

# ANNUAL REPORT



**Gardeen Housing  
Association Ltd**

# 2016



# CHAIRPERSONS REPORT

This is my fourth year as Chairperson of Gardeen Housing Association. It has been another challenging year for the Association in difficult financial circumstances for all.

We have a new staff team in place that will allow us to continue to focus on providing an efficient service to tenants, owners and applicants.

We continued to hold Customer Charter Focus Group meetings and held two meetings during the year to receive valuable feedback on our local service. We continue to invest in our properties and worked with our contractors to deliver new boilers and completed a painterwork contract. We work with a team of local contractors. This helps to keep money in the area and reduces our costs to deliver a popular service to tenants.

The Management Committee continue to improve their skills and we have organised a programme of training in conjunction with other housing associations in Easterhouse to ensure that we keep up to date with change. We continue to attract members to join our Management Committee to help to guide the Association in the future.

Our priorities for the next year will be to work closely with partners to assist tenants manage ongoing welfare reform. We will also listen to tenants to help to improve our performance. We will continue to invest in the properties to ensure that your home is managed and maintained and that the rent you are charged is affordable.

**Colin Cameron,**  
*Chairperson*



At 31 March 2016 the Association had 88 members.

The Management Committee of Gardeen Housing Association makes the key decisions on behalf of the Gardeen community. The Committee comprises of 8 tenants, two owners and one other. Committee members receive training and support from staff and our partners to assist them manage the business. New Committee members are always welcome to join the Management Committee and will receive an induction pack and training and support. An external governance review is completed on an annual basis to review the skills of Committee members and the existing structures of the governance of Gardeen Housing Association. An action plan has been developed to assist Committee members in their role. The role of governance is vital to ensure that informed decisions are made. Committee members receive regular finance and governance training to equip them with the skills to manage the business in increasingly complex times.

## COMMITTEE MEMBERS



**Colin Cameron**  
Chairperson



**Marion Leat**  
Secretary



**David Lovett**  
Treasurer

**Mary McGuigan**

**Rena Clark**

**Sarah Caldwell**

**Corrina Brewer**

**Rena Quinn**

**Rose O'Malley**

**Margaret Smith**

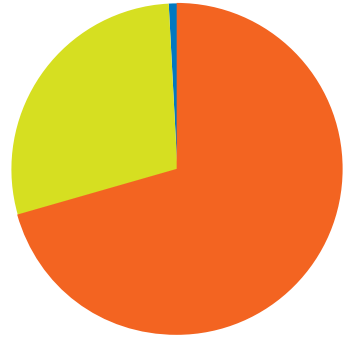
**Helen Marcowich**

The financial figures for 2015-16 highlight the completion of another successful year for the Association. We continue to adopt a prudent approach to all financial matters ensuring value for money and long term viability. We continue to invest in homes by updating bathrooms, kitchens and heating systems.

Net assets now stand at £1,837,428.

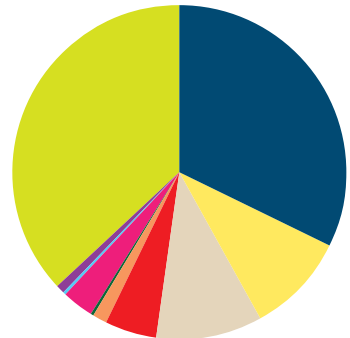
## Income

● Rental Income	£878,819
● Factoring & Other Income	£355,047
● Interest Income	£10,284
<b>Total</b>	<b>£1,244,150</b>



## Expenditure

● Management	£363,672
● Day to Day Repairs	£108,305
● Planned Maintenance	£113,300
● Estate Services	£55,688
● Tenant Participation	£17,187
● Factoring	£1,311
● Loan Interest & Other Charges	£36,862
● Wider Action	£2,668
● Bad debts	£7,659
● Depreciation	£412,725
<b>Total</b>	<b>£1,119,377</b>
<b>Surplus for the year:</b>	<b>£124,773</b>

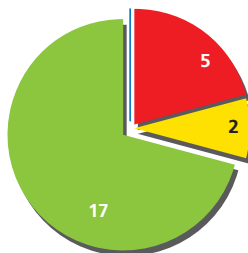


Surplus is excess income over what we have spent in the year. This money is set aside to ensure we have funds for planned maintenance works in the future. For example, new kitchens, new boilers, new heating systems and in the future new bathrooms are paid from the surplus money that we set aside each year. As we are a not for profit charity, surplus is not a profit and is simply set aside for future costs.

