



Gardeen Housing Association Ltd
Building a Better Future



Performance Report 2023-2024

Meeting the Scottish Social Housing Charter

The Management Committee's vision is that:

The Barlanark community is a safe and inclusive place where people are proud to live, with good housing, an attractive environment that is clean and well cared for, and better opportunities to help local people to achieve a good quality of life.

Chairperson's Report



This is my third year as Chairperson of Gardeen Housing Association. This has been another challenging year for Gardeen residents and the Association due to increased costs.

This performance report is a requirement of the Scottish Housing Regulator and is our ninth report based on the Annual Return on the Charter (ARC).

The last few years have been challenging as a result of increased costs, fewer contractors and it takes us longer to secure parts for repairs. We aim to continue to deliver an efficient housing service to tenants, owners and housing applicants.

We were pleased to complete our first window replacement scheme to provide energy efficient homes. We were also able to secure funding to continue to support tenants with higher energy costs.

Tenant safety remains a priority, and we carry out a number of safety checks in your home to ensure that you are safe.

We are pleased that tenant satisfaction levels remain high.

We work with a range of partners and consultants to deliver the service to you and are involved in Easterhouse Housing and Regeneration Alliance, working with six other housing associations. The Management Committee will also be submitting an Assurance Statement to the Scottish Housing Regulator by 31 October 2024. This document will be published on our website and included in our winter newsletter. You can find out more about us at

<https://www.gardeen.org.uk/>

You can also compare our performance by visiting the Scottish Housing Regulator website **www.scottishhousingregulator.gov.uk**

Our aim is to continue to provide a friendly local service to tenants, owners and applicants.

If you have any comments regarding the Performance Report then please contact the Association by emailing **info@gardeen.org.uk** or calling **0141 771 9590**.

I hope that you will enjoy reading this report.

Corrina Brewer | *Chairperson*

October 2024

Key Performance Results 2023-2024

1.11%

gross rent arrears

253

homes

6.64

days to re-let
a house

98.67%

repairs
completed right
first time

94%

tenants satisfied with
the service Gardeen
provides

1.94

hours to complete
emergency repair

3.87

days to complete
non-emergency
repair

**Key
Performance
2023-2024**

Governance and Regulation

The Association is a Charity and is regulated by the Office for The Scottish Charity Regulator (OSCR). As a registered Scottish landlord, the Association is also regulated by the Scottish Housing Regulator
<https://www.housingregulator.gov.scot/>

The Management Committee has fifteen places and currently there are twelve committee members:

Corrina Brewer *Chairperson*

Kirsty Bavidge *Vice Chair*

Margaret Smith *Secretary*

Sarah Lack *Treasurer*

Rose O Malley

Katy Brown

Marion Leat

Fiona Bowman

Michael McDevitt

Ryan Cowan

Shona Johnston

Dawn McMaster

New Committee members are always welcome and encouraged to get involved.
Contact us on info@gardeen.org.uk

The Management Committee follow the regulatory requirements of both OSCR and the Scottish Housing Regulator.



**Scottish Housing
Regulator**

More information on our performance can be found here:

www.housingregulator.gov.scot/landlord-performance/landlords/gardeen-housing-association-ltd





Housing Services

Allocations and Voids 2023-2024

During the year the Association relet 14 properties.

The breakdown of lets was as follows:

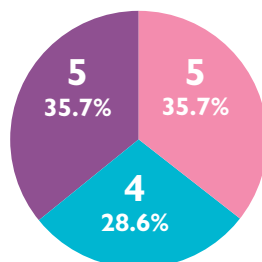
There were 0 mutual exchanges during the year.

The Association remains a popular choice for people seeking rehousing.

Of the 14 properties let, 14 were accepted on the first offer.

The Association had a total of 93 days rent loss due to voids. This meant that the majority of our properties were relet very quickly after they became empty, equating to 0.13% of our rental income. Void loss increased this year as additional health and safety checks are now required.

