

IMPROVING STANDARDS • INSPIRING CHANGE



# Kingsridge Cleddans

HOUSING ASSOCIATION LTD

**Annual Report on Meeting the Requirements of the  
Scottish Social Housing Charter 2023-2024**



# Chairperson's Report for 2023 - 2024

## CHAIRPERSONS REPORT

We continue to face challenging times with the cost of living crisis continuing to impact both businesses and households. Tenants of Kingsridge Cleddans have struggled with day-to-day costs including the expenses of heating and maintaining their homes, whilst the Association has seen increased repair costs following Brexit. The year has also seen the declaration of a housing crisis, as the supply of properties continues to be outstripped by demand; what this means in real terms is that we are unable to provide housing to the majority of the applicants on our housing lists and our tenants that are looking for an internal move may have to wait longer for available properties.

Yet in spite of these national challenges, we have also drawn a lot of positives from the year.

We continue to strive to provide great value for money, this includes working with local contractors to provide an efficient repair service: delivering high-quality repairs within fast timescales, and we have supported tenants with rent payments which can be seen in the low level of our arrears. Through these efficiencies, we have been able to ensure that our rents remain some of the lowest in the city.

We have also looked to provide support to tenants facing the cost of living crisis through applying for external funding, and we were able to secure over £21,000 in grants which we provided to tenants to help them offset fuel costs.

We remain committed to investing in our properties, as we are aware that the maintenance of properties helps to reduce heating costs. We have budgeted for the next five years to carry out an extensive program of investment across our properties to see windows and doors replaced, electrics tested, properties painted and gutters cleaned. Through remaining a locally based housing association we have been able to ensure that rent money is being reinvested within the Kingsridge area. Drumchapel has an ageing population, which means that our tenants are likely to require increased support and especially adaptations to their properties to allow them to continue to live within the communities. With the ongoing housing crisis, it is essential that we work with tenants to ensure sustainability and to provide adaptations and modifications to their homes. Last year we ensured that 100% of new tenants sustained their tenancy for over a year, this success was achieved through ensuring that the support and assistance was in place for all new tenants from the day



they received their keys. We also carried out 10 adaptations to properties to assist established tenants with developing medical needs at a cost of just under £22,000, this allowing these tenants to continue to enjoy their homes.

The management committee wish to thank the staffing team for their hard work during the year, as well as the contractors and external stakeholders for

helping us to continue to deliver for the tenants of Kingsridge Cleddans.

## MAINTENANCE

We continue to ensure that we carry out high-quality repairs at efficient timescales, with our repair times remaining amongst the best in the sector.

In terms of reactive maintenance, we carried out:

- **206** Emergency Repairs
- **865** Non- Emergency Repairs

The average response time for completion of Emergency Repairs was 3.5 hours and our average response time for non-emergency repairs was 2.43 days.

## HOUSING MANAGEMENT

During the year we re-let 13 properties and our average re-let time was 9.42 days. Void rent loss for the year was 0.12%.

By managing our arrears we can ensure that we are able to re-invest in our homes.

- Gross Rent Arrears at year end was reduced to 2.46%
- Rent collected as a percentage of total rent due was 101%

## FINANCIAL MANAGEMENT

Money is the lifeblood of any organisation and we are fully committed to ensuring that KCHA remains financially viable. We have in place long term plans for investing in our properties and ensuring that we continue to offer the same great service.

There have been financial challenges of late, particularly with the cost of our repair service increasing. This has impacted the whole housing service as international issues push prices up. However, through continuing to manage our resources efficiently we have ensured that we can continue to remain in a strong financial position.

# 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 hope that our reporting format will highlight areas where our performance is good and identify areas where improvement is required. We are always looking to improve the manner in which we report, so if you have any ideas or suggestions for changes to this report, please contact us at [admin@kc-ha.com](mailto:admin@kc-ha.com).

