



GARDEEN HOUSING  
ASSOCIATION LTD

# PERFORMANCE REPORT 2014-2015

MEETING THE SCOTTISH  
SOCIAL HOUSING CHARTER



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## Chairperson's Report



Welcome to our Performance Report for 2014-2015. This is a requirement of the Scottish Housing Regulator. This is our second report based on the Annual Return on the Charter (ARC). The ARC return is also based on the views that you provided in the resident satisfaction survey that we undertook in 2012. We have undertaken a further satisfaction survey in 2015 and the results will be included in the next ARC return.

The ARC return is an opportunity to look at our performance and how we measure up against other housing associations in Scotland.

We are continually seeking to improve our performance and improve the services that we provide to you. You can read more about the services we deliver in this report.

Our income comes from the rents that we charge. The Management Committee must balance the books to ensure that there is enough income to pay back loans, carry out repairs and make sure there are savings for future investments in kitchens, bathrooms and boilers. We also take into account your views.

If you have any comments regarding the Performance Report then please contact the Association. I hope that you will enjoy reading this report.

**Colin Cameron**

Chairperson

October 2015



The Scottish Social Housing Charter was introduced by the Scottish Government in 2012. It sets out what you can expect from Gardeen Housing Association. It lets you check our performance against other landlords and lets you know where we have performed well and where we can improve. We complete an Annual Return on the Charter (ARC) in May of each year.

The Scottish Housing Regulator is responsible for monitoring performance against the Charter and will publish a landlord report on Gardeen Housing Association each August. This is reproduced on page 5 of this report. We then provide a Gardeen Performance Report in October of each year.

## We are measured against 14 outcomes:

<b>Tenant and Landlord</b>
1. Equalities
2. Communication with tenants
3. Involving tenants in what we do Housing Quality and Maintenance
4. Quality of Housing
5. Repairs, Maintenance and Property Improvements
<b>Neighbourhood and Community</b>
6. Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes
<b>Access to Housing and Support</b>
7. Housing Options
8. Advice to Housing Applicants
9. Preventing Homelessness
10. Applying for a Gardeen Home
11. Tenancy support
<b>Getting Value for Money</b>
12. Good Services Provided to You
13. Rents – what service do you receive
14. Information on how your rent is spent

## Landlord report

### How your landlord told us it performed in 2014/2015

#### Gardeen Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2014/2015.

#### Homes and rents

At 31 March 2015 your landlord owned 254 homes. The total rent due to your landlord for the year was £866,460. Your landlord increased its weekly rent on average by 2.00% from the previous year.

Size of home	Number owned	Average weekly rents		
		Your landlord	Scottish average	Difference
1 apartment	0	£0.00	£64.03	100%
2 apartment	27	£54.50	£68.54	20.5%
3 apartment	115	£62.75	£69.60	9.8%
4 apartment	86	£67.51	£75.69	10.8%
5 apartment	26	£80.93	£84.04	3.7%

#### Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **94.9%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 88.1%.
- » **99.4%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 89.3%.
- » **91.8%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 79.6%.

## Quality and maintenance of homes

- » **100.0%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 91.0%.
- » The average time your landlord took to complete **emergency repairs** was **2.1 hours**, compared to the Scottish average of 5.9 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **3.8 days**, compared to the Scottish average of 7.9 days.
- » Your landlord completed **96.6%** of **reactive repairs** 'right first time' compared to the Scottish average of 90.2%.
- » Your landlord does operate a **repairs appointment system**. It kept **97.3%** of **appointments** compared to the Scottish average of 92.4%.
- » **100.0%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 89.3%

## Neighbourhoods

- » For every 100 of your landlord's homes, **8.3 cases** of **anti-social behaviour** were reported in the last year.
- » **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 83.2%.

## Value for money

- » The amount of money your landlord collected for current and past rent was equal to **99.1%** of the **total rent** it was due in the year, compared to the Scottish average of 99.5%.
- » It did not collect **0.0%** of rent due because **homes were empty**, compared to the Scottish average of 1.1%.
- » It took an average of **0.0 days** to **re-let homes**, compared to the Scottish average of 36.8 days.

### Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

## Equalities, Communication and Participation

**We understand the importance of keeping you informed about the work that we do and listening to your views. As an equal opportunities organisation we are seeking to ensure that all parts of the community are able to access our services.**

### Equalities

**Did you know that we received 415 applications for new homes in 2014-2015?**

Of these:

91.4% were from white applicants

0.2% were from Mixed backgrounds

0.5% were from Asian Backgrounds

3.6 % were from Black backgrounds

0.5% were from other backgrounds

3.8% were from unknown backgrounds

28.9% of applicants said they had a disability

Did you know that we also completed 16 medical adaptations to help tenants stay in their homes?

We are also a member of Happy to Translate to help applicants and tenants who may not use English as their first language.



