

IMPROVING STANDARDS • INSPIRING CHANGE



# Kingsridge Cleddans

HOUSING ASSOCIATION LTD



**Annual Report on Meeting the Requirements of the  
Scottish Social Housing Charter 2020-2021**

# Chairperson's Report for 2020 – 2021



2020-2021 was the most challenging and difficult year the Association faced since we became a registered social landlord in January 1992. We could not have envisaged the sudden and significant impact the Covid-19 pandemic had on the country, bringing unprecedented challenges for the Association, service users and stakeholders when we were put into lockdown on 23rd March 2020. The pandemic struck without warning and we had to react quickly to the situation and introduce new and effective ways of working in order to maintain and provide essential services and manage the significant challenges posed by the pandemic.

Our early focus was driven by the requirement to:

- Provide emergency repairs and other essential services while ensuring the safety of residents, staff and contractors.
- Introduce appropriate arrangements to ensure effective governance and business continuity.
- Undertake Covid-19 risk assessments to facilitate delivery of services.

## Action Taken

- Covid-19 information letters were issued to all residents, providing information about our business continuity arrangements with situation updates provided throughout the year. Information was also posted on our website.
- A call divert system was put in place, enabling calls to be diverted to members of staff to allow service to continue.
- Laptop computers and printers were purchased for staff to enable remote working from home. Staff maintained contact with each other by phone, email, text and zoom.
- Management Committee meetings were held remotely using the zoom platform, enabling committee members to receive and consider business reports and make key decisions.
- Although the office remained closed, staff were permitted to come into the office on a strict rota basis from June 2020 subject to agreeing and complying with strict Covid-19 risk assessments.
- All regulatory returns were submitted timeously to the Scottish Housing Regulator and our Annual General

meeting was held remotely. Our Annual Audit and Internal Audit were also held remotely.

Our Internal Auditor reviewed our business continuity framework and our response to the pandemic, to determine how effective our business arrangements were in relation to best practice and regulatory guidance.

The audit highlighted that the Association evidenced good working practices in response to the pandemic and that we:

- Demonstrated a well governed approach to the pandemic and the subsequent working arrangements.
- Demonstrated good engagement and a strong level of support for staff in response to adjusted working practices.
- Took reasonable steps to mitigate the impact of the pandemic on the business plan which included financial planning.

We appreciate the patience and understanding shown by our residents during the pandemic and hopefully the rollout of the vaccination programme will allow us to begin to get back to some form of normality.

## Our 2020/21 ARC results highlighted improvements in several areas compared to 2019/20 results, including:

- Average length of time taken to complete non-emergency repairs improved from 1.86 days to 1.72 days
- Average length of time taken to complete medical adaptations improved from 40 days to 27 days.
- Percentage of working days lost due to staff sickness improved from 3.36% to 0%.
- Percentage of tenancies sustained for more than a year improved from 87.5% to 100%
- Gross rent arrears improved from 6.77% to 4.07%

## Areas where performance was not as good as the previous year:

- Percentage of reactive repairs completed right first time decreased very slightly from 99.88% to 99.08% but was still better than the Scottish average of 91.5%.
- Number of properties which did not have a gas safety check completed within 12 months of the previous anniversary date increased from zero properties to 15 properties. This is the first time we have failed to achieve full compliance since 2012 and was impacted by the pandemic.
- Average time to relet properties increased from 14.53 days to 36.6 days. Performance was impacted by the pandemic but was still significantly lower than the national average of 56.3 days.
- Void rent loss increased slightly from 0.27% to 0.31% but was still lower than the national average of 1.4%

# Introduction

The purpose of this report is to highlight the progress of Kingsridge Cleddans Housing Association in meeting the requirements of The Scottish Social Housing Charter.

The report will highlight how we performed against specific outcomes and standards which are set out in the Charter and compare our performance with other landlords in the Drumchapel area who are members of Drumchapel Community Ownership Group (DRUMCOG). We will also report our performance against the national average.

We hope that our reporting format will highlight areas where our performance is good and identify areas where improvement is required.

We will use a traffic light system to demonstrate how our performance compares with the national average for each indicator.

**Green = Better than National Average for all Landlords**

**Amber = Performance is reasonable but there is scope for improvement**

**Red = Significant Improvement required**



## What is the Scottish Social Housing Charter?

The Scottish Government introduced the Social Housing Charter in April 2012 and it contains a broad range of standards and outcomes that Registered Social Landlords should strive to achieve when delivering services to our customers. The Charter aims to improve the quality and standards of services provided by all social landlords operating in Scotland.

