



Annual Report

on Meeting the Requirements of the Scottish Social Housing Charter

2024-2025





Chairperson Report

I am delighted to report on another successful and productive year for the Association.

As you will see in the attached report, we have continued to maintain a high level of performance across all of the key indicators. This means that we have kept tenant satisfaction levels high, kept our repair times low, and we have been able to deliver for our tenants on key investment works.

The Association remains in a strong financial position, and this year we agreed our thirty-year plan. This sets out our expected spending throughout the period and allows us to plan our capital investment works. It also ensures that we have adequate financial reserves in place to deliver on these improvement works whilst keeping our rents at competitive levels.

During the year we began a contract with Sidey to install windows, the general feedback from our tenants was that they were very happy with these works and that they have helped improve the insulation of our properties, helping to reduce the cost of heating the homes and reducing external noise. Following this, we have again instructed Sidey to carry out works on a second development.

Our Management Committee has continued to grow, and I was happy to welcome some new members to the Committee throughout the year. This helps to ensure that we have adequate knowledge and expertise in key areas across all aspects of social housing. During the year, the Management Committee were able to undertake a significant and varied amount of training courses to continue to develop their skill set. We remain committed to being a locally-led housing Association, and we continue to welcome interest in the Committee from residents within G15.

It has been a challenging year for housing associations across Scotland with the developing housing crisis. We have done our part to support Glasgow City Council through meeting their demands for the allocation of properties to families in housing need; however, without adequate investment in development at a national



level, we will continue to see demand for housing far outstrip the available supply.

Tenant safety remains a key consideration for the Association; this has been a particular focus with regard to damp and mould. Throughout the year, we have monitored all repairs, and where there have been instances of damp or mould reported, we have ensured to follow up these repairs to ensure the issue is addressed. Fortunately, the vast majority of these repairs are due to condensation, and we are looking to help address this by ensuring all our properties are running efficiently with sufficient air flow and heating. We have worked with tenants to ensure all extractor fans are in good working condition and that properties remain affordable to heat.

The aesthetics of our community has been an area of focus for us, especially as we have seen a decline in estate management work by the council. We have looked to increase the number of estate management inspections that we are undertaking and continue to encourage tenants to work with us to address the issue of rubbish being dumped within our community.

I want to take this opportunity to thank the Management Committee and the staffing team for all their hard work over the last year. As detailed, we remain a high-performing housing association that consistently delivers for our tenants, but this is only possible thanks to the commitment of our volunteers and staffing team.

Introduction

Each year, we measure our success in comparison to key indicators (KPIs) and these are reported to the Scottish Housing Regulator in the Annual Return on the Charter (ARC).

We also like to compare against previous years, as this provides us with a context on how well we are doing.

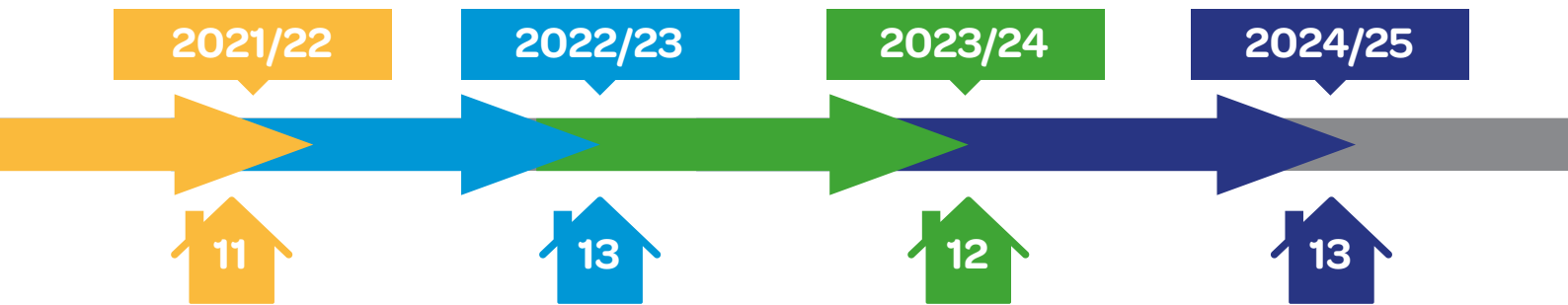


Allocations

The number of properties becoming available, and that we re-let, remains low.

This is a good sign as it shows the majority of our tenants are happy and want to retain their homes at Kingsridge Cleddans.

Unfortunately, this also means that we are limited in how much we can help other families in housing need.



How we allocate properties is heavily impacted by the demands made on us by external parties. Glasgow City Council, due to the housing crisis, have asked that we give the majority of our properties towards homeless families (section 5 referrals). We are, however, also

aware that we have current tenants who are looking to move internally, so we continue to review our internal transfer list and seek to help tenants address overcrowding and underoccupancy.

