

**2017
Annual
Performance
Report
and
Autumn
Newsletter**

**OUR VISION:
Quality homes and excellent services
for today and the future**



92%

of tenants are satisfied
with the overall service
we provide.

Welcome to Clydesdale Housing Association's Annual Performance Report to our tenants.

We will be reporting on our performance against many of the Indicators in the Scottish Social Housing Charter (the Charter). The Charter sets out the standards agreed by tenants for tenants.

2016-2017 was a very good year for us with high levels of tenant satisfaction across our key services. We hope the Report is interesting and informative. Please let us know what you think and if there is anything you would like to see in the Report which is not there.

Welcome



Chairperson's Report

Our role as a Management Committee is to achieve good outcomes for our tenants and other service users whilst ensuring the financial wellbeing of the Association. To check on our success against this we listen to tenant feedback, we measure service delivery performance and we monitor financial performance against the plans we make.

It is therefore very satisfying to report that the information in this year's Annual Report on the Charter demonstrates higher tenant satisfaction in all key areas, service delivery improvements and dramatic progress on how tenants feel about the value for money they receive from Clydesdale Housing Association for the rent they pay.

Our 2016/17 Tenant Satisfaction Survey found that repairs and maintenance was still the priority service for most tenants - consistent with the results of our 2014 Survey. This priority influenced our focus and we have redesigned the repairs and maintenance service to speed up repairs, improve communication between everyone involved and the quality of the work carried out. An example of this ongoing pursuit of improvement has resulted in the target time to complete routine repairs being reduced by 3 working days from May 2017 onwards i.e. from 10 working days to 7 working days. We are currently preparing plans to re-tender our reactive repairs contract in order to improve the service further and demonstrate even better value for money.

Work to measure the performance of our houses against the Energy Efficiency Standard for Social Housing (EESH) was carried out last year and will continue into the future – thank you to everyone who has allowed us access to survey their home. The deadline for compliance with the EESH is December 2020. We will publish details of the investment programme we are planning to help us meet this standard in due course.

On 4th October the Universal Credit "full service" will be rolled out in South Lanarkshire. Up until then only single people could claim Universal Credit. From 4th October families will also be able to claim. Not everyone will move on to Universal Credit from 4th October. It will

only be new claims or for people with changes in their circumstances. The full service will mean big changes for our tenants. If you have any concerns please contact our Housing Management Team who will be happy to help you.

Our Management Committee currently has 13 members made up of local people with the best interests of the Association and our tenants at heart – 6 of these are tenants. The strength of our services is heavily reliant on effective governance i.e. how the Committee plans for the future, makes decisions, promotes and upholds our values, and manages service standards. Over the past year the Management Committee has participated in various training and workshop events that have led to positive changes in how we:

- recruit and support new Committee Members
- operate more effectively as a team, and with staff
- lead and support the work of the Committee
- review and evaluate the performance of the Committee.

I am delighted to report that we have applied for planning permission to build three new flats for rent along with our plans to build permanent office. In the heart of Lanark, these flats will make a valuable contribution towards meeting housing need in a high demand area. We are aiming to start construction in January and complete the project in October 2018.

Clydesdale's Management Committee and staff look forward to another year of working towards our vision of:

Quality homes and excellent services for today and the future.

Pauline Sandford, Chairperson



Rent collected	Average Scottish RSLs 99.95%	CHA 100.84%
Value for Money	Average Scottish RSLs 82.52%	CHA 83.48%
Average Rent	Average Scottish RSLs £83.01	CHA £74.54
Rent Arrears	Average Scottish RSLs 3.93%, £309,589	CHA 1.95% - £54,360
Voids, Rent Lost	Average Scottish RSLs 0.77%, £60,614	CHA 0.59% - £16,461

93.2% of tenants said they **do not** have difficulty in affording to pay their rent

Getting
good value
from rents
and service
charges

Homes and Rents

Size of home	Number of CHA properties	Average CHA weekly rent	Average Scottish weekly rent	Difference
2 apartments	203	£69.32	£76.02	£6.70 😊
3 apartments	372	£74.08	£78.79	£4.71 😊
4 apartments	154	£81.27	£86.17	£4.90 😊
5 apartments	9	£96.13	£96.47	£0.29 😊

The average for all apartment sizes for CHA was £74.54 compared to £83.01 the average for all of Scotland's Registered Social Landlords



**At the 31
March 2017
we owned 738
properties**

**The total rent
due to be
collected was
£2,768,575**

**We increased
our rents by
3% from the
previous year**

This section gives you information on the health of our business. There is a lot of jargon, which we have tried to simplify as much as we can, however if you would like more explanation on any of these figures please get in touch.