The Charter contains 5 broad headings and 14 outcomes and standards that are relevant to the Association:

<b>Customer/Landlord Relationship</b> Outcomes 1, 2 & 3	<ul style="list-style-type: none"><li>* Equalities</li><li>* Communication</li><li>* Participation</li></ul>
<b>Housing Quality &amp; Maintenance</b> Outcomes 4 & 5	<ul style="list-style-type: none"><li>* Quality of Housing</li><li>* Repairs, maintenance and improvements.</li></ul>
<b>Neighbourhood &amp; Community</b> Outcome 6	<ul style="list-style-type: none"><li>* Estate Management,</li><li>* Anti-social behaviour</li><li>* Neighbour nuisance and tenancy disputes.</li></ul>
<b>Access to Housing and Support</b> Outcomes 7,8,9,10 & 11	<ul style="list-style-type: none"><li>* Housing Options</li><li>* Access to Social Housing</li><li>* Tenancy sustainment</li></ul>
<b>Getting good value for rents and Service charges</b>	<ul style="list-style-type: none"><li>* Value for money</li><li>* Rents &amp; Service Charges</li></ul>

This is our eighth report on the Scottish Social Housing Charter and we hope that you find the information in this report helpful in assessing our performance. We would welcome any comment or feedback on our charter report and a comment sheet is enclosed for your convenience.

# The Customer/Landlord Relationship Equalities, Communication and Participation

## Our Results:

Percentage of tenants satisfied with the overall service provided by their landlord



**Kingsridge Cleddans  
Housing Association**

96.88% in 2019/20



**DRUMCOG Average**



**National Average**

Percentage of tenants who feel that their landlord is good about keeping them informed about their services and decisions.



**Kingsridge Cleddans  
Housing Association**

96.63% in 2019/20



**DRUMCOG Average**



**National Average**

Percentage of tenants satisfied with the opportunities given to them to participate in the Landlord's decision-making processes.

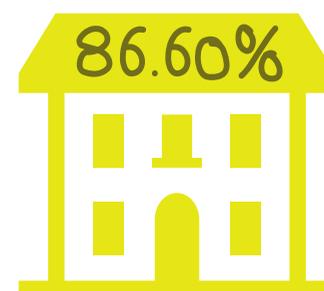


**Kingsridge Cleddans  
Housing Association**

100% in 2019/20



**DRUMCOG Average**



**National Average**

# Equalities

It is a requirement of the Charter that every tenant and other customer have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

We have a good understanding of the profile of our tenants and applicants on our housing list. At 31st March 2021. We had 154 applicants on our housing list and of this number, 18 were applicants from ethnic minorities. We review our housing list annually, by month of registration to ensure all applicants on our list are actively seeking housing and to take account of changing needs and circumstances.

We also subscribe to Happy to Translate, which is an award winning not-for-profit initiative which uses an easily recognised logo and incorporates specialist tools to help people whose first language is not English. This helps ensure that there are no impediments to prevent anyone receiving information on our services.

## Scottish Public Service Ombudsman (SPSO) Model Complaints Handling

Percentage of 1st and 2nd stage non equalities complaints responded to in full last year that were resolved by the Association and also the average time in working days to respond to complaints.

Number of stage 1 complaints received	Kingsridge Cleddans Housing Association	DRUMCOG Total	National Total
	5	99	
Time taken in working days to provide a full response	1.2 Days Average response time	2.3 Days Average response time	5 Days
Number of stage 2 complaints received	0	8	
Average time in working days for full response Stage 2	N/A	11.2 Days	18 Days

**Average response time for stage 1 complaints was 1.6 Days in 2019/20**

## Comments on the customer/landlord relationship

The Association commissioned the Knowledge Partnership to undertake a tenant satisfaction survey to assess satisfaction levels of tenants in relation to services such as repairs, information provision, housing quality etc.

The research involved quantitative feedback gathered from tenants by means of an interview administered questionnaire. A total of 160 tenants (61%) survey sample took part in the survey during the fieldwork period (August and September 2019)

The research indicated that a substantial majority of tenants are very or fairly satisfied with the overall service they receive from the Association. Aside from being satisfied overall, the majority of tenants are also satisfied with most aspects of the service provided.



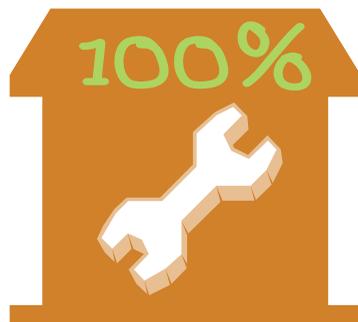
# Housing Quality and Maintenance

It is a requirement of the Charter that tenants' homes meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter. The SHQS requires that our properties meet minimum defined criteria and properties be:

- Compliant with the current tolerable standard
- Must be free from serious disrepair
- Must be energy efficient
- Must have modern facilities and services
- Must be healthy, safe and secure.