Source	21/22	22/23	23/24	24/25
Internal	2	1	2	4
Housing list	4	2	2	1
Exchanges	0	0	0	0
Section 5	5	7	8	8
Other	0	3	0	0

Satisfaction Indicators

We look to carry out surveys of our tenants every three years to get an idea of how happy tenants are with the service we provide. Through these surveys we have noted that there are high levels of satisfaction with all the work we are carrying out.

Satisfaction with overall service

(Indicator 1)

96.4%

were either very or fairly satisfied.



Satisfied with last repair

(Indicator 12)

97.67%

were either very or fairly satisfied.

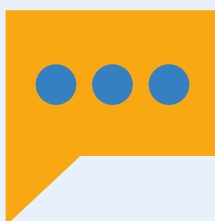


Satisfaction with communication

(Indicator 2)

100%

were either very or fairly satisfied.

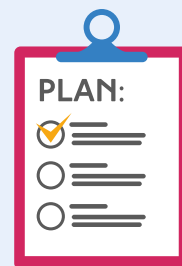


Satisfied with the management of the neighborhood

(Indicator 13)

97.48%

were either very or fairly satisfied.

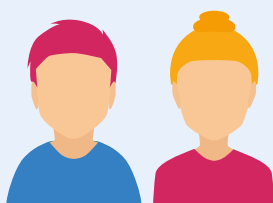


Satisfaction with the opportunity to participate

(Indicator 5)

96.16%

were either very or fairly satisfied.



Satisfied that rent provides value for money

(Indicator 25)

96.64%

were either very or fairly satisfied.



Satisfaction with the quality of the home (Indicator 7)

97.48% were either very or fairly satisfied.



Stock Condition

As well as having happy tenants, we also want to have good quality properties that are economical to run and that tenants can take pride in calling their homes. We employ external experts to carry out surveys of our houses (stock) to advise on when we should look to invest and improve them.

We have now carried out two stock surveys in the last five years. 40% of stock was surveyed in 2023 and 33% in 2025, so we have a good recent knowledge of the condition of our properties.

The Scottish Housing Quality Standard (SHQS) sets the level that properties are required to meet. We are delighted that 100% of our properties meet this standard, and we have planned the next thirty years of investment work to ensure we continue to deliver at this high level.



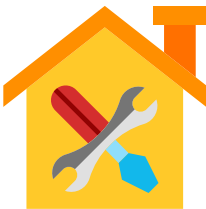
Repairs

It is important that repairs are carried out efficiently. This means that repairs are carried out as quickly as possible, but also to a high standard, and we try to ensure there is no requirement for follow-up work. We also need to provide value for money, we want to carry out repairs within budgets, so we need to work to realistic targets, otherwise the costs will increase, which may impact rent levels. Because we work closely with local contractors, we have been able to deliver repairs very quickly.

We measure the time to carry out emergency repairs in hours, and look to have these completed within 4 hours.

Total Emergency Repairs

188 2023/24: 206
2022/23: 193
2021/22: 217



Total Hours Taken

618 2023/24: 722
2022/23: 611
2021/22: 643



Average Taken Per Emergency Repair

3.29hrs 2023/24: 3.5 hrs
2022/23: 3.17 hrs
2021/22: 2.96 hrs

Whilst not as pressing as emergency repairs, we are aware that our **day-to-day repairs** continue to impact on tenants' lives. We look to complete these within a target of 4 working days, and are delighted to have again delivered these below target.



Total Day-to-Day Repairs (days)

953

2023/24: 865
2022/23: 823
2021/22: 876



Total Days Taken

2132

2023/24: 2098
2022/23: 1780
2021/22: 1697



Average Taken Per Day-to-Day Repair

2.24

2023/24: 2.43
2022/23: 2.16
2021/22: 1.94

Gas Safety Checks

Maintaining safe homes is a key priority for us. We look to annually carry out a safety check of all our properties, checking the gas and the smoke alarms.

All tenants are required to allow us access to carry out these works, as it ensures that their homes are being kept safe.

We again ensured that 100% of gas safety checks were completed within the year.

In some instances, where tenants do not provide access, we are legally required to cap the gas supply to ensure the property is safe. We would urge all tenants who have had their supply capped to contact us immediately to resolve this.



Service Complaints

Although satisfaction levels are high, we are always looking to improve. We welcome feedback from tenants in the form of complaints. These can be with regard to the services provided by the KCHA team or by the contractors that we employ to carry out our repairs and improvements. We look to address **frontline (stage**

1) complaints within 5 working days and **complex (stage 2) complaints within 20 working days**. Last year, through working closely with our contractors and our tenants, we were able to address all complaints well within these timescales.