How we spread the costs across our services

Housing Management - Rent	1,400,651
Housing Management - Shared Ownership	20,344
Current Maintenance	612,407
Cyclical Maintenance	281,464
Major repairs	387,831
Service costs	79,112
Mortgage interest	81,580
TOTAL	2,863,389

Financial Information

Universal Credit



New choices for people living in Scotland

The Scottish Government has just announced new Universal Credit payment choices for people living in Scotland.

People making a new Universal Credit claim online from 4 October 2017 who live in South Lanarkshire can choose to:

- be paid either monthly or have the monthly payment split into twice monthly payments (roughly every fortnight); and,
- have the housing costs in their award of Universal Credit paid direct to their landlord.

People who applied for Universal Credit before 4 October will not be able to access these choices until early January 2018.

Those eligible will be offered these choices through their Universal Credit online account following receipt of their first Universal Credit payment.

People who already have their rent paid direct to their landlord through an Alternative Payment Arrangement cannot take up these new choices until the period of their Alternative Payment Arrangement has come to an end.

The Scottish Government has published a leaflet explaining these new choices in more detail. You can view this on our website at www.clydesdale-housing.org.uk

Our staff would be delighted to provide support to any Clydesdale Housing Association tenants who need to make a Universal Credit claim or who wish to take up these new payment choices made available by the Scottish Government. Please contact us on 01555 665316 or emailing us on mail@clydesdale-housing.org.uk to arrange a meeting or a home visit.

We have 738 rented properties

Within the financial year 1 April 2016 to 31 March 2017 we received 20 medical adaptation referrals from Occupational Therapists. 1 tenant cancelled their adaptation, 18 adaptations were completed within the financial year and 1 was completed after the 31st March 2017. We also took an average of 100 days to complete the adaptations

11% of our stock became vacant over 2016-2017. This is compared to the 8% Average for all of Scotland's Registered Social Landlords (RSLs)

We let our properties on average within 19 days compared to the 23 days Average for all of Scotland's Registered Social Landlords (RSLs)

We let 86 properties. The table below shows where our new tenants came from.

Internal Transfer	3
Another Landlord	16
Urgent Homeless	25
Waiting List	42
Total	86

Access to Housing

Neighbourhood



Please be a considerate when parking

Please be considerate when you park your vehicle and avoid causing any obstruction to other drivers, pedestrians or emergency services. Try not to block people in or park in a way that makes it difficult for other people to get in or out of parking spaces. Vehicles should never be parked or driven on pavements or any grassed areas.

There are many areas of shared parking and spaces cannot be reserved or allocated to individuals. These spaces are not for vehicles such as caravans, motor homes, boats, trailers, heavy goods vehicles, buses, mini buses and vehicles with a Statutory Off Road Notice.

Estate News

We carried out a number of estate inspections recently and identified items for uplift which were dumped in gardens and common areas.

Did you know?

- As a tenant it is your responsibility to keep your garden and any common areas clean and well kept.
- Each tenant is entitled to ONE free uplift per year starting on the 1st April of each year?

Have you considered sharing an uplift?

Have you considered talking to your neighbours to ask if they need any items uplifted?

This would increase the amount of uplifts you could benefit from each year and keep your estates neat and tidy.

For further information on sharing uplifts or to report items that have been dumped in gardens or common areas please call the Housing Services Team on 01555 665316.



90% of our tenants are satisfied with the management of the neighbourhood they live in compared to the 88% Average for all of Scotland's Registered Social Landlords (RSLs)

Our customer satisfaction survey told us that dog fouling, rubbish or litter and bulk items left lying around are issues for our tenants.

