

Quality homes and  
excellent services  
for all  
for today and  
the future



**2020**  
**Annual**  
**Performance Report**

# Chairperson's Report

The performance of the association over 2019/2020 was very good across all areas of service delivery. The results will be presented throughout this report. I am sure as a tenant you will be happy to see the following results:



- emergency repairs carried out within 2.61 hours on average
- non-emergency repairs carried out within 3.93 days on average
- 94.17% of repairs were carried out right first time
- 101.65% of the rent due was collected during the year
- 95.08% of anti-social behaviour complaints were responded to during the year they were reported

In October 2019 we carried out a comprehensive customer satisfaction survey and I am pleased to announce the results were excellent. I would like to thank all of our tenants who took the time to take part in the survey. I am happy to report that 94.13% of tenants are satisfied overall with the services provided by the association. The rest of the results are contained in this report.

In 2019 the Scottish housing regulator (SHR) introduced an "Annual Assurance Statement" which required us to "self-assess" our compliance against the regulatory standards published by them.

The regulatory standards set out what landlords need to do to effectively deliver services & protect the interests of tenants. The Association has just submitted its second Annual Assurance Statement to the SHR and I am pleased to report that our evidence shows that we have maintained our full compliance with all regulatory standards.

In the past year 5 new committee members were appointed to our excellent Management Committee. We have 15 committee members who have a wealth of experience, so I am delighted to announce that the governance of Clydesdale Housing Association is in very safe hands.

In late February 2020 we eventually moved into our new office. The office provides staff & the Management Committee with a very nice space to work in & also provides a "Hub" which can be let out to community groups.

Unfortunately, as everyone will know, the COVID-19 outbreak meant we had to close the offices in late March 2020. Prior to this happening staff made sure they had everything set up to work from home &

be able to carry on most services. Based on the need to socially isolate we had to take the difficult decision to only carry out emergency repairs. I am happy to say that all day to day repairs are now being carried out, & most services have now been resumed.

The COVID-19 outbreak has proved to be very difficult for tenants & our staff, but we have worked very hard to keep the disruption to our tenants to a minimum. I would like to thank our tenants for their patience & understanding during these difficult times. Our housing management team has been working very hard supporting tenants who are having difficulties paying their rent. Please do contact your Housing Officer if you are having difficulties & they will do everything they can to support you in a sympathetic manner.

The smooth running of the Association is achieved through hard work & dedication of the Management Committee, who is responsible for achieving high standards of governance, & I would like to thank them for their hard work & dedication.

I would also like to thank the staff, who are responsible for delivering the services to our tenants in such a professional manner & for achieving such excellent results against the Annual Return on the Charter Indicators.

My thanks also go to the Clydesdale Residents & Tenants' group for the work it does on behalf of our tenants, & to the scrutiny panel for the service delivery improvement work it has undertaken.

I hope that the year ahead can bring everyone some optimism and a return to service as usual.

*Pauline Sandford, Chair*

# Our Management Committee

## Corporate Governance

Our governing body is our Management Committee who are responsible to the wider membership. The Management Committee members serve in a voluntary and unpaid capacity and we recognise that this puts even more onus on us to ensure that we set and achieve high standards of professionalism in our work.

The Management Committee is elected by the members of the Association. It is the responsibility of the Management Committee to oversee and lead the strategy and overall direction of the Association. They set policy and monitor the operational activities of the Association.

As part of our commitment to continuous improvement we have once again set challenging targets, which are regularly monitored and reviewed by the Management Committee and the Management Team.

Pauline Sandford	Chairperson
Susanne Crayton	Treasurer
Carmena Nixon	Secretary
Maggie Botham	Vice Chairperson

Councillor Catherine McClymont  
Hazel Galbraith  
Ken Greenshields  
Jacqueline McCutcheon  
Diana MacLean  
Ruth McElhinney  
John Malone  
Christine Shookhye  
Brian Moore  
Brian McInally  
Mary Clarke

# Delivering Value for Money

## Housing Management Team

We have continued to make improvements in our performance, whilst maintaining high levels of customer satisfaction and striving to provide excellent value for money.

Our staff have clear, set targets contained within our strategies, these are regularly monitored by the Management Team and Management Committee.

It is vitally important that void rent loss and rent arrears are kept to a minimum to maximise our income in order to maintain and improve your homes.

**In 2019-2020 we collected 101.65% of the rental income due to us.**

## Rent Consultation

Every November we consult with you on the proposed rent increase for the coming year and ask if you feel that we need to apply an annual rent increase to make sure there are sufficient funds to run the organisation and plan for future major repairs.