## Our Results:

### Percentage of stock meeting the SHQS at 31st March, 2021



**Kingsridge Cleddans  
Housing Association**

100% in 2019/20

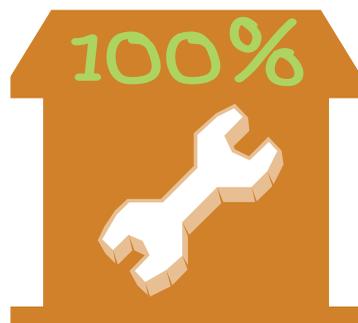


**DRUMCOG Average**



**National Average**

### Percentage of stock meeting the EESSH at 31st March, 2021

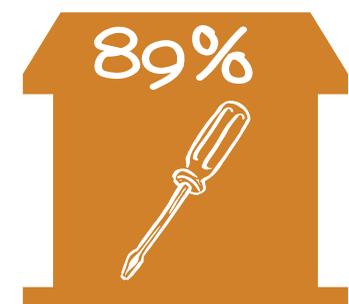


**Kingsridge Cleddans  
Housing Association**

100% in 2019/20



**DRUMCOG Average**



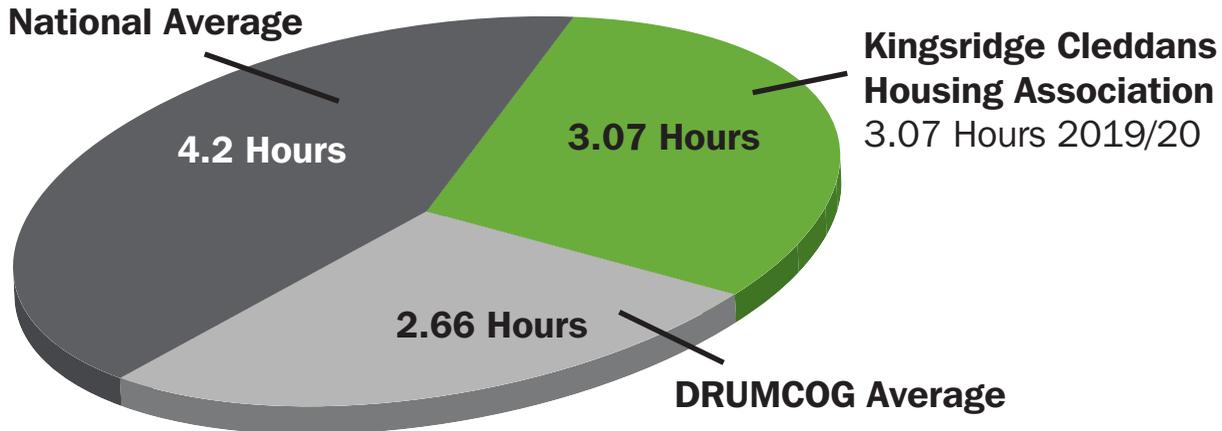
**National Average**



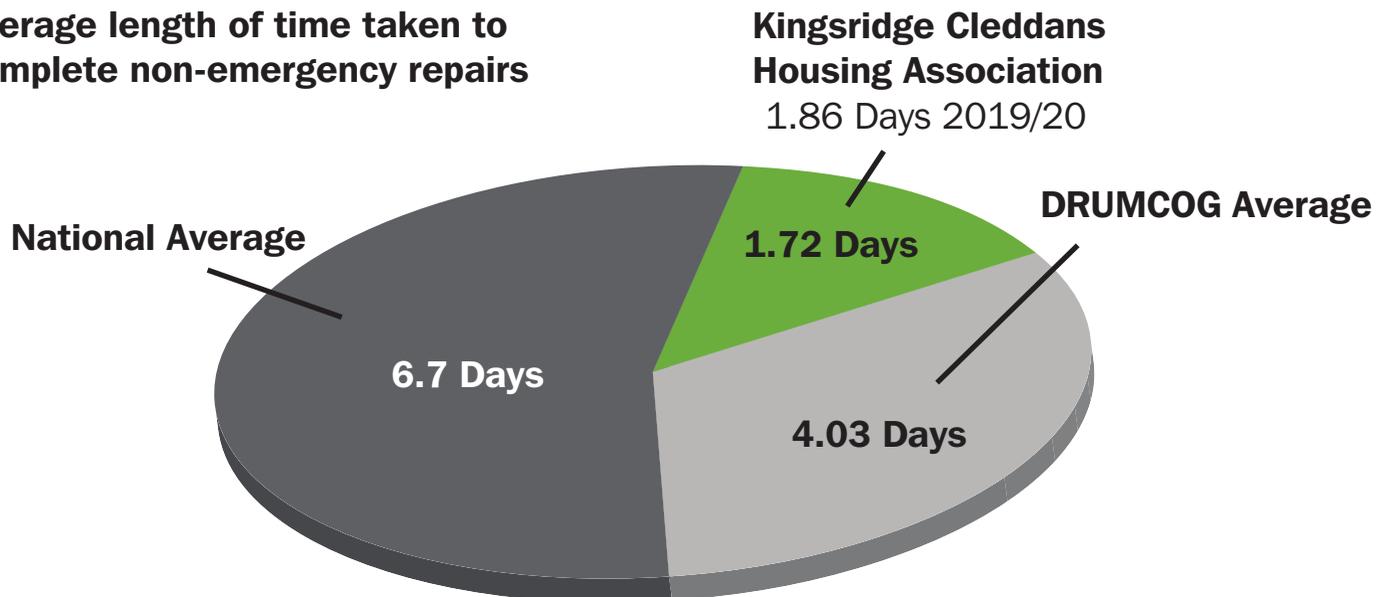
# Repairs, Maintenance and Improvements.

Tenants' homes are well maintained, with repairs and improvements carried out when required and tenants are given reasonable choices about when work is done.

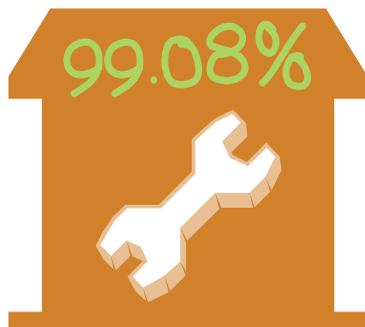
## Average length of time taken to complete emergency repairs.