We had 179 cases of anti-social behaviour reported to us - we resolved 92% of them with our agreed target

Quality & Maintenance of Homes

84%

84% of our tenants are satisfied with the quality of their home compared to the 88% Average for all of Scotland's Registered Social Landlords

100%

100% of our gas safety checks were completed on time compared to the 98.5% Average for all of Scotland's Registered Social Landlords

91%

91% of our tenants are satisfied with our repairs service compared to the 91% Average for all of Scotland's Registered Social Landlords

92%

We completed 92% of our non-emergency repairs right first time compared to the 93% Average for all of Scotland's Registered Social Landlords

**5.3
days**

We carried out non-emergency repairs within 5.3 days compared to the 4.7 days Average for all of Scotland's Registered Social Landlords

89%

89% of new tenants were satisfied with the overall standard of their home when they moved in compared to the 90% average for all of Scotland's Registered Social Landlords

**2.15
Hours**

We carried out emergency repairs within 2.15 hours compared to the 2.7 hrs Average for all of Scotland's Registered Social Landlords

The Clydesdale Tenants and Residents Group meets every six weeks and they are making a difference to how we do things

Do you want get involved?
Call Jane on
01555 678941

Tenant participation is key to the effective running of our organisation.



Participation
Routes



Our New Home

New Flats and a Permanent Home Planned for CHA

We have just received planning consent to build 3 new flats for rent and a new office at 39 North Vennel, Lanark.

Work on designing this project started in early 2017. Members of our Management Committee and staff have teamed up with a representative of the Clydesdale Tenants' & Residents' Group to work with Grant Murray Architects to develop a design that has service users at its core.

The social rented housing part of the project will provide the following 3 spacious, energy efficient flats in Lanark which is a high demand area:

- a 2 person, 2 apartment first floor flat.
- a 4 person, 3 apartment first floor flat.
- a 4 person, 3 apartment first floor cottage flat.

With gas central heating, these flats are located in the heart of Lanark town centre – just a short walk away from the High Street.

Great care has been taken to make sure that the new office will be a place that service users will feel comfortable in. Fully accessible to people with disabilities, the public area includes:

- two comfortable interview rooms.
- a large conference / community room.
- a welcoming reception / waiting area.
- a free customer computer hub.
- a customer toilet.

We aim to support the work of local community groups by making the conference / community room available meetings and training events.

Also the free customer computer hub, located in the reception area, will be a facility that service users can use to access the internet, carry out online training, manage online benefit claims, etc. We might need to introduce a booking system to use these computers, but we'll see what demand is like before we do this.

Staff areas of the new office will provide a comfortable working environment that offer flexibility for current and future needs. This includes an open plan area for staff, modest individual offices for managers and a staff room that can be used as an additional meeting area.

Our designs have received very positive feedback from the Clydesdale Tenants' & Residents' Group and from the members who attended our Annual General Meeting in September 2017.

Our plan is to start construction work in April 2018 and complete the project by February 2019. We estimate that the project will cost a total of £1.38 million and that it will attract £228,000 in Scottish Government funding towards the housing being provided. We aim to secure some additional grant funding from other sources for the community facilities mentioned above.



Frontline Complaints

in 2016-17
we received
83 frontline
delivery
complaints

our complaints procedure has two stages,
Stage 1 frontline resolution

99%

82 frontline service delivery
complaints were responded
to on time

69%

57 frontline service delivery
complaints were upheld

Stage 1, Frontline resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. We will give you a **verbal decision** at stage 1 within five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through stage 2.

You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

What does upheld mean? – If you are told that your complaint has been upheld it means that we agree with you that the service you received did not meet our standards.

Stage 2, investigation

100%

12 Investigation service delivery complaints were responded to on time

67%

8 Investigation service delivery complaints were upheld

Stage two – investigation

Stage 2 deals with two types of complaints: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

When using stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
- **give you a full written response to the complaint as soon as possible and within 20 working days.**

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

Complaints help us to improve – please do not hesitate to contact us if you are dissatisfied with the services we provide to you.

