



Garrion People's Housing Co-operative Limited

Annual Report 2003 - 2004

Working in Partnership with our Community to deliver affordable housing.

GPHC

Chairpersons Report

Welcome to Garrion People's Housing Co-operative's Annual Report for 2003 - 2004. I hope you will find the information contained within our report useful.

This is my first year as Chairperson of Garrion People's Housing Co-operative and I have found this to be an enjoyable and challenging year.

It has been a very busy year for the Co-operative and my thanks go to the Management Committee and staff for their hard work, enthusiasm and commitment over the past year.

Law View Sheltered Housing Complex where I live has been transformed since the transfer of stock from Scottish Homes to Garrion People's Housing Co-operative. Tenants have benefited from new doors, windows & boilers and a new kitchen contract will be commencing in August 2004.

The majority of the Co-operative's stock is in Gowkthrapple and this area has suffered serious demand issues over the past few years. While the Co-operative has no long term voids there has been significant turnover which has put considerable strain on our resources. The staff have to be congratulated on limiting the rent loss for the Co-operative.

The remainder of the flats in Gowkthrapple are owned by North Lanarkshire Council who have also had severe demand issues. In fact approximately one-third of their properties are empty and are unlikely to be filled. As a result the Co-operative jointly initiated an option appraisal for the area in partnership with Communities Scotland and North Lanarkshire Council.

The outcome of this study will lead to at least a part demolition of the Council housing stock with possible stock transfer to the Co-operative. The Co-operative are currently working in partnership towards a long term solution for the area. The coming years will bring a major change.

The Co-operative continues to perform to a very high standard despite these pressures and along with our partner Forgewood Housing Co-operative we have established Bridges Housing Association as a resource for the voluntary housing movement and a source of income for us both.

David Cooper
Chairperson

Management Committee. As at 31 March 2004

David Cooper	Chairperson
Edith Gilmour	Vice chair
William Caldwell	Secretary
Marion Cathcart	Treasurer
William Gilmour	
Elizabeth Cooper	
Amelia Yardley	
James Deas	
Marion Marshall	

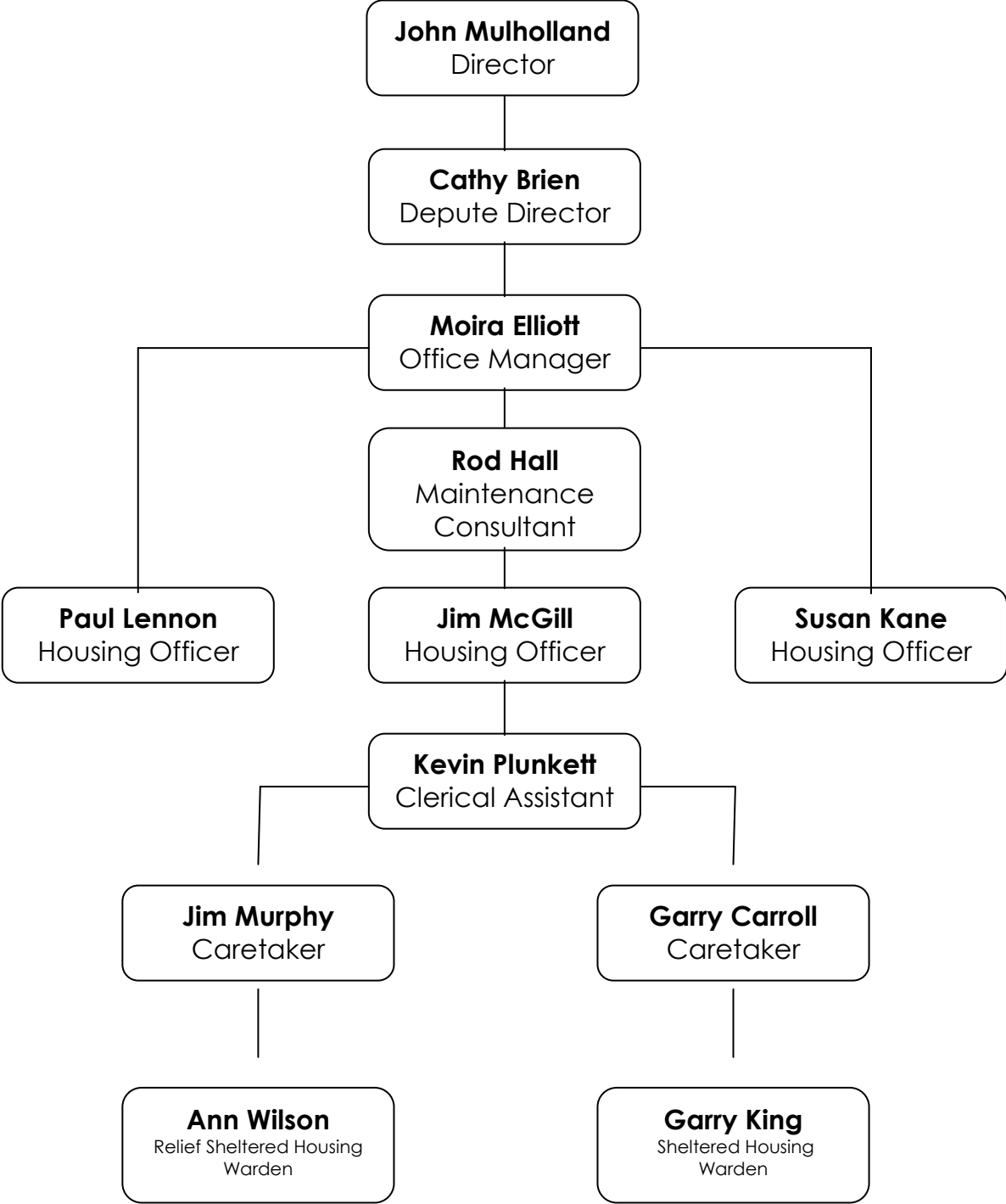
The Co-operative has a majority of tenant members and now has 109 members. The last Annual General Meeting was held on 9 September 2004 and following the Annual General Meeting the Management Committee were elected to oversee the work of the Co-operative. Monthly meetings are held where we set priorities and policies and make decisions on the running on the Co-operative.

