property Management

Task	2008/09	2009/10	2009/10
		Target	Achieved
Emergency repairs	97.8%	100%	99.83%
Urgent repairs	94.3%	96%	99.04%
Routine repairs	95.2%	96%	97.89%
Gas safety certificates	98.7%	100%	99.7%
SHQS achieved	96.9%	97.2%	97.41%
Overall satisfaction with repairs	98%	98%	99.6%

Housing Management

Task	2008/09	2009/10	2009/10
		Target	Achieved
Number of housing applicants	408	n/a	1086
Rent arrears – current	4.1%	3.2%	2.66%
Rent arrears – non tech current	3.9%	n/a	2.58%
Former tenant arrears	3.26%	3.2%	2.46%
Number of evictions	2	n/a	5
Number of abandoned properties	7	n/a	20
Right to buy Sales	1	n/a	2
Rent loss due to voids	0.52%	0.5%	0.67%
Void period 0-2 weeks	61%	75%	68%
Void period 2-4 weeks	28%	25%	12%
Void period 4+ weeks	11%	5%	20%
Void turnover of stock	9.5%	n/a	12.44%

Governance and Finance

Task	2008/09	2009/10	2009/10
		Target	Achieved
Committee attendance	73%	75%	68%
Membership numbers	298	n/a	174
% membership at AGM	10%	10%	<10%
Newsletters issued during year	3	3	3
Staff absence - total	5.1%	3%	2.9%
Long-term	3.4%	n/a	1.8
Short-term	1.7%	n/a	1.1%
Complaints made to Sub-Committee	1	n/a	2
Complaints made to Ombudsman	0	n/a	1
Average rent increase	5%	n/a	2.9%
Factoring arrears	75%	n/a	69%
Management/admin costs per unit	£1048	n/a	£943
Maintenance costs per unit	£388	n/a	£335
Interest cover	1.19	n/a	2.46
Bad debt write off	£28,121	n/a	£42,730
Staff costs/turnover	24.19%	n/a	22.02%

Average Weekly Rents

Size	Rent
1 apartment	£34.57
2 apartment	£56.75
3 apartment	£68.47
4 apartment	£70.02
5+ apartment	£85.13

Finance



Policies Reviewed During Year

- Risk Management Policy
- Allocations
- Rent Setting
- Role Duties and Authority of Secretary
- Remit and Delegated Authority of Director
- Shared Ownership
- Wider Role Strategy
- Section 5 Protocol
- Nominations Agreement
- Membership
- Complaints
- Whistleblowing
- Strategy and Development Funding Plan
- LSVT Contract Consultation/Review/Termination
- FLAIR Annual Report
- Disclosure Scotland
- Data Protection
- Marketing Strategy
- Gas Maintenance
- Void Management
- Asbestos Management

Income and Expenditure 2009/10

The Association made a very good surplus in the year of £219,175. The main reason being for this was that LIBOR interest rates were much lower than had been assumed in the budgeted income and expenditure account for the year. Interest payments were £350,343 compared to £518,974 last year despite having a higher level of borrowing this year.

During the year we drew down the balance of the loan put in place for the developments at Connor Road and Auchenback. We also put in place a new development loan of £950,000 from the Royal Bank of Scotland for the development

at St Mary's. We monitored closely our loan covenants to ensure we met our loan commitments. We managed our cash reserves as well as possible to obtain optimum bank interest. Interest paid on deposits was also extremely low during the year which meant that interest earned was only £7,993.

We continued to be involved with wider role projects with assistance from the Scottish Government, the Big Lottery and East Renfrewshire Council. The Association's contribution including staff time and overheads amounted to £34,343.

The Association made a donation of £50 to a local primary school's race night.

We sold two properties under the Right To Buy Legislation during the year.

