



Barrhead Housing Association
Limited



Annual Report 2011

a year of major investment and customer satisfaction

Chairperson's Report

Partnership working has been a real focus this year



As with everyone, the focus of the past twelve months for the Association has been the economic climate. Nobody can escape the current difficulties and the Association has worked hard to identify what the issues are and to ensure that we are in control of any risks facing the Association in these very difficult times. It's clear the economic downturn will continue for some time to come and we will need to ensure we are in control of changes as these develop. In some areas, particularly for investment in new housing, changes are here to stay and these changes make it very difficult for the Association to be involved in any future new build programme, despite having over 2,600 people on the register for housing within East Renfrewshire and disappointing for the Association when we have delivered some good quality much needed properties over recent years.

However, our big focus is to ensure our existing properties continue to receive investment, and that our communities are safe, sustainable and pleasant places to live in. Despite the economic and financial pressures, the Association emerges from the year-end in a strong financial position and we continue to make a surplus. This is the result of savings on certain areas including our planned maintenance programme where we continue to rigorously tender contracts and, of course, as a result of the low interest rates that still prevail which means our interest charges are much less than assumed.

There is lots more information available in this Annual Report and I'll focus my comments on a summary of what the Management Committee and staff team have been working on over the last year.

Committee membership remains stable but we have during the year welcomed a new professional member, David McCreedy onto the Board. David is a local person but has been involved in housing for many years, currently within Inverclyde. Only very recently has Councillor Devlin decided to resign as a co-optee and we would like to thank him for his contribution over the last couple of years. We do however welcome in his replacement, Councillor Ian McAlpine who has now taken up the co-opted place and he will work with the Association over the coming months to support the work we do.

Committee as volunteers, have worked very hard during the year and overall our attendance at meetings was good at 74% - slightly short of our target of 75%. For members, this means attending twelve meetings during the year for Barrhead and we also attend monthly training sessions, conferences and are represented at other agencies including EVH, TPAS and Community Links Scotland. Of course we also meet with our Renfrewshire FLAIR housing association partners twice per year and this partnership work continues to be strong.

Each year we set out our business objectives including our training and

development plans which map out what we want to achieve and how we will achieve it. We have focused on the risks facing the organisation over the year and appointed a financial specialist to review our private loans to provide certainty over future costs, which are now less reliant on variable interest rates. We continue to consider our costs and risks at quarterly review periods throughout the year and make any adjustments during the year where required. We had also to review and consult with staff on the future of their pension scheme which like many schemes is under financial pressure. We have implemented a cheaper option for new and existing staff going forward but will need to review these arrangements again.

During the year we spent a lot of money maintaining and investing in our properties. We completed the door replacement programme at Auchenback, kitchen replacements at the sheltered housing complex, formally had the roads adopted by the Council at Rankin Way, Crossmill and McCulloch Way in Neilston. Our spending on maintenance topped £1m over the year and we are well on our way to meeting the Scottish Government's target for the Scottish Housing Quality Standard by 2015. We also received Scottish Government grant of over £160,000 during the year for buying three Rent Off the Shelf properties and for much needed medical adaptations within our tenants' homes.

We reviewed our performance and made continuing improvements in collecting rent payments. Our rent arrears are at an all time low. We understand the financial difficulties with the current climate and many of our tenants are constantly in and out of work but we work closely and promptly with tenants to ensure advice is provided at an early stage. We have to complete an annual report to the Scottish Housing Regulator each year and this year we received a visit from the Regulator to review how we collect our data. This has led to some further improvements within our systems and upgrading of data on our computer. This will assist data collection going forward.

We considered our Care Commission inspection report for the sheltered housing at the Main Street, which provided good results for quality of care and support and for staffing. We need to make some further adjustments to the sheltered housing going forward as the first floor properties are proving difficult to let and we need to ensure the complex is fit for purpose as well as to consider the ongoing threat of a reduction in the financial support from East Renfrewshire Council for our warden service. We will discuss these with tenants during 2011.

We held our AGM last August 2010 and had a good turnout of support and a range of questions and presentations on our business including our financial accounts and auditor's report. We have now approved a new firm of auditors following tendering and appointed French Duncan. We had no new nominations for Committee. We arranged a stock tour with the Lord Provost and the Council Leader, Jim Fletcher last August and they were very impressed by our new homes in Auchenback and St Mary's.

In December 2010 we started our rent consultation with tenants based on our draft

budget going forward, and our commitments for investment. We finally settled on a rent increase of 5.3% for April 2011. We noted that this was difficult to consider given the current situation but with inflation still continuing to rise, we need to ensure we can meet our costs going forward.

