



GARDEEN HOUSING  
ASSOCIATION LTD

# PERFORMANCE REPORT 2017-2018

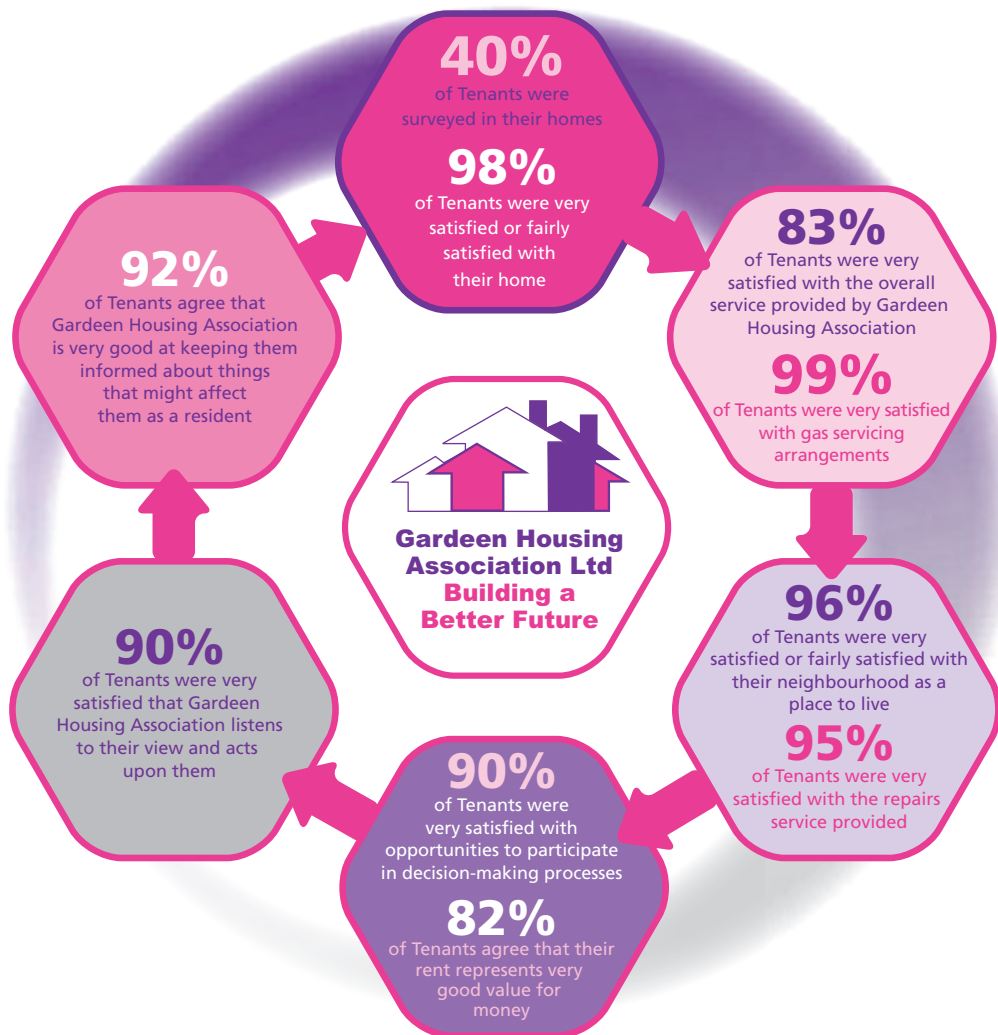
MEETING THE SCOTTISH  
SOCIAL HOUSING CHARTER



# Gardeen Housing Association

## Charter Report 2017 - 2018

### Key Performance



## Tenant Satisfaction Survey 2018

# Chairperson's Report

Welcome to our Performance Report for 2017-2018. This is a requirement of the Scottish Housing Regulator. This is our fourth report based on the Annual Return on the Charter (ARC). The Charter was reviewed in 2017.

We've listened to your feedback and you have asked for a simpler report. We now have five years of performance figures and are pleased to note that we have made improvements in getting repairs right first time and improved our response times for emergency and routine repairs.

We are continually seeking to improve our performance and improve the services that we provide to you. Our income comes from the rents that we charge. The Management Committee then work with staff and consultants to decide what the priorities are and how the income will be spent. We want to ensure that we have rents that provide value for money and have enough income to pay back loans and invest in your homes with new kitchens; energy efficient boilers; bathrooms and, in the future, new windows.

You have completed a satisfaction survey in 2018 and we are grateful for your feedback.

You can also compare our performance by visiting the Scottish Housing Regulator website **[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)**


If you have any comments regarding the Performance Report then please contact the Association by emailing [info@gardeen.org.uk](mailto:info@gardeen.org.uk) or calling 0141 771 9590.

I hope that you will enjoy reading this report.

