



# 2023 Annual Performance Report

*Quality Homes and excellent service for all*  
**for today and the future**

# Telling you about our Performance in 2022/23

This report details our performance information for the year ended 31 March 2023. This will allow our tenants, stakeholders, and other interested tenants to assess how we are performing against our tenants top three priorities which are.

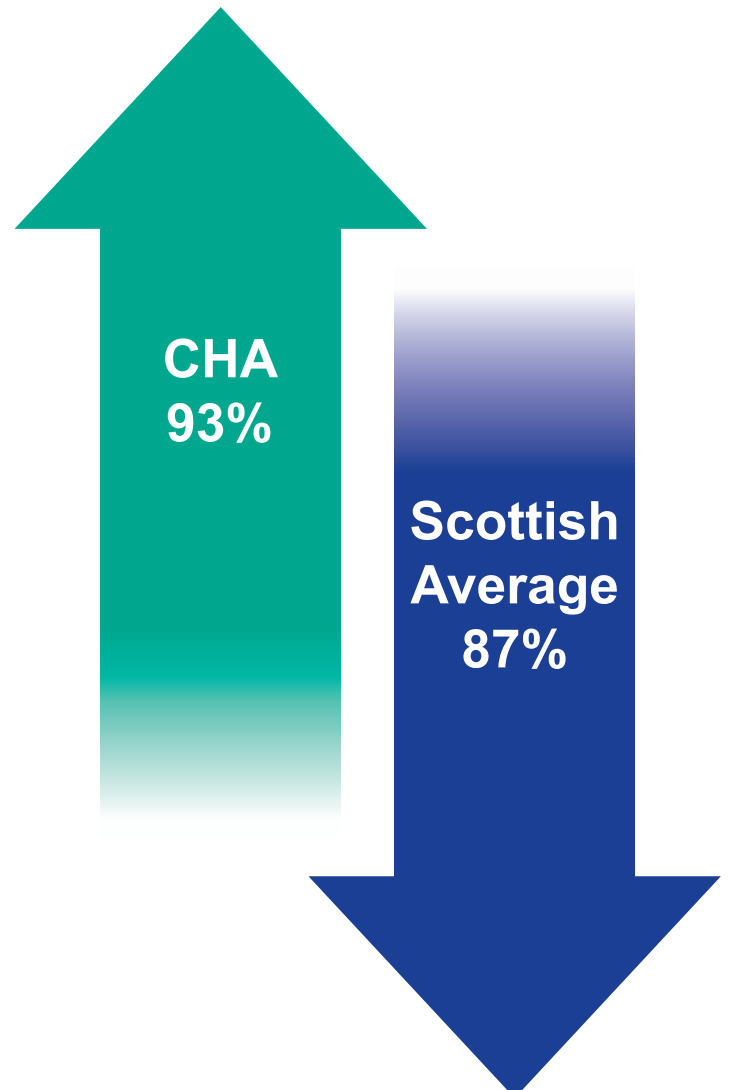


We will provide you with the Scottish Average performance for all other Housing Association's. The Scottish Housing Regulator publishes its own reports on all social landlords which allow you to compare our performance across a range of services. This information can be found at the Scottish Housing Regulator's website: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



We have worked with the Clydesdale Tenants' & Residents' Group to make sure we got the content & design of this report right.

Satisfaction with CHA's overall service – CHA compared to all other housing associations:



# Repairs, Maintenance & Improvements

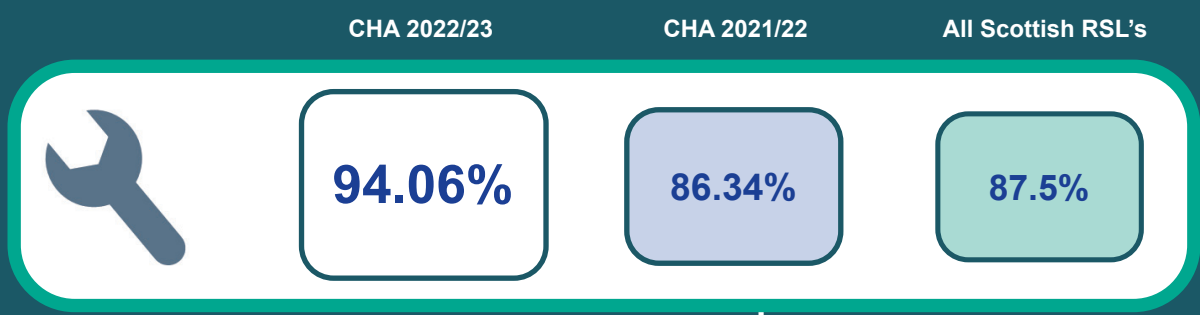
## Average length of time (in hours) taken to complete emergency repairs



