



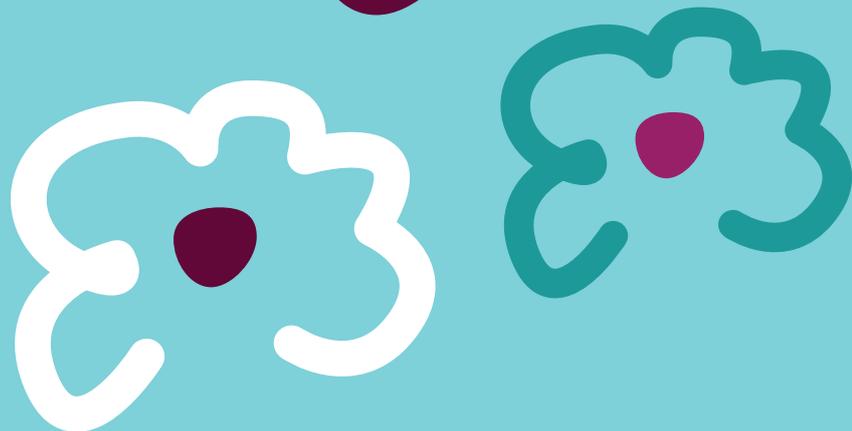
H O U S I N G A S S O C I A T I O N



F A C I N G T H E R I G H T D I R E C T I O N

Meeting the Scottish
Social Housing Charter

2014



Introduction from the Chair

Welcome to our Annual Report on Ruchazie Housing Association's activities which includes our report to tenants on our performance on the Scottish Social Housing Charter.

The Charter was introduced in 2013 by the Scottish Housing Regulator, and sets out a number of standards which all registered social landlords must meet.

We checked our performance against these standards in a tenant satisfaction survey carried out by an independent company "Research Resource" and the results are highlighted in the annual report.

We have also been working hard to continue the regeneration of the area – with the vacant land at Bankend Street and Milncroft Road as a priority. I am happy to report that a joint project with Cube Housing Association will start in September and provide 60 houses, 14 of these will be allocated by Ruchazie Housing Association for social rent and a residential children's home for Glasgow City Council.

We also continue to help tenants affected by changes to the benefits system with financial and welfare rights advice. This year we entered into a partnership with the other Easterhouse landlords to provide an employability service which assists our tenants maximise their job prospects.

Please take time to read the report and tell us what you think. Your views are important to us.

I. Moor
Chairperson



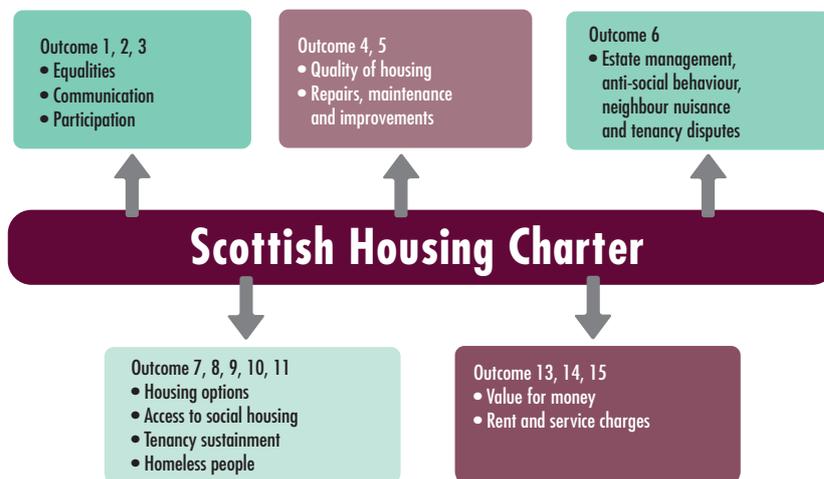
Introduction

The purpose of this report is to highlight the progress and achievements made by Ruchazie Housing Association in meeting the requirements of the Scottish Social Housing Charter.

