



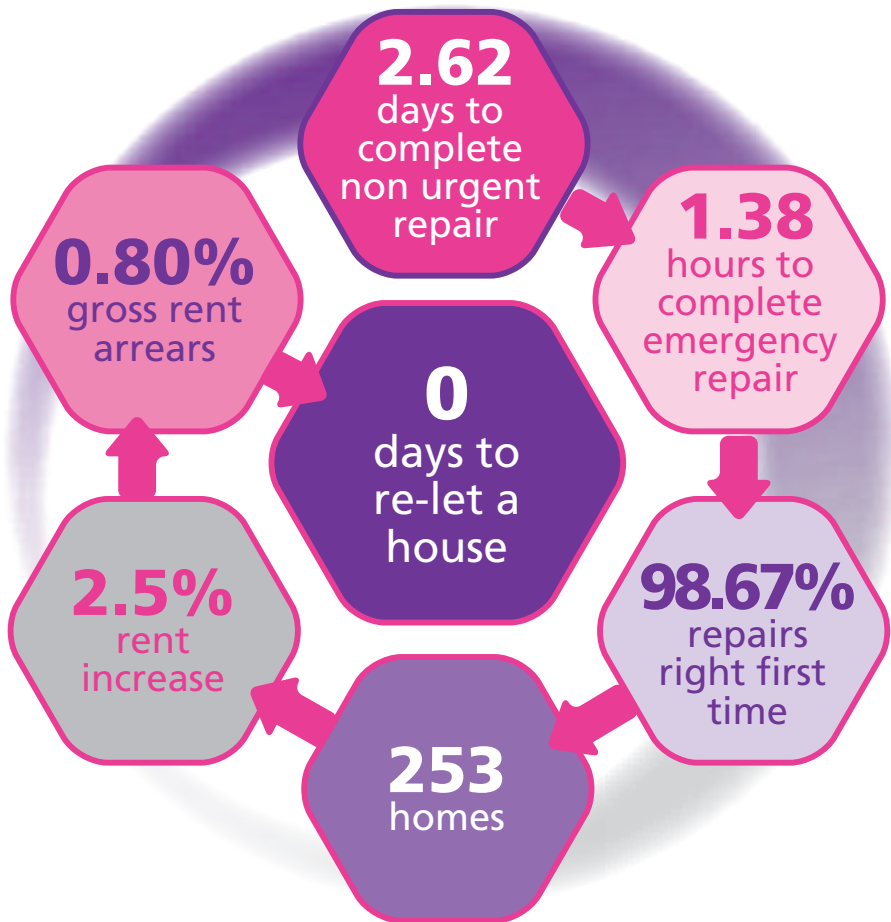
GARDEEN HOUSING
ASSOCIATION LTD

PERFORMANCE REPORT 2016-2017

MEETING THE SCOTTISH
SOCIAL HOUSING CHARTER



Gardeen Housing Association
Charter Report 2016 - 2017
Key Performance



Chairperson's Report

Welcome to our Performance Report for 2016-2017.

This is a requirement of the Scottish Housing Regulator. This is our fourth report based on the Annual Return on the Charter (ARC). The Charter was reviewed in 2017.

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

We now have four 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 emergency and routine repairs.

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.

You provided feedback to us in 2015 and we will be carrying out another resident satisfaction survey in 2018 and we want to hear your views. You can also compare our performance by visiting the Scottish Housing Regulator website **www.scottishhousingregulator.gov.uk**

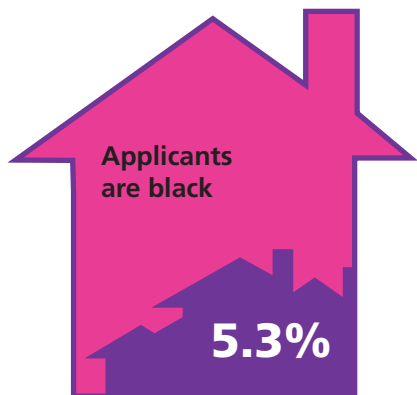
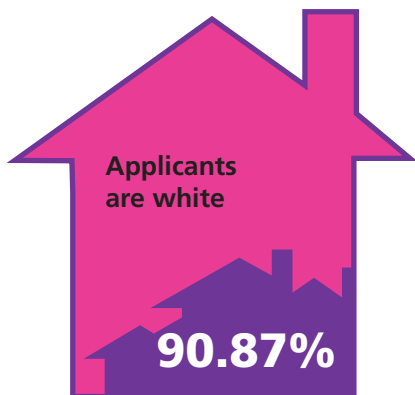
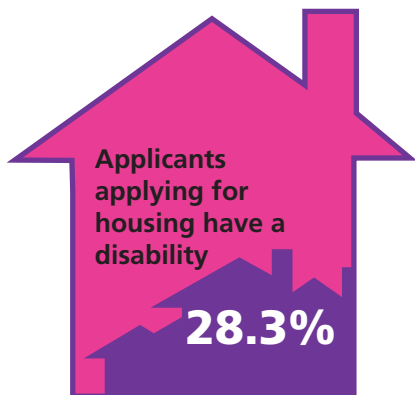
If you have any comments regarding the Performance Report then please contact the Association by emailing info@gardeen.org.uk or calling 0141 771 9590.

