



# **Kingsbridge Cleddans**

**HOUSING ASSOCIATION LTD**

**Annual Report on  
Meeting the Requirements  
of the Scottish Social  
Housing Charter  
2017 - 2018**



**IMPROVING STANDARDS • INSPIRING CHANGE**

# Introduction

The purpose of this report is to highlight the progress of Kingsridge Cleddans Housing Association in meeting the requirements of The Scottish Social Housing Charter.

The report will highlight how we performed against specific outcomes and standards which are set out in the Charter and compare our performance with other landlords in the Drumchapel area who are members of Drumchapel Community Ownership Group (DRUMCOG). We will also report our performance against the national average.

We hope that our reporting format will highlight areas where our performance is good and identify areas where improvement is required.

We will use a traffic light system to demonstrate how our performance compares with the national average for each indicator.

**Green** = Better than National Average

**Amber** = Average

**Red** = Improvement required



# What is the Scottish Social Housing Charter?

The Scottish Government introduced the Social Housing Charter in April 2012 and it contains a broad range of standards and outcomes that Registered Social Landlords should strive to achieve when delivering services to our customers. The Charter aims to improve the quality and standards of services provided by all social landlords operating in Scotland.

The Charter contains 5 broad headings and 14 outcomes and standards that are relevant to the Association:

## **Customer/Landlord Relationship** Outcomes 1, 2 & 3



Equalities  
Communication  
Participation

## **Housing Quality & Maintenance** Outcomes 4 & 5



Quality of Housing  
Repairs, maintenance  
And improvements.

## **Neighbourhood & Community** Outcome 6



Estate Management,  
Anti social behaviour  
Neighbour nuisance  
and tenancy disputes.

## **Access to Housing and Support** Outcomes 7, 8, 9, 10 & 11



Housing Options  
Access to Social Housing  
Tenancy sustainment

## **Getting good value for rents and Service charges**



Value for money  
Rents & Service Charges

This is our fifth report on the Scottish Social Housing Charter and we hope that you find the information in this report helpful in assessing our performance. We would welcome any comment or feedback on our charter report and a comment sheet is enclosed for your convenience.

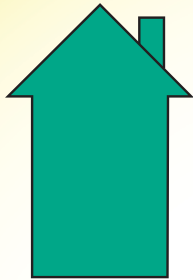


# The Customer/Landlord Relationship Equalities, Communication and Participation

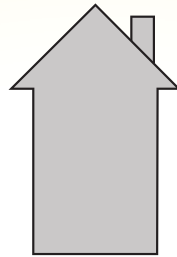
## Our Results:

Percentage of tenants satisfied with  
The overall service provided by their landlord.

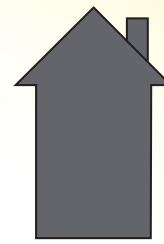
### Results



Kingsridge Cleddans  
Housing Association  
100.00%

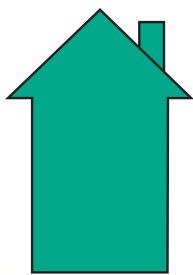


DRUMCOG  
Average 94.44%

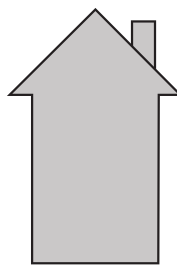


National Average  
90.5%

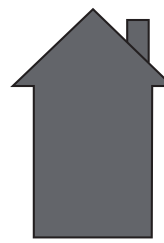
Percentage of tenants who feel that their landlord is good  
about keeping them informed about their services and decisions.



Kingsridge Cleddans  
Housing Association  
98.33%

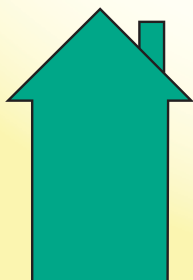


DRUMCOG  
Average 96.77%

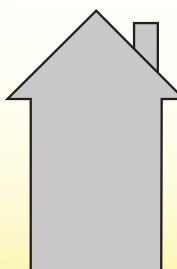


National Average  
91.7%

Percentage of tenants satisfied with the opportunities given to them to participate  
in the landlords decision making process.



Kingsridge Cleddans  
Housing Association  
100%



DRUMCOG  
Average 98.32%



National Average  
85.9%

## Equalities

It is a requirement of the Charter that every tenant and other customer have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

We have a good understanding of the profile of our tenants and applicants on our housing list. At 31st March, 2018 we had 800 applicants on our housing list and of this number, 114 were applicants from ethnic minorities. We review our housing list annually to ensure all applicants on our list are actively seeking housing and to take account of changing needs and circumstances.

We also subscribe to Happy to Translate, which is an award winning not-for-profit initiative which uses an easily recognised logo and incorporates specialist tools to help people whose first language is not English. This helps ensure that there are no impediments to prevent anyone receiving information on our services.

## Scottish Public Service Ombudsman (SPSO) Model Complaints Handling

Percentage of 1st and 2nd stage non equalities complaints responded to in full last year that were resolved by the Association and also the percentage upheld.

<b>1st Stage</b>	<b>KCHA</b>	<b>Drumcog Total</b>	<b>National Average</b>
Number Received	5	64	No figure available
Number responded to	5 (100%)	98.44%	No figure available
Number Upheld	2 (40%)	51.56%	53.3%
Responded to within timescale	4 (80%)	92.06%	86.3%
<b>2nd Stage</b>			
Number Received	1	7	
Responded to within timescale	1 (100%)	100%	83.3%
Number Upheld	1	85.71%	46.1%

## Comments on the customer/landlord relationship.

The Association carry out tenant satisfaction surveys in house, as part of our programmed tenancy inspection visits. We have a target in place to survey 33% of our tenants every year to ensure that we have comprehensive tenant satisfaction data for all of our tenants on a rolling basis.

Due to a long term staff illness situation, we only collated tenant satisfaction data for 21.2%% of our tenants during 2017 - 2018

Since 2014 – 2015 we have surveyed 70% of our mainstream tenants

Methods of consultation used by the Association include:

Annual rent increase proposals.