## Average length of time taken to complete non-emergency repairs



## Percentage of reactive repairs carried out in the last year completed first time

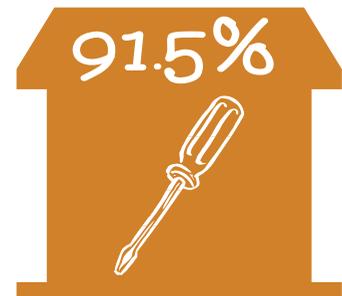


**Kingsridge Cleddans Housing Association**

99.88% in 2019/20

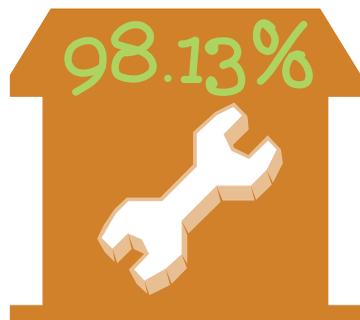


**DRUMCOG Average**



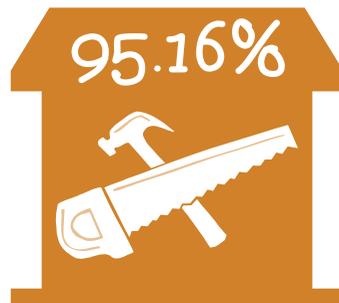
**National Average**

**Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service**

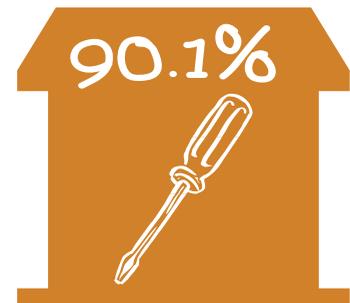


**Kingsridge Cleddans Housing Association**

98.13% in 2019/20



**DRUMCOG Average**



**National Average**

**Number of times Gas Safety check not met.**



**Kingsridge Cleddans Housing Association**

Nil in 2019/20



**DRUMCOG**



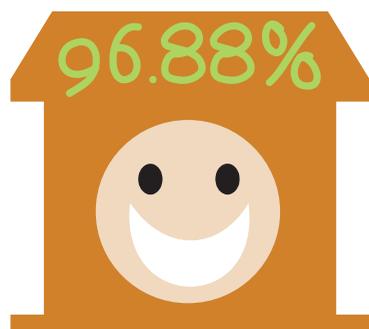
**National**

**Medical Adaptations**

	Kingsridge Cleddans Housing Association	DRUMCOG Average	National Average
Households waiting for adaptations	10	N/A	N/A
Total cost of adaptations completed in the year	£10,005	£93,871	£22.8m
Average time to complete adaptations	27 days	22.8 days	58 Days

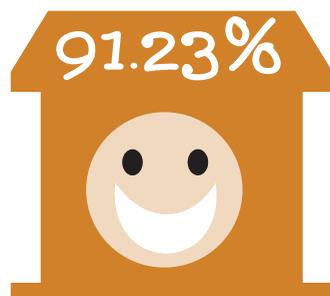
Average response times for adaptations was 40 days in 2019/20

## Percentage of tenants satisfied with the quality of their home

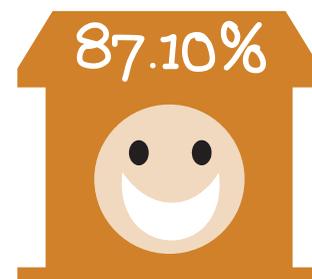


**Kingsridge Cleddans  
Housing Association**

96.88% in 2019/20



**DRUMCOG Average**



**National Average**

## Comments on Repairs, Maintenance and Improvements

The Association is committed to ensure that our properties are well maintained in order to protect the substantial investment that has been committed to provide good quality homes at affordable rents.

We will strive to do this by delivering a professional, responsive and cost-effective maintenance service and we carry out planned renewals and cyclical maintenance in accordance with timescales set out in our life cycle costing programmes.

We also carry out stock condition surveys every 3 years in order that we have comprehensive and up to date information on our stock. This enables us to constantly review and update our planned maintenance programme and ensure that we set aside sufficient funds to meet our long-term maintenance requirements.

We receive an annual budget from Glasgow City Council to carry out medical adaptations to existing properties.



# Neighbourhood and Community

This includes estate management, anti-social behaviour, neighbour nuisance and tenancy disputes. The Charter states that Registered Social Landlords, working in partnership with other agencies, help to ensure that:

Tenants and other customers live in well -maintained neighbourhoods where they feel safe.

The number of cases of anti-social behaviour reported in the reporting year and number resolved.

