



R E I D V A L E  
H O U S I N G A S S O C I A T I O N

# Annual Return on the Charter Performance Report 2022

Creating a Community - For our Community

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# INTRODUCTION

The Scottish Social Housing Charter (“the Charter”) sets out the standards that our tenants can expect from us as a social housing provider. The Charter covers the services that we deliver and how we deliver them. Every year we have to submit information to the Social Housing Register so that they can review our performance against the Charter. We are then required to report to our tenants on our performance. This report summarises our performance over the 12 months to 31 March 2022 and compares it against both our performance in the previous year and the national average for all Scottish social landlords. We have tried to focus on the areas that we believe are most relevant to our tenants. Full details of our charter submission can be found on the SHR website at <https://www.housingregulator.gov.scot/>.

Like most Social Landlords our performance for the 12 months to 31st March 2022 was again affected by the various restrictions put in place to tackle Covid-19, and also reflects a period of recovery from the challenges of the last two years. Despite this, we have still performed above the Scottish average in many areas. There are areas where our performance could have been better and where performance has slipped in comparison to previous years, and these areas have also been highlighted in this report.

Over the next few months we will be working towards seeking a suitable partner for a transfer of engagements, and we will be consulting with our tenants on priorities and affordability, however, during this time we remain committed to continually improving our performance and ensuring we deliver a high quality service to our tenants. This report, therefore, also sets out what actions we will be taking in the next 12 months to improve the outcomes set out in the annual return. Our overall focus will be to continue our recovery from the challenges presented by the pandemic and to revert to and improve upon our previous standards of performance and customer service.

# RHA AT A GLANCE









Below we set out the key information for Reidvale Housing Association for the 12 month period to the 31st March 2022.

<b>Homes</b>	<b>897</b>
<b>Factored Owners</b>	<b>232</b>
<b>Average Weekly Rent</b>	<b>£75.21</b>
<b>Total Rent Due</b>	<b>£3,193,447</b>
<b>Percentage of rent collected</b>	<b>98.08%</b>
<b>New Lets</b>	<b>76</b>
<b>Medical Adaptations completed</b>	<b>11</b>
<b>Regulatory Status</b>	<b>Working towards compliance</b>



# OVERALL PERFORMANCE/ TENANT SATISFACTION

The table below sets out the levels of satisfaction in our key areas. The figures are the same as the previous year as these are based on the outcomes from our last Tenant Satisfaction Survey which was completed in 2019. Our next Tenant Satisfaction Survey is due to be carried out in November 2022. The exception to this are the figures for levels of satisfaction for repairs and maintenance as these are based on on-going feedback throughout the year.

	2020/21	2021/22	Scottish Average 2021/22	Perf. against average
Percentage of tenants satisfied with the overall service provided by us	95%	95%	87.8%	
Percentage of tenants who feel we are good at keeping them informed about our service and decisions	98%	98%	91.2%	
Percentage of tenants satisfied with the opportunities given to them to participate in our decision making processes	98%	98%	87.0%	
Percentage of tenants satisfied with the quality of their home	87.03%	87.03%	85.4%	
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	94.4%	94.4%	88.1%	
Percentage of tenants satisfied with our contribution to the management of the neighbourhood they live in	80%	80%	85.1%	
Percentage of tenants who feel that the rent for their property represents good value for money	97.01%	97.01%	82.5%	
Percentage of factored owners satisfied with factoring service	88%	88%	65.4%	

## What will we do in 2022/23 ?

Whilst our overall focus will be to continue to recover from the unprecedented challenges faced over the last couple of years we aim to improve on our standards of performance and customer service. During 2022/23 we will be reviewing our approach to tenant participation and will be actively looking for tenants, factored owners and other residents to give us feedback through our participation activities which will include:

- Focus groups
- Consultations
- On-line surveys
- Service Feedback requests







# HOUSING MANAGEMENT

Average number of days to relet

Our Target = **13**

Actual = **23.49**

The table below sets out details of our performance in relation to various areas of Housing Management including letting times, void loss and tenancy sustainment.

	2020/21	2021/22	Scottish Average 2021/22	Perf. against average
Number of lets to existing tenants	8	19	-	-
Number of lets to housing list applicants	25	28	-	-
Number of mutual exchanges	0	5	-	-
Number of lets from other sources	1	1	-	-
Number of applicants who have been assessed as statutorily homeless by the local authority as Section 5 referrals	22	28	-	-
Average calendar days to re-let properties	50.43	23.49	51.6	
Number of tenancy offers made	81	119	-	-
Number of tenancy offers refused	25 (30.8%)	43	32.9%	
Percentage of new tenancies to existing tenants sustained for more than 1 year	90.91%	87.50%	94.2%	
Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than 1 year	80.00%	77.27%	90.2%	
Percentage of new tenancies to applicants from our housing list sustained for more than 1 year	93.10%	96.00%	89.9%	
Percentage of new tenancies to others sustained for more than 1 year	100%	100%	88.3%	

## What will we do in 2022/23 ?


We are open again to the public and we have enjoyed welcoming visitors to the office after being closed due to Covid-19. We have listened to residents and we recognise that not everyone wants to come into the office. We have improved the ways for residents to make contact with us and offer face to face appointments, telephone appointments or online appointments via Zoom or Teams if this is more suitable.