There are presently 9 Committee Members on our committee of varying backgrounds, skills and experience. Over 91% of Committee Members were present at each monthly Management Committee meeting and we are pleased to report that all our meetings were quorate.

Garrion Staff Team

The Co-operative is fortunate to have a team of professional staff who carry out the day to day work of the Co-operative and support the Management Committee.

The staff team is made up jointly from Garrion People's Housing Co-operative and Forgewood Housing Co-operative in Motherwell.



Maureen Marshall who worked in both Co-operatives has recently left our employment and we wish her well in her future career.

Financial Highlights

Statistics & Information

- **Annual Rental income for the year was £508,809.00**
- **The total overall income for the year amounted to £524,803.00**
- **After all expenditure had been taken into account a pre tax surplus of £10,588.00 was generated.**
- **Total staff expenditure 35% of total income.**
- **Office overheads amounted to 16% of total income.**

A full copy of the Co-operative's accounts are available from our office.

Auditor Davidson & Workman
16 Royal Terrace, Glasgow, G3 7NY

Solicitor Nimmo Thomson McLean
1 Young Street, Wishaw, ML2 8HH

Wider Role

The Co-operative works in partnership with a number of agencies in terms of social housing and environmental regenerating.

During the year, two of our tenants were invited to join a neighbourhood Steering Group to look at strategic options available for the Gowkthrapple estate

We are keen to develop the wider role in the area and are currently looking at projects which may meet Communities Scotland criteria for wider role funding, these projects aim to tackle poverty and enhance peoples capabilities

Building Futures in Lanarkshire

The Co-operative is fortunate to be part of a partnership of 9 Registered Social Landlord's in Lanarkshire who benefit from the services of Building Futures in Lanarkshire Co-ordinator, Jim Connor. This has a significant local impact and further details are available from Jim Connor at Clyde Valley Housing Association Ltd. 82-84 Brandon Parade East, Motherwell, ML1 1LY, Phone 01698 268855.

Tenant Participation

Garrion People's Housing Co-operative is committed to Tenant Participation and encourage our tenants to be directly involved in decision making involving the Co-operative's service delivery

The Co-operative is fortunate to have established 2 Registered Tenant Organisations. Law View Registered Tenant Organisation is a group of residents from Law View Sheltered Housing Complex in Overtown who have raised funds in a number of ways and acquired grant funding from a number of sources which have benefited the residents in the complex

The other is H.W.S Registered Tenant Organisations which consists of have a number of young tenants within our estate. This group have been successful in raising funds to arrange visits to Loudon Castle for tenants and their children. Other activities have been arranged by this group which have not only benefited our tenants but the wider community.

Our staff are currently setting up a Tenants Panel who will discuss issues which are relevant to the Co-operative's service delivery i.e. rent increases, arrears, allocations and complaints. It is hoped the panel will meet quarterly to discuss policies to be reviewed and other issues relevant to the tenants.

Garden Competition

We thank of all of those residents who once again showed a high standard of garden maintenance this year.

The best kept garden competition was judged by Jim Conner (Wider Role Co-ordinator North Lanarkshire) and prizes were awarded to gardens within the new build development in Woodgreen Court, the Sheltered Housing complex in Law View and the flats in Heathfield/Smith Avenue.

The winners were:

Mrs Moir, 24 Woodgreen Court

Mr & Mrs Main, 14 Law View

The tenants in 78-92 Heathfield (back court)

Maintenance

During 2003 a new Maintenance System was introduced.