## What is The Scottish Social Housing Charter?

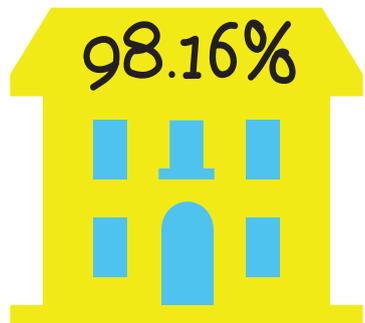
The Scottish Government introduced the Social Housing Charter in April 2012 and it contains a broad range of standards and outcomes that Registered Social Landlords should strive to achieve when delivering services to our customers. The Charter aims to improve the quality and standards of services provided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



# The 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**



**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**



**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**



**DRUMCOG Average**



**National Average**

# 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.

	<b>Kingsridge Cleddans Housing Association</b>	<b>DRUMCOG Average Total</b>
Number of stage 1 complaints received	3	37
Time taken in working days to provide a full response	3 Days response time	3.6 Days average response time
Number of stage 2 complaints received	4	3.25
Average time taken to provide a full response working days	5 Days	8.6 Days



# Housing Quality and Maintenance

It is a requirement of the Charter that tenants' homes meet the Scottish Housing Quality Standard (SHQS).

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.

Percentage of stock meeting the SHQS at 31st March

100%

Kingsridge Cleddans Housing Association



99.56%

DRUMCOG Average

90.0%

National Average



Percentage of reactive repairs carried out in last year completed

99.41%



Kingsridge Cleddans Housing Association

96.3%



DRUMCOG Average

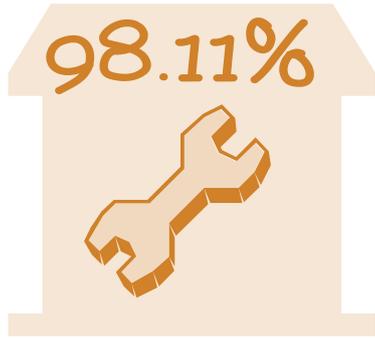
90.4%



National Average



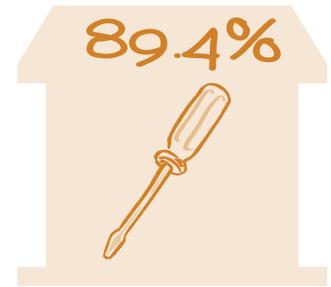
**Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service**



**Kingsridge Cleddans  
Housing Association**



**DRUMCOG Average**



**National Average**

**Percentage of completed  
Gas Safety  
inspections**



**100%**

**Kingsridge  
Cleddans  
Housing  
Association**

**99.8%**

**DRUMCOG  
Average**



**99.8%**

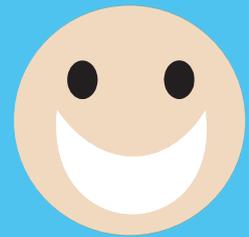
**National  
Average**



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

**96.32%**

**Kingsridge  
Cleddans  
Housing  
Association**

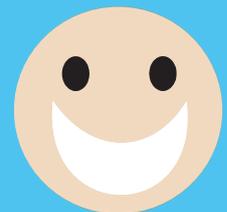


**85.32%**

**DRUMCOG  
Average**

**86.01%**

**National  
Average**



# 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.

## Neighbour complaints

**Kingsridge  
Cleddans  
Housing  
Association**

**100%**  
**resolved within  
agreed targets**

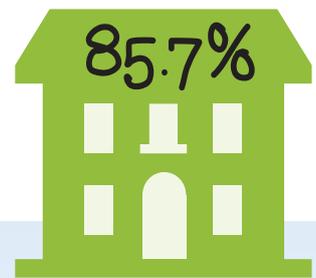
Percentage of tenants satisfied with the landlord contribution to management of neighbourhood



