

## **HILLHEAD HOUSING ASSOCIATION**

### **BACKGROUND INFORMATION FOR POST OF PROPERTY SERVICES OFFICER**

#### ***Introduction***

1. Hillhead Housing Association is a community based housing association located in the Hillhead area of Kirkintilloch.
2. Following a successful ballot of tenants in September 2002, 863 houses were transferred to the Association from East Dunbartonshire Council in June 2004.
3. Since this time, the Association has been working its way through a large development programme, including the demolition of unpopular stock, replacement with new build housing and planned renewals works to existing stock. The Association now owns and manages just over 800 units.
4. Whilst considerable investment has taken place in the area, the Association wishes to enhance and protect this investment by ensuring that the estate is an attractive place to live. We now employ 2 estate caretakers and over the next 2 years will be investing a further £1M in environmental improvements across the community.

#### ***The Organisation***

5. The Association is a Registered Social Landlord and is a Registered Society registered under the Co-operative and Community Benefit Societies Act 2014. It is also a registered Charity.
6. The Association was formed as a partnership between the East Dunbartonshire Council, Hillhead Initiative for Tenants and the wider community. This is still reflected in the composition of the Management Committee which currently comprises three tenants, two residents, three professional members and two appointed Councillors.
7. The Committee has a good balance of local knowledge and professional and business experience. It is ambitious for the community and has an ongoing development plan with 30 new build homes on site. A further newbuild development of up to 60 new homes is also planned for a start in 2020. Both developments will include a small number of homes for sale on a shared equity basis.
8. The Committee structure is enclosed with the Recruitment Pack.

#### ***Staffing***

9. The staffing structure is enclosed with the Recruitment Pack.

10. The Management Committee is committed to staff training and development for its entire staff and to developing enlightened employer/employee relationships.

11. The Association is a member of Employers in Voluntary Housing whose terms and conditions will apply.

### **Offices**

12. The Association is based in a new office development, completed during 2015 and which lies within the heart of the community. The offices have car and cycle parking provision.

### **Hillhead Housing Association 2000 Aims & Objectives**

13. The key aims and objectives of Hillhead Housing Association are to:-

- Treating our customers with courtesy and respect;
- Allocating our houses fairly having regard to housing need;
- Keeping our rents affordable by operating as efficiently as possible;
- Helping our tenants maintain their tenancies by providing them with support and advice on welfare benefits;
- Giving people choices by offering a range of tenure options;
- Maintaining our houses to a high standard, providing a fast, flexible, locally-based service;
- Expanding our role to include projects which will enhance our environment;
- Protecting our reputation by continuing to have a low engagement rating from the Scottish Housing Regulator;
- Retaining a well-trained and highly motivated staff team.
- continue to support initiatives that will promote a healthy community and improve the quality of peoples lives

These guiding principles are used to shape and direct the priorities, proposals, policies and procedures adopted by the Association.

### **The Area**

14. Hillhead lies to the north east of Kirkintilloch and was formerly noted for its iron and coal production. Today it is an established community of approximately 1500 homes. Approximately 30% of the houses are in private ownership. The majority of the houses are in the ownership of Hillhead Housing Association with the small balance being owned by Caledonia Housing Association, Cairn Housing Association and Trust Housing Association.

The estate has some local shopping facilities, schools and a modern community centre recently developed by East Dunbartonshire Council. The Association has also recently developed a local community garden, public orchard and resident's garden as well as 2 play areas.

There is reasonable public transport and the estate is within walking distance of the town.

The estate also lies to the south of the Forth and Clyde Canal and Antonine Wall both of which are scheduled monuments. The Antonine Wall is now classified as a World Heritage Site. We are currently in the advanced stage of procurement for a new canal-side cycle path for which funding has been granted. This will enhance and encourage access to the canal in a bid to make it a more attractive area for residents to walk, cycle and enjoy.

### ***Local Issues***

**15.** Hillhead continues to suffer from high levels of unemployment and a range of social and environmental problems. As a result of ongoing investment by the Association in terms of the housing and environment generally, a number of residents are loyal to their community and wish to remain in Hillhead. The residents however wish to continue to see improved facilities and a high quality environment in which to live.