

Maryhill

housing association



working together

Annual Review 2009

Chair's Report



The Association continues to grow year on year in relation to its main activities which are the provision of low cost affordable housing for rent, and the maintenance, development and regeneration of the Maryhill and Ruchill communities.

PLANNED MAINTENANCE

In line with its planned maintenance programme, the Association made significant investment in its housing stock in the last financial year totalling £904,367. The investment in our housing properties will continue and work towards meeting the Scottish Housing Quality Standard set by the Scottish Government for all Council and Housing Association landlords.

ARREARS AND EMPTY PROPERTIES

Performance continues to improve year on year with void loss reduced to 0.78% of gross rents receivable, while average letting times reduced to 26 days (although the current figure is even better at 14 days).

FINANCE

The Association completed the refinancing of its existing loans with Lloyds TSB and has secured funding for its new build development programme for the next five years.

TENANT PARTICIPATION

Tenant participation is greatly valued by the Association and the service that we provide to you depends on staff performance. We regularly seek resident feedback of your views and this allows us to continually improve our local and personal service to you.

STAFF TRAINING & DEVELOPMENT

This is something which is very important to the Association and we were pleased to be accredited yet again by Investors in People. We now intend to move to an annual appraisal system through Investors in People,

and hopefully this will improve the overall level of staff ability which you should see in improved services.

OUR NEW BUILD DEVELOPMENT PROGRAMME

This experienced some delays and site starts were affected. However by the end of the year we had completed 28 new units and a further 21 were handed over in the new financial year. Our next new build development is now on site at The Botany, and a further site is expected to start in August. This will provide an additional 78 new build units for rent for the local community.

WIDER ROLE

We continue to promote our role within the wider community working in conjunction with a number of groups or organisations such as Maryhill Regeneration Forum, Maryhill Burgh Halls Trust, Ruchill Park Adventure Playcentre, and our own Maryhill Online.

MARYHILL LHO

We are also continuing to work with Maryhill LHO to manage the GHA stock and continue to work towards the transfer of this stock to the Association although this has been held up for a number of reasons.

THANK YOU

As usual I 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.

JOINING THE COMMITTEE

You may like to know that all Committee members involved in the Association do so on a voluntary basis and find the work interesting, enjoyable and rewarding. They feel 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.

Lorain Mackinnon

Chairperson

How Are We Doing? PERFORMANCE AGAINST TARGETS FOR 2008/09

CATEGORY	TARGET FOR 2008/09	ACHIEVEMENT 2008/09	TARGET FOR 2009/10
Number of Committee Members	15	15	16
New Committee Members in the last year	3	5	3
Total staff turnover in the year	0	0	0
% of days lost through staff sickness absence in the year	5%	8.28%	4%
Current members of the Association	275	268	275
New Members of the Association in the last year	30	18	30
% of Committee Members present at meetings	80%	66%	80%
The number of complaints accepted for enquiry by the Housing Ombudsman	0	0	0

Building New Homes

MARYHILL Housing Association is regularly in the news. The national and local media often write about our work and about the communities we serve. Here's what they have been saying about us.



Maryhill Housing Association is celebrating after being granted Investors in People status once again. The news means Maryhill continues to meet the organisation's requirements and can call itself an Investors in People organisation."

DAILY EXPRESS

Campbell Street Officially Unveiled

This project was completed in June 2009. The project delivered 49 new build units under the Reprovisioning Programme with Glasgow City Council (GCC) to assist Glasgow Housing Association (GHA) with demolition and clearance. The project was officially opened by the Lord Provost, Robert Winter (pictured with new tenant Yvonne White) at an opening ceremony on 16th June.

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 the Maryhill Locks and Canalside. The first phase of 35 units (pictured above right) for rent commenced on site in February this year with completion expected by the Spring of next year.

Maryhill Primary School

The Association has submitted the first stage funding application for this project and has reached agreement with the City Council regarding the purchase price. Tender approval is anticipated early next year and we hope to be on site by early 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.

