

Annual Gas Safety Inspections



The Association has a legal responsibility to ensure that your central heating boiler is checked, serviced and maintained in a safe condition on an annual basis.

During the service visit the Gas Engineer will carry out the following checks:

- He will check the condition of the boiler to ensure that it is working safely
- He will test the appliance to ensure there are no gas leaks
- He will inspect and test the flue to the boiler
- Ventilation will be checked for blockages

The Gas Engineer will complete a gas safety certificate which you will be asked to sign on completion of the service visit. A copy of the certificate will be sent to the Association.

It is a legal requirement of your tenancy that you must give access to our contractor to carry out the annual service of the boiler in accordance with current gas safety legislation. Your co-operation in allowing access is important and essential. Failure to give access when requested will be treated as a breach of your tenancy agreement. Unfortunately, we still have a small minority of tenants who fail to comply with access arrangements and we will be actively targeting those tenants in the coming year.

We have also reviewed our gas servicing procedures to improve performance in this area and our focus will be on early intervention. Where attempts are ignored, or

appointments continually broken, we will arrange a forced entry to the property or cap the gas supply where external gas meters are fitted. We will also consider fitting shut off devices during the service visit which will cause the boiler to shut down if the service visit is not carried out within 12 months of the previous service.

Within 8 weeks of your service being due, the contractor will contact you to confirm a service date, specifying a morning or afternoon call. If the date you are given is unsuitable you should contact the contractor on **0800 595 595** to arrange an alternative appointment. **(continued on page 2)**



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If the contractor does not gain access to your property on the specified appointment date you will be given another specific appointment date. The Association receives notification of abortive no access visits the same day and where this happens we will contact you within 24 hours.

Service visits are put on hold after 2 no access calls if this happens, we will arrange a service date for you and write to you confirming the date, specifying a.m. or p.m. call.

If access is not made available for the third visit, you will be issued with a final appointment letter and be advise that we may force access to the property or cap the gas supply to prevent you using an appliance that may be unsafe to use until it has been inspected, serviced and certified as being safe to use. If we require to force access to the property you will be recharged for the cost of the work and any associated legal costs (approximately £400). Please remember that we have a legal requirement to carry out gas servicing and certification every 12 months. This is for your benefit and to ensure that your safety is not compromised by using an unsafe appliance.

Bin Collection Tenement Properties

As you will be aware, the bin uplift cycle has changed from weekly to fortnightly and this has led to an accumulation of household refuse in bins and bin areas. This is partly due to the following:

- Improper use of recycling bins resulting in recycling items being placed in general waste bins causing them to overflow.
- General household refuse being put in recycling bins resulting in contamination and when this happens, bins will not be uplifted.
- Certain residents at 47 – 49 Lochgoin Avenue not taking responsibility for pulling their bins out to the street for collection
- Bagged household refuse being deposited in the bin store as opposed to the bins resulting in this refuse not being uplifted for collection. This results in filthy, overflowing maggot infested bin areas which end up being cleared at considerable cost to the Association.



Residents can take the following simple steps to rectify these problems:

- Ensure that you place recycling items in the recycling bins thereby freeing up space in the general refuse bins.
- Ensure that you do not place general household refuse in recycling bins as they will not be emptied if you do so.
- Ensure that you do not deposit bags of household refuse in the bin store area as they will not be uplifted. Apart from this it also results in filthy and unhygienic conditions which can attract vermin.
- All residents at 47 – 49 Lochgoin Avenue must take responsibility for ensuring that their individual refuse bins are taken from the bin store to the street on a Sunday evening before the scheduled collection day – Monday.

By taking these simple steps you will help keep your immediate environment in a clean and tidy condition.

We recognise that the majority of residents do take responsibility for this but the co-operation of all residents would be greatly appreciated.