Total Stage 1 Complaints

7 Complaints received in the year

2023/24: 3
2022/23: 1
2021/22: 1

Average Days

1 2023/24: 1
2022/23: 2
2021/22: 3



Total Stage 2 Complaints

2 Complaints received in the year

2023/24: 4
2022/23: 0
2021/22: 0

Average Days

4 2023/24: 5
2022/23: 0
2021/22: 0

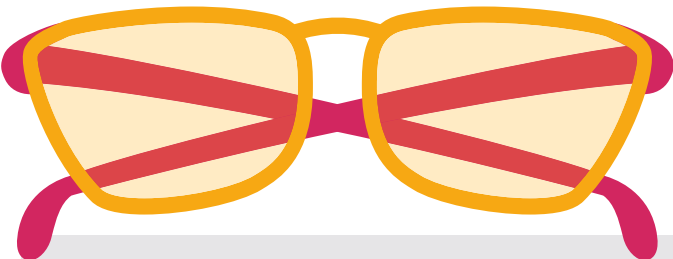


Re-housing

Our homes are in high demand. People want to live within our community and new tenants have detailed that they are delighted with how well we look after and invest in our properties.

It is important for us to re-let empty properties as quickly as possible, and part of this includes ensuring that properties are correctly matched and that very few properties are refused by the people viewing them.

For the second year in a row, we have seen no refusals to our offers.



Offers

13

2023/24: 12
2022/23: 13
2021/22: 12



Refusals

0

2023/24: 0
2022/23: 1
2021/22: 1



Refusals

0%

2023/24: 0%
2022/23: 7.69%
2021/22: 8.33%



We have also continued to re-let our properties as quickly as possible.



Voids

13

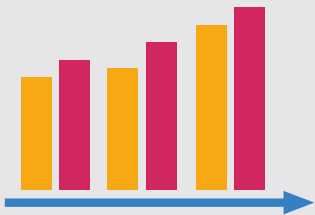
2023/24: 12
2022/23: 12
2021/22: 11



Days empty

74

2023/24: 113
2022/23: 142
2021/22: 143



Average days to re-let

5.69

2023/24: 9.42
2022/23: 11.83
2021/22: 13.00

Neighbour Complaints

A key part of building a community lies in ensuring that tenants get on with their neighbours. We cannot guarantee that everyone will be friends, and when issues arise we look to work with tenants, and with

serious cases, with the police to ensure these issues are addressed, and this remains a safe place to live.

We address anti-social complaints as quickly as possible and seek to ensure that all issues are resolved.

Cases of anti-social behavior

Cases reported

11

2023/24: 10
2022/23: 2
2021/22: 5



Cases resolved

11

2023/24: 10
2022/23: 2
2021/22: 5



Medical Adaptations

We want to ensure tenants can enjoy their homes, even when unexpected events occur, including the need to adapt the property to meet changing medical needs.

Last year we saw a decrease in the funding available to help carry out adaptations. The Management Committee agreed that tenants should not suffer due to these cut backs and the Association helped to fund a significant amount of adaptations last year.



Funded
by KCHA

£40,344

2023/24: £0
2022/23: £1,300
2021/22: £613



Grant
funded

£11,895

2023/24: £21,988
2022/23: £20,124
2021/22: £22,649



Total

£52,239

2023/24: £21,988
2022/23: £21,424
2021/22: £23,267



Tenancy Sustainment

The fact that our tenants want to continue to live within our community is a great sign. This can be seen in how many new tenants continued to live in their tenancy for over a year.

Sustained

100%

2023/24: 100%
2022/23: 93%
2021/22: 100%



Our Housing Services Team have been working hard to help people settle into their new home, source furniture, and become a part of the Kingsridge Cleddans community.

Rents and Service Charges

Our number one income is through rents. Only through efficiently collecting rent can we then re-invest in our properties, paying for repair works, services, and investments.

Keeping our rent arrears as low as possible is a sign that we are efficiently collecting rent and are able to plan investments such as new windows, doors, kitchens and bathrooms.

We look to keep our rents affordable, whilst ensuring that the Association can continue to meet our commitments to provide great services and to invest in our properties.

Rent Arrears

2.49%



2023/24: 2.46%
2022/23: 3.15%
2021/22: 3.44%

Our rent levels compare very well with other Associations across Scotland, and this is particularly the case in comparison to Glasgow's largest Social Landlord, Wheatley Homes.

				
	1 bedroom	2 bedroom	3 bedroom	4 bedroom
Wheatley Homes Glasgow	£88.06	£94.57	£109.91	£120.58
KCHA	£78.87	£87.73	£98.01	£108.34



Summary

It has been another successful year, with the Association performing highly across key statistics. This is then translated into re-investment in our properties and ensuring our rents remain affordable.



Play Your Part

We are looking to increase our engagement with tenants, and this will include higher levels of tenant participation. Do you have some free time to play your part in helping to shape our services?

We are looking for tenants to engage, via e-mails initially, in reviewing and contributing to our policies. If you are interested, please e-mail us at **admin@kc-ha.com**.





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