

## Broomhouse Housing Association (1986)

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The inspection of Broomhouse Housing Association (1986) Ltd took place in June 2005. It 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.

### Inspection Findings

Broomhouse Housing Association (1986) Ltd is based in one small estate, on the eastern boundary of Glasgow city, close to Baillieston. The Association was formed in 1986, as one of the first small-scale transfers of housing stock from the Council into community ownership.

Broomhouse has a small core staff team who work on a part-time basis. It is managed by a committee made up of local tenants. The committee have a strong commitment to the Association and good local knowledge. Broomhouse does not have a formal performance management framework or internal management plan in place.

The Association is financially viable and its financial performance has been good, but it needs to develop a more formal framework for financial management and planning. It produces a good range of information for tenants on its services. The closeness of the Association's office to its tenants means that it is well placed to get feedback from tenants. However, it has not formally asked tenants for their views on its services for some time.

#### Key strengths in the Association's services:

- its neighbourhood is in good condition;
- it relets its empty houses quickly;
- it performs very well in collecting rent; and
- it deals well with the small number of complaints it receives.

#### Key areas for improvement in the Association's services:

- its management of gas safety;
- reviewing access arrangements for tenants reporting repairs; and
- compliance with legislative duties around Right to Repair and asbestos.

## Next steps

Broomhouse is required to agree an improvement plan with us to address the areas for improvement we have identified. This must be submitted within 8 weeks of publication of this report, and will form part of a regulatory support strategy.

## How to get more information and contact details

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

Broomhouse Housing Association (1986) Ltd  
3 Baillieston Road  
Broomhouse  
Glasgow  
G71 7SB

Tel: 0141 771 5473

Email: broomhouse.ha@btconnect.com

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](mailto: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**  
**0131 479 5162**，或電郵以下地址  
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ফোন করবেন অথবা [janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk) ঠিকানায় ই-মেইল  
করবেন।

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