

Kincardine Housing Cooperative

The inspection of Kincardine Housing Cooperative took place in January 2005. It 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.

Inspection Findings

Kincardine Housing Cooperative owns 85 former Scottish Homes properties in Aberdeen, distributed throughout three communities; Portlethen, Stonehaven and Fordoun. The Cooperative is governed by a voluntary Management Committee of 11, 9 of whom are tenants. All tenants are members of the Cooperative as required by Kincardine's rules.

Kincardine's Management Committee, while now operating within its rules, had for some time been operating with a lower number of committee members than its rules require. The Cooperative has made important decisions while in this position, and in doing so has not followed its own rules and cannot demonstrate full accountability. Governance in general is under-developed and the lack of any strategic and risk management planning is a significant weakness. While the Cooperative works well with individual tenants, it does not systematically collect either equalities or tenant satisfaction information or use this to improve services.

Kincardine's financial performance has been good for many years although the increased planned maintenance programme has resulted in deficits for the last two years. However, the cost of delivering Kincardine's services is significantly higher than its peers and the Cooperative cannot show that these costs represent value for money. These require review and careful management to avoid any impact on sustainability. The Cooperative has a fair framework of financial management.

The Cooperative has recognised some of these weaknesses and its performance shows some signs of improvement since the appointment of the current managing agent. However, Kincardine demonstrates a number of very significant weaknesses and has major areas where improvement is needed.

Key strengths in Kincardine's services:

- good quality houses in well cared-for environments;
- the low levels of rent arrears;
- the management of empty houses and;
- the accessibility of the repairs service.

Key areas for improvement in Kincardine's services:

- updating its policies and activities to comply with the Housing (Scotland) Act 2001 and good practice requirements;
- compliance with its legislative duties relating to gas safety;
- its performance in meeting its repairs targets, and;
- the management of Right to Repair

Next steps

Kincardine is required to agree an improvement plan with us to address the areas for improvement we have identified. This must be submitted within 8 weeks of publication of this report, and will form part of a regulatory support strategy.

How to get more information and contact details

If you would like to see Kincardine's improvement plan you should contact:

Kincardine Housing Cooperative
C/O Tenants First Housing Cooperative
23 Albert Street
Aberdeen

Telephone: 01224 628400

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 5163 or e-mail: 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
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 জ্যানিট ক্যাম্পবেল-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
التالى: janette.campbell@communitiesscotland.gsi.gov.uk