



# Annual Report 2010-2011



Glasgow  
**WEST**  
HOUSING  
ASSOCIATION  
LIMITED

Homes are our purpose  
Service is our priority

# CHAIRPERSON'S REPORT



DAVE SIM, CHAIRPERSON WITH  
LINDA REID, DIRECTOR

As Chair of Glasgow West Housing Association (GWHA), it has been a privilege to preside over what has been another momentous and challenging year.

This time last year, we did not expect such good progress with the transfer of the Argyle LHO properties, from Glasgow Housing Association (GHA). In March 2011, with a turnout of 46%, 76% of all tenants who voted, in the process known as second stage transfer, endorsed the transfer of their home from GHA to GWHA. It is a testament to the hard work and flexibility of GWHA staff and Management Committee and the Argyle Local Management Committee (LMC) that we secured a positive ballot and that this could be achieved so emphatically within such a timeframe. This has been a long and often arduous journey and we look forward to welcoming the Argyle tenants to Glasgow West, this summer and providing them with the high standards of service which they (rightly) expect from us. We also look forward to welcoming the GHA staff of the Argyle LHO team who will transfer with the stock. We hope that they enjoy being part of a vibrant, forward looking organisation which prides itself in its connections with the community it strives to serve.

Despite continued economic uncertainty and rising prices, we have ensured steady financial performance and ongoing investment in GWHA's housing stock, through prudent management and sound financial planning.

We were delighted to create 60 new homes and welcome the new tenants and shared equity residents to our Brechin Street development and thank them for sharing their experiences, hopes and aspirations in our time-capsule. While future developments are likely to be curtailed as a result of the funding constraints, we will always seek to pursue local development opportunities which may present themselves in the future.

On behalf of the Management Committee, I would like to record our thanks to the staff and the Senior Management Team for the excellent support and advice given to us during the year. The pressures of the Argyle Transfer were considerable but their flexibility and willingness to go that bit further should not be underplayed.

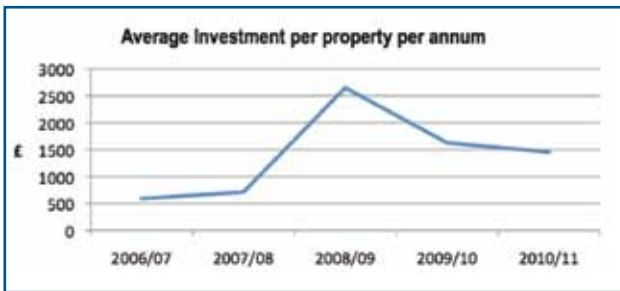
Having achieved all it set out to do, since transfer in 2009, the Hyndland Sub Committee, successfully concluded its remit. Similarly, the Argyle LMC, will have achieved its objectives over the next few months. GWHA would like to commend members of both committees for their commitment and community service and looks forward to working with them through different forums, including future service on GWHA's committees.

On a personal note, I would also like to record my own thanks to the Management Committee for their support and commitment during the year and to recognise the service and contribution of Betty Reilly, Sam Harper and David McLavin who retired this year. It is not always easy to find the time or the inclination to attend monthly (and sometimes more frequent) meetings and their support and guidance plays a major part of the success of Glasgow West.

Chair, Glasgow West Housing Association, 2008-11.

# PROPERTY SERVICES

## INVESTMENT



## MEDICAL ADAPTATIONS

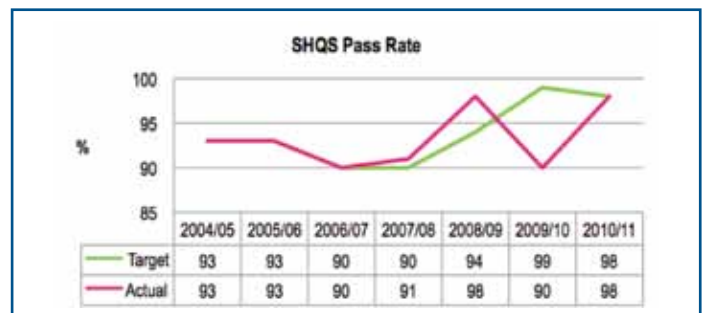
In addition to the adaptations that enable existing tenants to remain in their homes, more than £90,000 was invested in adaptations in the Brechin Street properties to meet the needs of the new tenants.