Phase 5, Ruchill Street

The project is being developed in partnership with Bellway Homes and will provide 52 new build housing units for rent for Maryhill Housing Association, Horizon Housing Association, the Glasgow Centre for Inclusive Living and Glasgow Homelessness Partnership. It is anticipated that construction will commence in late July or early August.

"A family has celebrated moving into the 1000th home to be built under a project to provide new homes in the city. The programme is a partnership between Maryhill Housing Association, the GHIA, Glasgow City Council and the Scottish Government."

LOCAL NEWS NORTH, WEST, EAST

Maryhill Housing Association has celebrated the 1000th home built under a programme to provide homes across Glasgow.

HOUSING SCOTLAND

PERFORMANCE AGAINST TARGETS FOR 2008/09

The table below summarises the overall performance in development.

SUBJECT	TARGET 2007/08	ACTUAL 07/08
GCC Cash Planning Target	£3.833m	£2.657m
Percent Spend for Year	—	69%
New Build Units Completed	136	49

Performance with respect to unit numbers and spend was affected by the delayed site starts for both the Botany and Phase 5 projects.

Maintaining Your Homes



Over the year the Association has again striven to provide and improve an effective and efficient maintenance service to our tenants. The main focus has been to ensure compliance with statutory obligations and good practice requirements.

In the year ending 31st March 2009 we spent £504,439 on day to day repairs which was £76,763 more than the previous year, a portion of which was due to unplanned additional staff costs to cover a period of long term sickness.

Over the year the Association's repairs feedback service reported an overall satisfaction rate of 94% against our target of 95%. We had estimated a feedback response of 35% and were disappointed that the outturn figure was 18%. We intend to carry out a promotional event this year to encourage more feedback.

"Maryhill Housing Association has staved off the credit crunch and bagged an £11 million credit deal from Lloyds TSB. The money means the association's ambitious plans for new build housing at Maryhill and Ruchill over the coming years will go ahead. Crucially, the deal was negotiated prior to the banking crisis when credit became more difficult to obtain."

LOCAL NEWS NORTH, WEST, EAST

Within our Cyclical Programme the Association ensured to the best of our ability that 808 houses with gas heating were serviced and checked for safety within legal requirements, the cost of which was £71,076.

Other cyclical projects included Grounds Maintenance, Painting, Roof inspections, Gutter cleaning, Loft tank cleaning, Electrical testing. The overall cyclical cost for the year was £257,571.

Our Major repairs and replacements programme over the year was quite extensive and included 87 heating system replacements, 212 kitchen replacements, 312 window replacements and an environmental improvement project at Parkhill. The cost of the Major Repairs programme was £840,228.

THESE FIGURES SHOW YOU HOW WE ARE DOING ON MAINTAINING YOUR HOMES

SUBJECT	TARGET FOR 2008/09	NO. OF JOBS COMPLETED	NO. OF JOBS COMPLETED WITHIN TARGET	ACTUAL FOR 2008/09	TARGETED FOR 2009/10
Reactive Repairs Target times set, number of repairs carried out, and number completed within the target for:					
• emergency repairs (within 4 hours)	100%	809	797	99%	100%
• urgent repairs (within 3 days)	95%	919	875	95%	95%
• routine repair (within 10 days)	95%	1178	1123	95%	95%
Pre-inspections					
• day to day	10%	2906	360	13%	10%
• voids	100%	354	354	100%	100%
Post-Inspection					
• day to day	15%	2906	421	15%	15%
• voids	100%	354	354	100%	100%
Tenant Feedback on Repairs					
Number of forms issued	-	-	-	2085	
Number of replies received	-	-	-	381	
Response rate achieved	35%	-	-	18%	35%
Overall percentage of tenants satisfied or very satisfied	100%	-	-	97%	100%
Overall percentage of tenants not satisfied	0%	-	-	3%	0%

Maryhill People

Irene Morrison retired from the management committee after many years of service with the Association but not before a celebratory party was thrown in her honour which also marked her 70th birthday.

The occasion held in the Association's offices - attended by Irene and her family, staff and committee members - was an evening to remember as Director Willy Briody thanked Irene for her hard work, diligence and unwavering commitment to the Association for more than a decade.

