



Annual Report 2009-2010



Glasgow
WEST
HOUSING
ASSOCIATION
LIMITED

Homes are our purpose
Service is our priority

CHAIRPERSON'S REPORT



When I look back over the last year, my first thought is that “Has it really been a year since the last AGM”. There has been so much that has happened – and so much yet to happen that the weeks and months seem to have simply merged.

Firstly, we did – after extensive due diligence – successfully complete the Second Stage Transfer of the properties in Hyndland from Glasgow Housing Association and I am delighted to welcome some of the people affected by that transfer here today as Glasgow West Tenants. I would also take this opportunity to welcome our concierge staff, John and Ronnie, who transferred from GHA. The transfer has not just brought growth in our stock and services, it has brought about the opportunity for enhancing our governance, through your membership and participation in GWHA. Since the transfer, we have invested £1.4m in this stock, with plans in place to deliver further phases over the next 2 financial years.

We are now actively considering the next phase of Second Stage Transfer involving properties currently being managed by GWHA and Argyle Local Housing Organisation. The current timescales are that this transfer should be completed in 2011 but there is a substantial amount of work still to be done. As always, the Management Committee will ensure that any decisions taken in this respect must be in the best interest of our current and future tenants and also must not jeopardise the financial security or the charitable status of GWHA.

As the effects of the recession deepened, we felt the impact. The interest rates for borrowers fell and so did the rate for savers which meant that the money we had on deposit at the banks was generating less income for us. It is also worth pointing out that while the Annual Inflation Rate was often published as being negative (i.e. prices were falling) this was generally related to retail prices. This down turn was not evident in the prices GWHA had to pay to contractors and this remained constant or increased. Within this backdrop and with the forecast for slow economic recovery and restrictions in the availability of funding for development projects and adaptations, these are difficult times.

As the Brechin Street project nears completion, we look forward to welcoming new tenants and some shared equity residents later this year. The Argyle Advice Project which now provides a Money Advice Service and an energy advice service through a partnership arrangement, will play a key role in establishing and maintaining sustainable tenancies, even before these new tenants take up residence. The Government tell us there are billions of pounds in benefits unclaimed every year. The Argyle Advice project is like having a financial MOT – it will tell you if you are able to claim and assist with the processing of that claim. I would encourage anyone who has not yet used the service to consider doing so.

Following a governance and strategic review, Glasgow West Enterprises Ltd was established with the objective of protecting our charitable status and ensuring that residential and commercial factoring is put in its rightful place. In the longer term, a subsidiary gives the flexibility to carry out other community-led services outwith the traditional scope of a charity. This will not affect our business or services; you will continue to receive the same high standards from the same people.

Being Chair of GWHA is a challenging task which is only made possible with the support of an excellent Management Committee who give their time freely and without favour to ensure that all decisions are made in the best interests of our tenants and I thank each of them for their time during the last year. The Management Committee are in turn supported by an excellent Senior Management Team who enjoy the support of a staff who are flexible in their approach and dedicated to provide the best possible service to tenants and others who have cause to contact GWHA. On behalf of the Management Committee I would like to thank them for all their efforts.

Lastly and certainly by no means least, I would like to thank all of you here today at the AGM, those who attended the Annual Tenants Conference in January and everyone who has taken the opportunity to contact us with feedback on how we are doing. Positive and negative feedback is always appreciated as it allows us to recognise good service and ensure that any less impressive experiences are used to ensure that we work to improve that experience next time and for anyone else.

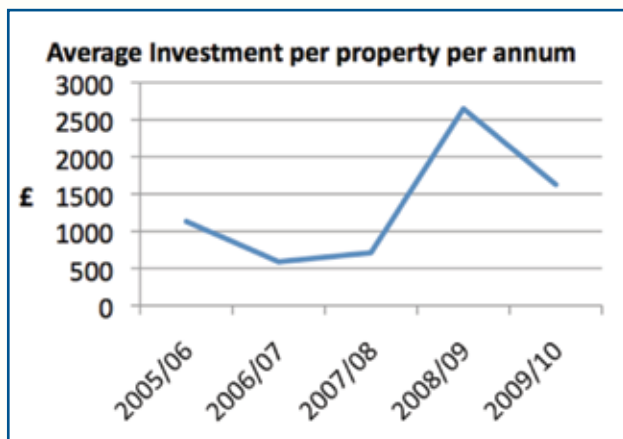
Dave Sim

A handwritten signature in dark ink, appearing to read 'D. Sim'.

