



Maryhill

housing association

Annual Report 2008



CHAIRPERSON'S REPORT



This year has shown no let up in the range of projects and activities which we are involved in - not just in housing but other community projects which you will read about further on in this report.

In March this year we held a special conference to consider what direction the Association should be taking in the future. This is in response to the Scottish Government's plans for housing in Scotland. This will look at areas such as opportunities for joint working with other organisations, second stage transfer from Glasgow Housing Association, looking at the Association as a key community organisation, being more efficient in what we do and development partnerships. The staff are working on these issues at the moment and hope to report to the Management Committee in September.

We are making steady progress on the three new housing developments which we are involved in. Work at Ruchill Street and the Botany should be commencing after the summer and Campbell Street will be finished by October 2008.

Every three years the Association is assessed against the Investors In People standard and Committee and Staff are to be congratulated on once again retaining this accolade. This showed that investment in our staff is paying off while identifying areas where we can improve.

We continue to work closely with Maryhill LHO, but once again are disappointed to note the lack of progress regarding second stage transfer. We hope that 2008/09 will show more progress.

All Committee Members involved in the Association do so on a voluntary basis and find the work interesting, enjoyable and rewarding. They feel that they are putting something back into the community in which they live. If you feel you would like to take part please get in touch.

May I also take this opportunity to thank all Committee and Staff for their hard work during the year and to all those tenants who have supported us in so many different ways.

Lorain Mackinnon

Lorain Mackinnon - Chairperson

GOVERNANCE AND ACCOUNTABILITY

PERFORMANCE AGAINST TARGETS FOR 2007/08

CATEGORY	TARGET FOR 2007/08	ACHIEVEMENT	TARGET FOR 2008/09
Number of Committee Members	15	13	16
New Committee Members in the last year	2	1	3
Total staff turnover in the year	0	0	0
% of days lost through staff sickness absence in the year	5%	5.21%	4.5%
Current members of the Association	275	265	290
New Members of the Association in the last year	30	17	25
% of Committee Members present at meetings	80%	54%	80%
The number of complaints accepted for enquiry by the Housing Ombudsman	0	0	0

DEVELOPMENT



Campbell Street

This project commenced in August 2007 and is expected to be complete by October 2008. The project will deliver 49 new build units under the Re-provisioning Programme with Glasgow City Council (GCC) to assist Glasgow Housing Association (GHA) with demolition and clearance. The contractor appointed to the project is CBC. The photograph above shows the site under construction earlier this year.

Phase 5, Ruchill Street

The above project is being developed in partnership with Bellway Homes and will provide new build housing for rent for Maryhill Housing Association, Horizon Housing Association, the Glasgow Centre for Inclusive Living and Glasgow Homelessness Partnership. Tender approval is in place and it is hoped that a site start can be made in the late summer.

Botany

The Association is working in partnership with GCC and ISIS Waterside Regeneration to transform the area known locally as the Botany. The Botany forms part of a larger regeneration proposal around Maryhill Locks

Maryhill Primary School

In the past year the Association has also carried out feasibility examination of the above site and is presently negotiating purchase with Glasgow City Council. Design team appointments are being progressed and a residents' consultation group is being established to take forward development proposals. The Association hopes to develop the site for mixed use to include units for rent and for sale via the Scottish Government New Supply Shared Equity initiative.

and Canalside. The first phase of 35 units for rent to be provided by the Association will hopefully be under way by September of this year.

PERFORMANCE AGAINST TARGETS FOR 2007/08

The table below summarises the overall performance in development.

SUBJECT	TARGET 2007/08	ACTUAL 07/08
GCC Cash Planning Target	£3.12m	£2.77m
Percent Spend for Year	100%	89%
New Build Units Completed	Nil	Nil

MAINTENANCE

PERFORMANCE AGAINST TARGETS FOR 2007/08

SUBJECT	TARGET FOR 2007/08	NO. OF JOBS COMPLETED	NO. OF JOBS COMPLETED WITHIN TARGET	ACTUAL FOR 2007/08	TARGETED FOR 2008/09
Reactive Repairs Target times set, number of repairs carried out, and number completed within the target for:					
• emergency repairs (within 4 hours)	100%	615	615	100%	100%
• urgent repairs (within 3 days)	95%	484	473	98%	95%
• routine repair (within 10 days)	95%	1065	1051	99%	95%
Pre-inspections					
• day to day	10%	2164	360	17%	10%
• voids	100%	82	82	100%	100%
Post-Inspection					
• day to day	15%	2164	241	12%	15%
• voids	100%	82	82	100%	100%
Tenant Feedback on Repairs					
Number of forms issued	-	-	-	1134	
Number of replies received	-	-	-	165	
Response rate achieved	35%	-	-	15%	35%
Overall percentage of tenants satisfied or very satisfied	100%	-	-	97%	100%
Overall percentage of tenants not satisfied	0%	-	-	3%	0%

MAJOR REPAIRS PROGRAMME

During 2007/2008 we:

- Replaced 616 windows
- Installed 28 new gas central heating systems
- Replaced 28 kitchens

SPONSORS



CAS Contract Cleaners



Jim Blaxter (PFC CONSULTANTS)

J. Harley Building Services Ltd.

K. DONALD
JUNIOR - INTERIOR - PROPERTY
MANAGEMENT



LANGMUIR
& HAY
CORPORATE
CONSULTANTS

Lloyds TSB | Corporate Markets

Management Information (Scotland) Ltd



Samuel McBurnie & Co.



