

**Clydesdale  
Housing  
Association**

**Annual  
Performance  
Report  
2021**

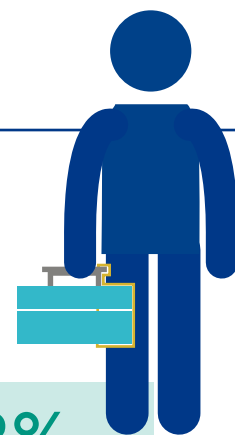
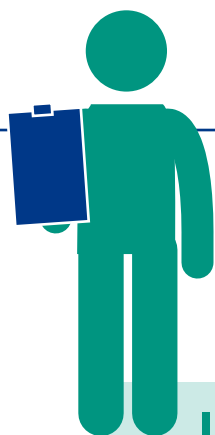
***Quality Homes and Excellent Services for All  
- For Today and the Future***

# Welcome to our 2020 - 2021 Annual Report

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Our report sets out our achievements during the year. It highlights how we are performing and what we've done for our residents and communities.

It goes without saying that 2020/21 was a year unlike any other in living memory, as we all had to face the challenges of the coronavirus pandemic. While national restrictions impacted on some of our services, we adapted well to new ways of working and were able to maintain vital services and continue to deliver for you.



## Key Highlights from 2020-21

**101.52%**  
rent collected

**0.77%**  
void rent loss

**2.3%**  
rent arrears

**100%**  
gas checks  
completed on time

**12.2**  
days to complete  
non-emergency repairs

**2.93**  
hours to complete  
emergency repairs

We owned 742 properties at 31 March 2021

# Chair's Report

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Like the rest of society, the Association was significantly affected by the Coronavirus outbreak over 2020/2021 – adherence to public health guidelines while managing to deliver key services largely dominated our activities.

Offices were closed to non-employees over the entire period and, apart from the period from July to November 2020, employees worked from home using remote connections and mobile technologies.

In accordance with Government guidance, reactive repairs service suspensions were imposed over periods from April to July 2020, November 2020 to January 2021 and February to April 2021. Nevertheless, the Association worked closely with contractors to ensure that an effective emergency repair service continued throughout the year and that reactive repairs backlogs were addressed during the months when it was possible to resume services.

Unfortunately, the impact of the pandemic on the ability of contractors to enter tenants' homes for non-essential works resulted in the postponement of the 2020/2021 planned and cyclical maintenance programme until 2021/22. I am pleased to report that these contracts are now proceeding, given that restrictions have been lifted.

Throughout the pandemic Housing Management staff kept in regular contact with tenants and supported those experiencing financial difficulties through budget mentoring, benefit maximisation and securing additional support where needed from partner agencies such as the Clydesdale Foodbank.

The Association also published public health updates, financial and mental wellbeing advice, community information and other useful material through regular social media, website and newsletters to service users.

The Association's Management Committee quickly adopted video conferencing as a platform for its regular meetings. As a result, the business of the Association was effectively managed and governance arrangements were uninterrupted.

Despite the pandemic, the Management Committee still managed to proceed with a pro-active review of arrangements for Committee Member induction, annual review and learning and development. The results of this review are scheduled to be considered by the Management Committee later this month.

In November 2020, having considered a range of internal and external assurance sources, the Management Committee concluded that the Association was fully compliant with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework.

As you will already be aware, the latest version of the Scottish Federation of Housing Associations' Charitable Model Rules were unanimously adopted by shareholding members at a virtual Special General Meeting on 24 March

2021. These Rules were subsequently registered with the Financial Conduct Authority, the Office of the Scottish Charity Regulator and the Scottish Housing Regulator. All Members have been issued with a copy of the new Rules.

The Association's Management Committee and Management Team completed an annual review of the 2019/20 Business Plan in August 2020. This concluded that the Business Plan was still relevant, although the impact of the Coronavirus pandemic was likely to lead to the completion of

objectives relating to energy efficiency improvements to housing stock, achieving new fire safety regulations and community hub occupancy rates being extended into 2021/2022.

A full programme of internal audit visits was completed by Wylie & Bisset over the period that focused on: corporate governance and risk management; freedom of information; gas safety; and, IT systems. These audits delivered very positive results and few recommendations for further improvement. Wylie & Bisset also conducted an Annual Return on the Charter data validation audit which confirmed the accuracy of data gathered and the Association's adherence to Scottish Housing Regulator guidance.

The members of the Management Committee are of the opinion that the state of affairs of the Association is satisfactory. Our Auditor has already reported to you on our strong financial performance last year and our ability to resource future services to tenants. The Association continues to monitor financial forecasts and incorporate these into long term financial planning, including the possible effects of Brexit and Coronavirus.