Chair, Glasgow West Housing Association, 2008-10.

PROPERTY SERVICES

INVESTMENT



REACTIVE REPAIRS

Service quality and response times are monitored on an ongoing basis, with the majority of contractors meeting (or exceeding) the GWHA standard.

		2009/10	2008/09	2007/08
Total Repairs	Notified	2948	2920	2906
	Completed	2793	2681	2849
Average No. of Repairs per property	GWHA	3.36	3.80	4.04
	All RSLs	Not Avail	3.40	3.27
Performance Indicators	Target	Actual	Actual	Actual
Completed within Target Response Time	96%	95%	95.4%	91.7%
Pre Inspections	5%	1.27	0.83	0.83
Post Inspections	5%	1.6	2.09	3.20

MEDICAL ADAPTATIONS

	2009/10	2008/09	2007/08	2006/07
GCC Grant Funding	£25,000	£30,000	£27,000	£30,000
% Expenditure	97.5%	100%	85%	97%
No. of adaptations completed	11	13	12	12
% of total applications processed	41%	73%	100%	60%
% of all GWHA properties adapted	13%	14.1%	8%	9.7%

Funding for medical adaptations is received from GCC, with applications prioritised within the allocated budget.

SCOTTISH HOUSING QUALITY STANDARD (SHQS)

The outcome of GWHA's successful Major Repairs Strategy has been substantial investment in the housing stock, and consistently strong performance against the SHQS. Although the transfer of the GHA Hyndland properties has impacted on this, GWHA is confident of recovering its strong performance in the short-term, through current and planned investment; ensuring good quality, well-maintained properties that surpass the Scottish minimum standard.

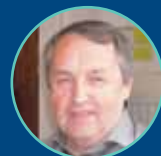
% OF STOCK THAT MEETS SHQS	2010/11	2009/10	2008/09	2007/08	2006/07	2005/06	2004/05
Target	98%	99%	94%	90%	90%	93%	
Actual		90%	98%	91%	90%	93%	93%

CYCLICAL MAINTENANCE

2009/10	Target	PERFORMANCE				NOTES
		2009/10	2008/09	2007/08	2006/07	
Electrical Inspections to flats and common closes	100%	N/A	88%	93%	100%	To be procured with 2010/11 works to deliver efficiencies.
Inspection and certification of roof anchors	100%	N/A	62%	94%	98%	
Skylight anchor installation to roof skylights	100%	N/A	100%	102%		
Close painting to 6 properties	100%	100%	100%	100%	85%	
Roof Inspection and gutter clean to 141 properties	100%	100%	100%	100%	100%	
Gas Service and Inspection of 609 flats	100%	98%	97%	99%	99%	In all cases access was obtained without legal action



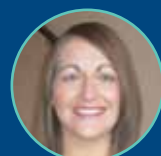
Frank Donohoe
Property Services
Manager
fdonohoe@glasgowwestha.co.uk



Neil MacKenzie
Senior Property
Services Officer
nmackenzie@glasgowwestha.co.uk
0141 331 6661



Richard O'Brien
Property Services
Officer
robrien@glasgowwestha.co.uk
0141 331 6659



Karen Hudson
Property Services
Officer
rservice@glasgowwestha.co.uk
0141 331 6652



Jean Fernard
Services Officer



Avril Stewart
Tenancy Services
Manager
astewart@glasgowwestha.co.uk



Tracy DeMarco
Tenancy Services
Officer
tdemarco@glasgowwestha.co.uk
0141 331 6653



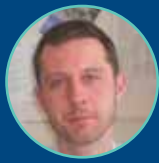
Elaine Giles
Tenancy Services
Officer
egiles@glasgowwestha.co.uk
0141 331 6660



Jennie Dunk
Tenancy Services
Officer
jdunk@glasgowwestha.co.uk
0141 331 6658



Lauren Connolly
Tenancy Services
Administrator
lconnolly@glasgowwestha.co.uk
0141 331 6651