With funding support from GCC, GWA has been able to respond positively to medical adaptation requests, however, a change in funding criteria will create uncertainty from 01/04/12.

		2010/11	2009/10	2008/09	2007/08
Budget:	Total	£28,000	£25,000	£30,000	£27,000
	% GCC Funding	71%	100%	100%	100%
% Expenditure		94%	97.5%	100%	85%
No. of adaptations completed		25	11	13	12
% of total applications processed		62.5	41%	73%	100%
% of all GWA properties adapted		15	13%	14.1%	8%

## SCOTTISH HOUSING QUALITY STANDARD (SHQS)

Substantial investment in Hyndland properties reinstates GWA strong performance against the SHQS, with the Association on target to meet the Standard within the Scottish Government 2015 timescale.



## CYCLICAL MAINTENANCE

2010/11	Target	PERFORMANCE				NOTES
		2010/11	2009/10	2008/09	2007/08	
Electrical Inspections to flats and common closes	100%	N/A	N/A	88%	93%	To be procured during 2011/12
Roof Anchors Inspection and certification of 146 addresses	100%	100%	N/A	62%	94%	
Skylight Anchor installation to 13 roof lights	100%	100%	N/A	100%	102%	
Close painting (15 closes)	100%	80%	100%	100%	100%	
Roof Inspect and gutter clean 146 addresses	100%	100%	100%	100%	100%	
Gas Service and Inspection (647 properties)	100%	96.5%	98%	97%	99%	Legal action initiated in 2 cases

## REACTIVE REPAIRS

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

		2010/11	2009/10	2008/09
Total Repairs	Notified	2862	2948	2920
	Completed	2664	2793	2681
Average No. of Repairs per property	GWA	3.25	3.36	3.80
	All RSLs	Not Avail	3.51	3.40
Performance Indicators	Target	Actual	Actual	Actual
Completed within Target Response Time	96%	93%	95%	95.4%
Pre Inspections	5%	3%	1.27	0.83
Post Inspections	5%	5.5%	1.6	2.09



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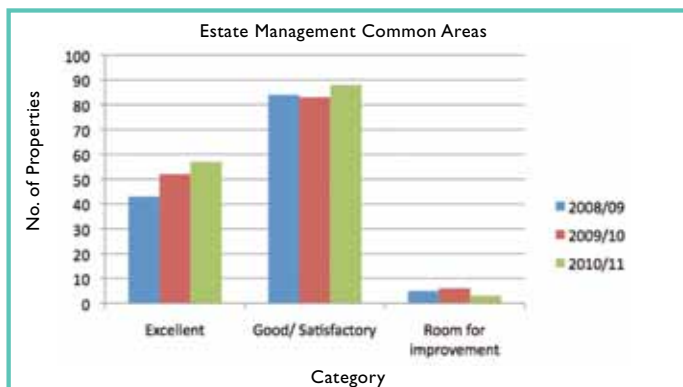


# TENANCY SERVICES

Stock Profile	1 APT			2 APT			3 APT			4 APT			5 APT +			A	B	C
Area Break Down	38	21	0	171	233	34	50	199	40	25	58	7	4	4	0	288	515	81
Average Weekly Rent	£46.45			£55.96			£62.48			£69.37			£79.59			£58.93		
New Build Shared Ownership	0			0			5			1			0			6		
New build & Fully refurbished	8			101			136			35			2			282		
Rehabilitation	51			334			152			53			6			596		
Unimproved	0			3			1			2			0			6		
Total	59			431			254			79			8			884 (+6 S/O)		
Homestake/NESSE				5			5			0			0			10		
Factored																405		
Commercial Units																93		

Key	Byres Road – Hyndland & Kelvinbridge	A	Anderston – Kelvingrove	B	St Georges X	C
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## ESTATE MANAGEMENT



An additional 5 properties were categorised as “excellent” this year, with 39% of all closes now meeting this high standard.

- ✓ Launch of G3 Growers project in partnership with Annexe Communities
- ✓ Residents participate in judging Good Close/Garden Competition.
- ✓ Liaison with GCSS and GCC, securing funding to protect the Dover Street site from fly-tipping.
- ✓ 100% estate management complaints investigated within target response time.
- ✓ Negotiations with GCC Cleaning Services to improve refusal disposal arrangements.