Whereas the Association will assess the viability of further new housing development opportunities, investment in future projects will only take place following a thorough risk assessment and where there will be no detriment to the ongoing management and maintenance of existing housing stock.

Clydesdale Housing Association continued to support South Lanarkshire Council in alleviating homelessness by working towards providing up to 35% of its lets to urgent homeless applicants. This can be a difficult target to achieve because of the rural nature of stock: in 2020/21 the Association let just over 28% of all lets to homeless applicants. The Association contributed further to meeting its duty to alleviate homelessness by leasing additional homes to South Lanarkshire Council for use as temporary homeless accommodation.

I hope you will agree, that despite the significant challenges presented by the pandemic, Clydesdale Housing Association has managed to continue delivering for its tenants.





# Value for Money for Clydesdale Housing Association means:

Working with our tenants and other stakeholders to establish what they value and using this to articulate CHA's Value For Money (VFM) definition;

Measuring and reporting on our performance on VFM in a way that reflects tenant and other stakeholder value priorities;

Rent affordability;

- Quality of the homes we provide;
- Quality of services and tenant satisfaction;
- Effective use of procurement;
- Smart working to improve VFM service quality.

Despite the COVID-19 pandemic presenting us all with sometimes very challenging situations both on a personal and service delivery basis, our service to tenants was maintained during 2020/21.

## Housing Management Team

COVID-19 had a significant impact on the delivery of our front-line services across our Housing Service, both in terms of planned service delivery and performance against key performance indicators and targets. However, throughout our focus was keeping our tenants safe and supported.

We 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 with 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 2020-21 we collected **101.52%** of the rental income due to us.

## Rent Consultation

In November 2020 we consulted with you on the proposed rent increase for the coming year. We gave you 3 options for consideration to make sure there were sufficient funds to run the organisation and plan for future major repairs.

In February 2021 53 tenants responded to our rent increase consultation for 2021-22. Of those, six tenants stated they did not want a rent increase. The remaining 47 tenants indicated the following:

- 23 tenancies opted for a 0.5% increase
- 24 tenancies collectively opted for either 1% or 1.5%.

Given the hardships tenants had endured during the Covid period our Management Committee reviewed all the options and agreed to a rent increase of 1%.

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

Where possible during the Covid period we continued to pre-allocate properties to minimise void loss. Repairs were 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. This helped keep our rent loss through properties being empty in the last year to **0.77%**.

## Rent Arrears

The situation during the pandemic changed regularly and we were aware that our tenants may be feeling concerned about their income and their tenancy. Our Housing Team did a remarkable job of working with tenants helping them over these difficult periods and collected an amazing **97.7%** of the total rent due.

## Technical Services Team

From April 2020 the impact of the pandemic affected the ability to provide our normal services. During the lockdowns we initially provided essential repairs only in line with the guidance provided. This resulted in a backlog of work to catch up on. As we moved out of the first lockdown and recommenced general repairs, we addressed the backlog of repairs which is now back to normal levels.

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.



# Our Financial Strength

As a not-for-profit housing organisation, delivering Value for Money is crucial. Every £1 that we spend on homes and services has to work for our tenants 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>£391,434</b> - These are the costs associated with the management of your homes which include staff costs and insurance
Housing Management – Shared Ownership	<b>£21,038</b> - These are the costs associated with the management of Shared Ownership properties including staff costs,
Current Maintenance	<b>£709,599</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>£201,325</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>£583,212</b> - These are the costs for the planned replacements to your home such as replacing kitchens and bathrooms
Service Costs	<b>£76,864</b> - These are the costs for maintaining communal areas
Mortgage Interest	<b>£62,654</b> - This is the interest payable on borrowings

**Value for money is at the heart of our approach, ensuring that we allocate our resources fairly, to benefit more of our tenants.**

# Your homes and rents



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 84% of our tenants felt that the rent that they paid for their homes represented good value for money.

## 2020-21

SIZE	NUMBER	RENT	TOTAL	AVERAGE
2	206	£78.61	£16,193.66	
3	373	£84.13	£31,380.49	
4	154	£92.20	£14,198.80	
5	9	£109.15	£982.35	
	<b>742</b>	<b>£364.09</b>	<b>£62,755.30</b>	<b>£84.59</b>

## 2019-20

SIZE	NUMBER	RENT	TOTAL	AVERAGE
2	206	£76.27	£15,711.62	
3	373	£81.62	£30,444.26	
4	154	£89.52	£13,786.08	
5	9	£105.98	£953.82	
	<b>742</b>	<b>£353.39</b>	<b>£60,895.78</b>	<b>£82.07</b>

## 2018-19

SIZE	NUMBER	RENT	TOTAL	AVERAGE
2	203	£74.27	£15,076.81	
3	372	£79.48	£29,566.56	
4	154	£87.02	£13,401.08	
5	9	£103.05	£927.45	
	<b>738</b>	<b>£343.82</b>	<b>£58,971.90</b>	<b>£79.91</b>








Over the last 3 years our average weekly rent has increased by only **£4.68** – demonstrating that our rents and services charges are good value for money.

