



Ruchazie

H O U S I N G A S S O C I A T I O N



ANNUAL REPORT
2016/2017

Chairperson's Report

Welcome to our Annual Report for 2016/2017.

At Ruchazie Housing Association we are committed to providing excellent homes and looking after your property and the area we live in to the highest standard. In the last year we have been focusing on managing our homes effectively. This year we have appointed a new contractor for ground maintenance and I am pleased to see the improvements that have been made in the upkeep of our open space areas.

We use local contractors to deliver improvements to our homes. This keeps costs down and supports local business; it also keeps money in our area. We continue our programme of kitchen replacements and have completed the installations in part of Phase 2. I am pleased to report that our tenants are delighted with this work.

We continue to work with our partners in EHRA (Easterhouse Housing and Regeneration Alliance). EHRA is an umbrella organisation that represents the

eight community based housing associations. With other Committee members of EHRA we will work to improve our skills as a Committee through a training programme ensuring we are up to date with any change that affects our work and our tenants.

Throughout the year we send out information and seek your views on rent charges, repairs and ask for your opinion on any work we do to improve your home and our estate. In this year we have seen tenant satisfaction increase in a number of areas of your work. In the coming year we will be carrying out a comprehensive satisfaction survey and look forward to hearing your views.

Our AGM held in September at Ruchazie Parish Church was well attended, and tenants were able to hear about our work and plans for the year.

The Association staff and Management Committee continue to work hard to make Ruchazie a great place to live and work. The volunteers who make up the Management



Committee give freely of their time to ensure that Ruchazie Housing Association continues to deliver excellent services for their members and tenants. We always keen to hear from anyone who may be interested in joining the Management Committee to support our work.

The coming year will see us focus on structuring our services for the future ensuring we continue to maintain our homes to a high standard and providing value for money.

I would like to thank the staff and Committee for their valuable support and also our tenants and members for their support during the year and their continued support in the year ahead.

Derek Vickers

Chairman

Finance Report

The Association continues to adopt a prudent approach to all financial matters ensuring value for money and long term viability. We will continue to invest in our homes, replacing kitchen and bathrooms in line with our stock condition survey.

As a not for profit organisation, any surplus income we have is set aside to make sure we have the money to invest in our properties in the future.

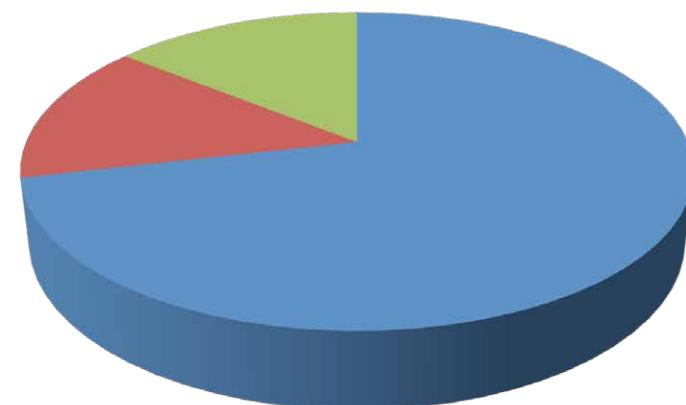
	2017 Total	2016 Total
	£	£
Revenue from Lettings		
Rent Receivable Net of Identifiable Service Charges	830,545	788,373
Service Charges Receivable	3,117	2,064
Gross Rents Receivable	833,662	790,437
Less: Rent losses from voids	(518)	(250)
Net Rents Receivable	833,144	790,187
Amortisation of Social Housing Grants and Other Grants	226,353	230,418
Revenue Grants from Local Authorities and Other Agencies	16,593	-
Total Income from Social Letting	1,076,090	1,020,605
Expenditure on Social Letting Activities		
Service Costs	-	-
Management and maintenance administration costs	(429,337)	(317,780)
Reactive Maintenance	(80,584)	(76,614)
Bad Debts - Rents and Service Charges	-	(10,108)
Planned and Cyclical Maintenance, including Major Repairs	(85,916)	(63,224)
Depreciation of Social Housing	(372,628)	(370,833)
Operating Costs of Social Letting	(968,465)	(838,559)
Operating Surplus on Social Letting Activities	107,625	182,046

Housing Report

Allocations and lettings

During the year the association re-let 14 properties, the breakdown of lets is shown here:

Waiting List	10
Transfers	2
Homeless	2
Total	14



Waiting list Homeless Total

We had 31 days rent loss due to voids, equating to an average of 2 days and a rent loss for the year of £518.

We received 7 Section 5 referrals (homeless applicants) and 2 applicants were able to take up housing on a Scottish Secure Tenancy.