We also considered the new Housing (Scotland) Act 2010, which came into force earlier this year. This has made changes to the Right to Buy legislation, and will introduce a new tenants charter from April 2012. This is now under development by the Scottish Government and we will provide more detailed information on this as this becomes clear.

Hot off the press is our Tenant's Satisfaction Results. These show increasing satisfaction across all our services. Our next newsletter will provide the results in detail.



A very busy year indeed! I'd like to end my report by confirming that we do what we can to support local events and organisations. During the year we supported a number of projects totalling over £4,500. Details of these are under our community projects section.

I'd like to thank Committee for their continuing support and the staff team for their continuing hard work. I hope you enjoy reading our Annual Report.

Claire Boyd, Chairperson



FLAIR committee members at the signing of a new partnership agreement.

Director's Report

A period of sustained investment continues as we improve our homes for the future

Directors attend second FLAIR conference, June 2011.



The Chairperson's report confirms another busy year and a big commitment from volunteering to act on our Management Committee. We do continue to offer induction and training to new and existing Committee members and set up a 'buddy' for new members joining – a face to approach when a quick question or point needs clarified.

Times are hard, so what have we been doing about it? Going forward we have a big commitment to our existing tenants to continue to work with them to deliver lasting

improvements – investing in their homes will continue to be a big priority for Barrhead Housing Association. We have seen investment in our planned works continuing to rise over recent years and while we have rigorously pursued competitive tendering, the construction industry is struggling too and we've seen some big contractor's going out of business over recent months. We employ a range of suppliers so this isn't a major concern for our services to tenants. However, prices are unlikely to fall much further and we don't want the quality of this work being

affected. For these reasons and for reasons of being more efficient with our administration of projects, we are now at the stage of tendering our five year planned maintenance programme with our housing association partners in East Renfrewshire, Renfrewshire and Inverclyde – a partnership of eight organisations with a big programme in excess of £25m over the five year period. This collective partnership working is referred to as I-FLAIR. We should have this framework agreement in place by September 2011. More details will be provided in our Newsletters.

We also have development loans of £13m with three different lenders, so appointing independent consultants, JC Rathbone Associates, to look at what we pay on these loans has given us certainty going forward – interest rates are set to rise, we just don't know exactly when! Our interest charges on these loans represent a significant amount of our expenditure at over £400,000 last year, so this was important that we have fixed the payments on these going forward.

Our other main expenditure relates to our operating costs and we have made no significant changes in our staff compliment over the last year. We are also now pursuing further training opportunities and placements going forward in recognition of the difficult employment market. We have recently appointed a trainee through SCVO for six months. We are also looking to take on a temporary staff member through the graduate intern programme for people leaving University.

We have had one permanent staff change over the last year with our Housing Manager, Michael Byrne leaving after five and a half years and we wish him well in his similar post within Glasgow. We welcome Jim Munro, our new Housing Manager. Jim

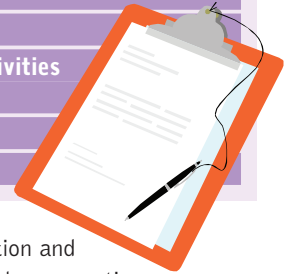
comes with a wealth of housing management experience and he's already well settled into his new post. We continue to develop our staff with a dedicated training and welfare budget in place. We again celebrated further improvement in our staff attendance rates with nine members of staff with a 100% attendance record for the year and short-term illness accounting for only 0.87% of days lost.

In terms of our business objectives, we have again made good progress in a number of areas of work, where we have really focused on continued improvements. Here is what we have achieved...

- We started to implement the recommendations of the governance health check with a revised Sub-Committee structure. We also now have a vice-chairperson in place to succeed the chairperson after retirement of her position.
- During the year, we have tendered a wide range of works and made considerable savings in doing so. We have now fixed rates for over 66% of our private loans providing us with more certainty going forward with interest rates expected to rise.
- We have taken further advice on setting up a subsidiary for factoring services to owners and now plan to do this later this year. We will look to expand and diversify our work through the subsidiary as we go forward.
- We have reviewed how we pursue our debts to ensure a more consistent approach across the organisation. We have also reviewed our rechargeable repairs policy which is currently out to consultation with residents before any changes are implemented.

Tenant's Satisfaction Survey 2011...results just in!