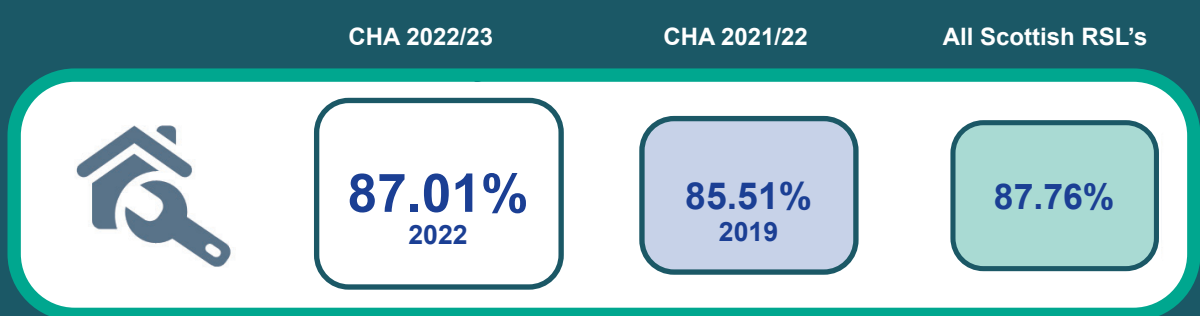
## Average length of time (in days) taken to complete non-emergency repairs