# Rent Management



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).

## Let's 2020 2021

	Percentage of lettable houses that became vacant	7.45%
	Internal Transfer	3
	Other Landlord	6
	Urgent Homeless	16
	Waiting List	25
	Other Source	7
	Total	57

## Court Action



Number of court actions initiated during the year 0



Number of properties recovered because rent had not been paid 1



Number of properties recovered because of antisocial behaviour 1

*These evictions resulted from court actions raised in the previous year*

## We won an award for the insulation works that we carried in our Rigside and Kirkmuirhill properties.



The 2020 Regional Small-Scale Project of the Year Award rewards one exceptional project in Scotland, where ECO energy efficiency measures of less than £250,000 of contributions have been installed.

This award recognises the efforts of all those involved locally in delivering a successful small scale energy saving project, while maintaining excellent customer service that demonstrates a high standard of quality workmanship throughout the project.

Judges considered the nature, scale and scope of the work carried out, and a special emphasis will be placed on any successful integration of any Local or National Government Energy Efficiency schemes into the nominated project.

The judges also looked at:

- the impact the project has had within the local community.
- what the customers and local community had to say about the project

- what level of expertise the project management and delivery team had in delivering this type of project.

CHA has assets mainly in high exposure to wind and rain areas, in old mining communities in rural south Lanarkshire, there is high unemployment as well as other challenges. Energy efficiency measures are vital to help drive down fuel poverty in "hard to heat" properties.

Areas of expertise were across all departments: customer service dealing with tenants who have challenges mentioned above, survey team managing the expectations of the tenants, retrofit coordinators rolling out early adaption of PAS 2035, install teams being sympathetic entering homes where tenants can be embarrassed about living conditions and are proud people. All these challenges make up a huge part of the project and briefings highlighting the challenges prior to it starting made the project a success for both clients (CHA and the tenants)



# Our Business Plan 2022/25

Our Management Committee and staff recently reviewed our business plan for the next 3 years. The Business Plan is a key strategic document which communicates our vision and objectives, and how we will achieve those objectives. It is central to our strategic decision and provides direction to operational decisions.

All of our research and analysis identified the following key themes that we will be focusing on over the next three years:

1. **Develop a Carbon Reduction Strategy and start delivering on its objectives**
2. **Make a meaningful contribution to the wellbeing, sustainability and prosperity of our neighbourhoods**
3. **Maintain full compliance with our regulatory and statutory responsibilities**
4. **Gather and use customer insight information to shape our future**

Our committee and staff will deliver our business plan objectives. This Business Plan has been developed by them to ensure that those who know our business best have a meaningful part to play in shaping its future.

Reporting and monitoring systems have been established to allow our Management Team and Management Committee to judge the extent to which our strategic objectives are being achieved and to make any necessary adjustments in a timely manner.

## 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, learn and work with customers, stakeholders and partners 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**

**We invest in the wellbeing of our customers and our people**

**We value our people's commitment and support their enthusiasm in achieving success.**



Pauline Sandford, CHA's longest serving Chairperson is stepping down as Chairperson after 10 years in the role

Pauline has been a tremendous resource for CHA over the years and has played an instrumental role in guiding CHA's journey so far.

After 10 years as Chairperson Pauline officially stepped down at the Management Committee Meeting on the 29th of September. Maggie Botham was appointed new chair, while Pauline will remain as an Office Bearer in the role of Vice Chair Mentor.

Chief executive Joe Gorman said: "Pauline has played a key role in the Association throughout the years, sharing her expertise and knowledge to help us get to where we are today. We are very thankful to Pauline for her continued support and wish her all the best in her new role as Vice Chair Mentor."

On her 10 years as Chairperson Pauline said "It has been an enormous privilege to chair the association for the past 10 years and to work with the Management Committee and the first-class staff team.

"I am confident that as CHA looks to the future, we will remain guided by our past, fully able to meet the challenges ahead and seize the opportunities they will inevitably offer."



## Our Management Committee

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*  
**Agne Zasinaite**  
**Brian McNally**  
**Brian Moore**

**Councillor Catherine McClymont**  
**Hazel Galbraith**  
**Jacqueline McCutcheon**  
**John Malone**  
**Ken Greenshields**  
**Mary Clarke**  
**Ruth McElhinney**

# How we are performing



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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 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.