- 97% overall satisfaction with BHA as a landlord
- 94% satisfaction with our repairs service
- 100% satisfaction with keeping tenants informed about activities and services
- 94% satisfaction with the neighbourhood as a place to live
- 93% satisfaction with taking account of tenants views



- We have reviewed our five year maintenance expenditure. Our Property Manager is heavily involved in getting the procurement framework in place.
- We have tried to maximise resources for Dunterlie through working in the area and in partnership and have produced a strategy for going forward. We have introduced a new service charge for garden maintenance within Dunterlie also and plan to work more closely with the local residents to make lasting improvements within the area.
- We have continued to work with our staff to improve and raise awareness of health issues and the benefits of exercise. We

provide information and advice on alcohol consumption, provide basic health checks, promote healthy eating and physical activities. We have no smokers in the office anymore and we regularly see our Property Manager cycling 30 miles a day to get to the office! We hope to receive our gold award under the Scottish Government's Healthy Working Lives scheme.

I would like to thank all staff for all their hard work and commitment to the Association for the last twelve months.

Shirley Robison, Director

Interest rate management is a crucial element of risk strategy, and in particular for RSL's who have long term interest rate exposures on their debt facilities. We were delighted to work alongside Barrhead HA in advising them on a prudent treasury policy to ensure delivery of their business plan without undue fluctuations in their interest costs.

Jackie Bowie, Director, JC Rathbone



“I am so pleased with my new front door. It’s much nicer than the old one, more modern and I don’t have draughts anymore.”

Ms Louiseann Gribbon and baby Amber, Kelvin Drive, Barrhead



Development News

Maximising improvement to our homes with limited funds



Limited Funds Available

Unfortunately, the investment in new affordable housing has changed drastically in the last twelve months due to the Scottish Government's decision to withdraw funding from this budget. It will be very difficult, if almost impossible, for the Association to build new homes with the finance now available to do so. The Association will keep abreast of how this moves forward and will develop its own development strategy to ascertain what opportunities there may be for growth. We do however believe that there will be increasing demands for rented housing going forward with changes due on homelessness legislation and welfare reform. We do still have the following commitments.

Rent off the shelf and Mortgage to Rent

We continue to receive funding for Rent Off the Shelf properties for buying back within the Eastwood side of the authority and we now have twelve properties within Thornliebank, Woodfarm and Newton Mearns. We have funding for up to 40 properties for this scheme but it must be targeted at ex-council or ex-Scottish Homes stock. We can only offer to pay what the independent valuation is set at.

The Association has successfully purchased a number of properties under the Mortgage to Rent scheme, helping out property owners faced with re-possession.

Government subsidy allows us to buy the properties with the owner becoming a tenant of the Association. So far we have purchased ten properties under this scheme and there is likely to continue to be demand for this kind of assistance.

Medical adaptations

Again the Association was able to receive grant funding of more than £27,000 to provide much needed medical adaptations for our tenants to continue living within their homes. The works were mainly level access showers, ramps and grab rails for elderly tenants and tenants with a disability. The Association will receive all referrals from the Council's Occupational Health Services and these are ranked in levels of priority need for funding. However, the funding arrangements are also being reviewed and we will need to assess the requirements to fund these going forward. Further information will be made available in due course.

Partnership working – FLAIR's Wider Role programme

FLAIR, the Federation of Local Housing Associations in Renfrewshire and East Renfrewshire, continue to work closely together on a wider range of projects and we have just published our second Annual Review for 2010. We continue to work on joint Wider Role projects including Haven

employability, welfare rights, and tenancy sustainment. We received funding of over £560,000 from the Scottish Government's scheme and matched this to produce a total of £1.2m in project funds to deliver lasting improvements within our communities. Other work includes delivering joint training for staff and Committee; lobbying the Scottish Parliament; sharing services for development, maintenance and sheltered housing. We celebrated our work at a joint staff and Committee conference in June 2010 and June 2011. The FLAIR Annual Review 2010 is now available from our website.



Community News

£1.2m funded across our FLAIR partnership area on community regeneration



Auchenback

We have continued to work closely with Auchenback Active over the course of the year, particularly through our Community Learning Coordinator. The ARC recorded over 1,100 people taking part in groups and activities last year and continues to go from strength to strength, with the board winning the Queens Award for Voluntary Service in 2010. As well as helping them coordinate their programme, including making over 20 different learning opportunities available in the ARC last year, we have been able to support them with their annual Health and Safety Day and Christmas Fayre, holding an event for Children's Art Day 2010 and a family Halloween party, working towards developing their volunteer base, progressing their business plan, and carrying out a survey of Auchenback residents to find out what they need from the centre in the future.

Our Community Learning Coordinator, Rhonda Leith now only works part-time, usually Monday to Wednesday each week, so please contact the office if you need further information from her. We hope to receive funding to extend her part-time contract to 31st March 2012.