## Reactive Repairs carried out in the last year completed Right First Time

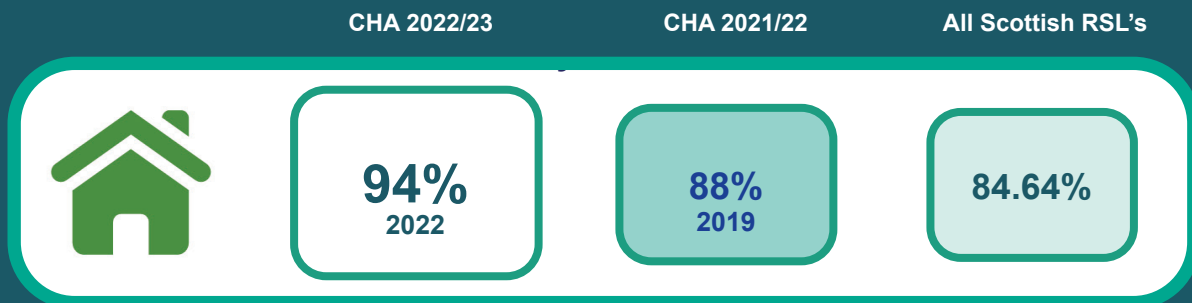


## Percentage of tenants satisfied with the repairs service

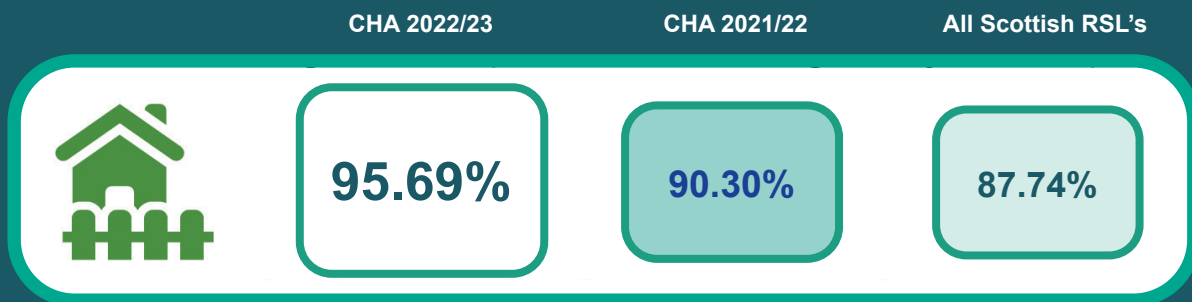


# Quality of Housing & Tenant Safety

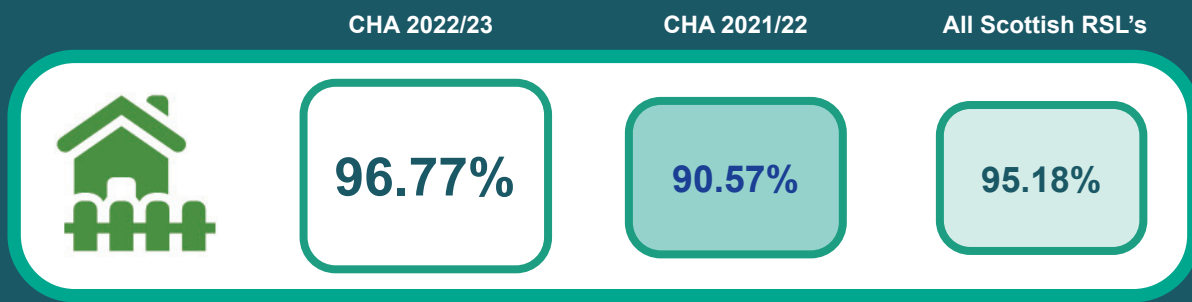
Tenants who were satisfied with the quality of their home -  
Information is taken from our 2022 Tenants Satisfaction Survey.



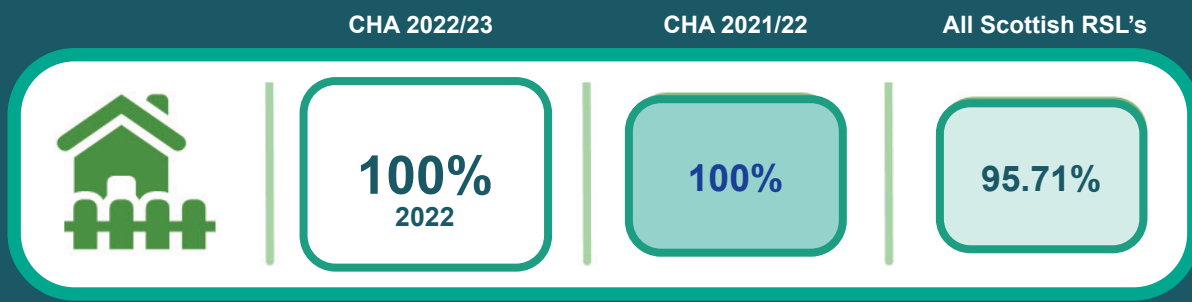
**% of homes meeting the SHQS  
(The Scottish Housing Quality Standard)**



**% of stock meeting the EESSH  
(Energy Efficiency Standard for Social Housing)**

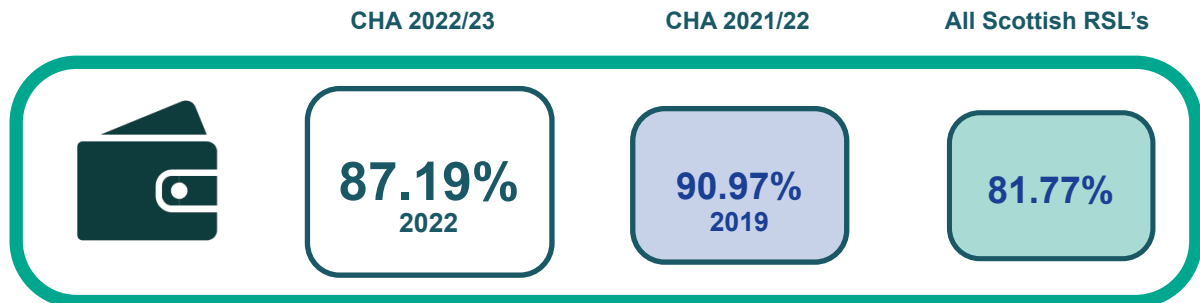


**% of homes with gas supply that  
received a gas service on time**



# Rent & value for money

*Satisfaction with the services you receive for the rent you pay - Information is taken from our 2022 Tenants Satisfaction Survey.*



Just under 9 in 10 tenant’s (87.19%) believed the rent for their home represents either very or fairly good value for money. The number of tenant’s who believed their rent represented very or fairly good value for money is less than the 2019 survey (90.97%). The slight dip in satisfaction levels over the last three years is due to the cost-of-living increase and the increase in energy costs.