**In February 2020 82 tenants, that is 76.6% of those who responded, agreed that a 2.7% rent increase was acceptable.**

## Rent due lost through properties being empty during the last year.

The percentage of rent loss through properties being empty in the last year was **0.33%**

Where possible we pre-allocate properties to minimise void loss. Repairs are carried out as quickly as possible due to detailed planning by our Technical Services Team and partnership working with our Reactive Maintenance Contractor Davidson & Lindsay.

## Rent Arrears

Anyone can have money troubles from time to time and have difficulty paying their rent. Our Housing Team did a remarkable job of working with tenants helping them over these difficult periods and collected an amazing **97.5%** of the total rent due.

## Technical Services Team

Our Technical Services Team work tirelessly to ensure value for money and high levels of tenant satisfaction. Once the contracts have been awarded the Technical Services Team manage them rigorously. Regular meetings are held between the contractors and Technical Services Team, for the reactive repairs, planned and cyclical maintenance contracts.



**"You guys are amazing at getting things done quickly and it is a joy to be one of your tenants"  
Mrs Thomson, Thankerton**



# Getting good value from rents & service charges

We believe that it is vital in this economic climate that we demonstrate excellent value for the rent money that you pay. We were delighted that in our Tenant Satisfaction Survey, carried out in 2019 in line with the Scottish Housing Regulator's guidance, nearly 91% of our tenants felt that the rent that they paid for their homes represented good value for money.

**It is vitally important that we collect as much of the rental income that is due. This is done through rent management (collecting rents and reducing arrears) and void management (letting empty properties as quickly as possible).**

Size of property	2017-18		2018-19		2019-20	
	Number of properties	Rent per apartment size	Number of properties	Rent per apartment size	Number of properties	Rent per apartment size
2 apartments	203	£71.50	203	£74.27	206	£76.27
3 apartments	372	£76.43	372	£79.48	372	£81.62
4 apartments	154	£83.81	154	£87.02	155	£89.52
5 apartments	9	£99.16	9	£103.05	9	£105.98
<b>Average rent for all properties</b>	<b>£76.89</b>		<b>£79.91</b>		<b>£82.04</b>	

In 2019-20 the total rent due to CHA was £3,061,732 of which we collected 101.65% totalling £3,062,779

Over the last 3 years our average weekly rent has increased by only £5.37 – demonstrating that our rents and services charges are good value for money.



# Scottish Housing Regulator

We received our seventh landlord report from the Scottish Housing Regulator (SHR), at the end of October.

The timing of reporting and receiving the report was delayed due to the pandemic, however, we are very pleased to note that once again CHA has demonstrated good performance against the majority of indicators during 2019/2020. The Regulator measures the performance of all social landlords in Scotland, in areas including homes and rent, quality and maintenance, neighbourhoods,

tenant satisfaction and value for money. Performance is then set against the Scottish average for each indicator, allowing tenants and others to see how their landlord compared to the Scottish average.

You can view a copy of the report at [www.housingregulator.gov.scot/landlord-performance/landlords/clydesdale-housing-association-ltd](http://www.housingregulator.gov.scot/landlord-performance/landlords/clydesdale-housing-association-ltd). For further information about our performance, please contact Jane Guthrie Depute Chief Executive on 01555 665316.



# Our Financial Strength

We are a charity and we invest every penny back into your homes and communities. We are efficient so that we make best use of our financial resources. We are financially strong, which gives us the independence to make choices about our future and allows us to make a lasting difference to the place where you live.

## Financial Information

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.

### Our Overheads

Housing Management, Rent	<b>£516,664</b> - These are the costs associated with the management of your homes which include staff costs and insurance
Housing Management - Shared Ownership	<b>£24,959</b> - These are the costs associated with the management of Shared Ownership properties including staff costs,
Current Maintenance	<b>£670,640</b> - This is the costs of the day-to-day reactive repairs service we provide. Reactive repairs are repairs that arise on a day-to-day basis.
Cyclical Repairs	<b>£187,167</b> - This is the work we carry out to your home on an agreed cycle such as gas servicing and hot water cylinder servicing.
Major repairs	<b>£793,340</b> - These are the costs for the planned replacements to your home such as replacing kitchens and bathrooms
Service Costs	<b>£67,760</b> - These are the costs for maintaining communal areas
Mortgage Interest	<b>£80,565</b> - This is the interest payable on borrowings

*In 2019 we moved to paperless invoicing. Not only does a paper-free work environment save money, but it also shows that we are committed to being environmentally friendly, it improves document organisation and data security.*



# Tenancy Sustainment

We understand how a strong community is important to our tenants. In order to maintain our community, we need to ensure that tenancies are sustained, and turnover of our properties remains low.