What is the Social Housing Charter?

The Social Housing Charter was introduced in April 2012. It requires that Registered Social Landlords demonstrate how they perform against a number of outcomes and standards.

The Charter contains 16 outcomes however only 14 apply to Ruchazie Housing Association. These are shown right:



Every Registered Social Landlord is required by the Scottish Housing Regulator to report annually to its tenants on progress on meeting the outcomes and standards of the Social Housing Charter.

This report details our performance against the outcomes and standards. Where the information is available we have provided analysis of performance trends over recent years to help you understand where performance is strong and where improvements can be made. However as this is the first year of reporting against the Charter outcomes and standards comparative information is not available for all outcomes.

We welcome your comments on our performance and look forward to your feedback.

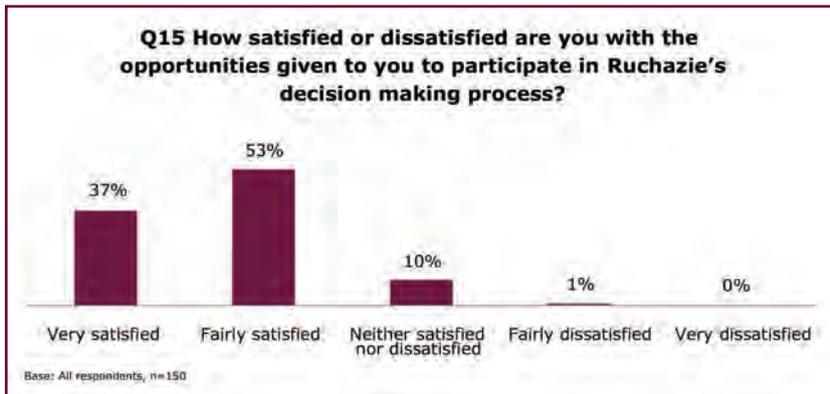
Each year we set a number of key performance indicators (KPI's) for our core services and which we believe are of most interest to you. We report our performance against these indicators on a monthly basis to highlight issues and to put in place action to improve performance. The table summarises our most important targets.

Key Performance Indicator	Target 2012/13	Achieved March 2013	Target 2013/14	Achieved March 2014
Non Technical Arrears as % of gross rent	1.8%	1.52%	1.8%	1.4%
Rent loss from vacant properties	0.5%	0.2%	0.5%	0.08%
Emergency Repairs	100%	100%	100%	100%
Urgent Repairs	100%	100%	100%	100%
Routine Repairs	95%	95%	95%	98%
Post Inspections	10%	10%	10%	10%
Complaints Respond within target timescale	95%	100%	95%	100%

Equalities, Communication and Participation

89% of our tenants stated that they were satisfied with the overall service provided. This compares well with the Scottish average of 87.8%

93% of our tenants also thought that we were good at keeping them informed about services and decisions which again is better than the Scottish average of 88.9%



We are pleased that 90% of our tenants are satisfied with opportunities to participate in the decision making process and while we appreciate that there is work to be done in this area our performance compared well with the Scottish average of 78.4%.

However 37% stated that they did not want to become involved because they were 'simply not interested'. This is an area that we would like to see improved.

We are trying to generate more interest in becoming involved by offering alternative ways of engaging with us.

We recently started using SMS Text services as a way of contacting tenants.

We have also increased the use of our website as a way of keeping tenants up to date with what is happening in the community.

94% of those who read the newsletter agreed that it was interesting and helped them to understand the work of the Association.

95% were satisfied with customer care when they visited the office.

48% of tenants do not have internet access. We see this as an area requiring improvement and have taken steps to provide internet access in the

office to assist tenants who must make applications for benefits online.

Only 19% of tenants were interested in taking part in tenant participation activities. We see this as an area where improvement is required.