**Kingsridge  
Cleddans  
Housing  
Association**  
2 Complaints  
Received

**100%**  
resolved within  
agreed  
timescales

100% of complaints  
within timescales 2019/20

**DRUMCOG  
Total**  
50 complaints

**99.5%**  
resolved within  
agreed timescale

**National Total**  
**94.4%**  
Resolved within  
agreed timescale

Percentage of tenants satisfied with the landlord contribution to management of neighbourhood



**Kingsridge Cleddans  
Housing Association**

96.88% in 2019/20



**DRUMCOG Average**



**National Average**

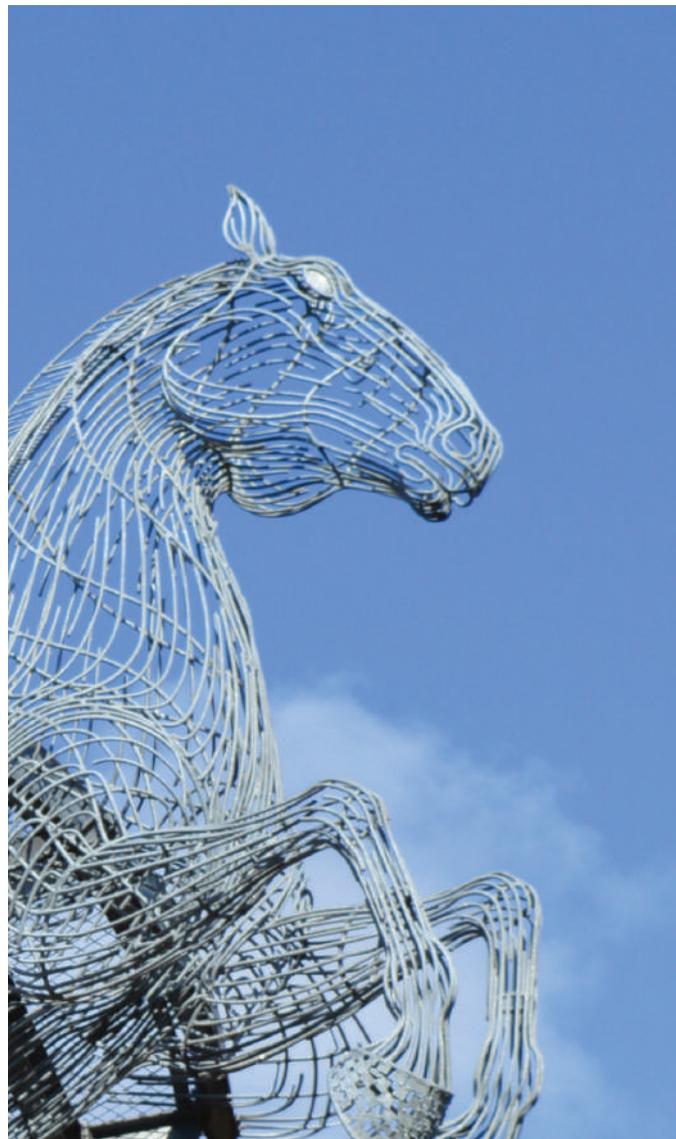
# Comments on Neighbourhood and Community.

The Association works in partnership with local agencies and Local Authority partners to try and ensure that we have well maintained and well managed neighbourhoods where residents feel safe. We carry out regular estate management inspections in order to highlight problems and take corrective action to deal with any problems identified.

A strong pro-active estate management strategy is pivotal to this and helps protect the substantial investment that has been committed to regenerate the area.

We also work closely with the police to try and identify crime hotspots and provide information on serious crime such as drug dealing.

Effective management of our properties will remain an ongoing priority for the Association, and we will not hesitate to take strong and firm action against any resident who is involved in serious and persistent breaches of the tenancy agreement. We have a good track record of dealing with and resolving anti- social behaviour and neighbour disputes.



# Access to Housing and Support.

## Housing Options

The Charter sets out a requirement for Registered Social Landlords to work together to ensure that:

People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.

Tenants and people on housing lists can review their housing options.

People at risk of losing their homes get advice on preventing homelessness

## Access to Social Housing

The Charter sets out a requirement for RSL's to ensure that people looking for housing find it easy to apply to the widest choice of social housing available from landlords and get the information they need on how the landlord allocates homes and their prospects of being housed.

## Tenancy Sustainment

The Charter sets out a requirement for Registered Social Landlords to ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure that suitable support is available, including services provided directly by the RSL and by other organisations.

## Our Results

KCHA Self-Contained stock profile

Property size	House	4 in a block	Tenement	Total
2 Apt	6	59	14	79
3 Apt	65	23	22	110
4 Apt	64	1	8	73
5 Apt+	15	0	2	17
Total	150	83	46	279



