



Customer Report 2021-22



HAPPY TO TRANSLATE

Chairperson's Introduction

Welcome to our Annual Report on the Scottish Social Housing Charter where we report our performance against our Key Performance Indicators (KPIs) to you.

The last year has been a significant milestone for Cadder Housing Association with many challenges and a great deal of change.

Our priority has been to improve the quality of services we provide to you whilst continuing to meet our statutory and regulatory obligations.

Our focus over the last few months has been working on improving our customer services. Our rent arrears collection has improved and continues to do so. We are able to help many of you who are worrying about money through providing a holistic, tenant-centred approach, which includes support from your Housing Officer and the availability of our Money Advice Service where we can maximise your income and/or refer you for help with any unmanageable debt.

During the year, we updated our Business Plan. It takes account of the significant changes in our operating environment including rising inflation and cost of living increases, our recent performance and levels of customer satisfaction. It also includes our plans to re-open the Community Centre. We have four new Strategic Objectives that reflect our Vision, Values, Mission and Aims:

- **Strategic Objective 1:** Improving our Customer Service and Satisfaction.
- **Strategic Objective 2:** Improving our Housing Quality and Health and Safety.
- **Strategic Objective 3:** Improving our Business Performance.
- **Strategic Objective 4:** Ensuring Governance Compliance and Financial Sustainability.

We completed a survey to assess the quality of our homes (a Stock Condition Survey) in April 2022 then re-assessed our priorities for improving your homes. We have just appointed a contractor to install 93 new kitchens and to carry out annual gutter cleaning over the next financial year. We completed your fire and carbon monoxide detector installations in January 2022 so that we comply with the Scottish Government requirements.

In response to your feedback, we have employed ICE Ltd to do close cleaning and open space maintenance. We will review this service, before the end of March 2023, to ensure best value for money. We know there is still work to be done but we have been delighted by the many positive comments we have received from those of you who have noticed a difference.

We are working towards re-opening the Community Centre later in the year. We are currently looking at the best way to staff the Community Centre and how these staff costs should be funded. We know that you want to see the Centre opening as soon as possible and we want you to become involved in decisions on what activities and clubs will be of most benefit to you.

Liz Doherty, Chairperson



How we Performed in 2021-22

All social landlords in Scotland need to publish a performance report for their tenants each year. The report is a summary of the Key Performance Indicators (KPIs) collected by the Scottish Housing Regulator via the Annual Return on Scottish Social Housing Charter (ARC).

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**

We have compared this year's performance to last year's and then compared Cadder HA to other local Registered Social Landlords (RSLs), or in some cases to the Scottish average for all social landlords.

The five local RSLs we have compared ourselves to are:

