

ANNUAL REPORT 2017



**Gardeen Housing
Association Ltd**



CHAIRPERSONS REPORT

This is my fifth and final year as Chairperson of Gardeen Housing Association. I have enjoyed this challenge and will be remaining as a Gardeen Committee member.

We continue to invest in your homes and worked with our contractors to deliver new kitchens and new heating systems. Gardeen works with a team of local contractors. This helps to keep money in the area and reduces our costs to deliver a reliable service to tenants. This also helps us to charge affordable rents as we keep costs down.



The Management Committee continue to improve their skills and we have organised a programme of training 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.

We use internal audit to improve our financial policies and procedures and to ensure that our focus remains on improving our service to tenants.

Our priorities for the next year will be to work closely with partners to assist tenants manage on-going welfare reform. We will also listen to tenants to help to improve our performance. We want to build new homes if we can. 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 2017 the Association had 72 members.

The Management Committee of Gardeen Housing Association makes the key decisions on behalf of the Gardeen community. The Committee comprises of 6 tenants, two owners and two others who support Gardeen. Committee members receive training and support from staff and our partners to assist them to manage the business. New Committee members are always welcome to join the Management Committee and will receive an induction pack, 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

Corrina Brewer

Helen Marcowich

Rose O'Malley

Margaret Livingstone

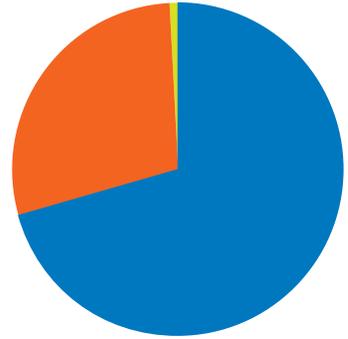
Sarah Lack McDevitt

FINANCE REPORT

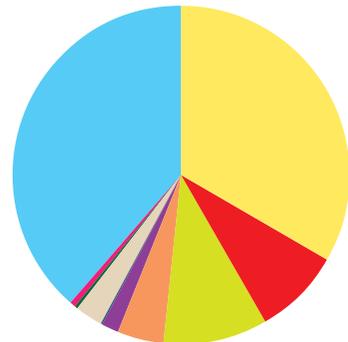
The financial figures for 2016-17 highlight the completion of another successful year for the Association. We continue to adopt a prudent approach to all financial matters ensuring value of money and long term viability. We continue to invest in homes by updating bathrooms, kitchens and heating systems.

Net assets now stand at £1,977,460.

Income	
Rental Income	£887,139
Factoring & Other Income	£363,897
Interest Income	£7,457
Total	£1,258,493



Expenditure	
Management	£373,477
Day to Day Repairs	£95,490
Planned Maintenance	£110,115
Estate Services	£51,112
Tenant Participation	£17,665
Factoring	£774
Loan Interest & Other Charges	£31,050
Wider Action	£2,500
Bad debts	£4,460
Depreciation	£431,802
Total	£1,118,445
Surplus for the year:	£140,048

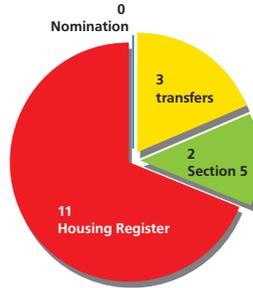


Surplus is excess income over what we have spent in the year. This money is set aside to ensure we have funds for planned maintenance works in the future. For example, new kitchens, boilers, heating systems, bathrooms and windows are paid from the surplus money that we set aside each year. As we are 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 16 properties. The breakdown of lets was as follows:

Transfers	3
Section 5 (homeless)	2
Housing Register	11
Nomination	0
TOTAL	16



There were 2 mutual exchanges during the year.

The Association remains a popular choice for people seeking rehousing. Of the 16 properties let, 14 were accepted on the first offer. The other 2 were accepted on the second offer.

The Association had 3 days rent loss due to voids. This meant that the majority of our properties were relet the day after they became empty, equating to 0.00% of our rental income.

Relet Performance:

Void Loss Period	No. Properties
3 days void	16

During the year the Association received 5 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

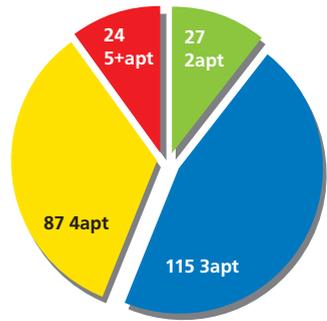
As can be seen from the above, the Association remains a popular choice for people seeking rehousing. Gardeen is part of the EHRA Common Housing Register (CHR) which makes it easier for applicants to apply to more landlords and increase their choice. As at 31st March 2017 the CHR held 614 active applications.

During the year we processed 93 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	87
5+apt	24
TOTAL	253



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 2017, non-technical current tenant rent arrears stood at 0.36%.

Rent Arrears Performance:	Sum (nearest £)	% of rental income
Total Current Tenant Arrears	£9,488	1.07%
Technical Arrears	£5,693	0.64%
Non-Technical Arrears	£3,795	0.43%
Total Former Tenant Arrears	£1,077	0.12%

ESTATE MANAGEMENT

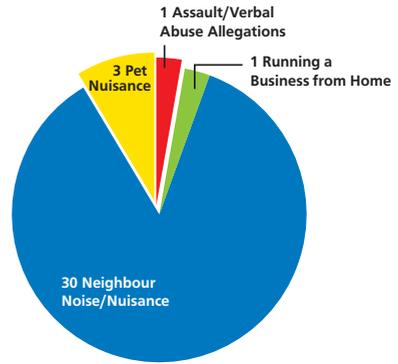
The Association continued to regularly inspect the area and carried out work to try to maintain the area to a high standard. We carry out landscaping to communal areas with regular litter picking to try and keep the area tidy for residents.

