



Customer Report 2020-21

Chairperson's Introduction

Here at Cadder Housing Association we have now successfully completed our major staffing restructure, and I would like to thank all of our customers for their patience during this period of change.

We have also outsourced our repairs contract. Our new service is provided by P&D Scotland and offers better value for money for our customers. This along with our handyperson service is designed to deliver improvements in our level of customer service and the overall quality of our repairs and maintenance. We have a little way to go to get everything running smoothly but we are working hard to achieve this.

Our overall level of service has of course been impacted by Covid-19 this year, with Government restrictions limiting some of the work we could carry out. However we are proud to be one of the few housing associations that is now back working full time from the office.



Linda Brown, Chairperson



Pamela Milne, CEO

Finally I am delighted to introduce our new Chief Executive Officer, Pamela Milne. Pamela is an experienced housing professional who has worked in a number of associations. She is joining at a really exciting time following the review of our Business Plan and structure. I am looking forward to Pamela continuing to build on the work which has been done over the last 12 months.

I hope this report provides a useful update for all of our customers on the new staff team and on our performance over the last year.

Linda Brown

Meet the new management team

Our new senior management team is now in place, bringing a range of skills and experience to the Association.



David Edgar has been appointed to the position of Housing Manager. David has a strong background in housing management across both councils and housing associations, and has most recently been working with South Lanarkshire Council.

Charlie Wood has been appointed to the position of Asset Manager, coming from a background in maintenance and project management most recently at Queens Cross Housing Association.



Lesley Carnegie is our new Business Improvement Manager. Lesley is an experienced professional with a background in governance and business improvement most recently with Maryhill Housing.

More information on our new staff team, including their contact details, can be found on our website: www.cadderha.co.uk/staff-team

This includes our two new Housing Officers **Dean Vinter** and **Kamran Aziz**. Details of the different streets covered by Dean and Kamran can be found here: www.cadderha.co.uk/tenancy-matters



How we performed in 2020-21

The following pages provide information on what Cadder Housing Association has achieved in the year from April 2020 to March 2021. This focuses on performance information taken from our Annual Return on the Scottish Social Housing Charter.

The Charter was introduced by the Scottish Government in 2012. It sets out a series of outcomes and standards that all social landlords in Scotland are expected to deliver for their customers.

These fall under 5 themes:

- Customer / landlord relationship
- Housing quality and maintenance
- Neighbourhood and community
- Access to housing and support
- Getting good value from rents and service charges

Where possible we have compared our performance to the previous year to show whether the trend is better or worse.

We have also compared ourselves to other local organisations, or in some cases to the Scottish average for all social landlords

For each theme we have used the following symbols to say how well we are doing:



Performing well



Some room for improvement



Area requiring improvement

Customer / Landlord relationship



Customer satisfaction

	Our performance	Trend	How we compare to others
Tenants satisfied with our overall service	81%	Lower than 92% last year	Lower than the 87% local average and the 89% Scottish average
Satisfaction with the factoring service	56%	Lower than 75% last year	Lower than the 64% local average and the 65% Scottish average
Satisfaction with being kept informed	93%	Lower than 99% last year	Higher than the 88% local average and the 92% Scottish average
Satisfaction with opportunities to participate	99%	Higher than 97% last year	Higher than the 83% local average and the 87% Scottish average



Complaints

	Our performance	Trend	How we compare to others
Average time to respond to Stage 1 complaints	4 days	Quicker than 5.1 days last year	Equal to the local average of 4 days but quicker than the 5 day Scottish average
Average time to respond to Stage 2 complaints	18 days	Quicker than 19.5 days last year	Slightly slower than the local average of 16 days but quicker than the 19 day Scottish average

Housing quality and maintenance



Repairs

	Our performance	Trend	How we compare to other local housing associations
Average time to complete emergency repairs	2.6 hours	Slightly slower than 2.2 hours last year	Quicker than the average of 2.7 hours
Average time to complete non-emergency repairs	2.0 days	Quicker than 3.3 days last year	Quicker than the average of 4.3 days
Repairs that were completed right first time	96%	Better than 95% last year	Better than the average of 94%