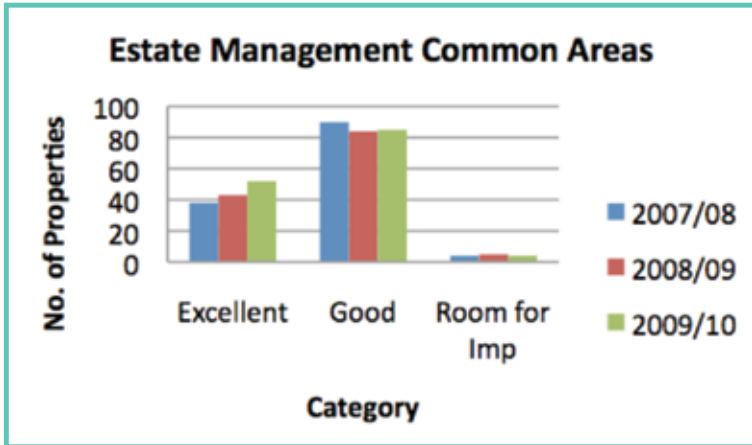


Andrew Watson
Estate Management
Co-ordinator
awatson@glasgowwestha.co.uk
0141 331 6672

TENANCY SERVICES

Stock Profile	1 APT			2 APT			3 APT			4 APT			5 APT +			A	B	C						
Area Break Down	38	21	0	172	225	34	50	164	40	25	48	6	4	4	0	289	462	80						
Average Weekly Rent	£44.99			£53.74			£58.54			£66.13			£76.80			£55.98								
New Build Shared Ownership	0			0			5			1			0			6								
New build Rent				84			72			25			2			183								
Rehabilitation: General Needs Leases	59			343			181			54			6			646								
Unimproved	0			2			0			0			0			2								
Total	59			431			254			79			8			831 (+ 6 S/O)								
Homestake	0			1			2			0			0			3								
Factored																403								
Commercial Units																85								
Key	Byres Road – Kelvinbridge						A			Anderston – Kelvingrove						B			St Georges X			C		

ESTATE MANAGEMENT



Regular Estate Management inspections of our 141 closes and back-courts indicate that the majority of common areas are maintained to a very high standard. An additional 9 properties were categorised as “excellent” during 2009/10.

- ✓ 100% response to Estate Management issues within target 5 days
- ✓ Effective partnership working delivering local solutions
- ✓ Car parking controls introduced to Weaver/Buttery development

ARGYLE ADVICE PROJECT

GWHA is the lead partner in this project which was launched in October 2006 and provides a wide range of confidential benefits advice and assistance to residents. The service, which has generated £2.5m in additional benefits for the local community, is based in GWHA offices, with outreach provision in the Avalon Community Resource Centre and at the Hyndland concierge station.

	2009/10	2008/09	2007/08	2006/07
GWHA Residents Receiving Benefits Check	76	122	102	108
Additional Income generated	£275,287	£314,218	£144,287	£56,370
% Financial gains to residents in increased benefits	86%	89%	86%	78%

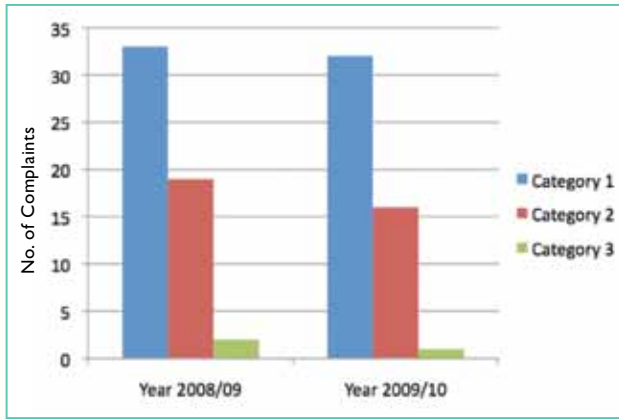
ANNUAL TENANTS CONFERENCE (ATC)



The 10th ATC was our most successful yet, with residents influencing the following key decisions:

- ✓ 4.9% rent increase effective from 28/03/10
- ✓ Phase 2 of the service charges review
- ✓ Review of the Rent Reward Scheme
- ✓ Selecting a name for the GWHA subsidiary
- ✓ GWHA Strategy, priorities and services towards 2020

ANTI SOCIAL BEHAVIOUR (ASB)



A successful partnership with Glasgow Community Safety Services since 2008 has targeted more serious complaints of ASB. Category 1 complaints are an occasional breach of tenancy of a relatively minor nature, escalating to Category 3, a serious breach of tenancy requiring a multi-agency approach.