A small presentation was made to Irene to say thank you for her years of service.

We also said farewell to one of the Association's longest serving members of staff who has retired.

Michael O'Hara was among the first people to work with Maryhill Housing Association soon after it was set up in 1977.

Campaigners have long fought for the burgh halls, which are recognised on Historic Scotland's buildings-at-risk register, to be brought back into use."

THE HERALD



Michael O'Hara

Now after 30 years he has left his role as Senior Housing Officer for a well earned retirement and management committee members and friends threw a celebration in the office to say goodbye.

Senior Housing Officer Michael (62) joined Maryhill Housing Association in 1979 when the organisation was operating from a ground floor tenement at Leyden Street, Maryhill.

The Association also wants to record the death of former Lord Provost of the City of Glasgow Robert Gray who died in September 2008.

Bob Gray helped create Maryhill Housing Association 31 years ago and was the local councillor for Wyndford.

He served as Lord Provost of Glasgow from 1984 to 1988 and was a long-standing councillor who served on Maryhill's management committee for many years.

The death was also announced of Jack McGuire, a long-standing supporter of the association and husband of the late Jean McGuire.

Staff and Committee were saddened to learn of the recent death of Jack McGuire, one of the association's leading lights in the early days.

Jack McGuire was involved with the Association from the beginning. He was the husband of Jean, who was a founder member of this organisation. With her and other members, including the late Lord Provost Bob Gray, he helped to steer the Association through that early period.

In recent times he was involved with Eastpark Residents Association in raising local concerns and was not slow to take the Association to task to ensure it was working in the best interests of tenants. Two examples which come to mind were resident consultation on changes to services and consulting with tenants on rent increases. In both cases he demonstrated his keen understanding of the 2001 Housing Act. He also embarked on a one man crusade against Government proposals in relation to sex offenders which he felt were ill conceived.

He was a member of the Tenant Participation Strategy Group, and from there became a member of Communities Scotland's Tenants' Regional Forum for Glasgow and the Western Isles.

Jack had many interests outside of the Association. He loved books and music and was a regular writer to the letters page of The Herald on all topics under the sun which earned him the nickname of "The Maryhill Scribe". He was passionate about Maryhill and was not slow to challenge you if you did not share his views. He was, in the best Glasgow tradition, a doughty fighter.

Housing Management Input

Performance Against Targets

"Maryhill Housing Association has employed its first ever Modern Apprentice in an initiative which can lead to rewarding careers."

DAILY EXPRESS

Category	Target for 2008	Achievement	Target for 2009
Relet times for empty houses			
• let within two weeks	40%	17%	40%
• between 2 – 4 weeks	30%	31%	30%
• over 4 weeks	30%	52%	30%
Average time taken to relet houses	21 days	26 days	21 days
Rental income lost through voids	0.8%	0.76%	0.7%
Level of current tenant rent arrears	2.5%	3.1%	2.5%
Level of former tenant rent arrears	1.0%	1.6%	1.0%
Offers to sale within Right to Buy timescale	100%	100%	100%
Factoring arrears	6%	20%	10%

In the last year, the Association –

- allocated 85 houses, of which 62 were relets and 23 were new houses at Campbell Street. All of the Campbell Street houses were allocated to GHA clearance cases.
- Of the 62 relets -
 - o 43 were two apartment
 - o 18 were three apartment
 - o 1 was four apartment
 - o there were no five apartment
- o 42 houses were let to waiting list applicants
- o 5 houses were allocated to MHA transfer applicants
- o 15 houses were let to statutory homeless applicants
- collected over £2.25 million of rental income
- issued 650 arrears letters to tenants
- processed over 12,500 rental payments
- received and processed 577 housing applications
- sold 10 Association houses under the Right to Buy scheme

A Bright Future For The Burgh Halls



LIGHT FANTASTIC.....the Halls in their fabulous illuminated state.

THE drive to restore Maryhill Burgh Halls goes from strength to strength and the Association is playing a key role.