We provide support to tenants who are at risk of losing their home if intervention is not provided. We work alongside external agencies to ensure customers receive a holistic approach to their needs.

We also work with new tenants, those with no previous experience of holding a tenancy or those with complex situations, to support them in resettling and to help them gain confidence in their rights and responsibilities as a tenant.

## How can it help our tenants?

We can help by giving help and advice on:

- basic budgeting
- accessing benefits
- sourcing furniture
- community involvement
- food bank referrals
- accessing support from other agencies
- grant applicants.

We also assist our tenants to remain within their own homes as their needs change, each year we carry out various medical adaptations, which includes walk in showers and handrails.



<b>Let's 2019-20</b>	
Percentage of lettable houses that became vacant	<b>7.95%</b>
Internal Transfer	<b>3</b>
Other Landlord	<b>8</b>
Urgent Homeless	<b>13</b>
Waiting List	<b>33</b>
Other Source	<b>1</b>
<b>Total</b>	<b>58</b>

<b>Court Actions</b>	
Number of court actions initiated during the year	<b>5</b>
Number of properties recovered because rent had not been paid	<b>1</b>
Number of properties recovered because of antisocial behaviour	<b>0</b>
Percentage of court actions initiated which resulted in eviction	<b>20%</b>



# Managing Your Neighbourhood

As part of our estate management service, we inspect and maintain areas that we own, as well as shared areas. These areas include landscaped areas with grass, shrubs and trees, and any footpaths or hard landscaped areas which are not maintained by South Lanarkshire Council. For flats, the shared areas also include the roof, stair entrance door and external walls. Your Housing Officer carries out estate inspections on a regular basis and reports repairs as required.

Some tenants living in flats are responsible for cleaning closes and stairs in their building.

We also check that gardens don't become overgrown or littered with refuse.

With 742 properties we get around them all eventually, but if you see an overgrown garden or have concerns about a tenant not disposing of refuse correctly, let us know.

In 2019-20 our staff carried out **101** estate visits

# Managing Anti-Social Behaviour

Managing anti-social behaviour (ASB), and the harm that it can cause, is a priority for us. We want our residents to be safe in our communities, so that they are great places to live.

In our 2019 Tenant Satisfaction survey **96.61%** said they were satisfied with our management of their neighbourhood

We describe ASB as behaviour that has caused, or likely to cause, harassment, alarm, or distress to others. This includes hate crime, which is when the victim or another person thinks they're being targeted because of their difference or perceived difference.

in 2019-20 **86.20%** of our peer groups tenants said they were satisfied with the management of their neighbourhoods

When residents report ASB, we make sure we understand the impact of each incident on the victim(s), considering how it makes them feel and try to treat everyone fairly.

We will manage ASB / noise nuisance for everyone in accordance with your tenancy agreement.

2017-18	2018-19
<b>160</b> cases of anti-social behaviour were reported	<b>67</b> cases of anti-social behaviour were reported
<b>149</b> cases were resolved within our locally agreed target	<b>61</b> cases were resolved within our locally agreed target

2019-20
<b>61</b> cases of anti-social behaviour were reported
<b>60</b> cases were resolved within our locally agreed target

Over the last three years the number of anti-social behaviour complaints we have received has reduced, demonstrating that managing your neighbourhood is one of our priorities



# Quality & Maintenance of your home

## Our Reactive Repairs Service

Our reactive repairs service is delivered by one multi trade contractor Davidson & Lindsay Electrical Services Limited.

Tenant satisfaction levels are consistently high with performance levels achieved. You our tenants have and will continue to play a vital role in monitoring this performance.

During the year we completed 2182 repairs, that averages to 2.96 completed repairs per occupied property.

*The table below summarises our targets, repair type and performance.*

Category	Average time to complete emergency repairs	Average time to complete non-emergency repairs
CHA	<b>2.61 hours</b>	<b>3.93 days</b>
Our peer group	2.91 hours	6.09 days



wise group

Clydesdale Housing Association are working in partnership with the Home Energy Advice Team (HEAT) to offer our tenant's free energy advice. The HEAT team are helping tenants to lower their energy bills, use energy more efficiently, get the best deal on electricity and gas supply, and to better understand fuel bills and meter readings.

