

Annual Report 2011-2012



Glasgow
WEST
HOUSING
ASSOCIATION
LIMITED

Homes are our purpose
Service is our priority

CHAIRPERSON'S REVIEW



GEORGE MACDONALD,
CHAIRPERSON

When I stepped down from the role of Chairperson in 2008, I was comfortable in the knowledge that Dave Sim would be a very competent and professional Chairperson and he certainly proved that this was the case. Unfortunately, Dave moved out of Glasgow West Housing Association's (GWHA's) area and is no longer in a position to serve on the Management Committee. I take this opportunity to formally record our appreciation of his dedication, knowledge, insight and leadership and thank him for the numerous hours he invested for the benefit of the community, both as a Management Committee Member from 2003 and increasingly so, as Chairperson from 2008 – 2011. It has been a privilege to pick up

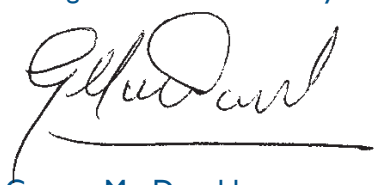
the mantle of Chairperson again, during such a period of growth and momentous change and I wish to formally extend my thanks to my fellow Committee Members for their confidence in me and their unstinting endeavours, during this challenging time.

Our arduous journey through the process known as second stage transfer (the first stage was the transfer of housing stock from Glasgow City Council to GHA) began over 10 years ago and with the Argyle transfer concluded on 27 June 2011, we can now embark on a greater certainty towards our 2020 vision; albeit with greater economic flux, government austerity measures and Welfare Reform. During this past year, we have moved through the resource intensive disengagement from GHA, to a seamless transfer and integration; this has included welcoming former GHA tenants and staff to GWHA and piloting of our central staff restructure, through to embarking on the review of our concierge estate services. It is critical that we take the time required to fully review the service, engage with all stakeholders and get this right; your patience and support is critical in achieving the best outcomes from this service review. The Hyndland transfer (27 July 2009) is now embedded in GWHA's routine; with the recent review of concierge estate services in Hyndland confirming overwhelming support from all stakeholders for the new service. Doubling in size, disengagement and the scale of growth has been considerable; it's appropriate that I thank all staff members for their flexibility through these changes and it was particularly encouraging to hear the heartfelt appreciation from service users during my recent involvement in the Anne Gould Service Award.

Prudent management and sound fiscal planning have ensured steady financial performance and ongoing investment in GWHA's housing stock. Conclusion of the Compulsory Purchase Orders over the Dover Street and Corunna Street site has unfortunately been overshadowed by the current government funding constraints and significantly by GCC's u-turn decision to obtain a receipt for the land, increasing the cost of delivering much-needed homes on these sites by nearly £2.4m. That said, with careful consideration and mitigation of risk, and huge helpings of innovation, I am hopeful of a solution that will deliver on these projects for the local community. Key priorities for the coming year include developing appropriate Climate Change measures through a comprehensive Asset Management Strategy, delivery of £2.4m property investment, working with tenants to deliver on the new Scottish Social Housing Charter and building on Tenancy Sustainment initiatives that will help improve the quality of life for our most vulnerable residents. Glasgow West Enterprises Ltd is now established, although still very much in its infancy. Initial plans to transfer all of the factoring service were revised to accommodate other priorities; the majority of the properties in the second stage transfer areas that were factored by GHA are now factored by GWEn. Next year will see the remaining factoring services being transferred from GWHA, on a phased basis throughout the year.

Immediately after the AGM, we are holding an SGM, with a recommendation from the Management Committee to adopt a new set of Rules. This is necessary to ensure an appropriate and modern governance framework and compliance with charitable and housing regulation.