Effective property management and maintenance is our main source of contact with tenants. Every effort is made to provide an excellent service to our tenants, sharing owners and all those we provide service to.

Repairs Performance	Target	Achieved
Emergency	%	%
Urgent	%	%
Routine	%	%

Average Repair Costs	What we spent in 2003 – 2004
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Reactive Repairs	£
Relet Repairs	£
Planned & Programmed	£

Repairs Satisfaction Results

Very Satisfied	-	-
Satisfied	-	-
Dissatisfied	-	-

* **JAMES, FURTHER DETAILS & FIGURES TO COME**

Housing Management Performance

HOUSING STOCK

The Co-operative now owns 219 properties in the Gowkthrapple area.

These are made up of: -

REFURBISHED FLATS

2 Apartment	26
3 Apartment	108
4 Apartment	6
5 Apartment	-
Total	140

NEW BUILD

2 Apartment Flats (Amenity)	15
3 Apartment Houses	22
4 Apartment Houses	14
5 Apartment Houses	-
Total	51

SHELTERED HOUSING

2 Apartment	22
3 Apartment	4
4 Apartment	2
Total	28

SHARED OWNERSHIP

3 Apartment	3
4 Apartment	4
Total	7

PROPERTIES FOR OWNERS

3 Apartment	8
4 Apartment	-
Total	8

Housing Management Services

The Co-operative delivers its Housing Management Service from our offices at 3 Heathfield in the heart of Gowkthrapple where quality customer service is our main priority.

Our staff team are responsible for providing an approachable and sympathetic service on matters relating to Rents, Housing Lists, Allocations, Estate Management and Maintenance.

Rental Information

Rent Increase 2003/04

	Non Technical (i.e. actual arrears outstanding)
Current Tenant Arrears	£15,470.27
Former Tenant Arrears	£14,464.82
Rent Loss on Void Properties in year	£2,684.26
Average number of working days to relet Voids	15.76

Allocation Report 2003/4

Apartment Size	2	3	4	5	Total
Relets	13	35	2	0	50
Allocation Type			6		
			-		
			44		
			-		
			48 White		
			1 White Other		
			1 African		

Equal Opportunities

	31st March 2004
Number of Applicants on list	131
Number of Applicants -	131
White Ethnic Background	
Number of Applicants on list	0
Asian Ethnic Background	
Number of with disability	14

Housing Waiting Lists

A full review of the Co-operative's housing waiting lists took place in April 2004, which resulted in a large reduction in the number of applicants requesting rehousing in the Forgewood area. The Co-operative strives towards a healthy waiting list, and always looks at options to attract applicants onto the lists for accommodation in the area.

Partnership Working with North Lanarkshire Council

Garrion People's Housing Co-operative has a close working relationship with North Lanarkshire Council, and has entered into agreements in the following areas:

Nominations Agreement

A nominations agreement between the Co-operative and North Lanarkshire Council is in place to enable the Council to maximise the housing available to meet its statutory obligations.

The agreement also assists the Council and the Co-operative to make the best use of resources and meet housing need. As at 31 March 2004, a review of the nominations agreement was in progress, due to the low demand for stock in the Gowkthrapple area.

Homelessness Protocol

Section 5 of The Housing (Scotland) Act 2001 places a statutory duty on Registered Social Landlords to comply with a request from the Local Authority for accommodation for a statutory homeless applicant. After regular consultation with the Council, a Homelessness Protocol is now in place to deal with Section 5 referrals and the Co-operative will provide statistics on any lets made to statutory homeless applicants.

Common Housing Register

Consultation between North Lanarkshire Council and all Registered Social Landlords in the North Lanarkshire area is ongoing to have a local Common Housing Register (CHR) in place. The CHR involves the landlords in North Lanarkshire devising a single application form by which anyone seeking rehousing in the area can register their need, and specify their housing preferences. Participating landlords then prioritise and select applicants from the single pool of applicants according to their own allocations policy.

The Co-operative will continue to update tenants on the progress of the CHR.

Right to Buy

There have been no applications made under the Right to Buy in the year.

Complaints

Garrion People's Housing Co-operative hopes that those who receive a service from us are happy with the way they are treated. Our complaints procedure is available in our office to those who are not pleased with the service they receive.

The Co-operative is happy to report that no formal complaints were received Between April 2003 and March 2004.

Housing (Scotland) Act 2001

The Co-operative have been successful in signing up all of its tenants to the Scottish Secure Tenancy Agreement.

Garrion People's Housing Co-operative Limited

3 Heathfield

Wishaw

ML2 0LY

Opening Hours

Monday - Friday

9am – 4.30pm

Tel No 01698 360740

Fax No 01698 375321

Email enquiries@gphc.org.uk

Registered with Communities Scotland Registration No. HAC226.

and the Financial Services Authority Registration No. 2337 R (S)



On request from the Co-operative's offices we will provide translations of all of documents into various languages and other formats i.e. computer disk, tape, Braille, large print.