If you need help, call Nikki on 01555 678948 who will arrange a telephone appointment for you with a HEAT advisor.

90.90% of our peer group tenants said they were satisfied or fairly satisfied with their repairs and maintenance service.

95.43% of our tenants said they were satisfied or fairly satisfied with our repairs and maintenance service.

# Staff News



**A Fond Farewell** to Kirsty as she starts her maternity leave. Kirsty is ready for a new journey in her life with a new little person who has yet to arrive. Kirsty will start her maternity leave from the 11th December 2020.

**...And Hello** to our new temporary Technical Services Officer. Replacing Kirsty during her maternity leave will be Nikki McLachlan. Nikki has worked in the Technical Service Team for many years and we are sure many of you have spoken to Nikki on the phone or seen her out in our estates.



**...And Hello** again to our new temporary Technical Services Assistant.

Claire Chalmers has re-joined our Technical Services Team after a short spell in the Corporate Services Team.

***We would like to wish Kirsty all the best for her imminent new arrival and wish Nikki and Claire all the best in their new posts.***

# 2019-20 Mem



## Apr-19

Our Management Committee elected their new Vice Chairperson, Maggie Botham.

## May-19

Our Management Committee approved the completed Annual Return on the Charter for 2018-19.

## Jun-19

Our new Customer Focus and Standards Policy was implemented.

## Jul-19

We commissioned our tenant's satisfaction survey – we made plans to ask our tenants exactly what they thought of us and the services we provide, through a tenant's satisfaction survey. As well as being a requirement of the Scottish Housing Regulator the survey was an important way for us to listen to your views – and then act.



## Aug-19

We took the opportunity to assist a graduate from Glasgow's Caledonian University by employing him to undertake stock condition surveys to help achieve our target of 50% stock surveys in this financial year.

## Sep-19

Our AGM was a success - 37 of our shareholders, attended and heard what we had achieved during the year to 31 March 2019 and the challenges we face in the coming year.

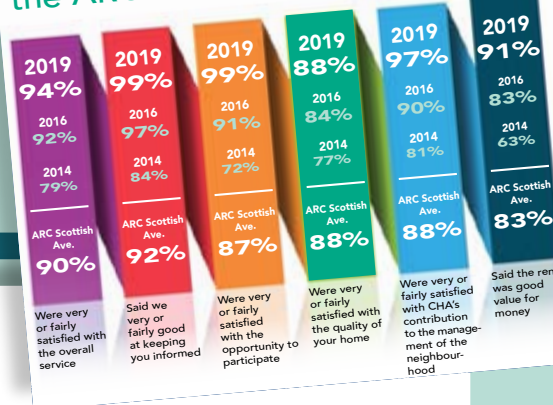


# ory Board

## Oct-19

At their meeting on the 16th October 2019 our Management Committee agreed the final version of Clydesdale Housing Association's Annual Assurance Statement for submission to the Scottish Housing Regulator

## Results Comparison with the ARC Scottish Average



## Nov-19

We published our tenant satisfaction results.

## Dec-19

We made a donation to Clydesdale Food Bank

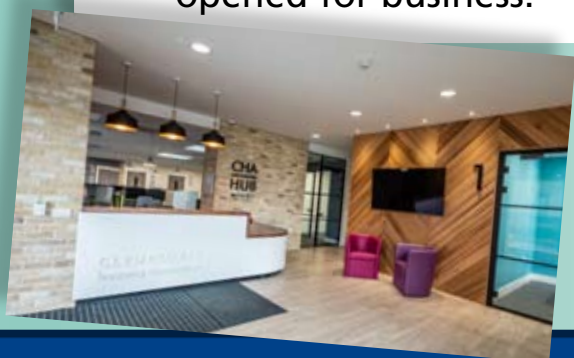


## Jan-20

Our Management Committee welcomed Ken Greenshields, John Malone, Diana MacLean & Jacqueline McCutcheon to the governing body team.

## Feb-20

After 16 years of renting office space our new Community Hub and office was completed and opened for business.



## Mar-20

4 new tenants moved into the new flats above the office. Adhering to Government guidelines, our Community Hub and office closed. However, our staff and contractors were still available to provide you with a range of services and advice.

# Our Performance

With value for money and tenant scrutiny being at the top of many agendas in the housing sector, for us monitoring and comparing the cost of delivering services and the level of our performance, as well as the levels of tenant satisfaction we achieve, is essential.