Welfare Benefits

ADVICE

Service

As you will be aware, the Association facilitates a free welfare benefits advice surgery from our office on a Wednesday morning providing Citizens Advice Bureau (CAB)

Our Benefits adviser had another successful year in 2017 - 2018 and assisted a number of residents to claim various benefits, resulting in financial gains of £54,422.07 which included:

• Housing Benefit Payments	£13,220.80 (6 clients)
• Employment and Support Allowance	£9,015.60 (4 clients)
• Personal Independence Payment Daily Living Component	£14,388.40 (4 clients)
• Personal Independence Payment Mobility Component	£4,149.60 (2 clients)
• Working Tax Credits	£133.50 (1 client)
• Pension Credit	£2,249.00 (1 client)
• Carers Allowance	£6,484.40 (2 clients)
• DLA (Mobility)	£1,144.00 (1 client)
• Council Tax	£3,496.77 (5 clients)
• Utilities (Gas & Electric)	£140.00 (1 client)
• Total	<u>£54,422.07</u>

Our Advisers offer free and confidential advice on a range of benefits, including benefits eligibility check, applying for benefits, challenging decisions that you are unhappy with and providing representation at benefit appeal hearings.

The service is available from 9.30am – 12.30pm on Wednesday mornings. You can make an appointment by contacting the office on 944 3881.



Interested in joining our management committee?



Our Management Committee is made up of local people like yourself, who live in the community. They are committed to the area they live in and are responsible for ensuring that the Association is managed properly.

We are urgently looking to attract new members to help run the Association and face the challenges which lie ahead. Management Committee meetings are held on the last Tuesday of the month at 5.45pm but can be changed to accommodate working requirements if specific interest is expressed.

Induction training will be provided and regular training courses are delivered locally, in partnership with the other Drumchapel Housing Association's.

If you have child care responsibilities, the Association can meet any reasonable expenses that you incur to have someone look after your child/children while you attend meetings.

We have also produced an information leaflet which outlines in more detail, the role and responsibilities of committee members. This leaflet is available on request.

If you would like to have an informal chat about committee membership, please contact us on 944 3881 to arrange an appointment.

PAYING YOUR RENT

Payment of rent is not a choice and failure to pay your rent by the due date in each month results in difficulties for the Association in providing services and meeting the cost of carrying out reactive maintenance, planned maintenance and major repairs.

Your Home is at risk if you do not pay your rent in full and on time.

The Association offer a range of rent payment options:

- You can make payments over the telephone or in the office using a debit or credit card.
- You can set up a weekly or monthly Direct Debit for a faster, easier payment. If you would like to set up a Direct Debit payment, contact Paul or Jillian at the office.
- You can make a payment at any Post Office or at any location displaying the PayPoint logo, using your Allpay payment card. Payments can also be made online.
- Unfortunately, due to insurance requirements we cannot accept cash payments at the office unless in very exceptional circumstances and by prior arrangement.

If you are experiencing difficulty in meeting your rent obligations, please contact us immediately. Even if dealing with an arrears situation seems daunting or stressful, the earlier you contact us, the sooner we can start to get things sorted out and the problem will become easier to deal with.

We can also offer free and impartial welfare benefits advice and make referrals to other agencies where multiple debt is an issue.





Tenant Satisfaction Survey Analysis

Key highlights from our tenant satisfaction surveys carried out in 2017 -2018 are outlined below:

- How satisfied or dissatisfied are you about the opportunities to participate in our decision making process.

	2017 – 2018	2016 – 2017
Very satisfied/fairly satisfied	100%	97.14%

- How good or poor do you think the Association is at keeping you informed about our services and decisions.

	2017 – 2018	2016 - 2017
Very satisfied/fairly satisfied	98.33%	100%

- Overall, how satisfied are you with the quality of your home.

	2017 – 2018	2016 – 2017
Very satisfied/fairly satisfied	100%	100%

- How satisfied or dissatisfied are you with the repairs and maintenance service provided by the Association?

	2017 – 2018	2016 – 2017
Very satisfied/fairly satisfied	100%	100%

- Taking into account the accommodation and services the Association provides, to what extent do you think the rent you pay represents good value for money?

	2017 – 2018	2016 – 2017
Very satisfied/fairly satisfied	98.33%	100%

- % of tenants satisfied with the management of the Neighbourhood they live in.

	2017 – 2018	2016 – 2017
Very satisfied/fairly satisfied	98.33%	100%



Management of Rent Arrears

Despite the best efforts of our staff, our rent arrears increased from 4.57% (£48,078) in 2016 –2017 to 5.38% (£57,658) in 2017 – 2018. **Rent arrears increased by £9,580 in one year.**

At 31st March 2018, 95 tenants had rent arrears and 18 tenants had accrued arrears of more than 13 weeks. 12 tenants had rent arrears in excess of £1000 and 5 tenants had arrears in excess of £2000. 32.1% of our tenants had rent arrears at the year end.