Dunterlie

Once again we have continued to work with our residents in Dunterlie over the year, both through the Hall Users Group and through events such as the Dunterlie Fun Day. We

Projects supported during the year

Auchenback and Dunterlie – various groups and activities	£2971.22
International Women's Day	£280.00
East Renfrewshire Community Researchers – training and travel costs	£860.00
East Renfrewshire Celebration of Learning	£315.97
BHA Open Day and Tenant Participation Costs	£1039.00

have also worked closely with the youth group committee to support them to find external funding for their activities.

Employability

While there has been a major restructuring of employability services in East Renfrewshire over the year, we have worked hard to keep our links with agencies and to make sure that our tenants and residents have access to the best services possible.

Family Support Project

This joint project between the Association and East Renfrewshire Council was piloted in 2010/11, with us being able to match several young people locally with befrienders. This also means developing relationships with their families in order to help them deal with potential problems and take a more active part in their local communities. The project aimed at young kids of 8-12 years and their families will be supported in 2011/12 with further funding being made available through the Scottish Government's Wider Role scheme.

Cashback Award £6000



During the year we were able to secure another grant from the Cashback fund to support young people's activities in the community in Barrhead. Working closely with our partners from East Renfrewshire Council's Young Persons Services and Sports Development teams, and from various community youth groups, we have delivered a varied programme. This current funding will support activities until May 2012.

Credit Munch

Our Credit Munch programme ran very successfully, with 63 local people of all ages taking part in courses which taught them cookery and healthy eating skills, how to budget, and how to cook safely. As well as this, 21 people successfully completed their REHIS elementary food hygiene certificate through our partners at Reid Kerr College as part of the programme. Again, this project will be supported for a further year through the Scottish Government's Wider Role fund.

Community News continued...

Neilston Development Trust (NDT)

The Association has continued to support NDT through Wider Role for the refurbishment of the Bank building following their successful application to the Big Lottery. An application for funding of £75,000 was received last year and spent on the initial works. It is hoped that the building will be completed by September 2011 for local use. We continue to work in partnership with NDT and hope to continue to sponsor their newsletter.

Neilston Garden – McCulloch Way

Last year at the garden competition inspection, we noticed that tenants and their children in McCulloch Way had started to work on a small piece of derelict land and had put some plants out to brighten up the area. Working with them we have been able to tidy up the area, plant a Christmas tree and last October 2010 planted a load of daffodils. We were happy to work together to make some small improvements within the estate.

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.

East Renfrewshire Community Enterprise Trust, ERCET

The Association's Director has been working with ERCET over the last 18 months. Last year the focus of delivery was around energy efficiency and through the Climate Challenge fund, the Trust employed three staff to deliver good advice on how to save money and be more energy efficient. Unfortunately

East Renfrewshire has not been successful in gaining any additional funding through this fund for 2011/12. The Association however did participate in a couple of feasibility studies for biomass alternative energy systems and a wind and solar power study. The costs however of introducing such alternative systems are too prohibitive without external funding which is not currently available. The Trust is now focusing on preparing a business plan for projects being delivered over the next twelve months and these will have a Barrhead focus which aim to benefit the residents of our local communities. More information is available from www.ercet.org.uk

HAVEN

The HAVEN project was evaluated by the Scottish Government during 2010 and funding granted until March 2011. Funded as a supported employment training project, the Associate trainees are employed by HAVEN and worked within the housing association's office. Our trainee associate, Allison Hay, carried out routine filing and



Councillor Buchanan supports ERCET's graduate intern programme.

administrative duties with on-going training and support from HAVEN and the Association, through her buddy, Patricia Bewick. Associate trainees have now all been re-located back to Haven following the end of funding at March 2011 and we wish them all well in their future employment.



Haven Associates.

Big Lottery, Young People's Fund

The last phase of this project is now completed to the end of May 2011. The project was finalised by the displaying of the project outcomes at a two-day exhibition in the Barrhead Museum and the publication of a book is now underway. The exhibition of re-cycled materials at the Museum was well received and was an opportunity for the participants to display their well designed products. These ranged from mirrors, cushions, bags and T-shirts to a set of re-painted chest of drawers and a pair of curtains. The two groups involved over the last ten months were the Dunterlie Arts group and the Monday Night Girls.



Adult Learning 2010 award winners.

The projects were funded by the Scottish Government's Wider Role fund and the Big Lottery Young People's Fund.



Healthy Working Life's – going for Gold

Staff have been involved in the above Scottish Government initiative to promote health and physical activity and with the bronze and silver medals under our belts, this year has been about actively working towards the Gold Standard. While maintaining our bronze and silver awards, we have given further advice and information out during the year including alcohol awareness and meningitis awareness, have updated policies, have maintained our healthy lunches and our diet class and very recently eight staff members completed the Glasgow 5k Race for Life. We hope to achieve our assessment for the Gold award soon. We also had during 2010/11 the lowest absence rate for staff in over five years with 50% of staff with a 100% attendance record – we are really pleased with this achievement so well done to staff!



