

IMPROVING STANDARDS • INSPIRING CHANGE



Kingsridge Cleddans

HOUSING
ASSOCIATION
LIMITED



Annual Report

on

Meeting the

Requirements

of the

Scottish Social

Housing Charter

2021-2022

Chairperson's Report

The past year remained challenging due to external factors;

- COVID-19 recovery
- Brexit factors
- Cost of living
- War in Ukraine

Each of these factors on their own would present challenges, together they made for a difficult year for the Association, however we remain robust and remain a community anchor organisation within the Drumchapel area.

We also said farewell to the Association's only and original Director, John Docherty who intimated in March his intention to retire in June 2022 after serving the community of Kingsridge Cleddans for 31 years. We wish John a long, happy, and fulfilling retirement.

The Association are operating normally, and all staff have returned to work from the office after following the various COVID-19 restrictions over the previous 18 months and I, on behalf of the Management Committee, would like to thank all our customers for the patience and understanding they have shown over this most unusual set of circumstances.

MAINTENANCE

The maintenance of our housing stock remains an ongoing priority and during the year we carried out reactive and cyclical repairs to ensure our housing stock is maintained to the highest standards.

In terms of reactive maintenance, we carried out:

- 217 Emergency Repairs
- 876 Non- Emergency Repairs

The average response time for completion of Emergency Repairs was **2.96** hours and our average response time for non-emergency repairs was **1.94 Days**.

Effective maintenance of our housing stock will remain an ongoing priority as we strive to provide a responsive and cost- effective repairs service.

In terms of major repairs, we completed the renewal of kitchens within the Inchfad Phase 4 development but had to postpone a Windows and main door replacement in properties within our Ladyloan Phase 1 development. This has been rescheduled for the current financial year, 2022/23 [REDACTED].

HOUSING MANAGEMENT

During the year we re-let 11 properties and our average re-let time was 13 days. Void rent loss for the year was 0.31%.

Arrears management remained an ongoing priority during the year and

- Gross Rent Arrears at year end was reduced to 3.44%
- Rent collected as a percentage of total rent due was 100.44%

Our Welfare Benefits service continues to be well used and our Benefits Adviser helped a number of tenants to claim various benefits which resulted in financial gains totalling £35,222.

FINANCIAL MANAGEMENT

We continued to exercise tight financial control in order to ensure our long- term viability. All financial targets were met or exceeded, and our financial ratio indicators are comparable with or better than other registered social landlords. Prudent financial control will remain central to our philosophy at all times.

During the year the Association repaid the outstanding loans and consequently I am pleased to report that the Association is debt free which means more of our resources can rightfully be channelled into providing the services and maintaining our properties.

GOVERNANCE

The Association strives to comply with Regulatory Standards of Governance and Financial Management to ensure it is fit for purpose and delivers intended actions and outcome for service users. We produced a Governance Framework Action Plan Document which outlined the range, type, and frequency of reports that Management Committee members would receive during the year.

During the course of the year, we reviewed 12 policies and instructed an Internal Audit on the Standards of Governance and Financial Management. We also received and approved a range of performance reports relating to Housing Management, Maintenance, Financial Management and Procurement. All Regulatory Returns were submitted on time.

We provided our 3rd Annual Assurance Statement to The Scottish Housing Regulator in October 2021.

SUMMARY

The achievements of the Association depend on the hard work of Management Committee Members, the co-operation and participation of our tenants and the hard work and professionalism of our staff. I would like to take this opportunity to thank everyone for their hard work and effort over the past year.

We have been striving to increase membership of the Association and our Management Committee and are keen to attract new members who would like to become involved and contribute to the future work of the Association.

Introduction

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

The Report will show our performance against the standards set out in the Charter and in comparison, with other members of DRUMCOG (Drumchapel Community Ownership Group) landlords and against national averages.

What is The Scottish Social Housing Charter?

The Scottish Government introduced the Scottish Social Housing Charter in April 2012. The Charter outlines a number of standards and outcomes that Registered Social landlords (RSL's) should seek to achieve in the provision and delivery of services to their customers. The Charter's aim is to improve the quality and standard of services by all RSL's operating in Scotland.

