



AGM Special - September 2000

"A Community with Commitment"

News

CHAIRPERSON'S REPORT

Some years are easy to summarise: a year of growth, the year a new project started; the year we moved into our new office. The past year has not been one of those years. Yet, despite this, it has been one of the most momentous years in the life of the Co-operative.

The past year has contained some milestones, both in the Co-operative's life and in the environment within which we operate. Significant Co-operative events are reported in this special newsletter: completion of New Build 3; investment in our existing properties; changes in the office layout and opening times, and; changes in our staff. We also try to look forward to where the Co-operative might be going in the year ahead.

In the wider community, we have seen the upgrading of the Activity Centre, and its renaming in memory of Robert Bennie who died tragically during the year. We have seen progress in the work to upgrade Barlanark Park, a project in which Robert also played a part. These projects are both positive signs of progress. The reaction of the community to Robert's death and the setting up of the Robert Bennie Trust are both signs that even out of this evil event, some good might come.

When we look further out to the Greater Easterhouse area the direction, progress, or decline seems less clear. While there are encouraging new developments, there are also signs of community wishes being ignored, and both effort and resources being wasted. The growing area of cleared sites, where homes and communities once stood, is testament to an area in decline. However, these sites also represent an opportunity for new communities to emerge, this time in houses built to the highest standards. The Co-operative's proposal for a new build development on the site at Barlanark Road/ Bressay Road will ensure that some of that housing is available to local people.

The local events reported in this newsletter have been very significant for the Co-operative and its members. However, it is likely that the defining events of the past year took place not in the Co-operative at all, but in Edinburgh and in Glasgow City Chambers.

The setting up of the Scottish Parliament has been the biggest change to affect the Co-operative in its 15-year history. Already, there are proposals for a new Housing Act, and housing is at the centre of political debate. We can only hope the debate is followed by some action. The City Council's proposal to transfer all its houses to a new Housing Association will have a major impact on the city in the years ahead. It will impact particularly on Greater Easterhouse because of the high proportion of Council houses. The Director is to be involved in developing the proposal to put to City Council tenants. Hopefully, this means that the Calway experience will continue to exert an influence in the months, and the years, ahead.

DON'T FORGET

**CALVAY CO-OP'S
15TH ANNUAL
GENERAL MEETING**

**TUESDAY, 19
SEPTEMBER 2000**

**7.00 PM AT THE
ROBERT BENNIE
CENTRE**

**REFRESHMENTS AND
RAFFLE HELD ON THE
NIGHT**

HOUSING MANAGEMENT & MAINTENANCE UPDATE

1999 - 2000 brought the end of the beginning and at the same time, new beginnings to the Co-operative. This applied equally to the Property Services Section that incorporates the Housing Management and Maintenance sections.

The departures of John Bremner, Maintenance Officer and Scott Brennan, Estate Caretaker meant that changes had to be introduced in the Maintenance service. This has largely resulted in the use of more external contractors, but hopefully hasn't resulted in any loss of service. Indeed the service may even have improved.

TENANT SATISFACTION SURVEY

To find out how Tenants feel about the service the Tenant Satisfaction Survey has been on going over the last year. As soon as the results are available these will be publicised.

Demand on the Co-operatives Housing Management and Maintenance Services has grown over the past year, as can be seen from the information below:

ALLOCATIONS

In relation to allocations there has been a large increase in demand during the last financial year. This was largely due to the clearance areas in Greater Easterhouse and the surrounding area and New Build Phase 3 coming off site. Turnover was also much higher this year for the same reasons.

Relet times average at 17 days.

Applications Received	Applications Cancelled	No. of Relets
202 (1998/99) - 97 applications received)	57	91

RENT ARREARS

The loss of staff from the Housing Benefit Department has had a significant adverse effect on the Co-operative's rent arrears monitoring. There have been long delays in claims being processed, which have resulted in technical arrears. As at March 2000, it was estimated that 2.1% of total rental income outstanding was due to technical arrears - largely monies due from the Housing Benefit Department.

Rent Arrears As At End of Financial Year	Percentage
March 1997	7%
March 1998	3%
March 1999	3%
March 2000	4.4%
N.B. Technical Arrear as at 28 March 2000	2.09%

MAINTENANCE CONTRACTS

Several maintenance contracts were undertaken throughout the year. The annual gas servicing and landscape maintenance contracts took place. Larger contracts were the Painterwork contract and the electrical safety checks.

The Co-operative is aware that it required tenants to give a lot of access for these contracts over the last year, and it would like to thank tenants for their co-operation.