Income 2009/10

Rental Income	£2,645,824
Service Charges	£74,748
Supporting People	£17,863
Factoring Charges	£19,030
Wider Role Grant	£55,470
Big Lottery Grant	£44,138
Bank Interest	£7,993
Agency Income	£5,390
TOTAL INCOME	£2,870,456

Expenditure 2009/10

Housing Management	£495,131
Routine Maintenance	£470,446
Bad Debts	£79,652
Cyclical Maintenance	£183,048
Planned Maintenance	£512,735
Factoring	£21,545
Housing Depreciation	£273,522
Tenant Participation	£8,067
Service Costs	£67,089
Supporting People	£28,528
Wider Role Costs	£89,813
Wider Action – Big Lottery	£44,138
Interest Payable	£350,343
Loss on sale of RTBs	£27,223
TOTAL EXPENDITURE	£2,651,281

John Wylie, of Crudens, and Office Bearers, celebrate the hand over of our 800th property to Mr Lewandowski & Ms Matusza.



Committee Members

at 31.03.10

Claire Boyd	Chairperson	Rena McGuire
Lesley McVicar	Vice chair	Gavin McVicar
Brian Connelly MBE	Secretary	Jack Tait
William Anderson		Eddie Tweedie
Lynne Carr		
Cllr Danny Devlin	Co-optee	
Jim Geddes		
Laura Hendry		
John Logue		

Committee and Staff



Healthy Working Lives

The staff of the Association continue on their mission for the Gold Award under this scheme having now secured bronze and silver. Part of the scheme is to provide advice and information on a range of topics including coping with stress, the affects of excessive alcohol, general wellbeing and mental health, as well as providing some basic health checks. Last December we introduced a half hour back and neck massage for staff to combat the demands of work and home life in the run up to the Christmas period. We also continue with our weekly weigh in for those staff members trying to lose weight and we're getting there...we hope to go for Gold during 2010.

Staffing Issues

During the year we said farewell to two staff members – Christine Gilmour and Elaine Little and we wish them both well in their future housing careers. Having welcomed Helen Sutherland to our senior team in May

2009, we no longer use senior consultancy services for finance from FMD Consulting and we thank them for their support over the last four years to the Association.

We said a speedy farewell to Siobhan Cannon who went off in early January 2010 on maternity leave – we wish her well with her new baby. Christine Hay has re-joined the Association to cover Siobhan's leave and we welcome Christine back as she also covered Dionne's maternity leave in 2008/9.

Two new members of staff have recently joined our team – Lynne Sheridan as Property Assistant in February 2010 and more recently Chris Creaney as part-time Housing Assistant. We welcome both members to our new team and hope they have settled in well. We have also welcomed Positive Action in Housing (PAiH) trainee Sima Moradi to the Association last September 2009. Sima is being supported through the Association as a trainee and to complete her diploma in housing course. This project is being shared with Linstone Housing Association and Sima will join them in September 2010 for a year.

During a spell of ill-health we have had to use agency services to cover the support worker at the sheltered housing complex and we apologise to tenants at the complex for any inconvenience. We hope normal service will resume over the summer months.

Our Senior Management team, May 2009.

Staff Members

at 31.03.10

Shirley Robison	Director
Michael Byrne	Housing Manager
Dougie McIntyre	Property Manager
Helen Sutherland	Finance Manager
Maureen Barnes	Senior Housing Officer (p/t)
Bill Bewick	Factoring Assistant (p/t)
Tricia Bewick	PA to Director (p/t)
Siobhan Cannon	Receptionist (mat/lve)
Dawn Gilmour	Finance Assistant
Allison Hay	Haven Trainee (p/t)
Christine Hay	Receptionist (temp)
Lynn Kerrigan	Maintenance Officer
Rhonda Leith	Community Learning Co-ordinator
Sima Moradi	PATH trainee (temp)
Jackie McColl	Housing Officer
Sandra Neilson	Housing Officer
Janice Peters	Maintenance Officer
Dionne Rennie	Receptionist
Lynne Sheridan	Property Assistant
Margaret Wilson	Support Officer



Barrhead Housing Association
Limited

**Building and sustaining our
community for a brighter
future**

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Scottish Charity No SC 036265
Barrhead Housing Association is a member of:
SHARE, TPAS, EVH, FLAIR, GWSF, PATH
(Scotland) Ltd, SHBVN, Energy Scotland.



HAPPY TO TRANSLATE