A number of sizeable cash injections have enabled a planned start to the work in October 2009.

The total amount which has been promised so far from various sources is £8 million with the total cost of the Project being £9.2 million. Further news on more funding is expected in the summer of 2009.

Once completed, the restored Halls will be an outstanding community asset for local people and a brilliant and successful attempt to bring back to life an iconic building from Maryhill's proud past.

The building is already illuminated at night. This is also one of the projects

masterminded by the Board of Maryhill Burgh Halls Trust which comprises of people living or working within the local community and the three key partner organisations - Maryhill HA, Cube HA and Glasgow City Council.

The Halls were officially opened in 1878 but have lain empty for around eight years and they remain listed on the "buildings at risk" register.

Once completed, they will comprise of a modern public hall, cafe, offices, a commercial and community recording studio, a nursery, meeting rooms and a garden courtyard.

Meanwhile, next door the £8 million Maryhill Leisure Centre Project by Glasgow City Council is progressing well and it is expected to be completed in December 2009 and open in February/March 2010.

"The Heritage Lottery Fund pledged almost £1 million to take the project forward. It is the last major piece of the funding jigsaw to be put in place with money already pledged by, among others, the Scottish Government, Glasgow City Council and Maryhill Housing Association."
THE HERALD

Maryhill Plays Our Part In Local Canal Regeneration



FUN on the canal...the Big Man event taking place.

The Association is playing a vital part in the regeneration of the impressive canal network which flows through our part of Glasgow.

We had a key role in the 2008 "Maryhill Big Man" one-day community festival to celebrate the rich historical connection Maryhill has with the Forth and Clyde Canal.

The event which attracted huge numbers of families was so-named to celebrate a new engineering design - a giant steel structure known as the Maryhill Big Man, which will act as a footbridge at one of the canal's junction.

The day included a huge selection of land and water activities for everyone to enjoy. Visitors were able to try their hand at canoeing, kayaking and angling demonstrations, or enjoy a relaxing boat trip along the canal.

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



Lloyds TSB | Corporate Markets



Ann McKechin MP
Elder and Cannon Architects
GRANT/MURRAY
L&D Plumbing & Tiling
Mitchell Drainage
Patricia Ferguson MSP
Ross Scott Wilson
Samuel McBurnie & Co
W.Mc.Heating & Plumbing
Wagstaffe Joiners
Wilton Glazing & Framing

Community Development

Maryhill Gala Day

Following on from a very successful Gala Day last year, Maryhill Community Council organised another highly successful event which was attended by over 500 people at Ledgowan Hall on Saturday 20 June 2009 who enjoyed a range of fun events and activities, including the highly popular Maryhill's Got Musical Talent which was won by The Country Chicks (better known as Cora Mowatt and Casey Tierney of St. Blanes Primary School). The judging panel consisted of Isobel Gibson (Maryhill Community Council), Bob Mowatt (Beatroute Recording Studio) and Patricia Ferguson MSP with the prizes presented by Ann McKechin MP.

The Community Council attracted funding from GCC Maryhill Kelvin Area Committee, Maryhill Housing Association, Maryhill LHO, Maryhill Crime Prevention Panel, Strathclyde Fire & Rescue, Scottish Community

"Maryhill Housing Association is celebrating the success of its Maryhill Online initiative. The scheme has been a triumph in helping local people pick up IT skills and maximise learning and training opportunities. Recent courses at Maryhill Online included learning new skills for lone parents."

EVENING TIMES



Fun for everyone...the gala day was a big success

Foundation, Salon 1873 and ISIS Waterside Regeneration and worked closely with MHA Community Development Officer Bobby Pollock and Culture & Sport Glasgow's Kirsty McLean to ensure another successful event.

Modern Apprenticeship Programme

Maryhill Housing Association employed its first Modern Apprentice in an initiative that could lead to a rewarding career in housing. Nineteen-year-old Sean Daw from Royston began his 18 month Modern Apprenticeship in Housing Administration in January 2009. Thanks to Glasgow North Regeneration Agency (GNRA) and Maryhill HA, he has embarked on a new career as part of the staff team at MHA. The programme is funded by the European Social Fund, Skills Development Scotland and Glasgow Housing Association to offer 20 young people the chance to complete a Modern Apprenticeship in the housing sector in North Glasgow.