Repairs	Number
% Within target	79
% Pre Inspections	31
% Post Inspections	2
N.B. No. of repairs carried out	2053

MAINTENANCE PROCEDURES

The Co-op has introduced new procedures in an effort to improve repairs processing. These include: weekly monitoring of jobs outstanding; more post inspections to ensure quality of workmanship; ensuring value for money and assessing tenant satisfaction.

HOUSING MANAGEMENT & MAINTENANCE UPDATE CONT'D.

STOCK PROFILE

The Co-operative now has 414 rented properties. 53 Shared Ownership properties and 21 Owner Occupiers.

Internal Waiting List As At 31 March 2000

House Size Required	Number
2 Apt.	4
3 Apt.	12
4 Apt.	7
5 Apt.	7
6 Apt.	1
TBC	6
Total	37

External Waiting List As At 31 March 2000

House Size Require	Number
2 Apt.	67
3 Apt.	52
4 Apt.	24
5 Apt.	12
6 Apt.	13
TBC	41
Total	209

COMPLAINTS

Complaints Received: 75 (1998/99 - 21 Complaints Received)

TURNOVER

Percentage Turnover by Year

Turnover by Year	Percentage
1995/6	9%
1996/7	11%
1997/8	10%
1998/9	11%
1999/00	19%

Percentage Rent Loss Through Voids

Year	% Rent Loss Through Voids
1996/7	4.1%
1997/8	1.2%
1998/9	1.3%
1999/00	1.1%

Geographical Breakdown of Applications for Housing Received 1999/00

Area	Percentage
Barlanark	55
Rest of Greater Easterhouse	12
Area Surrounding Greater Easterhouse	12
Other Areas	21

WELCOME MICHAEL

Committee and Staff are delighted to introduce Michael Dawson from Tollcross Housing Association as our replacement Director for the next twelve months.

Michael has worked in Housing Management for over twenty years and his previous experience includes time at



Glasgow Corporation, Queens Cross Housing Association and Elderspark Housing Association before he joined Tollcross.

The Committee and Staff are looking forward to working with Michael, particularly in view of the experience and fresh insights

he will bring to us.

NEW BUILD SUCCESS FOR CALVAY

In our last Annual Report we referred to the forthcoming completion of New Build 3 as the end of the beginning of the Co-operative. We are very pleased to report just how successful that ending was.

As promised, New Build 3 has provided 32 families with rented homes of real quality, and has also allowed Beazer Homes to meet the needs of 8 families who have taken up the opportunity for quality owner occupied properties in the area.



After some uncertainty over dates, properties were handed over to the Co-operative and

tenants decanted from the old Burnett Road and Barlanark Place properties began moving in from October 1999. By December, the scheme was complete, and the completion of the scheme was marked by a visit from Linda Fabiani MSP, a long-standing friend of Calvay's.

An excellent day for the Co-operative and its members, despite the rain, was topped off by an evening's entertainment in the Centre, provided by Karen Dunbar, of "Chewin' the Fat" fame, rounded off with the sounds of "Iceberg".

NEW DEVELOPMENTS FOR CALVAY

We are continuing to pursue the upgrading of all the roads and pavements in the Calvay area. Two major projects are being developed to complete this programme, and funding is being sought from Scottish Homes. We have appointed City Design Co-operative, and Armour Construction Consultants to develop these projects.

The first project, which we hope to start early in 2001, will be from the park entrance along to the former manse site opposite 23 Calvay Road. This will include work to reshape the Calvay Crescent/Calvay Road junction to improve road safety, and to provide a flexible open space in front of

the Robert Bennie Centre.

The second project will improve the roadway, pavements, and parking provision at Barlanark Road adjacent to Edinburgh Road. Subject to the approval of the City Council, this will include an upgrading of the environmental area between Barlanark Road and Edinburgh Road. We intend also to improve pedestrian routes through the area, by extending the project along to the former library, and providing safer access to Edinburgh Road. The start date for this project has yet to be agreed with Scottish Homes.

FINANCIAL REPORT

The Committee are confident that the Co-op's finances are secure and that there is adequate funding for future Planned Maintenance of the Housing Units.

It should be noted that in this year there was very heavy expenditure on Planned Repairs. This is a non-recurring cost and resulted in an unusually low level of operating surplus for

the year.

