

## **Clydesdale Housing Association**

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This re-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. Clydesdale Housing Association was previously awarded D grades in Housing Management and Property Maintenance following our inspection in November 2004. In line with our guidance and procedures we carried out this re-inspection to assess the Association's progress against its improvement plan. The re-inspection of Clydesdale Housing Association's services took place in May 2007. We have now awarded the Association the following grades:

Housing Management	B	Good	Many strengths and some areas where improvement is needed.
Property Maintenance	B	Good	Many strengths and some areas where improvement is needed.

### **Inspection Findings**

Clydesdale Housing Association was established in 1987. It owns 667 houses which are dispersed throughout the rural areas of South Lanarkshire and the Clyde Valley. Of its 667 houses, 528 (76%) have been built since 1982 and 502 (73%) are detached, semi-detached houses or cottage flats, with the remainder tenemental flats.

A Management Committee runs the Association. Clydesdale currently has 11 Management Committee members, 4 of whom are tenants of the Association and 1 who is a sharing owner.

The Association has reacted positively to the key areas for improvement action identified in our previous inspection report. Following publication of the last report the Association developed a comprehensive improvement plan to address the weaknesses highlighted by our inspection. Progress against the improvement plan has been closely monitored by the Association's Management Committee members and senior staff.

Clydesdale Housing Association's key strengths are:

- it places people quickly and efficiently on its housing list;
- it is meeting need and maximising access to its housing;
- a very good performance in reducing rent arrears and voids;
- an excellent record in gas servicing;
- it gathers service users' views and is responsive to its customers;

- an effective performance management framework for its housing management and property maintenance service;
- it has a good staff team and a strong, focussed Management Committee; and
- it has shown drive and commitment in taking forward its improvement plan.

The Association's key areas for improvement are:

- improve its administration around antisocial behaviour recording;
- introduce a rechargeable repairs system for owners;
- continue to improve the service tenants receive through the Right to Repair; and
- address declining membership levels.

### **Next steps**

We welcome the significant progress Clydesdale Housing Association has made in tackling the areas for improvement identified in our last inspection. We require the Association to give this summary of the inspection report to all of its tenants.

### **How to get more information and contact details**

If you would like more details on how the Association intends to respond to this inspection report you should contact:

Clydesdale Housing Association  
St Kentigern's Church  
St Kentigern's Court  
15 Hope Street  
Lanark  
ML11 7IZ

Telephone: 01555 665316

E-mail: [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)

The full report is on our website at [www.communitiesscotland.gov.uk](http://www.communitiesscotland.gov.uk). A 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](mailto:janette.campbell@communitiesscotland.gsi.gov.uk).

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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  
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ফোন করবেন অথবা [janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk) ঠিকানায় ই-মেইল  
করবেন।

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