Staff members with there 5k medals.

“ Barrhead Housing has changed my life. I have had a difficult few years and getting my new house has given me a fresh start. The staff have been really helpful.”

William Craig, McCulloch
Way Neilston



Managing our Houses

Delivering quality services to all our customers



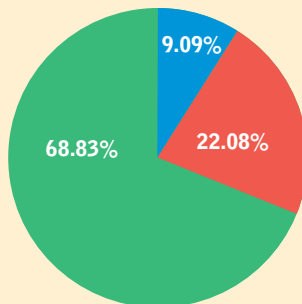
Allocating Homes

We let 82 properties during 2010-11 with 77 re-lets and five new lets. The five new lets included three properties we purchased through the Scottish Government's grant funded Rent off the Shelf Scheme, one through the Mortgage to Rent Scheme and one former shared ownership property where we purchased the owner's 25% share of the property.

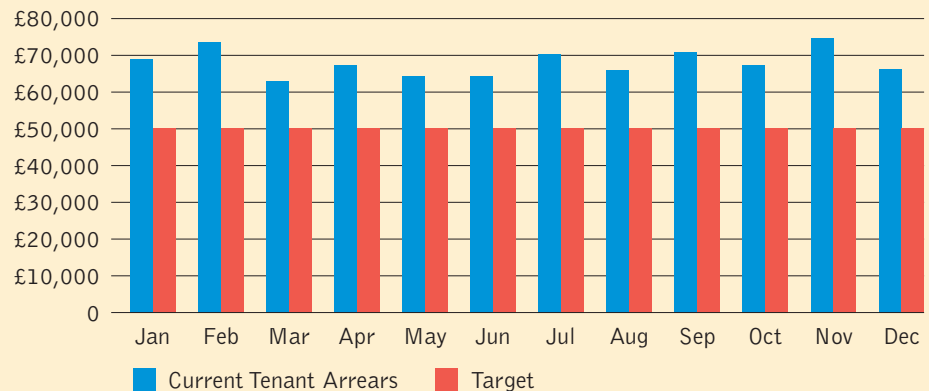
Each year we set a target for the amount of rent we lose through empty properties. Our target for rent loss through void properties in 2010-11 was 0.5% of our annual rental income, and we successfully achieved this – 0.48%. This amounted to £14,549.51 of rent lost. We took an average of 19 days to re-let empty properties. This figure includes difficult to let first floor

Re-Lets During 2010/11

- Waiting List
- Transfers
- Homeless Referrals



Current Tenant Arrears 2010-11



sheltered properties where there is low demand that took an average of 42 days to re-let.

Of the 77 re-lets in the year, seven were made to current tenants transferring, 17 were made to homeless applicants, and 53 to waiting list applicants.

We also worked closely with the Scottish Government to prevent homelessness through the Mortgage to Rent Scheme. This scheme allows us to purchase properties from the owner and then rent the property back to them so that they can remain in the property as a tenant of the Association. We purchased one property during 2010-11, which prevented the family's home being repossessed by their mortgage lender and being made homeless. This was our tenth property purchased through this initiative.

Rent Arrears

During the last year rent arrears owed by current tenants continued to reduce. At the end of March 2010, tenants owed £72,286 to the Association in current rent arrears and by the end of March 2011 that rent arrears figure had dropped to £64,313. Rent arrears have reduced year on year with Association staff and tenants working much more closely together to ensure payments and arrangements are made and kept to. Taking legal action against tenants and ultimately evicting a tenant is a last resort and can be avoided where we have a good working relationship with our tenants. With the welfare reform being introduced by the Coalition Government it will be even more important that we work together to provide

Managing our Houses continued...

advice and assistance as welfare benefit changes are implemented.

Current rent arrears at the end of March 2011 amounted to 2.1% of the total rental income received. As well as this we continued to reduce the total number of tenants in arrears, which reduced from 213 at 31/3/2010 to 200 at 31/3/2011.

In an increasingly challenging period our Welfare Rights Officer, Robert Findlay, has played a key role in reducing arrears helping tenants deal with a range of complex benefit problem. Robert secured £7,364 in backdated Housing Benefit for tenants, and a further £51,500 in other welfare benefits.

At the end of the year, our former tenant

rent arrears were £55,997, 1.9% of the annual rent due.