- Maryhill HA
- NG Homes
- Queens Cross HA
- Glasgow HA
- Hawthorn Housing Co-op

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



Performing well



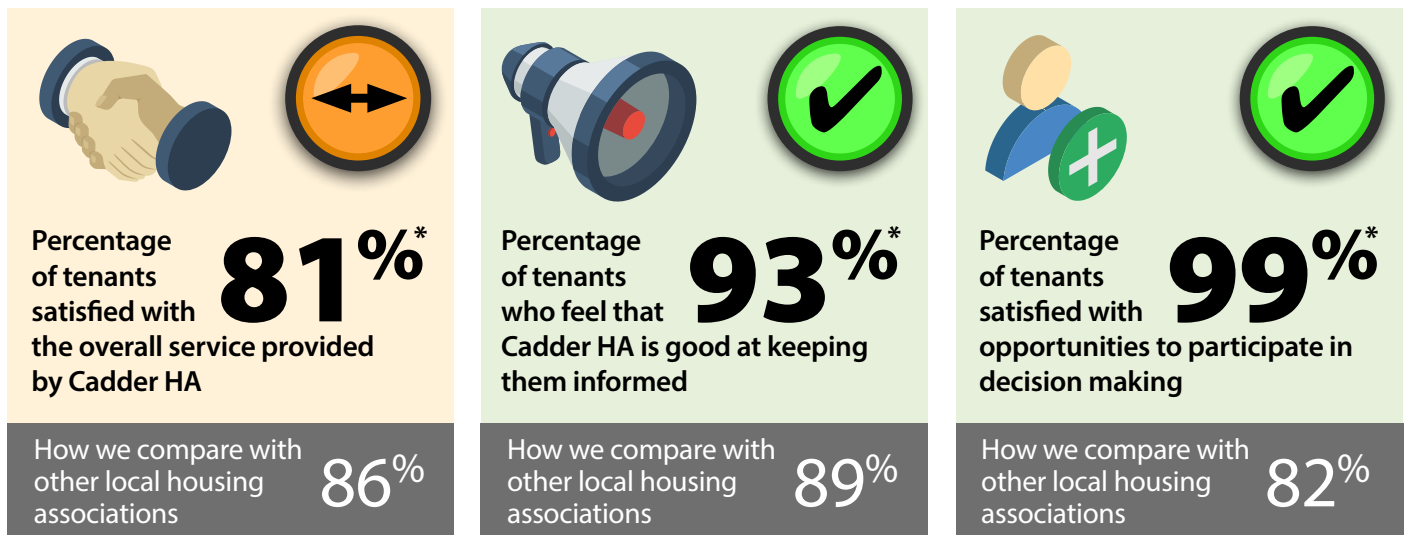
Some room for improvement



Area requiring improvement

Some of the KPIs are taken from the Customer Satisfaction Survey that we carry out every three years so these won't have changed since last year. Where this is the case, we have noted this.

Tenant satisfaction



*Source - Customer Satisfaction Survey carried out in December 2020, next one due 2023.

Complaints



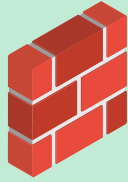
Repairs





100%

of gas safety checks
completed on time



99%

of our properties meet the
Scottish Housing Quality
Standard



94%

of our properties meet the
Energy Efficiency Standard for
social housing

Satisfaction with repairs and improvements

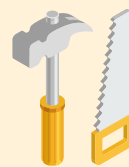


Percentage of tenants
satisfied with the
quality of their home

79%*



How we compare with other local
housing associations **80%**



Percentage of tenants
satisfied with the repairs
and maintenance service

79%*



How we compare with other local
housing associations **83%**

*Source – Customer Satisfaction Survey carried out in December 2020, next one due 2023.

Anti-social Behaviour



Anti-social behaviour cases resolved in the year
2021/22

100%

2020/21
100%



How we compare with other
local housing associations **97%**

Satisfaction with neighbourhood



Percentage of tenants
satisfied with Cadder
HA's contribution to
the management of the
neighbourhood