## Communication and Participation

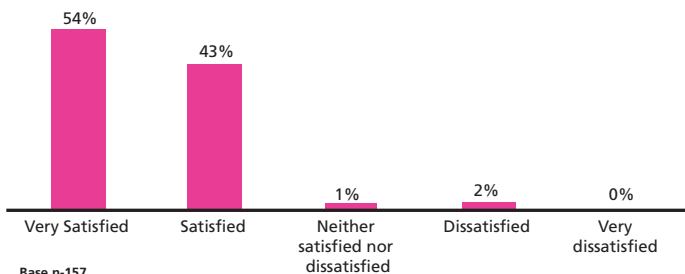
Research Resource, an independent organisation, carried out a survey of all Gardeen residents in 2012. We carried out another survey in 2015 and will report on this next year.

**Did you know that 97% of our tenants stated that they were satisfied with the services provided by Gardeen?**

**This compares to the Scottish average of 88.1%**

### Overall satisfaction with Gardeen

Q24 Overall how satisfied are you with Gardeen?



researchresource

2009

93%

2012

97%



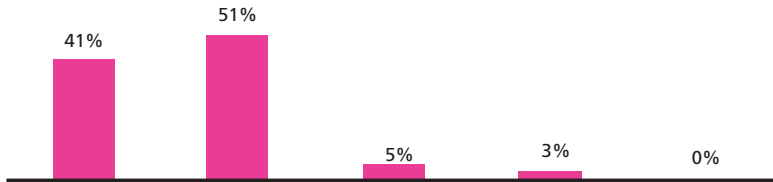
You told us	We did
92% prefer to receive information from a newsletter	We issue a newsletter 4 times a year and receive feedback from the Charter Customer Focus Group. We include their suggestions in the newsletter.
57% have access to the internet	The website has been updated and we provide updates on Facebook and Twitter. We also provide internet access in our office and have developed a portal to allow you to view your rent account.
38% are not interested in becoming involved in the Association	We will continue to offer different ways to become involved but understand that tenants have the right not to be involved.



## Communication and Participation

### Listening to tenants views

**Q12 How satisfied are you that Gardeen listens to your views and acts upon them?**



Base n-158

 researchresource



**Did you know that 92% of tenants were satisfied that Gardeen listens to your views and acts upon them?**

This was lower than 2009 so we worked to improve the ways that that we listen to you.

#### What we did:

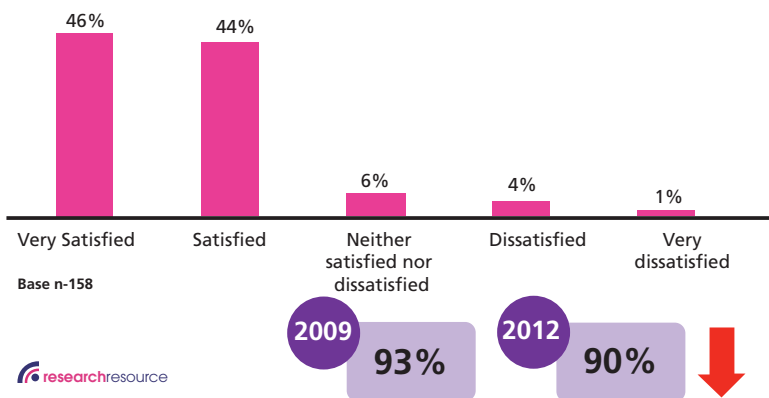
We introduced a Customer Charter Focus Group where you can tell us directly how we can improve the service to you. This group meets twice a year and is open to all residents. We hope that this will encourage residents to give us their views. We also encourage attendance at our Annual General Meeting. The Management Committee is made up of local tenants who make decisions on behalf of the community and we welcome new members. If you are interested in becoming a committee member please contact Roslyn at the office.

## Housing Quality and Maintenance

We know that your priority is to receive a quality repairs service. We are continually seeking to improve this service to you by making best use of the money that we receive from you in rent.

### Satisfaction with the home

Q57 How satisfied or dissatisfied are you with the overall quality of your home?



**Did you know that 90% of Gardeen tenants were satisfied with the quality of their home.**

This was lower than 2009 and we worked hard to improve this figure by providing new bathrooms and boilers that were due for replacement.

**Did you know that all of our properties met the Scottish Housing Quality Standard? This compares with a Scottish Average of 85.4%.**

We invested £123,530 on major repairs in 2014-2015. This included new bathrooms and a painterwork programme.

We carried out 100% of gas safety inspections within 12 months of the previous inspection.

## Housing Quality and Maintenance

### **Did you know that we spent £98,575 on day to day repairs in 2014-2015?**

We completed 1174 reactive repairs. This is an average of 4.62 repairs per property.