We are part of a benchmarking group, the Scottish Housing Network. Being part of this group allows us to compare how we are performing against our peer group average. Benchmarking our performance against our peers allows us to see where we are performing well and where we need to improve.

Tenant satisfaction Indicator	CHA	Rural HA's	Scottish Average
Percentage of tenants satisfied with the overall service	94.13	91.61	90.48
Percentage of tenants satisfied with the opportunities given to them to participate in our decision-making processes	99.32	87.03	88.62
Percentage of tenants satisfied with the quality of their home	88.04	87.63	88.42
Percentage of tenants who have had repairs or maintenance carried out in last 12 months who were satisfied with the repairs and maintenance service	95.43	90.90	91.60
Percentage of tenants satisfied with our contribution to the management of the neighbourhood they live in	96.61	86.20	87.82
Percentage of tenants who feel that the rent for their property represents good value for money	90.97	83.22	83.45
Percentage of tenants who feel we are good at keeping them informed about our service and outcomes	98.65	94.41	93.16

Our peer group is 12 rural Housing Associations located throughout Scotland.

- Albyn Housing Society
- Dunbritton Housing Association
- Eildon Housing Association
- Fyne Homes
- Hjaltland Housing Association
- Homes for Life



# Finance 2019-20

<b>Rent Collection Indicator</b>	<b>CHA</b>	Rural HA's	Scottish Average
Rent collected from tenants as a percentage of the total rent due in the reporting year	<b>101.65</b>	99.85	<b>99.38</b>
Rent arrears as at the 31 March each year as a percentage of rent due for the reporting year	<b>2.51</b>	3.81	<b>4.23</b>
Average number of days taken to relet properties in the year	<b>12</b>	12.96	<b>22.46</b>
Percentage of rent lost through properties being empty in the year	<b>0.33</b>	0.40	<b>0.77</b>

<b>Housing Quality &amp; Maintenance Indicator</b>	<b>CHA</b>	Rural HA's	Scottish Average
Average number of hours taken to complete emergency repairs	<b>2.61</b>	<b>2.91</b>	<b>2.47</b>
Average number of days taken to complete non-emergency repairs	<b>3.93</b>	<b>6.09</b>	<b>4.88</b>
How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?	<b>1</b>	<b>1</b>	<b>1</b>
Percentage of reactive repairs carried out in the last year completed right first time	<b>94.17</b>	<b>91.46</b>	<b>93.53</b>

<b>Size of home</b>	<b>CHA</b>	Rural H.As.
2 apartments	<b>£76.27</b>	<b>£77.67</b>
3 apartments	<b>£81.62</b>	<b>£87.33</b>
4 apartments	<b>£89.52</b>	<b>£95.93</b>
5 apartments	<b>£105.98</b>	<b>£97.20</b>
Overall	<b>£82.09</b>	<b>£87.56</b>

- Lochaber Housing Association
- Lochalsh & Skye Housing Association
- Orkney Housing Association
- Pentland Housing Association
- Rural Stirling Housing Association
- West Highland Housing Association

# Find out what's happening at CHA - Online

We like to keep our tenants and other stakeholders up to date with what's happening here at Clydesdale Housing Association and our regular publications are a great way to do this.

Next year we will look to make reductions to our printing and postage budgets by posting our newsletters on our Facebook and Web pages. If you are a paper loving fan, don't worry you will still be able to get your newsletter in its original format by contacting us on 01555 665316.



# Customer Service



We are always looking for ways to improve our service to you. We noticed that many of our customers were unsure which of our staff they needed to speak to about their enquiry. This meant they were often telling one person about the issue and then had to be transferred to another member of the team. We really want you to get through to the best person to deal with your enquiry as quickly as possible, so we've reduced the number of options you hear when you call us. Please choose from the following:

- Option 1:** To report a repair, enquire about factoring, or to discuss open space maintenance
- Option 2:** To speak to your Housing Officer
- Option 3:** To enquire about allocations
- Option 4:** To speak to the Corporate Services team



**Our thanks go to our staff team for their dedication over the period 1 April 2019– 31 March 2020:**

## Management Team

Joe Gorman – Chief Executive  
Jane Guthrie – Depute Chief Executive  
Eileen Wilson – Finance Manager  
Vicky Rogers – Technical Services Manager

## Technical Services

Alison Connell - Technical Inspector  
Kirsty Kennedy - Technical Services Officer  
Nikki McLachlan - Technical Services Assistant  
Claire Chalmers – Technical Services Assistant