**Percentage of houses that became vacant in the last year.**

**Kingsridge Cleddans Housing Association**

**3.23%**

**DRUMCOG Average**

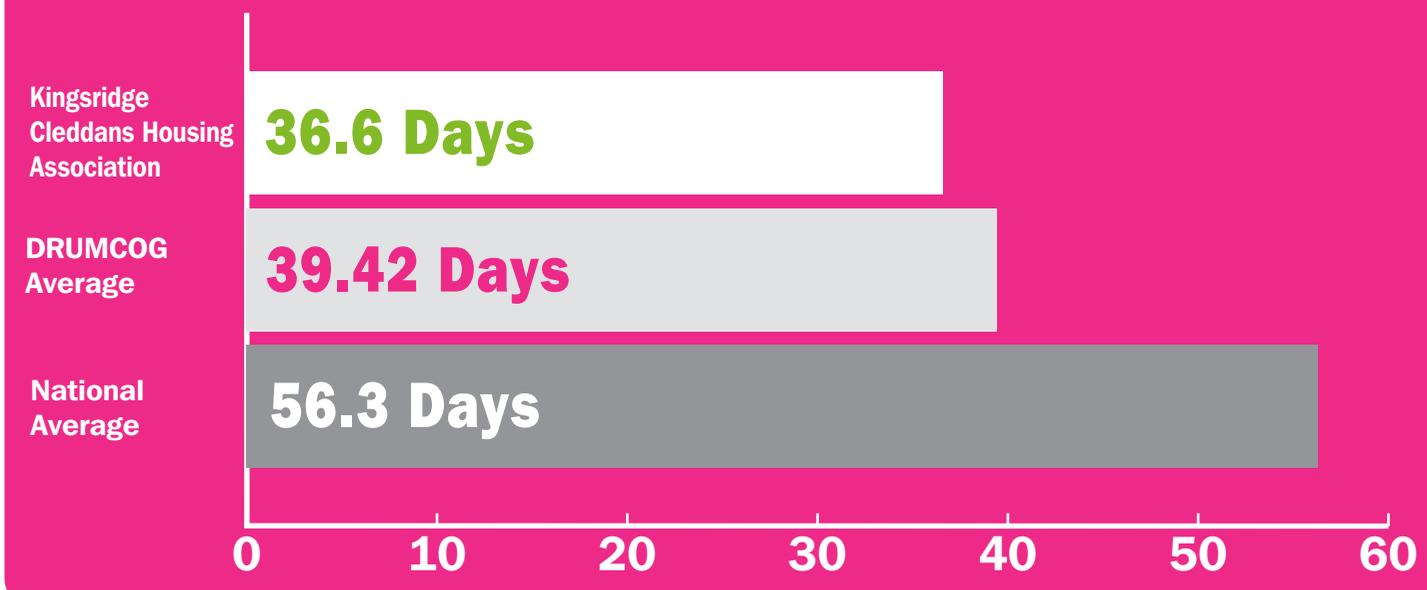
**4.38%**

**National Average**

**6.9%**

**7.53% 2019/20**

### Average length of time taken to re-let properties in the last year.



### Houses Let

Applicant Group	Kingsridge Cleddans Housing Association	DRUMCOG figure	National Figures
Number of lets to existing tenants	4 (3 in 2019/20)	30	4253
Number of lets to Housing List Applicants	3 (6 in 2019/20)	56	14,709
Number of lets to Homeless Applicants	3 (8 in 2019/20)	45	9,901
Number of Mutual Exchanges	1	7	1514

### Tenancy Sustainment

Indicator	Kingsridge Cleddans Housing Association	DRUMCOG Average	National Average
% of new tenancies sustained for more than a year (Housing list applicants)	<b>100%</b> (87.5% 2019/20)	97.56%	90.2%
% of new tenancies sustained for more than a year (existing tenants)	<b>100%</b> (100% 2019/20)	96.54%	94.4%
% of new tenancies sustained for more than a year (nominations from Local Authority)	<b>100%</b> (80% 2019/20)	95.45%	90.2%

# Comments on Access to Housing and Support

The Association works in partnership with the other local DRUMCOG members and Glasgow Housing Association to ensure a wide choice of housing options are available for applicants seeking housing opportunities. We also participate in the Glasgow Housing Options Service and undertake comprehensive options interviews with applicants who wish to participate. This involves options appraisal and assessment of housing prospects based on availability of and demand for and turnover of housing stock in the area. Support needs are also identified as part of this process and new tenants are given access to free and impartial welfare benefits advice. The Housing Option service is temporarily suspended as a result of the current restrictions in relation to the COVID-19 epidemic, however applicants can still submit an application via post or by e mail – [allocation@kc-ha.com](mailto:allocation@kc-ha.com) , telephone interviews are also available on request by contacting the office on 0141 944 3881.

Our housing list is open to applicants over the age of 16, though admission to our housing list does not guarantee rehousing. Our list is reviewed on a monthly basis annually by date of application and applicants can review their housing options with us at any time, subject to current restrictions.

We would normally carry out new tenant visits within 6 weeks of date of entry to ensure that the new tenants have settled in and to discuss any issues with them and we can signpost them to relevant support and advice agencies if required. However, due to current restrictions home visits were suspended from 23 March 2020 in accordance with Scottish Government Guidelines, during the pandemic, contact was made by phone and/or e mail with the new tenant(s).



# Getting value from rents and service charges

## Value for money

The Charter sets out a requirement for Social Landlords to manage all aspects of their businesses so that:

Tenant's, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

### Our Results.

Percentage of tenants who feel that the rent for their property represents good value for money.