<b>Tenant Satisfaction</b>	CHA	Rural Housing Associations	Scottish Average
Percentage of tenants satisfied with the overall service provided landlord	<b>94.13</b>	<b>91.04</b>	<b>90.13</b>
Percentage tenants who feel landlord good at keeping them informed about services and decisions	<b>98.65</b>	<b>94.71</b>	<b>93.09</b>
Percentage tenants satisfied with opportunities given to participate in landlord decision making	<b>99.32</b>	<b>89.53</b>	<b>88.38</b>
Percentage tenants satisfied with quality of home	<b>88.04</b>	<b>89.61</b>	<b>87.98</b>
Percentage tenants satisfied with repairs service	<b>89.38</b>	<b>89.25</b>	<b>91.04</b>
Percentage tenants satisfied with landlord contribution to management of neighbourhood	<b>96.61</b>	<b>87.42</b>	<b>87.20</b>
Percentage tenants who feel rent for property represents good value for money	<b>90.97</b>	<b>83.66</b>	<b>83.14</b>

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

# Our Performance

## Rent Collection

	CHA	Rural Housing Associations	Scottish Average
Rent collected from tenants as a percentage of the total rent due in the reporting year	<b>101.52</b>	<b>100.13</b>	<b>99.60</b>
Rent arrears as at the 31 March each year as a percentage of rent due for the reporting year	<b>2.33</b>	<b>3.72</b>	<b>4.11</b>
Average number of days taken to relet properties in the year	<b>38.21</b>	<b>33.85</b>	<b>45.54</b>
Percentage of rent lost through properties being empty in the year	<b>0.77</b>	<b>0.70</b>	<b>0.99</b>

## Housing Quality & Maintenance

	CHA	Rural Housing Associations	Scottish Average
Average number of hours taken to complete emergency repairs	<b>2.93</b>	<b>3.15</b>	<b>2.96</b>
Average number of days taken to complete non-emergency repairs	<b>12.2</b>	<b>7.61</b>	<b>5.60</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>0</b>	<b>20</b>	<b>47.86</b>
Percentage of reactive repairs carried out in the last year completed right first time	<b>72.31</b>	<b>89.32</b>	<b>91.07</b>