It should also be noted that the low level of Net Current Assets was greatly increased after the year end by the drawing down of £330,000 being the last portion of the loan on New Build Phase 3. **Check the facts and figures on page 7.**

WORKING FOR THE FUTURE

Our last Annual Report carried the disappointing news that the Co-operative's proposals for a project at Barlanark Road/Garvel Road had failed to attract New Housing Partnership funding. The result has been that tenants of the existing properties have been cleared, to allow demolition of the properties to proceed.

Over the past year, we have continued to have discussions with both the City Council and Scottish Homes regarding a project to redevelop this important site. Our proposals involve the Co-operative repeating the procurement approach we first used with Beazer Homes for the Burnett Road/Barlanark Place development. This would enable the Co-operative to provide up to 40 houses and small flats for rent, with a private developer providing up to 60 houses for sale.

The Co-operative's proposals include the development of rented properties for applicants with a variety of housing needs, flats for young single people and the elderly, supported accommodation for people with special housing needs, and some family sized accommodation in the form of houses with gardens.

We are confident that this important development will get the go ahead from both the Council and Scottish Homes, and we hope to see construction start on site in financial year 2001/2002. To enable us to push forward with this development, the Committee has appointed Campbell Martin Associates as Employers Agents. Campbell Martin previously worked with us on the Beazer development.



SIMPLY THE BEST



In the week before the opening of its new build development at Burnett Road / Barlanark Place, the co-operative was pleased to hear that its efforts to regenerate the Calvay area had received a prestigious national award.

At an award ceremony in Edinburgh, the co-operative received the Scottish Urban Regeneration Forum award for Best Practice in Urban Regeneration in the category 'Improving a Place'. Mary Forrester, the Secretary of the Co-operative, received the award from Frank McAveety, Deputy Minister for Communities in the Scottish Executive.

To win this award, the Co-operative had to fight off strong competition from across the country. The awards which were in three categories attracted sixty-seven entries from throughout Scotland.

PRIVATE EYES

Although you can't see them, there is a constant Police presence in the Calvay area. This is achieved through the introduction of CCTV, at the corner of Calvay Road/Calvay Crescent.

The pole-mounted camera is part of an area-wide initiative co-ordinated by Safe Greater Easterhouse. The Calvay camera was provided with funding from a variety of sources, including the Co-operative and Scottish Homes. Monitoring of the camera takes place at Easterhouse Police Station.

The presence of the camera should not stop you reporting any incidents to the Police. Even if events take place out of the vision of the camera, your description of those involved may help to identify those responsible either going to or leaving the scene of a crime.

RESOURCE CENTRE OFFICIAL OPENING

The Resource Centre at 16 Calway Road was officially opened on Friday, 22 October 1999 with a large turnout of Barlanark residents and visitors. The new upgraded rooms are really impressive with a large Function Hall, side rooms, and a good spacious modern kitchen.

Barlanark folks have been waiting for a number of years for the Centre to be upgraded and it was a time of real celebration for all concerned.

Ms Margaret Curran MSP conducted the formal opening ceremony and Jimmy Wray MP made a surprise visit to pass on some words of encouragement.

The cost of the upgrade was around £250,000 and the funding has come chiefly from the Greater Easterhouse Social Inclusion Partnership and from the Scottish Arts Council.



Other funding support was arranged by Calway Co-operative who also contributed from the Co-op's own funds to the upgrade.

It is hoped that the Centre will become a focus of community life in the Calway/Barlanark area. We wish much success to Calway Social Action Group (SAG), who will manage the Centre and the social activities programme.

NEW LOOK FOR NUMBER 55

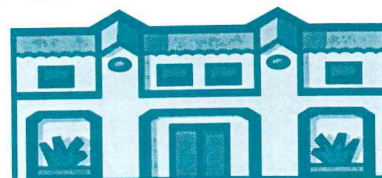
If you go down to the office today, you're sure of a big surprise. Why? Because the office, especially the front of house has been given a facelift.

For a start, you will find a new entrance, which we hope creates a more open and welcoming feel about the approach to the office. Once inside, a new reception area and interview room should provide callers to the office with improved facilities in which to conduct their business, and less congestion in the reception area.

Although not visible to most callers, we have also taken the opportunity to relocate the meeting room to the ground floor, and to improve working space and facilities for the staff.

To coincide with the completion of the office refurbishment contract, the office opening hours have also been changed to provide a better service to tenants. The office is now open throughout the lunch period every day, and on a Wednesday morning. Opening hours are 9-30 to 4-30, except on a Wednesday, with early closing at 3-30.

Between them, the changes to the office and to the opening hours represent the biggest change to the Co-operative's service to its customers in 10 years. We hope they meet with the approval of tenants and other customers.