## ALLOCATIONS & VOIDS

During the year the Association relet 24 properties. The breakdown of lets was as follows:

<b>Transfers</b>	<b>5</b>
<b>Section 5</b>	<b>2</b>
<b>Housing Register</b>	<b>17</b>
<b>Nomination</b>	<b>0</b>
<b>TOTAL</b>	<b>24</b>



There were 0 mutual exchanges during the year.

The Association remains a popular choice for people seeking rehousing. Of the 24 properties let, 22 were accepted on the first offer. The other 2 were accepted on the second offer.

The Association had 0 days rent loss due to voids. This meant that properties were relet the day after they became empty, equating to 0.00% of our rental income.

### Relet Performance:

<b>Void Loss Period</b>	<b>No. Properties</b>
0 day void	24

During the year the Association received 17 Section 5 Homeless Referrals from Glasgow City Council Homelessness Service. Of these referrals 2 were able to take up housing with the Association on a Scottish Secure Tenancy. No referral cases required to go to arbitration.

## HOUSING REGISTER

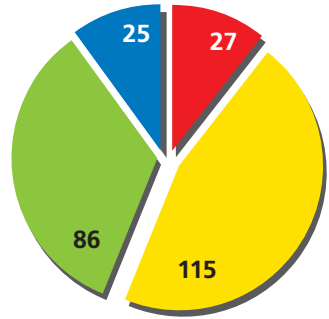
As can be seen from the above, the Association remains a popular choice for people seeking rehousing. Gardeen is part of the EHRA Common Housing Register (CHR) which makes it easier for applicants to apply to more landlords and increase their choice. As at 31st March the CHR held 320 active applications.

During the year we processed 72 applications for rehousing. All were processed within the target timescale of 7 working days to fully process and letter.



The Association continues to receive more applications than we have stock, which unfortunately always means that only a small proportion will ever be able to get rehousing. Below gives a breakdown of our stock:

	Gardeen Stock No's
2apt	27
3apt	115
4apt	86
5+apt	25
<b>TOTAL</b>	<b>253</b>



## RENT ARREARS

The Association continued to work hard to try and keep rent arrears low and to assist tenants in dealing with rent arrear problems. As a result, at the 31st March, non-technical current tenant rent arrears stood at 0.36%.

Rent Arrears Performance:	Sum (nearest £)	% of rental income
Total Current Tenant Arrears	£7,844	0.89%
Technical Arrears	£4,159	0.47%
Non-Technical Arrears	£3,685	0.42%
Total Former Tenant Arrears	£179	0.02%

## ESTATE MANAGEMENT

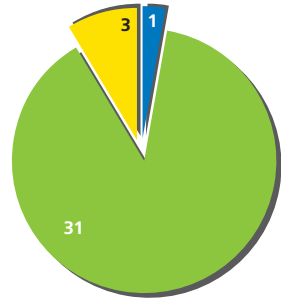
The Association continues to regularly inspect the area and carry out work to try to maintain the area to a high standard. We carry out landscaping to communal areas with regular litter picking to try and keep the area tidy for residents.

The Association are keen to keep tenants satisfied and we wish to deal with any concerns as quickly and effectively as we can.



During the year we received a total of 35 complaints. Of the 35 anti-social behaviour/nuisance complaints we received during the year, the breakdown was as follows:

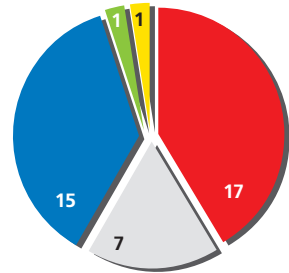
<b>Assault/Verbal Abuse Allegations</b>	<b>1</b>
<b>Neighbour Noise/Nuisance</b>	<b>31</b>
<b>Pet Nuisance</b>	<b>3</b>



## LEGAL ACTION

The Association would rather try and resolve any matters with tenants without recourse to legal action, however, we will pursue legal action when required. A summary of legal action taken during the year is as follows:

Type of Action	No. of cases
Notices Served	17
Court Actions Initiated	7
Court Callings	15
Decrees Awarded to Gardeen	1
Eviction Decrees Implemented	1



## MAINTENANCE AND REPAIRS

It was another busy year for repair work. The Association completed 19 emergency repairs. The average time taken to carry out an emergency repair was 2 hours 0 minutes.

The Association completed 1174 non-emergency repairs. The average time taken to carry out non-emergency repairs was 3 days.