**Kingsridge Cleddans  
Housing Association**



**DRUMCOG Average**



**National Average**

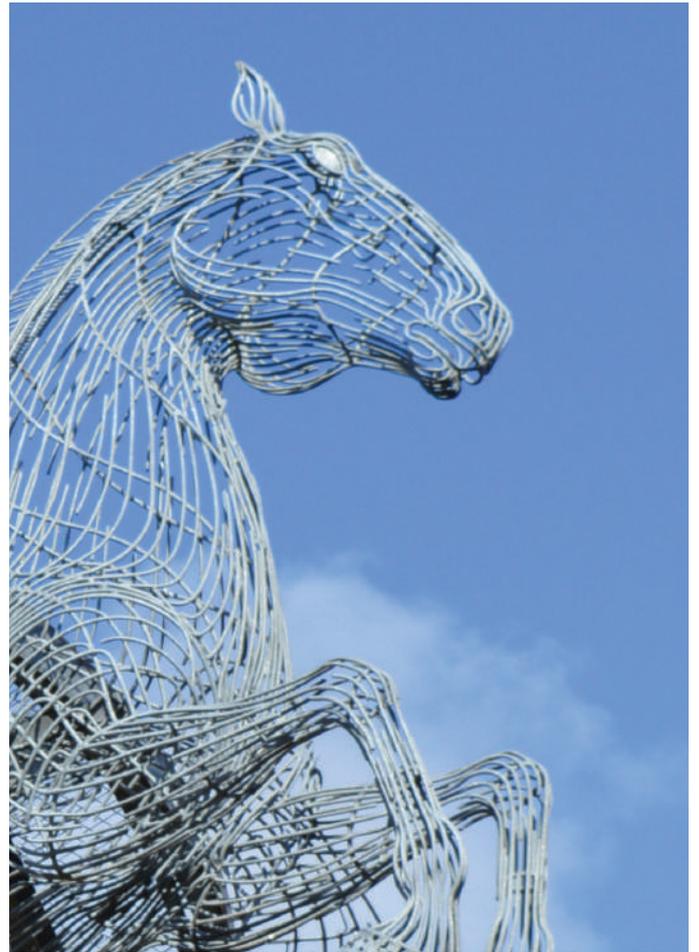


# Comments on Neighbourhood and Community

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

We continue to work with applicants to ensure that they are aware of all the available housing options. This has been particularly pressing as we have noticed a significant and growing increase in applications for social housing, whilst at the same time our turnover (available houses) remains low.

Due to this housing emergency, it remains critical for us to support current tenants in sustaining their tenancies. We do this through tenant visits, welfare support, and helping tenants with medical needs through adapting their properties.

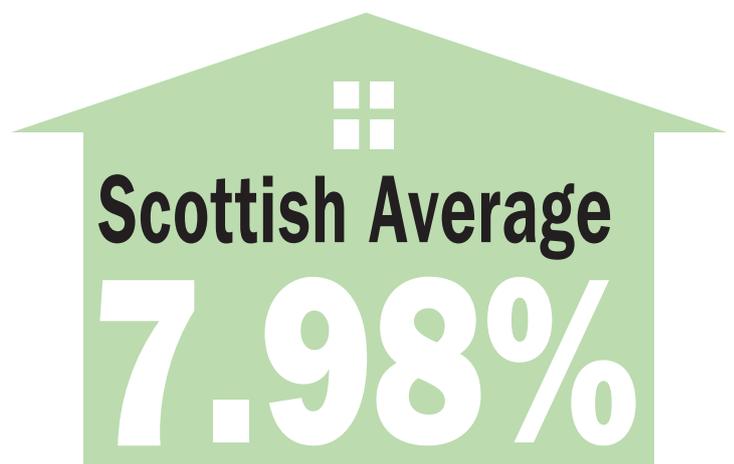
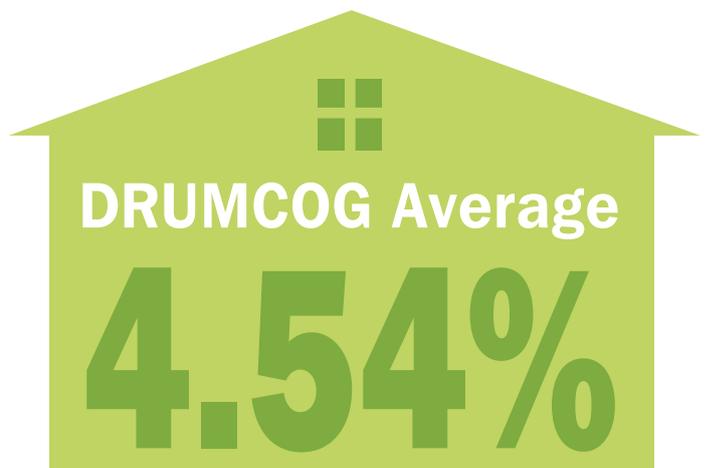
## Our Results