Transfers	5
Section 5	4
Housing Register	5
Nomination	0
Total	14



Relet Performance:

Void Loss Period	Number of Properties	Average time to re-let
93 days void	14	6.64 days

During the year the Association received 11 Section 5 Homeless Referrals from Glasgow City Council Homelessness Service. Of these referrals 4 were able to take up housing with the Association on a Scottish Secure Tenancy. 1 other applicant who was statutorily homeless but not referred to the Association as a Section 5 Homeless Referral was also able to take up housing with the Association. No referral cases required to go to arbitration.

Housing Register

As can be seen from the figures on page 5, the Association remains a popular choice for people seeking rehousing. Gardeen was part of the EHRA Common Housing Register (CHR) however applicants were notified in March 2024 that this would be changing to a Gardeen Housing Register only from May 2024 to better match our supply with demand. As at 31 March 2024, the CHR held 855 active applications for the Gardeen area.

During the year, we processed 139 applications for rehousing. 98.6% were processed within the target timescale of 28 working days to fully process and letter.

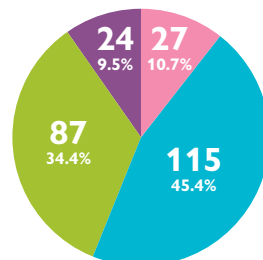
The Association continues to receive more applications than we have stock, which unfortunately always means that only a small proportion will ever be able to get rehousing.



Below gives a breakdown of our stock:

Gardeen Homes

2 apt	27
3 apt	115
4 apt	87
5+ apt	24
Total	253



Rent Arrears

The Association continued to work hard to try and keep rent arrears low and to assist tenants in dealing with rent arrear problems. As a result, at the 31 March 2024, non-technical current tenant rent arrears stood at 0.43%.

Rent Arrears Performance:	Sum (nearest £)	% of rental income
Total Current Tenant Arrears	£7,643.70	0.68%
Technical Arrears	£2,752.50	0.24%
Non-Technical Arrears	£4,891.20	0.43%
Total Former Tenant Arrears	£2,643.58	0.23%

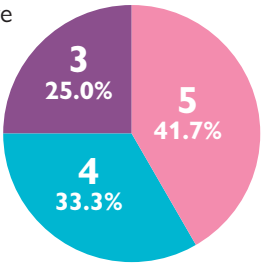
Estate Management

The Association continued to regularly inspect the area and carried out work to try to maintain the area to a high standard. We carry out landscaping to communal areas with regular litter picking to try and keep the area tidy for residents.

The Association are keen to keep tenants satisfied and we wish to deal with any concerns as quickly and effectively as we can. During the year we received a total of 12 complaints.

Of the 12 anti-social behaviour/nuisance complaints we received during the year, the breakdown was as follows:

Neighbour Nuisance	5
Neighbour Noise	3
Pets	4



Legal Action

The Association would rather try and resolve any matters with tenants without recourse to legal action, however, we will pursue legal action when required. A summary of legal action taken during the year is as follows:

Type of Action	No. of cases
Notices Served	9
Court Actions Initiated	1
Court Callings	10
Decrees Awarded to Gardeen	2
Eviction Decrees Implemented	2



Maintenance and Repairs



It was another busy year for repair work. The Association completed 113 emergency repairs. The average time taken to carry out an emergency repair was 1.94 hours.

The Association completed 677 non-emergency repairs. The average time taken to carry out non-emergency repairs was 3.87 days.

The Association instructed 677 'Right First Time' jobs. For a job to be classed as 'Right First Time' two criteria must be met:

1. The repair is completed within the landlord's targets agreed locally (Emergency: make safe within 4 hours, repair within 24 hours; Urgent: 3 working days; Routine: 7 working days; Right to Repair: Various).
2. The repair is completed without the requirement for further appointments due to the repair being inaccurately diagnosed and/or, the operative not resolved the reported problem.

668 out of 677 Right First Time category jobs were completed Right First Time.

This means 98.67% of jobs were completed Right First Time.