If you require an appointment with a particular member of staff please do not hesitate to contact us on 0141 554 2406 to make an appointment and we will accommodate your needs at the earliest opportunity. We are fully contactable either on the telephone number, email at [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk) or through our website at <https://reidvale.org.uk/contact-us/>

We continue to work in partnership with Glasgow City Council (GCC) Housing Social Care Partnership to help address homelessness in the City and to work on tenancy sustainment; GCC Neighbourhood Regeneration Services; Police Scotland and other third party agencies to improve on our performance and address issues brought to our attention that are affecting the local community.

The financial crisis has impacted everyone and we are engaging with residents to prevent financial hardship and ensuring residents have access to the appropriate services. We will be carrying out consultations with residents to ensure we continue to offer the best possible services, whilst continuing to keep our rents affordable.

# ANTI-SOCIAL BEHAVIOUR AND TENANCY DISPUTES

	2020/21	2021/22	Scottish Average 2021/22	Perf. against average
Percentage of anti-social behaviour cases reported which were resolved	100%	100%	94.7%	
Number of properties abandoned	4	2	-	-
Total number of court actions initiated	3	0	-	-
Number of properties recovered	1	0	-	-

## What will we do in 2022/23 ?

We have renewed our partnership with the Neighbourhoods, Regeneration and Sustainability team within Glasgow City Council. Through this arrangement they provide us with a full range of anti-social behaviour service and tenancy disputes.

These services range from advice and assistance through to ASBOs and court actions but our focus is always on trying to manage such behaviours in the early stages to try and avoid the need for legal action. We also continue to encourage residents to contact the Association if you experience any problems with Anti-Social Behaviour. To report anti-social behaviour you can contact us on 0141 554 2406; email [a.dundas@reidvale.org.uk](mailto:a.dundas@reidvale.org.uk) or through our website at [www.reidvale.org.uk/anti-social-behaviour/](http://www.reidvale.org.uk/anti-social-behaviour/)







# COMPLAINTS

We classify our complaints as either –

Stage 1 – capable of a frontline initial response given within 5 working days

Stage 2 - requiring investigation with a full response normally given within 20 working days.

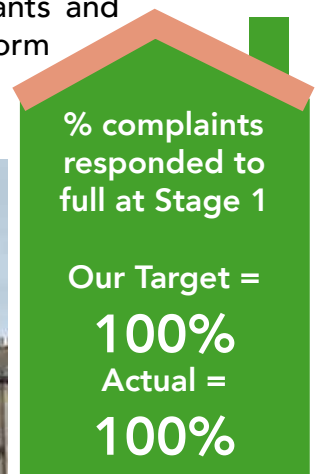
Full details of our Complaints Policy and Procedure are available on our website

	2021/22	2021/22	Scottish Average 2021/22	Perf. against average
Number of Stage 1 complaints received	16	26	-	-
Number of Stage 2 complaints received	0	2	-	-
Percentage of all complaints responded to in full at Stage 1	100%	100%	96.8%	
Percentage of all complaints responded to in full at Stage 2	N/A	100%	93.8%	
Average number of working days to respond in full at Stage 1	2.62	2.58	5.8	
Average number of working days to respond in full at Stage 2	N/A	18	27.4	

## What will we do in 2022/23?

We operate a Complaints Policy and Handling Procedure both of which are based on the Scottish Public Services Ombudsman sector specific Complaints Handling Procedures (CHP) Model.





Full details of our Complaints Policy and Procedure are available on our website. As well as implementing this policy and procedure our website includes full details of our complaints process including an online form to make it even easier for tenants and residents to make us aware of any areas of concern. The policy and form can be found at [www.reidvale.org.uk/make-a-complaint/](http://www.reidvale.org.uk/make-a-complaint/)





# REPAIRS & MAINTENANCE

This section covers our performance in relation to both emergency and reactive repairs as well as gas safety checks and adaptations. Our repairs and maintenance service was perhaps most impacted by the Covid-19 restrictions which meant many services – particularly those within the properties – simply had to be put on hold.