## Housing Quality and Maintenance

100% of tenants stated that they had repairs or maintenance carried out in the last year and were satisfied with the repairs and maintenance service provided by Gardeen Housing Association.

### **Did you know we completed non emergency repairs in an average of 3.77 days?**

This is an improvement from 2013-2014 where we achieved 4.16 days. We work closely with tenants and contractors to improve the service that we provide.

### **Did you know that we completed emergency repairs in an average of 2.11 hours?**

This is an improvement from 2013-2014 where we achieved 4.11 hours. We have changed contractors and aim to use local companies to improve performance.

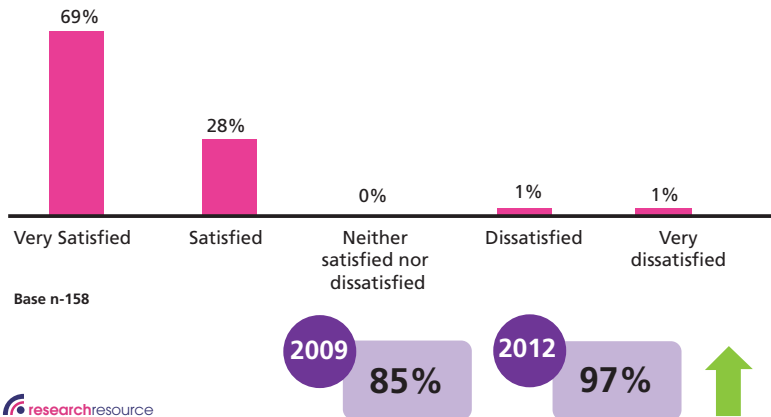
**Did you know that we completed 96.6% of reactive repairs right first time? This compares to the Scottish average of 90.2%**



## Housing Quality and Maintenance

### Overall satisfaction with the repairs service

**Q49 Overall, how satisfied were you with the way gardeen deals with repairs and maintenance?**



### Did you know that 97% of tenants were satisfied with the repairs service?

This is a big improvement from 2009 to 2012, and we will be working to continue to improve the repairs service. We asked your opinion again in 2015 and will report on the findings next year.

We continue to use local contractors as they give us the best value for money as they do not have large overheads. We inspect a sample of repairs before and after completion and we look for your comments when you complete a repair satisfaction survey. We constantly monitor the repairs service and welcome your views.

## Neighbourhood and Community

### Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes.

**We understand a safe, attractive environment is important if we want to make a difference to the Gardeen area.**

**Did you know that 91% of tenants were satisfied with the management of the neighbourhood?**

We employ a local contractor to work in the Gardeen area to pick up litter, clean back courts and closes, pick up bulk rubbish and cut grass. You can help us reduce this cost by helping to look after your garden and picking up any litter in your garden.

Each year we hold a gardening competition to recognise the hard work and effort that tenants have put into their gardens.

We work in partnership with Glasgow City Council that provides many of the services in the neighbourhood including road sweeping, bulk uplift, street and close lighting. You pay for these services through the Council Tax.

We will continue to work with our partners to maintain the Gardeen area to make it a pleasant place to live.



## Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes.

In our 2012 Resident Survey you told us that your biggest concerns were:

- Dog Fouling
- Rubbish
- Graffiti
- Vandalism

We have worked with Glasgow City Council and Community Safety Glasgow to try and reduce the amount of dog fouling. We have included articles in the newsletter and provide bags and scoopers to help residents pick up dog mess. We have installed additional dog fouling bins and a few tenants have been fined for failing to pick up after their pet. We use a local contractor to clear up rubbish and we are pleased to note that the level of graffiti has reduced since 2012. Vandalism has also reduced and we monitor the area by carrying out regular inspections.

We carried out another satisfaction survey in 2015 and will report on this next year.

### Anti-Social Behaviour

In 2014-2015, we received 21 complaints of anti-social behaviour. We were able to respond to all complaints within the timescales. This compares with 26 complaints that we received in 2013-2014. We encourage tenants, owners and applicants to make complaints to allow us to improve our service to tenants.

### Complaints

If you have a complaint about any of our services please let us know and we will try to put things right. We have adopted a Model Complaints Policy and if you are not satisfied then you have the right to complain to the Scottish Public Sector Ombudsman (SPSO).

## Tenancy Sustainment

We want to encourage tenants to continue to live in the area and to take a move elsewhere for positive reasons e.g. work or college or a more suitable home. Tenancy sustainment is therefore an important target for us.

In 2014-2015, all new tenancies started in 2013/14 (100%) were sustained for more than a year. We try and help tenants to manage their tenancies by providing information, support and help where required. We carry out a survey of new tenants to ask them about their experience of becoming a Gardeen tenant. We use this information to improve our allocation process.

25 new tenants were offered a property from Gardeen Housing Association in 2014-2015. Of these 21 were satisfied with the application and offer process and 2 tenants were dissatisfied with the condition of the property although the Association carried out works to improve the property prior to move in date.



