

Barony Housing Association

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 Barony took place in March 2006. We awarded Barony the following grades:

Housing management	B	Good	Many strengths and some areas where improvement is needed.
Property maintenance	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.

Barony Housing Association has offices in Edinburgh, Kirkcaldy, Livingston and Falkirk and operates in six local authority areas. It owns 304 properties, most of which are in West Lothian. It had a small development programme however this has come to an end following changes in the grant funding process.

The Association is run by an Executive Committee of which one member is a tenant. Committee members have a wide range of skills and experience. Barony is aware that it needs to do more to promote membership of the Association and of other areas where it needs to improve.

Barony listens to its tenants and applicants and acts on feedback to improve services. It is taking steps to improve its performance management systems and is committed to achieving continuous improvement across the organisation. The Association is financially viable in the medium term and has a good financial management framework.

Inspection Findings

Key strengths are:

- it is meeting housing need through the way it allocates its houses;
- it maintains its houses to a good standard;
- it is committed to maximising access and choice for applicants;
- it supports vulnerable tenants well to help them stay in their homes;
- its repairs service is accessible;
- it has good awareness of its own strengths and weaknesses; and
- it has a committed and experienced committee.

Key areas for improvement are:

- develop a plan to manage asbestos in the common areas of their properties;
- develop its approach to the procurement of contractors and review their performance;

- further develop its approach to equalities;
- give greater priority to the promotion of and attention to service users' complaints; and
- provide comprehensive policies and procedures and ensure that they are followed by staff.

Next steps

Barony 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 the Association 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 a copy of Barony's improvement plan you should contact:

Barony Housing Association Ltd
8 Balcarres Street
Edinburgh
EH10 5JB

Telephone: 0131 447 3587
E-mail: info@baronyha.org.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
جینیٹ 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**
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আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানেট 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
التالي: janette.campbell@communitiesscotland.gsi.gov.uk

Painel de Tradução

Este documento pode ser traduzido, se assim for pedido, para a sua língua comunitária. Por favor contacte Janette Campbell, Communications, Communities Scotland, número de telefone, 0131 479 5162 ou email, janette.campbell@communitiesscotland.gsi.gov.uk.

Zespół tłumaczy

Na życzenie, niniejszy dokument zostanie przetłumaczony na język mający zastosowanie w danej społeczności. Prosimy o kontakt z Janette Campbell, Komunikacja, Społeczności Szkockie, nr telefonu, 0131 479 5162 lub drogą mailową na adres: janette.campbell@communitiesscotland.gsi.gov.uk.