In effect the majority of tenants (67.9%) who pay their rent in full and on time are effectively subsidising those tenants who do not pay their rent.

Effective arrears management is a core business objective of the Association and we consider that the prevention, control and recovery of rent arrears is the most important aspect of our Housing Management Service as we require to maximise our income in order to provide a professional and responsive management and maintenance service.

Payment of Rent

When you signed your tenancy agreement you entered into a legally binding contract to pay the specified rent for the property in full and on time each month.

Rent Arrears: Facts and Fiction

- At year ending 31st March, 2018 we only collected 99p in every (£) we were due to collect. The amount of rent arrears owed by current tenants was £57,658. This amount of unpaid rent equates to the replacement of 38 central heating boilers
- The majority of tenants who pay their rent in full and on time are effectively subsidising those tenants who do not.
- At 30th June, 2018 we had commenced court action against 22 tenants.
- **Late payment of rent is not acceptable and neither are Payment Holidays!** Your rent is due to be paid in full by the 28th day of each month. If your rent is not paid on time you have accrued rent arrears and are in breach of your tenancy agreement.
- We appreciate that people have competing priorities when managing money. Payment of rent should be your top priority as **Your Home is at Risk if you do not maintain your rent payments. Non- payment of rent is not an option and it is not acceptable for your rent account to be in arrears.**
- Rent arrears can affect your credit status, can prevent you from obtaining bank loans and credit facilities and could affect future housing prospects.
- Rent Arrears impacts our ability to deliver a responsive and professional management and maintenance service and it could be argued that tenants who do not meet their contractual rent payment responsibilities should not receive the same level of maintenance service as those who do. With this in mind, we are considering a restriction on non- essential minor repairs for those tenants who are in arrears of rent.

The table below highlights the breakdown of current tenant rent arrears in excess of £500 at 30th June, 2018.

Tenants Owing:			
£500 - £999.99	=		29
£1000 - £1999.99	=		12
More than £2000	=		5

Rent Arrears

Strategy 2018 - 2019

The Association is required to collect rents effectively, in full and on time and to provide monthly reports to demonstrate and quantify our performance. Effective Arrears Management is our top business objective this year and we will be implementing an aggressive Arrears Management Strategy to reduce rent arrears from the current unacceptable level.

The main focus of our strategy is early intervention and we will target tenants who:

- Have rent arrears (including late payments and insufficient payments).
- Have rent arrears and fail to maintain contractual repayment arrangements
- Have rent arrears of 2 months or more. We will initiate court action against any tenant who has rent arrears of 2 months

If you fall into any of these categories you can expect strong and frequent intervention by the Association which will involve, letters, phone calls, texts, email's and home visits (within and outwith office hours). We make no apology for this approach and if you want to avoid intervention then please ensure that your rent account is clear.

It is important to emphasise that we can also adopt a flexible and sympathetic approach towards any tenant who is experiencing financial difficulties and who are prepared to co-operate and engage with us in order to resolve payment difficulties. Contractual Repayment Plans can be agreed and implemented in order to reduce arrears over a specified period of time. Repayment plans will take into account income and expenditure but at a minimum must always cover the monthly rent charge plus an amount over and above this to clear existing arrears.

We can also provide free and impartial advice on benefit entitlement. Please contact the office to book an appointment or for further advice.

We do of course appreciate the efforts of those tenants who maintain clear rent accounts and who ensure that rent payments are made in full and on time each month.

Annual General Meeting 7th August 2018

The Association held its 26th Annual General Meeting on 7th August, 2018 in the Phoenix Neighbourhood Centre. Our Chairperson presented the annual report for year ended 31st March, 2018. Our Financial Adviser presented the Annual Accounts for year ended 31st March 2018 and our External Auditor presented the Auditors Report covering the same period. Seven existing committee members were re-elected and 3 new members were elected. There are still 5 vacancies on our Management Committee and we are always keen to attract new members.

