

Ruchazie 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 Ruchazie Housing Association took place on the 13th October 2005.

Ruchazie Housing Association was registered by Scottish Homes in December 1993. The Association owns 174 new build and modernised properties in the North East of Glasgow. Its stock consists of a mixture of flats and houses.

An experienced and committed voluntary management committee, that currently has nine members, seven of whom are tenants, governs the Association. Ruchazie has two full time and three part time staff; equivalent of four full time staff. Accountancy services are provided by an external agent. The table below shows some key facts on Ruchazie.

Key Facts	2002-2003	2003-2004	2004-2005
Houses owned	174	174	174
Employees (full time equivalent)	4	4	4
Annual turnover (£000's)	483	479	500
Total possible rental income (£000's)	400	428	440
Total Arrears (£'s)	13,377	18,589	20,766
Average* weekly rent	46.19	46.83	48.70
Houses re-let	7	10	7
Average days to re-let	16	6	7
Responsive repairs carried out	754	760	810

Source: Annual Performance & Statistical Returns (APSR)* ; annual accounts; inspection submission*

Inspection Findings

We found that Ruchazie generally provides good access to its services many of which are of a high standard. The quality of its houses, its estate and its office is good. The Association performs well in minimising rent arrears, in carrying out responsive repairs within its timescales, in managing its estates and in the time it takes to re-let its houses.

Ruchazie's financial management framework is good and its financial projections show that is likely to be viable in the medium term; however these are compromised by the Association not having factual information on which to base future major repairs costs.

Ruchazie could improve its strategic planning and the policies, procedures and information framework that support its services. Management committee member numbers should be sufficient to ensure continuity in managing its business in the event of members leaving.

Key strengths in Ruchazie's services;

- It re-lets its houses with minimum delay;
- It manages its estate well;
- It is responsive to neighbour complaints and antisocial behaviour;
- It completes its repairs within its target timescales and has thorough arrangements to check their quality;
- It minimises rent arrears; and
- Tenants are generally satisfied or very satisfied with its services.

The key areas for improvement in Ruchazie's services are;

- Meet statutory requirements for gas safety;
- Prioritise the review of its Allocation Policy to comply with statutory requirements and good practice;
- Publicise its rules for letting houses and how to apply, using methods that include those listed in its Allocations Policy;
- Remove restrictions on number of offers in order to maximise choice for housing applicants;
- Provide applicants for housing with information on how their application has been assessed, their housing prospects, the Association's housing stock and how they can appeal;
- Collate and analyse information on tenants views to improve services; and
- Provide tenants with comprehensive information on tenancy and related matters.

Next steps

Ruchazie Housing Association 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 Ruchazie 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 Ruchazie's improvement plan you should contact the Chairperson at:

Ruchazie Housing Association
24 Avondale Street
Ruchazie
Glasgow
G33 3QS
Telephone: 0141 774 4433
Email: administration@ruchazieha.co.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

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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 জ্যানিট ক্যাম্পবেল-কে 0131 479 5162 নম্বরে
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করবেন।

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