



Annual Report on the Charter **2018 – 2019**



Chairperson's Report

Welcome to our Annual Report on the Scottish Housing Social Charter where each year we report our performance against set indicators, as well as satisfaction levels of our tenants and other customers with our work and services.

The Association's Management Committee oversee the running of the business and we are focussed on providing high quality and responsive services, through our staff team and our contractors, to ensure year on year there is improvement in our performance.

We aim to excel in all that we do in our work and through listening to tenants and others, as well as our drive to achieve continuous improvement I am confident we will continue to go from strength to strength to deliver a service you expect from us.

I would again like to highlight that you can compare our performance further and with other landlords by visiting the Scottish Housing Regulator's website at [www.scottishhousingregulator.gov.uk/ find-and-compare-landlords](http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords).

We will be reviewing our approach to tenants' scrutiny in the coming year in an effort to engage with more tenants and service users. I would encourage tenants, owner-occupiers and service users to give us their views and comments on key aspects of our service. You can tell us your views on our service in a variety of ways, such as making complaints, completing surveys, attending focus group meetings on specific issues or becoming a member of the Scrutiny Panel. I can assure you however you comment on our service we will take your information into account in our drive to improve our services to meet your expectations.



Linda Brown

Chairperson



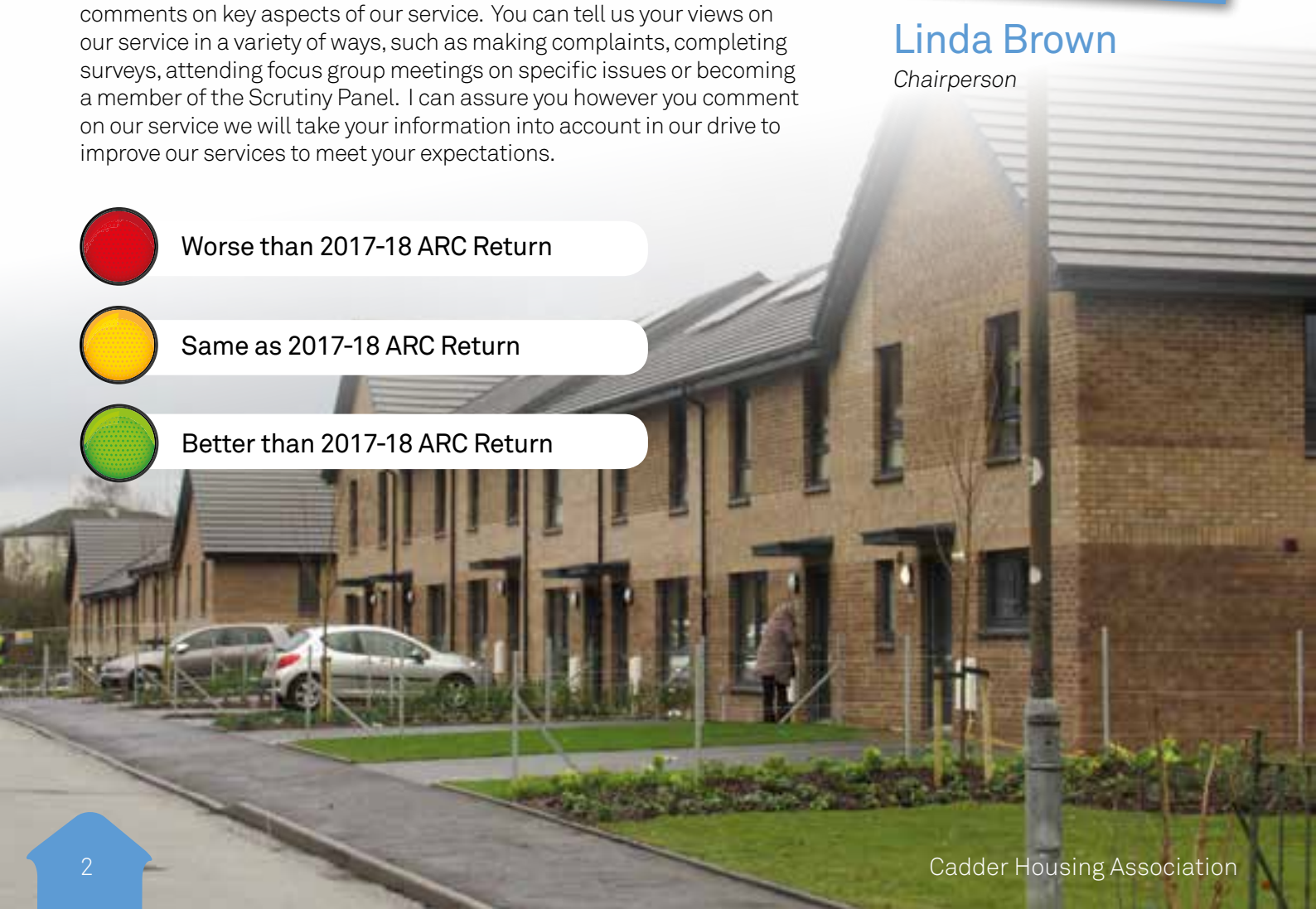
Worse than 2017-18 ARC Return



Same as 2017-18 ARC Return



Better than 2017-18 ARC Return



Repairs, Maintenance & Improvements

Average hours to complete an emergency repair:

ARC 2017-18

ARC 2018-19



Variance **0.41**

Indicator

Scottish RSL Average 2017-18 **2.47**

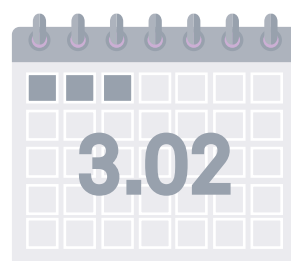
Peer Group Average 2017-18 **1.95**