KCHA Self-Contained stock profile

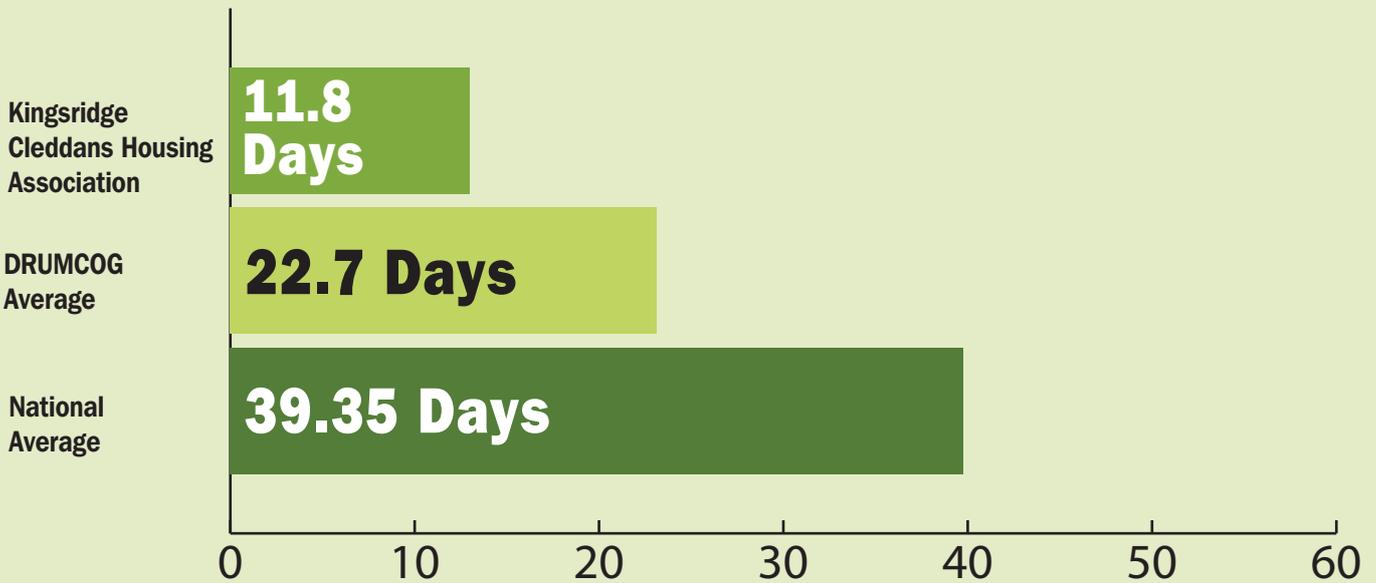
Property size	House	4 in a block	Tenement	Total
2 Apt	6	59	14	79
3 Apt	65	23	22	110
4 Apt	64	1	8	73
5 Apt+	15	0	2	17
<b>Total</b>	<b>150</b>	<b>83</b>	<b>46</b>	<b>279</b>



Percentage of houses that became vacant in the last year.