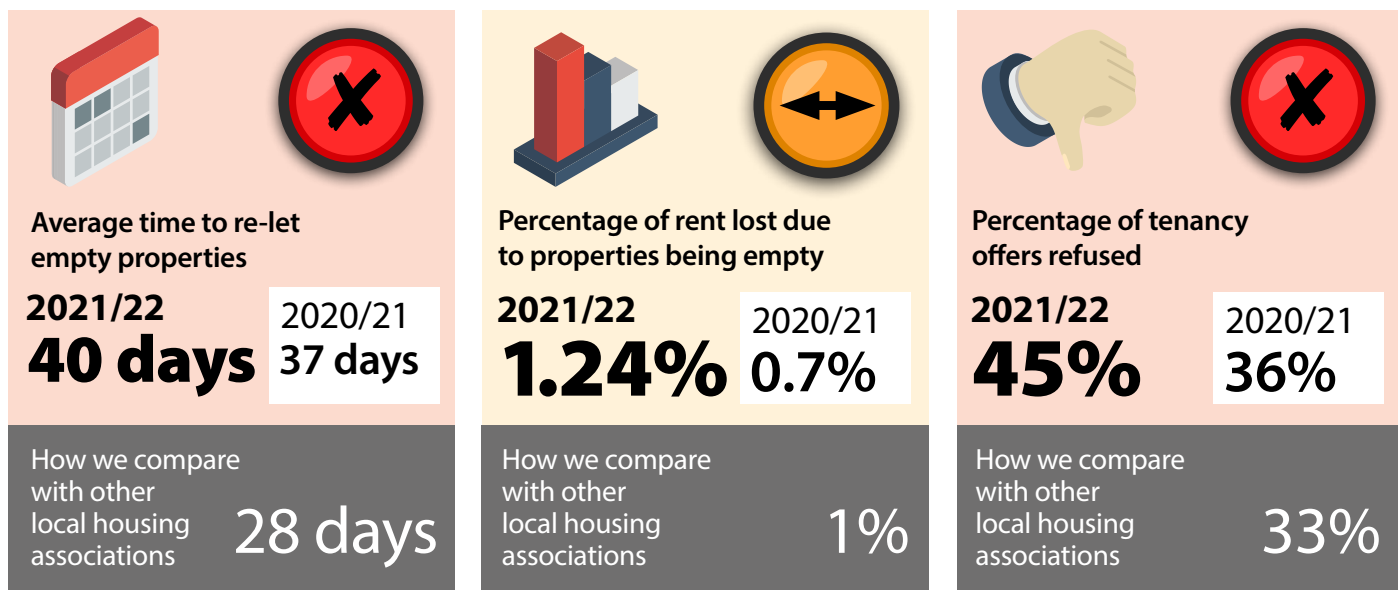
84%*



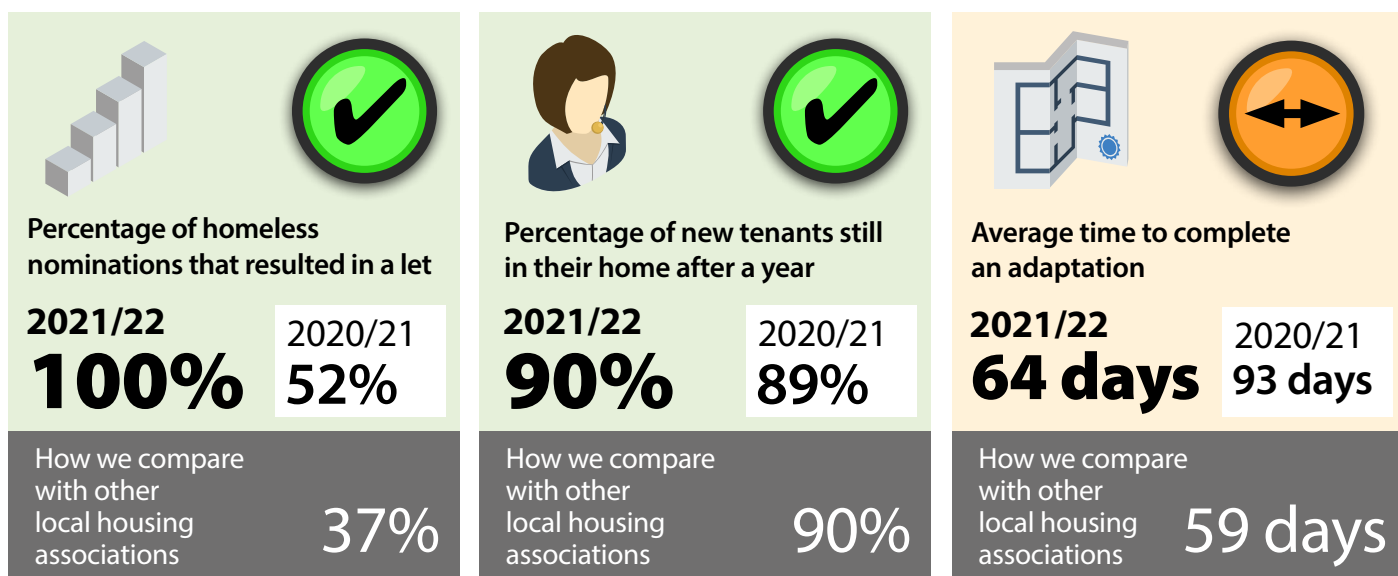
How we compare with other local
housing associations **85%**

*Source – Customer Satisfaction Survey carried out in
December 2020, next one due 2023.

