

Isaac S Mackie Housing Association 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 Isaac S Mackie took place on the 8th November 2005.

Isaac S Mackie Housing Association was formed in 1972. The Association operates in a rural setting and has 19 properties in a single sheltered development in Elie, Fife. The development and support services cater for older people.

The Association is governed by a voluntary management committee elected from its membership. It currently has nine committee members, none of whom are tenants. At the time of inspection Isaac S Mackie 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 Isaac S Mackie.

Key Facts	2002-2003	2003-2004	2004-2005
Houses owned	21	21	19
Employees (full time equivalent)	0	0	0
Annual turnover (£'s)	66,000	75,000	65,027
Total possible rental income (£'s)	71,000	74,000	75,000
Total Arrears (£'s)	805	1,451	792
Average weekly rent (£'s)	34.29	35.19	37.71
Houses re-let	8	3	4
Average days to re-let	43	45	211
Responsive repairs carried out	71	46	42

Inspection Findings

We found that Isaac S Mackie generally provides good access to its services with some areas for improvement. It is responsive to tenants and is committed to continuous improvement. The Association is committed to meeting housing need. It performs well against its responsive repairs targets. It has a good approach to the management of rent arrears and has demonstrated continuous improvement in the collection of arrears.

Isaac S Mackie has identified the re-letting of its empty houses as a key area for improvement.

Isaac S Mackie 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 Scottish Housing Quality Standard (SHQS) by 2015. Financial management and the internal management plan require development. Isaac S Mackie 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 Isaac S Mackie's services are:

- it provides good information to tenants and is responsive to their feedback;
- its tenants are generally satisfied;
- 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 Isaac S Mackie's services are:

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

Next steps

Isaac S Mackie 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 Isaac S Mackie 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 Isaac S Mackie improvement plan you should contact the Chairperson at:

Isaac S Mackie Housing Association Ltd

Viewpoint House

4 South Oswald Road

Edinburgh

EH9 2HG

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 کیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی
جینٹ کیمبل Janette Campbell کو 0131 479 5162 پر فون کریں یا اس پتے پر ای میل کریں

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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 জ্যান্ট ক্যাম্বেল-কে 0131 479 5162 নম্বরে
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করবেন।

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