

HILLHEAD HOUSING ASSOCIATION

BACKGROUND INFORMATION FOR POST OF RECEPTIONIST

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. In this regard, the Management Committee has recently approved the appointment of an Estate Caretaker Assistant to work alongside the existing Estate Caretaker. This post will initially be for a 1-year period. Subject to the success of the post, the position may become permanent.

The Organisation

5. The Association is registered under the Industrial and Provident Societies Act 1965 and has charitable status. It is registered with the Scottish Housing Regulator.
6. The Association was formed as a partnership between the Council, Hillhead Initiative for Tenants and the wider community. This is reflected in the composition of the Management Committee which currently comprises four tenants, two EDC Councillors, two independent community representatives and one professional member.
7. The Committee has a good balance of local knowledge and professional and business experience. It is ambitious for the community and plans to further extend its role into wider action and the provision of community services and facilities is ongoing
8. The Committee structure is enclosed with the Recruitment Pack.

Staffing

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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.

Hillhead Housing Association 2000 Aims & Objectives

13. The key aims and objectives of Hillhead Housing Association are to:-
 - a) promote tenant involvement in the management of their homes and in the management of the association
 - b) have an organisation which is accountable to tenants and represents their views
 - c) provide a comprehensive housing service for the local community
 - d) complete a comprehensive planned maintenance programme
 - e) provide quality rented housing at affordable rents for its tenants
 - f) provide good quality rented housing for those in housing need and work in partnership with other housing providers in Hillhead to meet that need
 - g) provide a standard of housing service which is comparable with the best in the voluntary housing movement in Scotland
 - h) provide a cost effective and efficient service to tenants
 - i) continue to attract investment to build new housing as part of a comprehensive redevelopment strategy and provide for unmet housing needs in Hillhead
 - j) contribute to the local economy through the creation of employment and training initiatives wherever possible
 - k) continue to support initiatives that will promote a healthy community and improve the quality of peoples lives
 - l) maximise revenues to the Association to ensure the medium to longer term viability of the organisation

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 Antonine Housing Co-operative, 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 the Association is currently applying for funding in relation to upgrading the path along the canal in a bid to make it a more attractive area for residents to walk, cycle and enjoy.

Local Issues

15. Hillhead suffers 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.