

Communities Scotland Housing inspection report - summary



Bowerswell Memorial Homes (Perth) Ltd

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 Bowerswell took place on 8 November 2005.

Bowerswell was registered in 1988 and owns 41 sheltered housing properties located in the grounds of a large Victorian mansion house situated to the east of the River Tay, within the City of Perth. The stock consists of 20 flats and 21 cottages and caters for older people.

The Association is governed by a voluntary management committee elected from its membership. It currently has 16 committee members, two of whom are tenants. At the time of inspection Bowerswell has neither full nor part time employees. The Association receives all of its services from Viewpoint Housing Association. The table below shows some key facts on Bowerswell.

Key Facts	2002-2003	2003-2004	2004-2005
Houses owned	43	41	41
Employees (full time equivalent)	0	0	0
Annual turnover(£'s)	121	109	121
Total possible rental income (£'s)	112	111	116
Total Arrears (£'s)	1,214	1,452	1,372
Average weekly rent (£'s)	52.54	51.30	29.44*
Houses re-let	3	2	5
Average days to re-let	20	20	66
Responsive repairs carried out	138	29	120

* This figure is for rent only and does not include charges for services

Inspection Findings

We found that Bowerswell generally provides good access to its services with some areas for improvement. It seeks to be responsive to tenants and is committed to continuous improvement. The Association is committed to meeting housing need. It has a good approach to the management of rent arrears and has demonstrated continuous improvement in the collection of arrears.

Bowerswell has identified the re-letting of its empty houses and achieving the Scottish Housing Quality Standard (SHQS) as key areas for improvement.

Bowerswell is currently financially viable, but its financial forecasts do not demonstrate long term sustainability. The Association has not submitted a delivery plan to show how it will meet the SHQS by 2015. It also has not taken account of the cost of the potential work required to meet the SHQS. Financial management and the internal management plan require development. Bowerswell has yet to routinely incorporate risk assessment into its business planning process and there is no regular rolling programme of internal audit in place.

Key strengths in Bowerswell's services are:

- the development and grounds are in excellent condition;
- its tenants are generally satisfied with Bowerswell as place to live;
- it offers specialist support for tenants;
- it manages its estates well;
- it completes its repairs within target timescales; and
- it has further reduced the level of rent arrears.

The key areas for improvement in Bowerswell's services are:

- its compliance with legislation around Right to Repair;
- its compliance with statutory duties on asbestos management.
- its performance in allocating houses;
- how it engages with tenants and other service users;
- access to its housing list; and
- submit its delivery plan for the SHQS.

Next steps

Bowerswell should respond to our findings by submitting an improvement plan for agreement with us within eight weeks of the publication of this report. We require Bowerswell to give this summary of the inspection report to all its tenants.

How to get more information and contact details

If you would like to see Bowerswell improvement plan you should contact the Chairperson at:

Bowerswell Memorial Homes (Perth) Ltd
Bowerswell House
Bowerswell Road
Perth, PH2 7DN

Telephone: 0131-668-4247

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 5162 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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করবেন।

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