Cyclical and Planned Maintenance

Some of the cyclical and planned maintenance works carried out during the year included:

- Gas service checks to all properties (as legally required);
- Periodic electrical inspections to all voids and those due a cyclical check;
- Smoke detector, heat alarm and carbon monoxide detector replacements;
- Roof anchor checks;
- Phase 1 window replacements;
- Landscaping works.

The Association is committed to providing timely cyclical and planned maintenance in order to keep tenants homes safe and to a good standard. A stock condition survey was carried out in 2024 by Brown & Wallace. This survey confirmed that all of the Association's stock meets the Energy Efficiency Standard for Social Housing. This Standard aims to improve the energy efficiency of the social housing stock in Scotland. The next stock condition survey is programmed for 2027.



Repair Satisfaction

The Association issues a repair receipt and satisfaction survey to residents for every tenant repair instructed. During 2023/24 we issued 709 and had 142 of these returned (20.0%).

A summary of responses:

Of the tenants who had repairs carried out in the last year, how many answered the question *“Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?”*

154

Of the tenants who answered, how many said that they were:

Very satisfied	147
Fairly satisfied	5
Neither satisfied nor dissatisfied	2
Fairly dissatisfied	0
Very dissatisfied	0

Adaptations

During the year the Association received £68,625 grant from Glasgow City Council to carry out 22 adaptations to properties, being a mixture of bathroom works and garden works.

Property Inspections

Staff continue to progress the Association's property inspections programme. Where possible, we will time this to coincide with planned maintenance programmes. Tenants can still contact staff to advise if their contact details, emergency details or household composition have changed.

Staff continued to carry out repair inspections and weekly estate management inspections.

Acquisitions

There were no acquisitions during the year.

Financial Report

The financial figures for 2023-2024 highlight the completion of another successful year for the Association. We continue to monitor costs closely to ensure value for money and long-term viability. We will continue to invest in homes by updating bathrooms, kitchens, windows and heating systems.

Net assets now stand at **£2,584,587**.

Income

Rental Income	£1,123,865
Factoring	£1,021
Amortisation	£272,197
Other Grants & Income	£68,972
Interest Income	£25,286
Total	£1,491,341



Expenditure

Management	£485,582
Day to Day Repairs	£126,944
Planned Maintenance	£144,636
Estate Services	£62,686
Tenant Participation	£0
Factoring	£1,021
Loan Interest &	
Other Finance Charges	£43,119
Rechargeable Repairs	£4,735
Bad debts	£5,410
Depreciation	£431,367
Total	£1,305,500