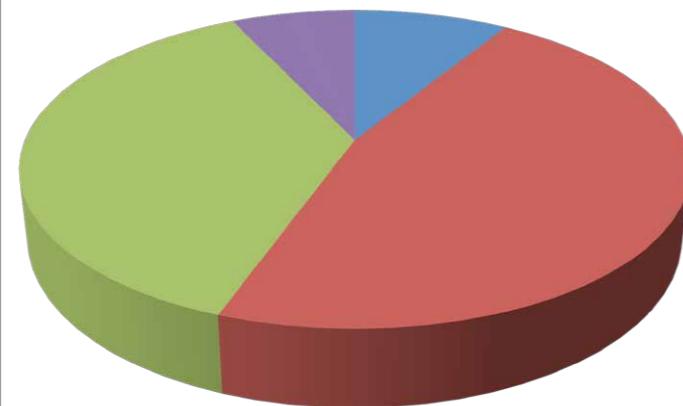
Housing Register

At March 2017 there were 72 applicants on our waiting list, during the year we cancelled 119 applications as a result of applicants not returning their annual review forms.

Due to the low turnover of stock some applicants can remain on our list for some time and only a small number of applicants will be successful in being rehoused.

In this year our stock was reduced by 2 as a result of tenants exercising the Right to Buy their home. The Right to Buy was abolished in August 2016.

Size	Number of properties
2 apt	20
3 apt	105
4 apt	84
5 apt	16



2 apt 3 apt 4 apt 5 apt

Rental Income

The Association's only income is from the rent you pay, therefore this will always be a key focus for us. We continue to work hard to deal with any problems that arise and as a result of our focus

the non-technical current rent arrears stood at £26,886, 3.67% of our total rent collectable. We provide factoring services to one owner and management services to a further 2 owners.

Performance	Sum	% of rental income
Total current rent arrears	£26,887	3.29%
Technical arrears*	£3734	0.45%
Non-technical arrears	£23,153	2.83%
Total Former tenant arrears	£9601	1.17%

Technical arrears * Housing Benefit still to be paid

Estate Management

The association staff are out in the estate every day and continue to inspect back courts, stairs and common areas. We carry out landscaping to our common areas and carry out litter picking and weed removal across our car parks.

We have appointed a new contractor to continue this work and look to hearing your views in future months.



Property Services Report

In 2016/2017 we carried out the following cyclical and planned maintenance (Sheree)

- Gas Service Checks to all properties
- Periodic electrical inspections (voids and those properties in our programme)
- External paintwork and gutter cleaning Phase 3

- Phase 2 kitchen replacements
- Ground maintenance works

The Association carried out a stock condition survey in 2016. This enables us to programme future works that will ensure that our properties are maintained to the highest standard.



During the year we received £16,593 of grant funding from Glasgow City Council to carry our adaptations to our properties, including kitchen upgrades, handrails, over bath showers and full wet floor bathrooms.

Wider Role

We work with our partners at GEMAP and Cranhill Development Trust to deliver Welfare Rights and Job Clubs allowing tenants to access information on welfare benefits, employment and training. If you would like any information please get in touch.

Every year we distribute funds made available through Cash for Kids, supporting local families in the run up to Christmas.

Each year all our children who return our colouring prints receive an easter egg and a selection box. We also have Tenant Incentive Draws and Repairs Satisfaction Surveys as a

way of giving something back to tenants who have taken care of their property, paid their rent on time and have not caused problems in the area. We have also given grants to organisations operating in our area such as Elmcroft Nursery, Quarriers Family Project and Ruchazie Parish Church, Blooming Ruchazie, Repairs Satisfaction, Local Groups and Ruchazie Parish Church. The Total spend from the Community Budget was £2897



EHRA

Ruchazie Housing Association is a member of the Easterhouse Housing and Regeneration Alliance and works with seven other housing associations in Greater Easterhouse to share training and services. EHRA also lobby local and national politicians to highlight housing issues in our area of work.

Management Committee and Staff

As at 31st March 2017 the Association had 105 members.

The Management Committee of Ruchazie Housing Association make key decisions on behalf of our members and tenants. We have 8 Committee members. New Committee members are welcome and will receive an induction pack, training and support.

Committee members

Derek Vickers *Chairperson*
 Ann Macdonald *Secretary*
 Brain Tollett *Vice Chairperson*
 Isobel Moor
 Hugh Holland
 Agnieska Galor
 Robina Rigley
 Jamie Clark

Staff

Bill Nicol *Director*
 Janice Shields *Housing Manager (Temporary Post August 2016)*
 Fiona Jolly *Housing & Corporate Services Officer*
 Sheree Colclough *Property Services Officer*
 Dorothy McArthur *Finance Officer*

The Association buy in Finance Services from Reidvale Housing Association.





H O U S I N G A S S O C I A T I O N

If you would like this report in any other format please get in touch.

Contact details

Ruchazie Housing Association
24 Avondale Street
Ruchazie
Glasgow G33 3QS

Telephone 0141 774 4433

Email: administrator@ruchazieha.co.uk

www.scottishhousingconnections.org

Follow us on facebook and twitter



Scottish Housing
Regulator

SPSO Scottish
Public
Services
Ombudsman



Glasgow and West of Scotland
Forum of Housing Associations



supporting
social
employers