The Charter contains 5 broad headings and 14 standards and outcomes 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

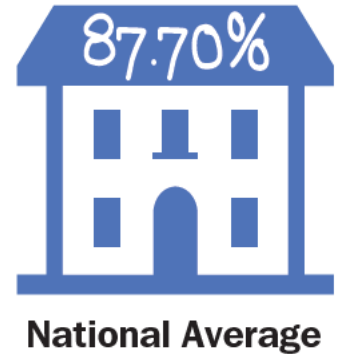
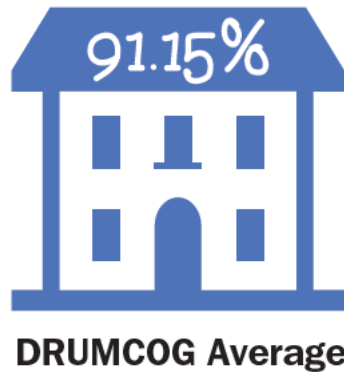
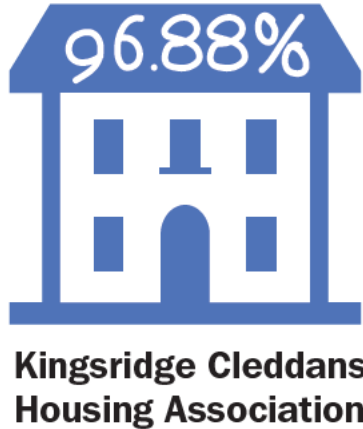
- * Value for money
- * Rents & Service Charges



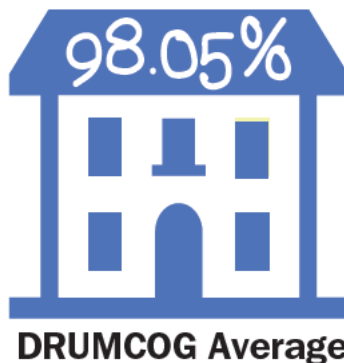
The Customer/Landlord Relationship Equalities, Communication and Participation

Our Results:

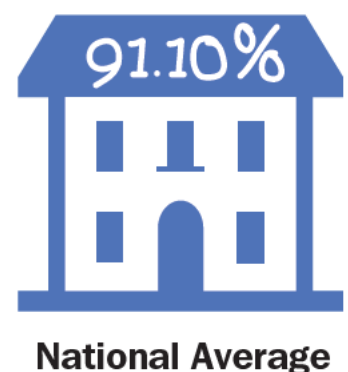
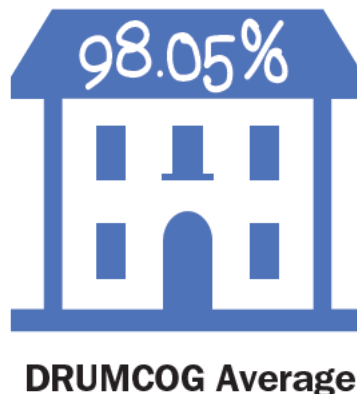
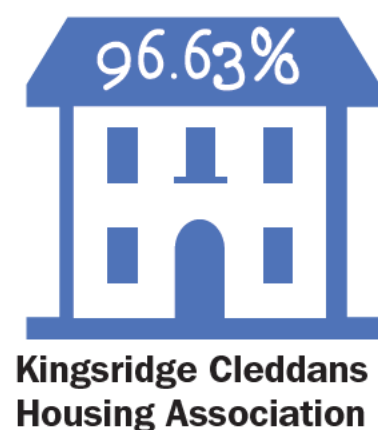
Percentage of tenants satisfied with the overall service provided by their landlord



Percentage of tenants satisfied with the opportunities given to them to participate in the Landlord's decision-making processes.



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



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 2022, we had 130 applicants on our housing list and of this number, 12 were applicants from ethnic minorities. We review our housing list annually, by month of registration to ensure all

applicants on our list are actively seeking housing and to take account of changing needs and circumstances.

We strive to ensure we provide all our services in accordance with the Equality Act and reference to the Human Rights Act by not discriminating against any group or individual characteristic.

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 average time in working days to respond to complaints.

	Kingsridge Cleddans Housing Association	DRUMCOG	National Total
Number of stage 1 complaints received	1	116	
Average time taken to provide a full response working days	3	3	6
Number of stage 2 complaints received	0	11	
Average time taken to provide a full response working days	0	31	27

Comments on the customer/ landlord relationship

The Association commissioned the Knowledge partnership to undertake a tenant satisfaction survey to assess satisfaction levels of tenants in relation to services such as repairs, information provision, housing quality etc. in 2019. (Another survey was carried out during August/September 2022 by Research Resource and will be reported elsewhere).

The research involved quantitative and qualitative feedback gathered from tenants by means of an interview administered questionnaire. A total of 160 tenants (61%) survey sample took part in the survey during the fieldwork period (August and September 2019)

The research indicated that a substantial majority of tenants are very or fairly satisfied with the overall service they receive from the Association. Aside from being satisfied overall, the majority of tenants are also satisfied with most aspects of the service provided.