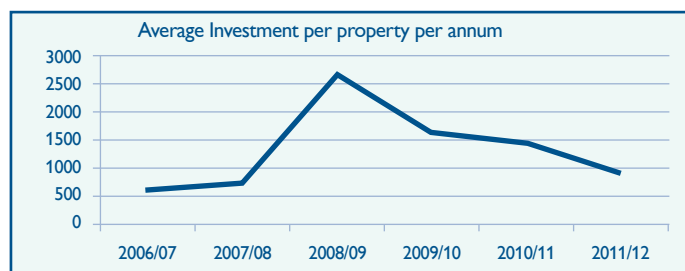
In closing, I would like to thank all of you here today at the AGM, those who attended the Annual Tenants Conference in January, everyone who has contributed to our Consumer Panels, Committee Training Forum, Residents Groups and others who have taken the opportunity to contact us with feedback during the year. This partnership ensures that we continually learn, improve and build on the high standards of service you rightly expect.

A handwritten signature in black ink, appearing to read 'George MacDonald', written over a horizontal line.

George MacDonald,
Chairperson

PROPERTY SERVICES

INVESTMENT



Kitchen Investment Works

MEDICAL ADAPTATIONS

With support from GCC, adaptations were carried out in 17 properties, improving the quality of life for these residents. The future of adaptations funding remains uncertain as the Scottish Government undertake a longer term review of funding criteria.

	Budget:		% Expend.	No. of adapt. completed	% of total apps processed	% of all prop. adapted
	Total	% GCC Funding				
2011/12	£47,000	32	71	17	59	10
2010/11	£28,000	71	94	25	62.5	15
2009/10	£25,000	100	98	11	41	13
2008/09	£30,000	100	100	13	73	14.1
2007/08	£27,000	100	85	12	100	8

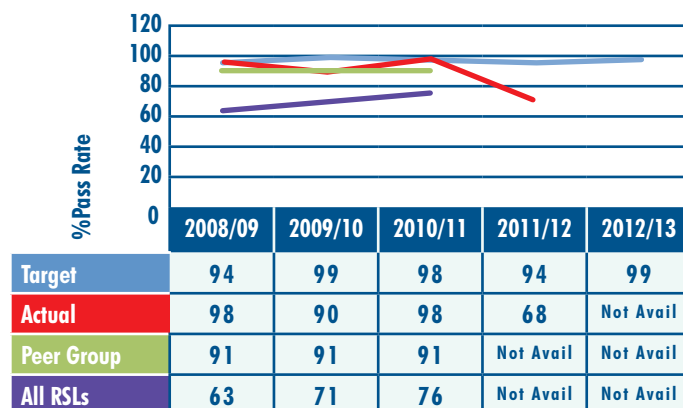
CYCLICAL MAINTENANCE

With window replacement works due in 67% of the properties planned for close painting, the painter work has been rescheduled to take place on completion of the project. A comprehensive programme of work, to include the 2ST stock, will be procured from mid-2012.

2011/12	Annual Target	PERFORMANCE					NOTES
		2011/12	2010/11	2009/10	2008/09	2007/08	
Electrical Inspection (130 flats and 18 common closes)	100%	0%	N/A	N/A	88%	93%	To be completed 2012/13
Roof Anchor Inspection and certification of 140 addresses	100%	100%	100%	N/A	62%	94%	
Roof & skylight anchor installation to 10 roofs	100%	0%	100%	N/A	100%	102%	To be completed 2012/13
Close Painting (17 closes)	100%	0%	80%	100%	100%	100%	To be completed 2012/13
Roof Inspection and gutter clean to 152 addresses	100%	100%	100%	100%	100%	100%	
Gas service and inspection (1102 properties)	100%	99%	96.5%	98%	97%	99%	Legal action initiated in 7 cases

SCOTTISH HOUSING QUALITY STANDARD (SHQS)

With 900 properties expected to benefit from £2.4m investment during 2012/13, the pre-2ST performance levels will be recovered, ensuring full compliance with the SHQS by 2015. Plans for the introduction of a Glasgow West Property Standard, exceeding the SHQS, are in progress.



REACTIVE REPAIRS

Non emergency repairs were completed in an average of 3 working days, comparing very well with the average 6 working days for "All RSLs". Service quality is monitored on an ongoing basis, and a full review of maintenance procurement is scheduled for 2012/13.