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

# Fuel Fund

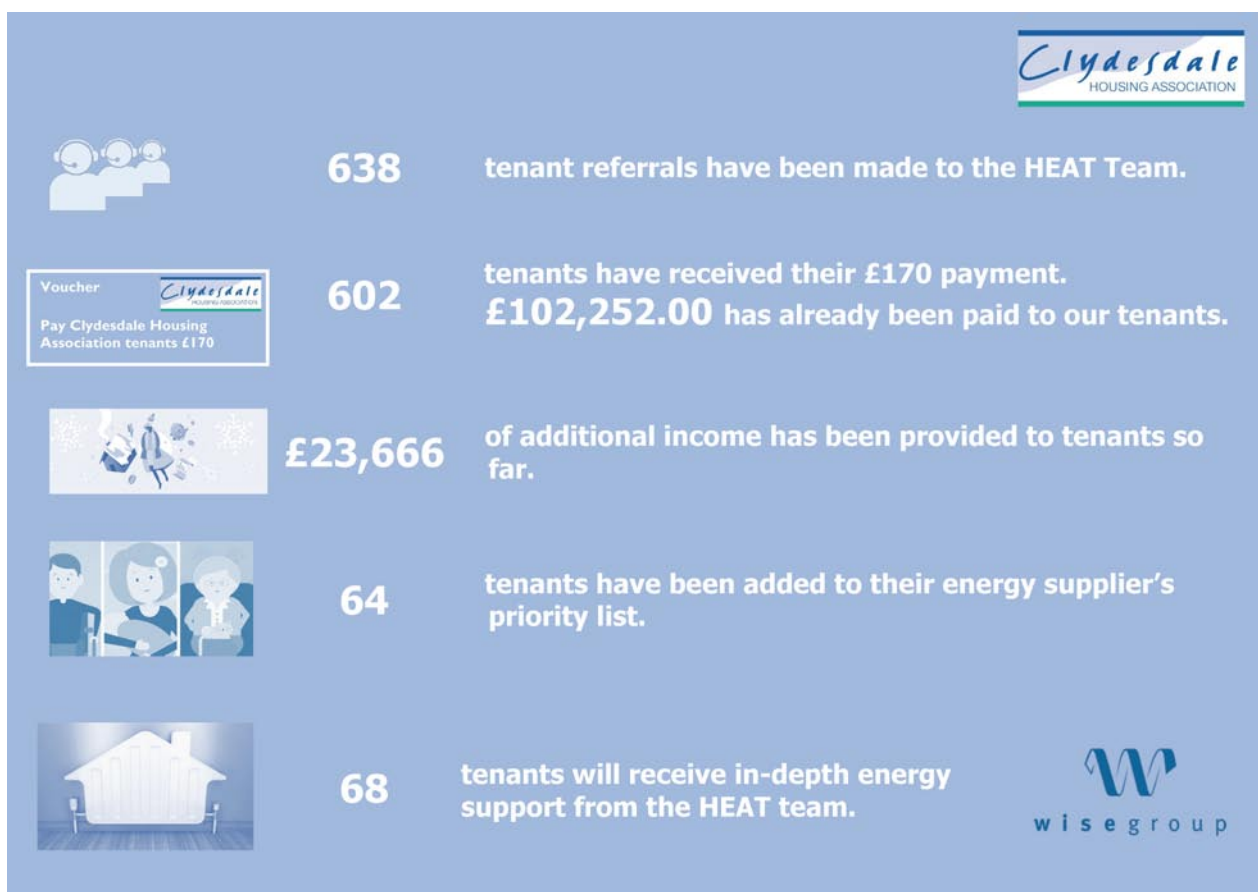


In April 2021, CHA's Technical Services Manager, Vicky Rogers, secured £132,600 worth of direct financial support to CHA tenants to help them with fuel costs. Funds were accessed through the Social Housing Fuel Support Fund provided by the Scottish Government and delivered through the Scottish Federation of Housing Associations and HACT. The fund recognised the additional burden the coronavirus pandemic was having on many households, who may struggle to pay their fuel bills due to loss of income, increased fuel use, and other challenges brought about by the past year

As the payment of funds to CHA tenants is almost complete Vicky Roger's said: "With household income getting squeezed and the cost of energy increasing as a result of the pandemic, many individuals are now living in fuel poverty. This Scheme has been a welcome opportunity to support people in an unprecedented time of need.

"What has made the Social Housing Fuel Support Fund unique has been that it supported both pre-payment tenants and those who paid by Direct Debit/Standing Order or Periodic billing. By being accessible to anyone it has allowed us to reach over 700 households, which has been superb."

Joe Gorman, CHA's Chief Executive said: "Though the Social Housing Support Scheme has come to an end our dedicated staff will continue to source new funding to help support our tenants. Our mission is to provide more than a home and helping to tackle fuel poverty is just one of the ways in which we can do this. The message to our tenants is simple, if you're struggling with your financial situation for any reason, get in touch to find out what help, and support is available to you."



## Repairs & Maintenance

During both lockdowns our Technical Service Team maintained a full 24/7 emergency service and continued to meet most of our target response times. Despite the difficulties they ensured your homes were maintained to the highest standards.

## Routine Repairs Service

Lockdown put a stop to routine repairs. As restrictions eased our teams worked hard to clear the backlog. Our Technical Services Team and Contractors developed new ways of working to adhere to Government guidelines to protect tenants and themselves. Our team and contractors demonstrated flexibility and dedication which meant that,

## Energy Efficiency

This year all Housing Associations had to ensure that as many of their properties as possible met the Energy Efficiency Target for Social Housing (EESH). The standard is different for houses and flats and for different heating types, but overall, it sets a minimum energy performance standard that all social rented properties must meet.

84.1% of our stock met or exceeded the set targets



### Response times - Emergency repairs



Average hours to complete  
emergency repairs

<b>CHA Average</b>	<b>2.93</b>
<b>SHN Average</b>	<b>3.15</b>
<b>Scottish Average</b>	<b>2.96</b>

### Response times – Non-Emergency repairs



Average days to complete  
emergency repairs

<b>CHA Average</b>	<b>12.20</b>
<b>SHN Average</b>	<b>7.61</b>
<b>Scottish Average</b>	<b>5.60</b>

### Response times – Right First Time



Percentage reactive repairs  
completed right first time

<b>CHA Average</b>	<b>72.31</b>
<b>SHN Average</b>	<b>89.32</b>
<b>Scottish Average</b>	<b>91.07</b>

### Response times – Gas Safety



Number of times gas safety  
check not met

<b>CHA Average</b>	<b>0</b>
<b>SHN Average</b>	<b>20</b>
<b>Scottish Average</b>	<b>48</b>



# Tenancy Sustainment

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We know, at times, things can be difficult and sometimes it's hard to see past your current condition. We recognise that some tenants may find it hard to find the right source of information or support; or simply feel overwhelmed with worries and struggles. This is why our Housing Management Team provide tenancy sustainment support.

