



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 2021

Creating a Community - For our Community

Reidvale Housing Association  
13 Whitevale Street  
Dennistoun  
Glasgow G31 1QW  
Tel: 0141 554 2406



# INTRODUCTION

The Scottish Social Housing Charter (“the Charter”) sets out certain 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 2021 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 2021 was hugely affected by the various lockdowns and restrictions put in place to tackle Covid-19. Despite the challenges faced particularly in carrying out repairs, arranging viewings and engaging with our tenants we have performed well in many areas and delivered above Scottish Average.

However, we also set our own internal performance targets and again COVID has impacted on our ability to achieve these targets but in many areas these have been met. A number of these targets are highlighted throughout this report

We are committed to continually improving our performance and ensuring we deliver a high quality service to our tenants so this report also sets out what actions we will be taking in the next 12 months based on the outcomes of the annual return. An overall focus for Reidvale will be to re-establish all of our services which were impacted by Covid-19 and to try to revert to – and improve upon – our pre-Covid standards of performance.

# RHA AT A GLANCE

Below we set out the key information for Reidvale Housing Association for the 12 month period to the 31st March 2021

<b>Homes</b>	<b>897</b>
<b>Factored Owners</b>	<b>231</b>
<b>Average Weekly Rent</b>	<b>£75.23</b>
<b>Total Rent Due</b>	<b>£3,139,972</b>
<b>Percentage of rent collected</b>	<b>99.48%</b>
<b>New lets</b>	<b>56</b>
<b>Medical Adaptations completed</b>	<b>10</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.

	2019/20	2020/21	Scottish Average 202/21	Perf. against average
Percentage of tenants satisfied with the overall service provided by us.	95%	95%	88.9%	
Percentage of tenants who feel we are good at keeping them informed about our services and decisions.	98%	98%	91.7%	
Percentage of tenants satisfied with the opportunities given to them to participate in our decision making processes.	98%	98%	86.6%	
Percentage of tenants satisfied with the quality of their home	87.03%	87.03%	87.1%	
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	98.33%	95.16%	90.1%	
Percentage of tenants satisfied with our contribution to the management of the neighbourhood they live in	80%	80%	86.1%	
Percentage of tenants who feel that the rent for their property represents good value for money.	97.01%	97.01%	82.8%	
Percentage of factored owners satisfied with factoring service.	88%	88%	65.1%	

## What will we do in 2021/22 ?

Whilst our next Tenant Satisfaction Survey is not due to be carried out until November 2022 we do not want to wait until then to get feedback from our tenants.

During 2021/22 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

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.

	2019/20	2020/21	Scottish Average 202/21	Perf. against average
Number of lets to existing tenants	11	8	-	-
Number of lets to housing list applicants	29	25	-	-
Number of mutual exchanges	1	0	-	-
Number of lets from other sources	2	1	-	-
Number of applicants who have been assessed as statutorily homeless by the local authority as Section 5 referrals	10	22	-	-
Average calendar days to re-let properties	11.62	50.43	168.5	
Number of tenancy offers made	85	81	-	-
Number of tenancy offers refused	33	25 (30.8%)	31.9%	
Percentage of new tenancies to existing tenants sustained for more than 1 year	100%	90.91%	90.9%	
Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than 1 year	83.33%	80.00%	90.2%	
Percentage of new tenancies to applicants from our housing list sustained for more than 1 year	97.30%	93.10%	90.2%	
Percentage of new tenancies to others sustained for more than 1 year	100%	100%	87.6%	

## What will we do in 2021/22 ?

We have already been focussing on our housing management performance as the Covid-19 restrictions have been relaxed and have seen an improvement in a number of areas particularly the number of lets being made and a substantial reduction in the number of days to re-let properties.

As we continue throughout the year we will be focussing on tenancy sustainment and increasing our home visits with tenants and ensuring our tenants have access to the appropriate financial and any other support required by them to continue to live in their property.

We are also currently reviewing our allocations policy and have carried out a consultation with tenants and applicants so we can take account of your views within the policy.



# ANTI-SOCIAL BEHAVIOUR AND TENANCY DISPUTES

	2019/20	2020/21	Scottish Average 202/21	Perf. against average
Percentage of anti-social behaviour cases reported which were resolved	100%	100%	94.4%	
Number of properties abandoned	4	4	-	-
Total number of court actions initiated	10	3	-	-
Number of properties recovered	6	1	-	-

## What will we do in 2021/22 ?

We have renewed our partnership with the Neighbourhoods, Regeneration & 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.

Also, as our staff continue to return to the office they will be increasing the number of home visits they carry out to identify negative behaviours and we also hope to reintroduce face to face meetings in our office soon which will greatly assist in the resolution of such issues.

Whilst eviction is always a last resort many court actions have been on hold or postponed as a result of the halt on evictions due to Covid-19 and therefore once this is lifted we will be reviewing any potential cases again and engaging with tenants to hopefully resolve issues without the need for court action.