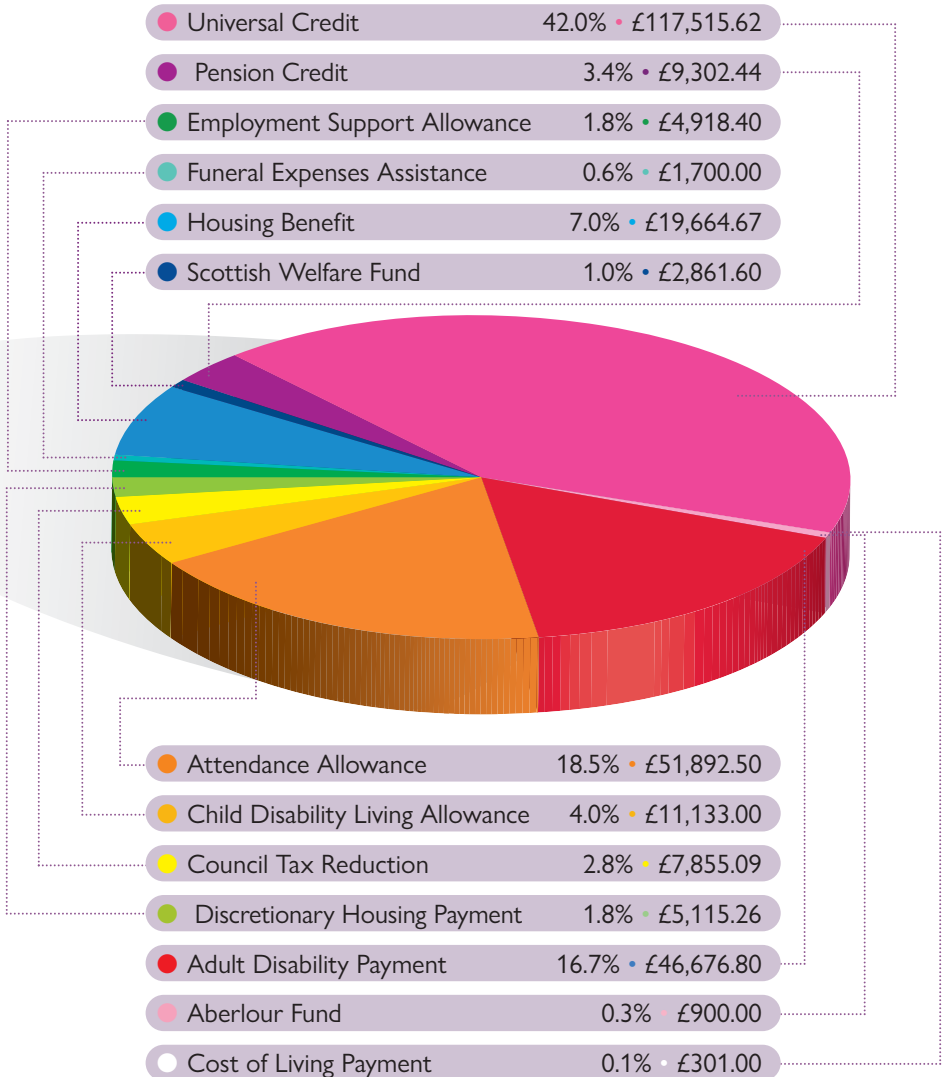


Surplus (before pension adjustments) for the year: £185,841

Gardeen Housing Association is a not-for-profit charity and any surplus is set aside for future investment.

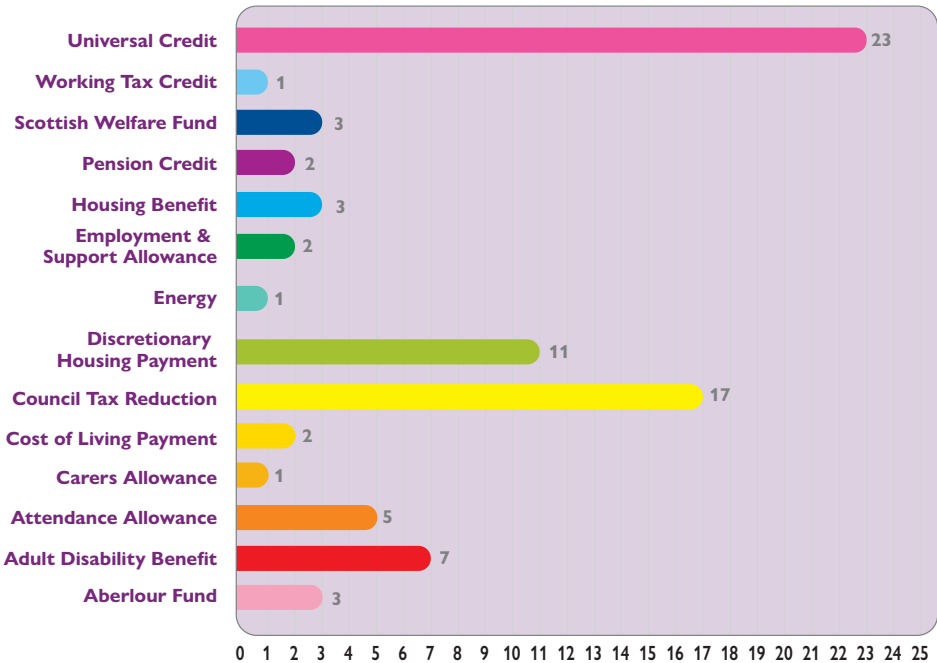
Income Advice Support 2023-2024

Total Financial Gains for Gardeen HA 2023/24: £279,836.38



Welfare Right Issues

New Cases • Total 81



Complaints Report

We aim to ensure that we provide a good service to tenants, applicants and owners but sometimes we might get it wrong. We also want to know if someone is unhappy with our services so we can investigate and put things right.