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 properties 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 EESSH at 31st March, 2022



**Kingsridge Cleddans
Housing Association**



DRUMCOG Average



National Average

Percentage of stock meeting the SHQS at 31st March, 2022



**Kingsridge Cleddans
Housing Association**



DRUMCOG Average



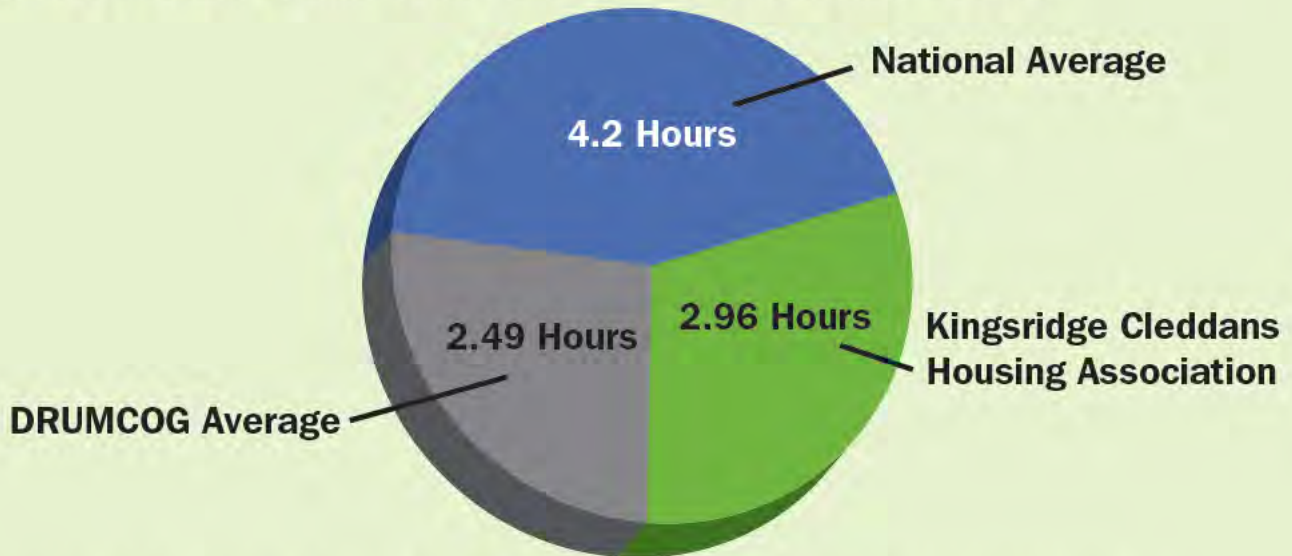
National Average



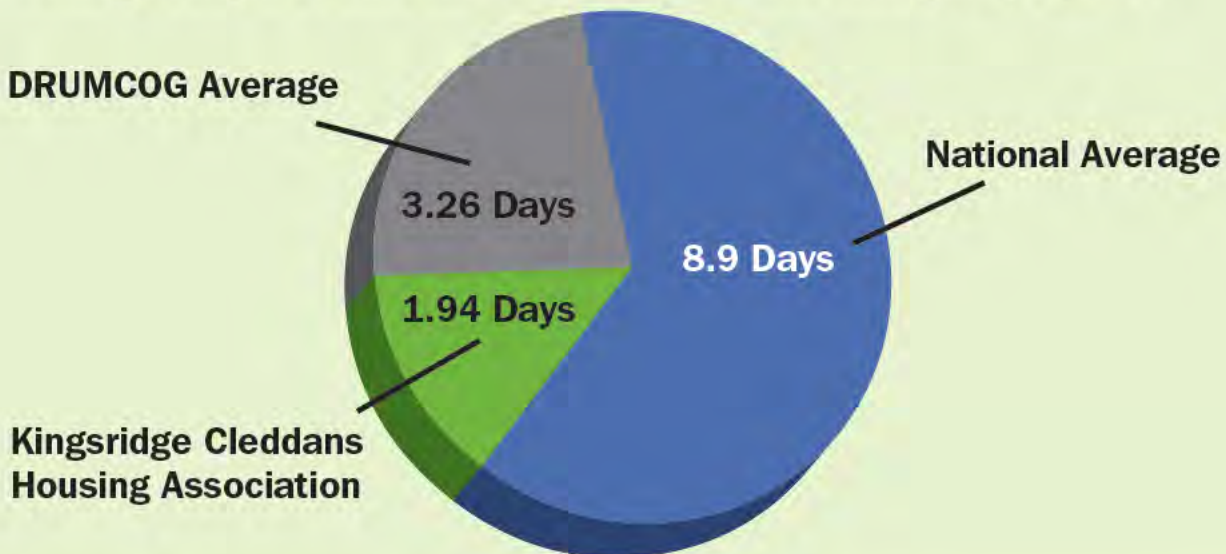
Repairs, Maintenance and Improvements.

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



Kingsridge Cleddans Housing Association



DRUMCOG Average



National Average

Number of times Gas Safety check not met.



