



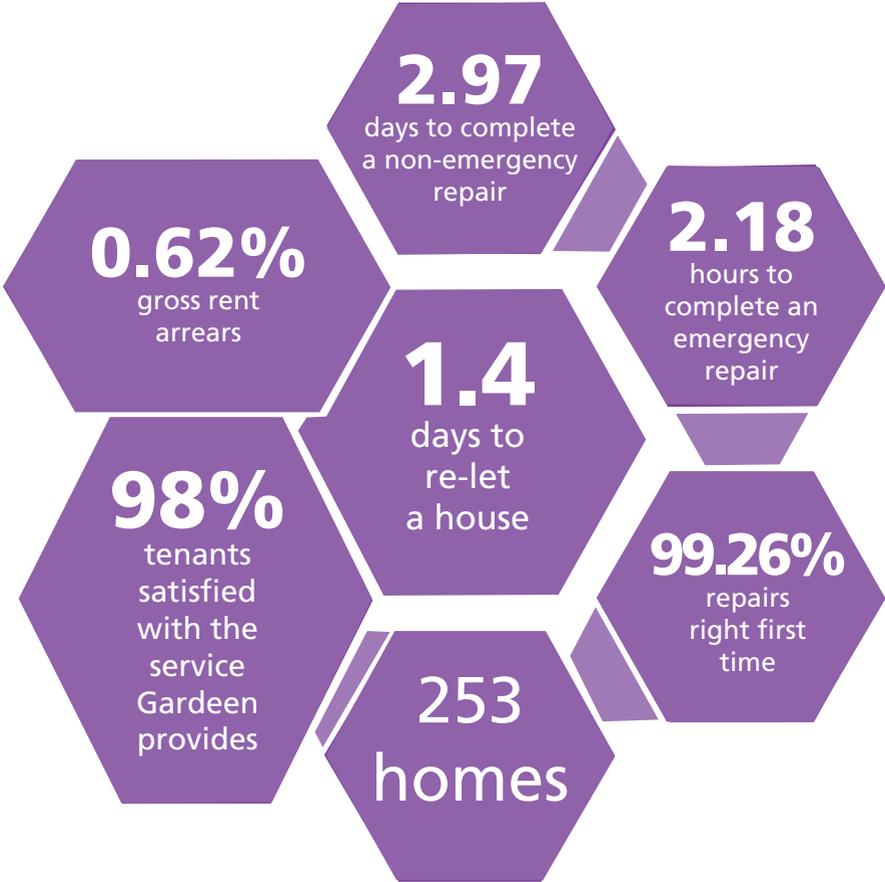
GARDEEN HOUSING
ASSOCIATION LTD

PERFORMANCE REPORT 2019-2020

MEETING THE SCOTTISH
SOCIAL HOUSING CHARTER



Gardeen Housing Association Charter Report 2019-2020



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Chairperson's Report

Welcome to our Performance Report for 2019-2020. This is a requirement of the Scottish Housing Regulator. This is our fifth report based on the Annual Return on the Charter (ARC).



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

We now have seven 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 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 during November 2020. This document will be published on our website.

You can also compare our performance by visiting the Scottish Housing Regulator website **www.scottishhousingregulator.gov.uk**

Our office closed on 18 March 2020 because of Covid-19. All staff and consultants are working from home. We will follow Scottish Government advice and re-open when it is safe to do so. Please stay safe and follow the Government guidelines.

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

I hope that you will enjoy reading this report.

Marion Leat
Chairperson

1. Tenant and Landlord

A pink house-shaped icon with a chimney on the left side. The number 727 is displayed in large white font inside the house.

727

Applications on the
Common Housing
Register

A pink house-shaped icon with a chimney on the left side. The number 115 is displayed in large white font inside the house.

115

Applicants applying
for housing to
Gardeen have a
disability

A purple house-shaped icon with a chimney on the left side. The number 325 is displayed in large white font inside the house.

325

Applicants applying
for housing to
Gardeen are female

A purple house-shaped icon with a chimney on the left side. The number 339 is displayed in large white font inside the house.

339

Applicants applying
for housing to
Gardeen are white
Scottish

1. Tenant and Landlord (cont)

A pink house-shaped graphic with a chimney on the left side. The percentage '96%' is displayed in large white font at the top left of the house.

96%

Of Tenants were very satisfied or fairly satisfied with their neighbourhood as a place to live
(2018 survey)

A pink house-shaped graphic with a chimney on the left side. The percentage '98%' is displayed in large white font at the top left of the house.

98%

Of Tenants were very satisfied or fairly satisfied with their home
(2018 survey)

A purple house-shaped graphic with a chimney on the left side. The text 'Annual Tenant Feedback' is centered in white font inside the house.

Annual
Tenant
Feedback

We normally hold an annual tenant feedback session at the AGM and report on the outcomes in the Winter newsletter. We will be changing this format to independent, confidential telephone surveys in 2021 because of Covid-19.

2. Housing Quality and Maintenance: 2019-2020



2. Housing Quality and Maintenance: 2019-2020 (cont.)



3. Neighbourhood and Community



4. Access to Housing and Support



5. Value for money



94%

tenants feel that their rent represents good value for money



100%

of factored owners are satisfied with the factoring service they receive



99.25%

rent collected as % of rent due



0.48%

gross rent arrears

5. Value for money (cont.)



6. Energy Improvements



7. Improving Performance 2013-2020

Over the last 7 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 repairs	% 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%
2019-2020	2.18 hours	2.97 days	99.26%

7. Easterhouse Groups: Benchmarking 2019- 2020

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 re-let properties
Blairtummock	88.87	2.35	3.5	97.01	2.42	10.26
Calvay	96.06	2.90	2.83	98.68	1.62	13.09
Easthall	92.86	2.63	3.91	87.31	1.92	5.35
Gardeen	98	2.18	2.97	99.2	0.37	1.4
Lochfield	90.27	2.04	3.52	98.69	2.77	16.60
Provanhall	88.8				1.37	4.65
Ruchazie	94.44	4.13	3.43	95.06	2.00	2.63
Wellhouse	83.13	2.06	3.72	99.81	7.55	14.46

Areas for Improvement

Gardeen Housing Association will continue to monitor performance and provide an efficient local service. Performance figures will be affected in 2020-2021 as we maintain social distancing guidelines to ensure the safety of contractors, tenants and staff. The Association began to provide a day to day repairs service again in August 2020. The lockdown period will have an impact on performance as the Association was unable to provide the full range of services.

COVID-19

Gardeen Housing Association will continue to follow Scottish Government advice on Covid -19. The office will remain closed until it is safe to re-open. All staff and consultants are working from home and we continue to provide all our services.



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

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?

.....
.....

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



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Website: www.gardeen.org.uk



@gardeenh



Open Weekdays 9:30am - 4:30pm

(Closed for lunch 12:30pm - 1:30pm,

and for training throughout Thursday morning)



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