



# Performance Report 2022-2023

**Meeting the Scottish Social Housing Charter**

*“Gardeen Housing Association aims to provide, manage and maintain good quality affordable housing, controlled by local people to contribute towards the continuing regeneration, pride and wellbeing of the Barlanark community in Greater Easterhouse.”*

# Chairperson's Report



**This is my second year as Chairperson of Gardeen Housing Association. This has been a challenging year as a result of the cost-of-living crisis.**

Welcome to our Performance Report for 2022-2023. This report is a requirement of the Scottish Housing Regulator. This is our eighth report based on the Annual Return on the Charter (ARC). We have combined this report with our Annual Report to reduce costs and provide one Performance Report.

The last few years have been challenging because of Covid-19, the impact of Brexit and the increase in costs for the Association and tenants. We were able to continue to deliver an efficient housing service to tenants, owners and housing applicants.

We were pleased to secure funding to provide support to tenants including energy and shopping vouchers and energy saving electrical appliances.

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.

We work with a range of partners and consultants to deliver the service to you and are involved in Easterhouse Housing and Regeneration Alliance, working with seven other housing associations. The Management Committee will also be submitting an Assurance Statement to the Scottish Housing Regulator by 31 October 2023. This document will be published on our website and in our winter newsletter.

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

Our aim is to continue to provide a friendly local service to tenants, owners and applicants.

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.

**Corrina Brewer** | *Chairperson*

October 2023

# Key Performance Results 2022-2023

**0.87%**

gross rent arrears

**253**

homes

**3.39**

days to re-let  
a house

**94%**

tenants  
satisfied with  
the service  
Gardeen  
provides

**98.31%**

repairs completed  
right first time

**1.84**

hours to complete  
emergency repair

**3.85**

days to complete  
non-urgent repair

**Key  
Performance  
2022-2023**

# Governance and Regulation

The Association is a Charity and is regulated by the Office for The Scottish Charity Regulator (OSCR). As a registered Scottish landlord, the Association is also regulated by the Scottish Housing Regulator <https://www.housingregulator.gov.scot/>

The Management Committee has fifteen places and currently there are eleven committee members:

**Corrina Brewer** *Chairperson*

**Rose O Malley**

**Michael McDevitt**

**Marion Leat** *Vice Chair*

**Katy Brown**

**Ryan Cowan**

**Margaret Smith** *Secretary*

**Catherine Brown**

**Shona Johnston**

**Sarah Lack** *Treasurer*

**Fiona Bowman**

New Committee members are always welcome and encouraged to get involved. Contact us on [info@gardeen.org.uk](mailto:info@gardeen.org.uk)

The Management Committee follow the regulatory requirements of both OSCR and the Scottish Housing Regulator.



**Scottish Housing Regulator**

More information on our performance can be found here:

[www.housingregulator.gov.scot/landlord-performance/landlords/gardeen-housing-association-ltd](https://www.housingregulator.gov.scot/landlord-performance/landlords/gardeen-housing-association-ltd)





# Housing Services

## Allocations and Voids 2022-2023

During the year the Association relet 18 properties.

The breakdown of lets was as follows:

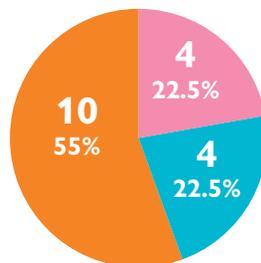
There were 0 mutual exchanges during the year.

The Association remains a popular choice for people seeking rehousing.

Of the 18 properties let, 18 were accepted on the first or second offer.

The Association had a total of 61 days rent loss due to voids. This meant that the majority of our properties were relet very quickly after they became empty, equating to 0.06% of our rental income. Our procedures had to be changed as additional health and safety checks are now required.

Transfers	4
Section 5	4
Housing Register	10
Nomination	0
<b>Total</b>	<b>18</b>



### Relet Performance:

Void Loss Period	Number of Properties	Average time to re-let
61 days void	18	3.39 days

During the year the Association received 13 Section 5 Homeless Referrals from Glasgow City Council Homelessness Service. Of these referrals 4 were able to take up housing with the Association on a Scottish Secure Tenancy. 1 other applicant who was statutorily homeless but not referred to the Association as a Section 5 Homeless Referral was also able to take up housing with the Association. No referral cases required to go to arbitration.



## Housing Register

The Association remains a popular choice for people seeking rehousing. Gardeen is part of the Greater Easterhouse Common Housing Register (CHR) which makes it easier for applicants to apply to more landlords and increase their choice. At 31 March 2023, the CHR held 1086 active applications for the Gardeen area.

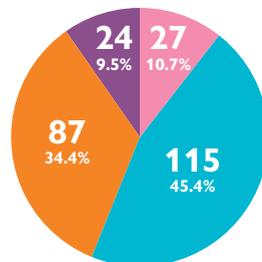
During the year, we processed 115 applications for rehousing. 98.3% were processed within the target timescale.

