

Lochfield Park Co-operative

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 Lochfield Park Co-operative took place in December 2005. We awarded Lochfield Park the following grades:

Housing management	B	Good	Many strengths and some areas where improvement is needed.
Property maintenance	B	Good	Many strengths and some areas where improvement is needed.

Inspection Findings

Lochfield Park owns 355 houses in the Lochend area of Greater Easterhouse, Glasgow. It originally took ownership of houses previously owned by Glasgow City Council. The Co-operative has improved the area through a combination of refurbishing existing houses and building new properties. It is continuing to develop new housing in the Lochend area.

Communities Scotland previously inspected Lochfield Park in 2001, and found that the Co-operative was performing poorly. Since 2001 Communities Scotland has provided support to Lochfield Park to help it improve its performance.

Lochfield Park is run by a committee, which includes 13 of the Co-operative's tenants. The Co-operative has successfully achieved major improvements across all its services since our last inspection. The committee works well with staff, oversees Lochfield Park's activities and is clearly committed to improving housing in the local area. The Co-operative is financially viable in the medium term and has a good financial management framework.

Key strengths in Lochfield Park's services:

- it lets its houses to people in need;
- its services are accessible;
- its houses are in good condition;
- it works to help people remain in their homes and takes legal action only as a last resort;
- it is effective in managing its income through reducing rent arrears and reletting empty houses quickly; and
- it is committed to seeking feedback from tenants.

Key areas for improvement in Lochfield Park's services:

- its performance in completing urgent and routine repairs;
- its management of gas safety in its houses;
- its approach to suspending people on its housing list from receiving offers; and
- involving tenants in developing its services.

Next steps

We require the Co-operative 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 find out how Lochfield Park plans to respond to the findings of this inspection you should contact:

Lochfield Park Co-operative
10 Dalilea Drive
Easterhouse
Glasgow, G34 0EJ
Telephone: 0141 771 2228
E-mail: LOCHFIELD@colloquium.co.uk

The full report is on our website at www.communitiesscotland.gov.uk. The 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
جینٹ کیمبل 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 ক্যাম্বেল-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 بـ:
Janette Campbell على رقم الهاتف 0131 479 5162. أو عن طريق البريد الإلكتروني على
التالى: janette.campbell@communitiesscotland.gsi.gov.uk