Our Management Committee comprises local people. This allows for local decision making and accountability. To support our Management Committee to make informed and effective decisions we provide ongoing training in topics such as Governance, Regeneration, Pensions and Finance.

Each year we set aside a community budget. This money is used to financially support local groups who provide community benefits within the neighbourhood. Organisations who have benefited from our support are: Ruchazie Parish Church, Elmcroft Nursery, Avenue End Primary School and St Rose of Lima Primary School.

Our own tenants also benefit directly through competitions which are organized throughout the year, Christmas lunch and show for pensioners and the good neighbour draw which takes place twice a year.

Each year at Christmas time we submit applications on behalf of our tenants to Cash for Kids. This provides much needed financial help at this time of year.

Complaints

In 2012/13 we adopted the Scottish Public Sector Ombudsman’s Model Complaint Handling Procedures.

When asked 97% of our tenants responded that they are aware of how to make a complaint.

Complaint Performance

We welcome and value complaints as they allow us to understand our customers and what they expect from us. Resolving complaints helps us to manage our business for improvement.

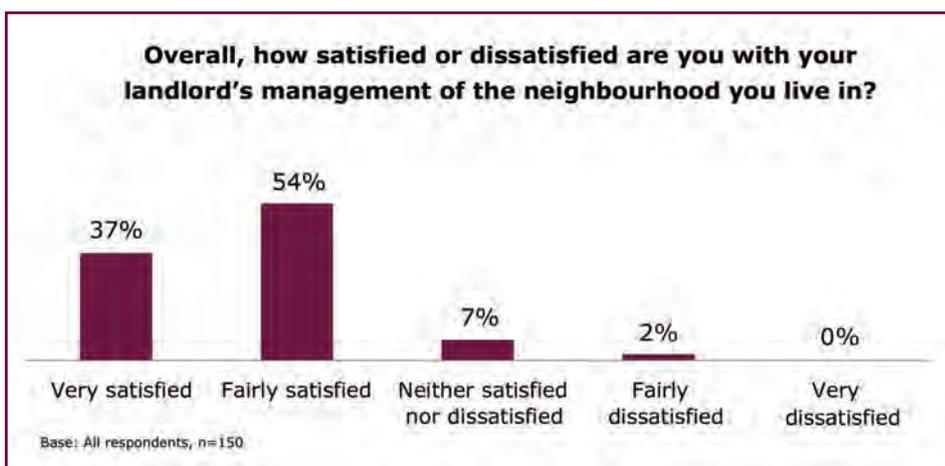


	% of 1st & 2nd Stage Complaints resolved within timescales	% of 1st & 2nd Stage Complaints Upheld
Ruchazie	100%	50%

Estate Management, Anti Social Behaviour and Sustainment

Providing homes in a well maintained neighbourhood where people feel safe is important to tenants.

91% of tenants were satisfied with the Association’s management of the neighbourhood, with only 2% saying that they were dissatisfied.



Tenants were asked which aspect of their neighbourhood they were most satisfied or dissatisfied with.

96% stated that they felt safe during the day and were happy with the street lighting provision.

However 19% stated that they were dissatisfied with children’s play area provision.

In response to this the Association has now provided additional play facilities.

...Estate Management, Anti Social Behaviour and Sustainment

The Community has also formed an environmental group and they are looking at setting up a community garden and hosting an annual fun day for all residents.

85% of our tenants thought we provided good quality landscape maintenance.

We employ a contractor to maintain the open spaces, pick up litter and maintain the individual gardens of our elderly tenants and those with disabilities.

Each year we hold a garden competition to reward tenants who look after their garden and contribute to keeping the neighbourhood looking attractive.