## Housing Management Team

Lisa Cochrane – Housing Officer  
Iain McMillan – Housing Officer  
Jacqui Hart – Housing Officer  
Pauline McMullan – Housing Officer

## Finance Team

Lesley Arthur

## Corporate Services

Elizabeth Miller – Corporate Services Officer  
Elaine McIvor – Corporate Services Assistant  
Gillian Ireland – Office Cleaner

# Complaints

We have a Complaints Policy and Procedure in line with the SPSO's model guidance. Whilst we endeavour to get our services and those of our contractors right first time, we recognise that this does not always happen and welcome complaints from our tenants and service users. By monitoring and assessing the complaints that we receive, we learn where mistakes have been made and learn from these in order to improve both our own and our contractors' performance and service provided.



# Working with Our Tenants



We work closely with our tenants to ensure they can pay their rent and maximise their income.

We work with all new tenants helping them claim the benefits they are entitled to and help them settle into their new home. This gives us an early indication of issues they may encounter which could put their tenancy at risk.

**We have helped 49 tenants apply and receive Discretionary Housing Payments.** A Discretionary Housing Payment is a payment you may receive at the discretion of South Lanarkshire Council which can help towards housing costs such as an under-occupancy charge.

**We have assisted tenants and families access grants from The Scottish Welfare Fund.** The Scottish Welfare Fund is designed to help people who are on benefits or a low income and are having difficulty because of an exceptional situation or in meeting one-off expenses. The fund is administered by local authorities and is split into two types of grants:

- **Crisis Grants** can provide people with a safety net in the event of a disaster or emergency such as a fire or flood, or if any money has been lost or stolen.
- **Community Care Grants** can help people leaving care to live on their own, or to remain in their own home without having to go into care. These grants can also help families facing exceptional pressures that need essential household items, such as a cooker or a washing machine.

**We have made numerous referrals so tenants can receive assistance from the local food bank.** Food banks provide emergency food and support to people facing financial hardship, such as a sudden loss of income, job losses, or sudden unanticipated costs.

**We continue to be a first point of contact for most of our tenants and a trusted source of information and advice on a range of issues. By being there to help we are helping our tenants sustain their tenancies and prevent homelessness.**



# Trouble Paying Your Rent?

We know that many people are facing new challenges just now, perhaps experiencing a drop in income and having to negotiate the benefits systems for the first time.

We are here to help and it is important that if you are worried about paying your rent that you do not delay in contacting us.

We will work with you to make realistic repayment arrangements and can arrange support and advice where necessary. If you have had a change of circumstance due to Covid 19 please get in touch by contacting your Housing Officer on 01555 665316.

In the meantime, please continue to pay as normal wherever possible using the payments methods opposite.



## Best ways to pay rent

### Pay online -

allpaypayments.net – Add an account-choose a password. You will be asked to add your PRN No. which is the 19-digit number on your payment card. Your housing officer can also supply this number if requested.

### By Phone –

Call 0844 557 8321 (calls charged at 7p per minute) or Text- Register at [allpaypayments.net/textpay](https://allpaypayments.net/textpay)

You can telephone your Housing Officer who can take a payment over the telephone or set you up with a direct debit.

### Standing Order

You can call us on **01555 665316** and we will send you the appropriate form.

**It's important you pay your rent on time.**

**Every Clydesdale Housing Association tenant is due to pay their rent on or before the 28th day of every month.**

# Our Staff

We want to show you the importance of low absenteeism and how it contributes to improving Value for Money and reducing costs.

Our aim is to ensure that CHA is a great place to work.

We currently hold the Healthy Working Lives Bronze Award. This programme is designed to improve health, safety and wellbeing at work leading to a healthier, happier and more productive workforce.

Staff Sickness Absence was **2.1% in 2019-20** (2018-19 it was 2.2%).

Staff Turnover was **0% in 2019-20** (2018-19 it was 0%).

## Our Vision & Values

Our Vision, which reflects our service user priorities, is to provide:

Quality homes and excellent services for all – for today and the future

We seek to deliver this through these Common Values that have been jointly developed by our Management Committee and staff:

- We listen and learn to improve how we work in the pursuit of excellence.
- We encourage leadership and teamwork to identify and share progressive ideas.
- We value our people's commitment and support their enthusiasm in achieving success.





