



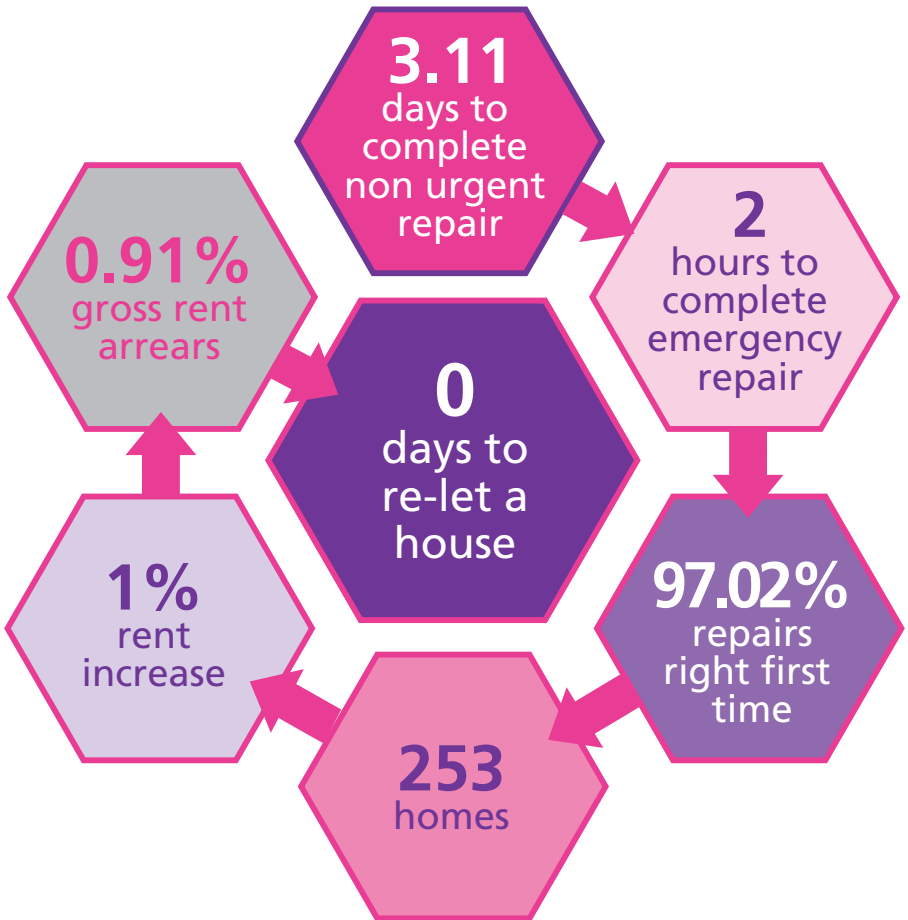
GARDEEN HOUSING
ASSOCIATION LTD

PERFORMANCE REPORT 2015-2016

MEETING THE SCOTTISH
SOCIAL HOUSING CHARTER



Gardeen Key Performance 2015 - 2016



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Chairperson's Report



Welcome to our Performance Report for 2015-2016. This is a requirement of the Scottish Housing Regulator. This is our third report based on the Annual Return on the Charter (ARC). The Charter Return will be reviewed in 2017 and we will keep you updated of any changes.

The ARC return is also based on the views that you provided in the resident satisfaction survey that we undertook in 2015.

The ARC return is an opportunity to look at our performance and how we measure up against other housing associations in Scotland.

We now have three years performance figures and are pleased to note that we have made improvements in getting repairs right first time and improved our response times to emergency and routine repairs.

We are continually seeking to improve our performance and improve the services that we provide to you. You can read more about the services we deliver in this report.

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.

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.

Colin Cameron

Chairperson

October 2016



The Scottish Social Housing Charter was introduced by the Scottish Government in 2012 and will be reviewed in 2017. It sets out what you can expect from Gardeen Housing Association. It lets you check our performance against other landlords and lets you know where we have performed well and where we can improve. We complete an Annual Return on the Charter (ARC) in May of each year.

The Scottish Housing Regulator is responsible for monitoring performance against the Charter and will publish a landlord report on Gardeen Housing Association each August. This is produced on page 5 of this report. We then provide a Gardeen Performance Report in October of each year.

