

Annual Report 2022 - 2023



How We Performed in 2022 - 2023



All social landlords in Scotland are required to publish an annual performance report for their tenants. 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 registered social landlords (RSLs) 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 we have access to the information, we have compared our performance to the average of three local social landlords performance. These landlords are:

- Maryhill Housing Association
- NG Homes
- Queens Cross Housing Association

Additionally, we have included the national average and performance from 2022/23 for each indicator, where we have access to the information, to further compare our performance against the sector.

To illustrate how our performance compares to the national average, we are using the below scale.

Symbols to Illustrate Our Performance



- Our performance is better than the national average

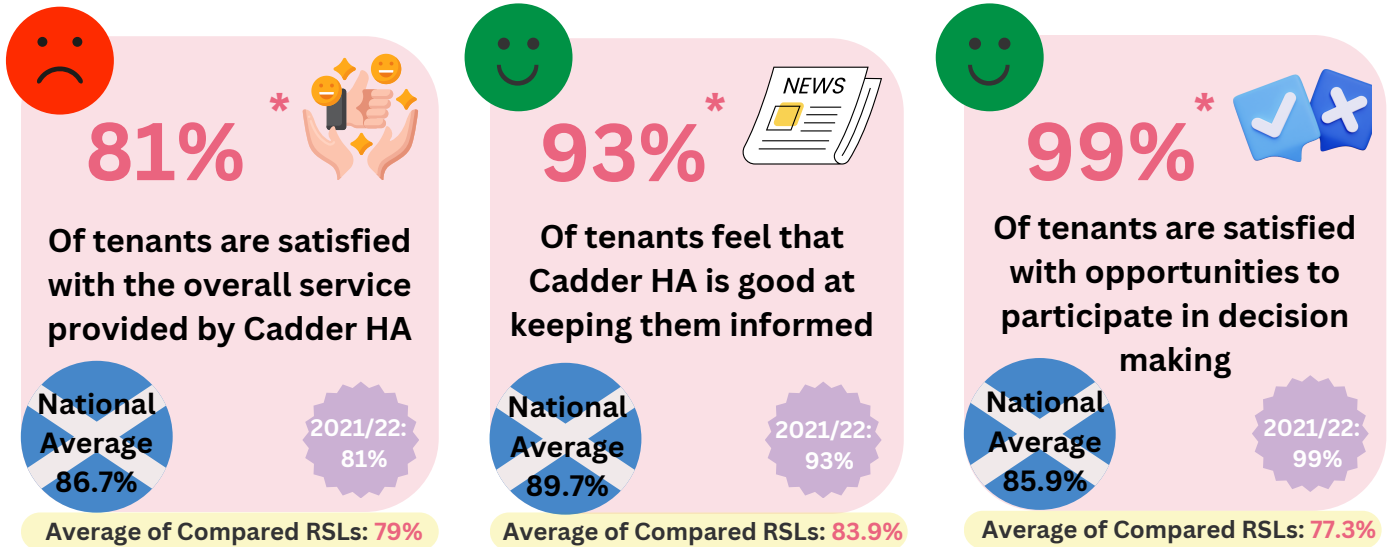


- Our performance is the same as national average



- Our performance is worse than the national average

Tenant Satisfaction

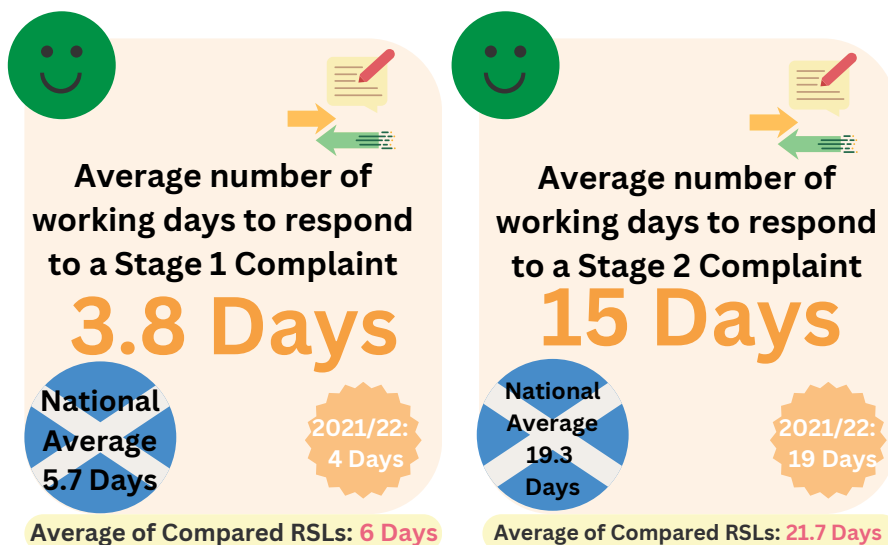


*Source - Customer Satisfaction Survey carried out in December 2020, our next survey is due by end of 2023. When the next survey is issued, we ask that residents please take time to complete it, to allow us to shape our service going forward.



