

# Annual Review

2009/2010

## Year at a glance

AUGUST 2009



### Community Clean Up – Greenock East End

RCH, Inverclyde Council, Strathclyde Fire and Rescue, Invest, The Community Health Partnership, Strathclyde Police and In-Work all joined forces for a week's worth of events and environmental improvements in John Street, Cartsburn Street, Arthur Street and St Lawrence Street in Greenock's East End.

SEPTEMBER 2009

### Staff Conference

River Clyde Homes' first staff conference was held at the Arts Guild. Feedback from employees was very positive. Staff benefited from a motivational talk by guest speaker Jamie Andrew and presentations from senior management to raise awareness of what was happening across the organisation. It was the first opportunity for the recently appointed Chief Executive, Lynne Carr, to meet all the staff.



OCTOBER 2009



### Up Close Exhibition Moves to Port Glasgow

A scaled down version of the successful exhibition opened in Port Glasgow Town Hall after closing its doors in Greenock, where it attracted over 17,000 visitors. This unique approach to tenant participation was shortlisted in the Chartered Institute of Public Relations' annual awards in the 'integrated communications' category. The Institute praised the campaign's multi-disciplinary approach to marketing through its use of print, design, web and events.

NOVEMBER 2009



Photo courtesy of Greenock Telegraph

### Up Close with Local Businesses

RCH got closer to local businesses at Port Glasgow Town Hall. The day was designed to explain the kind of contracts RCH has and to explain the tendering process. River Clyde Homes is keen that local businesses have the opportunity to tender or sub contract for that work. Local businesses also had the opportunity to meet with some of the current major contractors to explore opportunities to sub-contract works.

DECEMBER 2009

### Praise for Sheltered Housing Services

River Clyde Homes' sheltered housing accommodation was awarded one of the highest ratings in Scotland, for a first inspection, following an inspection by the Care Commission. The service was awarded one 'excellent' grade, for tenant participation in sheltered housing complexes, while the other five were assessed as being 'very good'.



JANUARY 2010



### Rent Conference

The subject of this year's well attended rent conference was 'How Your Rents Are Spent' and the aim was to explain how tenants can become more involved in River Clyde Homes' housing finance matters, how tenants can affect decisions made about how rents are spent and discuss how River Clyde Homes can develop a rent re-structuring policy.

FEBRUARY 2010

### Customers' Survey

A customers' survey was undertaken in February and March 2010 to find out what tenants and owners think about the services we provide and how we can improve them. It took the form of a door-to-door survey of 20% of tenants and 10% of owners, with approximately 1400 interviews taking place. The full survey is now available now on-line.



MARCH 2010



### Springkell Street

The maintenance and repairs team moved to new premises in Springkell Street, Greenock. The Springkell Street premises allow the entire maintenance and repairs operation to be delivered from modern, fit for purpose accommodation. During the financial year there were over 21,000 repairs completed. There was, for the second consecutive year, performance improvement in relation to carrying out repairs within target timescales ie Emergencies 99.7% - Urgents 94.6% - Routines 78.9%. Tenant satisfaction remained high at 95% of customers who received a repair being satisfied overall with the repair service.

APRIL 2010



### Grand Central Savings Opens in Nicholson Street

Grand Central Savings (GCS) aims to help the financially excluded, and is supported by River Clyde Homes. GCS was launched in 2001 in Glasgow to provide facilities for people who can't get a regular bank account. GCS will be working in partnership with other agencies and will give customers advice on managing their finances. River Clyde Homes is backing the initiative financially and is providing a Branch Manager and two cashiers who are being seconded for up to three years.

MAY 2010

### New Homes

The first tenants moved into the first of our new-build properties at Gilmour Street, Greenock. This was a significant day for RCH as the first of 336 homes under construction currently was completed. The first tranch of houses was ready in less than a year after work began on site. The other areas, where new houses are being built, are at Woodhall, Oronsay Avenue and Moray Road, Port Glasgow. Tenants should be able to move into new properties in these areas within the next six months.



JUNE 2010

### Access All Areas

We got together with other local housing associations to hold an equalities conference called Access All Areas at Inverclyde Academy. The aim of the day was to look at some of the issues around equalities in housing and how the housing associations can develop their policies to become fairer and take account of the many different groups they provide housing to.

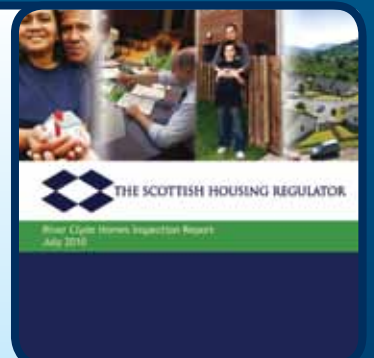


JULY 2010

### Inspection Report Released

The Scottish Housing Regulator's Inspection Report of River Clyde Homes (RCH) was published. We were awarded a C grade – this is 'Fair' performance. The inspection took place in March.

The Regulator took the view that RCH has strengths and, over a short time, has started to deliver many of the commitments it made prior to transfer. The report also states that, since its inception in December 2007, RCH has made a real difference in building new affordable housing and improving the quality of its housing stock.



