

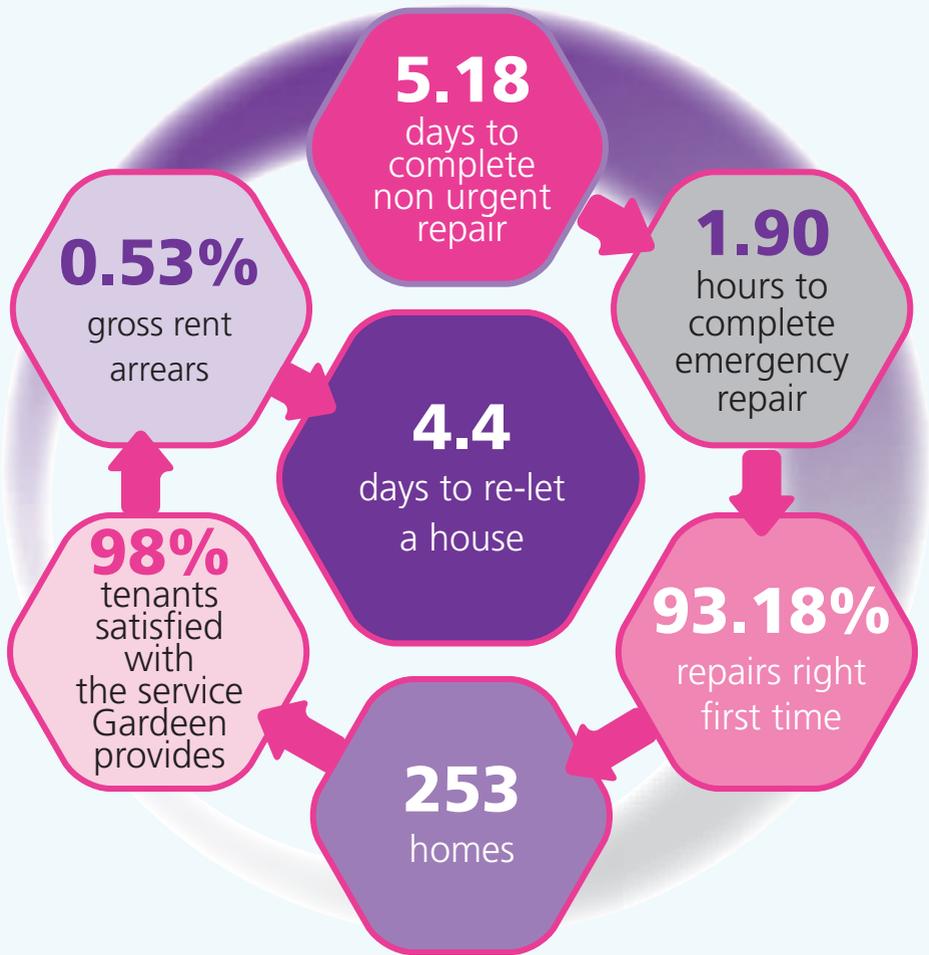


# GARDEEN HOUSING ASSOCIATION LTD PERFORMANCE REPORT 2021-2022

## MEETING THE SCOTTISH SOCIAL HOUSING CHARTER



## Key Performance



# CHAIRPERSON'S REPORT

This is my first year as Chairperson of Gardeen Housing Association. I am pleased to have been elected Chairperson. I know I will have the support of Committee and staff to help me carry out this new role.

Welcome to our Performance Report for 2021-2022. This report is a requirement of the Scottish Housing Regulator. This is our seventh report based on the Annual Return on the Charter (ARC).

The last two years have been challenging because of Covid-19 and this has had an impact on the Gardeen community and on the way that we deliver services. We are pleased to note that our performance was not affected during the changes that we made to services. Staff now work at home and in the office (hybrid working) and we will continue to monitor this to ensure that we continue to provide a friendly local service to you.

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 independent 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 heating; bathrooms and, in the future, new windows.

The Management Committee will also be submitting an Assurance Statement to the Scottish Housing Regulator by October 2022. 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)

We will continue to provide friendly local services to you in different ways. There will be many challenges for us all as we face new economic challenges.

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 2022

# TENANT AND LANDLORD 2021-2022

Applications for  
Gardeen homes  
Common Housing  
Register

**584**

Adaptations  
funded by  
Glasgow City  
Council

**£40,505**

**99.35%**

Tenants feel that  
Gardeen is good  
at keeping them  
informed about  
services and  
decisions

**93.55%**

Tenants are  
satisfied with  
the opportunities  
given to them  
to participate in  
decision making  
process

**93.55%**  
of tenants are  
satisfied with the  
services we provide  
**2021 Survey**

**98.75%**  
of tenants are  
satisfied with the  
repairs service

**Annual  
Tenant  
Feedback**

We ask your views on the service that we provide at the Annual General Meeting. We are pleased that we can now hold these meetings in person.