Registered Tenants Organisations (RTO)

The Association's Community Development Officer met with Burgh Hall Village Residents Association, Eastpark Residents Association and Parkhill Residents Association together with staff from Housing Management and Maintenance to discuss housing issues and community issues including MHA Resident Participation Strategy, Back Court Improvements, Estate Walkabouts, Primary School closures, Neighbourhood Watch Scheme, Neighbourliness, Social Events, Training Events, MHA Allocations Policy, Estate Management, Day to Day Maintenance, Cyclical Maintenance, Crime and Vandalism.

AT THE HEART OF OUR COMMUNITY

Play Festival

In 2008, 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.

Citizenship Initiative

In partnership with Ruchill Youth Project, Maryhill HA secured funding for a Citizenship Initiative which engaged with over 200 children and young people. The Initiative provided a range of services to young people aged 5-18 years old including a range of educational opportunities and challenges such as youth debates, educational group work, art, drama and sports.

Ruchill's Got Talent



A fantastic evening of entertainment was showcased at Ruchill's Got Talent show and was enjoyed by over 100 people in Ruchill Community Centre. The winning act was "SLS" (pictured) comprising Stuart Foy, Lindsay Reston and Samantha Owens who sang "Hero" and who were presented their prize by Ann McKechin MP.

Employment & Training

Working with Glasgow North Regeneration Agency, an Employability Programme was delivered at our community learning facility, Maryhill Online. The programme was aimed at lone parents with 10 participants who were trained in office and administration skills, effective team work, customer service, handling conflict as well as a work placement with local employers.

Good Timing As We Negotiate £11 Million Finance Deal With Lloyds TSB

THE Association secured an £11 million finance deal with bankers Lloyds TSB in December 2008.

The deal ensures we have the necessary funds available for our ongoing and ambitious new build development programme.

It allows us to continue to deliver quality affordable housing and refines existing loans while providing a credit facility for the next five years.

Crucially, the arrangement was agreed just before the banking crisis when credit became more difficult to obtain.

Rates across the whole banking sector also became more unattractive with some competitive ones vanishing altogether.

The Association acknowledges the assistance and advice received from J C Rathbone Associates and BTO Solicitors in the negotiations with the bank.



BANKING ON A GOOD DEAL.....Judith Mitchell of LLOYDS TSB Scotland who visited the Association (fifth left) with staff and committee members.

Financial Report For the year ended 31 March 2009

In the year to 31 March 2009, turnover increased by 3.59% to £2.56m. Of this, rents and service charges remain the largest source of revenue and account for 88% of the Association's total income.

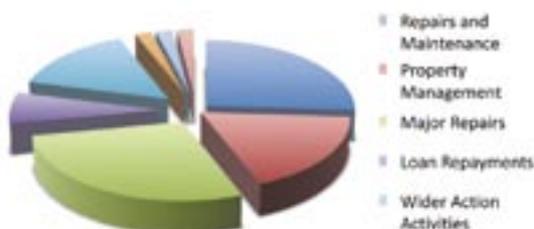
Reserves were £2.06m at the year end.

The main items of income and expenditure in 2008/2009 were as follows:-

Analysis of Income

Rental Income	2,199,881
Revenue Grants	101,851
Investment Income	42,147
Service Charge Income	89,932
Factoring Fees	28,024
Wider Role	159,325
Other Income	73,344
Deficit	355,838

£3,050,342



£3,050,342



Maryhill Housing Association Ltd - 45 Garrioch Road, Glasgow, G20 8RG

Tel: 0141 946 2466 • Fax: 0141 945 4457

Email: enquiries@maryhill.org.uk • Website: www.maryhill.org.uk

Registered with Communities Scotland Reg. No. HCB159 and Registry of Friendly Societies Reg. No. 1904(R)S.
A Registered Scottish Charity Number SC032468