		2011/12	2010/11	2009/10	2008/09
Total Repairs	Notified	3872	2862	2948	2920
	Completed	3470	2664	2793	2681
Average No. of Repairs per property	GWHA	2.6	3.3	3.4	3.8
	All RSLs	N/A	3.1	3.4	3.4
Performance Indicators	Target	Actual	Actual	Actual	Actual
Completed within Target Response Time %	96	90	93	95	98
Pre Inspections %	5	7	3	1.3	0.8
Post Inspections %	5	11	5	1.6	2.1

TENANCY SERVICES

Stock Profile	1 APT			2 APT			3 APT			4 APT			5 APT +			A	B	C
Area Break Down	39	21	0	219	561	34	63	398	51	36	58	11	5	5	0	362	1043	96
Average Weekly Rent	£48.85			£61.30			£66.15			£72.93			£81.93			£63.41		
New build & Fully refurbished	0			84			107			35			2			228		
Modernised	59			702			394			69			8			1232		
Unimproved	0			2			0			0			0			2		
Self Contained Leases	1			26			11			1			0			39		
Total	60			814			512			105			10			1501		
New Build Shared ownership							5			1						6		
Homestake/NESSE	0			4			6									10		
Factored																462		
Commercial Units																93		

Key	A	Byres Road, Hyndland & Kelvinbridge	B	Anderston – Kelvingrove	C	St Georges X
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SERVICE SATISFACTION

The “Scottish Social Housing Charter”, effective from April 2013, will be the basis of future reporting to the Scottish Housing Regulator, with mechanisms now being developed to ensure a framework for monitoring satisfaction levels against the 16 outcomes of the Charter. In the meantime, all service users are encouraged to provide ongoing feedback on GWAHA services and activities.

ESTATE SERVICES



Poor condition of a backcourt



Glasgow West Gardening Group

The bulk uplift service, and the general condition of back court and bin stores has been of particular concern in a number of areas this year, and will be a priority within our 2012/13 strategy. Resident support and responsibility will be crucial to improving the local environment.

- ✓ Stair cleaning services piloted at the 2ST properties in Blythswood and St Vincent Terrace
- ✓ Regular “stock walks” with residents at Hyndland, Blythswood and St Vincent Terrace
- ✓ Repairs to Fitzroy Lane access road and car parking spaces.
- ✓ 10 year agreement established with City Parking for the lease of 39 car park spaces at Anthony Street (Blythswood)
- ✓ Regular attendance at Anderston Working Group, promoting partnership working with local agencies.
- ✓ Liaison with the GWAHA Gardening Group on environmental improvement projects.
- ✓ 100% response to estate management and ASB reports within target response times.
- ✓ Resident participation in the judging of the annual Good Close/Garden competition.

ANNUAL TENANTS CONFERENCE (ATC)



Annual Tenants Conference

With 69 participants, the 12th ATC was the busiest yet, with lively debate and participation, and tenants influencing crucial decisions, including the rent proposals and participation plans for 2012/13, the

HOMESWAPPER scheme and the introduction of a GWAHA Gardening Panel.

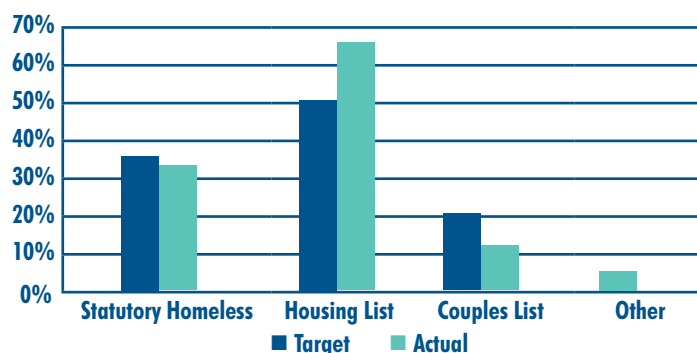
CONSUMER PANEL

The Consumer Panel, established at the 11th ATC, and made up entirely of tenant volunteers, met on two separate occasions over the year, making a valuable contribution to decisions on the Scottish Social Housing Charter, the Comments and Complaints Policy, the Equalities Policy, the Newsletter and the distribution of the Annual Report.

