



Maryhill

housing association

Annual Review 2010

Chair's Report

“ The official opening of 49 properties marks the completion of a major housing development. Lord Provost Bob Winter carried out the ceremony at Gilshochill where the homes were built as part of Maryhill Housing Association's housebuilding programme.

EVENING TIMES June 2009

Maryhill Housing Association has been at the heart of the Maryhill and Ruchill communities for 33 years.



Looking around the area in which we live it is easy to see the work which Maryhill Housing Association has done over three decades to create great new homes and improve people's lives.

We never forget that as your housing association we play a crucial role in the community - doing much, much more than simply collecting the rent.

Over the last 12 months, the Association has continued to deliver for the people we serve. New homes are being created, our outstanding Burgh Halls are being restored and a huge regeneration is coming which will transform the Maryhill canal basins, The Botany and The Valley. Others are working hard too in making improvements - a new shopping centre is coming and the long-awaited Maryhill leisure centre is now here.

Very soon, Glasgow Housing Association tenants living in Ruchill and Maryhill will get the opportunity to vote on whether they would like to join the Maryhill Housing Association family in what is known as "second stage transfer." We will keep you informed of how that goes.

Meantime, remember that your housing association is run by a Management Committee of volunteers who give of their time freely to ensure the organisation is well run.

If you would like to know more about joining the Association for just £1 and consider joining the Management Committee please get in touch.

And together we can make Maryhill and Ruchill the best they can be.

Lorain Mackinnon

Chairperson

Halls Restoration Reaches Its Target



THE campaign to save Maryhill's historic burgh halls reached its ambitious £9.2 million target during the last year.

Work is underway and is progressing well. The Halls on Maryhill Road will be completed in the summer of next year.

The restoration will recapture the splendid historic beauty of this treasured building which is being developed into a modern public hall, cafe, 11 offices, a commercial and a community recording studio, a nursery, meeting rooms and courtyard garden. The centrepiece of the project will be the return of a number of unique stained glass windows showing the trades and industries of Maryhill.

The Board of the Maryhill Burgh Halls Trust comprises local people and representatives from partners Maryhill Housing Association, Cube Housing Association and Glasgow City Council.

Earlier this year, the Scottish Government's Housing and Communities Minister Alex Neil MSP visited the ongoing work and was impressed by what the Trust has achieved to date.

“ Maryhill Community Council delivered the best gala day yet. The Gala Day success was achieved by excellent partnership working between Maryhill Community Council, Maryhill Housing Association and Culture and Sport Glasgow.

LOCAL NEWS July 2009

Building New Homes

“ Ruchill brimmed with talent when it hosted “Ruchill’s Got Talent” run by Maryhill Housing Association. The talent contest at Ruchill Community Centre attracted a sparkling selection of local people competing for prizes.
HOUSING SCOTLAND magazine September 2009

Campbell Street

The Campbell Street project in Maryhill was completed in June 2010 following the end of the contractors’ liability during the 12 month Defect Liability Period. A residents’ satisfaction/design feedback questionnaire was completed by the majority of residents in the development. A high degree of satisfaction was reported with the Development. Glasgow City Council DRS have also completed a Post Completion Audit of the development which was very positive.

Botany



The 35 units at the Botany were under construction during the year. The Botany forms part of a larger regeneration proposal around the Maryhill Locks and Canalside. The first 10 units

were handed over in July with the project due to complete in September 2010.

Phase 5, Ruchill Street



The Phase 5 project is located in Ruchill (Hugo Street & Ruchill Street & Place) and has been constructed much faster than anticipated with Bellway Homes working to an accelerated programme

for the 52 new build housing units. The units are for rent by Maryhill Housing Association, Horizon Housing Association, the Glasgow Centre for Inclusive Living and Glasgow Homelessness Partnership. It is anticipated that the project will complete in September 2010.

Maryhill Primary School



The Maryhill Primary School site on Viewmount Drive was purchased in March from the city council and the Association has submitted an application for tender approval to the council’s Investment Division. We hope to be on site in late summer 2010. The 25 unit project will include 16 new build rented homes and 9 units for low cost home ownership within the converted school building which will be sold under the Scottish Government New Supply Shared Equity initiative. (NSSE).

