



Ruchazie

H O U S I N G   A S S O C I A T I O N



**ANNUAL REPORT**  
2017/2018



**The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter, which sets out the standards which all housing organisations should look to achieve.**

The 14 standards which are relevant to Ruchazie are grouped under four main areas

- The Customer /Landlord relationship
- Housing Quality and Maintenance
- Neighbourhood and Community
- Access to Housing and Support

Each of these areas will be covered in the report, providing you with a guide of our performance and activities during 2017 – 2018. Also with this report we include our landlord report for 2017-2018.

Should you wish to find out more about the Scottish Social Housing Charter, visit the Scottish Governments website at [www.gov.scot](http://www.gov.scot)



# Chairperson's Report

Welcome to our Annual Report for 2017 -2018. In this report we will tell you about the work of the Association and how we are working with Scottish Housing Regulator to improve our governance and ensure that Ruchazie Housing Association continues to thrive as a Community Based Housing Association.

In the last 12 months we have faced some challenges and the Management Committee and staff have been working to overcome these in a positive way.

As we said last year we have been engaging with the Scottish Housing Regulator following the departure of the previous Director and we wrote to you earlier in the year to inform you of our regulation plan. The Regulation Plan will be in place until at least April 2019.

The Management Committee welcome the 4 experienced appointees to our board and we will ensure that we learn from them and work together to ensure that any decision we make is based on accurate information we receive from the Special Manager appointed and our Interim Director, and is in the best interests of our tenants.

We have worked over the past year with a small staff team, and you may have noticed some changes in the office in the past few months. Bill Nicol retired in July 2017 and we acknowledged his service to the organisation with a small presentation ceremony, friends - near and far and colleagues took time to say cheerio and thank him for the work he had done to regenerate the area.

We completed a Tenant Satisfaction Survey in March this year. The Management Committee were pleased that over 96% of tenants who were surveyed are satisfied with the services they receive. More details of this are in this report. We acknowledge that there are some areas where we need to improve and will continue to seek ways to engage with tenants in a way that suits them.

We appointed Clyde Valley as our ground Maintenance Contractor in March 2017 and this contract was continued for a further year. Tenants have let us know that they are satisfied with this service. Our last survey in March this year saw over 90% of our tenants satisfied with the service, and we will continually monitor to ensure high satisfaction levels.

Our focus remains to provide an excellent service to our tenants and continue to invest in your homes and the area you live in.

We completed the external paintwork in Phase 3 and replaced some external woodwork with insulated UPVC cladding, which will result in reduced costs to maintain. Our kitchen replacement programme continues with new kitchens in Phase 3.

The Governments Welfare Reform programme brings further challenges to the Association when Universal Credit is rolled out later this year. Staff will visit tenants in their home to ensure we have all the relevant information to support you should you be affected by welfare reform. Rental Income is our only income and we must work



with tenants to meet the challenges you face to ensure we can continue to invest in your homes.

The Management Committee has capacity for 15 members and we will always welcome tenants and others who are interested in making Ruchazie a great place to live. It is important that those who serve on the Management Committee have relevant skills and experiences to be effective and although training will be given we welcome enquiries from anyone who has an interest in becoming a committee member. In the coming year we will work with our partners to support our tenants with welfare reform. We will continue to work with the Scottish Housing Regulator to overcome the challenges we face and we will continue to invest in your home.

I would like to thank the staff and management committee for their support in the past year and look forward to working with them again in delivering excellent services for our tenants and improving our homes and area we live in.

*Hugh Holland*  
Chairperson

# Management Committee

## Committee members

|                 |                  |
|-----------------|------------------|
| Hugh Holland    | Chairperson      |
| Ann Macdonald   | Secretary        |
| Brain Tollett   | Vice Chairperson |
| Agnieszka Galor | Committee Member |
| Robina Rigley   | Committee Member |
| K Anderson      | Appointee        |
| B Banks         | Appointee        |
| T Brock         | Appointee        |
| J Cosgrove      | Appointee        |

## Staff

|                  |   |
|------------------|---|
| Janice Shields   | Interim Director/Housing Services Manager |
| Fiona Jolly      | Housing & Corporate Services Officer      |
| Sheree Colclough | Property Services Officer                 |
| Dorothy McArthur | Finance Officer (left June 2018)          |
| Moirra Smith     | Finance Officer (appointed July 2018)     |
| Mandy Lennox     | Clerical Assistant (appointed June 2018)  |
| Gerry Shepherd   | Finance Agent (contract end June 2018)    |
| Rosemary Farrar  | Special Manager (appointed April 2018)    |