Performance Summary 2017 - 2018

INDICATOR	2017/18	2016/17
General Needs Lets	15	21
Lets made to existing tenants	4	5
Lets made to Housing applicants	8	13
Mutual Exchanges	1	3
Homeless Referrals	3	3
Voids at year end	0	0
Void for more than 6 months	0	0
Number of reactive repairs completed	965	1,116
Average number of repairs per property	3.43	3.97
Number of emergency repairs completed	161	232
Average length of time taken to complete Emergency repairs	2.67 hours	2.86 hours
Average length of time taken to complete Non-emergency repairs	1.95 days	2.2 days
% of reactive repairs completed right 1st time	98.76%	99.4%
% of properties which had gas safety check Completed by the anniversary date	100%	100%
Number of tenancy offers made	15	22
Number of tenancy offers refused	0	1
% of tenancy offers refused	0%	4.55%
Number of anti-social cases reported	6	7
% of lettable houses that became vacant	5.38%	7.53%
INDICATOR	2017/18	2016/17
Average time to re-let properties	11.33 days	12.81 days
% of new tenancies sustained for more than a year	95.23%	100%
Rent collected as % of total rent due	99.23%	102.11%
Gross Rent Arrears	5.38%	4.57%



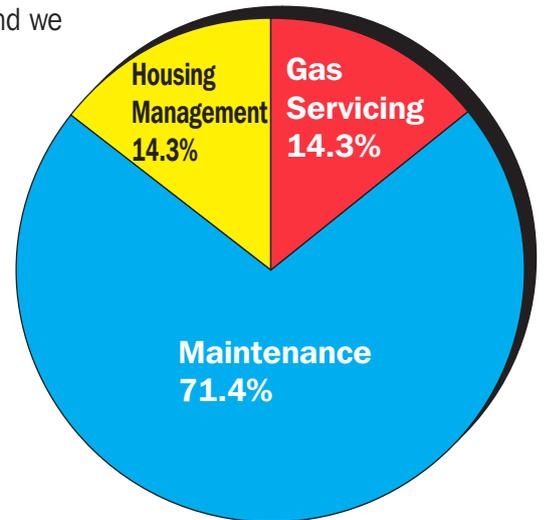
We strive for continual improvement and our key performance indicators highlighted improvement across the board in a number of areas.

SERVICE COMPLAINTS 2017 – 2018

The Association is committed to providing good quality customer service. We monitor complaints and use complaint information to help us improve service delivery. We strive to get things right but are realistic enough to accept that things can sometimes go wrong and there can be occasions where customers are dissatisfied with our service. If this happens, please tell us and we always try to deal with problems quickly. Sometimes a matter may require a detailed investigation and where this is necessary we will tell you, advise you of the timescale and keep you informed.

During the course of the year, we received 8 service complaints. 7 of these complaints were dealt with at stage 1 and one complaint was escalated to stage 2.

2 out of the 6 complaints were upheld and all but 1 complaint was responded to within Scottish Public Services Ombudsman timescale.



Service complaint categories

Would You Like to Become a Member of the Association

Who may become a member?

- Any Drumchapel resident who is aged 16 or over

How much does membership cost?

- Membership of the Association costs £1 for a lifetime membership

What are the benefits of membership?

- Being a member of the Association entitles you to be involved in the Association's activities and have a say in how we run our business. Other benefits include:
- An invitation to our AGM which is held in August each year
- An invitation to any Special General meeting
- Eligibility to vote at our AGM
- Eligibility to become a member of the Management Committee
- Receiving a copy of our rules and a share certificate
- To be able to request minutes of Management Committee Meetings

How do I apply for Membership?

Simply complete a Membership Application Form which is available from our office or as a download from our website. Return the form to our office along with your £1 fee.

Applications are considered at our Management Committee Meetings which are held monthly.

STOCK CONDITION SURVEY

The Association carried out a stock condition survey in March 2018 to:

- Assess the current position of our housing stock against the Scottish Housing Quality Standard
- Assist in the identification of reactive and major repairs
- Guide the remodelling of our costed planned maintenance requirements over a 30 year planning period

The survey highlighted that our Housing Stock is compliant with The Scottish Housing Quality Standard and are in excess of the anticipated Energy Efficiency Standards for Scottish Housing 2020 ratings.

Planned investment during the 30 year period 2018 – 2047 inclusive is estimated at £8,770,611 giving an average annual expenditure of £292,354.