**Kingsridge Cleddans
Housing Association**

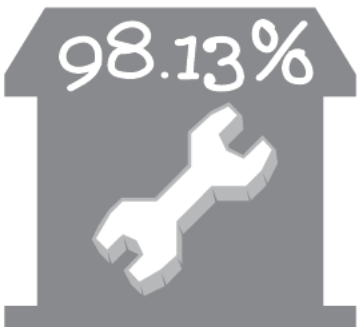


DRUMCOG Average



National Average

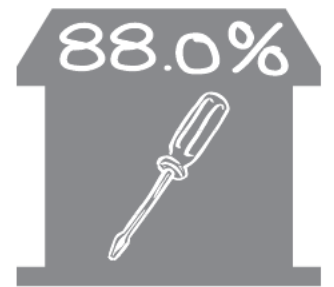
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service



**Kingsridge Cleddans
Housing Association**



DRUMCOG Average



National Average

Medical Adaptations

**Kingsridge Cleddans
Housing Association**

DRUMCOG Average

National Average

**Households waiting
for adaptations**



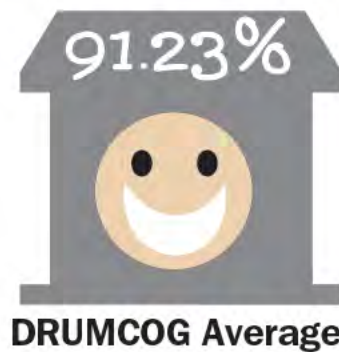
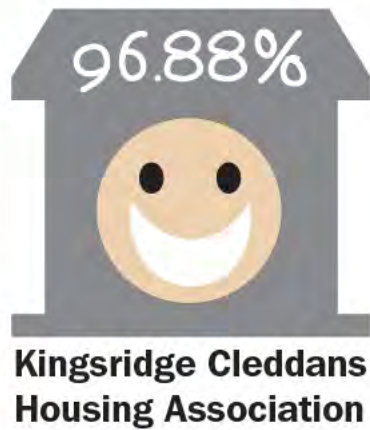
**Total cost of
adaptations
completed**



**Average time to
complete adaptations
- days**



Percentage of tenants satisfied with the quality of their home



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 carry out planned renewals and cyclical maintenance in accordance with timescales set out in our life cycle costing programmes.

We also carry out stock condition surveys every 3 years in order that we have comprehensive and up to date information on our stock. This enables us to constantly review and update our planned maintenance programme and ensure that we set aside sufficient funds to meet our long-term maintenance requirements.

We receive an annual budget from Glasgow City Council to carry out medical adaptations to existing properties.



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.

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

**Kingsridge
Cleddans
Housing
Association
5 Complaints
Received**

100%
**resolved within
agreed
timescales**

100% of complaints
within timescales 2021/22

**DRUMCOG
Total
215 complaints**

99.5%
resolved within
agreed timescale

**National Total
94.7%**
Resolved within
agreed timescale

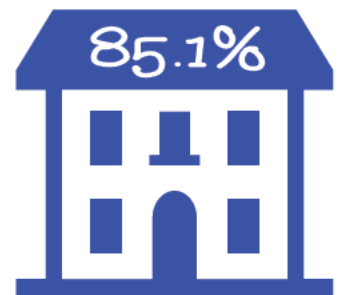
Percentage of tenants satisfied with the landlord contribution to management of neighbourhood



**Kingsridge Cleddans
Housing Association**



DRUMCOG Average



National Average

Comments on Neighbourhood and Community.

The Association works in partnership with local agencies and Glasgow City Council to try and ensure that we have well maintained and well managed neighbourhoods where residents feel safe. We carry out regular 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 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 (RSL's) 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 RSL's to ensure that people looking for housing find it easy to apply to the widest choice of social housing available from landlords 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 RSL's 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 size	House	4 in a block	Tenement	Total
2 Apt	6	59	14	79
3 Apt	65	23	22	110
4 Apt	64	1	8	73
5 Apt+	15	0	2	17
Total	150	83	46	279



Percentage of houses that became vacant in the last year.