# 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

	2019/20	2020/21	Scottish Average 202/21	Perf. against average
Number of Stage 1 complaints received	32	16	-	-
Number of Stage 2 complaints received	10	0	-	-
Percentage of all complaints responded to in full at Stage 1	100%	100%	96.9%	
Percentage of all complaints responded to in full at Stage 2	100%	N/A	92.6%	-
Average number of working days to respond in full at Stage 1	2.13	2.62	5	
Average number of working days to respond in full at Stage 2	25.50	N/A	19	-

## What will we do in 2021/22 ?

We have recently updated our Complaints Policy and Handling Procedure both of which are based on the Scottish Public Services Ombudsman sector specific Complaints Handling Procedures (CHP) model.

As well as implementing this new policy and procedure our newly updated 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.



% 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. 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.

	2019/20	2020/21	Scottish Average 202/21	Perf. against average
The number of emergency repairs completed	269	325	-	-
Average length of time taken to complete emergency repairs	1.38 hrs	1.72 hrs	4.2 hrs	
The number of non-emergency repairs completed	2477	1577	-	-
Average length of time taken to complete non-emergency repairs (working days)	1.7 days	2.8 days	6.7 days	
Number of reactive repairs completed	2477	1577	-	-
Number of reactive repairs completed right first time	1.66 days	2.82 days	-	-
Percentage of reactive repairs carried out during the year completed right first time	95.72%	93.53%	91.5%	
Number of times we did not meet our statutory duty to complete a gas safety check	0	10	-	-
Number of approved adaptations completed	19	10	-	-
Number of households waiting for adaptations to be completed	2	2	-	-
Average number of working days to complete adaptations	34.42	98	58	

## What will we do in 2021/22 ?

We were able to still carry out a number of improvements as and when restrictions were eased and details are given below.

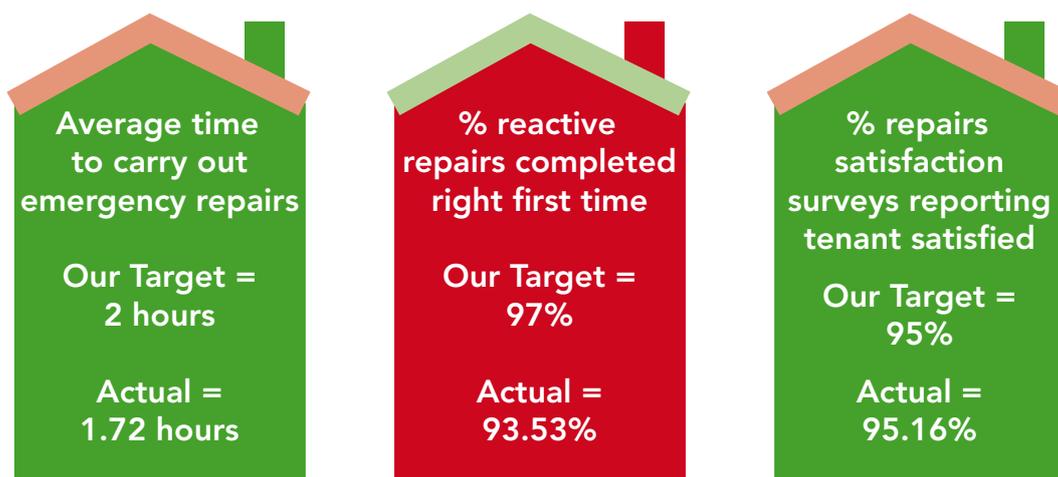
Number of boilers replaced	34
Number of Fire detection upgrades	379
New kitchens	30
Number of Closets painted	38
New bathrooms	15

## What will we do in 2021/22 ?

As restrictions have lifted more and more of our contractors are back to work and we have now caught up with the backlog from the various lockdowns.

In the coming year we will be looking to refresh our contractors framework but will continue to focus on the delivery of a same day repairs service. We will also be continuing with our programme of improvements to invest in our stock and meet the aspirations of our tenants as well as our statutory obligations. More information on this will be provided as we finalise our Business Plan and budget for 2021/22.

We will also be looking to carry out extensive stoneworks to improve the fabric of our tenement stock which will be a major project for the organisation phased over a number of years.



# 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	2019/20	2020/21	Scottish Average 202/21	Perf. against average
2 apt	£63.05	£64.90	£79.48	
3 Apt	£67.35	£69.91	£82.60	
4 Apt	£74.71	£76.99	£89.81	
5 Apt	£81.37	£83.81	£99.97	

Average rent based on property size	2019/20	2020/21	Scottish Average 202/21	Perf. against average
Rent collected as a percentage of total rent due in the reporting year	99.89%	99.48%	99.1%	
Gross rent arrears as a percentage of rent due	4.06%	4.42%	6.1%	
Percentage of rent due lost through properties being empty during the last year	0.26%	0.99%	1.4%	
Percentage average weekly rent increase to be applied in the next reporting year	3%	1.9%	1.2%	



# 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:



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

Reidvale Housing Association  
13 Whitevale Street  
Dennistoun  
Glasgow G31 1QW  
Tel: 0141 554 2406