AUGUST 2010

### Work Completed at Regent Court

Since March the Investment Team has undertaken 192 'mini mods' in Port Glasgow and Greenock with new kitchens, bathrooms and household rewires being completed. The Gas Maintenance team has also replaced 109 central heating systems and boilers.

Additionally external refurbishment contracts have now been completed to nine multi storey blocks, works are also being completed at Davidson Drive in Gourock. In the last year 294 properties have been demolished.



## OTHER HIGHLIGHTS:

### Gas Safety

Legislation requires that every Gas Safety appliance in RCH's properties is inspected annually, serviced and is safe to use. Since transfer, our investment team has made huge inroads into reducing the number of houses/appliances falling outwith this regime, from 87% to 99.85% by March 2010. Our 100% target was achieved early May 2010. Gas safety is a never ending cycle and RCH is currently visiting tenants to re-inspect their homes on a cyclical basis.

### Tenant and Residents Associations and Sounding Board

There are, currently, 24 tenants and residents associations in Inverclyde who are Registered Tenants Organisations (RTOs) with River Clyde Homes. Many are long established, Rankin Court celebrated their 40th anniversary last year, others have been constituted more recently with Port Glasgow Town Centre Tenants and Residents Association recently re-constituted. There are tenants and residents groups in most of the sheltered housing complexes, four of which are Registered.

River Clyde Homes is also a key supporter of FITRA, The Federation of Inverclyde Tenants and Residents Associations. River Clyde Homes is committed to developing the network of RTOs and encouraging all groups to participate in consultations and to influence the decisions we make.

RCH has signed up more than 300 tenants to be involved in its 'Sounding Board' initiative. The aim is to involve its tenants to develop and improve housing policies, including issues like communication, tenant involvement, repairs, rent setting and anti-social behaviour. The 300-plus team will play a major role in shaping future policies and activities.

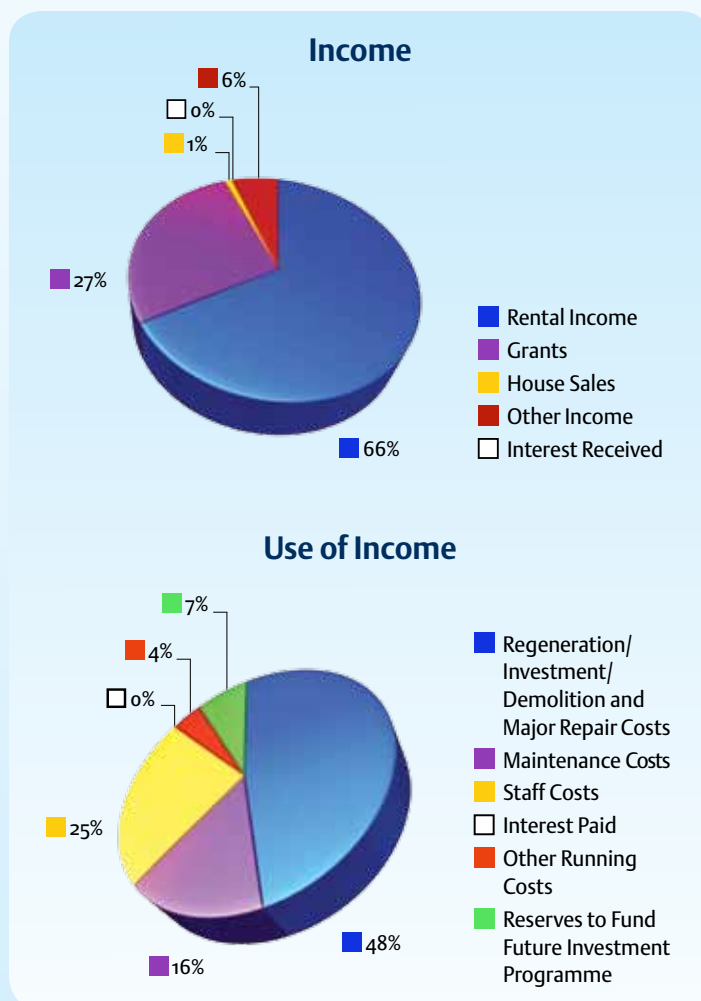
### Increasing Membership

A concerted effort has been made to increase the membership of River Clyde Homes. In year 2008/09 there was 40 members. By the end of the financial year 2009/10 this had increased to 182 – a 455% improvement. This was achieved through a publicity campaign and a focussed effort by our neighbourhood officers. It is hoped that this figure can be further improved during the current year.

### Accounts

In 2009/10 River Clyde Homes continued with its New Build, Investment, Demolition and Maintenance programmes as planned, incurring a small deficit while maintaining a financial reserve to assist the funding of future investment programmes.

Our income mainly came from Rents and Grants, and was utilised in various ways which are detailed on the pie charts below.



### Our People

RCH embarked on The Big Conversation, a large scale road show for staff in January/February 2010. The purpose of was to enable staff to comment upon the structure of the organisation and its plans for the next five years.



[www.riverclydehomes.org.uk](http://www.riverclydehomes.org.uk)

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