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:

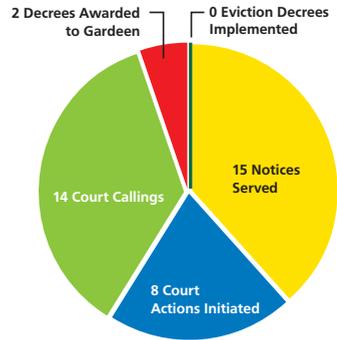
Assault/Verbal Abuse Allegations	1
Running a Business from Home	1
Neighbour Noise/Nuisance	30
Pet Nuisance	3



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	15
Court Actions Initiated	8
Court Callings	14
Decrees Awarded to Gardeen	2
Eviction Decrees Implemented	0



MAINTENANCE AND REPAIRS

It was another busy year for repair work. The Association completed 34 emergency repairs. The average time taken to carry out an emergency repair was 1 hour 38 minutes.

The Association completed 981 non-emergency repairs. The average time taken to carry out non-emergency repairs was 2.62 days.

The Association instructed 981 '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.

968 out of 981 Right First Time category jobs were completed Right First Time.

693 reactive repair appointments were made with tenants and of those 684 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 top up at Phase 6;**
- **Phase 6 boiler replacements;**
- **Phase 5 kitchen replacements;**
- **Phase 2 full central heating 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 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. A further stock condition survey is programmed for 2018.

ADAPTATIONS

During the year the Association received £57,692 grant from Glasgow City Council to carry out 20 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 2016/17 we issued 981 and had 384 of these returned (39.1%). A summary of responses:

Question – Tenants Response	Yes	No
Repair Complete By Due Date	381	3
Repair Satisfactory	381	3

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	% Satisfied
Contractors Punctuality	374	9	1	0	0	99.74%
Level of Disturbance	361	20	1	1	1	99.22%
Tidiness of Contractor	367	13	2	1	1	98.96%
Helpfulness of Association Staff	379	5	0	0	0	100.00%
Overall Repairs Service	375	9	0	0	0	100.00%

PROPERTY INSPECTIONS

During the year the Association staff carried out approximately 93 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.

ACQUISITIONS

The Association acquired 29 Burnmouth Road from City Property on 31st March 2017. This is currently being refurbished and will be allocated in Autumn 2017.



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 2016-2017, we received 11 complaints. We upheld 7 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 fourth Annual Return on the Charter for the year 2016-2017. This return is sent to the Scottish Housing Regulator who is responsible for assessing our performance. The Charter has recently been reviewed.

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, responsibility for homeless and sites for Gypsies/Travellers does not apply to Gardeen Housing Association.

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. 8. & 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

This Charter Focus group meets on an annual basis to discuss the performance of the Association and to hear about the services that the Association provides.



PERFORMANCE REPORT 2017

We will be providing all tenants, owners and applicants with a separate performance report by October 2017. This will provide information on our performance during 2016-2017 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 a community controlled organisation where decisions are made by the Management Committee made up of local residents and interested individuals, who employ staff to carry out the day to day work of the Association. The Management Committee agrees the strategy of the Association and they monitor and scrutinise the work of the staff to ensure that the service to you is provided in accordance with the law and best practice. The Management Committee 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.

You will receive an induction pack, training and support.



PERFORMANCE REPORT FOR 2016-2017

	2016/17	2015/16
Committee Members		
Number of Committee Members	10	11
Membership		
Number of members at 31/03/17	72	88
AGM		
% of members who attended AGM	30%	30%
Staff		
Number of staff (permanent)	6	5
Number of staff (temporary)	0	1
Rent Arrears		
% total current non technical arrears	0.43%	0.42%
Void Loss		
% void loss	0%	0%
Repairs		
% Reactive Repairs completed right first time	98.67%	97.02%
Average Time to Complete Emergency Repairs	1.38 hours	2 hours
Average Time to Complete Non-emergency repairs	2.62 days	3.11 days
Rent Increase		
Average rent increase	2.5%	1.5%
Evictions Carried Out		
Number of evictions carried out	0	1
Properties		
Number of Gardeen homes	253	253

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 proved popular and we are keen to expand this service further should funding allow.



JOBS CLUB

This allows tenants to access advice and information on employment and training. Contact us to find out more.

ARTS PROGRAMME

This programme provides access to activities at the Bridge and the Christmas pantomime.

EHRA

Gardeen Housing Association is a member of the Easterhouse Housing and Regeneration Alliance (EHRA) and works with the eight other housing associations to share services, training costs and to lobby politicians.

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 45 homes to build for mid-market rent. The new homes are to be built by Glasgow Housing Association (Wheatley Group). Construction is currently on site. Contact Lowther Homes on 0800 561 6666 for more information.

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 at 31 March 2017:



Roslyn Crawford
Director



Anna Morton
Customer Services Officer



Lyndsay Findlay
Senior Housing Officer



Clare Gallagher
Property Services Assistant



Debbie McVean
Administrative Assistant



Kirsty Brothers
Receptionist



Rhona Joss
Finance Agent (FMD)

Tom Atkinson: Atkinson Partnerships,
Maintenance Consultant

STAFFING REPORT



Gardeen Housing Association Limited

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Email: info@gardeen.co.uk

Website: www.scottishhousingconnections.org/shcc



@gardeenh



Open Weekdays 9:30am - 4:30pm

(Closed for lunch 12:30pm - 1:30pm,
and for training throughout Thursday morning)