



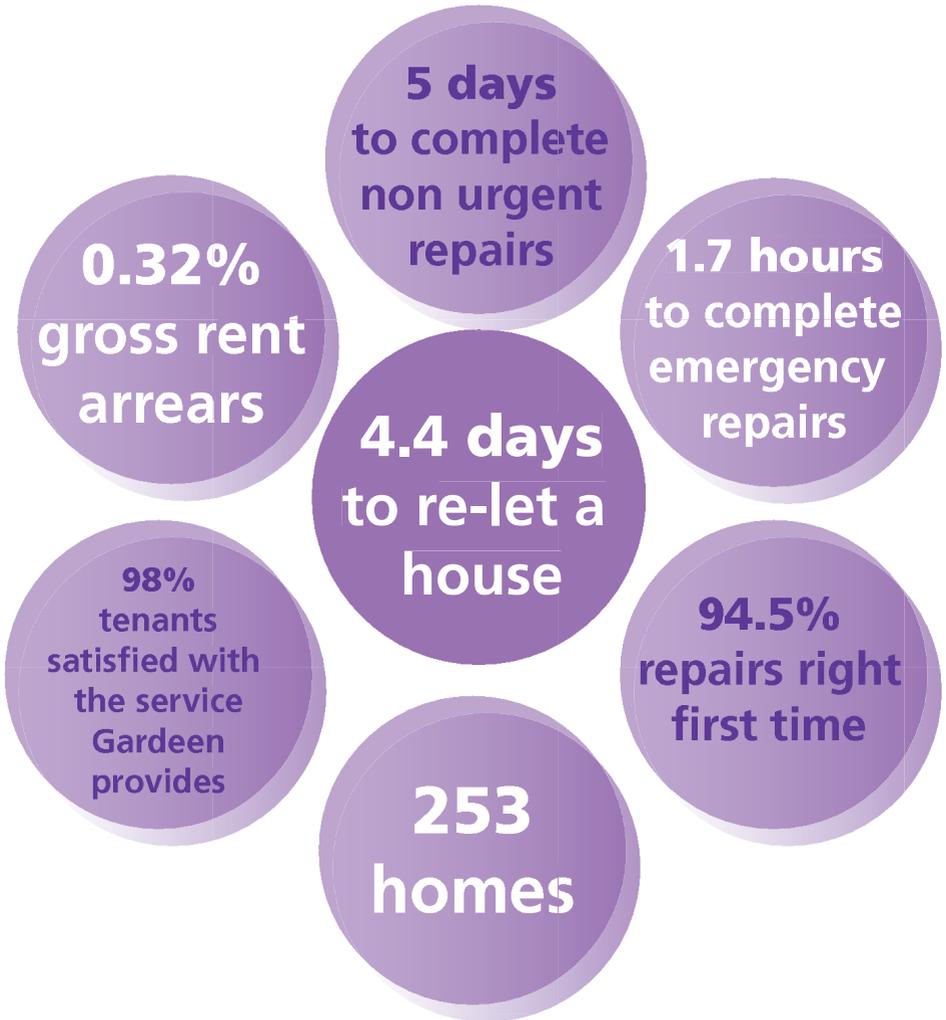
GARDEEN HOUSING ASSOCIATION LTD

PERFORMANCE REPORT 2020-2021



MEETING THE SCOTTISH SOCIAL HOUSING CHARTER

Gardeen Housing Association Charter Report 2020-21



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Chairperson's Report



Welcome to our Performance Report for 2020-2021. This report is a requirement of the Scottish Housing Regulator. This is our sixth report based on the Annual Return on the Charter (ARC).

Covid-19 has had an impact on the Gardeen Community and on the way that we deliver services. We had to close the office in March 2020 and started to deliver services in different ways. We worked in partnership with Connect Community Trust to provide emergency services to Gardeen tenants including fuel cards, food bags and cash payments.

We are pleased to note that our performance was not affected during the changes. We delivered services and we were able to allocate homes and complete repairs when we could.

We are continually seeking to improve our performance and improve the services that we provide to you. Our income comes from the rents that we charge. The Management Committee work with staff and consultants to decide what the priorities are and how the income will be spent. We want to ensure that we have rents that provide value for money and have enough income to pay back loans and invest in your homes with new kitchens; energy efficient boilers; bathrooms and, in the future, new windows.

The Management Committee will also be submitting an Assurance Statement to the Scottish Housing Regulator by October 2021. This document will be published on our website.

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

We will continue to provide friendly local services to you in different ways. There will be many challenges for us all as we work with Coronavirus and Brexit.

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.