## ANNUAL TENANTS CONFERENCE (ATC)

Tenants attending the 11th ATC took part in discussions that influenced the rent review, participation plans and major repairs programme. The GWHA Consumer Panel, established at the ATC, met thereafter to progress the review of the Comments and Complaint Policy and Service Satisfaction Monitoring.



## SERVICE SATISFACTION

Since April 2007, a total of 1370 service users have participated in the independent telephone surveys, with 83% of participants, GWHA tenants. Methods for monitoring service satisfaction will be fully reviewed during 2011/12

	BENCHMARK	2010/11	2009/10	2008/09
<b>TENANTS</b>				
GWHA as landlord	91	94	94	90
Overall service quality	88	97	96	94
Information provision	N/A	98	97	98
Repairs Services	83	95	84	84
Taking account of Views	75	89	86	89
<b>OWNERS</b>				
GWHA as factor	N/A	85	86	87
Common Repairs Services	N/A	78	77	87
Factoring Fee is value for money	40	46	64	67



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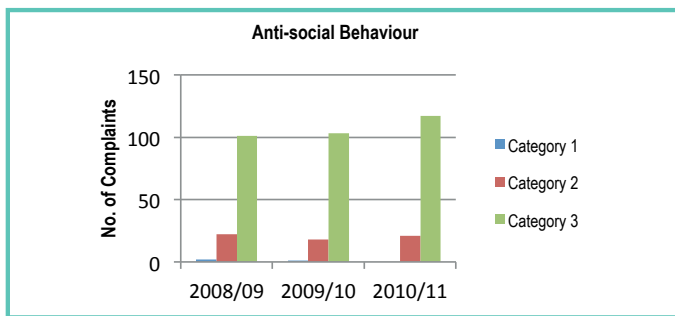


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# ANTI SOCIAL BEHAVIOUR



## Anti Social Behaviour (ASB)

Category 1 complaints tend to be a serious breach of the Tenancy, with Category 2 involving anti-social behaviour and Category 3 relatively minor and /or occasional breaches of the Tenancy.

- ✓ 100% ASB reports investigated within target response time.
- ✓ GCSS partnership continued.
- ✓ Regular attendance at Joint Working Group, established to identify solutions to common ASB issues.

# RENT REWARD SCHEME



Membership incentives have exceeded £15,000 since the launch of the Scheme in 2005. Applications are encouraged from all tenants.

Nicola Becci, winner of 2010 Annual Draw, with Jennie Dunk

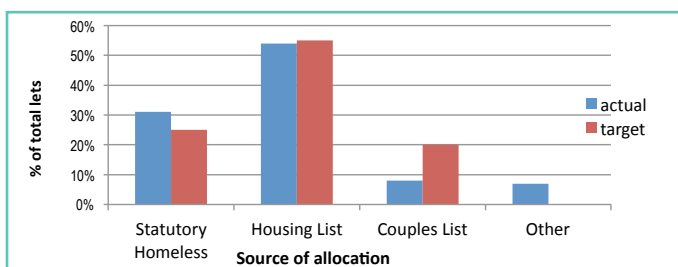
	2010/11	2009/10	2008/09	2007/08
New members during year	1	34	5	8
Total Members	79	80	74	66
% of Tenants	9%	9.6%	10%	9%

# HOUSING ALLOCATIONS

Housing Demand	2010/11	2009/10	2008/09	2007/08
No. of enquiries	1278	1637	1576	1590
No. of Applications	464	518	566	423
Process 80% within 10 working days	70%	88.6%	68.7%	89.6%

In line with the funding criteria, 15 flats within Brechin Street were allocated to GHA residents affected by the city wide demolition programme, and a further 8 flats were leased to Glasgow Simon Community for supported tenancies.