We have introduced a new Allocation Policy based on groups and points. We want to ensure that applicants are being offered the most appropriate property and that new tenancies are successful. We work in partnership with Calvay Housing Association, Lochfield Park Housing Association and Easthall Park Housing Co-operative to provide a Common Housing Register to reduce the process for applicants.

## Access to Housing and Support

**Did you know that Gardeen Housing Association is one of the smallest landlords in Easterhouse and owns and manages 254 homes for rent?**

Due to our size, we can get to know all our tenants and provide a service based on a good knowledge of our tenants.

In 2014-2015, we re-let 25 properties. This compares with 14 relets in 2013-2014.

We are able to re-let quickly because we work closely with our contractors and the tenant and carry out as much work as we can before the tenant moves out.

### Allocations

We operate a Common Housing Register and at March 2015, there were 415 applicants on the waiting list.

**Do you know that we have a legal duty to assist in the prevention of homelessness?**

The Scottish Government have agreed a target to reduce homelessness. As a result we offer re-lets to Glasgow City Council who will refer an applicant who they have assessed as homeless. We are required to comply by law.

In 2014-2015, of the 25 re-lets, 5 were allocated to applicants assessed as homeless by Glasgow City Council. There was also 1 Mutual Exchange.



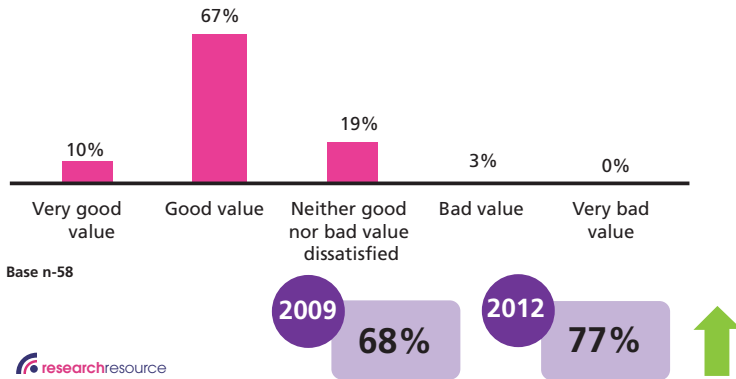


## Value for Money, Rents and Service Charges

The last few years have been challenging for everyone as there is less money to go around although costs are rising. We rely on our income to pay for repairs and new kitchens, bathrooms and boilers. Gardeen Housing Association will continue to face these challenges as the improvements are paid from your rent.

### Value for money of rent

**Q38 Taking into account of your home and the services you receive, to what extent do you think that your rent represents good value for money?**



We are encouraged that in the 2012 survey, 77% of tenants were satisfied with the rent charge that was paid. We will ask this question again as part of the satisfaction survey in 2015.

We have carried out a review of our future plans and rent increases will be applied in the future to make sure that we have sufficient funds to provide new kitchens, bathrooms, boilers and painterwork.

The rent increase in 2015 was 2% and we will aim to keep increases affordable but we also have to ensure that there are sufficient funds to continue to invest in Gardeen homes.

## Value for Money, Rents and Service Charges

### **Did you know that the gross arrears at the end of March as a percentage of rent due were 0.89%?**

This means that we collect almost all the rent that is due to us. This means that tenants are supported and assisted to pay their rent. Rental income allows us to continue to deliver our service to you. Our performance is excellent and we compare well with other housing associations in the area.

There are challenges ahead as Universal Credit is introduced. Changes to welfare reform will also make a difference to the amount of money that many of our tenants receive. This will be a challenging time for the Association.

### **Did you know that we lost no income when our properties became empty?**

This means that Gardeen homes remain popular and by working closely with our contractors we are able to allocate homes quickly. Our performance in this area is excellent and again we compare well when compared with other housing associations in the area.

## Information on Spend

The Charter Customer Focus Group told us that they do not want to receive any additional information on expenditure. We will continue to monitor this position.

## Value for Money

We aim to provide an effective and efficient service to tenants and we constantly monitor costs. If there are any areas that you think are not providing value for money then please let us know.



We hope that you have enjoyed reading this report.  
We would welcome your suggestions on how our first report can be improved.

Please complete and return to the office or email your views to:  
[info@gardeen.org.uk](mailto: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?**

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**Did you get the information you needed from the report?**

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

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.....  
.....

If you would like to get involved then please contact Roslyn at the office on **0141 771 9590** or email [info@gardeen.org.uk](mailto:info@gardeen.org.uk)



## **Gardeen Housing Association Limited**

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@gardeenh



## **Open Weekdays 9:30am - 4:30pm**

(Closed for lunch 12:30pm - 1:30pm,

and for training throughout Thursday morning)



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