RENTS/VOIDS

RENTS/VOIDS	TARGET	ACTUAL			
		2009/10	2008/09	2007/08	2006/07
RENT COLLECTION	98%	97.23%	97.23%	97.5%	96.7%
VOID RENT LOSS	0.40%	0.70%	0.70%	0.56%	0.99%
RE-LET TIMES	6 days	10 days	9.5 days	6 days	10 days

Rent Collection

Rent collection has been challenging this year with the difficult economic climate affecting all residents. Ongoing early intervention, as well as the Rent Reward Scheme and the Argyle Advice Project have assisted in maintaining rent collection levels.

Legal action is initiated as a last resort, where an agreement regarding rent payments is not reached.

	2009/10	2008/09	2007/08
Legal Action Initiated	23	17	17
Rent Arrears paid in full	7 (30%)	1 (5.9%)	4 (24%)
Repayment arrangement in place and being maintained	6 (26%)	9 (52.9%)	9 (52%)
Tenancies terminated	3 (13%)	2 (11.7%)	0
Referred to Sheriff Court & maintaining a repayment arrangement via Court	0	1 (5.9%)	0
Case ongoing / ongoing at court	6 ₁ (22%)	1 (5.9%)	4 (24%)
Pending eviction	0	1 (5.9%)	
Eviction decree granted	3 ₁ (9%)	2 (11.7%)	2 ₂

1 includes 1 case carried forward from 08/09

2 includes 2 cases carried forward from 06/07

RENT REWARD SCHEME



Hugh McRoberts receiving his Rent Reward Cheque

Membership incentives have exceeded £13,000 since the launch of the Scheme in 2005. Applications are encouraged from all tenants.

	2009/10	2008/09	2007/08	2006/07
New members during year	34	5	8	
Total Members	80	74	66	64
% of Tenants	9.6%	10%	9%	8%

HOUSING ALLOCATIONS

Housing Demand	09/10	08/09	07/08	06/07
No. of enquiries	1637	1576	1590	1844
No. of Applications	518	566	423	366
Process 80% within 10 working days	88.6%	68.7%	89.6%	86.3%

16 (27%) tenants transferred; the remaining 40 properties were re let as follows :



Others – Loretto Nomination (5%), Homeless Partnership (2.5%), Exceptional Circumstances (2.5%),

SERVICE SATISFACTION

More than 1000 independent monthly surveys have been carried out since April 2007 ensuring prompt action and response to issues raised. The satisfaction levels for 2009/10 are based on 349 contacts (82% tenants) and bench-marked against average results for 79 other RSLs (where information is available).

	BENCHMARK	09/10	08/09	07/08
TENANTS				
GWHA as landlord	91	94	94	90
Overall service quality	88	94	96	94
Information provision	N/A	97	97	98
Repairs Services	83	89	84	84
Taking account of Views	75	87	86	89
OWNERS				
GWHA as factor	N/A	95	86	87
Common Repairs Services	N/A	74	77	87
Factoring Fee is value for money	40	64	67	61



Stephen Fallon
Advice Service
Coordinator
sfallon@glasgowwestha.co.uk
0141 331 6662



Janice Tullis
Business Facilities
Officer
jtullis@glasgowwestha.co.uk



Matthew Lindsay
Business Facilities
Officer



Jamie Simpson
Welfare Rights
Administrator
jsimpson@glasgowwestha.co.uk
0141 331 6678