The Association continues to receive more applications than we have stock, which unfortunately always means that only a small proportion will ever be able to get rehousing.

Below gives a breakdown of our stock:

### Gardeen Homes

2 apt	27
3 apt	115
4 apt	87
5+ apt	24
<b>Total</b>	<b>253</b>



## Rent Arrears

The Association continued to work with tenants to try and keep rent arrears low and to provide support and advice in dealing with rent arrear problems. As a result, at the 31 March 2023, non-technical current tenant rent arrears stood at 0.53%.

Rent Arrears Performance:	Sum (nearest £)	% of rental income
Total Current Tenant Arrears	£9,590.17	0.89%
Technical Arrears	£3,861.02	0.36%
Non-Technical Arrears	£5,729.15	0.53%
Total Former Tenant Arrears	£1,365.22	0.13%

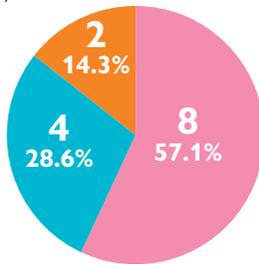
# Estate Management

The Association continued to regularly inspect the area and carried out work to try to maintain the area to a high standard. We carry out landscaping to communal areas with regular litter picking to try and keep the area tidy for residents.

The Association are keen to keep tenants satisfied and we wish to deal with any concerns as quickly and effectively as we can. During the year we received a total of 14 complaints.

Of the 14 anti-social behaviour/nuisance complaints we received during the year, the breakdown was as follows:

Neighbour Nuisance	8
Neighbour Noise	4
Pets	2



# Legal Action

The Association would rather try and resolve any matters with tenants without recourse to legal action, however, we will pursue legal action when required. A summary of legal action taken during the year is as follows:

Type of Action	No. of cases
Notices Served	9
Court Actions Initiated	4
Court Callings	6
Decrees Awarded to Gardeen	0
Eviction Decrees Implemented	0



# Maintenance and Repairs



It was another busy year for repair work. The Association completed 102 emergency repairs. The average time taken to carry out an emergency repair was 1.84 hours.

The Association completed 709 non-emergency repairs. The average time taken to carry out non-emergency repairs was 3.85 days.

The Association instructed 709 'Right First Time' jobs. For a job to be classed as 'Right First Time' two criteria must be met:

1. The repair is completed within the landlord's targets agreed locally (Emergency: make safe within 4 hours, repair within 24 hours; Urgent: 3 working days; Routine: 7 working days; Right to Repair: Various).
2. The repair is completed without the requirement for further appointments due to the repair being inaccurately diagnosed and/or, the operative not resolved the reported problem.

697 out of 709 Right First Time category jobs were completed Right First Time.

This means 98.31% of jobs were completed Right First Time.





## Cyclical and Planned Maintenance

Some of the cyclical and planned maintenance works carried out during the year included:

- Gas service checks to all properties (as legally required).
- Periodic electrical inspections to all voids and those due a cyclical check.
- Smoke detector, heat alarm and carbon monoxide detector replacements.
- Roof anchor checks.
- Painterwork top up works.
- Phases 3 and 4 bathroom replacements.
- Landscaping works.

The Association is committed to providing timely cyclical and planned maintenance in order to keep tenants homes safe and to a good standard. A stock condition survey was carried out in 2021 by Brown & Wallace. This survey confirmed that all of the Association's stock meets the Energy Efficiency Standard for Social Housing. This Standard aims to improve the energy efficiency of the social housing stock in Scotland. The next stock condition survey is programmed for 2024.



## Repair Satisfaction

The Association issues a repair receipt and satisfaction survey to residents for every tenant repair instructed. During 2022/23 we issued 709 and had 142 of these returned (20.0%).

A summary of responses:

Of the tenants who had repairs carried out in the last year, how many answered the question *“Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?”*

142

**Of the tenants who answered, how many said that they were:**

Very satisfied	140
Fairly satisfied	1
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	1
Very dissatisfied	0

## Adaptations

During the year the Association received £56,556 grant from Glasgow City Council to carry out 17 adaptations to properties, being a mixture of bathroom works and garden works.

## Property Inspections

Staff continue to progress the Association’s property inspections programme. Where possible, we will time this to coincide with planned maintenance programmes. Tenants can still contact staff to advise if their contact details, emergency details or household composition have changed.

Staff continued to carry out repair inspections and weekly estate management inspections.

## Acquisitions

There were no acquisitions during the year.

# Financial Report

The financial figures for 2022-2023 highlight the completion of another successful year for the Association. We continue to monitor costs closely to ensure value for money and long-term viability. We will continue to invest in homes by updating bathrooms, kitchens, windows and heating systems.