	2020/21	2021/22	Scottish Average 2021/22	Perf. against average
The number of emergency repairs completed	325	553	-	-
Average length of time taken to complete emergency repairs	1.72hrs	1.83hrs	4.2hrs	
The number of non-emergency repairs completed	1577	2409	-	-
Average length of time taken to complete non-emergency repairs (working days)	2.8 days	1.14 days	8.9days	
Number of reactive repairs completed	1577	2409	-	-
Number of reactive repairs completed right first time	1475	2333	-	-
Percentage of reactive repairs carried out during the year completed right first time	93.53%	96.85%	88.3%	
Number of times we did not meet our statutory duty to complete a gas safety check	10	1	-	-
Number of approved adaptations completed	10	11	-	-
Number of households waiting for adaptations to be completed	2	0	-	-
Average number of working days to complete adaptations	98	62.82	54.3	

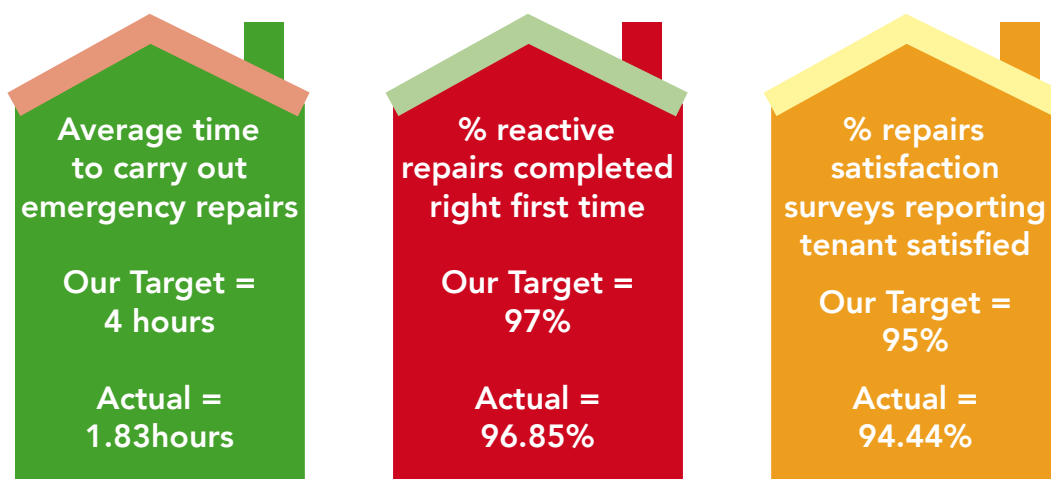


## What will we do in 2022/23?

We have particular challenges in maintaining aging tenement stock, achieving energy efficiency standards and facing increasing costs because of the current financial climate, but our priority is to continue to deliver affordable, well maintained homes for our tenants.





We are delighted to progress a number of major repairs such as extensive upgrades to the communal heating system at John Butterly House by renewing the boilers and upgrading the controls to make them more energy efficient and we are also now ready to commence our stonework repair programme by carrying out a pilot programme in the coming months to improve the building fabric. Consultations will be ongoing with our residents to enable us to plan for future investment in our housing stock.




In the coming year we will have a new Contractor Framework in place which will retain many of our existing contractors and add a few new ones to ensure we continue to improve our maintenance service.

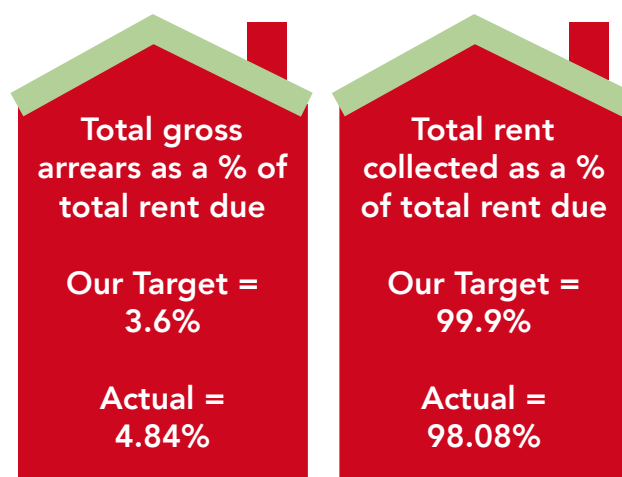


# VALUE FOR MONEY

We always try our hardest to make the best possible use of your rent, and it is right that you should expect us to be as efficient as we can and make the best use of the income received by the Association. Our aim has always been to keep the rents as low as possible, while ensuring the Association remains viable and that we provide high quality, safe homes for our residents.

Average rent based on property size	2020/21	2021/22	Scottish Average 2021/22	Perf. against average
2 Apt	£64.90	£66.08	£81.32	
3 Apt	£69.91	£70.91	£84.18	
4 Apt	£76.99	£78.46	£91.48	
5 Apt	£83.81	£85.40	£100.74	

Average rent based on property size	2020/21	2021/22	Scottish Average 2021/22	Perf. against average
Rent collected as a percentage of total rent due in the reporting year	99.48%	99.08%	99.3%	
Gross rent arrears as a percentage of rent due	4.42%	4.84%	6.3%	
Percentage of rent due lost through properties being empty during the last year	0.99%	0.50%	1.4%	



# FEEDBACK

Your views are important to us, if you require this report in another format or have any feedback on the design and content of this report or any of our services please contact us:



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