Tenant choice options for planned renewal projects.

Post completion surveys.

Tenant consultation register.

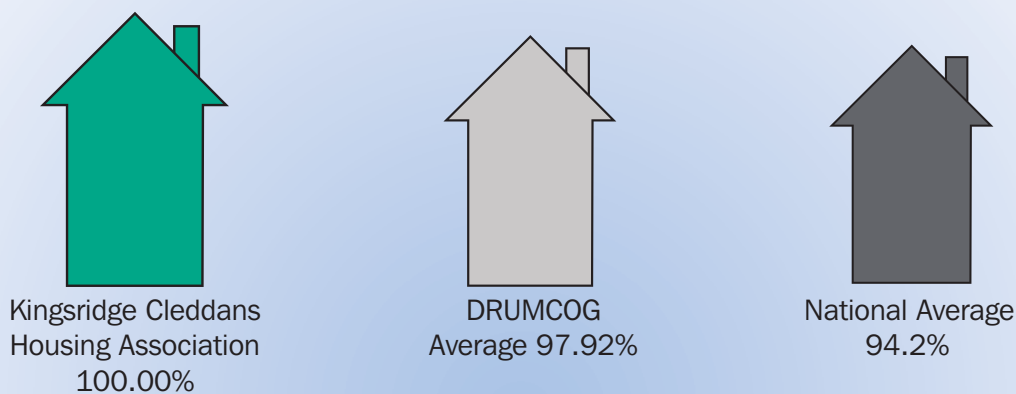
# Housing Quality and Maintenance

It is a requirement of the Charter that tenants' homes meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter. The SHQS requires that our properties meet minimum defined criteria and be:

- Compliant with the current tolerable standard Must be free from serious disrepair
- Must be energy efficient
- Must have modern facilities and services Must be healthy, safe and secure.

## Our Results

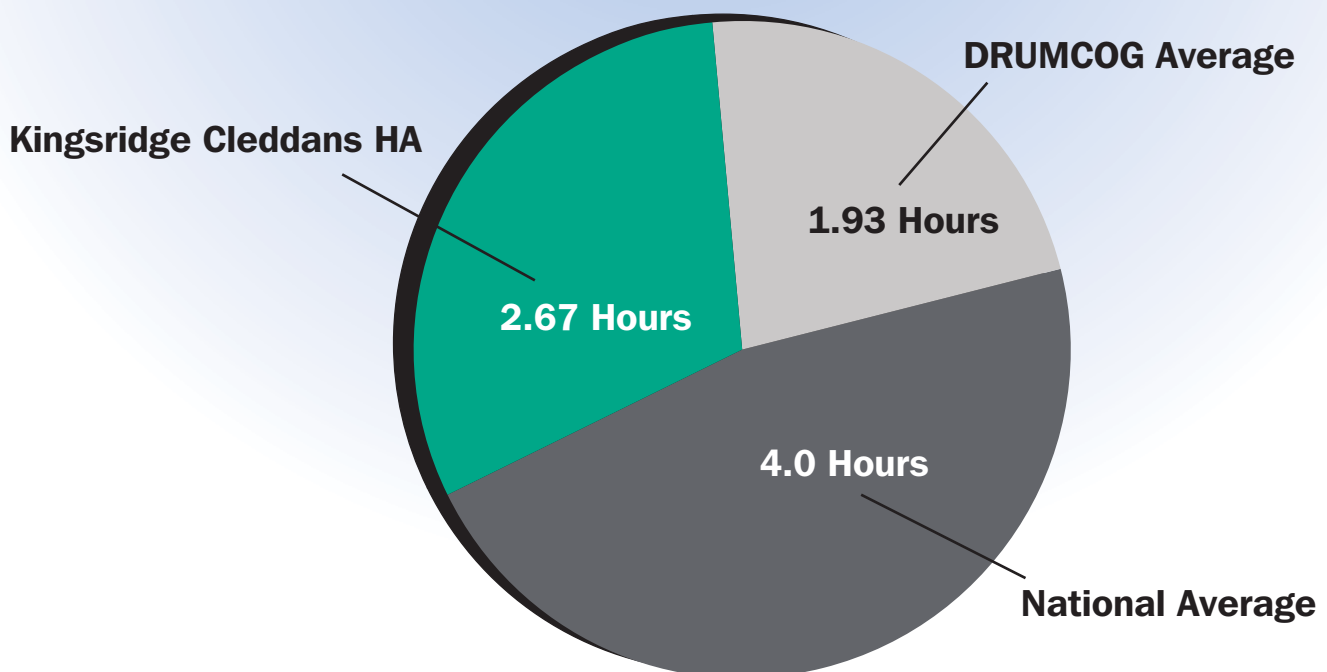
Percentage of stock meeting the SHQS at 31st March, 2017