W.Mc Heating & Plumbing Services

HOUSING MANAGEMENT

PERFORMANCE AGAINST TARGETS FOR 2007/08

CATEGORY	TARGET FOR 2007/08	ACHIEVEMENT	TARGET FOR 2008/09
Relet times for empty houses			
• let within two weeks	40%	24%	40%
• between 2 – 4 weeks	30%	16%	30%
• over 4 weeks	30%	60%	30%
Average time taken to relet houses	21 days	28 days	21 days
Rental income lost through voids	0.8%	0.78%	0.8%
Level of current tenant rent arrears	2.5%	2.70%	2.5%
Level of former tenant rent arrears	1.0%	0.91%	1.0%
Offers to sale within Right to Buy timescale	100%	100%	100%
Factoring arrears	6%	17%	6%

In the last year, the Association –

- allocated 54 houses all of which were relets
- 41 were two apartments
- 9 were three apartments
- 1 was four apartments
- 3 were five apartments
- 45 houses were let to waiting list applicants, including Council and GHA nominations
- 9 houses were allocated to MHA transfer applicants
- we collected over £2.1 million of rental income
- issued 690 arrears letters to tenants
- processed over 12,000 rental payments
- collected over £86,000 in factoring costs
- received and processed 583 housing applications
- sold 5 Association houses under the Right to Buy scheme

In February 2008 the Association carried out a full residents' satisfaction survey, conducted by independent consultants. The survey found that -

- 93% of tenants thought the Association kept them informed of services and activities.
- 90% of tenants were happy with the services provided by the Association.
- 98% of tenants found the rent payment method convenient.
- 89% of tenants were satisfied with the Association as a landlord.

Full information from the survey was provided in the Summer 2008 issue of our newsletter - the Maryhill Mercury.

FINANCIAL REPORT

FOR YEAR ENDED 31 MARCH 2008

INCOME & EXPENDITURE

In the year to 31 March 2008, turnover increased by 5.75% to £2.47m. Of this, rents and service charges remain the largest source of income and account for 88% of the Association's total income.

Total reserves increased by 6.25% in the year to £2.42m.

The main items of income and expenditure in 2007/2008 were as follows:-

Analysis of Income

Rental Income	£2,122,348
Revenue Grants	£156,459
Investment Income	£67,938
Service Charge Income	£76,253
Factoring Fees	£28,616
Wider Role	£99,563
Other Income	£35,614

£2,586,791

Breakdown of Expenditure

Repairs and Maintenance	£636,267
Property Management	£483,812
Major Repairs Expenditure	£556,724
Loan Repayments	£232,850
Wider Role	£316,754
Sheltered Housing Services	£76,253
Factoring Expenditure	£56,377
Voids and Bad Debts	£34,442
Other Expenditure	£51,134
Surplus**	£142,178

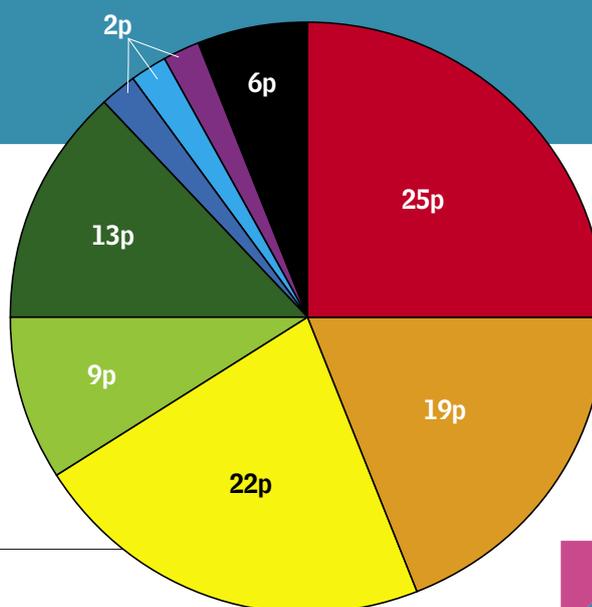
£2,586,791

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

HOW EACH £1 OF INCOME IS SPENT

Repairs and Maintenance	25p
Property Management	19p
Major Repairs	22p
Loan Repayments	9p
Wider Action Activities	13p
Factoring Expenditure	2p
Voids and Bad Debts	2p
Other Expenditure	2p
Surplus**	6p

Total 100p



COMMUNITY DEVELOPMENT

MARYHILL GALA DAY

Maryhill Gala Day was hailed a major success by politicians and residents alike.

The Gala Day, organised by Maryhill Community Council assisted by MHA Community Development Officer Bobby Pollock and Culture & Sport Glasgow was held at Ledgowan Hall on Saturday 21 June 2008.