**Kingsridge Cleddans
Housing Association**

3.94%

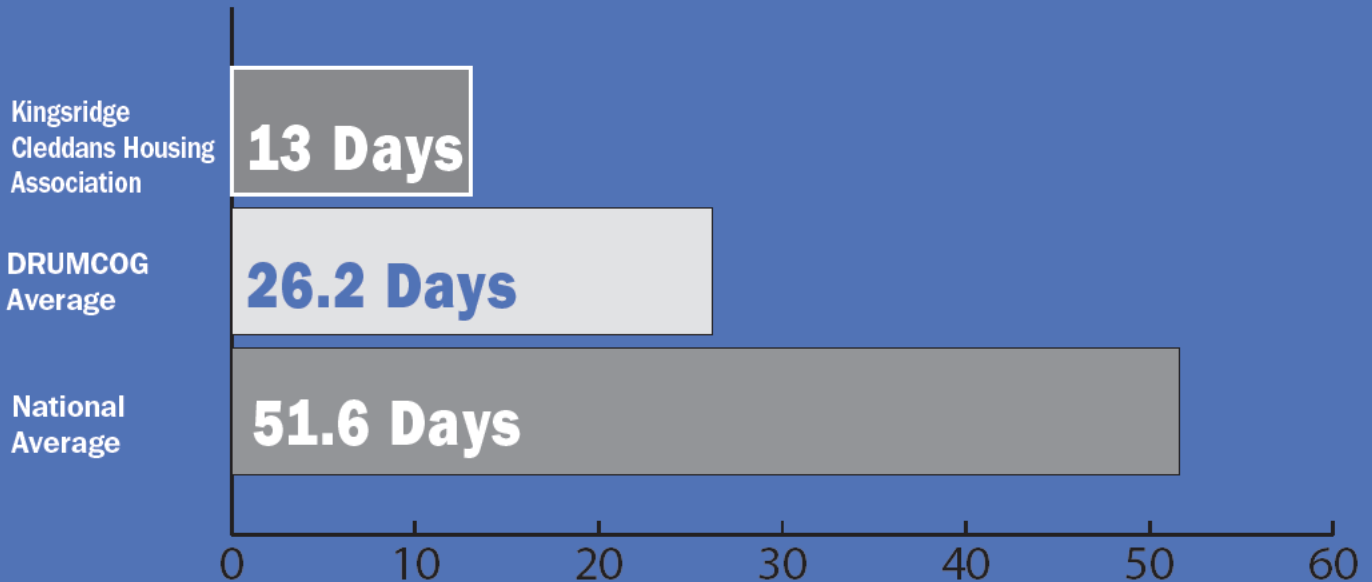
DRUMCOG Average

5.33%

National Average

7.8%

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



Properties Re-let 2021-22

Applicant Group	Kingsridge Cleddans Housing Association	DRUMCOG figure	National Figures
Number of lets to existing tenants	2	25	10,087
Number of lets to direct Housing List Applicants	4	79	19,919
Number of lets to Homeless Applicants	5	25	11,387
Number of Mutual Exchanges	0	11	3,097
Totals	11	140	44,490

Tenancy Sustainment

Indicator	Kingsridge Cleddans Housing Association	DRUMCOG Average	National Average
% of tenancies sustained for more than a year (Direct Housing list applicants)	100%	96.55%	89.9%
% of tenancies sustained for more than a year (existing tenants)	100%	100%	94.2%
% of tenancies sustained for more than a year (Homeless /nominations from Local Authority)	100%	86.67%	90.2%

Comments on Access to Housing and Support

The Association works in partnership with the other local DRUMCOG members and Wheatley Group Glasgow to ensure a wide choice of housing options are available for applicants seeking housing opportunities.

Support needs are identified as part of the process and new tenants are given access to free and impartial welfare benefits advice provided by our partner agency, Drumchapel CAB.

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 on a monthly basis annually by date of application and applicants can review their housing options with us at any time.

We would normally 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.