Marion Leat, Chairperson

1. Tenant and Landlord 2020-2021



496

Applications on the
Common Housing
Register



117

Applicants applying
for housing to
Gardeen have a
disability



319

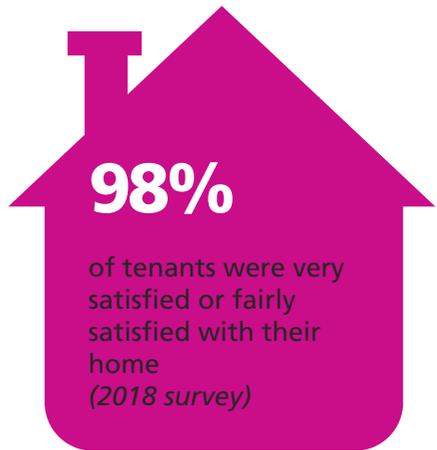
applicants applying
for housing to
Gardeen are female



330

applicants applying
for housing to
Gardeen are white
Scottish

1. Tenant and Landlord 2020-2021 (cont)



We now carry out an annual independent, confidential telephone survey to find out your views on the service that we provide and get your feedback on the service we are providing.

2. Housing Quality and Maintenance 2020-2021



2. Housing Quality and Maintenance 2020-2021 (cont.)



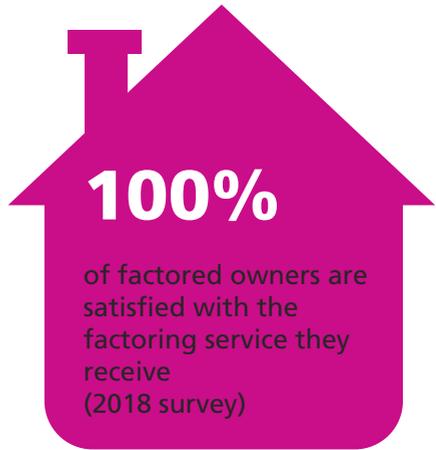
3. Neighbourhood and Community 2020-2021



4. Access to Housing and Support 2020-2021



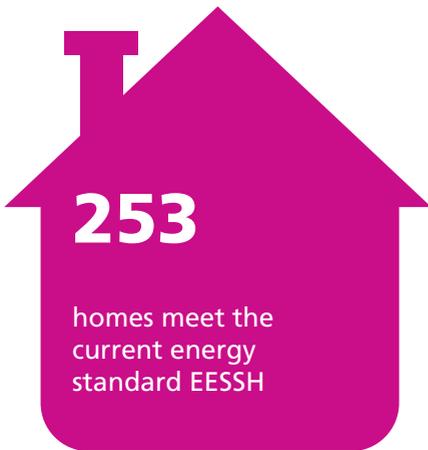
5. Value for money 2020-2021



5. Value for money 2020-2021 (cont.)



6. Energy Improvements 2020-2021



7. Improving Performance 2020-2021

Over the last 3 years, we have improved our service to tenants by working closely with tenants and contractors. Our aim is to provide a local and personal service to Gardeen residents.

ARC return	Hours to complete emergency repairs	Average Working Days to complete non-emergency repairs	% of repairs completed Right First Time
2018-2019	1.92 hours	2.85 days	99.05%
2019-2020	2.18 hours	2.97 days	99.26%
2020-2021	1.7 hours	5 days*	94.5%*

* Please note that these figures include days in which repairs could not be carried out due to Covid-19 lockdown restrictions. If these lockdown days were excluded then improving performance was maintained.

7.1 Easterhouse Groups: Benchmarking 2020-2021

Landlord	%Satisfied with home	Average Hours to complete emergency repairs	Average days to complete non emergency repairs	Repairs right first time	Gross rent arrears	Average Days to re-let properties
Blairtummock	91.7	2.7	3	99.3	2.42	19.9
Calvay	96.1	1.7	2.6	99.3	1.62	22.6
Easthall	89.6	2.9	8.3	79.7	1.92	17.3
Gardeen	98	1.7	5	94.5	0.32	4.4
Lochfield	99.4	2.1	3.9	98.5	2.77	37.7
Provanhall	94.4	2.2	6.8	93.5	1.37	26.7
Ruchazie	90	1.7	3	90.6	2.00	17.2
Wellhouse	94.1	2.2	3.5	99.2	7.55	30.6

Areas for Improvement

Gardeen Housing Association will continue to monitor performance and provide a friendly local service. Performance figures may continue to be affected in 2021-2022 as we continue to work with coronavirus and adjust to Brexit changes.

Covid-19

Gardeen Housing Association will continue to follow Scottish Government advice on COVID-19 and we will continue to update you on any changes.

Brexit

We will monitor the changes that could arise because of Brexit including increased costs and delay to materials.



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

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 Limited

32 Garlieston Road, Barlanark, G33 4UD

Tel: 0141 771 9590. Text: 07418341619

Email: info@gardeen.org.uk

Website: www.gardeen.org.uk



@gardeenh



Open Weekdays 9:30am - 4:30pm

(Closed for lunch 12:30pm - 1:30pm,
and for training throughout Thursday morning)



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