

Hunters Hall Housing Cooperative 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 Hunters Hall Housing Cooperative took place on 29 September 2005.

Hunters Hall Housing Cooperative owns 201 new build and modernised properties in the Niddrie House area of east Edinburgh. Its stock consists of a mixture of flats and houses.

An experienced voluntary management committee governs the Cooperative. This is currently made up of 11 tenants. At the time of inspection Hunters Hall had two full time employees and five part time employees. The Cooperative receives accountancy and technical services from Manor Estates Housing Association, and welfare rights services from Castle Rock Housing Association. The table below shows some key facts on Hunters Hall.

Key Facts	2002-2003	2003-2004	2004-2005
Houses owned	201	201	201
Employees (full time equivalent)	4	5	4.5
Annual turnover (£000's)	457	464	479
Total possible rental income (£000's)	448	457	473
Total Arrears (£'s)	45,384	64,866	54,093
Average weekly rent	43.42	44.66	46.35
Houses re-let	19	12	10
Average days to re-let	30	41	23.5
Responsive repairs carried out	840	699	608

Source: Annual Performance & Statistical Returns (APSR) & annual accounts

Inspection Findings

We found that Hunters Hall is providing good access to its services. It is responsive to tenants and is committed to continuous improvement. The Cooperative is meeting housing need. It performs well against its responsive repairs targets and has shortened the time it takes to re-let empty properties.

Hunters Hall has identified rent arrears recovery and complaints procedures as areas for improvement.

Hunters Hall is currently financially viable, but its financial forecasts do not demonstrate long term sustainability. The Cooperative has not yet taken account of the cost of the potential work required to meet the Scottish Housing Quality Standard. Financial management and the internal management plan require some further development. Hunters Hall has yet to routinely incorporate risk assessment into its business planning process there is no regular rolling programme of internal audit in place. At the time of inspection key performance indicators were reported to the management committee infrequently. Hunters Hall's policy does not currently require its management committee to declare conflict of interests regarding tenant rent arrears.

Key strengths in Hunters Hall's services are:

- it provides good access to all services;
- it maximises access to housing and widens choice for applicants through its participation in Edindex (the Edinburgh Common Housing Register);
- it provides good information to tenants and is responsive to their feedback;
- its tenants are generally satisfied;
- it lets its houses to people in housing need;
- it offers specialist welfare support for tenants;
- it manages its estates well;
- it completes its repairs within target timescales and to high standards;
- its management of annual gas safety checks in its houses;
- it has successfully reduced the level of housing benefit rent arrears; and
- it has reduced the time it takes to let empty houses.

The key areas for improvement in Hunters Hall services are:

- its management of tenant rent arrears; and
- its compliance with statutory duties on asbestos management.

Next steps

Hunters Hall Housing Cooperative 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 Hunters Hall 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 Hunters Hall improvement plan you should contact the Chairperson at:

Hunters Hall Housing Cooperative Ltd
77 Niddrie House Drive
Edinburgh
EH16 4TR

Telephone: 0131 657 3379

Email: sfinlayson@huntersall.org.uk

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
جینیٹ کیمپبل Janette Campbell کو 0131 479 5162 پر فون کریں یا اس پتے پر ای میل کریں

janette.campbell@communitiesscotland.gsi.gov.uk

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
janette.campbell@communitiesscotland.gsi.gov.uk

আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানিট ক্যাম্পবেল-কে 0131 479 5162 নম্বরে
ফোন করবেন অথবা janette.campbell@communitiesscotland.gsi.gov.uk ঠিকানায় ই-মেইল
করবেন।

لمزيد من المعلومات عن ترجمة هذا المستند الى لغة جاليتكم، الرجاء الإتصال ب:
Janette Campbell على رقم الهاتف 0131 479 5162. أو عن طريق البريد الإلكتروني على
التالي: janette.campbell@communitiesscotland.gsi.gov.uk