The Association instructed 1174 'Right First Time' jobs. For a job to be classed as 'Right First Time' two criteria must be met:

1. The repair is completed within the landlord's targets agreed locally (Emergency: make safe within 4 hours, repair within 24 hours; Urgent: 3 working days; Routine: 7 working days; Right to Repair: Various).
2. The repair is completed without the requirement for further appointments due to the repair being inaccurately diagnosed and/or, the operative not resolved the reported problem.

1139 out of 1174 Right First Time category jobs were completed Right First Time.

1053 reactive repair appointments were made with tenants and of those 1034 appointments were kept by the Association's contractors.

## CYCLICAL & PLANNED MAINTENANCE

Some of the cyclical and planned maintenance works carried out during the year included:

- **Gas service checks to all properties (as legally required);**
- **Periodic electrical inspections to all voids and those due a cyclical check;**
- **Bathroom replacements at void;**
- **Smoke detector replacements;**
- **Roof anchor checks;**
- **Gutter cleaning;**
- **Ongoing replacement of electric heating systems with gas;**
- **Cyclical Painterwork at Phases 3 & 4**
- **Phase 5 boiler replacements;**
- **Landscaping works.**

The Association is committed to providing timely cyclical and planned maintenance in order to keep tenants homes safe and to a good standard. A further stock condition survey was carried out in 2015 by Brown & Wallace. This survey confirmed that all of the Association's stock meets the new Energy Efficiency Standard for Social Housing. This Standard aims to improve the energy efficiency of the social housing stock in Scotland.

## ADAPTATIONS

During the year the Association received just over £34,465 grant from Glasgow City Council to carry out 21 adaptations to properties, being a mixture of bathroom works and garden works.



## REPAIR SATISFACTION

The Association issues a repair receipt and satisfaction survey to residents for every tenant repair instructed. During 2015/16 we issued 1174 and had 238 of these returned (20.3%). A summary of responses:

Question – Tenants Response	Yes	No
Repair Complete By Due Date	235	3
Repair Satisfactory	236	2



	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	% Satisfied
Contractors Punctuality	233	3	0	0	2	99.16%
Level of Disturbance	236	2	0	0	0	100.00%
Tidiness of Contractor	236	2	0	0	0	100.00%
Helpfulness of Association Staff	238	0	0	0	0	100.00%
Overall Repairs Service	236	2	0	0	0	100.00%

## PROPERTY INSPECTIONS

During the year the Association staff carried out approximately 153 property inspections. The purpose of the inspections is to ensure that the property has been properly maintained, that the tenant is happy with the quality of service they are receiving from the Association, and to update us on contact details, emergency details and the household composition. A rolling programme of property inspections is ongoing.



## COMPLAINTS REPORT

We try to ensure that we provide a good service to tenants, applicants and owners but sometimes we might get it wrong. We also want to know if someone is unhappy with our services so we can investigate and put things right.

We follow the Complaints Handling Procedure produced by the Scottish Public Services Ombudsman (SPSO). During 2015-2016, we received 6 complaints. We upheld 3 of the complaints and worked with our contractors to improve our service and reviewed our procedures.

## SCOTTISH SOCIAL HOUSING CHARTER (CHARTER) AND TENANT INVOLVEMENT

The Charter became effective in 2012 and sets out sixteen outcomes and standards that Gardeen Housing Association should be working towards achieving. We have gathered this information and submitted our third Annual Return on the Charter for the year 2015-2016. This return is sent to the Scottish Housing Regulator who is responsible for assessing our performance. The Charter will be reviewed again in 2017.

When	Who	What
Throughout year	Gardeen	Assesses performance against the Charter
May	Gardeen	Completes and submits ARC (Annual Return on the Charter) to SHR
August	SHR	Publishes on the SHR website a report about each landlord with key data from its ARC
October	Gardeen	Reports its performance to all its tenants
By March	SHR	Publishes regulation plans for RSLs and contributes to Assurance and Improvement Plans for Councils
By March	SHR	Publishes a report on the analysis of the sector's performance in achieving the Charter

Not all Charter outcomes and standards apply to Gardeen, for example, outcome and standard number 12 is about local councils and their duties on homelessness, and number 16 is about responsibility for managing sites for Gypsies/Travellers and Gardeen does not carry out such work.