We are measured against 14 outcomes:

Tenant and Landlord

1. Equalities
2. Communication with tenants
3. Involving tenants in what we do Housing Quality and Maintenance

Housing Quality and Maintenance

4. Quality of Housing
5. Repairs, Maintenance and Property Improvements

Neighbourhood and Community

6. Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes

Access to Housing and Support

7. Housing Options
8. Advice to Housing Applicants
9. Preventing Homelessness
10. Applying for a Gardeen Home
11. Tenancy support

Getting Value for Money

12. Good Services Provided to You
13. Rents – what service do you receive
14. Information on how your rent is spent

Landlord Report 2015-2016

The Scottish Housing Regulator has published a landlord report on how Gardeen Housing Association has performed during 2015-2016.

A copy of the report from the Scottish Housing Regulator is available on our website and is provided below.

Landlord report How your landlord told us it performed in 2015/2016



Gardeen Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2014/2015.

Homes and rents

At 31 March 2015 your landlord owned 254 homes. The total rent due to your landlord for the year was £866,460. Your landlord increased its weekly rent on average by 2.00% from the previous year.

Average weekly rents

Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	0	£0.00	£65.94	- %
2 apartment	27	£55.59	£70.39	21%
3 apartment	115	£64.00	£71.55	10.5%
4 apartment	86	£68.86	£77.60	11.3%
5 apartment	25	£82.43	£85.98	4.1%

Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **93.0%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89%.
- » **99.7%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 90.6%.
- » **94.7%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 81.3%.

Quality and maintenance of homes

- » **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 92.8%.
- » The average time your landlord took to complete **emergency repairs** was **2 hours**, compared to the Scottish average of 5.1 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **3.1 days**, compared to the Scottish average of 7.5 days.
- » Your landlord completed **97.0%** of **reactive repairs 'right first time'** compared to the Scottish average of 91.3%.
- » Your landlord does operate a **repairs appointment system**. It kept **98.2%** of **appointments** compared to the Scottish average of 94.4%.
- » **100.0%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 89.9%

Neighbourhoods

- » For every 100 of your landlord's homes, **13.8 cases** of **anti-social behaviour** were reported in the last year.
- » **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 86.6%.

Value for money

- » The amount of money your landlord collected for current and past rent was equal to **99.1%** of the **total rent** it was due in the year, compared to the Scottish average of 99.5%.
- » It did not collect **0.0%** of rent due because **homes were empty**, compared to the Scottish average of 1.0%.
- » It took an average of **0.0 days** to **re-let homes**, compared to the Scottish average of 35.4 days.

Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at www.scottishhousingregulator.gov.uk

Equalities, Communication and Participation

We understand the importance of keeping you informed about the work that we do and listening to your views. As an equal opportunities organisation we are seeking to ensure that all parts of the community are able to access our services.

Equalities

Did you know that we received 320 applications for new homes in 2015-2016?

Of these:

89.% were from white applicants

0.0% were from Mixed backgrounds

1.5% were from Asian Backgrounds

6.2 % were from Black backgrounds

1.6% were from other backgrounds

1.6% were from unknown backgrounds

26% of applicants said they had a disability

Did you know that we also completed 21 medical adaptations to help tenants stay in their homes?

We are also a member of Happy to Translate to help applicants and tenants who may not use English as their first language.



Communication and Participation

We carried out a tenant satisfaction survey in 2015.

Did you know that 93% of our tenants stated that they were satisfied with the services provided by Gardeen?

This compares to the Scottish average of 89%

2012 97% Overall service from Gardeen satisfaction level

2015 93% Overall service from Gardeen satisfaction level

You told us in 2015	We did
94% prefer letters	We continue to send individual letters to tenants regarding their tenancy or to invite them to the AGM or customer focus groups.
18% prefer newsletter	We issue a newsletter 4 times a year and request comments from tenants, owners and applicants.
75% have internet access (up from 57% in 2012)	We use Facebook, website and Twitter to keep tenants updated. We offer internet access in our office. We email and text tenants as appropriate.
38% of tenants aged 16-34 use Facebook/Twitter to get information about the Association	We continue to provide regular social media updates.

Did you know that 92% of tenants were satisfied that Gardeen listens to your views and acts upon them?



Communication and Participation

Gardeen Charter Customer Focus Group

We have introduced a Customer Charter Focus Group where you can tell us directly how we can improve the service to you. The Director holds the group twice a year and it is open to all residents. This is helping to shape our service and we have tackled issues like dog fouling and anti-social behaviour with the support of the Customer Charter Focus Group. You continue to tell us that you:

- like the local office
- like the fact that you get to know the staff
- like the repairs service and use of local contractors

We also encourage attendance at our Annual General Meeting and we will be looking at other ways to feedback on what you have told us. As we are located in the heart of the community, many of you prefer to speak to us face to face or by phone.