Net assets now stand at **£2,534,746**.

## Income

Rental Income	£1,069,228
Factoring	£973
Amortisation	£277,128
Other Grants & Income	£57,469
Interest Income	£7,816
<b>Total</b>	<b>£1,412,614</b>



## Expenditure

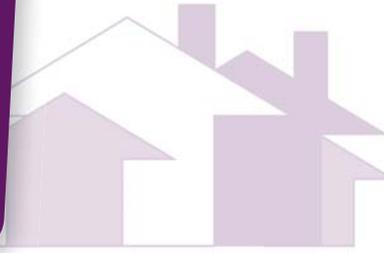
Management	£418,316
Day to Day Repairs	£154,543
Planned Maintenance	£150,552
Estate Services	£59,431
Tenant Participation	£0
Factoring	£973
Loan Interest &	
Other Finance Charges	£22,372
Wider Action & Other Costs	£600
Bad debts	£9,811
Depreciation	£431,169
<b>Total</b>	<b>£1,247,767</b>



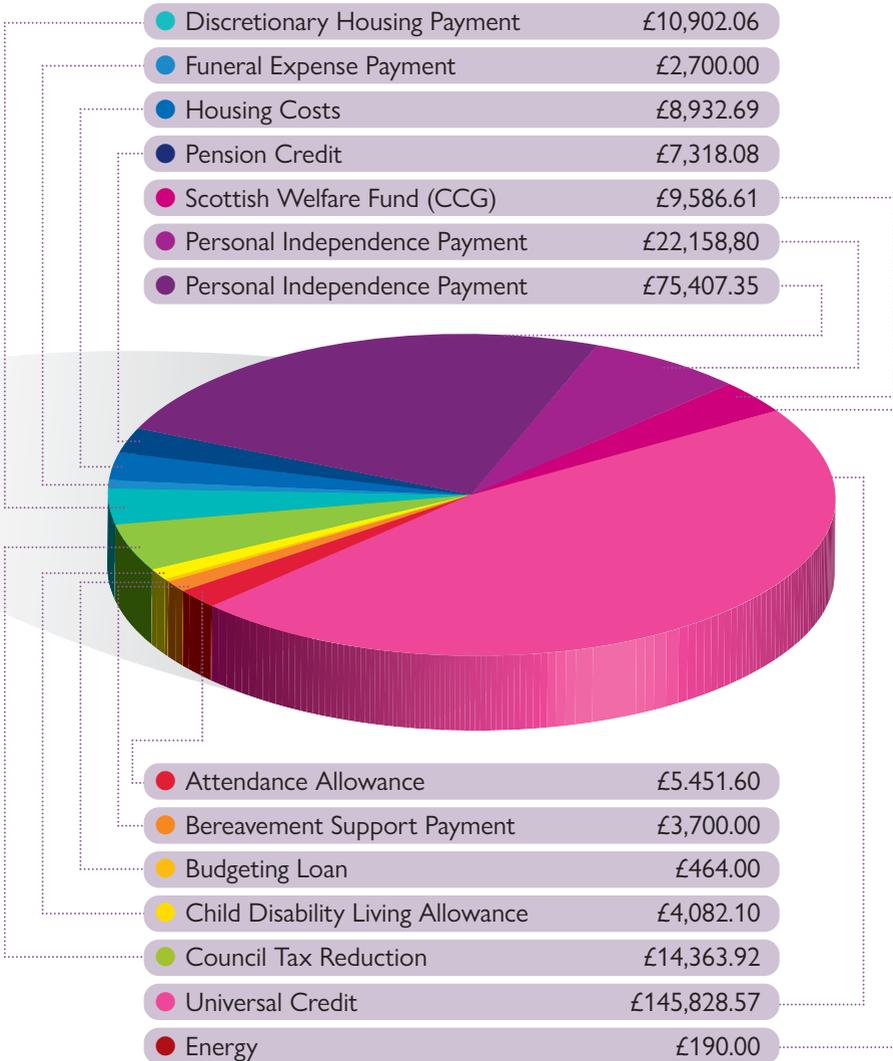
## Surplus (before pension adjustments) for the year: **£164,847**

Gardeen Housing Association is a not-for-profit charity and any surplus is set aside for future investment.

# Income Advice Support



**Total Financial Gains for Gardeen HA 2022/23: £342,603.15**



# Complaints Report

We aim to ensure that we provide a good service to tenants, applicants and owners but sometimes we might get it wrong. We also want to know if someone is unhappy with our services so we can investigate and put things right.

We follow the Complaints Handling Procedure produced by the Scottish Public Services Ombudsman (SPSO). During 2022-2023, we received two Stage 1 complaints and one Stage 2 Complaint. We upheld the complaints in full. We continue to work to improve our service and have reviewed our procedures.

# Freedom of Information

We received 2 Freedom of Information requests.