Maryhill Locks Phase 2

The Association is working with Glasgow City Council, GHA and ISIS to deliver 125 new build units in the Valley area around Maryhill Locks. The Phase 2 project will completely transform the area with 106 units for social rent by MHA/ GHA and 19 units for sale by ISIS. The tender for the project was approved in March and the project is expected to be underway in the Autumn with completion January 2012.



Picture courtesy of Architects Hypostyle

Performance

The table below summarises the Key Performance Indicators (KPI’s) measured for development.

CORE BUDGET	TARGET 09/10	OUTTURN 09/10
Grant Planning Target	£4.089	£4.031
Units Approved	25	0
Completions	0	0

REPROVISIONING BUDGET	TARGET 09/10	OUTTURN 09/10
Grant Planning Target	£0.300	£0.007
Units Approved	0	53
Completions	0	21

“ Maryhill Housing Association has unveiled a campaign to recruit new members. The Association wants people living locally to play their part in the work of the Association. There is now an ongoing drive to persuade people of the benefits of joining the Association and serving on the Management Committee.
HOUSING SCOTLAND magazine November 2009

Lettings Summary

“ A major initiative to kick start regeneration in Glasgow communities has been launched. Initially, there will be work on delivering new homes and communities in Maryhill and Laurieston. Regeneration plans will focus on building a mix of affordable houses both to rent and buy and on creating neighbourhoods that are vibrant popular and sustainable.
SCOTTISH HOUSING NEWS December 2009

In the last year the Association allocated the following properties;

- 26 New lets in Campbell Street which were allocated to GHA Clearance Nominations
- 48 Re-let properties of which 25 were 2 apartments, 19 were 3 apartments, 3 were 4 apartments and 1 was a 2 apartment sheltered property
- We reviewed our letting targets in November 2009 to have targets of 30% lets to our Housing List applicants, up to 45% lets to Section 5 Homeless Applicants, 20% lets to internal Maryhill tenant transfers and 5% to other groups

- 57% of houses were allocated to our Housing List applicants.
- 30% of houses were let to Section 5 Homeless Referrals and 11 % were let to internal transfer applicants.
- Of the 47 Section 5 Homeless Nominations we received, we accepted 38 applicants and following 29 cases which were later cancelled or refused by the applicant, we were able to help 15 applicants with permanent housing
- We had 1128 applicants on our Housing Lists at 31st March 2010 and received 561 new applications for housing during the year which we processed in an average of 9 days

Rents Summary

- We collected 98.23% of our expected annual rental income of £2,464,582 (including service charges) during the year of which £1,417,541 was Housing Benefit payments.
- 32.31% of tenants received full Housing Benefit and a further 26.08% received partial Housing Benefit payments
- Our Welfare Benefit Service operated during the year which resulted in benefit claims of £160,317 in new welfare benefits, £15,670 in backdated awards and £3,156 in non-refundable grants.
- We issued 311 arrears letters and raised 111 legal actions for recovery of money owed which resulted in 7 evictions during the year.

Estate Management

- We conducted regular estate management inspections and dealt with 94 anti-social complaints during the year of which 3% were serious cases which were referred to our partners Glasgow Community Safety Services for additional support/action.

Factoring

- We provided factoring services to 391 properties and £139,914 factoring charges were raised with owners during the year for services including buildings insurance, common repairs, landscaping and management charges. Legal action was taken against 11 owners during the year for non-payment of fees.

Performance Against Targets

Category	Target for 2009/10	Achievement 2009/10	Target for 2010/11
Relet times for empty houses			
• let within two weeks	40%	35.42%	40%
• between 2 – 4 weeks	30%	33.33%	30%
• over 4 weeks	30%	31.25%	30%
Average time taken to relet houses	21 days	22.1 days	21 days
Rental income lost through voids	0.8%	0.32%	0.8%
Level of current tenant rent arrears	2.5%	3.35%	2.5%
Level of former tenant rent arrears	1.0%	1.34%	1.0%
Offers to sale within Right to Buy timescale	100%	100%	100%
Factoring arrears	6%	24%	10%

Managing Your Homes

In the year ending 31st March 2010 we spent £240,577 direct works costs on day to day repairs which included 2620 reactive repairs and 267 void repairs.

