

Blythwood Housing Association

This inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The Inspection of Blythwood Housing Association Ltd took place in May 2005.

Inspection Findings

Blythwood Housing Association Ltd (Blythwood) is based in Paisley and provides mainstream rented housing to 153 tenants in three adjoining tenement blocks. In addition it owns 3 commercial properties and factors 57 flats and 4 commercial properties. Blythwood was registered in 1976 with the Housing Corporation in Scotland and is an Industrial & Provident Society and a registered charity.

Although the Committee has a mixture of relevant knowledge and skills, and is committed to providing good quality housing, leadership and direction in Blythwood is underdeveloped. Although in recent years there have been improvements in the standard of the homes, there is a lack of formal planning and significant weaknesses in its performance management framework which undermine the Association's ability to demonstrate continuous improvement. There are weaknesses in managing its costs effectively but the Association is financially viable, has a low exposure to financial risk and has continued to deliver high surpluses over the last 6 years.

Key strengths in Blythwood's Services:

- a well maintained and safe environment;
- the standard of its homes; and
- the affordability of its rents.

The key areas for improvement in Blythwood's Services:

- listening and responding to tenants' views;
- the range and quality of information provided to tenants about the service and performance;
- its management of gas safety; and
- its management of rent arrears.

Next steps

Blythwood should respond to our findings by submitting an improvement plan for agreement with us within 8 weeks of the publication of this report.

How to get more information and contact details

If you would like to see Blythswood's improvement plan you should contact:

James Millar
Blythswood Housing Association
2 Blythswood Square
Glasgow
G2 4AD

Telephone: 0141 248 4672
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The full report is on our website at <http://www.communitiesscotland.gov.uk>.
This Summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5163 or email: janette.campbell@communitiesscotland.gsi.gov.uk.

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی
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如果索取這文件的翻譯版本，請致電 **Janette Campbell**
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আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানিট ক্যাম্বেল-কে 0131 479 5162 নম্বরে
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করবেন।

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