The main event was the 'Maryhill's Got Musical Talent' show which was won by Laura Divers (St Blanes Primary) with her guitar solo 'Mr Rock n Roll' The judging panel included Patricia Ferguson MSP, Gael Anderson (Glasgow Canal Regeneration Partnership) and a 'Paris Hilton' lookalike.

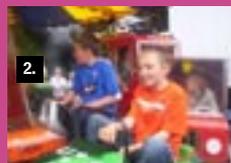


INSET FAR LEFT:
Laura Divers

ABOVE:
Pictures from the day's events including the Gala Gorilla



1.



2.



3.



4.

FROM BOTTOM LEFT:

- 1 Merry go round and round.....kids having fun.
- 2 No stopping us now... more merry go round fun
- 3 Fares please and ring that bell on the merry go round
- 4 Ride 'em cowboy on the bucking bronco

REGISTERED TENANTS ORGANISATIONS (RTO)

The Association's Community Development Officer Bobby Pollock continues to work closely with the 3 Registered Tenants Organisations, Burgh Hall Village RA, Eastpark RA and Parkhill RA, consulting on local and national issues, including:-

MHA Resident Participation Strategy, Section 5 Referrals, Anti Social Behaviour, Landlords' Progress in Tenant Participation, Estate Walkabouts, Community Learning, Regional Networks, Local Healthcare Bill, MHA Customer Service Policy, LGBT Training, Maintenance, Housing Management and Development issues.

SCHOOLS' PHOTOGRAPHY PROJECT



To celebrate 30 years in the community, the association employed an artist to work with 2 local primary schools - St Gregory's and Wyndford. The result was 4 fantastic framed mixed media collages of images, new and old, of Maryhill and Ruchill. The project was chosen to be displayed at the Gallery of Modern Art Community Exhibition.

A Moment In Time - (Photo collage, mixed media)

A celebration of images – new and old – of Maryhill and Ruchill put together as a playful collage of shape, texture and colour.

By pupils of Wyndford Primary School and St. Gregory's Primary School together with artist Victoria Skogsberg. The project was commissioned by Maryhill Housing Association as part of their 30th anniversary (1977 – 2007) to celebrate the community as a place to live, work, play and visit.

WIDER ACTION

TENANCY SUSTAINMENT INITIATIVE

Maryhill Regeneration Forum which involves Maryhill HA and other local housing providers - Cube HA, Cadder HA, Maryhill LHO and Summerston Acre LHO is helping vulnerable tenants through its Tenancy Sustainment Initiative. Working with a range of organisations, the project is providing services for tenants who have issues that may affect their ability to cope with their tenancy (e.g. debt, addiction, anti social behaviour, isolation, mental health).

PLAY FESTIVAL

In 2007, Ruchill Park Adventure Playcentre worked with a number of agencies to organise a Play & Sports Festival. The Festival was held in Ruchill Park and ran each Wednesday for 6 weeks over the school summer holidays. Over 250 people participated in a range of play, sports, arts and adventure walks.

CITIZENSHIP INITIATIVE

Working with Ruchill Youth Project, the Initiative is engaging children and young people, aged 5-18 years old, in a range of educational opportunities and challenges. Activities including:- youth debates, philosophical enquiry sessions, art, drama and sports, and to act as mechanisms to challenge attitudes, build confidence, provide positive role models and question habits and behaviour.

POSITIVE HEALTH FOR 50+ PROJECT

Over 70 people participated in our Positive Health project which provided complementary and holistic therapies. Local residents, who were aged 50 years plus and carers benefited from the project which offered therapeutic massage, reflexology, cranio-sacral therapy and stress management.

MARYHILL ONLINE

Maryhill Online is a local learning and training service provided by the Association. We have completed a course for young people not in education, employment or training. This benefited 30 local people between 16 and 24 years old, 16 of whom have moved into employment. We have also recently completed a course for lone parents to give them the skills to move back into employment. Six people have completed the course and are actively looking for work. A further four feel that they need more support. We intend to provide a further three courses over the year for 30 local people.

MARYHILL BURGH HALLS

Board Members drawn from the local community have been working hard with Maryhill Housing Association, Cube Housing Association and Glasgow City Council to put together community-focused proposals for the Maryhill Burgh Halls, former police station and adjoining land for around 5 years now.

Much consultation with the local community has taken place and the proposed uses which have emerged are for spaces for events and social gatherings such as wedding receptions, music, dance, drama, meeting facilities, a café and a nursery. In addition, the project will house office space, a recording studio and a youth and community music project.

The overall proposals for the project contain a blend of well considered and sensitive historic building restoration with strong contemporary new build additions. The overall project cost is around £9m. The Trust has to date received funding of approximately £1.5m. This has allowed the Trust to work proposals up to tender stage and carry out an advance works contract to stabilise the buildings and safeguard them for the future and also carry out stone and window repair works. An exciting lighting project has been completed together with a schools' project for young people in the area.

Subject to funding being obtained, it is hoped that the project will start on site early in 2009 and will take 18 months to build.



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