A drop in performance was incurred to this area due to a change of contractor and their understanding of the delivery parameters. The current position remains below the Scottish RSL performance average and within our current policy target timescale of 6 hours.

Average days to complete non-emergency repairs:

ARC 2017-18

ARC 2018-19



Variance **0.23**

Indicator

Scottish RSL Average 2017-18 **4.64**

Peer Group Average 2017-18 **4.63**

A downward trend of 0.23 hours was incurred in this area due to the change of our specialist gas repair contractor and their understanding of delivery parameters. The current position remains above our peer group, and Scottish RSL performance average.

Repairs, Maintenance & Improvements

% of re-active repairs carried out last year completed right first time

ARC 2017-18



96.08%

ARC 2018-19



94.11%

Variance

1.97%

Indicator



Scottish RSL Average 2017-18

93.33%

Peer Group Average 2017-18

92.41%

A slight drop in performance was incurred to this area due to incorrect job category diagnosis. This resulted in the need for further repair visits to complete required works. The current position remains above our peer group, and Scottish RSL performance average.

% of repair appointments kept

ARC 2017-18



94.62%

ARC 2018-19



94.03%

Variance

0.59%

Indicator



Scottish RSL Average 2017-18

96.19%

Peer Group Average 2017-18

97.52%

A 0.59% drop in performance was incurred throughout the delivery year due to appropriate specialist staff not being matched to incoming appointments at the time of creation resulting in appointment changes having to be made. This has now been rectified. The closing position remains below our peer group, and Scottish RSL performance average requiring improvement.

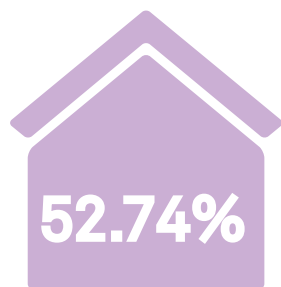
Neighbourhood & Community

% Offers Refused

ARC 2017-18



ARC 2018-19



Variance

7.26%

Indicator



Scottish RSL Average 2017-18

27.32%

Peer Group Average 2017-18

34.44%

The number of refusals for the year reduced. The Association carefully reviews all housing applications with customers to ensure that any offers of housing that are made are in keeping with customers' choices. Our refusal rate was affected by customers not responding to offers of housing, as non-responses are classified as refusals.

