



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 2023

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 2023 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/>.

Our performance for the 12 months to 31st March 2023 has in the main remained steady and remains favourable when compared with the Scottish Average. We have seen a gradual increase in rent arrears which reflects the continued cost of living issues the country is experiencing. We have also seen a significant decline in customer satisfaction particularly in relation to repairs, investment and the state of the local environment.

At the beginning of 2023 we confirmed that our preferred transfer partner is Places for People Scotland, and an early survey showed that our tenants wanted us to explore the transfer offer further and move to the next stage of developing and agreeing a joint business case. We have been working towards this over the last few months, with the joint business case being agreed in September and Stage 1 formal tenant consultation taking place during the latter part of September and October. As part of this process the independent Tenant Information Service has reviewed the Joint Business Case and confirmed that Reidvale is not viable as a standalone Housing Association. During this time we remain committed to continually improving our performance and the quality of service to our tenants.

# RHA AT A GLANCE

Below we set out the key information for Reidvale Housing Association for the 12 month period to the 31st March 2023.

<b>Homes</b>	<b>897</b>
<b>Factored Owners</b>	<b>232</b>
<b>Average Weekly Rent</b>	<b>£73.63</b>
<b>Total Rent Due</b>	<b>£3,403,591</b>
<b>Percentage of rent collected</b>	<b>99.9%</b>
<b>New Lets</b>	<b>60</b>
<b>Medical Adaptations completed</b>	<b>15</b>
<b>Regulatory Status</b>	<b>Working towards compliance</b>



# OVERALL PERFORMANCE/ TENANT SATISFACTION

The table below sets out the levels of tenant satisfaction in our key areas. We have recently carried out a Tenant Satisfaction Survey as the previous survey dated back to 2019. The updated figures show a drop in satisfaction across all indicators and reflect what our tenants have told us about being unhappy with the level of service being provided, in particular in relation to repairs and investment.

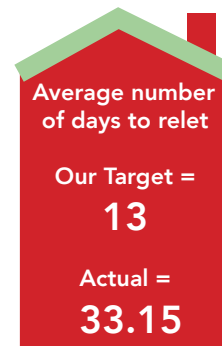
	2021/22	2022/23	Scottish Average 2022/23
Percentage of tenants satisfied with the overall service provided by us	95%	84.17%	86.7%
Percentage of tenants who feel we are good at keeping them informed about our service and decisions	98%	90.41%	89.7%
Percentage of tenants satisfied with the opportunities given to them to participate in our decision making processes	98%	91.37%	85.9%
Percentage of tenants satisfied with the quality of their home	87.03%	70.74%	84.16%
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	94.4%	82.21%	88.0%
Percentage of tenants satisfied with our contribution to the management of the neighbourhood they live in	80%	78.66%	84.3%
Percentage of tenants who feel that the rent for their property represents good value for money	97.01%	87.29%	81.79%
Percentage of factored owners satisfied with factoring service	88%	81.43%	61.79%

## What will we do in 2023/24?

We are working hard on the quality of service we are able to provide and as part of this have implemented continuous monitoring of satisfaction levels and we are now starting to see an improvement in some areas.

# HOUSING MANAGEMENT

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.



	2021/22	2022/23	Scottish Average against 2022/23	Perf. against average
Number of lets to existing tenants	19	19	-	-
Number of lets to housing list applicants	28	28	-	-
Number of mutual exchanges	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	28	28	-	-
Average calendar days to re-let properties	23.49	33.15	55.6	
Number of tenancy offers made	119	91	-	-
Number of tenancy offers refused	43	31	30.87	-
Percentage of new tenancies to existing tenants sustained for more than 1 year	87.50%	100%	94.45%	
Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than 1 year	77.27%	100%	90.33%	
Percentage of new tenancies to applicants from our housing list sustained for more than 1 year	96.00%	92.86%	90.98%	
Percentage of new tenancies to others sustained for more than 1 year	100%	100%	86.3%	

## What will we do in 2023/24?


Whilst the office is open to the public, we have learnt from our experience during the Covid 19 pandemic and have listened to residents who have told us that not everyone wants to come into the office. We therefore now offer a range of ways of contacting us including 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. Our success in tenancy sustainment is reflected in our performance and we are working to ensure that anyone we house through the Housing and Social Care Partnership has the best chance to have a successful tenancy. We are also working with 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 including antisocial behaviour and environmental issues.