Cadder HA has recently appointed Tenant Information Service (TIS) to help shape the development of a new Resident Participation Strategy. This will create a two-way process between the Association and residents for the sharing of information, ideas, power and influence. It will also help shape an official customer led scrutiny group. Please see page 4 of the newsletter for further information.

Complaints

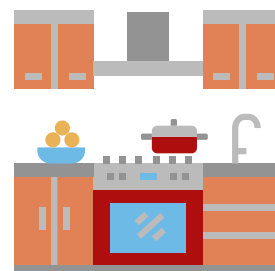


100% of Stage 1 & Stage 2 complaints were responded to in full.

This year, the Association has refined its complaints handling process to ensure a more streamlined approach to responding to complaints. This will help us to meet response targets. Additionally, this process ensures a consistent approach is taken when dealing with every complaint.

Repairs

Our maintenance programme included the installation of 90 kitchens, 14 new bathrooms, 10 new boilers and 22 closes being painted as well as our successful winter gutter cleaning programme.

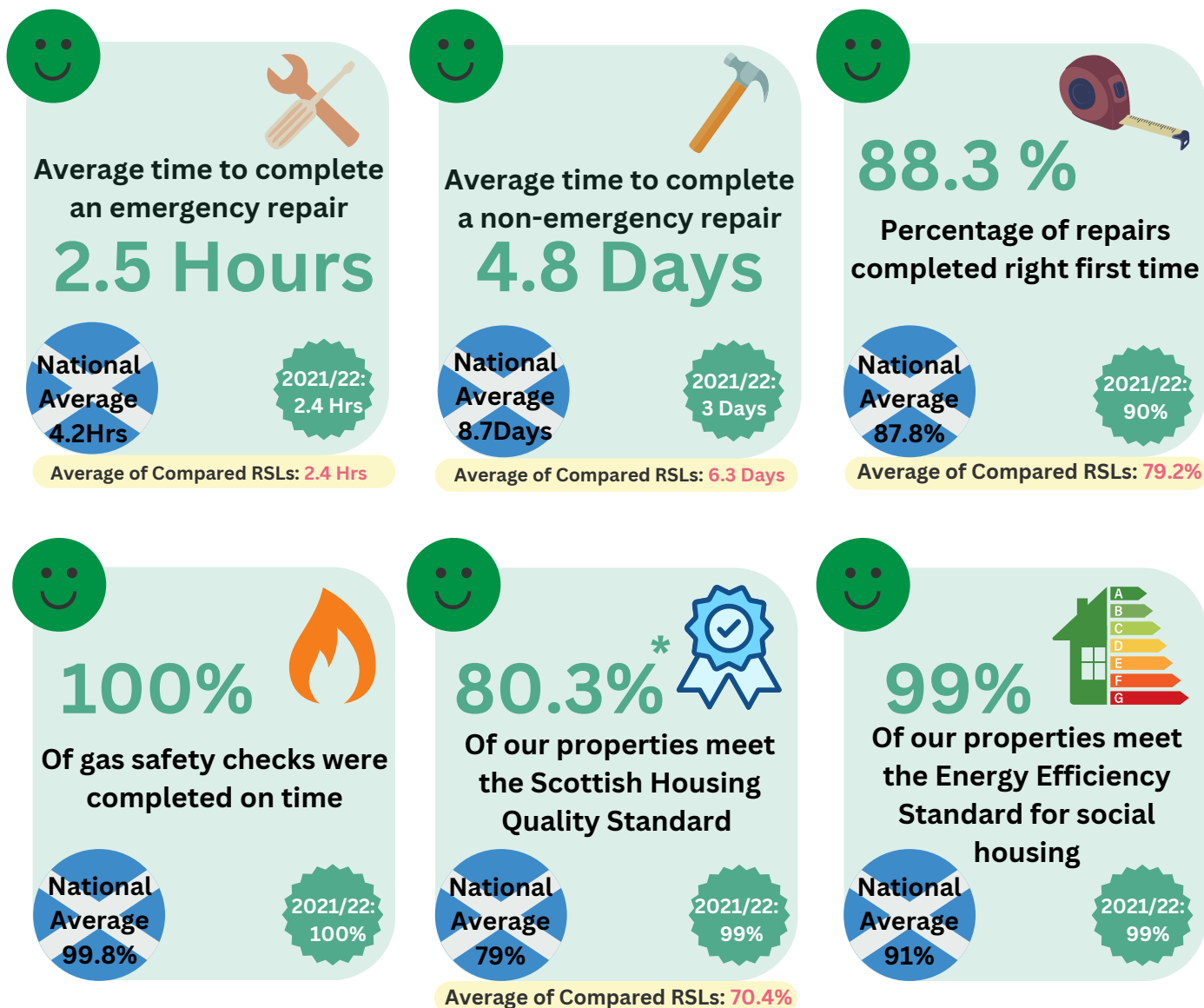


As a result of feedback from residents in 2022-2023, Cadder HA began to use our text service to keep tenants informed when they make a repair. Once a repair is logged, a text will be sent to the resident to confirm the repair is logged on our system and to outline the timescale by which the repair will be completed.

Once the repair is complete, our maintenance team will send another text with a quick satisfaction survey. This allows the Association to gauge residents feelings towards the service and will highlight any areas which require improvement or which areas are excelling.

37.5% of respondents were very satisfied with the repairs service, whilst 56.3% were fairly satisfied.

Therefore, we ask any resident who receives a repairs satisfaction text to please take the time to complete this so we can aim to continually improve the service.



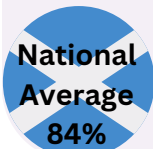
* The failures are as a result of electrical inspections required, these will be completed by November 2023 which will result in 99% for this indicator

Satisfaction with Repairs & Improvements



79%*

Of tenants are satisfied with the quality of their home



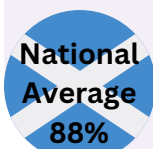
2021/22: 79%

Average of Compared RSLs: 77%



79%*

Of tenants are satisfied with the repairs and maintenance service



2021/22: 79%

Average of Compared RSLs: 79%