REGENERATION SERVICES

PROJECT	TYPE	UNITS		SITE START	ESTIMATED COMPLETION	PROGRESS
		TOTAL	UNIT ANALYSIS			
Brechin Street	New Build	60	Rent: 45 Lease: 8 Shared Equity: 7	30/03/09	Sept 2010	Joint procurement initiative with 2 other RSLs and involving 4 projects
Corunna Street	New Build	10	To be confirmed			CPO proceedings
Dover Street ii	New Build	54				



BRECHIN STREET

BEST CLOSE, GOOD GARDEN COMPETITION WINNERS 2010



Good Garden

- 1st** 36/ 38 Burnbank Gardens & 20 – 28 Napiershall Street.
- 2nd** 68 Elderslie Street
- 3rd** 27 Brechin Street

Best Close

68 Elderslie Street



Thanks to everyone who took part this year!

CHARITABLE ACTIVITIES

Bookworms

- ✓ 134 children registered
- ✓ 480 books issued since Jan 07
- ✓ Sponsorship from Harper Collins

Christmas Gifts

- ✓ 380 Gifts delivered to elderly / vulnerable tenants

Cash For Kids

- ✓ 35 children benefited from £875 received in grant for distribution at Christmas

Children's Colouring Competition

- ✓ 8 children taking part in competition

KEYS TO LEARN



GWHA was delighted to participate in the Keys to Learn Project, a partnership initiative with Glasgow Homelessness Network, Anniesland College and Glasgow West Regeneration Agency. Congratulations to the students graduating from the 12 week programme on 29/04/10.



Iain Nicholl
Business Facilities
Co-ordinator
inicholl@glasgowwestha.co.uk



Lesley Gillespie
Business Facilities
Officer



Roz Craigie
Business Facilities
Officer
rcraigie@glasgowwestha.co.uk
0141 331 6664



Siobhan O'Connor
Business Facilities
Officer
so'connor@glasgowwestha.co.uk
0141 331 6655



Aubin Mweze
Business Facilities
Administrator



Caroline Mills
Business Facilities
Officer
cmills@glasgowwestha.co.uk
0141 331 6663

HYNDLAND AND ARGYLE

HYNDLAND LHO



Hyndland Second Stage Transfer (2ST) was achieved on 27/07/09 with 127 properties transferring to GWHA.

Welcome Event 27/07/09

Investment

Delivery of the Hyndland Investment Programme towards SHQS began within 3 months of transfer, with Phase 1 (£1.4m) external cladding, CCTV and controlled entry starting 12/10/09 and due for completion in June 2010.

Phase 2/3 works (£1m) are planned to start in summer 2010, with completion expected earlier than GHA plans. The final programme of rewiring and kitchen/bathroom replacements to 22 properties (£120,000) will also commence summer 2010.

- ✓ Hyndland Sub Committee (HSC) established
- ✓ Factoring Service to 76 owners in Hyndland
- ✓ Review of Car Parking / Lock up Policy
- ✓ Concierge Service Review



BEFORE - QUADRANGLE



AFTER - QUADRANGLE

ARGYLE LHO



ARGYLE LMC

GWHA is the Local Housing Organisation (LHO) for stock owned by GHA in Anderston and Partick. The Argyle Local Management Committee (LMC), a sub-committee of GWHA, oversee service delivery through GHA staff who are based in GWHA's offices.

GWHA is pursuing its objective of acquiring the stock from GHA through what is known as the Second Stage Transfer (2ST) process. Plans are in place to submit a formal Business Plan to GHA, with a view to transfer in 2011.



421 BLYTHSWOOD COURT

ARGYLE LHO STOCK

PROPERTY TYPE	NUMBER	LOCATION
Houses	23	Partick
Tenements	63	Various West End
Multi Story Flats	512	Blythswood Court & St Vincent Terrace
Sheltered Housing	19	Keith Court
TOTAL	617	