The other 14 outcomes and standards do apply to Gardeen. These are:

1.	Equalities
2.	Communication
3.	Participation
4.	Quality of Housing
5.	Repairs, Maintenance & Improvements
6.	Estate Management, Anti-social Behaviour, Neighbour Nuisance & Tenancy Disputes
7-9.	Housing Options
10.	Access to social housing
11.	Tenancy sustainment
13.	Value for money
14-15.	Rents and service charges

## GARDEEN CHARTER CUSTOMER FOCUS GROUP

Gardeen Housing Association established the Gardeen Charter Customer Focus Group to provide feedback on the performance and service provided by the Association in 2013. This group of tenant customers met twice during 2015-2016 year and provided us with useful information and feedback on our services. The Group told us that:

- They liked the local office and knew all the staff
- They wanted performance information that was easy to read
- They knew how to complain about the service
- They liked the repairs service



## PERFORMANCE REPORT 2016

We will be providing all tenants, owners and applicants with a separate performance report by October 2016. This will provide information on our performance during 2015-2016 and will also provide information on how our performance compares with other housing associations.



## MANAGEMENT COMMITTEE OF GARDEEN HOUSING ASSOCIATION

As you know, Gardeen is managed by a Committee of Management, made up of local residents, who employ staff to carry out the day to day work of the Association. The Committee of Management determine the strategy of the Association and they monitor and scrutinise the work of the staff to ensure our aims and objectives are being met. As local residents, the Committee of Management have the interests of Gardeen tenants and residents as prime importance. The Committee of Management is always looking to encourage additional tenants and residents to get involved. If you are interested in this please simply contact Roslyn at our office to have a chat. If you would rather speak to an existing Committee member beforehand, again please just contact us at the office and we will arrange this for you.



## PERFORMANCE REPORT FOR 2015/16

	2015/16	2014/15
<b>Committee Members</b>		
Number of Committee Members	11	11
<b>Membership</b>		
Number of members at 31/03/16	88	120
<b>AGM</b>		
% of members who attended AGM	30%	22%
<b>Staff</b>		
Number of staff (permanent)	5	5
Number of staff (temporary)	1	0
<b>Rent Arrears</b>		
% total current non technical arrears	0.9%	0.89%
<b>Void Loss</b>		
% void loss	0%	0.1%
<b>Repairs</b>		
% Reactive Repairs completed right first time	97.02%	96.65%
Average Time to Complete Emergency Repairs	2 hours	2 hours 12 mins
Average Time to Complete Non-emergency repairs	3.11 days	3.77 days
<b>Rent Increase</b>		
Average rent increase	1.5%	2%
<b>Evictions Carried Out</b>		
Number of evictions carried out	1	0
<b>Properties</b>		
Number of Gardeen homes	253	254

# PERFORMANCE REPORT



## WIDER ROLE

Gardeen Housing Association works in partnership with other Associations in Greater Easterhouse to secure funding for wider role activities.

## MONEY ADVICE

In partnership, Gardeen Housing Association has secured additional welfare rights advice. This has allowed for a dedicated member of staff from Greater Easterhouse Money Advice Project to assist residents to manage their money. This has been proved popular and we are keen to expand this service further should funding allow.



## MODERN APPRENTICE

In partnership, the Management Committee are pleased to note that funding was available to recruit and appoint a Modern Apprentice. Kirsty Brothers is a Modern Apprentice at Gardeen Housing Association.

## DEVELOPMENT UPDATE

### BURNMOUTH ROAD

The Management Committee were keen to build new homes on the site at Burnmouth Road. This land is owned by Glasgow Housing Association. Glasgow City Council provides the grant for the new homes and has given permission for around 43 homes for mid-market rent to be built by Glasgow Housing Association (Wheatley Group). The mid-market rents are approximately £500 per month.

### VACANT SITE AT HALLHILL ROAD

Keepmoat are planning to build around 100 homes for sale starting at £115,000 at the site at Hallhill Road.



## STAFF

Gardeen Housing Association staff as at 31 March 2016:



**Roslyn Crawford**  
Director



**Anna Morton**  
Customer Services Officer



**Lyndsay Findlay**  
Senior Housing Officer



**Clare Gallagher**  
Property Services Assistant



**Debbie McVean**  
Administrative Assistant  
(From March 2016)



**Rhona Joss**  
Finance Agent (FMD)



**Kirsty Brothers**  
Modern Apprentice

Tom Atkinson: Atkinson Partnerships

# STAFFING REPORT





## Gardeen Housing Association Limited

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Email: [info@gardeenh.co.uk](mailto:info@gardeenh.co.uk)

Website: [www.scottishhousingconnections.org/shcc](http://www.scottishhousingconnections.org/shcc)



@gardeenh



**Open Weekdays 9:30am - 4:30pm**

(Closed for lunch 12:30pm - 1:30pm,

and for training throughout Thursday morning)