

Barrhead MATTERS

Barrhead Housing Association



Barrhead Housing Association Limited

SCOTTISH CHARITY NO. SC 036265

SUMMER 2011

Tenant Satisfaction Rates soar for Barrhead Housing Association!

2011 Tenant Satisfaction Survey Results

As many tenants will know, we have commissioned Research Resource, to complete a tenant satisfaction survey with interviews being undertaken during May and early June 2011 with over 265 of our tenants. This represents 30% of our total number so is a good representative sample. It is really pleasing to report that following on from good levels of satisfaction from the 2004 and 2007 surveys, the Association continues to make significant improvements in our services to our local tenants, across a wide range of service areas. We believe this is as a result of providing good quality services from a locally based community controlled housing association.



Tenant Survey Results:
97% of our tenants think we are doing a good job!

See page 2 for full results

“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

Chartered Institute of Housing President, Jim Strang, opens the 2011 FLAIR Conference.



FLAIR Conference 2011

See page 2 for full full story

Annual General Meeting

Barrhead Housing Association's Annual General Meeting will be held on Thursday 18th August 2011 at 7pm in Voluntary Action's office at the Westbourne Centre, Barrhead.

All Members are welcome and transport can be arranged by contacting the office.

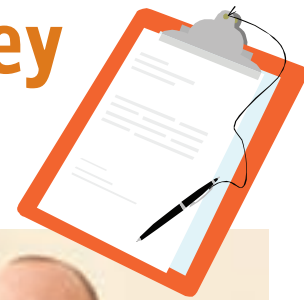
The usual format is for the Chairperson and Director to provide reports on the year's activities and performance with the Auditors and finance manager providing a detailed report on our financial statements for the year ending 31st March 2011. This is followed by presentations to our garden competition winners and to the winner of our Good Neighbour 'John McIntyre' Award.

IN THIS ISSUE HOW WELL DID THE CONTRACTORS DO? • GARDEN COMPETITION • FACTORING SERVICE • SHELTERED HOUSING • HOME INSURANCE

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2011 Tenant Satisfaction Survey results in full...



Here is a summary of the results:

- 97% tenants are satisfied with the Association as a landlord, up from 90% in 2007 and with only four tenants dissatisfied.
- 100% tenants were satisfied with the Association in keeping them informed about activities and services, up from 92% in 2007.
- 100% tenants want to see newsletters continuing as the most favoured communication source, followed by letters at 69%. 99% of tenants use newsletters to be consulted about decisions.
- 93% of tenants are satisfied with the Association taking account of their views, up from 86% in 2007.
- 97% of tenants are satisfied with the quality of services received, with only five tenants stating they were dissatisfied.
- 98% of tenants stated they were satisfied with the customer service they receive when contacting the Association, with only three individuals dissatisfied.
- 94% of tenants were satisfied with the repairs service, an increase from 77% in 2007.
- 94% of tenants said their neighbourhood is a good place to live in, up from 78% in 2007.

In the main, tenants found our information sources including newsletters, annual reports and tenants handbooks were well read. However only 29% of tenants have access to home internet facilities, with 63% of tenants using a mobile phone. On the question of rent and value for money, in this current economic climate, tenants were more cautious about whether their rent represented good value but 89% of tenants said they received enough information on how the rent is spent.

63% of our tenants felt it essential to provide gardening services.



The top three services tenants believed essential were:

- 94% felt it essential to provide a morning/afternoon appointment time for repairs, which we do.
- 65% felt it essential to provide a handyman/caretaker services.
- 63% felt it essential to provide gardening services, which we have begun to address in Dunterlie and will roll out to other areas.

Asked about tenant aspirations for the future, the following was noted:

- 86% felt it essential to have walk-in showers for elderly/disabled.
- 74% felt it essential to have a new bathroom every 20 years.
- 65% felt it essential to have a shower over the bath.

We are delighted with the results and proud that tenants feel services are improving. We will use this information to assess what else we need to do to improve and would welcome any feedback from tenants on the results or the services provided. We would like to thank all those who participated in the survey. Thanks very much!