Nuisance and Anti Social Complaints 2013/14

	No of Complaints	Category A: Very Serious	Category B: Serious	Category C: Nuisance	No of Legal Notices Served
2012/13	19	2	4	13	1
2013/14	17	0	0	17	0

In 2013 we received 17 complaints of neighbour nuisance and anti social behaviour. These complaints can range from dog fouling and noise complaints to allegations of drug dealing and other illegal activity. When asked to rate the top three neighbourhood problems tenants stated that dog fouling (38%), Cats (29%) and Rubbish (21%) are the main concerns. 82.4% of these cases were resolved within targets agreed locally which compared well to the Scottish average of 75.9%.

In response to this we have developed closer links with the Dog Warden Service and are encouraging tenants to report all incidents of fouling to us or the Warden. This will help us to identify irresponsible dog owners and take appropriate action.

We have also increased the frequency of litter picks specified within the environmental contract from fortnightly to weekly and are pleased to see that this has made an improvement to the area.

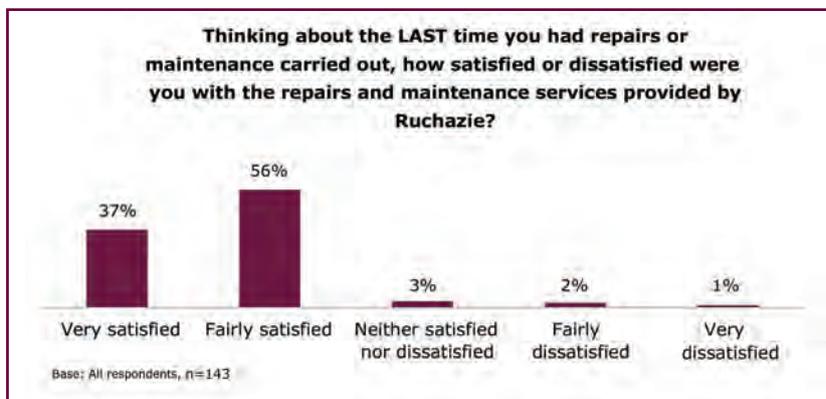
Quality housing, repairs maintenance and improvement

93% of tenants were satisfied with the repairs and maintenance service.

Those who were dissatisfied were asked to explain why. Of those who responded 7% stated that the repair was not done right first time.

In response to this we have increased our monitoring of contractor performance through increasing the post inspection target.

We have also placed greater emphasis on encouraging tenants to return repairs satisfaction surveys. This is another way that we can monitor the performance of our contractors. All surveys returned are entered into a prize draw each month with the winner receiving a gift voucher.



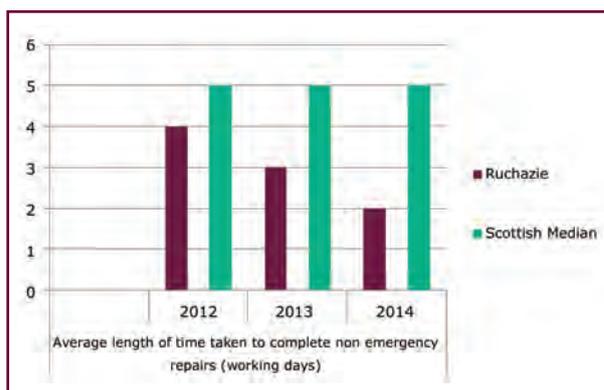
Did you know that our average time to complete non emergency repairs was 2 days?

We are pleased to report that our performance in this area has improved on a year by year basis over the past 3 years and that we are below the Scottish average.

When asked about the repairs service 96% of tenants stated that they found it easy to report a repair to the Office.

All of our properties meet the Scottish Housing Quality Standard (SHQS) which all social housing properties must meet by 2015.

We are currently looking at the requirements of the Energy Efficiency Standard for Social Housing (EESHS). This is the next target which has been set for us by the Scottish Government. This standard must be met by 2020 and requires that our properties are brought up to a minimum standard for energy efficiency. We are confident of achieving this target as the majority of our properties currently meet the standard.