Getting value from rents and service charges

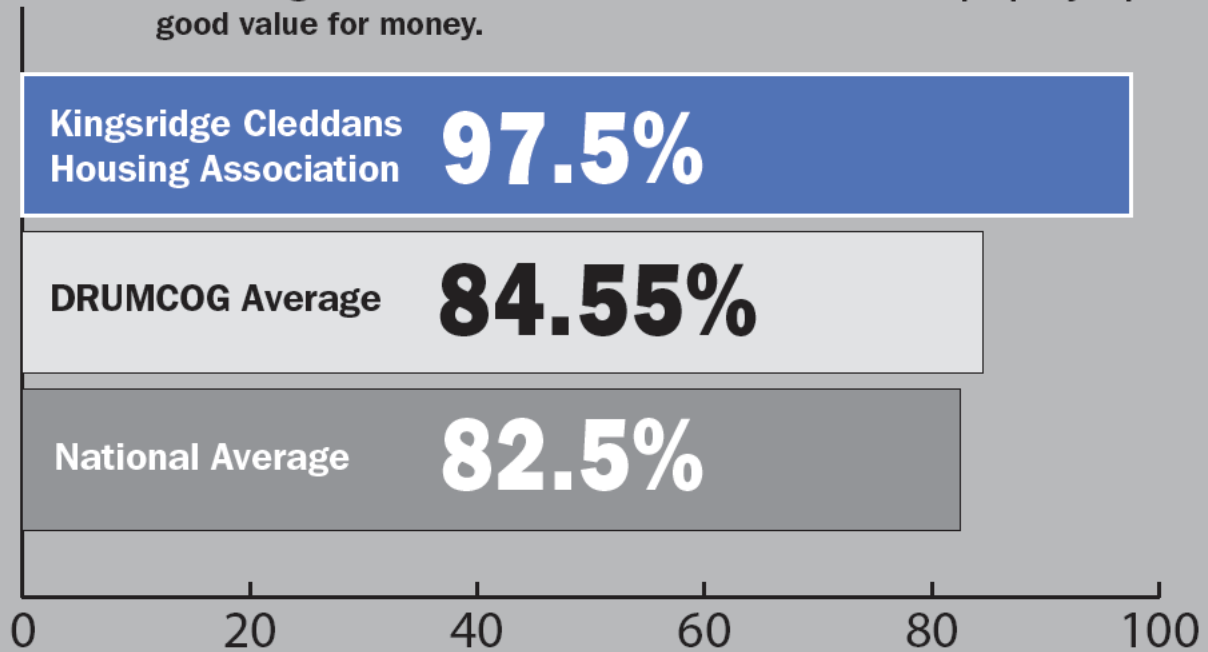
Value for money

The Charter sets out a requirement for Social Landlords to manage all aspects of their businesses so that:

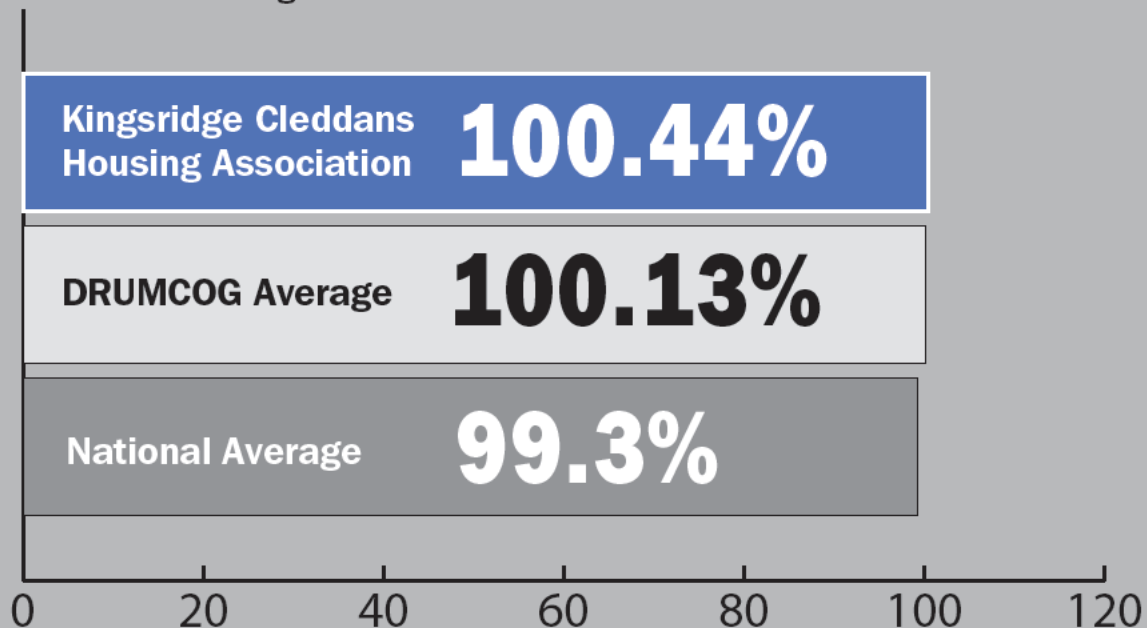
Tenant's, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Our Results.

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



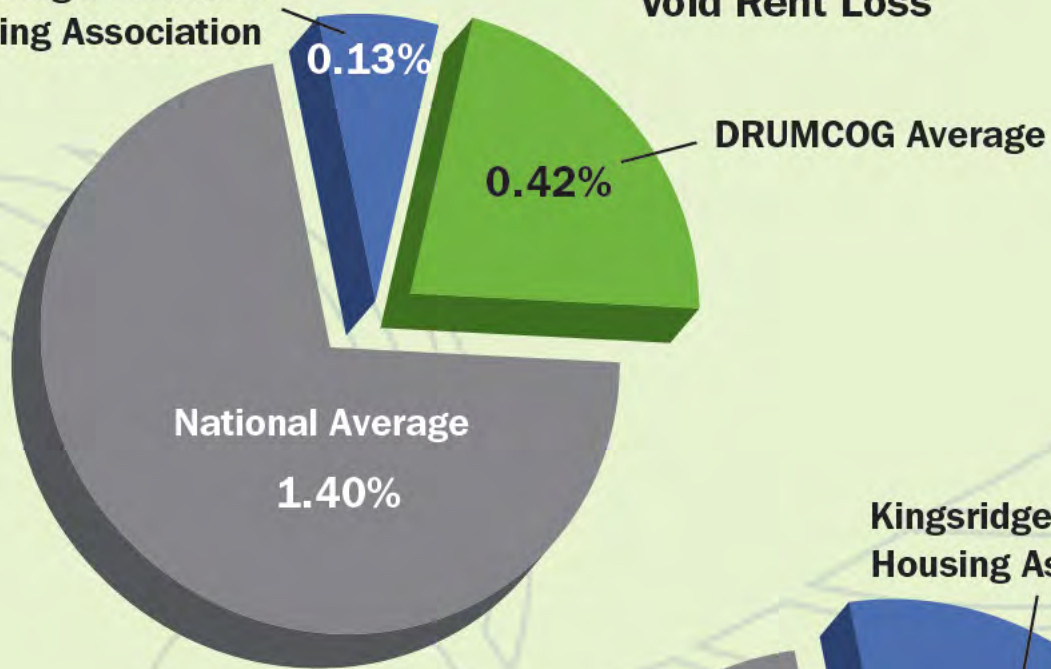
Percentage of rent collected to 31st March 2022