Tenancy Sustainment is a support service designed to help our tenants, who find it difficult to manage their tenancies, those facing homelessness or requiring assistance because of their specific need or vulnerability. The service takes an individualistic approach to empowering and supporting tenants to not only meeting their tenancy obligations but also in fulfilling their personal aims, aspirations and preventing tenancy failures.

The aim of this service is to ensure all our tenants live successfully in their homes for as long as they choose to, meeting all tenancy obligations and avoiding any tenancy breaches or adverse tenancy ends.

## **Our Housing Management Team can help you with:**

**All tenancy related matters and housing advice**

**Liaising with external agencies, ensuring you get the right assistance**

**Referrals for benefit advice**

**Referrals for energy advice**

**Reducing your rent arrears and supporting you to ensure your rent is paid on time**

**Offering advice on keeping your home in good condition**

We can also assist you in accessing support for:

**Mental health issues**

**Domestic abuse**

**Drug and alcohol dependencies or addictions**

**Disabilities, aids and adaptations**

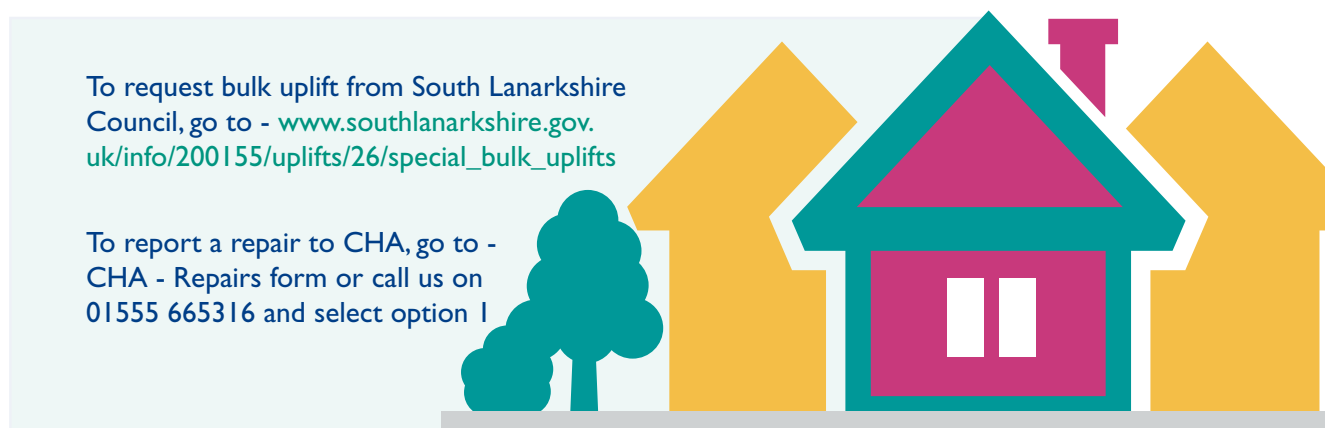


# Estate Management

We want all residents to be proud of where they live and to enjoy living in a clean and tidy environment. CHA accepts it has a responsibility to regularly inspect your neighbourhoods and take prompt action where problems are found.

Inspections are regularly carried out in order to identify any issues (e.g.) repairs required to common areas, maintenance required to the property, action required by other agencies, tenants failing to maintain their property. Inspections to property are also carried out at the request of individual residents.

A common problem we have is that people do not dispose of litter and bulk refuse correctly. We would like to remind you that it is the responsibility of the tenant to ensure that their household rubbish is deposited in the bins provided and any spillage is cleaned up. Bags of rubbish should NOT be left outside your front door or on the street and tenants should contact South Lanarkshire Council for an uplift of bulky items.



## Managing Anti-Social Behaviour

We get a small number of complaints each year about anti-social behaviour and nuisance neighbours, although fortunately very serious anti-social behaviour is rare in our neighbourhoods.

However, where we get complaints, we take them very seriously, try to respond and resolve cases as quickly as possible and if there is criminal activity, we pass details to the Police.

Number of anti-social behaviour cases reported between 1 April 2020 and 31 March 2021	61
Number of anti-social behaviour cases resolved between 1 April 2020 and 31 March 2021	58
Between the 1 April 2020 and 31 March 2021 we resolved 95.08% of all anti-social cases reported to us within the locally agreed target time.	

# Our Team

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The Team at CHA take great pride in providing an excellent customer experience and they are committed to ensuring that all tenants receive a clear, responsive and satisfactory service, in line with our Vision and Values. We continually aspire to enhance services to provide choice and ease.