# Participation

# Report Card

We have a Tenant Participation Strategy action plan. We have made good progress against most of the activities detailed below:

✓ Publish an Annual Consultation Calendar	✓ Regularly report on the Association's performance levels via the quarterly newsletter
✓ Publish an Annual Tenant Participation Report Card	✓ Publish customer feedback results in the Newsletter
✓ Include a Tenant Participation Resource Plan in the annual budget	✓ Publish details of the Association's major and cyclical repairs programme & report on progress
✓ Publish at least 3 newsletters per year	✓ Consult individual tenants regarding relevant major repair contracts
✓ Consult with tenants & RTOs annually on rent and service charge increases	✓ Involve residents in estate inspections and grounds maintenance quality control inspections
✓ Maintain & update the register of tenants who wish to participate in consultation activity	✓ Promote RTO membership take-up at new tenant sign up
✓ Distribute copies of the Annual Report to all tenants	✓ Establish RTO sub-section in CHA website
✓ Regularly provide feedback on the outcome of consultation events and decisions reached by the Association to individual tenants involved and the whole tenant base	✓ Hold Annual Tenant Conference
	✓ Establish a Tenant Scrutiny Panel



# Tenant Participation – Ways to get involved

Tenant Participation is about tenants taking part in the decision-making process and influencing decisions about housing policies, housing conditions and housing related services. Participation or “taking part” can mean different things to different people. It can range from getting information that is well presented and easily understood to becoming a member of the Management Committee involved in the running of the Association.

Our staff are here to support and encourage tenants to take part, and our Depute Chief Executive, Jane Guthrie, ensures that our tenants have all the information they need to get involved. All of our staff and Management Committee are committed to tenant involvement in all areas of our work.

We give you the opportunity to get involved in the management of your home and/or neighbourhood in a number of ways, and at different levels so you can be as involved as much or as little you want to be.

## What you can do:

- Become a share member of the Association for £1.00
- Join our Management Committee
- Read our leaflets and newsletter articles, and return the comment cards
- Complete and return our questionnaires or surveys
- Let our Depute Chief Executive know that you would like to be involved and what subjects interest you
- Join the Tenants and Residents Group
- Join our Tenant Scrutiny Group
- Take part in short- term working groups
- Let us have your comments, suggestions and complaints

**The choice is yours.**

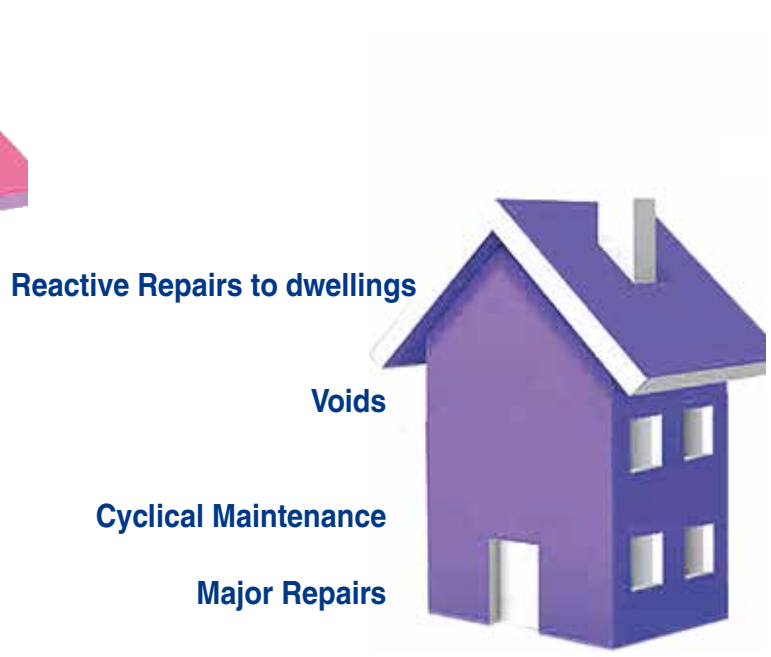
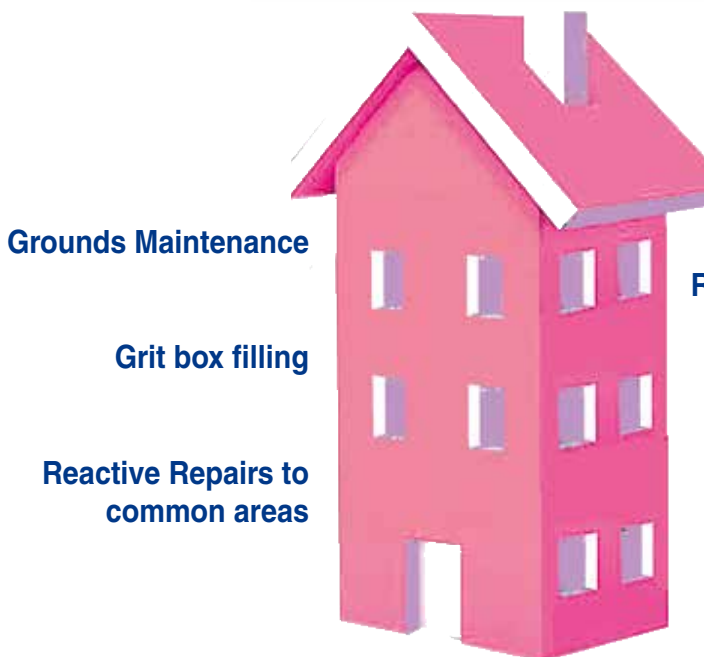