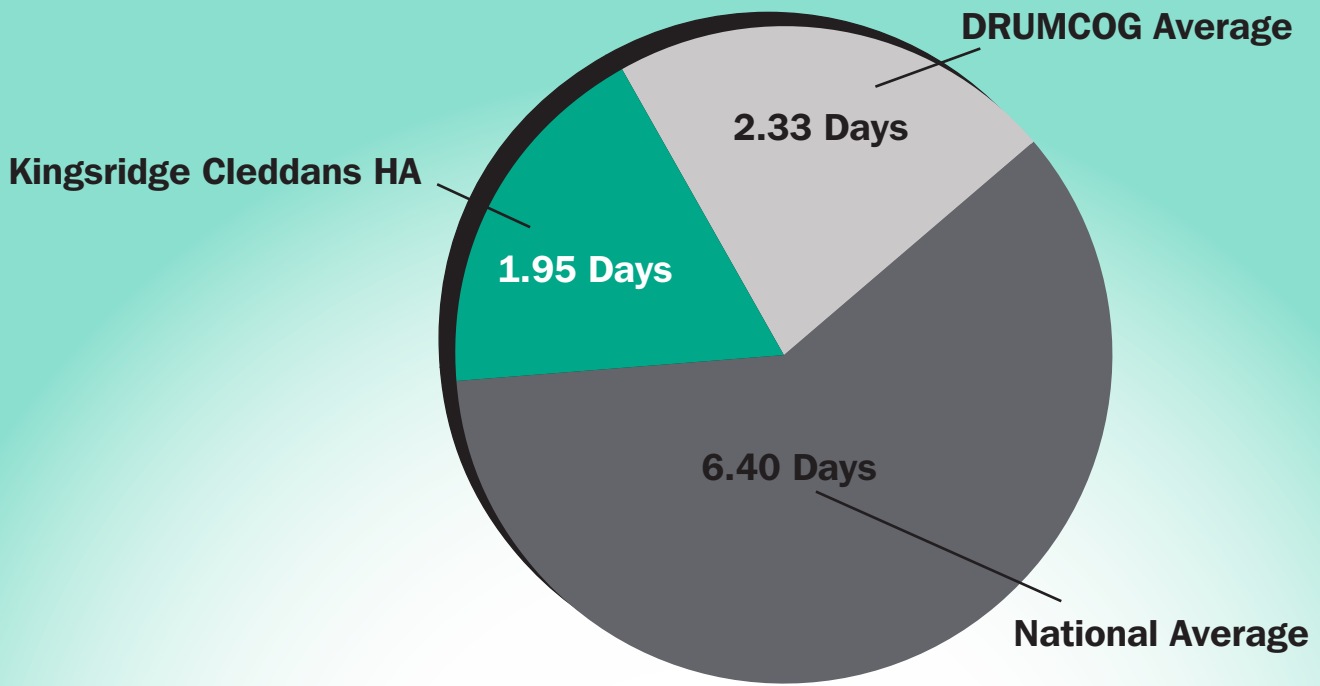
## Repairs, Maintenance and Improvements.

Tenants' homes are well maintained, with repairs and improvements carried out when required and tenants are given reasonable choices about when work is done.

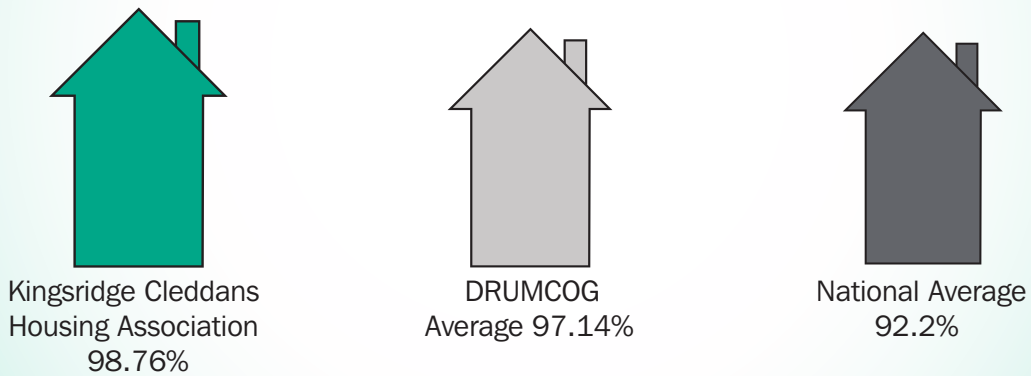
**Average length of time taken to complete emergency repairs.**



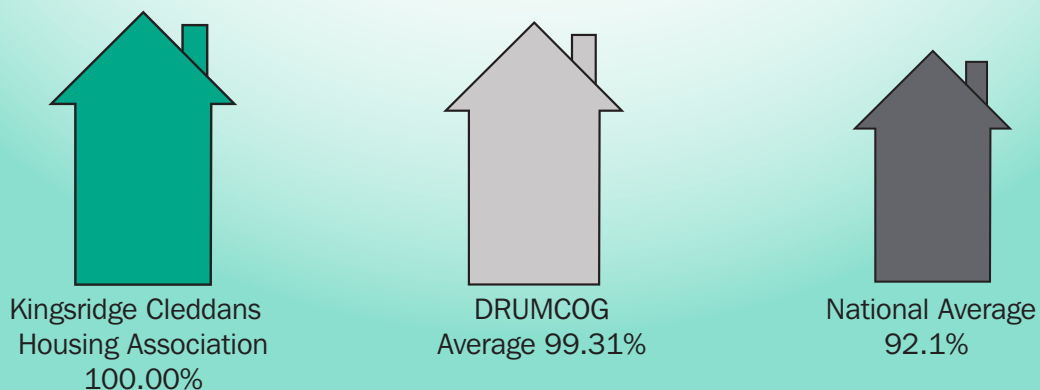
**Average length of time taken to complete non-emergency repairs**



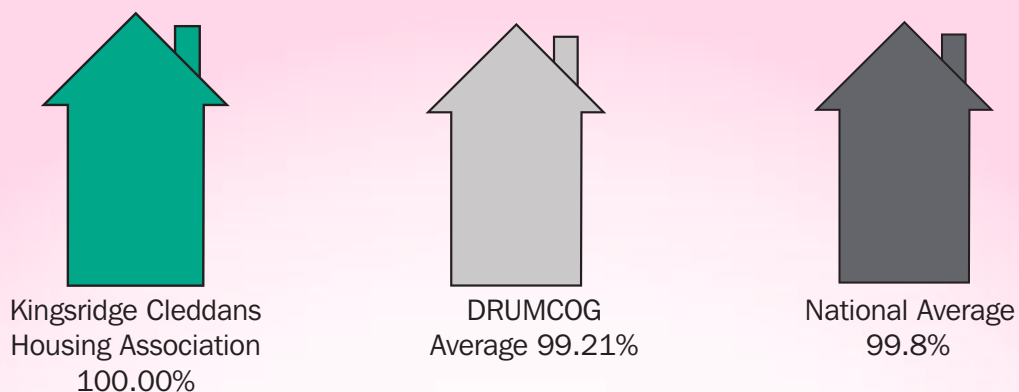
**Percentage of reactive repairs carried out in the last year completed first time**