We are pleased to report that 100% of gas safety inspections that were carried out in 2013/14 were completed within 12 months of the previous inspection.

We were able to achieve this important target as our tenants recognise the importance of giving access to their homes to allow this work to be carried out.

During 2013/2014 we spent £51,301 on day to day repairs. This represents £239.72 per property with an average 3.88 repairs carried out per property.

We also have a budget for planned maintenance. This enables us to carry out contracts such as kitchen replacements and controlled entry systems.

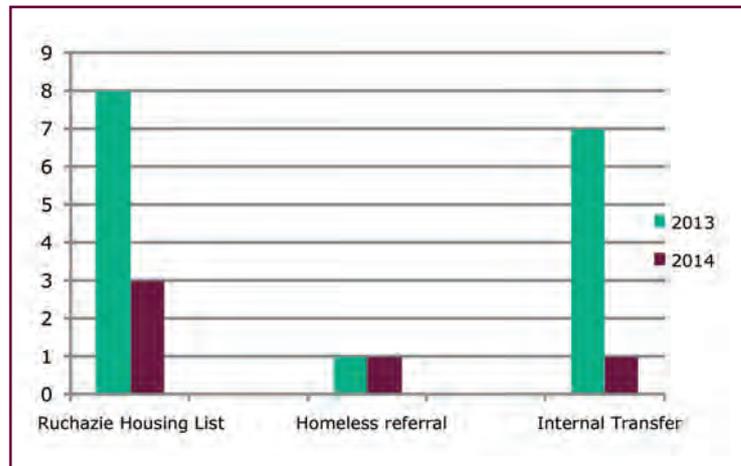


Housing options and access to housing

Our properties are in high demand with only 5 properties becoming available for let during 2013/14.

When asked if they were satisfied with the standard of their home when they moved in 100% of new tenants said that they were.

We know that applicants to our housing list need to be provided with comprehensive housing advice as they may not receive an offer of housing from us.



To achieve this we offer an in depth interview to all applicants to our housing list to help them to maximize their housing options.

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

We work closely with Glasgow City Council to assist in preventing homelessness and housing homeless people.

Each year we agree a homelessness allocations target. This year our target was not met. This was due to a reduction in the houses vacated and a change in applicant demand.

New tenants are offered an appointment with our Welfare Benefits Advisor at the start of their tenancy. The Advisor helps them to apply for all of the benefits that they are entitled to.

Every new tenant also receives a settling in visit between 6-8 weeks after they move into their home.



During the visit we are able to discuss any problems that they may be experiencing and help them to resolve these.

By providing this service we are helping to ensure that our new tenancies are sustainable.

% of new tenancies sustained for more than a year

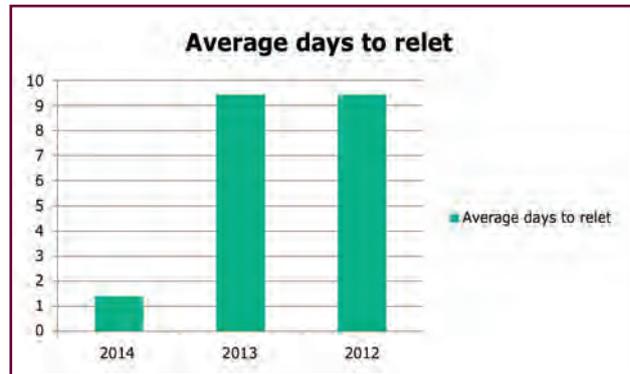
	2011/12	2012/13	2013/14
Ruchazie	88%	100%	100%

When a property becomes vacant we aim to re-let it as quickly as possible.

Repairs are carried out to the vacant property to ensure that it meets our letting standard before a new tenant moves in.

We set a target for re-letting our properties. Our target for this year was 10 days.

We are pleased that we performed well within our target by letting properties within and average of 4.4 days. This compares well with the Scottish average which was 35.7 days. Re-letting our properties quickly is important as the longer a property is empty the more rent is lost to the Association.