Boilers and radiators are replaced on a reactive basis as we have a service and repair contract. Gutters and downpipes are also replaced on a reactive basis

A summary of general findings is outlined below.

Inchfad Drive Phase 1

87-133 Inchfad Drive

As a result of the improvement investment and our commitment to ongoing maintenance the major elements of the building fabric are in good order.

Component	Condition	Replacement Timescale
Roofs	Reasonable Condition	Very long term
Windows and Doors were replaced in 2010	Good Condition	Medium to long term
Kitchens were replaced in 2009	Good Condition	7 – 10 years
Bathrooms	Good Condition	5 years

Inchfad Drive Phase 2

90-124 Inchfad Drive 7-19 Fettercairn Ave 1-8 Inchfad Place

As a result of the improvement investment and our commitment to ongoing maintenance the major elements of the building fabric are in good order

Component	Condition	Replacement Timescale
Roofs	Reasonable Condition	Very long term
Windows and Doors	Showing signs of deterioration	Immediate 2018
Kitchens were replaced in 2011	Good Condition	10 years +
Bathrooms	Good Condition	8 Years

Inchfad Phase 3

68-88 Inchfad Drive 1-5 Fettercairn Ave 9-15 Inchfad Place

As a result of the improvement investment and our commitment to ongoing maintenance the major elements of the building fabric are in good order.

Component	Condition	Replacement Timescale
Roofs	Reasonable Condition	Very long term
Windows and Doors were replaced in 2017	Good Condition	20 years
Kitchens were replaced in 2014	Good Condition	11 – 13 years
Bathrooms	Good Condition	10 Years

Inchfad Phase 4

1-61 Inchfad Cres 77-85 Inchfad Drive

As a result of the improvement investment and our commitment to ongoing maintenance the major elements of the building fabric are in good condition.

Component	Condition	Replacement Timescale
Roofs	Reasonable condition	Very long term
Windows and doors	Good working order	5 – 6 years
Kitchens	Nearing the end of their anticipated lifespan	2021
Bathrooms	Good Condition	13 years

Ladyloan Avenue Phase 1

8-28 Ladyloan Ave 1-17 Ladyloan Crt 5-26 Ladyloan Gdns

As a result of the improvement investment and our commitment to ongoing maintenance the major elements of the building fabric are in good condition.

Component	Condition	Replacement Timescale
Roofs	Reasonable condition	Very long term
Windows and doors	Good working order	5 years
Kitchens were replaced in 2013	Good condition	13 – 15 years
Bathrooms	Good condition	8 years

Ladyloan Avenue Phase 2

2-24 Ladyloan Grove 9A-53 Lochgoin Avenue

As a result of the improvement investment and our commitment to ongoing maintenance the major elements of the building fabric are in good condition.

Component	Condition	Replacement Timescale
Roofs	Reasonable condition	Very long term
Windows and doors	Good working order	10 years
Kitchens	Good condition	5 – 7 years
Bathrooms	Good condition	17 years

Achamore Road/ Lochgoin Avenue New build

80-96 Achamore Road 1-7 Lochgoin Avenue
1-15 Lochgoin Gardens 1A-7B Ladyloan Avenue

As a result of the improvement investment and our commitment to ongoing maintenance the major elements of the building fabric are in good condition.

Component	Condition	Replacement Timescale
Roofs	Reasonable condition	Very long term
Windows and doors	Good working order	10 years
Kitchens	Poor condition	2019
Bathrooms	Good condition	15 years

Cleddans Court

Fasque Place & Ladyloan Place

As a result of the improvement investment and our commitment to ongoing maintenance the major elements of the building fabric are in good condition.

Component	Condition	Replacement Timescale
Roofs	Good condition	Very long term
Windows and doors	Good working order	12 years
Kitchens	Fair condition	3-4 years
Bathrooms	Good condition	18 years

37 – 45 Lochgoin Avenue

As a result of the improvement investment and our commitment to ongoing maintenance the major elements of the building fabric are in good condition.

Component	Condition	Replacement Timescale
Roofs	Reasonable condition	Very long term
Windows and doors were renewed in 2016	Good condition	23 Years
Kitchens were replaced in 2008	Reasonable condition	10 Years
Bathrooms	Good condition	5 years

The next stock condition survey will take place in 2021 and long term planning assumptions will be reviewed at that time.

