



GARDEEN HOUSING  
ASSOCIATION LTD

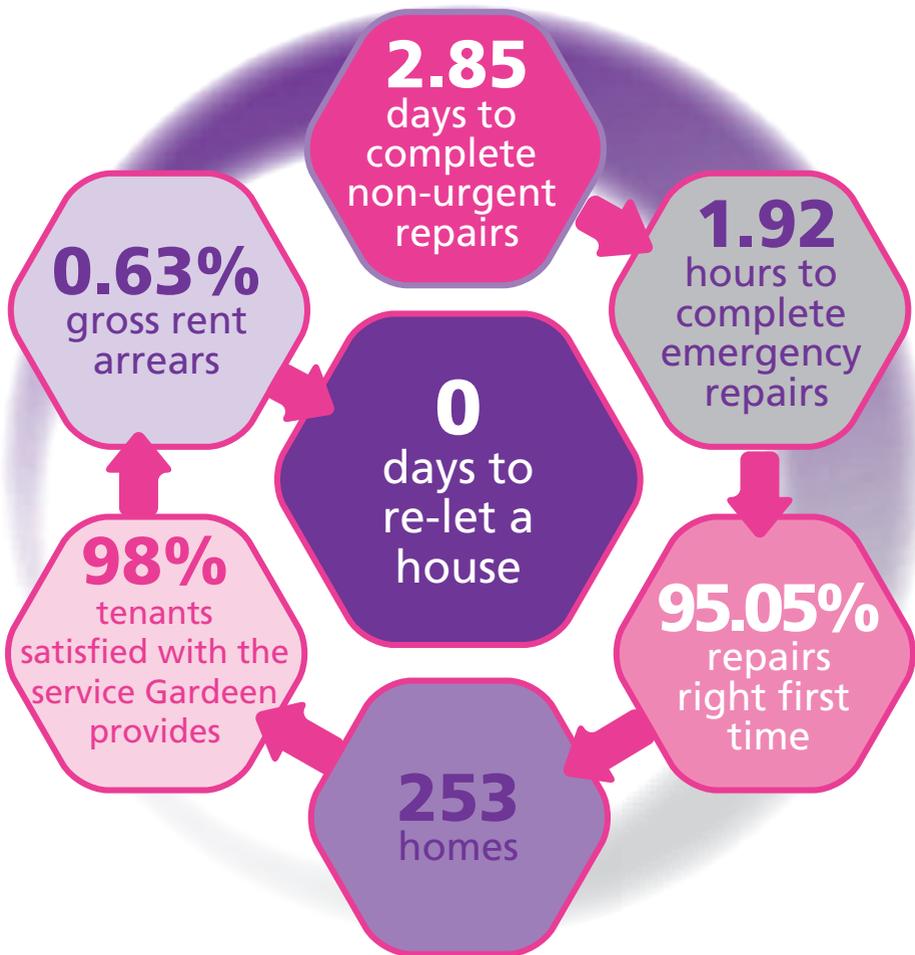
# PERFORMANCE REPORT 2018-2019

MEETING THE SCOTTISH  
SOCIAL HOUSING CHARTER



# Gardeen Housing Association Charter Report 2018 - 2019

## Key Performance



## Tenant Satisfaction Survey 2018

# Chairperson's Report

Welcome to our Performance Report for 2018-2019. This is a requirement of the Scottish Housing Regulator. This is our fourth report based on the Annual Return on the Charter (ARC).

We've listened to your feedback and you have asked for a simpler report.

We now have six years performance figures and are pleased to note that we have made improvements in getting repairs right first time and improved our response times for rent arrears and void times.

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.

The Management Committee will also be submitting an Assurance Statement to the Scottish Housing Regulator in October 2019. You can read it on page10.