Within our Cyclical Programme the Association carried out 833 gas annual servicing and safety check inspections at a cost of £64,252.

Other cyclical projects included grounds maintenance, painting, roof inspections, gutter cleaning, loft tank cleaning and electrical testing.

The overall direct works costs for cyclical maintenance for the year was £105,041

Our major repairs and replacements programme over the year included; 26 heating system replacements, 56

kitchen replacements, electrical upgrading to 142 homes. The total cost for the works was £242,748.

Over the year the Association's repairs feedback service reported an overall satisfaction rate of 97% against our target of 100%. We had hoped for feedback from 35% and were disappointed that it was only 18%. We will continue to encourage feedback from our tenants on the maintenance service.

This table sets out our performance when it comes to managing your homes.

“ Half of Maryhill and Ruchill residents have been affected by anti social behaviour and other community safety issues, a survey found. Everyone who responded to the survey was in favour of new neighbourhood watch schemes.
EVENING TIMES March 2010

Performance Against Targets 2009/10

SUBJECT	TARGET FOR 2009/10	NO. OF JOBS COMPLETED	NO. COMPLETED WITHIN TARGET	ACTUAL FOR 2009/10	TARGETED FOR 2010/11
Reactive Repairs Target times set, number of repairs carried out, and number completed within the target for:					
• Emergency repairs (within 4 hrs)	100%	736	724	98%	100%
• Urgent repairs (within 3 days)	95%	865	853	99%	95%
• Routine repair (within 10 days)	95%	1019	983	96%	95%
Pre-inspections					
• Day to day	10%	2620	279	11%	10%
• Voids	100%	267	267	100%	100%
Post-inspections					
• Day to day	15%	2620	421	17%	15%
• Voids	100%	267	267	100%	100%
Tenant feedback on Repairs Number of forms issued	-	-	-	1030*	
Number of replies received	-	-	-	204	
Response rate achieved	35%	-	-	20%	35%
Overall percentage tenants satisfied or very satisfied	100%	-	-	97%	100%
Overall percentage tenants not satisfied	0%	-	-	3%	0%

*For 9 months only

Working At The Heart Of Our Community

“ Work to bring Maryhill’s historic Burgh Halls back to life is under way. Members of the board have now officially handed over the building to the contractors who will transform it into a vital community asset. The Board of the Trust comprises local people and representatives from partners Maryhill Housing Association, Cube Housing Association and Glasgow City Council.
REGEN newspaper April 2010



Neighbourhood Watch

As a result of a Community Safety Survey in 3 areas, there was 100% support for setting up 3 Neighbourhood Watch Schemes - 3 schemes set up via Burgh Hall Village RA, Eastpark RA and Parkhill RA, 3 Co-ordinators were appointed and 3 Neighbourhood Watch Schemes registered with Association of Scottish Neighbourhood Watches (AoSNW). The Association’s Community Development Officer will work closely with the 3 Co-ordinators.

Maryhill Community Council

After 2 successful Summer Gala Days in 2008 and 2009, it was agreed to organise a Winter Festival on Saturday 30 October 2010 at Ledgowan Hall. Entertainment will include a Hallowe’en Fancy Dress competition for pre-school, primary school, secondary school and family groups. There will be clowns, face painters, aerial slide, an assault course, bouncy boxing, dance display, fire jugglers, kiddies’ carousels, magicians and a firework display. The Association’s Community Development Officer continues to provide administrative support to the community council as Secretary and is actively involved in co-ordinating the Winter Festival.

Community Consultation

MHA Community Development Officer works closely with Burgh Hall Village RA, Eastpark RA and Parkhill RA and consulted on the following issues :

- a) Community Safety
- b) Neighbourhood Watch
- c) MHA Allocations Policy
- d) Major and Cyclical repairs
- e) Welfare Rights Service
- f) Estate Management
- g) Financial Capability, Debt Advice
- h) Annual Rent Review
- i) Maryhill Town Centre Action Plan
- j) New Build Tesco Store
- k) Second Stage Transfer (SST)
- l) Resident Participation Strategy
- m) MHA Organisational Review
- n) Estate Walkabouts

More Work In The Community

Maryhill Online

Maryhill Online is Maryhill HA's own local IT facility based in one of our workspaces. In 2009-10, working in partnership with Glasgow North Regeneration Agency, 3,250 hours of learning was delivered through the Employability Skills Programme. This programme provided training for local people in office and administration skills as well as providing work placements with local employers.