“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

FLAIR's Second Conference



In partnership across the local area, FLAIR (the Federation of Local Associations in Renfrewshire and East Renfrewshire) held its second annual staff and committee conference at the Glynhill Hotel on 9th June 2011.

Guest speakers included the President of the Chartered Institute of Housing, Jim Strang (from Uplawmoor). He opened the conference and gave a good presentation on the local difficulties facing housing associations going forward. The conference held workshops on a range of topics including welfare reform, supporting people, joint procurement, housing need and demand, and on the mystery shopping

exercise recently undertaken. The conference closed with Dr Mary Taylor the Chief Executive of the Scottish Federation of Housing Associations providing a discussion on the main issues facing Associations and the work of the SFHA in lobbying for change.

Photographed, FLAIR spokesperson from Linstone Housing Association Nanette Reid launched the second Annual Review 2011 which has now been issued to all local tenants and residents.

The conference was attended by about 85 delegates and was judged a great success.

Improving Your Home – how well did the contractors do?

After we carry out improvement works to our properties, we seek feedback from our tenants who have witnessed first hand how well the contractors did the job. We do this through a range of methods including telephone surveys and sending out a questionnaire. The feedback allows us to assess how good the contractors are and whether we should continue to use them. We carried out a wide range of works last year including kitchen, heating and door replacements. The results were very good with all returned forms showing high levels of satisfaction. These views are really important so please continue to send in feedback both positive and negative. It will make a difference for the future.

Door Replacement – Auchenback

21 questionnaires were returned, with 20 people confirming the contractor was very good. The last survey suggested the contractor was good. In all cases, people were happy with their new doors. So it was a 100% satisfaction with the overall contract carried out by Anglian Windows.

Kitchen Replacement – Sheltered Complex

15 of the residents returned their surveys with all reporting that they were happy with their new kitchens and that the contractor had performed well. So again, a big thank you to the tradesmen at MCN Ltd.

Gladstone Avenue – Windows and Stonework

We recently replaced the windows at Gladstone Avenue and Cogan Street as part of the stonework repairs work. 12 people responded all of whom were happy with the windows and the installer – Cruden Building and Renewals Ltd.

Thank you to those responding. We value your comments and do use these to improve and keep to the high standards we aim for.

Gas Servicing

As you will be aware, City Technical Services Ltd carry out our annual gas safety visits once a year.

As part of our safety procedures we have a small number of safety visits checked for quality by an external safety company, Optimum Technical Services Ltd. Optimum may contact you in order to arrange a visit to assess the quality of the work undertaken by City Technical.

We would encourage you to allow access to both contractors as it is for your own safety. This ensures City Technical are completing the safety visit correctly.



Garden Competition 2011... the results are in!

1ST
PRIZE



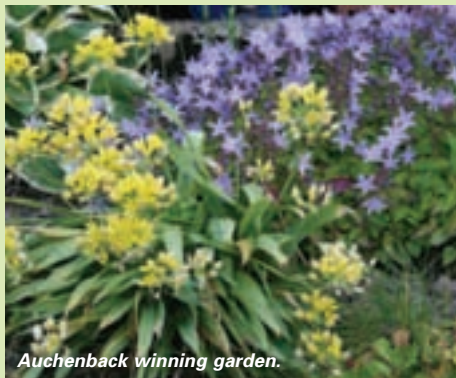
Overall winner – Mrs Fraser at McCulloch Way.

Another fantastic effort by all our gardeners was on display for the annual garden competition. The competition was judged on the 4th of July 2011 in the beautiful sunshine.

The best garden prize was won for the second year running by Mrs Fraser of McCulloch Way whose garden was in spectacular bloom. The other winners were Mrs Carrol of Auchenback, Mrs Cameron, Mr Fulton of Dunterlie and Miss Macdonald of Northpark. Best back court was won by 16 Centre Way for the first time!...congratulations to all!



Lowndes Court
"highly recommended"
back court.



Auchenback winning garden.



Northpark winning garden.



Dunterlie winning garden.



16 Centre Way – best back court.

Factoring Service

We are planning to make some changes to the way we manage our Factoring Service due to tax legislation and the way we account for VAT. We will be transferring the management of the factoring service to a subsidiary company wholly owned by the Association. This will ensure that the Association's charitable status is not affected. You should notice little change to the services we provide. However, there are a number of steps we will have to go through to transfer the duties to the new subsidiary company.