Investigation Stage Complaints

in 2016-17 we received 12 Investigation service delivery complaints

Tenant Satisfaction

We carried out a big tenant satisfaction survey in 2016 2017.
Face to face interviews with 448 tenants told us:

92%

of tenants
were either
very or fairly
satisfied with
the overall
service we
provide

4%

of tenants
were neither
satisfied nor
dissatisfied
with the
overall service
we provide

4%

of tenants
were either
fairly dissatisfied
or very
dissatisfied with
the service we
provide or did
not know or had
no opinion on
the service we
provide

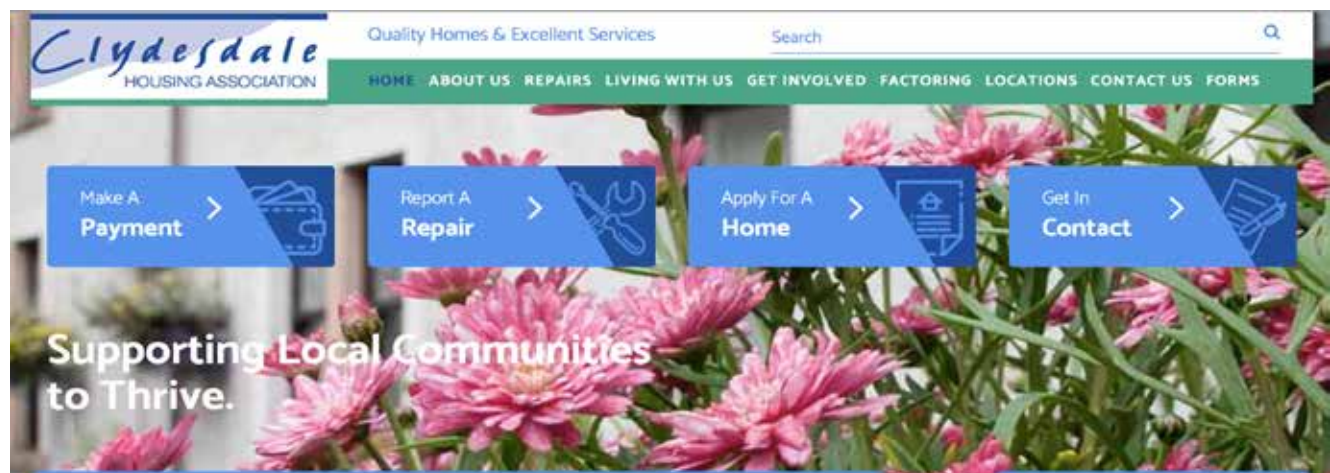
The Clydesdale Scrutiny Panel met several times to evaluate how effective our Re-Let Standard is. This work is ongoing and the results will be published in a future newsletter.

We sent out 3 Newsletters and our tenants find these a good way of passing on information.

We consult with you every year in November about our plans to increase the rent for the year ahead.



Keeping You Informed



Our new-look CHA website

We wanted a website which was modern, quick and designed for busy lives on the go. Our new-look website is all that – and much more.

It's fast, easy to use, with great searches. It lets you find the information you want – and the services you really need. And by using the latest technology, it works on computers, tablets and on your smart phone.

It's a website for all our tenants, designed by tenants, with your feedback playing a key role in the design and content.

You can:

- Find out how and where to pay your rent
- Report a repair
- Go straight to the rent, repairs and apply for a home by using the quick links at the top of every page
- Contact us by using our handy online forms
- See what help you can get with your tenancy, money problems or welfare benefits
- Discover the latest changes to the welfare benefit system – and what help you can get
- Check out the latest housing news
- View our latest publications
- Get involved – we've made it easy for you to have your say and play your part.

98%

of our tenants felt we are good at keeping them informed about services and outcomes compared to the 93% average for all of Scotland's Registered Social Landlords (RSLs)

We believe that value for money is about achieving the right balance between the three 'E's'- Economy, Efficiency and Effectiveness. This means spending less, spending well and spending wisely.