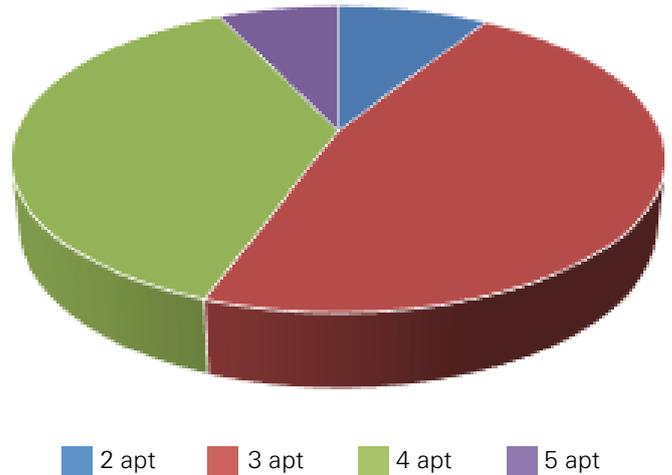
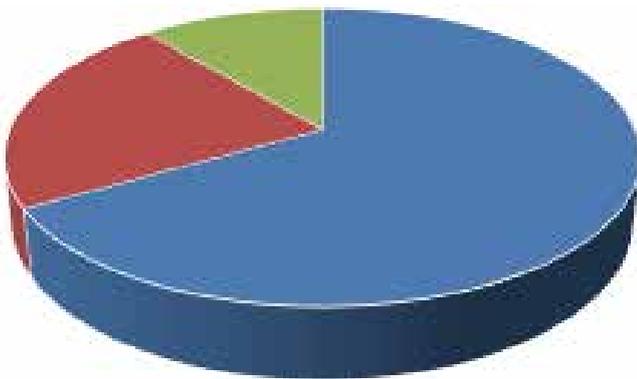


# Housing Services

## Allocations and lettings

During the year the association re-let 9 properties, the breakdown of lets is shown here

|              |   |
|--------------|---|
| Waiting List | 6 |
| Transfers    | 2 |
| Homeless     | 1 |
| Total        | 9 |



We had 65 days rent loss due to voids, equating to an average of 8 days for each void property and a rent loss for the year of £635.

We received 12 Section 5 referrals (homeless applicants) and 1 applicant was able to take up housing on a Scottish Secure Tenancy.

## Housing Register

As at March 2018 there were 73 applicants on our waiting list, during the year we cancelled 90 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.

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

## 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 £25,646, 3.04% 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 Gross rent arrears | £25,646 | 3.04%              |

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.

Our Contractor Clyde Valley Landscapes have been out on our estate across the whole year carrying out grass cutting, weeding sprays, de-littering and cleaning our car parking areas. Tenants report satisfaction with the work carried out and we will continue to monitor the work to ensure that high satisfaction levels are maintained.

# 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.

Our key financial details are below, if you would like to see a full copy of our annual accounts, please visit our website at [www.ruchazieha.co.uk](http://www.ruchazieha.co.uk) or visit the office where copies are available.

|   | 2018             | 2017<br>(re stated) |
|---|------------------|---------------------|
|   | £                | £                   |
| Income from rent                        | 850,323          | 830,545             |
| Service Charges                         | 3,340            | 3,117               |
| less rent loss from voids               | -1,040           | -518                |
|   | <hr/>            | <hr/>               |
|   | 852,623          | 833,144             |
| Housing Grant                           | 327,408          | 331,456             |
|   | <hr/>            | <hr/>               |
| <b>Total Income from Social Housing</b> | <b>1,180,031</b> | <b>1,164,600</b>    |
| Less                                    |                  |                     |
| Management and Maintenance Costs        | 347,163          | 429,337             |
| Planned Maintenance and major repairs   | 76,340           | 85,916              |
| Re-active Maintenance                   | 55,209           | 80,584              |
| Bad Debts                               | 7,376            | 0                   |
| Depreciation                            | 361,922          | 372,628             |
|   | <hr/>            | <hr/>               |
| <b>Total costs of social letting</b>    | <b>848,010</b>   | <b>968,465</b>      |
| Operating Surplus on social lettings    | 332,021          | 196,135             |
| Net costs                               |                  |                     |
| Net Income costs from other activities  | 454              | -75                 |
| Gain on sale of housing stock           | 0                | 27,856              |
| Net interest payable                    | -44,863          | -60,603             |
|   | <hr/>            | <hr/>               |
| <b>Surplus for the year</b>             | <b>287,612</b>   | <b>163,313</b>      |



# Property Services Report

In 2017-2018 we carried out the following cyclical and planned maintenance

- Gas Service Checks to all properties
- Periodic electrical inspections (voids and those properties in our programme)
- External paintwork, replaced timber cladding and gutter cleaning in Phase 3B and 3C
- Completed Phase 2 kitchen replacements
- Installation of door entry at Claypotts Road
- Ground maintenance works

The Association carry out stock condition surveys at regular intervals. This enables us to programme future works that will ensure

that our properties are maintained to the highest standard.

During the year we received £17,842 of grant funding from Glasgow City Council to carry out medical adaptations to our properties, including kitchen upgrades, handrails, over bath showers and full wet floor bathrooms.

Scottish Housing Quality Standard (SHQS) - All of our homes meet the requirements of SHQS. Our planned maintenance programmes will ensure that we continue to meet this standard as well working towards the Energy Efficiency Standard for social Housing ( a reduction of 42% by 2020 across all of Scotland).

## 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 £2362

## Tenant Satisfaction

Our most recent tenant satisfaction survey carried out in March 2018 told us what you thought of the services we deliver.

Over 96% of our tenants are satisfied with our overall service compared to 89% in 2012 and 99% of our tenants feel Ruchazie keeps them informed.

All of the tenant's surveyed are satisfied with the opportunities given to them to participate in our decision making process.

78% of tenants surveyed think that Ruchazie provides value for Money across all its services and 94% of tenants are satisfied with the management of the neighbourhood. We acknowledge that there are some areas where we need to improve and will continue to seek ways to engage with our tenants in a way that suits them.

A full copy of the survey is available on our website or you can get a copy from our office.



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## 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. Ruchazie Housing Association tenants are invited to the Annual Conference held in September each year.



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

### Contact details

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