I hope that you will enjoy reading this report.

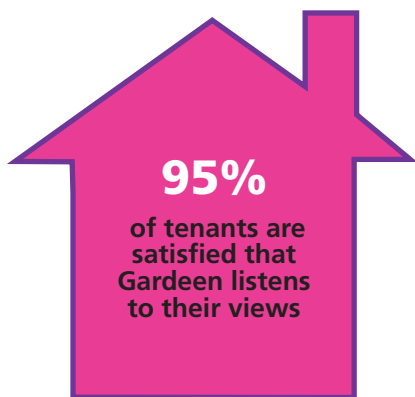
Marion Leat
Chairperson
October 2017



1. Tenant and Landlord



1. Tenant and Landlord




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.

We will update our information in 2018 when we undertake a new resident satisfaction survey.




2. Housing Quality and Maintenance: 2016-2017

A stylized house icon with a purple roof and a pink chimney. The interior of the house is white, and the text is in pink and black.

Average time to
complete an
emergency repair:

1.38hrs

A stylized house icon with a purple roof and a pink chimney. The interior of the house is white, and the text is in pink and black.

Average time to
complete
non-emergency
repair:

**2.62
days**

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98.67%

repairs were
completed right
first time

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90.35%

of tenants were
satisfied with
the quality of
their home

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£95,490

spent on day
to day repairs

A stylized house icon with a purple roof and a pink chimney. The interior of the house is white, and the text is in pink and black.

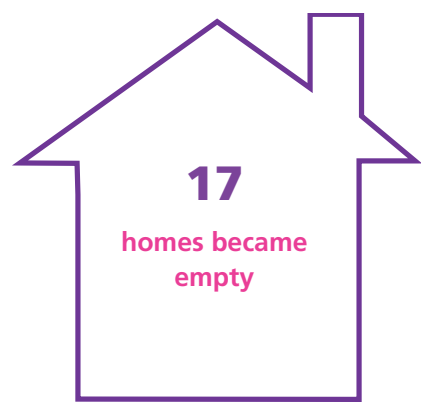
£110,115

spent on planned
maintenance,
including kitchens,
boilers and full
central heating

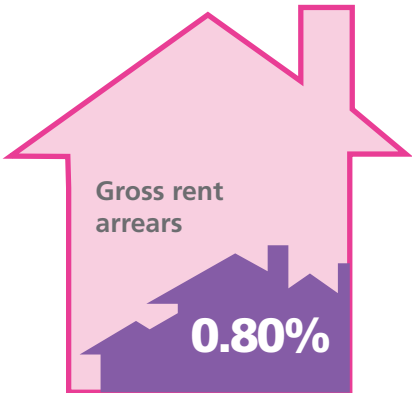
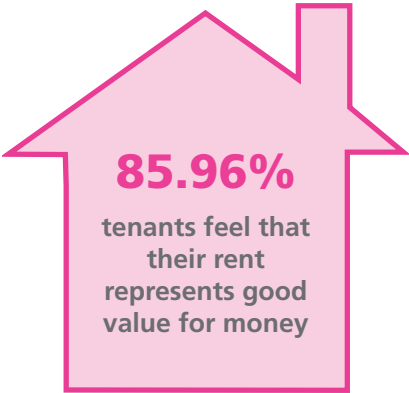
3. Neighbourhood and Community 2016-2017



4. Access to Housing and Support 2016-2017



5. Value for Money 2016-2017



6. Improving Performance 2013-2016

Over the last 4 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	4.10 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%



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 Ltd
Building a Better Future



Gardeen Housing Association Limited

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Email: info@gardeen.co.uk

Website: www.scottishhousingconnections.org/shcc



@gardeenh



Open Weekdays 9:30am - 4:30pm

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

and for training throughout Thursday morning)