## Rent Affordability

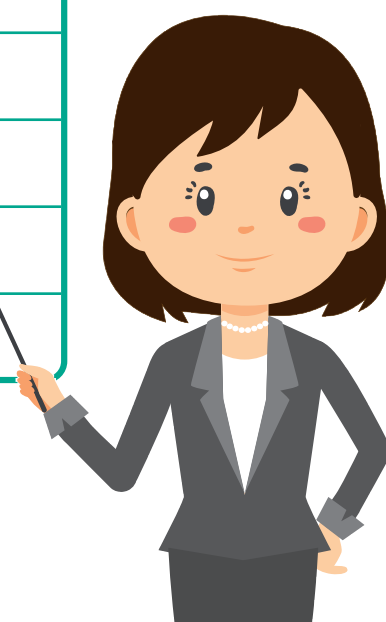
In 2022, 15.9% of tenants said they either occasionally (13.5%) or regularly/always (2.4%) have difficulty affording to pay their rent.

### CHA 2023-24 Rent Affordability

| House Size  | Target = rent level is less than 30% of household income                                     |
|-------------|--|
| 2 apartment | Comfortably affordable for couples<br>Approaching some pressure for single people            |
| 3 apartment | Comfortably affordable for couples & families<br>Approaching some pressure for single people |
| 4 apartment | Comfortably affordable for families  |
| 5 apartment | Comfortably affordable for families  |

# CHA average weekly rents compared to national averages

|             | CHA average 2022/23 | CHA average 2021/22 | Housing Association average 2022/23 |
|-------------|---------------------|---------------------|-------------------------------------|
| 2 Apartment | £80.80              | £79.24              | £90.92                              |
| 3 Apartment | £86.53              | £84.82              | £92.67                              |
| 4 Apartment | £94.79              | £92.96              | £102.24                             |
| 5 Apartment | £112.25             | £110.08             | £113.15                             |



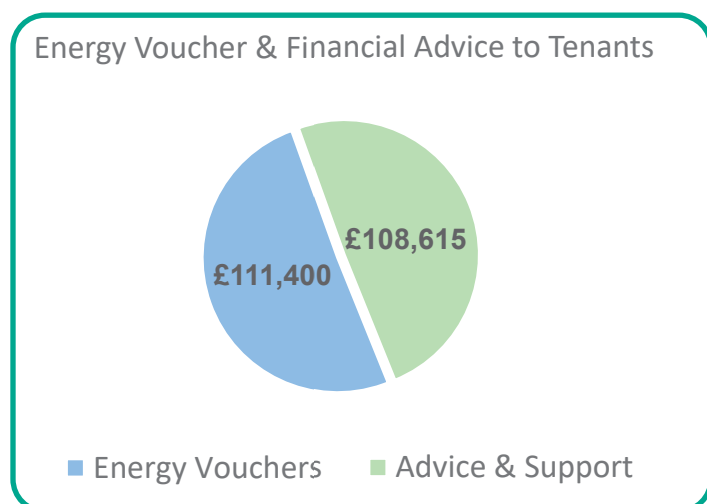
*As you can see CHA's average rents for all property types are below the Housing Association national average.*

## Affordability of fuel bills

In our 2022 Tenant Satisfaction Survey, 26.10% of tenants said they find it very or fairly easy to afford the cost of their fuel bills. However, 49.70% told us they were just about affordable and 24.30% said they were difficult to afford (larger properties and single parent families experience greater problems).