# Looking to

## Planned Programme of Works 20-21

This year has been very challenging for the Association in terms of our investment programme.

The initial Covid-19 lockdown restrictions meant that all planned maintenance works had to be put on hold until restrictions eased.



**Total for 20-21 Budget = £2,768,213**



# the Future

## Planned Programme of Works 21-22

The impact of this is that contracts due for renewal in financial year 2020-2021 have to be moved to financial year 2021-2022. It remains to be seen how competitive the market will be, there is a real risk that costs to deliver these works could increase.

The images show our anticipated planned & cyclical programme for next year; however, this is subject to tender prices received being in line with our approved budget. We will publish updated details on these contracts as the picture becomes clearer.



Roof replacement

Kitchens

Bathrooms



Grounds Maintenance

Grit box filling

Reactive Repairs to common areas



Windows

Doors

Heating



Reactive Repairs to dwellings

Voids

Cyclical Maintenance

Major Repairs

**Total for 2021-22 = £3,019,640**



# Rent Consultation 2021-22

We want to hear your views on our proposals for next year's rent and service charges.

We aim to keep these costs affordable for you while still delivering excellent services and improvements to your homes and neighbourhoods.

Over the past year we have continued to invest in homes and services. Our newsletter gives you an update on what we have achieved and what we plan to do in the next financial year 2021-22.

Please take the time to read this information and make sure you have your say on the levels of rent and service charges we set.

The closing date for this consultation is Friday 29th January 2021.



*This is your opportunity to have  
a say in how much rent you pay*



**Annual Rent Setting  
Consultation 2021-2022**

# Equalities



We are committed to ensuring that every tenant and other customers has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services

We aim to make it as easy as possible for you to access information about us and the services we provide. Our newsletter, policies and letters are available in various formats, such as large print, audio or Braille - please let us know if you would like us to arrange this for you. As members of Happy to Translate, we can offer interpreting and translation services where necessary.

Our new office can be accessed by wheelchair users and we also have induction loop technology in our office to help customers who may have a hearing impairment.



## We do our best to help our tenants stay in their homes.

If you are having difficulties living in your home, you may be able to have the property adapted to suit your individual needs. Examples of medical adaptations include fitting handrails in your home (or outside your home) or possibly replacing your bath with a level-access shower.

To find out if you are eligible, please contact the Social Work Department who will ask an Occupational Therapist to visit you to carry out an assessment. If the Occupational Therapist agrees that work is required, we will do this as soon as we can.

In 2019-20 we we:

**Had 18 requests for medical adaptations**

**Completed 18 adaptations**

**Average 44.25 days to complete the adaptations**

Clydesdale Housing Association  
39 North Vennel, Lanark ML11 7PT

Call us on 01555 665316

Email us at: [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)

Send us an online message:  
[www.clydesdale-housing.org.uk/contact-us/](http://www.clydesdale-housing.org.uk/contact-us/)

Find us on Facebook



## Useful information

### Opening Hours:

Monday – Thursday

9.00am – 5.00pm

Friday

9.00am – 4.00pm

**This year we will close for the  
Christmas/New Year break from  
12 noon on Thursday 24th Dec 2020  
and will reopen on Wednesday  
6th January 2021 at 09.00am**

**Out of Hours emergency repairs call**

**01555 435944**

Clydesdale Housing Association Limited is a not-for-profit housing association registered under the Co-operative and Community Benefits Societies Act 2014. It is also recognised by HM Revenue and Customs as a Scottish charity and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord. Registered no.: 2237R(S) Scottish Charity: SCO34228 Social Landlord no.: HAL 93