During the year, 30 (28.8%) existing GWAH tenants, with a change in their housing circumstances, transferred within GWAH's housing stock, with the remaining 74 vacancies let as follows:



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

# RENTS/VOIDS

RENTS/VOIDS	TARGET	PERFORMANCE			
		2010/11	2009/10	2008/09	2007/08
RENT COLLECTION	97.3%	97.15%	97.23%	97.23%	97.5%
VOID RENT LOSS	0.40%	0.84%	0.70%	0.70%	0.56%
RE-LET TIMES	6 days	13.6 days	10 days	9.5 days	6 days

## Void Performance

Void relet times are below target, however, GWAH continues to demonstrate strong performance in comparison to peer group RSLs (18 days).

## Rent Collection

Rent collection is increasingly challenging, with the current economic climate, increasing fuel bills and the VAT increase impacting on household incomes. Early intervention, with targeted support and advice remain a priority for GWAH, with recovery action always a last resort.

	2010/11	2009/10	2008/09
Legal Action Initiated	21	23	17
Rent Arrears paid in full	2 (10%)	7 (30%)	1 (6%)
Repayment arrangement in place and being maintained	11 (51%)	6 (26%)	9 (53%)
Tenancies terminated	2 (10%)	3 (13%)	2 (12%)
Referred to Sheriff Court & maintaining a repayment arrangement via Court	1 (5%)	0	1 (6%)
Case ongoing / ongoing at court	3 (14%)	6 (22%)	1 (6%)
Pending eviction	2 (10%)	0	1 (6%)
Eviction decree granted	4 <sup>1</sup>	3 <sub>3</sub> (9%)	2 (12%)

<sup>1</sup>c/f from 09/10    <sup>2</sup>1 case c/f from 08/09    <sup>3</sup>1 case c/f from 06/07



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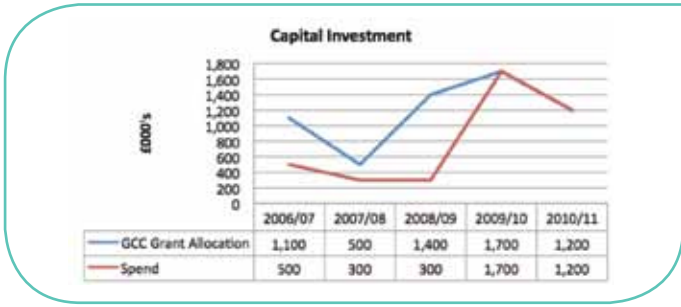


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# REGENERATION SERVICES



PROJECT	TYPE	UNITS	STATUS
Corunna Street	New Build	10	Subject to CPO proceedings.
Dover Street	New Build	54	CPO confirmed 16/11/10. Site acquisition underway.
Huntly Gardens	Remodelling	11	Planning Application



## Brechin Street New Build

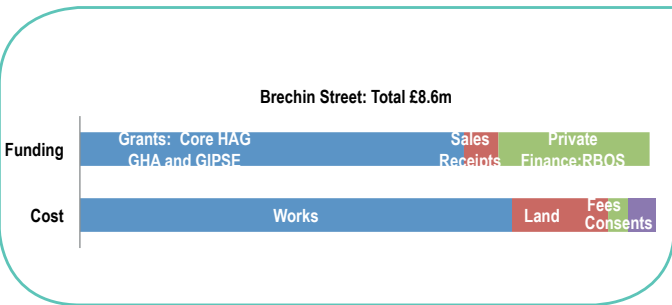
On the 16/11/10, GWAHA, partners and residents, celebrated the completion of 60 new homes for the local community, with a time capsule buried in the grounds of the development to mark the occasion. Partnership working with McTaggart Construction facilitated a work experience opportunity for a local GWAHA teenager through the YOUTHBUILD initiative, and also a funding contribution for the development of a small environmental project.

KEY FACTS	
Acquisition	Mar 06
Funding Approval	Mar 08
Planning Consent	Jan 09
Site Start	Apr 09
Total Cost	£8.4m



	2apt	3apt	4apt
Rent <sup>1</sup>	8 <sup>2</sup>	35 <sup>3</sup>	10
Shared Equity	4	3	

<sup>1</sup> including 15 GHA re-provisioning units  
<sup>2</sup> supported tenancies  
<sup>3</sup> including 12 wheelchair accessible properties



## Messages from Brechin Street new tenants:

Good for future generations and fun for kids

Very excited. Just love my new home.

We can't thank GWAHA enough for the new home. Great Housing.

Another new chapter in my journey. Thanks so much.