The subsidiary company has yet to be named and this will probably be the biggest difference you will notice as the letterhead on your factoring account will change. You

will still be managed by the same staff and you will still get all services from our office.

Part of this process of transferring to the subsidiary will be the requirement to host a series of close meetings. At these meetings we will put forward a new set of terms and conditions for individual closes. We will write out to all affected owners prior to these meetings. We hope to start these meetings in the autumn.

Factored owners should note that we have changed our insurers to Farr Insurance. We have secured a reduction in the premium and this has been reflected in the factoring accounts. If you arrange your own insurance, please remember to send us in your details every year.

Staff Changes at Barrhead Housing Association



Local tenants may have noticed that Dionne Rennie is expecting a baby and she has now finished up for maternity leave. Our temporary trainee, Sadia Jaheed will be able to continue her training with us to cover this maternity leave so tenants will see more of Sadia at reception and on the phone. Please bear with her as she learns the ropes!

The Association would also like to confirm that after ten years with Barrhead Housing Association, Maureen Barnes, our Senior Housing Officer, has decided to move on to a similar post in Glasgow. Many of our tenants will know Maureen well and we will be sad to see her leave but we wish her all the best for the future! We have not yet decided what staff structure we would like to see going forward but this will be confirmed in due course. Committee and senior staff will take some time to review what resources we need going forward but services should continue as normal.

We would like to welcome in a temporary graduate intern appointment, with Gavin Johnston joining the Property Management Section for an initial six month period starting in early August 2011. Gavin will be assisting with initially factoring services for our new subsidiary organisation which will be set up later this year. We are also advertising for a part-time finance officer and hope to fill this post in the next couple of months.

Rent Payments £££!

During the summer months we appreciate people want to go on holiday and enjoy themselves. However, it is important that you do not forget to pay your rent and this should be a priority.

If you are struggling to pay your rent it is essential that you contact us to discuss the situation.

Councillor Ian McAlpine Joins Barrhead's Management Committee



In June 2011, following Councillor Devlin's resignation from Committee, Barrhead approved the appointment of Councillor McAlpine as a co-optee onto the Management

Committee. Councillor McAlpine comes with a wide range of experience, qualifications and skills particularly with a background in Social Work. He is Chair of the Council's Planning Committee and has an active interest in economic development, and is committed to promoting social justice and combating poverty. He is interested in regeneration and the provision of affordable housing in the East Renfrewshire area. We welcome him onto the Board and thank Councillor Devlin for his past interest in our work.

Sheltered Housing Complex



Social Care Social Work Improvement Scotland, which replaced the former Care Commission, carried out an inspection of the Main Street, Sheltered Housing Complex on 14 July 2011. The Inspection focussed on:

- Leadership including Staff Supervision
- Our Policies and Procedures on Participation and Consultation
- Quality Assurance Questionnaires and Satisfaction Surveys
- The Quality of Staff Training
- Support Plans
- Evidence of progress in addressing the recommendations from the last inspection in 2010 including training on Adult Support & Protection and liaison meetings with Bield Community Alarm Service.

We are pleased to report that the Inspector was happy with the progress we have made since our last inspection, and reported verbally that our grades will be:

- Quality of Care and Support: 5 = Very Good; and
- Quality of Staffing: 5 = Very Good.

This is an improvement from our last inspection in May 2010 when we awarded a Grade 5 for Care and Support, and a Grade 4 for Quality of Staffing.

Further details will be made available.

Home Contents Insurance

Tenants should be aware that the Association do not insure the contents of residents homes. This means that should an unfortunate accident of theft occur you may not be able to replace lost or damaged items. While we do not directly arrange or collect payments for contents insurance our residents are free to go to any insurance company. There are two

specific policies that may be of interest as these are designed specifically for social housing tenants. Scottish Federation of Housing Associations Diamond Scheme and the Employers in Voluntary Housing Scheme called Crystal.

Please contact the office for details.



If you have any comments or complaints to make about any of our services, please contact the office:

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