# Health and Safety for Tenants

We have continued to focus on health and safety for tenants during 2022-2023 and have worked on:

- Annual Gas service checks to all properties
- Electrical safety inspections
- Smoke detector, heat alarm and carbon monoxide detector programme
- Roof anchor checks
- Fire safety checks
- Asbestos checks
- Legionella checks
- Mould, damp and condensation checks





## Financial Support for Tenants

The Association was successful in securing £34,820 funding for tenants from Scottish Housing Fuel Support Fund, Glasgow City Council and the Big Lottery. We were able to provide shopping vouchers, energy vouchers and energy saving electrical appliances.

## Energy Standards

We have worked to ensure that all homes meet the current Government energy standards. We have developed an energy database for all our properties in partnership with Alembic Research. We shall be looking at ways to fund future energy improvements to make sure that your home is affordable to heat and rent. A window replacement programme took place in the summer of 2023.

## Tenant Participation and Involvement

We ask your views on the service that we provide at the Annual General Meeting. We organise an independent tenant survey every three years and consult on rent increases and policy updates. We monitor repair satisfaction levels and welcome informal feedback.

# Improving Performance 2022-2023



Over the last 3 years, we have continued to provide a service to tenants. There have been challenges as a result of the pandemic. Our aim is to provide a local and personal service to Gardeen residents.

ARC return:	2020-2021	2021-2022	2022-2023
Hours to complete emergency repairs	1.7 hours	1.9 hours	<b>1.84 hours</b>
Average Working Days to complete non-emergency repair	5 days	5.18 days	<b>3.85 days</b>
% of repairs completed Right First Time	94.5%	93.18%	<b>98.31%</b>

## Easterhouse Groups: Benchmarking 2022-2023

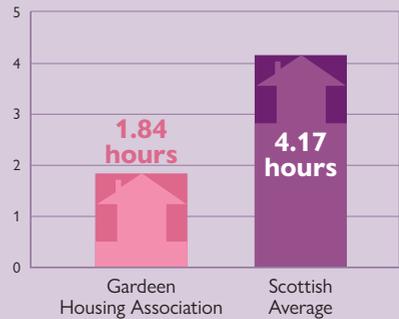
Landlord:	% Satisfied with landlord	Average hours to complete emergency repairs	Average days to complete non-emergency repairs	Gross rent arrears	Average days to re-let properties
Blairtummock	90.52%	4.88 hours	4.18 days	3.45%	16.03 days
Calvay	90.94%	3.09 hours	3.96 days	3.86%	29.08 days
Easthall	92.35%	3.62 hours	7.70 days	3.15%	18.58 days
<b>Gardeen</b>	<b>93.55%</b>	<b>1.84 hours</b>	<b>3.85 days</b>	<b>0.87%</b>	<b>3.39 days</b>
Lochfield	96.23%	2.02 hours	4.49 days	3.52%	34.19 days
Provanhall	92.80%	2.02 hours	5.60 days	2.00%	10.17 days
Wellhouse	85.12%	1.45 hours	2.51 days	9.06%	54.95 days

# Comparing Our Performance

## Percentage of rent lost due to empty properties



## Average hours to complete emergency repairs



## Average days to re-let empty properties



## Average days to complete non-emergency repairs



## Percentage of gross rent arrears



# Staffing



The Management Committee employ five staff:

**Roslyn Crawford**

Director

**Lynsday Moffat**

Senior Housing Officer

**Anna Morton**

Customer Services Officer

**John Seggie**

Property Services Assistant

**Louise Hosie**

Customer Services Assistant

Lorraine Fisher and Kirsty Brothers have moved on and we wish them well in their new careers.

## Income Advisor

**Elaine McIntyre**

Income Advisor

## Consultants

**David McDonald**

Finance Services (FMD)

**Tom Atkinson**

Maintenance Services

## Equalities

The Management Committee place equalities at the heart of the work that they do and are gathering information to help us develop our action plan and updated policy.

## Areas for Improvement

Gardeen Housing Association will continue to monitor performance and provide a friendly local service. We will keep up to date with legislation and best practice. Our performance remains high, when compared with the Scottish Average.



# Feedback



We hope that you have enjoyed reading this report.

We would welcome your suggestions on how our report can be improved.

Please email your views to [info@gardeen.org.uk](mailto:info@gardeen.org.uk) or text us on **07418 341619**.

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

**Did you like the design of the report?**

**Did you get the information you needed from the report?**

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

If you would like to get involved, please contact Roslyn or Lyndsay at the office on **0141 771 9590** or email [info@gardeen.org.uk](mailto:info@gardeen.org.uk)



**Gardeen Housing Association Ltd**  
**Building a Better Future**

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Registered Scottish Charity No. SC037681

Registered Property Factor No. PF000194. Financial Conduct Authority 236RS