Value for money, rents and service charges

When asked 85% of tenants said that their rent charge was good value for money compared with only 3% who said it represented poor value.

We are committed to ensuring that our rents remain affordable for our tenants. Over the past 3 years our rents have increased by an average of 2.16%.

77% said that they had enough information about how the rent charge is decided.

To operate efficiently as a business it is essential that we collect rent and minimise arrears. This is the only way that we can provide the services that you want.

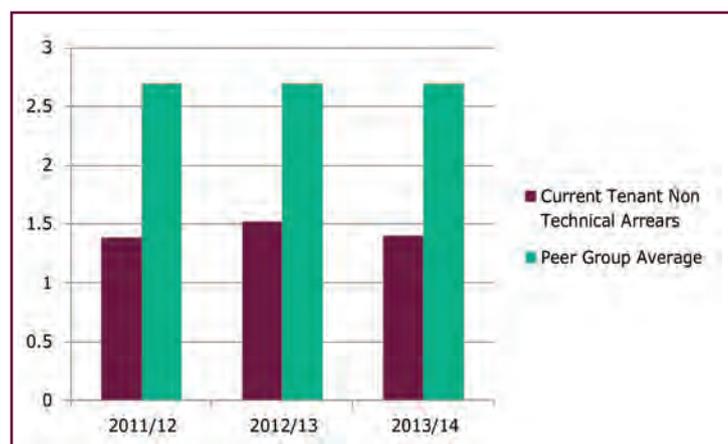
Rent Increases

2012/13	2013/14	2014/15
0%	3.0%	3.5%

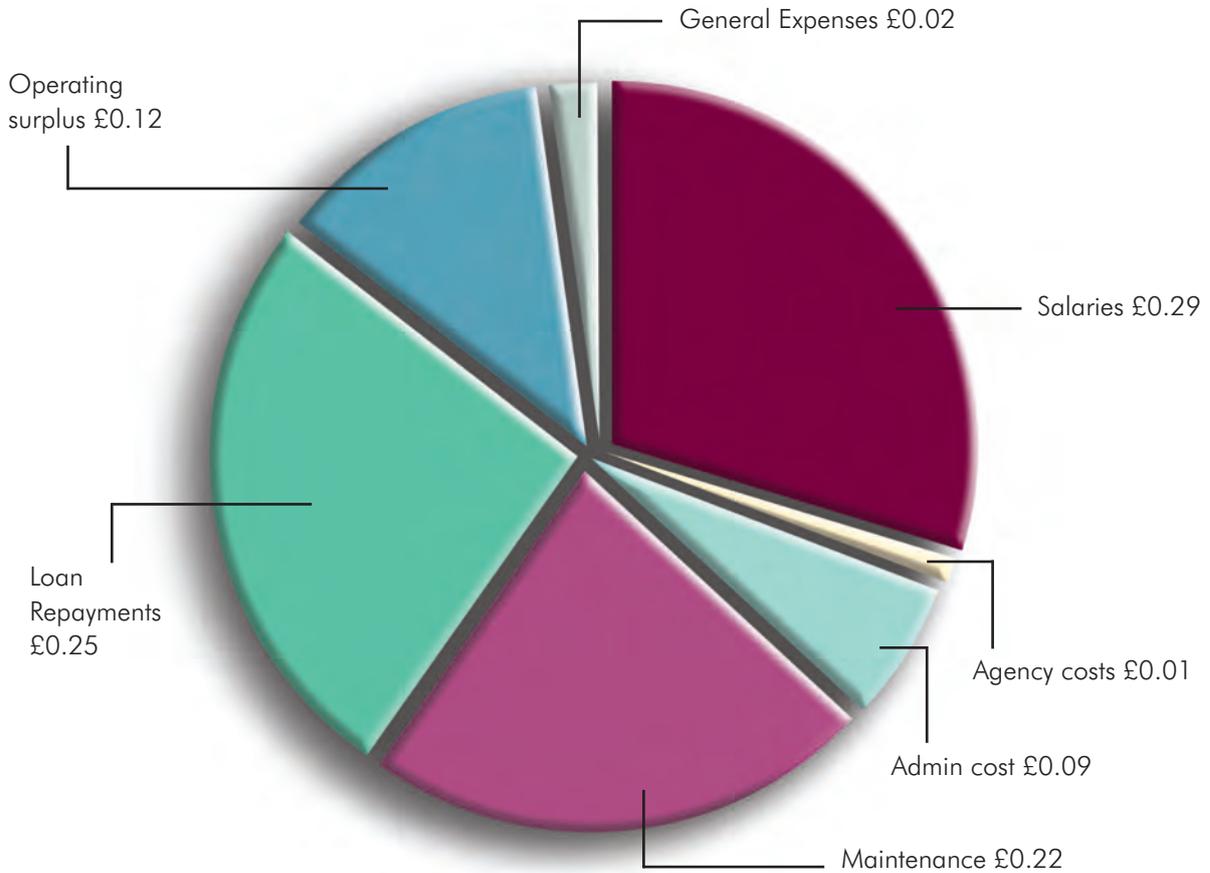
At the end of March 2014 we were owed £10205 in rent arrears. This represented 1.4% of the rent due for the whole year.