# HOUSING QUALITY & MAINTENANCE 2021-22

Average time  
to complete an  
emergency repair

**1.9 hours**

Average days to  
complete  
non-emergency  
repair

**5.18 days**

**93.18%**  
repairs were  
completed  
right  
first time

**84.52%**  
of tenants were  
satisfied with the  
quality of  
their home  
**2021 Survey**

# HOUSING QUALITY & MAINTENANCE 2021-22 cont.

spent on  
day to day  
repairs

**£125,726**

spent on  
planned  
maintenance

**£118,499**

# NEIGHBOURHOOD & COMMUNITY 2021-2022

**90.97%**

of tenants are satisfied with the management of the neighbourhood

**2021 Survey**

**100%**

anti-social behaviour cases reported and resolved

tenancy offer was refused

**1**

complaints about our service

**2**

# ACCESS TO HOUSING & SUPPORT 2021-2022

**15**  
homes became  
empty

**4.4**  
days to  
re-let home

**100%**  
of tenants  
remained  
in their home  
for more  
than a year.

# VALUE FOR MONEY 2021-2022

**90.97%**

tenants feel  
that their rent  
represents good  
value for money

**100%**

of factored owners  
are satisfied  
with the factoring  
service they receive

**2021 Survey**

rent collected  
as %  
of rent due

**99.4%**

gross  
rent  
arrears

**0.53%**

**£54.94**  
average  
management  
fee for owners

lost rent  
from  
empty homes

**0.07%**

# ENERGY IMPROVEMENTS 2021-2022



**ENERGY EFFICIENCY**

A hand points to a house-shaped energy efficiency scale with levels A through G. The scale is color-coded from green (A) to red (G). The letter 'A' is highlighted in a grey box to the right of the scale.

CO<sub>2</sub> ↓

Hand holding money icon

Leaf and plug icon

Factory icon

Bar chart icon

This graphic is set against a blue background with a hand pointing towards the right. It includes several icons: a CO2 reduction symbol, a hand holding a coin, a leaf with a plug, a factory, and a bar chart. The central focus is the 'ENERGY EFFICIENCY' text and the A-G scale.

# IMPROVING PERFORMANCE 2021-2022

## Improving Performance 2021-2022

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	Hours to complete emergency repairs	Average Working Days to complete non-emergency repair	% of repairs completed Right First Time
2019-2020	2.18 hours	2.97 days	99.26%
2020-2021	1.7 hours	5 days	94.5%
2021-2022	1.9 hours	5.18 days	93.18%

## Easterhouse Groups: Benchmarking 2021-2022

Landlord	%Satisfied with landlord	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	91.7%	4.1	3.53	99.31	3.38	18.6
Calvay	96.06%	2.94	3.73	98.43	3.11	22.03
Easthall	89.64%	2.65	5.62	80.65	2.85	15.73
Gardeen	93.55%	1.9	5.18	93.18	0.53	4.4
Lochfield	96.23%	3.36	3.18	98.8	3.71	35
Provanhall	94.4%	1.99	12.64	94.33	2.22	17.86
Ruchazie	90.41	3.69	6	84.93	2.66	15.4
Wellhouse	95.83	2.2	4.19	99.78	10.23	30

## Comparing Our Performance

	Gardeen HA	Scottish Average
Repairs Satisfaction	98.75%	88.01%
Gross Rent Arrears	0.53%	6.34%
Void Loss	0.07%	1.43%
Re-let times	4.4 days	51.57 days
Emergency Repairs	1.9 hours	4.16 hours
Non-Emergency Repairs	5.18 days	8.87 days

# AREAS FOR IMPROVEMENT 2021-2022

## Areas for Improvement

Gardeen Housing Association will continue to monitor performance and provide a friendly local service.

Performance figures may be affected in 2022-2023 due to the uncertain economic climate.

However, our performance remains high, when compared with the Scottish Average.

## COVID-19

Gardeen Housing Association will continue to follow Scottish Government advice on COVID-19 and we will continue to update you on any changes.



# 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)

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**

or email [info@gardeen.org.uk](mailto:info@gardeen.org.uk)





**Gardeen Housing Association Limited**

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Email: info@gardeen.org.uk  
Website: www.gardeen.org.uk

**Open Weekdays**

**9:30 am - 4:30 pm**

**Closed for lunch 12:30 pm - 1:30 pm**  
*and for training throughout  
Thursday morning*



@gardeenh



Gardeen Housing Association



INVESTOR IN PEOPLE



Healthy Working Lives