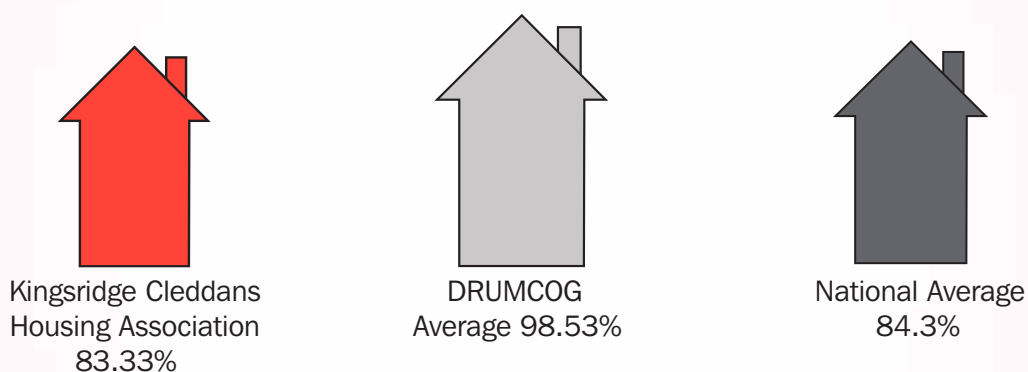
**Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.**



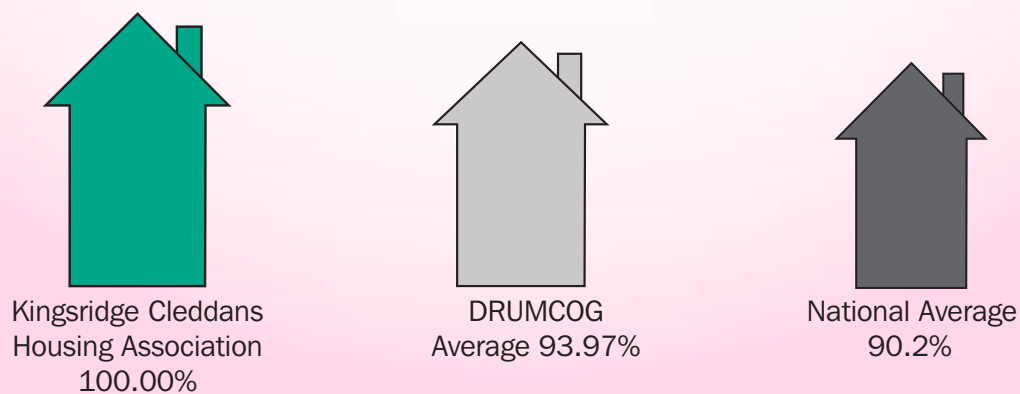
**Percentage of properties that had a gas safety check and record completed by the anniversary date**



**Percentage of approved applications for medical adaptations completed during the reporting year.**



**Percentage of tenants satisfied with the standard of their home when moving in.**





# Comments on Repairs, Maintenance and Improvements

The Association is committed to ensure that our properties are well maintained in order to protect the substantial investment that has been committed to provide good quality homes at affordable rents. We will strive to do this by delivering a professional, responsive and cost effective maintenance service and we will carry out planned renewals and cyclical maintenance in accordance with timescales set out in our life cycle costing programmes. We will also carry out stock condition surveys every 3 years in order that we have comprehensive and up to date information on our stock. This will enable us to constantly review and update our planned maintenance programme and ensure that we set aside sufficient funds to meet our longer term maintenance requirements.



We receive an annual budget from Glasgow City Council to carry out medical adaptations to existing properties. As demand for this type of work often exceeds our budget we were left in a position where we were unable to complete adaptation referrals after the budget had been spent. We will now strive to ensure that all requests are completed in the year they are received and will look to fund such requests from our maintenance budget.

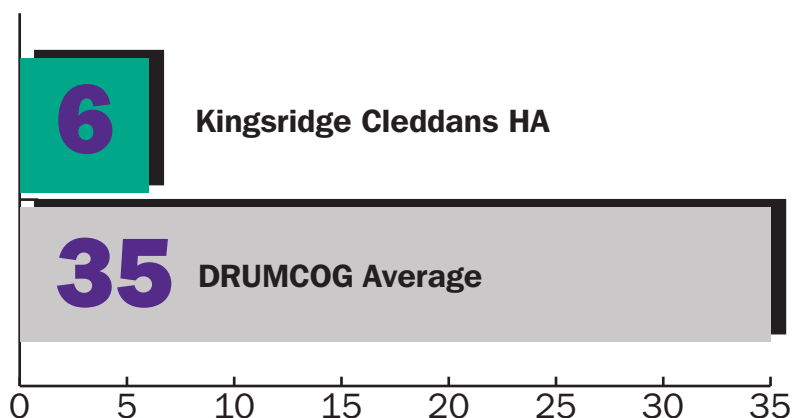
## Neighbourhood and Community

This includes estate management, anti-social behaviour, neighbour nuisance and tenancy disputes. The Charter states that Registered Social Landlords, working in partnership with other agencies, help to ensure that:

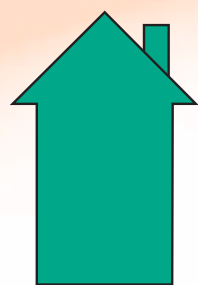
**Tenants and other customers live in well maintained neighbourhoods where they feel safe.**

### Our Results

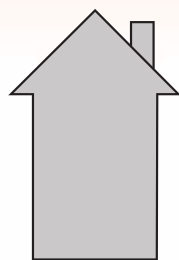
The number of cases of anti-social behaviour reported in the reporting year.



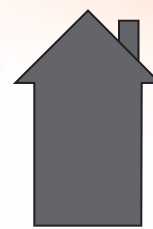
## Percentage of anti social behaviour cases reported in the last year that were resolved within locally agreed targets.