HOUSING ALLOCATIONS

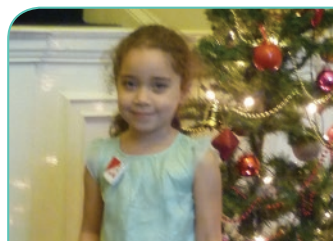
Housing Demand	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07
No of enquires	1397	1278	1637	1576	1590	1844
No of Applications	449	464	518	566	423	366
80% processed within 10 working days	60%	70%	88.6%	68.7%	89.6%	86.3%

Four flats at Brechin Street were let via GHA nominations (as per funding criteria) and 12 existing GWAHA tenants transferred within our stock. The remaining 61 vacancies were let as follows:



CHARITABLE ACTIVITIES

- ✓ 144 children registered in Bookworms
- ✓ 392 gifts delivered to elderly / vulnerable tenants.
- ✓ Sponsored Face Painting at Anderston Winterfest
- ✓ 22 children from 14 families benefited from £550 Cash For Kids
- ✓ 6 children taking part in children's festive colouring competition



Hanna Quartey, winner for the under 5s Colouring Competition



Tenancy Service Staff join in Winterfest fun.

ANNE GOULD AWARD



Jennie Dunk, receiving the 2012 award from George MacDonald



2012 nominees with Linda Reid, Chief Executive

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

JIM MICHAEL AWARD

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



Christine McLean being presented with her award at the 2011 AGM by Jim Michael

GLASGOW WEST ENTERPRISES LTD

- Wholly owned subsidiary of GWA
- Established in March 2010
- A vehicle for GWA non-charitable activities
- Supports GWA planned enterprise and growth
- 124 owners currently factored by GWEn
- Planned transfer of all GWA factored owners by March 2013
- Continuity of staff: GWA staff supply services to GWEn
- Income to March 2012: £62k eg factoring, commercial lets
- Small Profit of £102
- Profit will be gifted to GWA

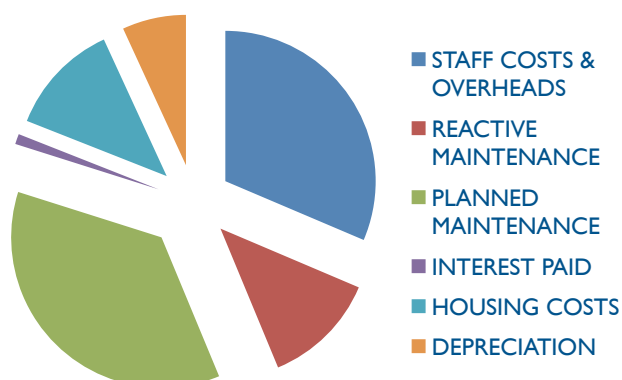
ARGYLE ADVICE PROJECT

The service, which has generated £4.5m in additional benefits for the local community, is based in GWA offices, with outreach provision in the Avalon Community Resource Centre and at the concierge stations. The service is now integrated to our tenancy sustainment team.

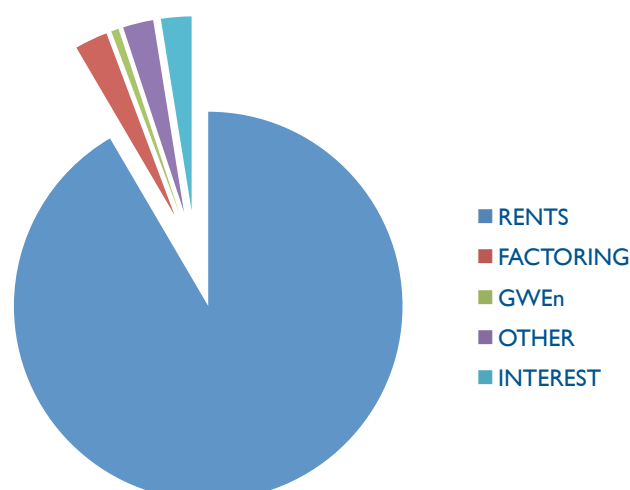
	2010/11	2009/10	2008/09	2007/08
GWA Residents Receiving Benefits Check	151	76	122	102
Additional Income generated	£638,993	£275,287	£314,218	£144,287
% Financial gains to residents in increased benefits	88%	86%	89%	86%