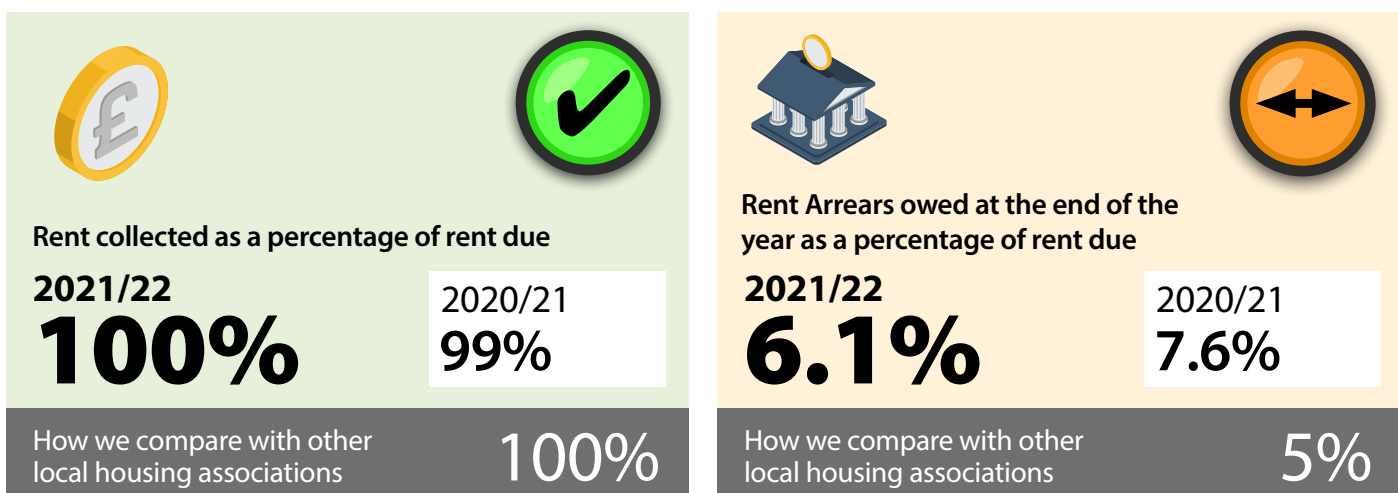
Letting our homes



Access to housing and support



Rent Collection

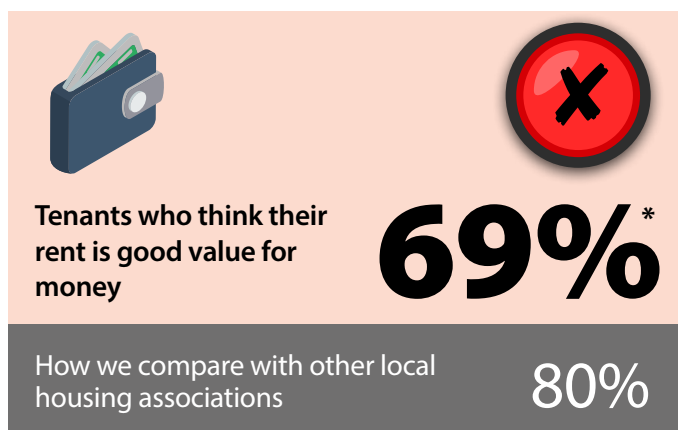


Average Weekly Rents

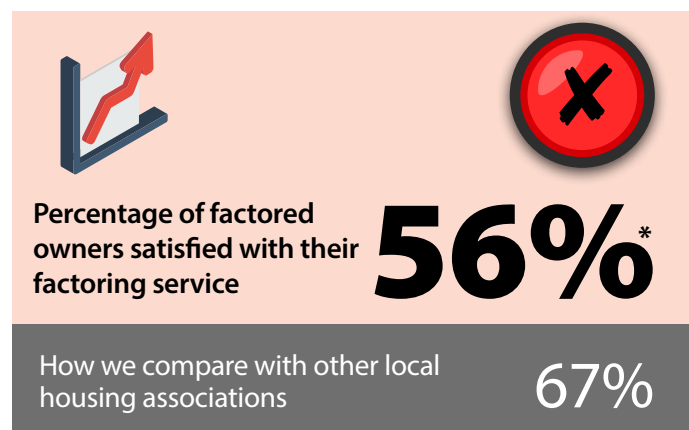
Property Size	Cadder HA	Scottish Average	Other local HAs* Average
1 Bedroom	£82.96	£81.32	£83.91
2 Bedroom	£89.08	£84.18	£89.66
3 Bedroom	£102.30	£91.48	£102.99
4 Bedroom	£115.97	£100.74	£113.22

*Other Local HAs are Wheatley Homes, Maryhill HA, NG Homes, Queens Cross HA

Rent value for money



Factored owners



*Source – Customer Satisfaction Survey carried out in December 2020, next one due 2023.

Our Plans for Improvement

We are focussing on improving our less well performing areas as follows:

- To improve our average time to re-let properties we have brought in an additional contractor to work on our empty homes, making sure they are ready to let in line with our target timescales. We are confident that you will see an improvement in this indicator in our next report.
- We plan to review our letting standard to introduce a better and more consistent letting standard and we are improving the 'kerb-appeal' and security of some of our flats with the planned installation of new close doors.
- We will be improving the look of our estates by shortly launching our Winter Programme of estate management and landscaping
- We will be consulting with our tenants and factored owners on the review of rents and factoring charges
- Re-opening the Community Centre including recruitment of a new staff team
- Launching a new Customer Involvement Strategy and improving two-way communication with tenants and factored owners

Tell us what you think

Please take 5 minutes to complete our survey, we would welcome your feedback:

<https://www.surveymonkey.co.uk/r/ML6P7QH>

Alternatively, you can send comments directly to us at enquiry@cadderhousing.co.uk or phone us on 0141 945 3282.

Other information about the Association and our performance on the Scottish Housing Regulator's website: <https://www.housingregulator.gov.scot/landlord-performance/landlords/cadder-housing-association-ltd>

Further Information

You can view our full Annual Return on the Charter (ARC) for 2021/22 on our website: <https://www.cadderha.co.uk/wp-content/uploads/2022/07/Cadder-ARC-Submission-2021-22-as-submitted.pdf>



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



Cadder Housing Association

20 Fara Street, Glasgow G23 5AE

Tel: 0141 945 3289 Web: www.cadderha.co.uk