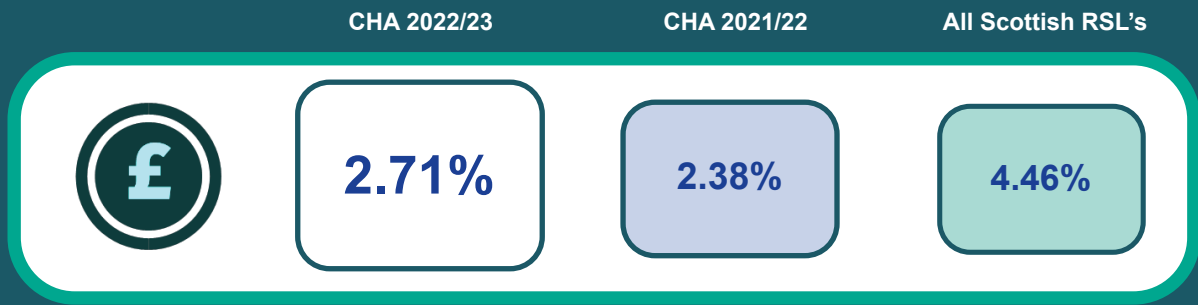
Tenants told us that their greatest financial concern is fuel bills.

CHA supported tenants with these energy cost pressures over the year through work to distribute Scottish Government energy vouchers. The chart shows how much was passed on to tenants and the value of additional support our energy partner, The Wise Group, provided:



**If you are concerned about not having sufficient income to pay your fuel bills please do not hesitate to call us on 0808 175 6288 or email us at [mail@clydesdale-housing.org.uk](mailto:mail@clydesdale-housing.org.uk)**

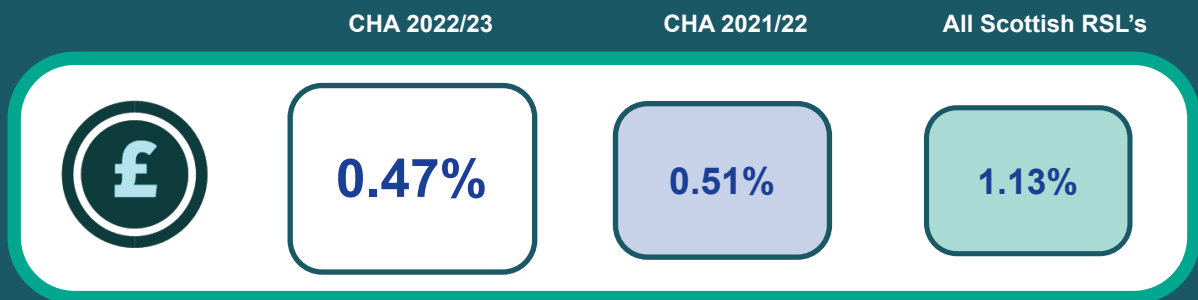
## Gross Rent Arrears compared to the national average



## Average re-let time compared to the national average.



## % of rent lost on empty homes compared to the national average



## Financial Information

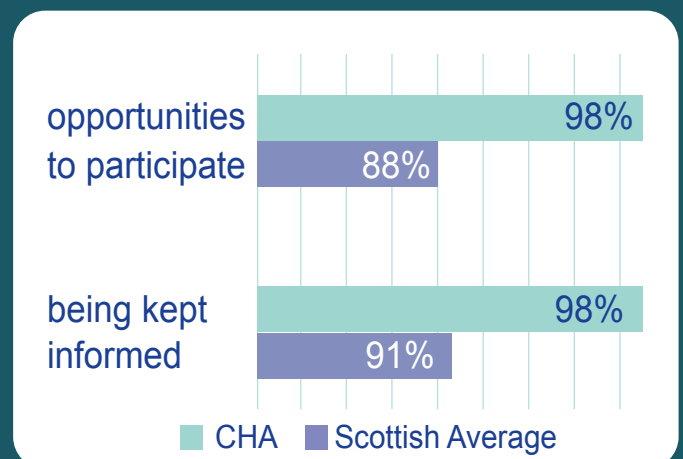
For further information on CHA's Financial Accounts please go to

[www.clydesdale-housing.org.uk](http://www.clydesdale-housing.org.uk)

or contact us to request a hard copy of these.

## Participation

CHA's 2022 tenant survey showed high levels of satisfaction with the opportunities we provide to participate in our decision-making. Tenants also told us they were satisfied with our activities to keep them informed about our activities.'





**Clydesdale Housing Association 39 North Vennel, Lanark ML11 7PT**

**Call us on 0808 175 6288**

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 

**Opening Hours:**

Monday, Tuesday & Thursday: 9.00am – 5.00pm; Wednesday  
10.00am to 5.00pm & Friday: 9.00am – 4.00pm

**Out of Hours emergency repairs call 01555 435944**