Our performance in the time taken to let our houses, and also refusal rates for properties is not where we would like it to be and is an area that we are continuing to review through internal processes.

# ANTI-SOCIAL BEHAVIOUR AND TENANCY DISPUTES

	2021/22	2022/23	Scottish Average 2022/23	Perf. against average
Percentage of anti-social behaviour cases reported which were resolved	100%	100%	94.2%	
Number of properties abandoned	2	4	-	-
Total number of court actions initiated	0	2	-	-
Number of properties recovered	0	1	-	-

## What will we do in 2023/24?

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 ASBO's 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/)

We listened to tenants feedback and have installed CCTV in our community to act as a deterrent to vandalism and anti-social behaviour, and to help our tenants and residents feel safer in their own homes.



# 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

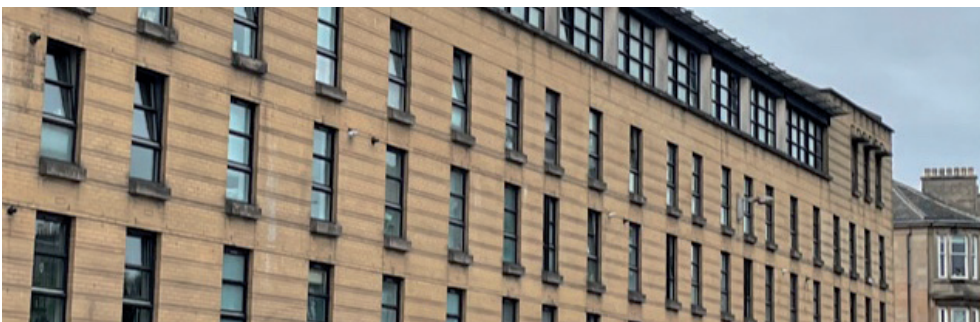
Full details of our Complaints Policy and Procedure are available on our website

	2021/22	2022/23	Scottish Average against 2022/23	Perf. against average
Number of Stage 1 complaints received	26	13	-	-
Number of Stage 2 complaints received	2	3	-	-
Percentage of all complaints responded to in full at Stage 1	100%	100%	95.34%	
Percentage of all complaints responded to in full at Stage 2	100%	100%	92.53%	
Average number of working days to respond in full at Stage 1	2.58	3.23	5.75	
Average number of working days to respond in full at Stage 2	18	17	19.34	

## What will we do in 2023/24?

We operate a Complaints Policy and Handling Procedure both of which are based on the Scottish Public Services Ombudsman section 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 on-line 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.or.uk/make-a-complaint/](http://www.reidvale.or.uk/make-a-complaint/)



% complaints responded to full at Stage 1

Our Target =

**100%**





Actual =

**100%**



# REPAIRS & MAINTENANCE

This section covers our performance in relation to both emergency and reactive repairs as well as gas safety checks and adaptations.

	2021/22	2022/23	Scottish Average 2022/23	Perf. against average
The number of emergency repairs completed	553	541	-	-
Average length of time taken to complete emergency repairs	1.83hrs	3.06hrs	4.2hrs	
The number of non-emergency repairs completed	2409	2843	-	-
Average length of time taken to complete non-emergency repairs (working days)	1.14 days	2.25 days	8.7days	
Number of reactive repairs completed	2409	2647	-	-
Number of reactive repairs completed right first time	2333	2843	-	-
Percentage of reactive repairs carried out during the year completed right first time	96.85%	93.11%	87.8%	
Number of times we did not meet our statutory duty to complete a gas safety check	1	0	-	-
Number of approved adaptations completed	11	15	-	-
Number of households waiting for adaptations to be completed	0	0	-	-
Average number of working days to complete adaptations	62.82	29.20	46.83	