Management Committee

The Management Committee is made up of a majority of local tenants who make decisions on behalf of the community and we always welcome new members. Training and support is provided. If you are interested in becoming a Committee member please contact Roslyn at the office.



Housing Quality and Maintenance

We know that your priority is to receive a quality repairs service. We are continually seeking to improve this service to you by making best use of the money that we receive from you in rent.

Did you know that 90.35% of Gardeen tenants continue to be satisfied with the quality of their home.

2012	90%	Quality of home satisfaction level
2015	90.35%	Quality of home satisfaction level

We are embarking on a programme of new boilers, kitchens and bathrooms that will improve levels of satisfaction.

Did you know that all of our properties met the Scottish Housing Quality Standard? This compares with a Scottish Average of 85.4%.

We invested £113,300 on major repairs in 2015-2016. This included new bathrooms, kitchens and a painterwork programme.

We carried out 100% of gas safety inspections within 12 months of the previous inspection.

Did you know that we spent £108,305 on day to day repairs in 2015-2016?

We completed 1193 reactive repairs. This is an average of 4.72 repairs per property.



Housing Quality and Maintenance

Housing Quality and Maintenance

2012 97% Satisfaction level

2015 100% Satisfaction level

100% of tenants stated that they had repairs or maintenance carried out in the last 12 months and were satisfied with the repairs and maintenance service provided by Gardeen Housing Association.

Did you know we completed non emergency repairs in an average of 3.11 days?

This is an improvement from 2014-2015 where we achieved 3.77 days and an improvement from 2013-2014 where we achieved 4.16 days.

This compares to the Scottish average of 7.5 days.

Did you know that we completed emergency repairs in an average of 2 hours?

This is an improvement from 2014-2015 where we achieved 2.11 hours and an improvement from 2013-2014 where we achieved 4.11 hours.

This compares to the Scottish average of 5.1 hours.

Did you know that we completed 97.02% of reactive repairs right first time? This compares to the Scottish average of 91.3%

We can provide a quick and efficient repairs service as we work closely with local contractors and tenants to ensure good communication and monitoring of costs. We aim to expand apprentice opportunities in the future by working closely with our local contractors.

Neighbourhood and Community

Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes.

We understand a safe, attractive environment is important if we want to make a difference to the Gardeen area.

Did you know that 96.49% of tenants were satisfied with the management of the neighbourhood?

We employ a local contractor to work in the Gardeen area to pick up litter, clean back courts and closes, pick up bulk rubbish and cut grass. You can help us reduce this cost by helping to look after your garden and picking up any litter in your garden.

Dog fouling continues to be a challenge and we will work with partners to fine tenants to discourage this anti-social behaviour.

Each year we hold a gardening competition to recognise the hard work and effort that tenants have put into their gardens.

We work in partnership with Glasgow City Council that provides many of the services in the neighbourhood including road sweeping, bulk uplift, street and close lighting. You pay for these services through the Council Tax. There may be reductions or changes to these service in the future as there are cuts to the budget of Glasgow City Council and other partners.

We will continue to work with our partners to maintain the Gardeen area to make it a pleasant place to live in. We hope to encourage tenants to grow food in the future.



Neighbourhood and Community

Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes.

Anti-Social Behaviour

In 2015-2016, we received 35 complaints of anti-social behaviour. Most of the complaints were related to noise and also included playing football and neighbour disputes. We were able to respond to all complaints within the timescales.

This compares with 21 complaints that we received in 2014-2015. We encourage tenants, owners and applicants to make complaints to allow us to improve our service to tenants.

Service Complaints

If you have a complaint about any of our services then please let us know and we will try to put things right. We have adopted a Model Complaints Policy and if you are not satisfied then you have the right to complain to the Scottish Public Services Ombudsman (SPSO).

We received 6 complaints about our service and upheld three of them.