**Marion Leat**  
Chairperson  
October 2018



# 1. Tenant and Landlord



Applications on  
the Common  
Housing Register

**599**



Applicants  
applying for  
housing have a  
disability

**167**



**14**  
adaptations  
completed with

**£50,147**

grant from  
Glasgow City Council



**98%**

of tenants are  
satisfied with  
the services  
we provide





# 1. Tenant and Landlord

**96%**

of tenants are  
satisfied that  
Gardeen listens  
to their views


2018 Survey



The Customer Focus Group meets on an annual basis and is supporting the community garden. We will be developing this proposal in 2019-2020.


**Annual  
Customer  
Focus group**

## 2. Housing Quality and Maintenance: 2017-2018

A stylized house icon with a purple roof and pink walls, containing a smaller pink house silhouette at the base.

Average time to  
complete an  
emergency repair:

**1.14hrs**

A stylized house icon with a purple roof and pink walls, containing a smaller pink house silhouette at the base.

Average time to  
complete  
non-emergency  
repair:

**3.43  
days**

A stylized house icon with a purple roof and pink walls, containing a smaller pink house silhouette at the base.

**98.12%**

repairs were  
completed right  
first time

A stylized house icon with a purple roof and pink walls, containing a smaller pink house silhouette at the base.

**98%**

of tenants were  
satisfied with  
the quality of  
their home  
**2018 Survey**

A stylized house icon with a purple roof and pink walls, containing a smaller pink house silhouette at the base.

**£116,715**

spent on day  
to day repairs

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**£184,887**

spent on planned  
maintenance,  
including kitchens,  
boilers and full  
central heating

# 3. Neighbourhood and Community 2017-2018

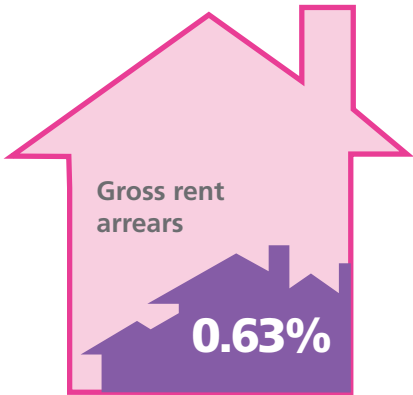
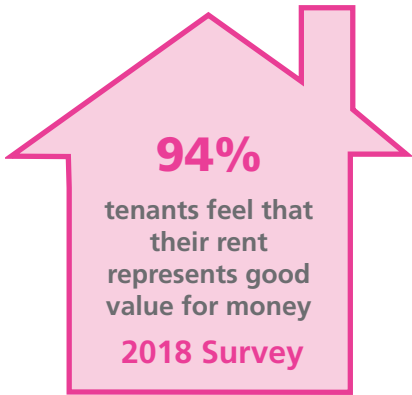


# 4. Access to Housing and Support 2017-2018





# 5. Value for Money 2017-2018



## 6. Improving Performance 2013-2016

Over the last 5 years we have improved our service to tenants by working closely with tenants and contractors. Our aim is to provide a local and personal service to Gardeen residents.

ARC return	Hours to complete emergency repairs	Average working days to complete non-emergency repair	% of repairs completed Right First Time
2013-2014	4.11 hours	4.16 days	95.09%
2014-2015	2.13 hours	3.77 days	96.65%
2015-2016	2.00 hours	3.11 days	97.02%
2016-2017	1.38 hours	2.62 days	98.67%
2017-2018	1.14 hours	3.43 days	98.12%



# Feedback

We hope that you have enjoyed reading this report. We would welcome your suggestions on how our report can be improved. Please complete and return to the office or email your views to [info@gardeen.org.uk](mailto:info@gardeen.org.uk)

You can also call the office on 0141 771 9590 and give us your views.

Did you like the design of the report?

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Did you get the information you needed from the report?

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Is there anything else that you would like to see in the report?

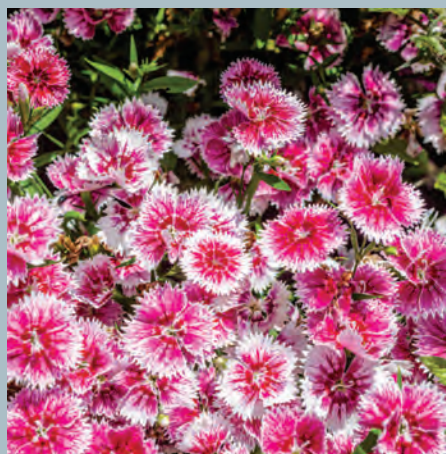
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If you would like to get involved, please contact Roslyn or Lyndsay at the office on 0141 771 9590.



Gardeen Housing Association Ltd  
Building a Better Future



## Gardeen Housing Association Limited

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@gardeenh



## Open Weekdays 9:30am - 4:30pm

(Closed for lunch 12:30pm - 1:30pm,  
and for training throughout Thursday morning)



**Healthy  
Working  
Lives**