Over the last year, we have seen an increase in digital enquiries, where tenants and other stakeholders have visited our website and used our online forms to send an enquiry, or to let us know about a non-urgent repair. This can be found on the 'Contact Us' page on our website

## Developing our Digital Services

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We have introduced a new survey approach which will be a huge success in understanding our tenants needs.

We are working with Glasgow-based Target Applications Ltd - creators of CX Feedback software.

The software provides a range of information which will help us to help gain a greater understanding of our tenants needs via new software which takes the form of a survey.

The software works by sending surveys to tenants by text or email which they then complete online so that it provides an up-to-date snapshot of tenant opinion via dashboards and reports. For less digitally connected tenants, the application also allows us to easily manage telephone and postal surveys to maximise inclusion amongst all tenants and report the results in one place.

Jane Guthrie, our Depute Chief Executive said: "This new survey approach is about protecting CHA resources while giving us a more effective and modern way in which to connect with our tenants. The new software offers excellent value for money and provides the opportunity to engage with tenants quickly, on a range of topics, through text, and other formats, if necessary."

"It allows for more accurate views on satisfaction and tenant opinion as it reaches a wider audience than traditional methods and allows us to respond to people's needs immediately."

***"From a wider perspective, it demonstrates to our tenants our desire to support and assist them today and in the future."***



# Delivering Diversity



Our tenants come from all walks of life. But one thing is always the same – everyone gets fair and equal treatment.

We don't discriminate against anyone on the grounds of race, colour, ethnic or national origin, language, religion, belief, age, gender, sex, sexual orientation, marital status, family circumstances, employment status, physical ability or mental health.

## We can help you in a number of ways, including:

**Written information** - You can get a copy of most documents in different languages, large print, in Braille and audio formats.

**Telephone** - We can arrange for someone to speak to you in your own language and offer help for people with hearing difficulties.

**Visiting our Office** - If you visit our office, we can arrange interpreting, lip-speaking and sign language if you need them.

**Hate crime and harassment** - You may feel you're being picked on because you have a disability, mental health issue or because of your ethnic origin or sexual orientation.

If you think you're the victim of hate crime or harassment, get in touch. We treat all complaints of harassment very seriously.

If you prefer, you can make a complaint through a third-party support organisation. By signing a mandate, you can ask someone from that organisation to make a complaint on your behalf.

## Equalities monitoring

To make sure we're meeting everyone's needs we are currently carrying out an equalities monitoring survey. We are asking you about your ethnic origin, gender and faith. We are also asking you about disabilities, support and communication needs.

These questions are voluntary and the information we collect is treated as confidential, in line with the Data Protection Act (1998).

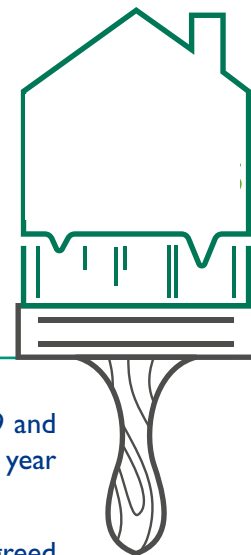


**In 2020-21 we:**

**Received 17 applications for medical adaptations to tenant's homes**

**Approved and completed 17 medical adaptations to tenants homes**

# Investing in Your Home



During 2020 our investment programme was halted as a result of COVID-19 and did not restart the rest of the year. The investment programme for the financial year 2020/2021 was therefore only partially concluded.

However, we are delighted to confirm that our Management Committee have agreed our investment programme for the financial year 2021-22. It is going to be another busy year for our Technical Services Team, and we will be carrying out significant improvements to your homes.

**In 2021/22 we are looking to invest almost £3 million in your homes. This highlights our intention to provide the best possible quality of home for our tenants which are secure and safe.**



**338**

tenant's homes  
smoke alarms

**145**

tenant's homes  
central heating  
systems



**401**

tenant's homes  
will have electrical  
safety

**26**

tenant's homes  
fully rewired



**40**

tenant's homes  
bathrooms

**53**

tenant's homes  
kitchens



**110**

tenant's homes  
loft insulation

**210**

tenant's homes  
cylinder  
service

**7**

common closes  
security doors &  
intercoms

**97**

tenant's homes  
carbon monoxide  
detectors  
installed





2

tenant's homes  
roofs renewed

742

tenant's homes  
gutters cleaned

82

tenant's homes  
external doors

300

tenant's homes  
gas safety inspec-  
tions carried  
out

43

tenant's homes  
windows  
replaced

## Important items to note

The manufacturing downturn due to the Covid-19 pandemic has resulted in increased costs for labour and components. Some components currently have as much as a 30% increase in price – namely wood, steel and copper. This will undoubtedly have an effect on our ability to meet our ambitious planned programme. We are committed to taking forward our heating contract in order to ensure that those properties which are failing on energy efficiency measures are brought up to standard. We are committed to carrying out all statutory checks to ensure tenant safety.