You said	We did
<ul style="list-style-type: none">• Dissatisfaction with clean up following repair work	<ul style="list-style-type: none">• Joint visit to tenant's property with contractor - upheld
<ul style="list-style-type: none">• Dissatisfaction with contractor's performance re. stair cleaning	<ul style="list-style-type: none">• Joint visit to communal close with contractor – not upheld
<ul style="list-style-type: none">• Dissatisfaction with contractor's performance re. building work	<ul style="list-style-type: none">• Joint visit to tenant's property with contractor – not upheld
<ul style="list-style-type: none">• Dissatisfaction with standard of turf installation at former playpark	<ul style="list-style-type: none">• Joint visit to area with contractor – upheld
<ul style="list-style-type: none">• Dissatisfied with standard of gas engineer's work	<ul style="list-style-type: none">• Association raised concerns with contractor which they actioned internally – upheld
<ul style="list-style-type: none">• Length of time taken to attend out of hours repair	<ul style="list-style-type: none">• Reminded contractor of attendance times. New out of hours contractors in place for 2016/17 – not upheld

Tenancy Sustainment

We want to encourage tenants to continue live in the area and to take a move elsewhere for positive reasons. Tenancy sustainment is therefore an important target for us.

In 2015-2016, 90% of tenancies were sustained for more than a year. We try to help tenants manage their tenancies by providing information, support and help where required. Tenancy sustainment is not always possible as tenants may seek new housing as a result of a positive event such as a job or college offer, or a more suitable home.

We have introduced a new common housing allocation policy by working in partnership with three other housing associations based in Greater Easterhouse. We want to ensure that applicants are being offered the most appropriate property and that new tenancies are successful. Satisfaction levels remain high following the introduction of this new policy and re-let times are low. This reduces the process for applicants.



Access to Housing and Support

Did you know that Gardeen Housing Association is one of the smallest landlords in Easterhouse and owns and manages 253 homes for rent?

Due to our size, we can get to know all our tenants and provide a service based on a good knowledge and relationship with our tenants.

In 2015/2016, we re-let 24 properties. This compares with 25 relets in 2014-2015.



Allocations

We operate a Common Housing Register and at March 2016, there were 320 applicants interested in a home with Gardeen Housing Association.

Do you know that we have a legal duty to assist in the prevention of homelessness?

The Scottish Government have agreed a target to reduce homelessness. As a result we offer re-lets to Glasgow City Council who will refer an applicant who they have assessed as homeless. We are required to comply by law.

In 2015/2016, of the 24 re-lets, 2 were from applicants assessed as homeless by Glasgow City Council.

Value for Money, Rents and Service Charges

The last few years have been challenging for everyone as there is less money to go around and costs are rising.

We are encouraged that in the 2015 survey, 85.96% of tenants were satisfied with the rent charge that was paid.

We regularly review our future plans and rent increases are applied to make sure that we have sufficient funds to provide new kitchens, bathrooms, boilers and painterwork. We use information from the stock condition surveys, our records and receive input from the maintenance and finance consultant.

The rent increase in 2015 was 1% and we will aim to keep rents affordable while ensuring that there are sufficient funds to continue to invest in Gardeen homes.

Did you know that the gross arrears at the end of March 2016 as a percentage of rent due was 0.91%?

This means that we collect almost all the rent that is due to us. This means that tenants are supported and assisted to pay their rent. Rental income allows us to continue to deliver our service to you. Our performance is excellent and we compare well with other housing associations in the area.

Did you know that we lost no income when our properties became empty?

This means that Gardeen homes remain popular and by working closely with our contractors we are able to allocate homes quickly. Our performance in this area is excellent and again we compare well when compared with other housing associations in the area.

Value for Money, Rents and Service Charges

Information on Spend

The Charter Customer Focus Group told us that they do not want to receive any additional information on expenditure. We will continue to monitor this position.



Value for Money

We aim to provide an effective and efficient service to tenants and we constantly monitor costs. If there are any areas that you think are not providing value for money then please let us know.

Benchmarking 2013 - 2016

We have now completed 3 years ARC return based on the Scottish Housing Charter. We are pleased to note improved performance in the following areas:

ARC return	Hours to complete complete emergency repairs	Average Working Days to complete non-emergency repair	% of repairs completed right first time
2013-2014	4.1 hours	4.16 days	95.09%
2014-2015	2.13	3.77 days	96.65%
2015-2016	2 hours	3.11 days	97.02%

We are seeking to maintain our performance to ensure that you receive a good, local service from Gardeen Housing Association.

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

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 at the office on 0141 771 9590.



Gardeen Housing Association Limited

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@gardeenh



Open Weekdays 9:30am - 4:30pm

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and for training throughout Thursday morning)



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