Kingsridge Cleddans  
Housing Association  
100.00%



DRUMCOG  
Average 97.3%

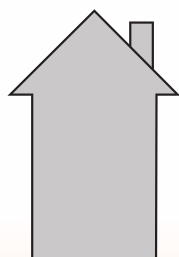


National Average  
87.9%

## Percentage of tenants satisfied with the management of the neighbourhood they live in.



Kingsridge Cleddans  
Housing Association  
98.33%



DRUMCOG  
Average 91.85%



National Average  
88.0%

## Comments on Neighbourhood and Community.

The Association works in partnerships with local agencies and Local Authority partners to try and ensure that we have well maintained and well managed neighbourhoods where residents feel safe. We carry out weekly estate management inspections in order to highlight problems and take corrective action to deal with any problems identified. A strong pro- active estate management strategy is pivotal to this and helps protect the substantial investment that has been committed to regenerate the area. We facilitate an annual garden competition to try and stimulate community pride.

We also work closely with the police to try and identify crime hotspots and provide information on serious crime such as drug dealing.

Effective management of our properties will remain an ongoing priority for the Association and we will not hesitate to take strong and firm action against any resident who is involved in serious and persistent breaches of the tenancy agreement. We have a good track record of dealing with and resolving anti- social behaviour and neighbour disputes.



# Access to Housing and Support.

## Housing Options

The Charter sets out a requirement for Registered Social Landlords to work together to ensure that:

People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.

Tenants and people on housing lists can review their housing options.

People at risk of losing their homes get advice on preventing homelessness

## Access to Social Housing

The Charter sets out a requirement for Registered Social Landlords to ensure that people looking for housing find it easy to apply to the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

## Tenancy Sustainment

The Charter sets out a requirement for Registered Social Landlords to ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure that suitable support is available, including services provided directly by the RSL and by other organisations.