FINANCE

WHAT INCOME RECEIVED IS SPENT ON



INCOME RECEIVED



RENTS/VOIDS

Void Performance

RENTS/VOIDS	TARGET	2011/12	2010/11	2009/10	2008/09	2007/08	2006/07
RENT COLLECTION %	97.5	95.2	97.2	97.2	97.2	97.5	96.7
VOID RENT LOSS %	0.6	0.8	0.8	0.7	0.7	0.6	1.0
VOID RE-LET TIMES (DAYS)	10	14.5	13.6	10	9.5	6	10

Although void re-let times are below target, GWhA continues to demonstrate strong performance in comparison to peer group RSLs (18 days).

Rent Collection

Rent collection remains a focus. Economic pressures continue to have an adverse impact on households income as have changes to benefit legislation. Early intervention, with targeted support and advice remain a priority with recovery action always a last resort.

	2011/12	2010/11	2009/10	2008/09	2007/08
Legal Action Initiated	15	21	23	17	17
Rent Arrears paid in full	2 (13.3%)	2 (9.5%)	7 (30%)	1 (5.9%)	4 (24%)
Repayment arrangement in place and being maintained	5 (33.3%)	11 (52.4%)	6 (26%)	9 (52.9%)	9 (52%)
Tenancies terminated	0	2 (9.5%)	3 (13%)	2 (11.7%)	0
Referred to Sheriff Court & maintaining a repayment arrangement via Court	1 (6.7%)	1 (4.8%)	0	1 (5.9%)	0
Case ongoing/ongoing at court	7 (46.7%)	3 (14.3%)	6 (22%)	1 (5.9%)	4 (24%)
Pending eviction	0	2 (9.5%)	0	1 (5.9%)	
Eviction decree granted	2 ¹	4 ¹	3 ¹ (9%)	2 (11.7%)	2 ¹
Payment received Post Eviction	1 ¹				

¹ Cases c/f from previous year

RENT REWARD SCHEME



Mrs Anwar, winner of 2011 Annual Draw, with Linda Reid, Chief Executive

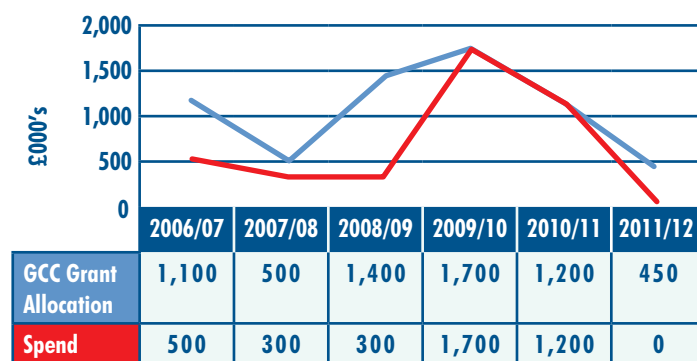
Membership incentives have exceeded £20,000 since the launch of the Scheme in 2005. Applications are encouraged from all tenants.

	2011/12	2010/11	2009/10	2008/09	2007/08
New members during year	225 ¹	1	34	5	8
Total Members	83	79	80	74	66
% of Tenants	6%	9%	9.6%	10%	9%

¹ 2ST tenants

REGENERATION SERVICES

The remaining grant allocation for the Brechin Street new build development will be drawn down from GCC during 2012/13.



A full appraisal of pipeline projects is underway to ensure GWhA will not be exposed to unnecessary risks from the new funding regime introduced by the Scottish Government from April 2012.