100%
of gas safety checks
completed on time

99%
of our properties
meet the Scottish
Housing Quality
Standard





Satisfaction with repairs and improvements

	Our performance	Trend	How we compare to others
Tenant satisfaction with the quality of their home	79%	Lower than 83% last year	Lower than the local average of 82% and the Scottish average of 87%
Tenant satisfaction with the repairs and maintenance service	79%	Lower than 81% last year	Lower than the local average of 86% and the Scottish average of 90%

What our customers said in our recent survey

The quality of workmanship could be improved

My home is due a new kitchen but I don't know when this will be happening

There needs to be better communication – sometimes you don't know when the workmen will be coming

Neighbourhood and community



Anti-social behaviour

	Our performance	Trend	How we compare to other local housing associations
Anti-social behaviour cases resolved in the year	100%	Equal to last year's 100%	Better than the 97% average



Satisfaction with neighbourhood

	Our performance	Trend	How we compare to other local housing associations
Tenants satisfied with our contribution to the management of their neighbourhood	84%	Lower than 94% last year	Slightly better than the 82% average



Access to housing and support



Letting our homes

	Our performance	Trend	How we compare to other local housing associations
Average time to re-let empty properties	37 days	Quicker than 40 days last year	Quicker than the average of 45 days
Rent lost due to properties being empty	0.7%	Better than 1.5% last year	Better than the average of 0.9%
Tenancy offers refused	36%	Better than 52% last year	Slightly higher than the average of 33%



Access to housing and support

	Our performance	Trend	How we compare to other local housing associations
Homeless referrals that resulted in a let	52%	Lower than 59% last year	Lower than the average of 78%
New tenants still in their homes after a year	89%	Lower than 92% last year	Lower than the average of 90%
Average time to complete adaptations	93 days	Longer than 18 days last year	Longer than the average of 57 days

Getting good value from rents and service charges



Rent collection

	Our performance	Trend	How we compare to other local housing associations
Rent collected	99.3%	Higher than 97.9% last year	Lower than the average of 99.9%
Rent arrears owed at the end of the year	7.6%	Higher than 6.7% last year	Higher than the average of 5.0%

Average rents

Property size	Cadder	Scottish Average	Other local housing associations
1 bedroom	£82.91	£79.48	£81.99
2 bedrooms	£89.03	£82.60	£86.37
3 bedrooms	£102.29	£89.81	£95.93
4+ bedrooms	£115.96	£99.97	£109.11
Overall average	£92.68	£87.97	£86.79



Rent value for money

	Our performance	Trend	How we compare to other local housing associations
Tenants who think their rent is good value for money	69%	Lower than 81% last year	Lower than the average of 78%

Our plans for improvement

With our new staff team in place we are now focusing on improving our performance in key areas highlighted in this report. This includes:

- Improving the look of our estates and launching our new Winter Programme of estate management and landscaping.
- Ensuring our new repairs contract sees improvements in the service delivered.
- Carrying out a survey of our properties to inform a detailed Investment Programme.
- Reviewing our close cleaning service to ensure we are delivering what is promised and to tackle those closes requiring extra attention.
- Consulting with our tenants and owners on the annual rent review.
- Preparing to re-open the Cadder Community Centre including recruitment of a new staff team.
- Establishing resident groups and other ways of gathering feedback from both our tenants and factored owners throughout the year.



We would welcome any feedback on the format and content of this report. Please take 5 minutes to complete our survey:

www.surveymonkey.co.uk/r/CHAcustomerreport21

Alternatively you can send comments directly to us at

enquiry@cadderhousing.co.uk or phone us on 0141 945 3282

You can view other information about the Association and our performance on the Scottish Housing Regulator website:

<https://www.housingregulator.gov.scot/landlord-performance/landlords/cadder-housing-association-ltd>

This document is available in other languages and formats on request.

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