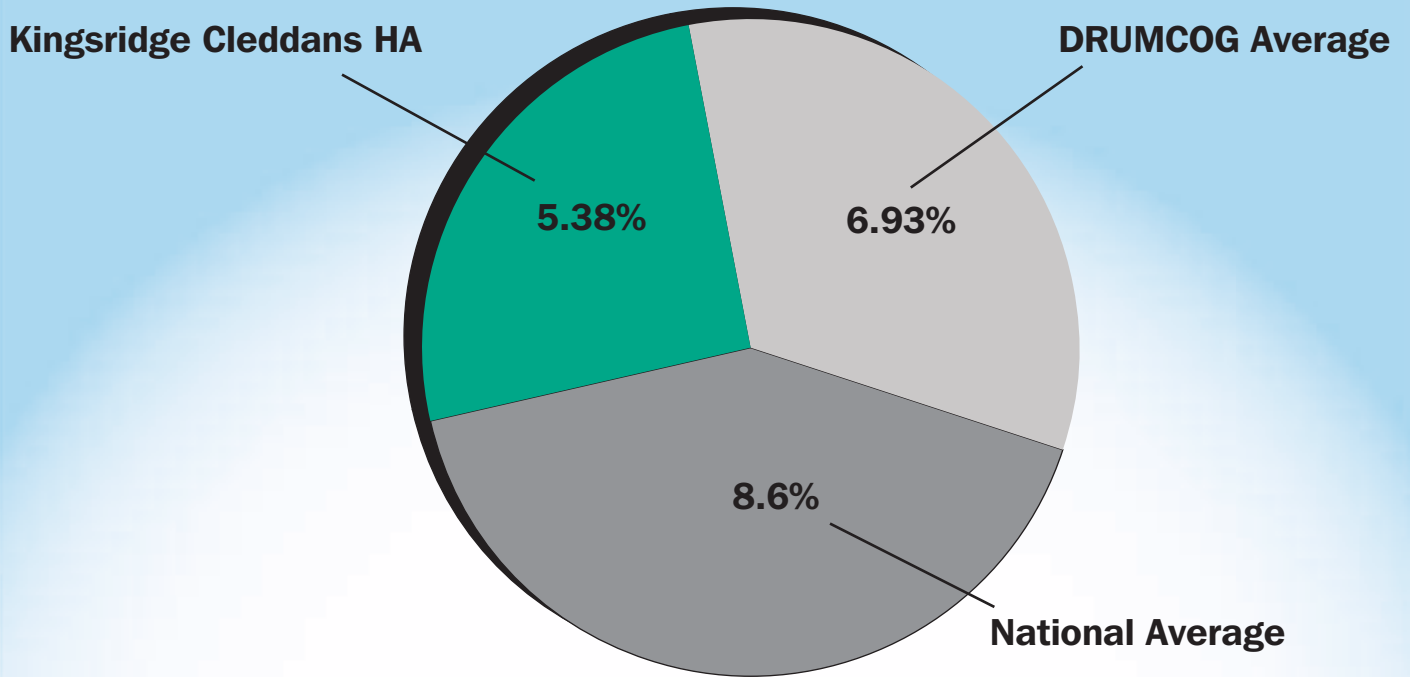


## Our Results

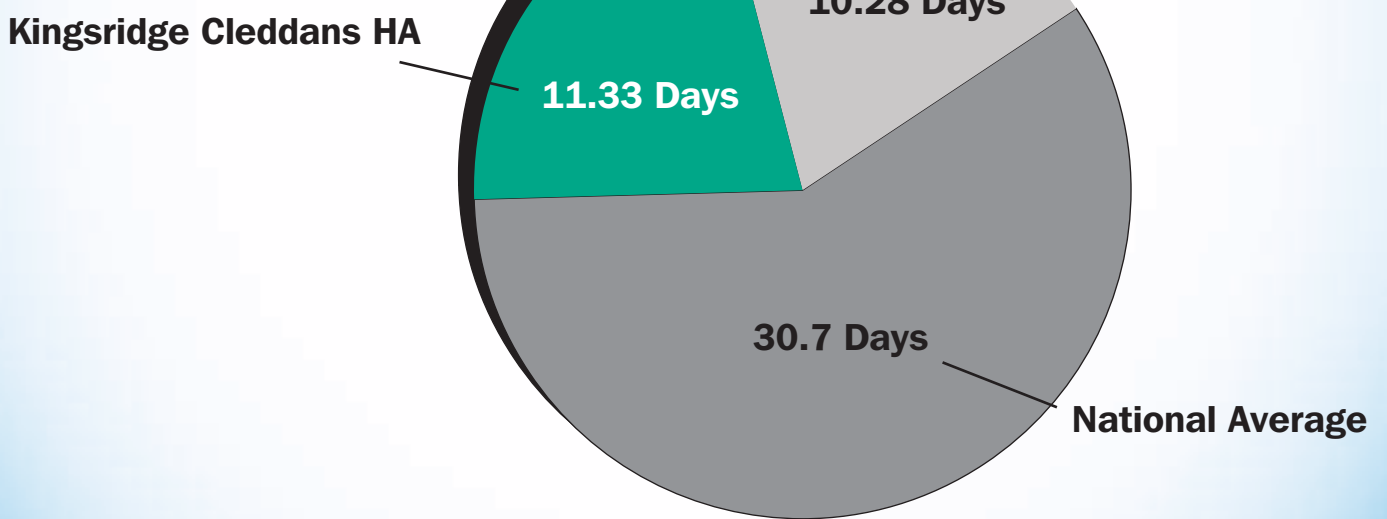
### KCHA Self-Contained stock profile

	Property Type House	4 in a block	Tenement	Total Properties
<b>Property Size</b>				
2 Apt	6	59	14	79
3 Apt	65	23	22	110
4 Apt	64	1	8	73
5 Apt+	15	0	2	17
<b>T otal</b>	<b>150</b>	<b>83</b>	<b>46</b>	<b>279</b>

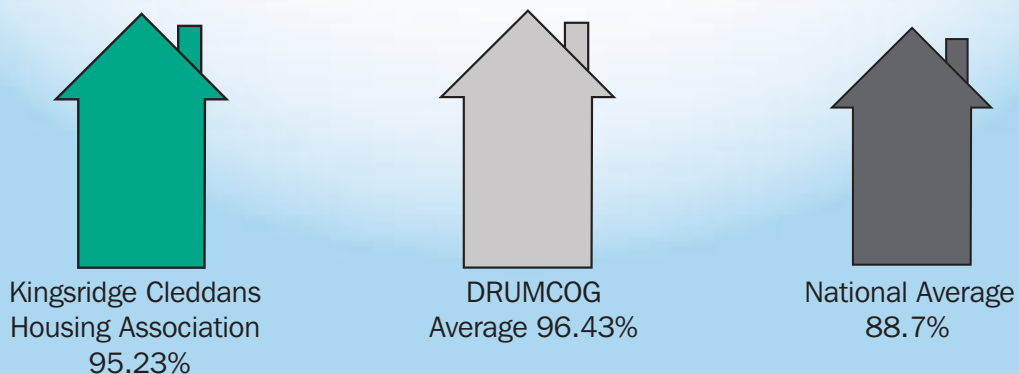
**Percentage of house that became vacant in the last year.**



**Average length of time taken to re-let properties in the last year.**



**Percentage of new tenancies sustained for more than a year.**



Type of new tenancy	Number of new lets	Number of tenants who remained for more than 1 year
Applicants assessed as homeless by the Local Authority	3	3
Applicants from our housing list	8	7
Applicants from our transfer list	4	4

## Comments on Access to Housing and Support

From May – December 2017, the Association in partnership with Glasgow City Council and 12 other RSL's within Glasgow participated in the pilot project known as Glasgow Housing Register (GHR). The GHR was needs based and any applicant seeking accommodation within the Glasgow North West area could apply to 1 or all of the 13 participating RSL's by completing one simple common online application.

The GHR was suspended from 21st December, 2017 to enable some technical issues to be resolved. As a consequence, all prospective applicants from this date reverted to the earlier process whereby the applicant would complete an application at each of the RSL's where appropriate.

The Association works in partnership with the other local DRUMCOG members and Glasgow Housing Association to ensure a wide choice of housing options are available for applicants seeking housing opportunities. We also participate in the Glasgow Housing Options Service and undertake comprehensive options interviews with applicants who wish to participate. This involves options appraisal and assessment of housing prospects based on availability of and demand for and turnover of housing stock in the area. Support needs are also identified as part of this process and new tenants are given access to free and impartial welfare benefits advice.

Our housing list is open to applicants over the age of 16, though admission to our housing list does not guarantee rehousing. Our list is reviewed every year and applicants can review their housing options with us at any time.

We carry out new tenant visits within 6 weeks of date of entry to ensure that the new tenants have settled in and to discuss any issues with them and we can signpost them to relevant support and advice agencies if required.

Annual programmed visits are also carried out as a matter of good practice.



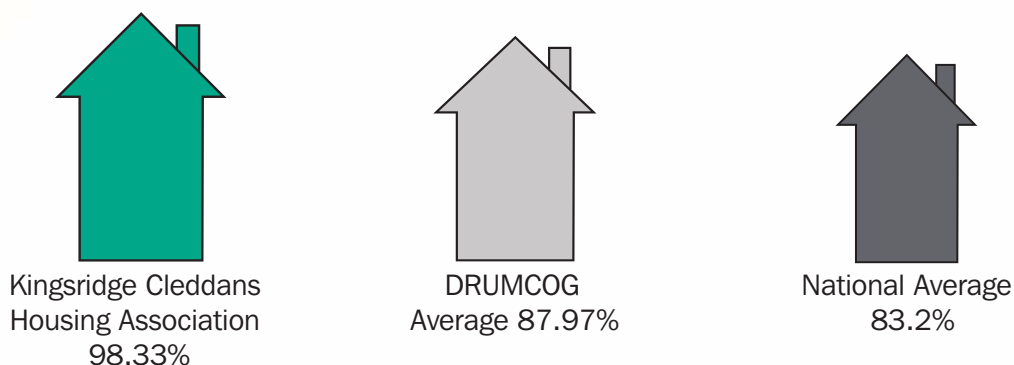
# Getting value from rents and service charges