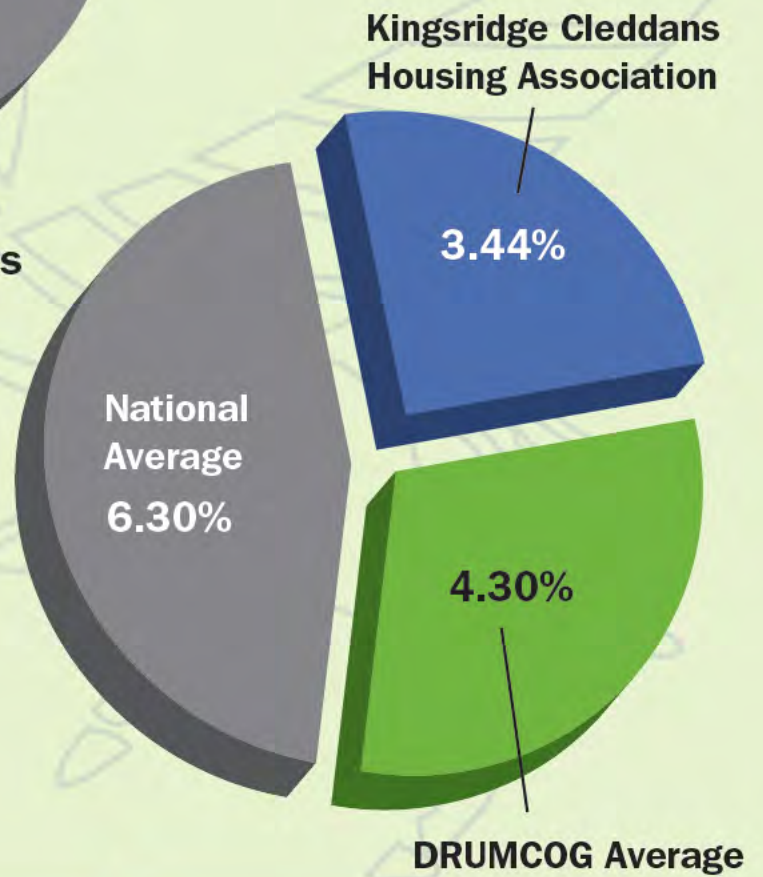
Percentage of rent lost through properties being empty during the year ending 31st March 2022.

**Kingsridge Cleddans
Housing Association**

Void Rent Loss



Gross Rent Arrears



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.

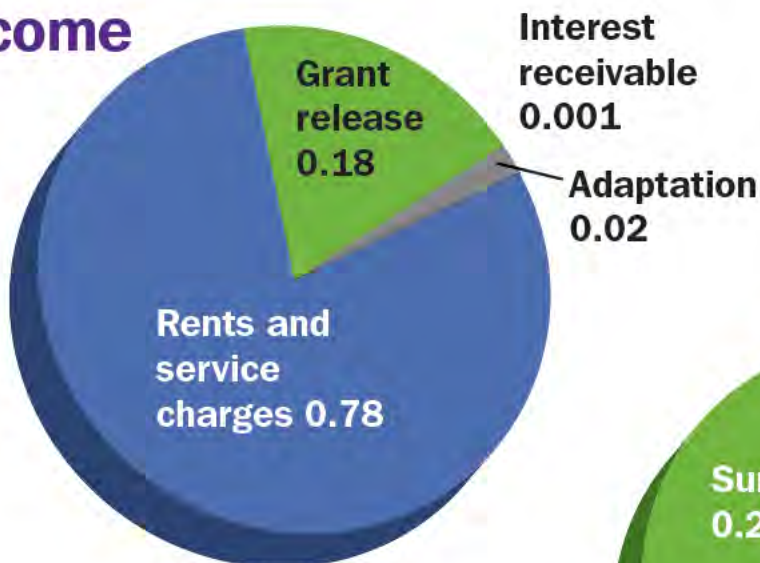
2021 – 2022 Average weekly rents.