East Renfrewshire Housing Register

We continued to participate in the East Renfrewshire Housing Register (ERHR) in partnership with East Renfrewshire Council and Arklet Housing Association. This allows anyone applying for housing with any or all of the partners to complete one application form. This is then assessed by the partners in line with their individual allocations policies. There were 2,643 applicants on the ERHR with 1,363 applicants seeking housing from the Association at the end of March 2011.

Happy to Translate



HAPPY TO TRANSLATE

During 2010-11 we became a member of the Happy to Translate service.

The scheme provides a translation service for service users where English is not the first

language. Five percent of applicants on the ERHR were from a Black or Minority Ethnic background. We now have tenants of different nationalities where English is not their first language. We believe that the scheme will help reduce barriers to people applying for re-housing or using our services.

Mystery Shopping

Working with our partners in FLAIR we undertook a mystery shopping exercise in February 2011. This involved Management Committee Members from our FLAIR partners anonymously testing the quality of service we provide through a range of different scenarios. The scenarios included asking about rent arrears, allocations, mutual exchanges and repair issues.

We are committed to improving the quality of the services we provide and the mystery shopping exercise allowed us to test whether we are providing high quality customer care and following our policies and procedures. The results demonstrated that we provide a quality service but also highlighted a small number of areas for improvement. Staff will undertake training on these areas during the coming year.

Estate Management

The Association is committed to maintaining high quality estates and during the year we inspect over 400 gardens and common areas to ensure that our estates are maintained to the highest possible standard. Over the coming year we are hoping to work more closely with local residents to establish tenant-led inspection groups who will carry out regular estate management inspections.

Dealing with Anti-Social Behaviour

During the year the Association received 129 anti-social complaints, a reduction from 174 in the previous year.

We categorise complaints we receive by their severity.

- Category A is the most serious category including drug dealing and violence.

- Category B includes threatening behaviour and serious disturbances.
- Category C includes for example noise disturbances.
- Category D is for example failure to maintain a garden or control a pet.

Category of Complaint	Number of Complaints	Target response time achieved
A: Most Severe	12	100% (2 working days)
B: Serious	54	100% (3 working days)
C: Neighbour Disputes	40	100% (5 working days)
D: Breach of Tenancy	23	100% (7 working days)
Total	129	100%



“I’m delighted with my new kitchen, it’s lovely. The workmen were brilliant, really quick and left no mess at all.”

**Mrs Elsie Gasper,
Main Street, Barrhead**

Five year cyclical painter work programme underway.



Property Maintenance News

Delivering good quality repairs and maintenance services

The property section has been busy in the last year with a wide range of projects and repair works being carried out.

We spent just over £1m repairing and maintaining our properties throughout the year. This was £150,000 more than the previous year and demonstrates our commitment to maintaining and improving the housing stock.

We suffered a period of very cold weather prior to Christmas and this meant a lot of work for the staff sorting out all the frozen pipes and flood damaged properties. Luckily the damage caused was not as bad as we expected and many of the unexpected costs were covered by insurance claims.

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 2411 responsive repairs to our homes and these ranged from replacing a light bulb to reinforcing a roof after a tenant carried out dangerous unauthorised works. Of the 2,411 jobs completed, 570 were for emergency repairs. Of these emergency repairs, to be completed within 24 hours, 567 or 99.47% were completed on time.

We attended to these jobs within our target time scales in 99.7 out of every 100 jobs. To do this we spent over £222,000 with



Gladstone Avenue gets a facelift.

each job costing on average £92.10. On average we took 2.7 days to carry out a repair. During the year we had fewer voids than in previous years with 77 being returned to housing 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 the property to someone from our housing list without delay. We spent £50,103 on repairing these properties, an average of £650 per property.

Gas safety – we would like to remind tenants of the importance of allowing access

to carry out your annual gas safety inspection, as these checks are for your own benefit and safety. During 2010/11 we completed 849 visits and gained access to 843 properties within twelve months of the previous visit.

From the budget set for planned maintenance of £675,000 we spent £580,313 during the year. We made real savings through tendering of £94,000.

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 have a tendered five-year contract in place for delivering our painterwork programme so this can be carried out when weather permits. Here is what we spent on cyclical repairs:

Gas servicing	£100,380
Legionella and asbestos testing	£2851
Painting	£51,584

From the budget set for cyclical maintenance of £160,000 we spent £153,061 during the year. We made real savings through tendering of £16,000.