Working with Glasgow Life (formerly Culture & Sport Glasgow), 258 hours of flexible IT learning was provided to local people. These courses are targeted at both beginners and improvers.

Money Advice



From April 2010, in partnership with Maryhill Citizen's Advice Bureau we have been providing a money advice and financial capability

service to our tenants. This covers financial literacy, debt counselling, money management advice, budgeting, savings, comparing credit, bank accounts and understanding annual percentage rates (APRs). The service is free, independent and confidential.

Maryhill Regeneration Forum

Maryhill HA is part of Maryhill Regeneration Forum (a forum for local housing providers including Cadder HA, Cube HA, Maryhill LHO and Summerston Acre LHO). The forum continues to work together to develop a co-ordinated approach to wider action. Last year, the forum secured funding to expand and extend youth services delivered by North United Communities (formerly Ruchill Youth Project) across the Maryhill Regeneration Forum area.

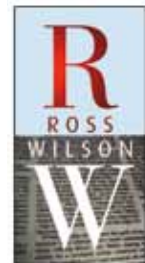
Neighbourliness



Over the past year, Maryhill HA has been doing our bit to promote Neighbourliness in Maryhill. This has included the establishment of 3 Neighbourhood Watches and a community cleanup in Maryhill Road

involving staff and committee. This clean up was a great success and resulted in tidier streets.

Maryhill Housing Association wish to thank the following sponsors for their support:



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Ann McKechin MP

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City Building (Glasgow) LLP

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Patricia Ferguson MSP

The Structural Partnership Ltd

Lord Provost of Glasgow

CK Heating

“ Maryhill Housing Association has hailed its trio of open days about Second Stage Transfer a success. GHA tenants will vote later this year to transfer their homes to Maryhill Housing Association. The Open Days in Maryhill and Ruchill sought to answer questions that many tenants have.

SCOTTISH HOUSING NEWS June 2010

Finance Report

For the year ended 31 March 2010

“ A Glasgow Housing Association says second stage transfer Open Days held this week were a hit. Tenants in Ruchill and Maryhill will vote later this year on whether they want to transfer their homes from the GHA to Maryhill Housing Association.

EVENING TIMES June 2010

Results for the year

In the year to 31 March 2010, turnover increased by 12.7% to £2.886m. Of this, rents and service charges remain the largest source of income and account for approximately 86% of total income.

Total reserves increased by 10.3% in the year to £2.272m.

The fall in interest rates has reduced investment income but has had a positive effect on loan interest and the Association continues to benefit from lower

loan servicing costs.

Wider role and regeneration expenditure increased in the year demonstrating the Association's commitment to the local community. Initial costs associated with Second Stage Transfer were also incurred in the year.

The main sources of income and expenditure in 2009/2010 were as follows:-

Income

Rental Income	2,388,912
Revenue Grants	60,273
Investment Income	1,430
Service Charge Income	93,118
Factoring Fees	33,039
Wider Role *	322,521
Other Income	39,993
	£2,939,286

Expenditure

Repairs and Maintenance	691,895
Property Management	663,209
Major Repairs Expenditure	336,971
Loan Repayments	210,807
Wider Role **	567,809
Housing Services	92,279
Factoring Expenditure	65,886
Void and Bad Debts	39,111
Other Expenditure	58,695
Surplus ***	212,624
	2,939,286

* Includes grant for Maryhill Burgh Halls Trust

** Includes expenditure for Maryhill Burgh Halls Trust

*** Surpluses are reinvested in the Association's properties

How each £1 of income is spent:

Repairs and Maintenance	24p
Property Management	23p
Major Repairs Expenditure	12p
Loan Repayments	7p
Wider Role	19p
Housing Services	3p
Factoring Expenditure	2p
Void and Bad Debts	1p
Other Expenditure	2p
Surplus ***	7p
Total	100p



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