Our arrears performance compares well with organisations of a similar size and we are pleased that we improved on our own performance from last year.

To prepare for Welfare Reform and increase your choices for paying rent we introduced Allpay. By doing this you can now pay your rent at your local shop and online as well as continuing to pay at the Post Office.



How every pound is spent



Expenditure on capital works 2013/14

Gas Servicing/Maintenance Contract	£23574
Estate Management Contract	£14400
Kitchen Replacement	£12544
Controlled Entry Replacement	£6039
Fan Servicing & Periodic Electric Checks	£5850
Replacement Boilers	£4488

Ruchazie performs well in the area of income maximisation. We are good at rent management and ensuring low levels of void rent loss. We make sure that the services and goods we purchase are cost effective as this helps to keep our rents down and affordable for our tenants.

The chart above shows how our rental income was spent during the year.

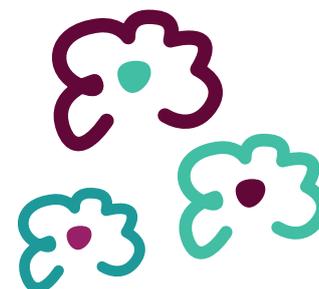
If you would like to see our accounts in more detail please contact us and we will provide this to you.

We hope that by reading this report you have been able to understand our performance against the outcomes of the Charter.

If there are areas of the report that you would like to discuss in more detail please contact us at the office.

Staff Members

Bill Nicol	Director
Yvonne McDonald	Housing Services Manager
Dorothy McArthur	Finance Officer
Fiona Jolly	Housing Assistant
Sheree Colclough	Property Management Assistant



Management Committee Members 2013/2014

Isobel Moor	Chairperson
Brian Tollett	Vice Chairperson
Ann Macdonald	Secretary
Agnieszka Galor	
Pamela McTaggart	
Derek Vickers	
Mary Ferguson	
Frances Cafolla	
Margaret Macdonald	



Financial Report

Per annual accounts year ending March 2014

Income from lettings	728549
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Expenditure

Maintenance & Management	353840
Reactive Maintenance	48454
Planned & Cyclical Maintenance	42665
Operating Surplus	213287

Balance Sheet

Fixed Assets	Housing Priorities	2880030
	Other Assets	33537

2913567

Net Current Assets	470949
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Liabilities due in more than 1 year	2632684
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Net Assets	751832
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Share Capital	99
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Designated Reserves	26000
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Revenue Reserves	725733
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