Property Size	Kingsridge Cleddans Housing Association	DRUMCOG Average	National Average
2 Apartment	£ 69.50	£71.17	£81.32
3 Apartment	£ 75.93	£77.72	£84.18
4 Apartment	£ 84.38	£91.04	£91.48
5 Apartment	£ 93.12	£97.31	£100.74

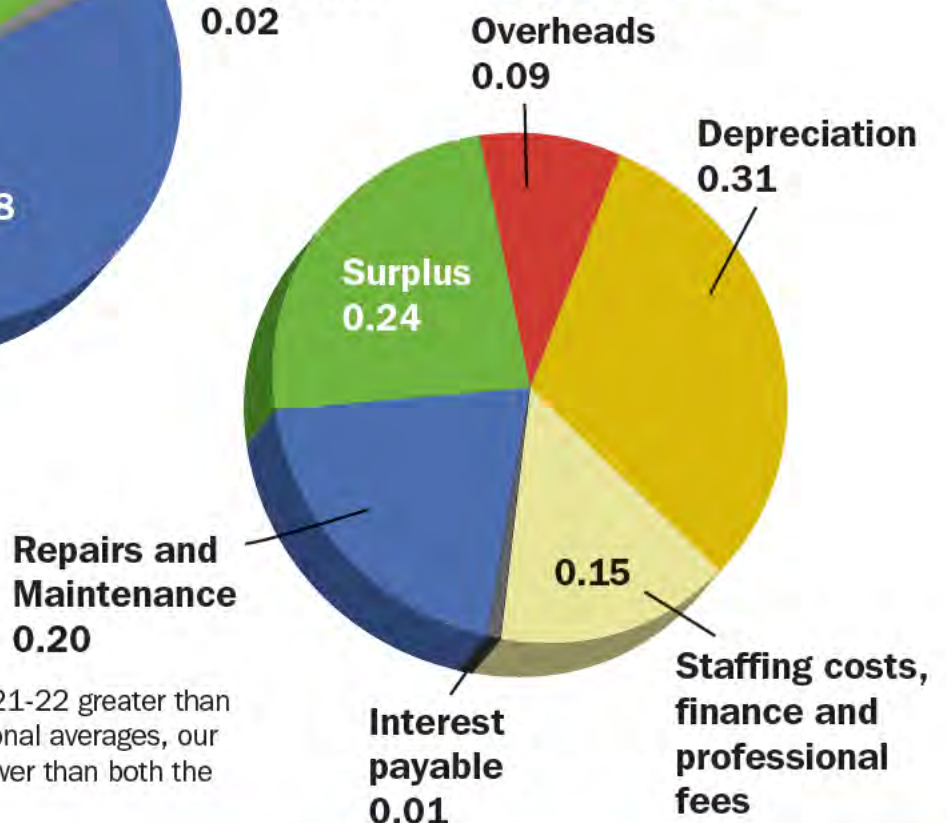
2021- 2022 Rent increase applied

Kingsridge Cleddans Housing Association	DRUMCOG Average	National Average
4.2%	3.01%	3.0%

Income



Expenditure



Although we increased our rents in 2021-22 greater than either the DRUMCOG RSL OR the National averages, our average weekly rent charges remain lower than both the DRUMCOG and National average

Comments on getting value from rents and service charges

The Association strives to provide a responsive and cost-efficient 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. We will try to ensure that future rent increases do not exceed the rate of inflation using the Consumer Price Index (CPI) where possible.

Management of rent arrears remains a top priority for the Association, and we achieved a significant reduction in rent arrears in 2021/22. We have developed an arrears management strategy to improve performance in this area. The emphasis is on early intervention and support and tenants are contacted immediately if they accrue rent arrears. Contact is made by letter, phone, text, email, and home visit. We achieved our target to reduce rent arrears to 4.0% by 31st March 2022. We also offer free and impartial advice on benefit availability and entitlement in partnership with Drumchapel CAB.



Summary

This is our ninth 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 2022 – 2023 Annual Report on the Charter.

Key Performance Targets 2022 - 2023

Performance Indicator	Target 2022 - 2023
Gross Rent Arrears as a percentage of rent due	3.5%
Void Rent Loss	Less than 1%
Average length of time taken to complete Emergency Repairs	Within 4 Hours
Average length of time taken to complete Non-emergency repairs	Within 3 working days
Percentage of reactive repairs completed Right First Time	100%
Percentage of properties which had gas safety check completed By anniversary date	100%
Number of days taken to re-let properties	10 Days



A hand holding a smartphone. The screen displays contact information for Kingsridge Cleddans Housing Association Limited. The phone is dark blue with a red dot at the top and a grey circle at the bottom. The hand is light brown with yellowish-orange accents. The background is white with a dark teal bar at the bottom left and a blue bar at the bottom right.

Contact Us

Kingsridge Cleddans

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