

## Faifley Housing Association

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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 Faifley Housing Association took place at the end of May 2006. We awarded Faifley 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.

Faifley Housing Association operates in a peripheral estate of Clydebank in West Dunbartonshire. It currently owns and manages 340 properties, the majority of which are new build, having been constructed over the last ten years. It has now completed its planned development programme.

The Association is run by an experienced Management Committee of ten local residents, eight of whom are tenants. Committee members have a wide range of skills and experience. Faifley is aware that it needs to do more to promote membership of the Association and is aware also of other areas where it needs to improve.

Faifley listens to its tenants and applicants and acts on feedback to improve its services. It has good planning and performance management systems and is committed to achieving continuous improvement across the organisation. The Association is financially viable in the short to 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 and estate to a good standard;
- it is committed to maximising access and choice for applicants;
- its repairs service is accessible and performs well;
- it works hard at engaging with and involving its tenants;
- it has a good awareness of its own strengths and weaknesses; and
- it has a committed and experienced committee.

Key areas for improvement are:

- provide comprehensive written procedures and guidance for staff;

- ensure that all its published documents make it clear that they can be provided in alternative formats and other community languages;
- improve its management of rent arrears;
- improve its performance in collecting tenants' rents; and
- give greater priority to the identification of, formal recording of and analysis of complaints.

### Next steps

We require Faifley 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 find out how Faifley is responding to our findings you should contact:

Faifley Housing Association Ltd  
Skypoint  
Lennox Drive  
Faifley  
Clydebank  
G81 5JY

Telephone: 01389 877924

E-mail: [enquiry@faifleyha.co.uk](mailto:enquiry@faifleyha.co.uk)

Website: [www.clydehousingconnections.org.uk](http://www.clydehousingconnections.org.uk)

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

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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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