



Annual Report on the Charter **2019 – 2020**



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 customers with our work and services. This report covers the period of April 2019 to the end of March 2020.

As a Management Committee 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 the service you expect from us.

Our report shows how we are performing against our targets as well as against similar Housing Associations and the Scottish average as a whole. You can compare our performance further by visiting the Scottish Housing Regulator's website at www.scottishhousingregulator.gov.uk/find-and-compare-landlords.

Your views on how we are performing are important in influencing how we go about continuing to improve the services we deliver, and this is even more important just now. The last few months have been difficult for everyone with the on-going Covid-19 pandemic and the unprecedented lockdown that we have found ourselves in. We have been striving hard to continue to provide essential services safely and to learn new ways of working which will stand us in good stead now and in the future. You can tell us your views on our service in a variety of ways, such as completing surveys, attending focus group meetings on specific issues or becoming a member of a focus group, and if all else fails through our complaints process. You can find details of all of these on our website. I can assure you that however you comment on our service we will take your views into account in our drive to improve our services to meet your expectations.



Linda Brown

Chairperson



Worse than 2018-19 ARC Return



Same as 2018-19 ARC Return



Better than 2018-19 ARC Return

Repairs, Maintenance & Improvements

Average hours to complete an emergency repair:

ARC 2018-19



ARC 2019-20



Variance **0.00**

Indicator 

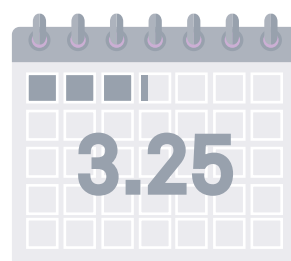
Scottish RSL Average 2019-20 **2.46**

Peer Group Average 2019-20 **2.20**

There is no change in the time it takes for us to respond to an emergency repairs this year compared to last. Although marginally behind our peer group we are ahead of the Scottish average.

Average days to complete non-emergency repairs:

ARC 2018-19



ARC 2019-20



Variance **-0.08**

Indicator 

Scottish RSL Average 2019-20 **4.89**

Peer Group Average 2019-20 **4.68**

Although slightly higher than last year our time to complete non-emergency repairs is well ahead of our peer group and the Scottish average.



Repairs, Maintenance & Improvements

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

ARC 2018-19



94.11%

ARC 2019-20



95.20%

Variance

-1.09%

Indicator



Scottish RSL Average 2019-20

93.57%

Peer Group Average 2019-20

92.11%

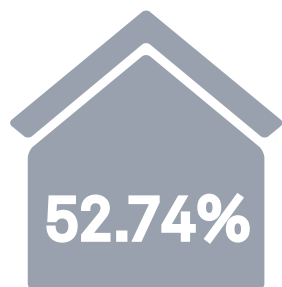
We are continuing to improve our First Time Fix performance compared to last year and we continue to outperform our peer group and the Scottish average by some considerable margin.



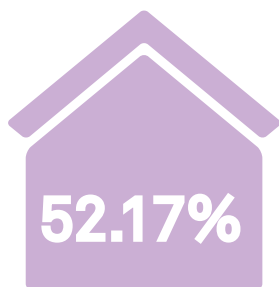
Neighbourhood & Community

% Offers Refused

ARC 2018-19



ARC 2019-20



Variance

0.57%

Indicator



Scottish RSL Average 019-20

25.82%

Peer Group Average 2019-20

24.35%

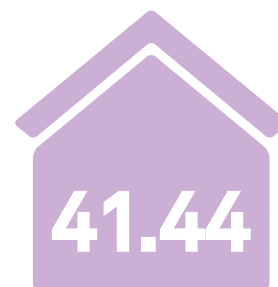
Offers of housing being refused increased as a result of the higher number of properties being offered. As with other areas of our work, the Association has a performance monitoring system in place to identify issues and improve the time taken to re-let our empty homes.

Average number of calendar days properties were empty

ARC 2018-19



ARC 2019-20



Variance

-9.93%

Indicator



Scottish RSL Average 2019-20

24.33

Peer Group Average 2019-20

42.83

Our performance in this area was affected by the significant increase in the number of empty properties being received as a result of existing tenants transferring to our new build development and other existing properties.

% Lost through lost rents

ARC 2018-19



ARC 2019-20



Variance

-0.62%

Indicator



Scottish RSL Average 2019-20

0.80%

Peer Group Average 2019-20

0.96%

The amount of income lost as a result of properties being empty increased for the year due to the higher than average number of empty properties being received for re-letting.

Neighbourhood & Community

% Rent Collected

ARC 2018-19



ARC 2019-20



Variance

1.18%

Indicator



Scottish RSL Average 2019-20 **99.39%**

Peer Group Average 2019-20 **98.47%**

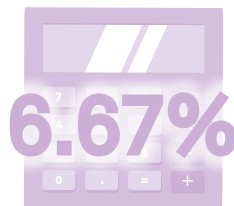
We received a record level of empty properties for the year as a result of existing tenants transferring to the new build development and other Association properties. This led to some difficulties with some properties being empty longer than we would have liked, and rent being lost as a result.

% Gross Rent Arrears

ARC 2018-19



ARC 2019-20



Variance

0.71%

Indicator



Scottish RSL Average 2019-20 **4.23%**

Peer Group Average 2019-20 **4.81%**

More people moved onto Universal Credit (UC) during the year and this had a real impact on our rent arrears performance. UC payments include tenants' rent costs, much of which would have previously been paid as Housing Benefit directly to the Association. Tenants being moved onto UC waited an average of five weeks for their first UC payment, which resulted in more people struggling to pay their rent.

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

ARC 2018-19



ARC 2019-20



Variance

6.02%

Indicator



Scottish RSL Average 2019-20 **90.64%**

Peer Group Average 2019-20 **93.63%**

We provide various types of assistance to our tenants to help them settle into their homes. This includes help from our Tenancy Support Officer; Financial Inclusion Team and Housing Management staff.





Cadder Housing Association
20 Fara Street, Cadder, Glasgow, G23 5AE

Telephone: 0141 945 3282
Email: enquiry@cadderhousing.co.uk
Website: www.cadderha.co.uk



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