Lynne Smith
ALHO – Estate
Co-ordinator
lynne.smith@gha.org.uk



Alan Ramsay
ALHO Housing
Officer
alan.ramsay@gha.org.uk



Elizabeth Milligan
Housing Assistant
Elizabeth.milligan@gha.org.uk



Joan Docherty
Housing Assistant
joan.docherty@gha.org.uk



John Ross
ALHO – Concierge
Manager
john.ross@gha.org.uk



Ros Thompson
ALHO Housing
Officer
ros.thompson@gha.org.uk

MANAGEMENT COMMITTEE

Name	Office	Area	Served from
Jim Anderson	Committee Member	Anderston	2005
Javed Gill	Committee Member	Anderston	2007
Joseph Gowran	Treasurer	Anderston	1992
Walter Halley	Vice Chairperson	Hillhead	2001
George MacDonald	Committee Member	Anderston	2001 ¹
Evelyn MacDonald	Committee Member	Burnbank	2007 ²
James Michael	Secretary	Outwith Area	1980
Hanif Mirza	Committee Member	Anderston	2005
Elizabeth Reilly	Committee Member	Hyndland	2003
Dave Sim	Chairperson	Hillhead	2004
Yushin Toda	Committee Member	Burnbank	2007
Moira Wadsworth	Committee Member	Hyndland	1989
Joginder Makar	Committee Member	Outwith Area	2009
Sam Harper	Committee Member	Anderston	2009 ³
John Banks	Committee Member	Hyndland	2009 ⁴
David McLavin	Co-optee	Burnbank	2009
Robert Graham	Co-optee	Anderston	2009 ⁵

- 1 (Avalon from 1981 – 2001) 2 (resigned Nov 2009)
 3 (Co-optee 2007-2009) 4 (Co-optee 2008-2009)
 5 (Observer Jan - Jun 2008, Avalon Sub-committee 2001 – 2003 & Avalon Co-op 1992 – 2002)



MANAGEMENT COMMITTEE
AGM 2009

ANNE GOULD AWARD



This annual award recognises exceptional customer service and commemorates Anne's contribution to GWHA. Nominations are received throughout the year.

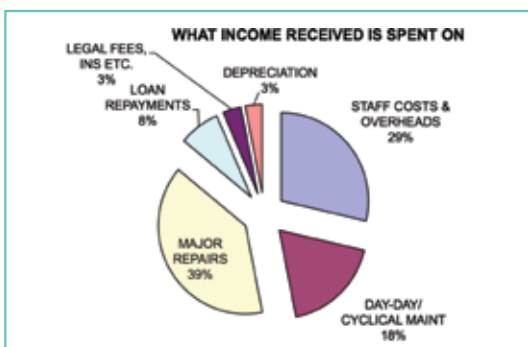
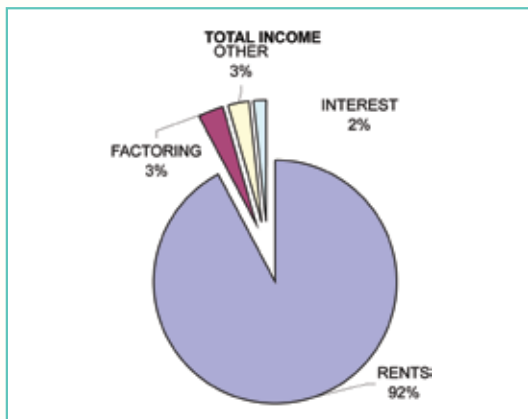
Andrew Watson, 2010 winner receiving his award from Linda Reid.

JIM MICHAEL AWARD



This annual award acknowledges the commitment of exceptional people in the community. Nominations are received throughout the year.

Mrs Paterson receiving her award from Jim Michael at the AGM 2009.



THE ASSOCIATION THANK THE FOLLOWING FOR THEIR SUPPORT IN PRODUCING THIS ANNUAL REPORT:

Naftalin Duncan & Co, McTaggart Construction, SCI, Lamberts, Carillion, Clare Clifford, MJM Joinery, John Boulton & Sons, CAS Contract Cleaning, CCG (Scotland) Ltd, K Donald, Wilson Maxwell, JS McColl, AB Services, Power Rod, James Frew



Linda Reid
Director



Elaine Travers
Assistant Director
(Services)



Anne Allan
Assistant Director
(Business)



Ruth Brogan
Assistant Director
(Projects)



Ewen Gilmour
GHA, ALHO
Community Housing
Manager

5 ROYAL CRESCENT, GLASGOW G3 7SL
 T: 0141 331 6650 F: 0141 331 6679 E: admin@glasgowwestha.co.uk
 W: www.gwha.org.uk

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