**Kingsridge Cleddans Housing Association**

97.5% 2019/20

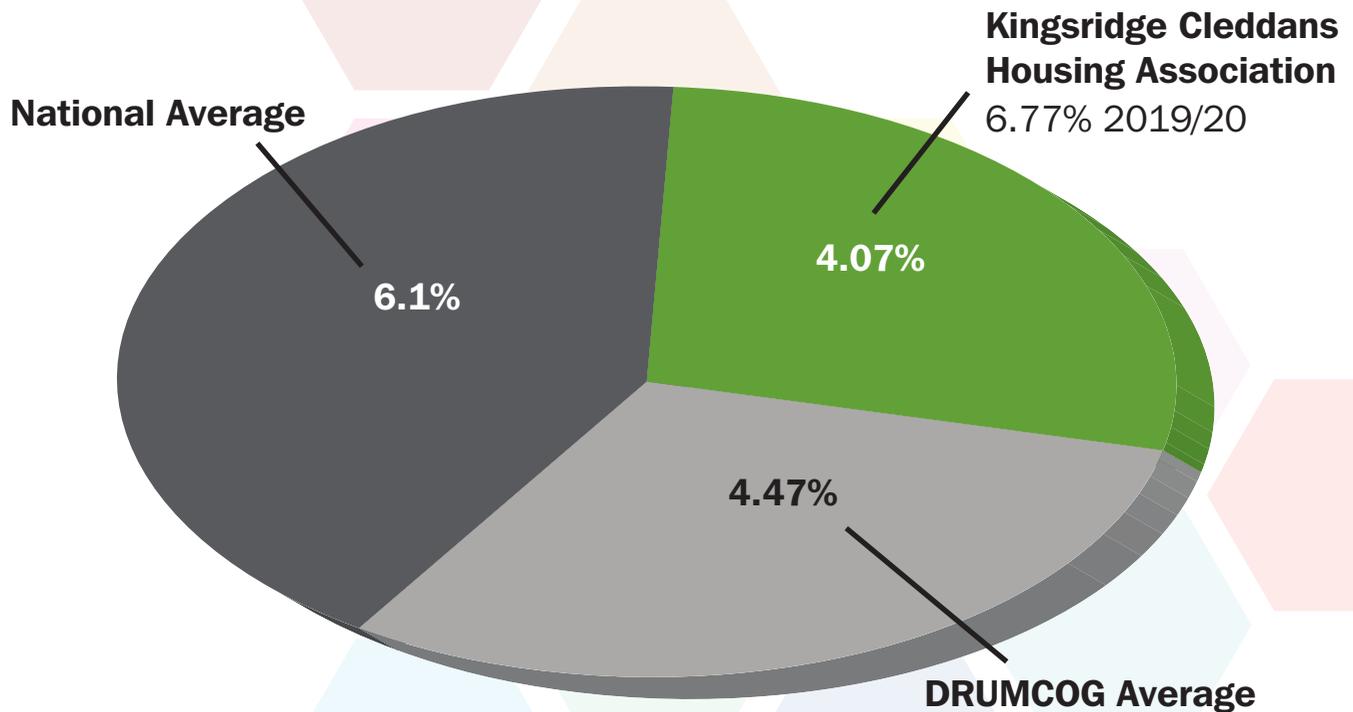


**DRUMCOG Average**



**National Average**

Gross rent arrears (all tenants) at 31st March each year as a percentage of rent due for the reporting year.



Percentage of rent collected



**Kingsridge Cleddans  
Housing Association**

(99.51% 2019/20)



**DRUMCOG Average**



**National Average**

Percentage of rent due lost through properties being empty during the last year.

**DRUMCOG Average**

0.46%

0.31%

**Kingsridge Cleddans  
Housing Association** (0.27% 2019/20)

**National Average**

1.4%



# Rents and service charges

The Charter sets out a requirement that Registered Social Landlords set rents and service charges in consultation with tenants and other customers so that a balance is struck between the level of services provided, the cost of the services and how far current and prospective tenants can afford them.

Tenants get clear information on how rent money and other money is spent.