We follow the Complaints Handling Procedure produced by the Scottish Public Services Ombudsman (SPSO). During 2023-2024, we received two Stage 1 complaints and no Stage 2 Complaints. We upheld the complaints in full. We continue to work to improve our service and reviewed our procedures.

Freedom of Information

We received 2 Freedom of Information requests.

Health and Safety for Tenants

We have continued to focus on health and safety for tenants during 2023-2024 and have worked on:

- Annual Gas service checks to all properties
- Electrical safety inspections
- Smoke detector, heat alarm and carbon monoxide detector programme
- Roof anchor checks
- Fire safety checks
- Asbestos checks
- Legionella checks
- Mould, damp and condensation checks





Energy Standards

We have worked to ensure that all homes meet the current Government energy standards. We have developed an energy database for all our properties in partnership with Alembic Research.

We shall be looking at ways to fund future energy improvements to make sure that your home is affordable to heat and rent. We completed window replacements during 2023-2024. Guidance is awaited on the Social Housing Net Zero Standard.

Financial Support for Tenants

The Association was successful in securing **£30,550** funding for tenants from the Scottish Government.

Tenant Participation and Involvement

We ask your views on the service that we provide and your priorities at the Annual General Meeting that is held in September each year. We organise an independent tenant survey every three years (2024 result are available on our website). We consult on rent increases and policy updates. We monitor repair satisfaction levels and welcome informal feedback. .

Improving Performance 2023-2024

Our aim is to provide a local and personal service to Gardeen residents.



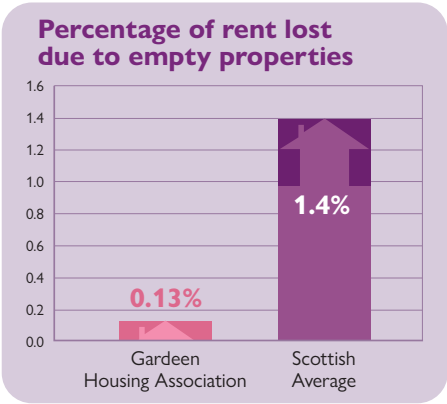
ARC return:	2021-2022	2022-2023	2023-2024
Hours to complete emergency repairs	1.9 hours	1.84 hours	1.94 hours
Average Working Days to complete non-emergency repair	5.18 days	3.85 days	3.87 days
% of repairs completed Right First Time	93.18%	98.31%	98.67%

Easterhouse Groups: Benchmarking 2023-2024

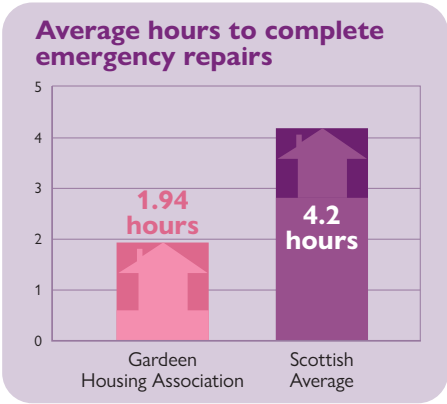
Landlord:	% Satisfied with landlord	Average hours to complete emergency repairs	Average days to complete non-emergency repairs	Gross rent arrears	Average days to re-let properties
Blairtummock	90.52%	4.88 hours	4.18 days	3.45%	16.03 days
Calvay	90.94%	3.09 hours	3.96 days	3.86%	29.08 days
Easthall	92.35%	3.52 hours	7.70 days	3.15%	18.58 days
Gardeen	97.39%	1.94 hours	3.87 days	1.11%	6.64 days
Lochfield	96.23%	2.02 hours	4.49 days	3.52%	34.19 days
Provanhall	92.80%	2.02 hours	5.60 days	2.00%	10.17 days
Wellhouse	85.12%	1.45 hours	2.51 days	9.06%	54.95 days