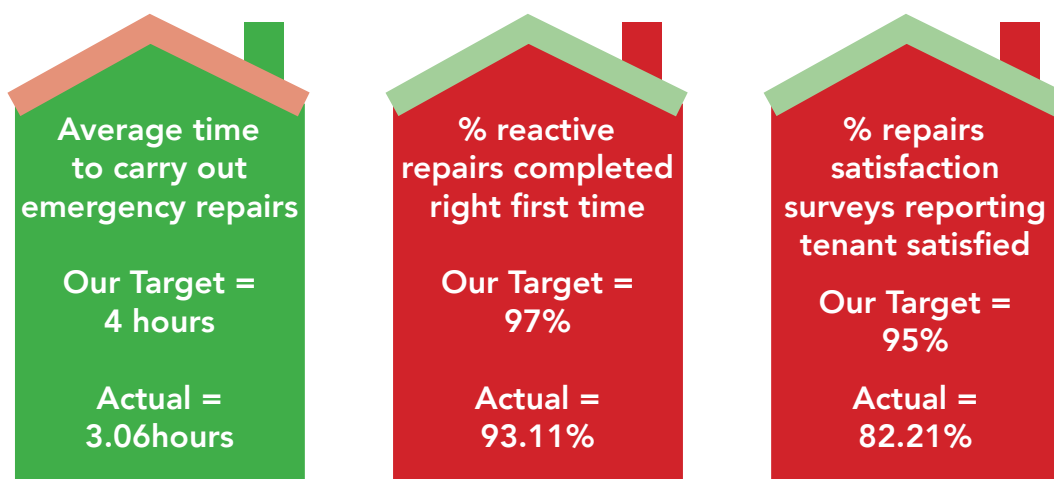


## What will we do in 2023/24?

We have particular challenges in maintaining our aging tenement stock, achieving energy efficiency standards and facing increasing costs because of the current financial climate, however, our priority remains to deliver as soon a service as we can within our available resources.

We have completed the pilot stonework project on 3 of our tenement blocks, and have commenced the next stage of works. This will be an on-going programme of works necessary to ensure the safety of our properties and to ensure they remain fit for purpose long into the future. This work takes up a significant proportion of our investment programme.

We have a new Contractor Framework in place which retains many of our existing contractors and add a few new ones to ensure we continue to improve our maintenance service and ensure that the works we carry out represent value for money. Our timescales for completing reactive repairs compare very well against the Scottish Average, along with our performance on "right first time".

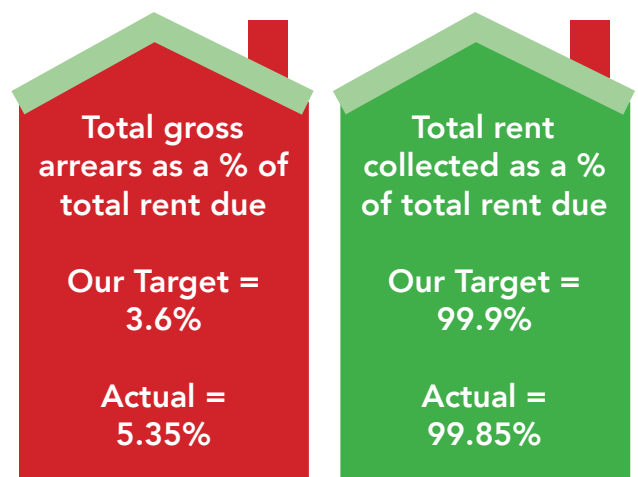


# VALUE FOR MONEY

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 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	2021/22	2022/23	Scottish Average 2022/23
2 Apt	£66.08	£70.30	£83.46
3 Apt	£70.91	£75.19	£86.28
4 Apt	£78.46	£83.10	£93.96
5 Apt	£85.40	£90.53	£103.72

Average rent based on property size	2021/22	2022/23	Scottish Average 2022/23
Rent collected as a percentage of total rent due in the reporting year	98.08%	99.85%	99.0%
Gross rent arrears as a percentage of rent due	4.84%	5.35%	6.86%
Percentage of rent due lost through properties being empty during the last year	0.50%	0.53%	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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