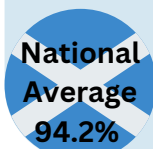
*Source - Customer Satisfaction Survey carried out in December 2020, our next survey is due by end of 2023. When the next survey is issued, we ask that residents please take time to complete it as this allows us to shape our service going forward.

Anti-social Behaviour



75%

Of Anti-social behaviour cases were resolved within agreed timescales



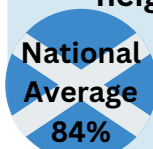
2021/22: 100%

Average of Compared RSLs: 94%



84%*

Of tenants are satisfied with our contribution to the management of the neighbourhood



2021/22: 84%

Average of Compared RSLs: 78%

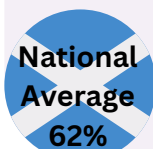
*Source - Customer Satisfaction Survey carried out in December 2020, our next survey is due by end of 2023. When the next survey is issued, we ask that residents please take time to complete it as this allows us to shape our service going forward.

Factored Owners



56%*

Of factored owners are satisfied with the factoring service



2021/22: 56%

Average of Compared RSLs: 66%

*Source - Customer Satisfaction Survey carried out in December 2020

We will be reviewing our Factoring service later this year, once we have heard your views and priorities as part of our Resident Satisfaction Survey. We do hope some of our owners will help us with this review and we will be in touch over the winter months to discuss this with you further.

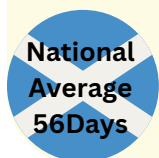


Letting Our Homes



Average time to re-let empty properties

31.8 Days



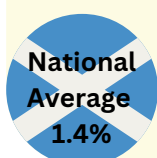
2021/22: 40 Days

Average of Compared RSLs: **31.4 Days**



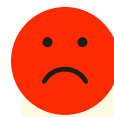
Percentage of rent lost due to properties being empty

1%



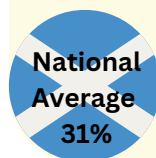
2021/22: 1.24%

Average of Compared RSLs: **0.6%**



Percentage of tenancy offers refused

41%



2021/22: 45%

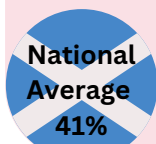
Average of Compared RSLs: **36%**

Access to Housing & Support



16%

Of lets were to homeless applicants



2021/22: 16%

Average of Compared RSLs: **37%**



97%

Of new tenants are still in their home after one year



2021/22: 90%

Average of Compared RSLs: **91%**



Average time to complete an adaptation

38 Days



2021/22: 64 Days

Average of Compared RSLs: **80%**

Our in-house Money Advice Officer undertook 236 welfare rights appointments this year and secured £328,510 in financial gains for Cadder residents.