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 the Scottish Housing 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. We spent over £580,313 in 2010-2011. The biggest improvements last year were the Gladstone Avenue window and stone repairs contract and the installation of new doors to all our

Auchenback properties. We also replaced 18 central heating boilers and installed 28 new kitchens at our sheltered housing complex. Here are some of the areas of investment completed:

Heating replacements	£112,394
Smoke alarms	£6863
TV aerials	£68,605
Replacement doors	£68,875
Replacement kitchens	£91,064
Renewal of windows	£18,889
Gladstone Ave stoneworks	£147,621
Road adoption	£44,653
Electrical checks	£6,779

The Association's plans for investment are well advanced for meeting the 2015 deadline for the Scottish Housing Quality Standard. This year we reached 98.5% compliance with the standard, required of all housing associations and local authorities by this Government deadline. We plan further works this year to increase the compliance towards the 100% goal.

Medical adaptations

We received grants of £28,273 from the Scottish Government to carry out adaptations to residents houses when they need to be adapted to suit a change in medical condition. This allowed us to carry out 18 improvements ranging from installing a grab rail to putting in a level access shower. All improvements are assessed in advance by the Occupational Health Service.

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 contract if they have any queries about the service. We organised and billed out over £65,283 in factoring repair works during the year and we organise buildings insurance for those who wish it. During the year we started to use our new factoring computer system and we hope that owners won't have been too inconvenienced by the change-over. This has allowed all staff better access to the factoring information and should allow for improved services in future. The Association plans to set up a factoring subsidiary in the coming year so owners will be receiving more information about this in the coming months.

Health & Safety

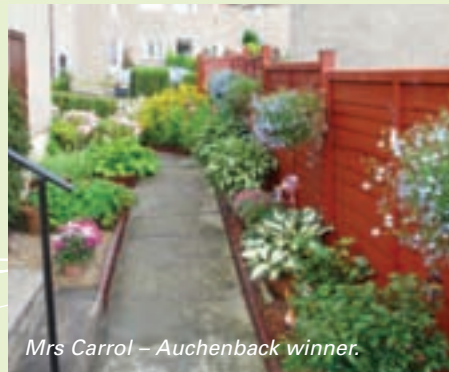
The property section co-ordinates all Health & Safety aspects of the Association's work. This involves updating policy and practices, inspecting and assessing our systems and procedures, keeping our staff safe. Our regular and routine audit took place during 2010 with the Association getting a very positive report. We are pleased to report there were no serious health and safety accidents last year.

Garden Competition

Our annual garden competition was keenly fought this year with many residents putting a great deal of effort into their gardens and backcourts. The judges thought the range of plants and colours on display were truly amazing.

Our overall winner, Mrs Fraser of McCulloch Way, was worthy of exceptional praise as she had only lived in the her house for six months and had completely transformed her garden in a very short period.

The judges wanted to say a big thank you to all our keen gardeners, as the areas visited really benefit from the effort they put in.



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	2009/10	2010/11 Target	2010/11 Achieved
Emergency repairs	99.8%	100%	100%
Urgent repairs	99.0%	99.5%	*99.3%
Routine repairs	97.9%	98.0%	n/a
Gas safety certificates	99.7%	100%	99.3%
SHQS achieved	97.4%	98.7%	98.7%
Overall satisfaction with repairs	99.6%	100%	98.8%

*Combined for all other non-E repairs

Housing Management

Task	2009/10	2010/11 Target	2010/11 Achieved
Number of housing applicants	1086	n/a	1363
Rent arrears – current	2.7%	1.7%	2.1%
Rent arrears – non tech current	2.6%	n/a	2.1%
Former tenant arrears	2.5%	2.7%	1.9%
Number of evictions	5	n/a	3
Number of abandoned properties	20	n/a	7
Right to Buy Sales	2	n/a	1
Rent loss due to voids	0.7%	0.5%	0.5%
Void period 0-2 weeks	68%	75%	62.5%
Void period 2-4 weeks	12%	20%	16.7%
Void period 4+ weeks	20%	5%	20.9%
Void turnover of stock	12.4%	10%	8.3%

Governance and Finance

Task	2009/10	2010/11 Target	2010/11 Achieved
Committee attendance	68%	75%	74%
Membership numbers	301	n/a	174
% membership at AGM	<10%	10%	14%
Newsletters issued during year	3	3	3
Staff absence - total	2.9%	2.5%	3.2%
Staff absence - long-term	1.8%	n/a	n/a
Staff absence - short-term	1.1%	1.0%	0.9%
Complaints made to Sub-Committee	2	n/a	0
Complaints made to Ombudsman	1	n/a	0
Average rent increase	2.9%	n/a	2.0%
Factoring arrears	69%	n/a	82.5%
Management/admin costs per unit	£943	£896	£850
Maintenance costs per unit	£335	£362	£333
Interest cover	2.46	1.43	2.56
Bad debt write off	£42,730	n/a	£28,315
Staff costs/turnover	22.0%	21.1%	20.2%
Current ratio	1.6	n/a	1.4
Gross surplus	21%	21%	24%
Net dept per unit	£15,547	£15,427	£14,785