## Value for money

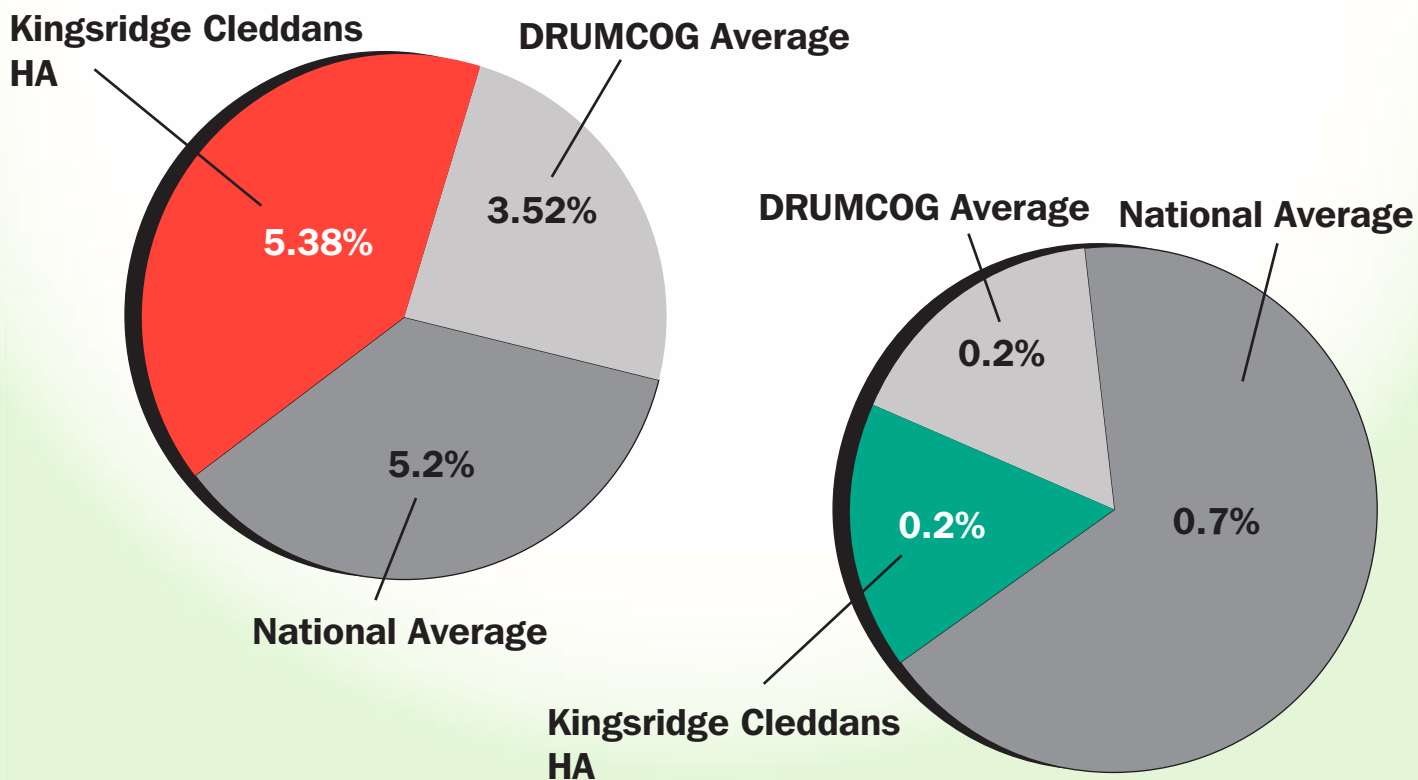
The Charter sets out a requirement for Social Landlords to manage all aspects of their businesses so that tenants' sharing owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

### Our Results.

**Percentage of tenants who feel that the rent for their property represents good value for money.**



**Gross rent arrears (all tenants) as at 31st March each year as a percentage of rent due for the reporting year.**



Percentage of rent due lost through properties being empty during the last year.

# Rents and service charges

The Charter sets out a requirement that Registered Social Landlords set rents and service charges in consultation with tenants and other customers so that:

a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants can afford them.

Tenants get clear information on how rent money and other money is spent.

## 2017 – 2018 Average weekly rents.

Property Size	Kingsridge Cleddans Housing Association	DRUMCOG Average	National Average
2 Apt	£64.09	£68.07	£73.33
3 Apt	£70.33	£74.96	£74.94
4 Apt	£78.14	£88.22	£81.37
5 Apt	£86.23	£90.67	£90.39

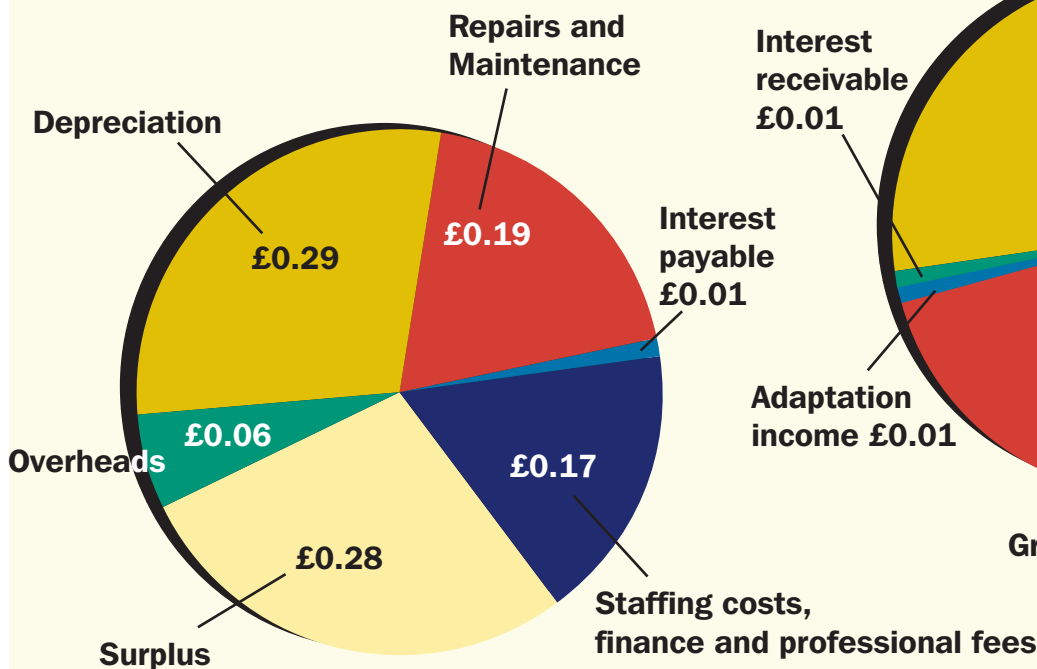
Our average weekly rent per property type is lower than the Drumcog and National average.