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

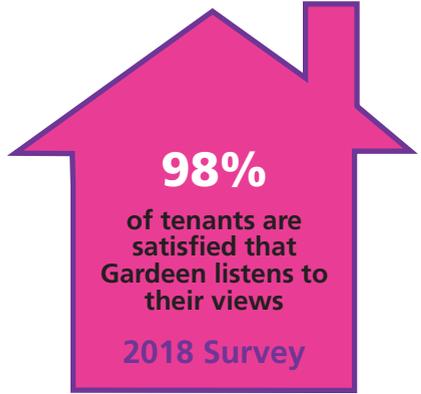
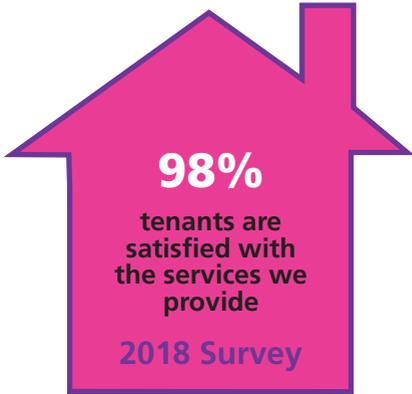
October 2019



# 1. Tenant and Landlord



# 1. Tenant and Landlord



We hold an annual tenant feedback session at the AGM and report on the outcomes in the Winter newsletter.



## 2. Housing Quality and Maintenance: 2018-2019



Average time to complete an emergency repair:

**1.92hrs**



Average time to complete non-emergency repair:

**2.85 days**



**99.05%**

repairs were completed right first time



**98%**

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



**£111,017**

spent on day to day repairs



**£93,360**

spent on planned maintenance

### 3. Neighbourhood and Community 2018-2019



### 4. Access to Housing and Support 2018-2019



## 5. Value for Money 2018-2019



## 6. Improving Performance 2013-2019

Over the last 6 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%
2018-2019	1.92 hours	2.85 days	99.05%

## Benchmarking – Easterhouse Associations

Landlord	Satisfied with home	Average hours to complete emergency repairs	Average days to complete non emergency repairs	Repairs right first time	Gross rent arrears	Average days to relet properties
Blairtummock	96.41%	2.02	3.52	96.91	2.65	11.58
Calvay	94%	2.75	2.86	99.01	2.88	12.90
Easthall	92.86%	2.45	3.57	93.88	2.60	8.55
Gardeen	98%	1.92	2.85	99.05	0.33	0.44
Lochfield	90.27%	1.68	3.37	93.39	3.69	11.10
Provanhall	89.41%	1.14	2.96	99.71	2.13	3.50
Ruchazie	94.44%	1.75	2.57	98.02	2.70	3.67
Wellhouse	84.78%	1.98	3.84	99.37	6.45	12.52

## Areas for Improvement

The Management Committee will be seeking to improve hours to complete emergency repairs and will be working closely with Glasgow City Council to improve the offers taken up by homeless applicants.



## Assurance Statement 2019

The Management Committee of Gardeen Housing Association has taken external support from an independent governance consultant to develop a self-assurance document. This document was discussed at a Special Meeting on 19 September 2019 and the Management Committee has now been assured that the Association complies with:

- All relevant regulatory requirements set out in Section 3 of the Regulatory Framework
- All relevant standards and outcomes in the Scottish Social Housing Charter
- All relevant legislative duties
- The standards of Governance and Financial Management

The Management Committee confirms that there are no areas of material non-compliance. The Management Committee has identified a number of areas for improvement including an independent governance review to be undertaken in 2020.

The Management Committee shall review this statement on a regular basis and report any areas of material non-compliance to the Scottish Housing Regulator.

This Annual Assurance Statement 2019 will be published on our website, newsletters and social media.

# 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 e-mail [info@gardeen.org.uk](mailto:info@gardeen.org.uk)

You can also call the office on 0141 771 9590 to 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?

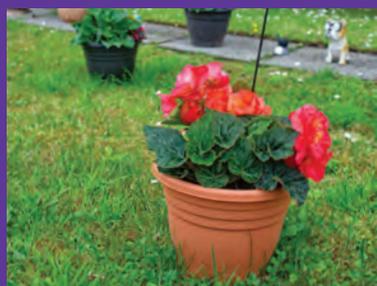
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Is there anything else that you would like to see in the report?

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





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@gardeenh



**Healthy  
Working  
Lives**

**Open Weekdays 9:30am - 4:30pm**  
(Closed for lunch 12:30pm - 1:30pm,  
and for training throughout Thursday morning)