Average Weekly Rents

Size	Rent
1 apartment	£36.02
2 apartment	£54.86
3 apartment	£68.36
4 apartment	£73.49
5+ apartment	£87.82

Finance

Policies Reviewed During Year

- Remit of Management Committee
- Remit of Sub-Committees
- Delegated Authority of Director
- Schedule 7, Control of Benefits to Staff and Committee
- Rechargeable Repairs
- Debt Recovery
- Code of Conduct for Staff and Committee
- FLAIR Constitution
- Strategy and Development Funding Plan
- Notifiable Events
- Asset Management
- Treasury Management
- Staff Re-imbursement for Out-of-Hours Work
- Financial Regulations
- Dignity at Work
- Fraud, Theft and Loss

Income and Expenditure 2010/11

With interest rates remaining very low for a further year, the Association was able to make a good surplus again in the year of £411,164. We assumed a higher LIBOR interest rate in the budget which gave us some contingency and ultimately our actual interest paid was much lower. Interest payments are still significant to the organisation so have been subject to further scrutiny during the year.

We appointed JC Rathbone Associates as independent financial consultants to review our private loans to give us some certainty

Income 2010/11

Rental Income	£2,912,702
Service Charges	£86,711
Supporting People	£17,763
Factoring Charges	£19,702
Wider Role Grant	£138,561
Big Lottery Grant	£43,799
Bank Interest	£12,985
Agency Income	£6,775
Development allowances	£3,335
Gain on sales of RTBs	£13,841
TOTAL INCOME	£3,256,174

on interest payments going forward. We now have a range of secured options going forward and this should limit the uncertainty for us when interest rates start to rise.

We monitored closely our loan covenants to ensure we met our loan commitments. We also managed our cash reserves as well as possible to obtain optimum bank interest at £12,985 for the year.

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 £40,391 for these projects, with the exception of the Big Lottery.

We sold one property under the Right to Buy legislation during the year and have confirmed the new Right to Buy arrangements to tenants following the introduction of the Housing (Scotland) Act 2010.

Expenditure 2010/11

Housing Management	£739,954
Routine Maintenance	£284,390
Bad Debts	£28,132
Cyclical Maintenance	£153,061
Planned Maintenance	£584,192
Factoring	£22,229
Housing Depreciation	£277,493
Tenant Participation	£6,329
Service costs	£86,711
Supporting People	£30,617
Wider Role costs	£178,952
Wider Role– Big Lottery	£10,356
Interest Payable	£403,630
Agency Services costs	£6,527
Development costs	£32,437
TOTAL EXPENDITURE	£2,845,010

Management Committee members with our Director.



Committee Members

at 31.03.11

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

Committee and Staff

100% attendance from majority of our staff shows their commitment to Barrhead Housing Association



During the year we said farewell to our Housing Manager, Michael Byrne, after five and a half years he has decided to move to a similar post within Glasgow and we wish him well in his new post. With the decline in housing investment, we no longer use the services of Williamsburgh Housing Association but wish to thank them for their help and assistance with our potential programme. We still work with Williamsburgh as part of FLAIR. We welcome back Siobhan Cannon, our Receptionist who had been off on maternity leave. Sima Moradi, our Positive Action for Training in Housing (PATH) trainee is now

at Linstone Housing Association but will be rejoining the Association later this year while she completes her housing diploma. We also welcome Sadia Jabeen as a six month trainee and she started with us in March 2011 through the Future Jobs Fund training programme with SCVO. Unfortunately this programme has now been scrapped by the Coalition Government but Sadia is doing well with the Association and we will support her through her employment with us.

We also now have two staff due to go off later in 2011 to have babies so there will be some new faces around later in the year – normal service will continue.

Staff Members

at 31.03.11

Shirley Robison	Director
Jim Munro	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
Chris Creaney	Housing Assistant
Dawn Gilmour	Finance Assistant (p/t)
Sadia Jabeen	FJF Clerical Trainee (temp)
Lynn Kerrigan	Maintenance Officer
Rhonda Leith	Community Learning Co-ordinator (temp)
Jackie McColl	Housing Officer
Sandra Neilson	Housing Officer
Janice Peters	Maintenance Officer
Dionne Rennie	Receptionist
Lynne Sheridan	Property Assistant
Margaret Wilson	Housing Support Officer



Barrhead's current staff team.



Barrhead Housing Association
Limited

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



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Web: www.barrheadha.org**

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