## 2017- 2018 Rent increase applied

Kingsridge Cleddans HA	DRUMCOG Average	National Average
2.00%	1.40%	3.2%

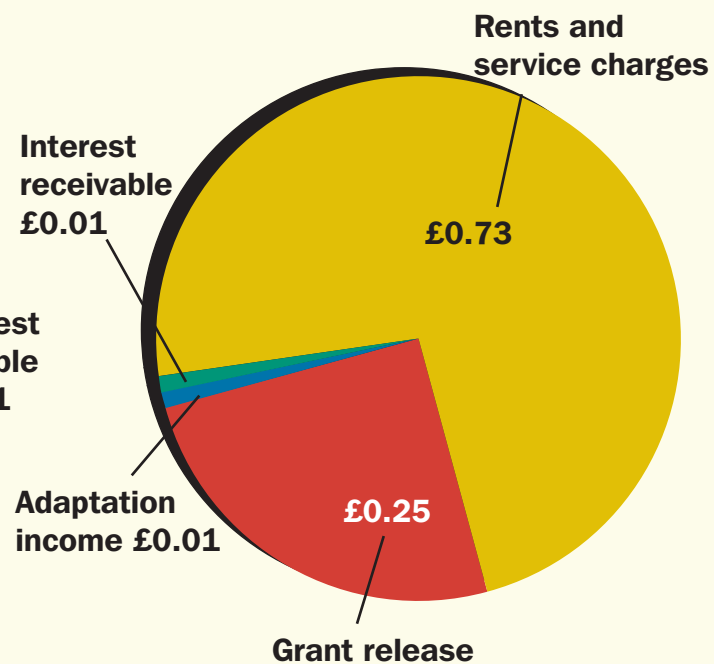
# Income and Expenditure

## Expenditure



## Income

Every £1 of income is received as follows:



# Comments on getting value from rents and service charges

The Association strives to provide a responsive and cost effective service at all times and prudent financial control remains a core business objective.

We try and keep our rents affordable for current and future tenants and our rents are lower than the Drumchapel and National averages.

Management of rent arrears is an area where improvement is required and we have developed an arrears management strategy to improve performance in this area. The emphasis is on early intervention and support and tenants will be contacted immediately if they accrue rent arrears. Contact will be by letter, phone, text and house visit and email. We will actively target tenants who have:

Arrears of more than 1 month.  
Tenants who fail to maintain repayment arrangements.  
Tenants who do not pay their rent on time when it is due.

Gross rent arrears increased during the year but our performance of 5.38% was still above the national average of 5.2%. Effective Arrears Management is our top priority this year and we have set a target to reduce rent arrears to 4.0% by 31st March, 2019.

We also offer free and impartial advice on benefit availability and entitlement.



## Summary

This is our fifth Annual Report on the Charter and we hope you found the content useful and informative. We operate within a diverse and changing framework where performance management and continual improvement remain central to our ethos and we strive to ensure that we are open, transparent and accountable for the services we deliver.

We believe that our customers are the most important people in our organisation and we value your views and opinions.

We would like you to tell us your views and opinions on the report so that we can evaluate what we are getting right and address issues you would like us to change.

We have enclosed a survey form which we hope you will complete and return to us.

We would also like to see more residents involved in our business and would be keen to establish a focus group to enable residents to become involved in the design, development and preparation of the 2018 - 2019 Annual Report on the Charter.



# Performance Targets 2018-2019

Indicator	Target
Time taken to complete Emergency Repairs	Complete all Emergency repairs within 4 hours
Time taken to complete non Emergency Repairs	Complete all non emergency repairs within 3 days
% of reactive repairs completed right first time	Complete 100% of reactive repairs right first time
% of properties that have a gas safety check and record within 12 months of the previous anniversary date	Complete 100% of gas safety checks and provide CP12 certificate within 12 months of the anniversary date
% of anti social/neighbour dispute cases which were resolved within agreed target timescales	Respond to all reported anti social behaviour cases within agreed targets: Category A = 1 working day Category B = 3 working days Category C = 10 working days
Average time to re-let void properties	Re-let all void properties within an average of 10 days
% of approved applications for medical adaptations completed during the year	Complete 100% of approved medical adaptations requests received
Rent collected as a % of total rent due in the year	Collect 100% of total rent due in the year
Gross rent arrears as a % of rent due in the year	Restrict gross rent arrears to 4% or less
Void rent loss	Restrict void rent loss to 0.5% or less

## Management Committee Members 2017 - 2018



Kirsteen McLerie  
 John Barclay  
 Jane Atkins  
 Elaine Shaw  
 Robert Wards  
 Caroline McManus  
 Christine Wards  
 Robert Wason  
 Margaret McKenzie

Chairperson  
 Vice Chairperson  
 Secretary  
 Treasurer



# Kingsridge Cleddans

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**IMPROVING STANDARDS • INSPIRING CHANGE**