INCOME AND EXPENDITURE FOR YEAR ENDED 31ST MARCH 2000

	£	Tenants guide to the Accounts
Rental Income	740,056	Rent Income from all Housing Rents
Other Income	20,204	Agency Services Income and Commercial Rents
Management Costs	(450,672)	Less the Cost of Salaries, Offices, etc
Day to Day Repairs	(89,883)	...and less the Cost of Reactive Maintenance
Planned Repairs	(126,696)	...and less the Cost of Planned Repairs
Operating Surplus	93,009	This is the Surplus before the following items
Loss on sale for Properties	(229)	
Interest Received	26,668	Interest Earned on money we invested
Interest Paid	(101,769)	Interest Paid on Long Term Loans for developments
Surplus before Taxation	17,679	
Tax	(5,334)	Tax due on operating surplus
Grant for Tax	5,334grant to cover this cost
Surplus after Taxation	17,679	
Transfers to Repairs Reserves	(203,012)	Less Money set aside for future planned repairs
Transfers from Repairs Reserve	131,671	...and we add back money taken out of Reserves for Planned Maintenance costs this year
	(53,662)	Which leaves us with this much.....

BALANCE SHEET AT 31ST MARCH 2000

Free Reserves	373,058	These are the Free Reserves
Repairs Reserves	629,971	...and these are for future Planned Repairs
Other Reserves	18,750	...and these are for local purposes
	1,021,779	
Share Capital	454	
Total Reserves	1,022,233	...which means our total reserves are
Housing Properties	19,804,827	This is the cost of all our Housing Units
HAG and Other Grants	(17,841,181)	less the Government Grants we received
Other Assets	225,862	add on the cost of offices, shops and the Robert Bennie Centre
Total Fixed Assets	2,189,508	
Debtors	195,213	This is what we are owed
Cash On Hand	374,798	...and this is in the bank
Creditors Due Within One Year	(495,921)	...and this is what we owe to others
Nett Current Assets	74,090	so this is the effective cash on hand
Loans Due In Later Years	(1,241,365)	These were taken for the Housing Costs not met by Grants
Total Nett Assets	1,022,233	

MANAGEMENT COMMITTEE UPDATE

The Management Committee has seen some changes with Mary Forrester Christie resigning as Secretary due to her marriage and subsequent move outside of the Calvay area. By a vote of the Management Committee, Peter Howden was elected to fill the position of Secretary.

Cathy Norman, a long serving member of the Co-operative's Management Committee, also resigned due to ill health and to focus her efforts on the Social Action Group and the Robert Bennie Centre.

Each year one third of the full Management Committee members are required to stand down. This year, those standing down are Anna Ellis, Rosemarie Lindsay, Bryce Wilson and Margaret Kelly.

Name	Title
Elizabeth Lindsay	Chairperson
Cathie Shevlin	Vice-Chairperson
Peter Howden	Secretary
Frances McCall MBE	Treasurer
Annie Dougan	Committee Member
Anna Ellis	Committee Member
Thomas Kay	Committee Member
Margaret Kelly	Committee Member
Flo Harris	Co-opted Member
Rosemarie Lindsay	Committee Member
Bryce Wilson	Committee Member

STAFF UPDATE

There have been a number of significant staff changes and events over the past year. Jean Robertson and John Bremner left the Co-operative's employment after a period of sick leave.

John was replaced by Bill Cairns who will be with the Co-operative on a part-time temporary basis until April 2001.

Many of you will now be familiar with Hugh McGuinness, who will shortly be working in Housing Management on a full-time, temporary basis to help cover during Patricia Gallagher's maternity leave.

Stuart Hodge, who has been on placement with the Co-operative from Stirling University has recently completed his placement for this year and will be returning to Calvay in January 2001. Upon his departure, Rafina Naroo, our other placement from PATH Scotland has rejoined the Housing Management team until December.

The Committee recently recognised the long service of two other staff members, Gail

Borland, Senior Property Services Officer, and Amelia Buckley, Finance Officer. Both have been with the Co-operative for over 10 years.

Name	Title
Duncan McLean	Director
Donald Goldie	Finance Manager
Patricia Gallagher	Property Services Manager
Debbie Garrett	Administrator
Gail Borland	Senior Property Services Officer
Tracy Johnston	Property Services Officer (Trainee)
Hugh McGuinness	Temporary Property Services Officer
Amelia Buckley	Finance Officer
Tracy Taylor	Secretary
Margaret McCaig	Secretary
Geraldine McGuigan	Receptionist