Comparing Our Performance

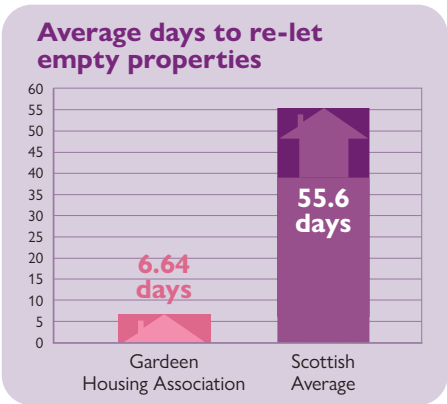
Percentage of rent lost due to empty properties



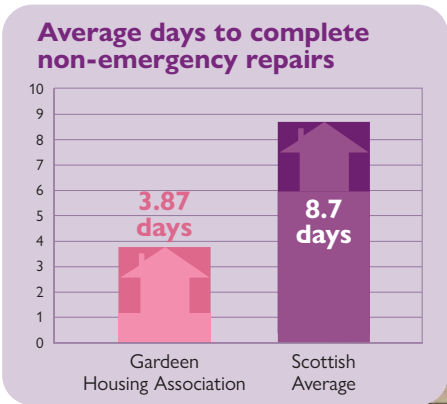
Average hours to complete emergency repairs



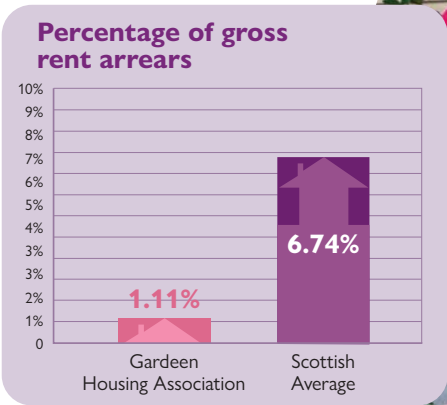
Average days to re-let empty properties



Average days to complete non-emergency repairs



Percentage of gross rent arrears





Staffing

The Management Committee employ five staff:

Roslyn Crawford

Director

Lyndsay Moffat

Depute Director/ Housing Manager

Anna Morton

Customer Services Officer

John Seggie

Property Services Officer

Louise Hosie

Customer Services Assistant

Income Advisor

Elaine McIntyre

Income Advisor

Consultants

David McDonald

Finance Services (FMD)

Tom Atkinson

Procurement Consultant

Joe Connor

DA Gilmour, Clerk of Works

Equalities and Human Rights

The Management Committee place equalities and human rights at the heart of the work that they do and are gathering information to help us develop our action plan.

Areas for Improvement

Gardeen Housing Association will continue to monitor performance and provide a friendly local service. We will keep up to date with legislation and best practice. Our performance remains high, when compared with the Scottish Average.

Feedback



We hope that you have enjoyed reading this report.

We would welcome your suggestions on how our report can be improved.

Please email your views to info@gardeen.org.uk or text us on **07418 341619**.

You can also call the office on **0141 771 9590** and give us your views.

Did you like the design of the report?

Did you get the information you needed from the report?

Is there anything else that you would like to see in the report?

If you would like to get involved, please contact Roslyn or Lyndsay at the office on **0141 771 9590** or email info@gardeen.org.uk



Gardeen Housing Association Ltd
Building a Better Future

Gardeen Housing Association Limited

32 Garlieston Road • Barlanark • G33 4UD

Tel: 0141 771 9590 • Text: 07418 341619



info@gardeen.org.uk



Gardeen Housing Association



www.gardeen.org.uk



@gardeenh

Registered with the Scottish Housing Regulator, registration no. HAC214.

Registered Scottish Charity No. SC037681

Registered Property Factor No. PF000194. Financial Conduct Authority 236RS