



*Where communities thrive*

# Annual Report 2009-2010

**W**elcome to our Annual Report. The report is a summary of our performance during 2009-2010 and we hope you enjoy reading it.

Community involvement is very important to us and I am pleased to report that Glen Oaks' residents are always supportive of all of the events that take place during the year. From Fun Days to Garden Competitions and from the Over 60's Christmas Party to the AGM, the turnout is always superb and I would like to thank everyone for their support.

I am especially pleased about the success of the Good Neighbour Awards. Launched in 2008, the Awards have become very popular with our residents. The increased number of nominations each year proves that Glen Oaks really does have Good Neighbours!

Over the course of the year, via our quarterly newsletters and our website, we aim to give our residents as much information as we can about our work and the services we provide. We also try to feature community events and we welcome contributions and suggestions from residents, so if there is anything you'd like to see in the newsletter just let our staff know.

We were delighted to welcome 18 new shareholding members during 2009-2010, but we are always looking at ways to increase our membership. I would like to take this opportunity to encourage residents to apply for membership of the Association - it only costs £1 for lifetime membership - please contact our office if you would like to apply. Members are invited to attend the Association's

Annual General Meeting where they are entitled to vote for the Management Committee and can also stand for election to the Management Committee.

I would like to thank the Association's Management Committee, Area Committees and our staff for their hard work and commitment to the Association. The Management Committee, supported by Glen Oaks' senior staff, decides on the organisation's strategic direction and the best way to deliver its business plan. The Association also has 3 Area Committees made up of volunteers from the local community and members of our Management Committee. We have a strong team at Glen Oaks who will continue to deliver the best possible service for our residents.

And finally, thank you to all of our residents and shareholders for their support for Glen Oaks Housing Association.



Bill McNamara - Chairperson

---

From left to right: Glen Oaks homes in Pollok, Arden, Darnley and Old Darnley



# Housing Services Report

Properties owned by the Association by size and tenure type:

Size	2 apartment	3 apartment	4 apartment	5 apartment+	Totals
Rented	121	645	372	67	1205
Shared Ownership	0	37	9	0	46
<b>Totals</b>	<b>121</b>	<b>682</b>	<b>381</b>	<b>67</b>	<b>1251</b>

Average weekly rents by apartment size:

2 apartment	3 apartment	4 apartment	5 apartment
£54.36	£54.82	£73.13	£77.30

Current and Former Tenant Arrears Performance:

Year	Current tenant rent arrears	Former tenant rent arrears
March 2007	6.16%	3.1%
March 2008	5.7%	1.18%
March 2009	4.8%	1.29%
March 2010	4.17%	1.32%

Allocations:

The total number of properties let in 2009-2010 was 144, including 8 new build properties. The Association agreed to accept 29% of homeless referrals from Glasgow City Council. Although 65 referrals were made, only 20 accepted tenancies.

Sources of applications resulting in lets were as follows:

Transfer Applicants	15.2%
Homeless Applicants	13.9%
Waiting List Applicants	70.9%

The total number of applications on the waiting list was 486.

Detailed below are the number of applications for each property size:

2 apartment	3 apartment	4 apartment	5 apartment	6 apartment
118	212	102	37	17

The Association made 275 offers of housing with 153 refused and 122 accepted, giving an acceptance rate of 44%.

Right to Buy Sales and Shared Ownership:



The Association received 7 applications for Right to Buy and settled 2 sales during 2009-2010. There was no movement in the shared ownership properties.

# Chief Executive's Report

Following our inspection by the Scottish Housing Regulator in 2008, we prepared an improvement plan to address aspects of our performance that required further development. The work outlined in the improvement plan had to be completed by November 2010. We are continuing with the improvement work necessary to ensure that all of our properties meet the Scottish Housing Quality Standard by 2015.

I am pleased to report that we are working with the Arden Area Planning Framework project team which has been set up to look at ways of improving the Arden area. The project team will work with the local community to produce a regeneration plan that will tackle a number of issues including housing, environment, play facilities, public transport and roads.

Our continuing membership of the G8 Benchmarking Group allows us to measure our performance against housing associations of a similar size to Glen Oaks. The Group consists of eight housing associations who meet on a quarterly basis to compare their performance and share ideas about ways to improve the services they provide to their customers.

The Association's innovative rewards scheme, Gold Service, was introduced in 2002 and continues to be very popular with our residents. Membership rewards include bonusbonds, a faster repairs service and the chance to win £52 worth of bonusbonds in the exclusive Monthly Prize Draw. Gold Service members can also apply for Community Chest Grants and Education Grants.

We are continuously looking at ways to improve our performance and provide the best possible service to our customers but we don't always get it right. If you have a complaint about any aspect of our service, please let us know. A leaflet explaining our complaints procedure is available from our office and can also be downloaded from the 'Complaints' section of our website. During 2009-2010, the Association received 16 complaints. We are pleased to report that all complaints were investigated promptly and resolved to the satisfaction of our customers.