CORUNNA ST



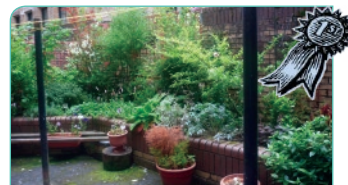
DOVER ST



HUNTLY GRDS

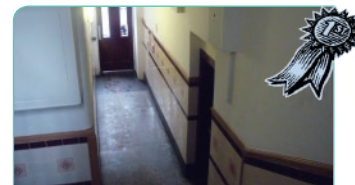
PROJECT	TYPE	UNITS	STATUS
Corunna Street	New Build	10	Discussions ongoing with GCC legal team to ensure the disposal of these sites to GWhA during 2012/13.
Dover Street	New Build	54	
Huntly Gardens	Remodelling	11	Planning Application submitted

Good Garden 2011



Winners, 68 Elderslie St.

Best Close 2011



Winners, 28 Napierhall St.

GWhA is delighted to continue supporting the G3 Growers, working in partnership with the Group for the benefit of the local community

- ✓ Attending the launch of the Back Garden Project on 26/06/11
- ✓ Meeting the cost of public liability insurance
- ✓ Assisting with the Health Event on 16/09/11
- ✓ Newsletter articles promoting the Project's health activities



G3 Growers Launch
June 2011



G3 Growers Event
August 2011

STAFF



Executive Team



Corporate & HR Team



Tenancy Services Team



Property Services Team

Concierge Services



Property Services Team



MANAGEMENT COMMITTEE

Name	Office	Area	Served From
James Anderson	Committee Member	Anderston	2005
Joseph Gowran	Treasurer	Anderston	1992
Walter Halley	Vice Chairperson	Hillhead	2001
George Macdonald	Chair Person	Anderston	2001
James Michael	Secretary	Outwith Area	1980
Hanif Mirza	Committee Member	Anderston	2005
Yushin Toda	Committee Member	Burnbank	2007
Moira Wadsworth	Committee Member	Hyndland	1989
Joginder Makar	Committee Member	Outwith Area	2009
John Banks	Committee Member	Hyndland	2009
George Fraser	Committee Member	Argyle	2011

1 (Avalon from 1981 – 2001)

ARGYLE 2ST

A significant milestone was achieved on 27 June 2011 with the transfer to GWHA of 614 former GHA properties in Argyle (Anderston/ Partick). As a result GWHA doubled in size increasing the number of properties in ownership from 889 to 1501, strengthening the Association as we move closer to our 2020 vision: 2020 homes by 2020.

21 former GHA staff also TUPE transferred to GWHA, therefore, it was essential to review the structure to ensure the Association's capacity and capability to deliver increased services. The Phase 1 Central Structure pilot was implemented in January 12 which includes new posts (Services Co-ordinators: Tenancy Management, Tenancy Sustainment, Estates and Asset Management). The scale of the change is considerable:

The Argyle Sub Committee (ASC) was established following transfer as a short life Sub Committee with initial membership from 2 former Argyle Local Management Committee and 2 GWHA Management Committee.

The ASC has a remit to monitor all transitional business in respect of the transfer from GHA to GWHA, evaluate GWHA compliance with the ballot commitments, consider and evaluate the Argyle Investment Programme outcomes and to make recommendations to GWHA's Management Committee on transitional and related Argyle activities.



Management Committee AGM 2010-2011

ARGYLE SUB-COMMITTEE MEMBERS:

George Fraser – former ALMC member

David Smith – former ALMC member (Resigned Oct 11)

Joe Gowran – GWHA MC member

Yushin Toda – GWHA MC member

George MacDonald - GWHA MC Member



Argyle Sub-Committee

THANKS TO THE FOLLOWING FOR THEIR SUPPORT IN PRODUCING THIS ANNUAL REPORT:

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L & D Services, J S McColl, John Boulton & Sons, CS Audit Services, Claire Clifford, Spotless Cleaning

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