Average number of calendar days properties were empty

ARC 2017-18



ARC 2018-19



Variance

-2.88%

Indicator



Scottish RSL Average 2017-18

22.71%

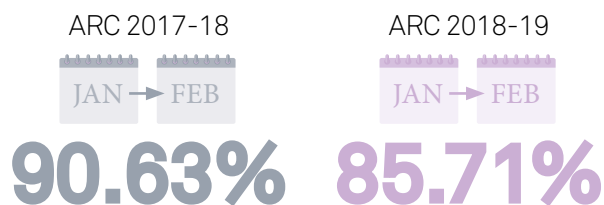
Peer Group Average 2017-18

26.27%

The time taken to re-let empty homes improved in the year. However, this was affected by a higher than average number of empty homes being received as a result of existing tenants transferring to the new build development on Tresta Road.

Neighbourhood & Community

% of new tenancies to applicants sustained for more than a year



Variance **-4.92%**

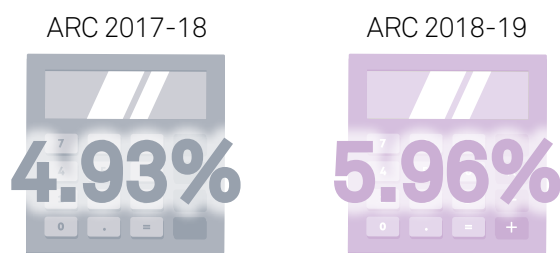
Indicator

Scottish RSL Average 2017-18 **89.34%**

Peer Group Average 2017-18 **88.31%**

There was a reduction in the number of tenants who sustained their tenancy for more than one year. Overall four tenants failed to sustain their tenancy for more than one year. The reasons for termination were all of a personal nature, none of which could not have been prevented even with assistance from the Association's tenancy support services nor was there any trends identified.

% Gross Rent Arrears



Variance **+0.68%**

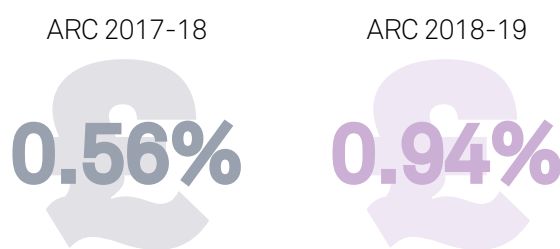
Indicator

Scottish RSL Average 2017-18 **3.79%**

Peer Group Average 2017-18 **4.33%**

Rent is the Association's main income source. It is therefore imperative that the amount of unpaid rent is kept to a minimum to ensure continued delivery of services to tenants. Our Customer Services staff supported tenants with rent payment issues and took required action against non-paying tenants.

% Lost through lost rents



Variance **+0.38%**

Indicator

Scottish RSL Average 2017-18 **0.75%**


Peer Group Average 2017-18 **0.71%**

The amount of income lost through properties being empty was caused mainly as a result of an increase in the number of empty properties being received. A higher than average number of Association tenants received internal transfers during the year, a number of whom moved to the new build development on Tresta Road.

Complaints


1st Stage:

% Complaints upheld in the year

ARC 2017-18	ARC 2018-19	Variance	Indicator	Scottish RSL Average 2017-18	Peer Group Average 2017-18
44.19%	37.10%	7.09%		58.41%	53.46%

2nd (Investigatory) Stage:

% Complaints upheld in the year

ARC 2017-18	ARC 2018-19	Variance	Indicator	Scottish RSL Average 2017-18	Peer Group Average 2017-18
50.00%	41.94%	-5.43%		55.64%	51.31%

The Association continues to make improvements in the front line response to Stage One complaints. With the reduction in the number of complaints being upheld, provides our customers with re-assurance that our services are continuing to improve. With regards to Stage 2 complaints, despite the drop in the number of complaints upheld at Stage 2, the Association continues to make improvements in all areas of service and through the receipt of complaints we will continue to do so.



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