However, some contracts may not be affordable due to the reasons outlined. Only once tender costs are received, will be able to assess if we can carry out all works within our approved budgets.

# Have Your Say



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 2022 -23.

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 2022 to 22/3.

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 28th January 2022.

## Coming next year... Tenant Satisfaction Survey



We are committed to ensuring that we treat all our customers fairly, making sure that we offer the best service we can while meeting individuals' needs as much as possible. To succeed in this, we must seek your views as tenants to help develop our services to meet your needs. Gathering this information will also allow us to compare our satisfaction levels with our peer group and other Housing Associations across Scotland.

Our Management Team are working in partnership with interested parties to ensure that we focus on the issues that matter to you most. We will be using an independent external company to carry out this work. In doing so we aim to produce independent results and eliminate any bias from your feedback.

The aim of the survey is to get your views on the various services provided by us. We would encourage you to be as honest and open as possible with your feedback. In taking the time to complete the survey you will help guide us to make decisions about service delivery.

# What is Tenant Participation?

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.

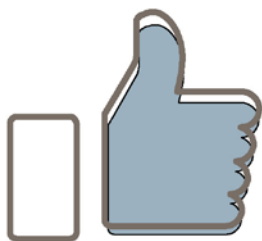
Our staff are here to support and encourage tenants to take part, and our Corporate Services Officer ensures that our tenants have all the information they need to get involved. All of our staff and Management Committee are committed to tenant involvement in all areas of our work.

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. The choice is yours.

## What you can do:

- Become a share member of the Association for £1.00
- Join our Management Committee
- Form a tenant or resident organisation in your area
- Read our leaflets and newsletter articles, and give us your comment
- Complete and return our questionnaires or surveys
- Let our Corporate Services Officer know that you would like to be involved and what subjects interest you
- Join our Tenant and Residents Group
- Take part in Scrutiny Projects
- Let us have your comments, suggestions and complaints

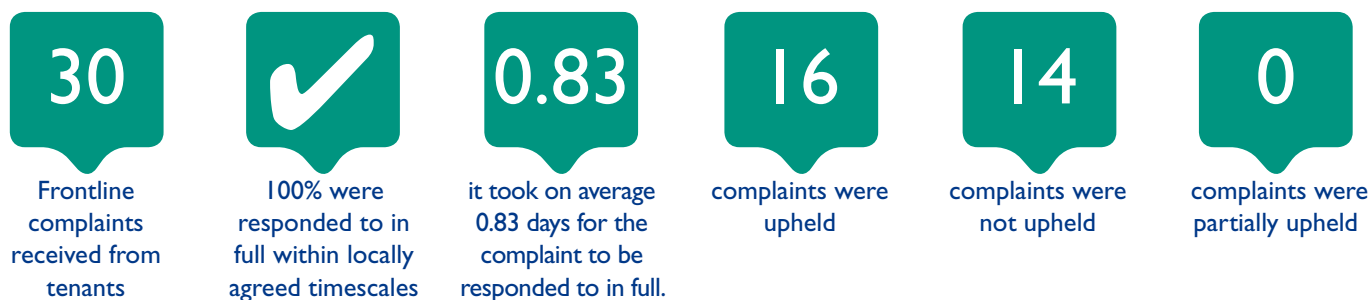




We received a number of compliments from tenants, most of which were positive feedback on our staff's and contractor's conduct and helpfulness



## We received 30 Frontline complaints from tenants



## Frontline complaints by Service Delivery Area



## We received 10 Stage 2 Complaints



## Stage 2 complaints by service delivery area



# Your feedback

We are committed to listening to tenants and acting on feedback to improve our services. If you'd like to complain about our services, pay us a compliment or give us some feedback, please visit [www.clydesdale-housing.org.uk/forms/](http://www.clydesdale-housing.org.uk/forms/)

**CHA is brilliant at getting things done quickly, it is a joy to be a tenant.**

**Amazing job – the contractor cut back the trees and tidied up behind them. I'm delighted.**

**Thanks, as always for your time.**

**We would like to express our appreciation for the recent heating installation. The workmanship was to a high standard, with minimal disruption. We look forward to enjoying efficient and affordable heating this winter. So, a big thank you for the investment that you have made in making our home a comfortable place to stay.**

**Nothing to complain about. Good job, guys**

**Just to say TA. That's me settled in – Thank you.**



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

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