84% of our tenants told us that they believe that their rents represent good value for money

In 2016-17 only **0.6%** of rent due was lost through our houses being empty

In 2016-17 we collected **100.8%** of the total rent due

In 2016-17 we took an average of **19.4 days** to re-let our houses

Value
For
Money

Our People: Our Management Committee

Our Committee Members are dedicated and committed volunteers who care about making a difference to people's lives. Our Committee Members as at 31st March 2017 were:

Name	Designation
Pauline Sandford	Chairperson
Patrick Ross-Taylor	Treasurer
Jean Ramage	Secretary
Clive Malins	Committee Member
Catherine McClymont	SLC Representative
Don Anderson	Committee Member
Jeanette Arneil	Committee Member
Frank Caddell	Committee Member
Christine Shookhye	Committee Member
Susanne Crayton	Committee Member
Lynsey Hamilton	Committee Member
Gill Callaghan	Committee Member

During 2016-2017 the average Management Committee attendance levels was 70% which met the target of 70%

At the 31st March 2017 we had 113 members of the Association. If you would like to have the opportunity to be involved in the management of CHA then contact Elizabeth Miller on 01555 678768

Thank you Don!

At our AGM a long service award was made to current Committee Member and former Chair and Treasurer, Don Anderson. Don who has served as a voluntary Committee Member for 20 years was presented with a gift as thanks for his dedication and commitment to Clydesdale Housing Association.



At the end of March 2016 we had 15 members of staff. During 2016-17 we had 0% turnover of staff. This shows that CHA is a great place to work.



Alison Connell
Technical Service
Inspector



Eileen Wilson
Finance Manager



Elaine McIvor
Customer Services
Assistant



Elizabeth Miller
Corporate Services
Assistant



Iain McMillan
Housing Officer



Jacqui Hart
Housing Assistant



Jane Guthrie
Depute
Chief Executive



Joe Gorman
Chief Executive



Kirsty Kennedy
Technical Services
Officer



Lisa Cochrane
Housing Officer



Nikki McLaughlan
Technical Services
Assistant



Pauline Woods
Housing Officer



Vicky Rogers
Technical Services
Manager



Lesley Arthur
Finance Assistant

Our People:
Our Staff

97%
of tenants
agree that
our staff are
friendly and
approachable

Our AGM is a Success

Over 40 members attended our AGM on 6 September 2017.

Held for the first time at the Lanark Memorial Hall, the AGM dealt with the usual business of the annual accounts, auditor appointment, Chair's report and election of the Management Committee.

In her report Chair, Pauline Sandford, highlighted the high levels of tenant satisfaction reported in the 2016/17 Satisfaction Survey Results and examples of how service delivery had been improved as a result of tenant feedback, e.g. target completion times for routine repairs being reduced from 10 to 7 working days. Pauline also spoke about work to improve the energy efficiency of tenants' homes, welfare reform and work to improve the effectiveness of our governance.

Members also had the opportunity to examine designs for 3 new flats and a new office that are planned for Lanark. The project architect Gary Pinkerton of Grant Murray Architects was present to explain the designs and collect feedback.

The Clydesdale Tenants' & Residents Group also held its AGM on the same evening. The Group's Chair, Jeanette Arneil, presented a report on the last 12 months' activities and issued a call for more members.

A prize raffle also took place with 3 lucky winners winning £50 Tesco gift cards.





Our Annual Performance Report details how we have performed against the indicators of the Scottish Social Housing Charter during 2016/17.

The Scottish Social Housing Charter was introduced by the Scottish Government in March 2012. The Charter sets out the standards and outcomes that all social landlords in Scotland should aim to achieve. Our performance is measured annually by the Scottish Housing Regulator against 14 Charter outcomes.

The Scottish Housing Regulator publishes their own reports for every registered social landlord on their website, www.scottishhousingregulator.gov.uk where you can also use their comparison tool to see how we compare to others and download our full statistical return.

We are committed to sharing our performance information so in addition to the Scottish Housing Regulator's requirements we also publish data in our newsletters.