Complaints received during the period 1.4.09 - 31.3.10:

Complaints about repairs and how we fix things	8
Complaints about communication	5
Complaints about staff conduct or attitude	1
Complaints about our policies	1
Other complaints	1

If you would like to know more about us and the work that we do please visit our website or contact our office where staff will be happy to help with your enquiry.

Alasdair McKee - Chief Executive

# Technical Report

Repairs:

The Association completed 4,881 repairs in 2009-10. The number completed within target times was as follows:

Urgency Description	Target	No. Repairs	On-Time	% On-Time
Emergency	4 Hours	925	867	93.7%
Urgent	3 Working Days	2266	2106	92.9%
Routine	10 Working Days	1690	1572	93.0%
<b>Overall</b>		<b>4881</b>	<b>4545</b>	<b>93.1%</b>

Tenant Satisfaction was measured as follows:

Criteria	Very Satisfied	Satisfied	Dissatisfied
Attitude of contractor	75.2%	24.8%	0.0%
Cleanliness of contractor	72.6%	27.2%	0.2%
Standard of repair work	75.0%	24.6%	0.4%
Timescale repair carried out	77.0%	23.1%	0.8%
<b>Overall service provided</b>	<b>74.4%</b>	<b>25.3%</b>	<b>0.2%</b>

Cyclical Maintenance - Gas Servicing:

During 2009-10, the Association completed the gas servicing as detailed below: -

	Numeric	Percentage
No. Properties with Gas	1,165	100.0%
No. Services carried out	1,157	99.3%
No. Services on-time	1,061	91.1%
No. Services outstanding	8	0.7%

Major Repairs:

During 2009-10, the Association completed the external refurbishment of Kilbeg Terrace. This project incorporated the fitting of a new insulated render system and new windows and redecoration of closes, bringing about a vast improvement in the energy efficiency of the buildings.

Development:



Care Home & Cottage Flats – Hopeman Avenue. This impressive project was completed in 2009-10 providing Care Home accommodation and a further 8 cottage flats and was officially opened by Alex Neill MSP, the Housing Minister, in July 2009.

OUR VISION:

*"Glen Oaks Housing Association - Where Communities Thrive"*

OUR MISSION STATEMENT:

*"Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community."*

## Contact Us

Glen Oaks Housing Association Limited,  
3 Kilmuir Drive, Arden, Glasgow, G46 8BW

Telephone: 0141 638 0999

Fax: 0141 638 5999

Email: [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)

Emergency Repairs: 0800 783 7937

The office opening hours are:

Monday, Tuesday and Thursday: 9am - 5pm

Wednesday (from May 2011): 9am - 2pm

Friday: 9am - 4pm

Our office will be closed for staff training from 2pm every Wednesday.



# Financial Highlights

## Income & Expenditure Details for the Year ended 31 March 2010

	2010	2009
Turnover	4,150,211	3,952,786
Less operating costs	2,879,225	2,826,961
<b>Operating Surplus</b>	<b>1,270,986</b>	<b>1,125,825</b>
(Loss)/Gain on sale of property	(268,090)	32,966
Interest receivable	9,738	88,655
Interest Payable	(238,474)	(671,237)
<b>Surplus for year</b>	<b>774,160</b>	<b>576,209</b>
Transfer to designated reserves		54,476
Retained in revenue reserve	774,160	521,733
Revenue reserve brought forward	4,240,320	3,718,587
<b>Revenue reserve carried forward</b>	<b>5,014,480</b>	<b>4,240,320</b>

### A Non- Accountants Guide to the Accounts

Rental Income  
Cost of Management/Maintenance of properties

Deficit/Surplus on the sale of property  
Interest earned on money invested  
Interest paid on Mortgage  
Amount left from income after deducting expenses

This is set aside to fund future repairs to our housing  
Leaving this general surplus  
Surplus from previous years  
Our reserves shown in the balance sheet are this much

## Balance sheet details as at 31 March 2010

	2010	2009
<b>Tangible Fixed Assets</b>		
Housing properties (less depreciation)	43,096,146	41,297,216
Less social housing grant	(25,316,572)	(24,754,595)
Other public grants	(250,203)	(250,203)
Other fixed assets	369,577	185,746
	<b>17,898,948</b>	<b>16,478,164</b>

All the houses owned by us cost this to build  
Government grants received towards building costs  
Grants received on wider action activities  
Computer and office equipment costs

### Assets/liabilities

Debtors	665,762	438,504
Cash at bank and in hand	1,100,497	1,895,228
Creditors due within one year	(1,739,989)	(2,005,331)
Creditors due after one year	(11,663,929)	(11,319,463)
<b>Net assets</b>	<b>6,261,289</b>	<b>5,487,102</b>

Money owed to us  
Money in the bank  
Money we owe to others  
Money owed on loans. These are secured by specific charges on our properties and repaid at varying rates of interest

### Capital and reserves

Share Capital	232	205
Designated reserves	1,246,577	1,246,577
Revenue reserves	5,014,480	4,240,320
	<b>6,261,289</b>	<b>5,487,102</b>

Represents shares at £1 each  
Money set aside for future repairs  
Sums built up from this and previous years surpluses

