

Blue Triangle (Glasgow) 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 Blue Triangle (Glasgow) Housing Association took place on 13 October 2005.

Blue Triangle's stock, which is located within nine local authority areas in Scotland, consists of a mixture of temporary hostel and flatted accommodation which are provided with support for single homeless people. It owns 11 projects, two of which are managed by Glasgow City Council. The Association also manages 20 projects on behalf of other housing providers. Its office is in central Glasgow.

Blue Triangle (Glasgow) Housing Association was registered with the Housing Corporation in Scotland (now Communities Scotland) in 1975, and is an Industrial and Provident Society with charitable status.

Blue Triangle is governed by a voluntary management committee elected at its Annual General Meeting. The Association presently has 29 members and 12 committee members.

Key Facts	2002-2003	2003-2004	2004-2005
Houses owned	7	11	11
Number of bedspaces	83	102	102
Employees	174	251	270
Annual turnover (£000's)	3,464	5,539	6,697
Total possible rental income (£000's)	3,599	5,788	6,813
Total Arrears (£'s)	367,111	424,236	701,941
Average weekly rent	121.07	139.23	144.1
Bedspaces re-let	544	700	644
Reactive repairs carried out	644	689	Not provided

Source: Annual Performance & Statistical Returns (APSR) & annual accounts

Inspection Findings

We found that Blue Triangle provides good access to its services. It works in partnership with the local authorities in the areas in which it operates to allocate its accommodation to people in housing need. We found that it should review its occupancy agreement to ensure that it is maximising security of tenure for all of its service users.

Blue Triangle must review the use of co-optees to its sub-committees and address the issue of inquorate sub-committee meetings. The Association should promote general membership of the organisation more widely.

Key strengths in Blue Triangle's services are:

- it offers easy access to its services; and
- it lets its accommodation to people in need.

The key areas for improvement in Blue Triangle's services are:

- review its occupancy agreement to ensure that it is maximising security of tenure for all of its service users;
- review its management of gas safety;
- review how it measures and reports its performance in reactive repairs;
- review the way it consults its service users about policies; and
- provide feedback to its service users on its performance against targets.

Next steps

Blue Triangle 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 Blue Triangle to give this summary of the inspection report to all its service users.

How to get more information and contact details

If you would like to see Blue Triangle's improvement plan you should contact the Chairperson at:

Blue Triangle (Glasgow) Housing Association Ltd
100 Berkeley Street
Glasgow
G3 7HU

Telephone: 0141 221 8365
E-mail: admin@btha.org.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 کیونٹی 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 জ্যান্ট 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 ب:
Janette Campbell على رقم الهاتف 0131 479 5162. أو عن طريق البريد الإلكتروني على
التالى: janette.campbell@communitiesscotland.gsi.gov.uk