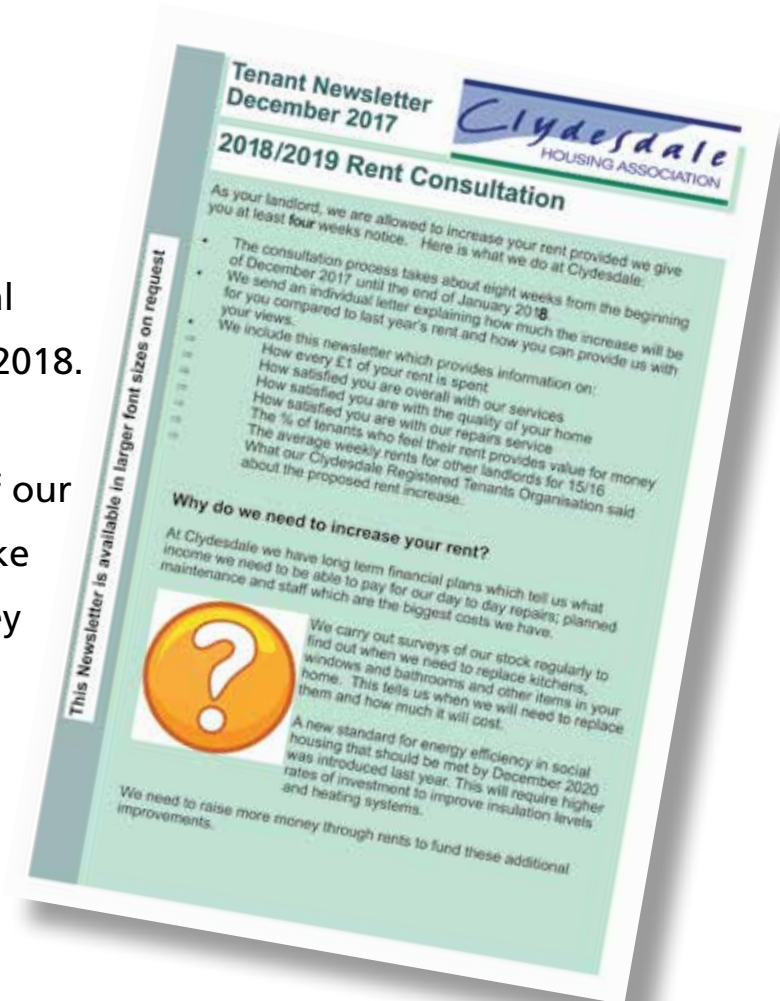
How
We
Compare

Rent Consultation

Coming soon – Rent Consultation for 2018/19

We would like your views on potential changes to rent charges from 1 April 2018.

Your feedback is an important part of our decision-making process, so please take a few moments to complete the survey form when you receive it.





Clydesdale Housing Association Celebrate Living Wage Accreditation

Clydesdale Housing Association has been accredited as a Living Wage employer for its commitment to fair pay for both employed and contracted staff.

The endorsement by The Scottish Living Wage Accreditation Initiative will see everyone working at Clydesdale Housing Association as a direct employee or third-party contractor receive at least a minimum hourly wage of £8.45.

Our Chief Executive Joe Gorman said 'We are delighted to be setting a strong example that not only demonstrates our commitment to being a socially responsible employer but also our commitment to supporting our staff in line with our values.'

How do you think we are doing?

This report lets you see how we have performed in delivering our services over the past year. We hope this information gives you a sense of how we are performing.

We would welcome any views and comments you have on the type and level of information provided.

For further information on this year's report, or to provide feedback on the content and presentation of the report please contact us.

E-mail us at mail@clydesdale-housing.org.uk

Call us on 01555 665316

Write to us or come in to see us at 99 High Street, Lanark, ML11 7LN

Online at <http://www.clydesdale-housing.org.uk/contact-us/>

Or, get a bit more involved.....

Become a member of Clydesdale Housing Association – it only costs £1.00 for life.

For that you get to attend our Annual General Meetings, vote in elections to our Management Committee – or you could even stand for election yourself.

Please contact us if you would like to receive any of our information by e-mail or in another format such as different language, large print, Braille or audio.