Cadder HA also secured £20,000 from the National Lottery Community Fund in 2023. This funding allowed us to offer tenants support with their gas/electricity or a supermarket voucher. With the majority of the funding being used within the first few weeks, it showed how beneficial this was to the community.

The Association partnered with Kindness Homeless Street Team to host various school uniform pantries on the run up to the new school term. The events were a huge success with the pantry offering 3 new items of school uniform for £5.

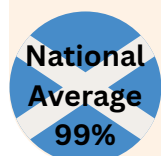


Rent Collection



Rent collected as a percentage of rent due

94%



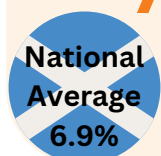
2021/22: 100%

Average of Compared RSLs: **100.8%**



Rent arrears owed at the end of the year as a percentage of rent due

7.2%



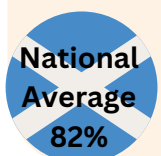
2021/22: 6.1%

Average of Compared RSLs: **4.5%**



69%

Of tenants think their rent is good value for money



2021/22: 69%

Average of Compared RSLs: **76.5%**

*Source - Customer Satisfaction Survey carried out in December 2020

Average Weekly Rents

	Weekly Rent Increase Applied	Average Weekly Rent 2 Apartment (1 bedroom)	Average Weekly Rent 3 Apartment (2 bedroom)	Average Weekly Rent 4 Apartment (3 bedroom)	Average Weekly Rent 5 Apartment (4 bedroom)
Cadder HA	5%	£85.03	£91.30	£104.85	£118.43
Maryhill HA	7%	£86.81	£91.63	£95.26	£104.90
NG Homes	6%	£87.73	£95.03	£104.04	£115.40
Queens Cross HA	7%	£85.85	£90.07	£99.90	£113.47
Average of Compared Landlords	6.7%	£86.69	£92.79	£100.84	£112.52

Our Plans for Improvement

We continue to look for ways to improve our performance and the services we provide within the community. This year, we are prioritising the following areas for improvement:

Rent arrears will always be a priority for us as the money we collect from rent is used to fund all the services that we provide. We offer a range of help and support for those who are struggling with their bills, including rent payments. We will however, continue to pursue all debt that is owed to us, including legal action.

Void properties should be ready for relet as quickly as possible. We have introduced new ways of managing our voids so that our customers can move into their new home as quickly as possible. We are also offering enhanced incentives for tenants who leave their homes in a good condition. All of this aims to reduce our void relet time, and hopefully increase our customer satisfaction in this area.

Factoring Services are diverse and varied throughout the estate and are responsive to the needs of the community. We are aware that this area of our service requires to be reviewed and we plan to do so this year. We do hope that some of our owners will get involved in this review to help us define your priorities and shape our services to suit

Our **Repairs Service** is the service that customers use most often and as such, it is important to us that we deliver a high-quality service that meets your expectations. We have introduced customer focus improvements to the service this year, and will continue to do so in the coming months. This will include increasing the number of jobs that are completed “right first time” and improving upon our levels of customer satisfaction.

Managing **Anti social behaviour** within the community is a critical element of our service, due to the impact that such incidents can have on our customers. We work closely with Police Scotland and Glasgow City Council to try to minimise the level and severity of anti social behaviour and seek to ensure a swift response in all cases. We will review our approach to monitoring the outcome of anti social incidents and seek to improve customer satisfaction in this area

Other information about the Association and our performance can be found on the Scottish Housing Regulator’s website:


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


If you wish to discuss the contents of this report please contact the office on 0141 945 3282 or email Lauren.McClure@cadderhousing.co.uk

As mentioned throughout the report, our next customer satisfaction survey will be published before the end of the year. Once issued, we would appreciate if you took the time to complete this.



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