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



**Tenancy Sustainment**

Indicator	Kingsridge Cleddans Housing Association	DRUMCOG Average
% of tenancies sustained for more than a year (Housing list applicants)	100%	90.32%
% of new tenancies sustained for more than a year (existing tenants)	100%	92.59%
% of new tenancies sustained for more than a year (nominations from Local Authority)	N/A	100%
% of new tenancies sustained for more than a year (statutory homeless applicants)	80%	80%

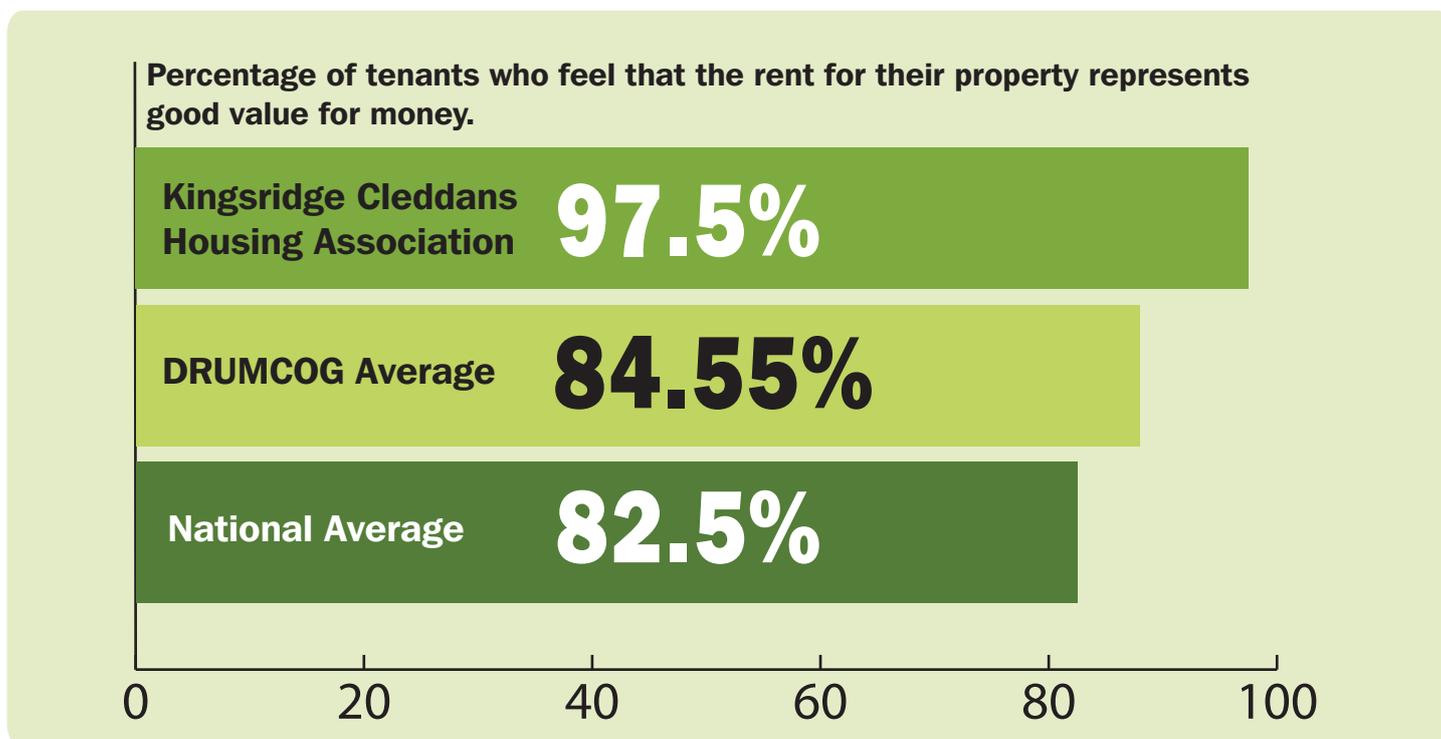


# Getting value from rents and service charges

## Value for money

As part of our survey, we asked tenants if they feel we are delivering value for money

### Our Results.



## Rents and service charges

We look to ensure that our rents remain affordable whilst ensuring that they are at a level to allow us to continue to maintain and invest in our properties.

### 2023 – 2024 Average weekly rents.

Property Size	Kingsridge Cleddans Housing Association	DRUMCOG Average
2 Apartment	£ 77.25	£77.01
3 Apartment	£ 84.37	£84.12
4 Apartment	£ 93.80	£97.11
5 Apartment	£ 103.52	£105.29

**Contact us:**  
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