## 2020 – 2021 Average weekly rents.

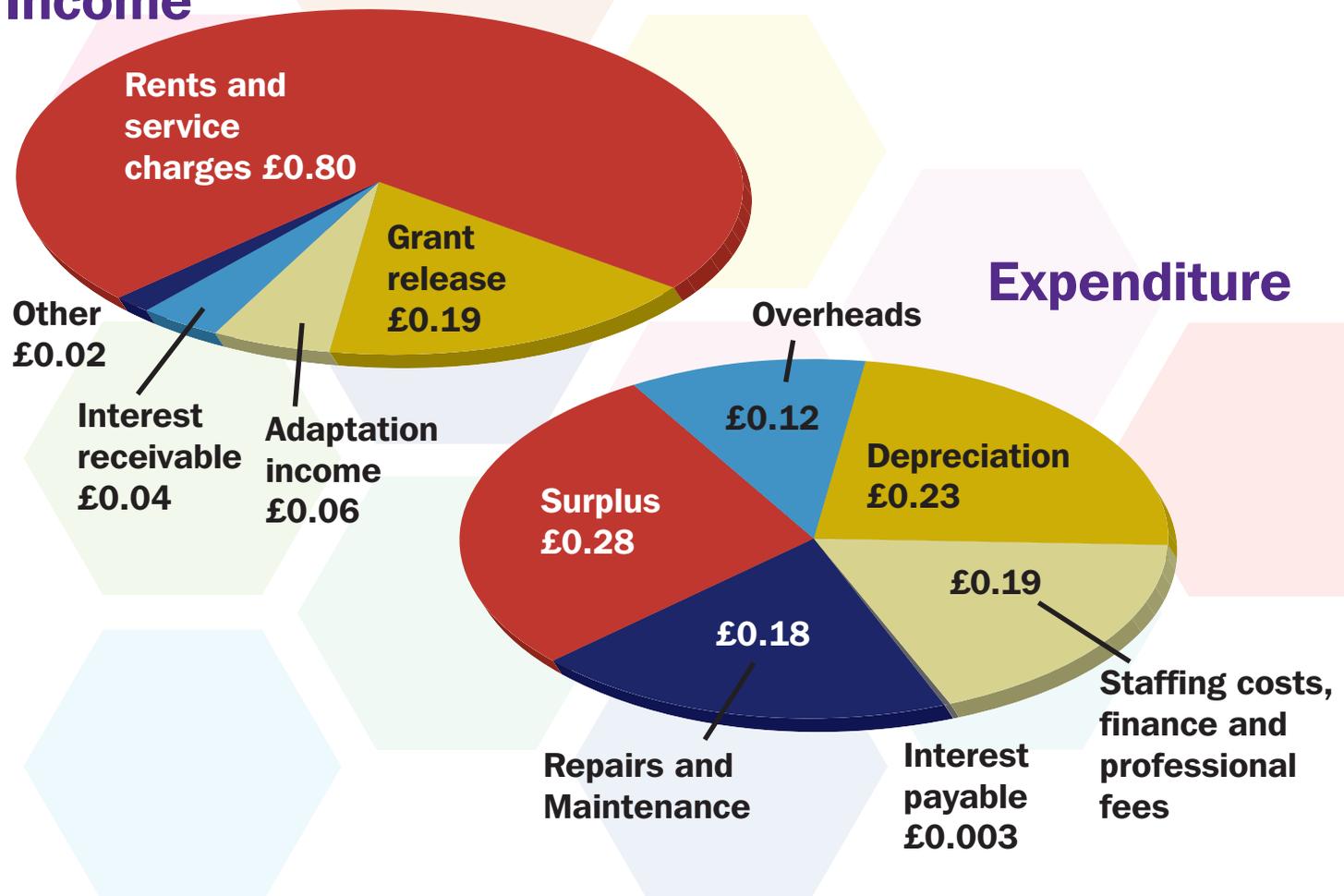
Property Size	Kingsridge Cleddans Housing Association	DRUMCOG Average	National Average
2 Apartment	£ 69.50	£71.17	£78.02
3 Apartment	£ 73.93	£77.71	£80.04
4 Apartment	£ 84.38	£91.03	£86.99
5 Apartment	£ 93.12	£97.25	£96.11

Our average weekly rent per property type is lower than the Drumcog and National average.

## 2020- 2021 Rent increase applied

Kingsridge Cleddans Housing Association	DRUMCOG Average	National Average
<b>1.2%</b> (1.5% 2019/20)	<b>0.48%</b>	<b>2.5%</b>

## Income



# Comments on getting value from rents and service charges

The Association strives to provide a responsive and cost-efficient service at all times and prudent financial control remains a core business objective.

We try and keep our rents affordable for current and future tenants and our rents are lower than the Drumchapel and National averages. We will try to ensure that future rent increases do not exceed the rate of inflation using the Consumer Price Index (CPI) where possible.

Management of rent arrears remains a top priority for the Association, and we achieved a significant reduction in rent arrears in 2020/21. We have developed an arrears management strategy to improve performance in this area. The emphasis is on early intervention and support and tenants are contacted immediately if they accrue rent arrears. Contact is made by letter, phone, text or email. We will actively target tenants who have:

**Arrears of rent without a repayment arrangement**  
**Tenants who fail to maintain repayment arrangements.**  
**Tenants who do not pay their rent on time when it is due.**

We have set a target to reduce rent arrears to 4.0% by 31st March 2022.

We also offer free and impartial advice on benefit availability and entitlement.



## Summary

This is our eighth Annual Report on the Charter and we hope you found the content useful and informative. We operate within a diverse and changing framework where performance management and continual improvement remain central to our ethos, and we strive to ensure that we are open, transparent and accountable for the services we deliver.

We believe that our customers are the most important people in our organisation and we value your views and opinions.

We would like you to tell us your views and opinions on the report so that we can evaluate what we are getting right and address issues you would like us to change.

We have enclosed a survey form which we hope you will complete and return to us.

We would also like to see more residents involved in our business and would be keen to establish a focus group to enable residents to become involved in the design, development and preparation of the 2021 – 2022 Annual Report on the Charter.

# Key Performance Targets 2021 - 2022

Performance Indicator	Target 2021 - 2022
Gross Rent Arrears as a percentage of rent due	4%
Void Rent Loss	Restrict to less than 1%
Average length of time taken to complete Emergency Repairs	Within 4 Hours
Average length of time taken to complete Non- emergency repairs	Within 3 working days
Percentage of reactive repairs completed right first time	100%
Percentage of properties which had gas safety check completed By anniversary date	100%
Number of days taken to re-let properties	10 Days



IMPROVING STANDARDS • INSPIRING CHANGE



# Kingsridge Cleddans

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