Woo Hoo! Thanks to everyone at GWAHA.

Pure Dead Brilliant. Very Very happy.

I'm over the moon with GWAHA.



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# ARGYLE LOCAL HOUSING ORGANISATION (LHO)

## ARGYLE 2<sup>ND</sup> STAGE TRANSFER



Duncan Lunan, Argyle Local Management Committee (LMC) Chairperson said "Tenants have finally had their say and shown their support for transfer to GWHA. The LMC has now fulfilled our objective, this is an exciting time for tenants and the local community, bringing renewed optimism and we now look forward to transfer".

Sam Harper, former Argyle LMC Chairperson added "It has been a long and difficult journey but I am delighted that transfer is now a reality and I have every confidence in GWHA's governance, leadership and management, with tenants and residents having a real voice".

Dave Sim, GWHA MC Chairperson stated: "We are delighted and look forward to welcoming Argyle tenants to GWHA, delivering our promises and demonstrating the benefits of local control."



### G3 GROWERS

GWHA partnership working with the Annexe Communities, and local residents, delivered this exciting initiative on previously derelict ground.

## BEST CLOSE, GOOD GARDEN COMPETITION WINNER 2010



### Good Garden

- 1st 140 Byres Road
- 2nd 4 Princess Place/  
19 Prince Albert Road
- 3rd 68 Elderslie Street



### Best Close

514 St Vincent Street

**Thanks to everyone who took part this year!**

## CHARITABLE ACTIVITIES

### Bookworms

- ✓ 144 children registered
- ✓ 532 books issued since 2007
- ✓ Sponsorship from Harper Collins

### Festive Gifts

- ✓ 282 Gifts delivered to elderly / vulnerable tenants

### Cash For Kids

- ✓ 29 children benefited from £725 received in grant for distribution at Christmas

### Children's Colouring Competition

- ✓ 11 children taking part in competition

## HOME COLLABORATION

A GWHA property was the venue for this project involving the RSAMD and S1 pupils from the local secondary school.



## GLASGOW WEST REGENERATION AGENCY

Partnership working with GWRA provided a valuable office and estate management learning experience for Azmat.



Azmat Khand with GWHA's Andrew Watson

## ARGYLE ADVICE PROJECT

The service, which has generated £3.5m 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.

	2010/11	2009/10	2008/09	2007/08
GWHA 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%



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# 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 <sub>1</sub>
James Michael	Secretary	Outwith Area	1980
Hanif Mirza	Committee Member	Anderston	2005
Elizabeth Reilly	Committee Member	Hyndland	2003 <sub>2</sub>
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 <sub>3</sub>
John Banks	Committee Member	Hyndland	2009 <sub>4</sub>
David McLavin	Co-optee	Burnbank	2009
Robert Graham	Co-optee	Anderston	2009 <sub>5</sub>



MANAGEMENT COMMITTEE AGM 2010-2011

## ANNE GOULD AWARD



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

Tracy DeMarco, receiving the 2011 award from Linda Reid

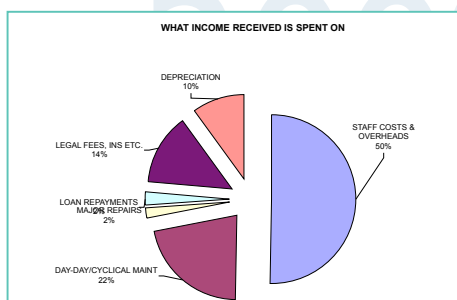
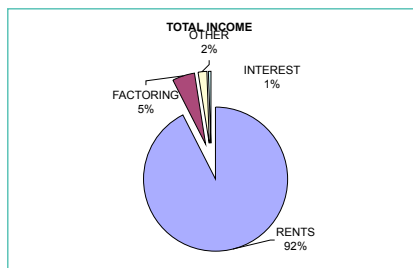
## JIM MICHAEL AWARD



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

Mr Bacon being presented with his award at the 2010 AGM by Jim Michael

- 1 (Avalon from 1981 – 2001)      2 (Resigned Nov 2010)  
 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)



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Elaine Travers  
Assistant Director (Services)



Anne Allan  
Assistant Director (Business)



Ruth Brogan  
Assistant Director (Projects)



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