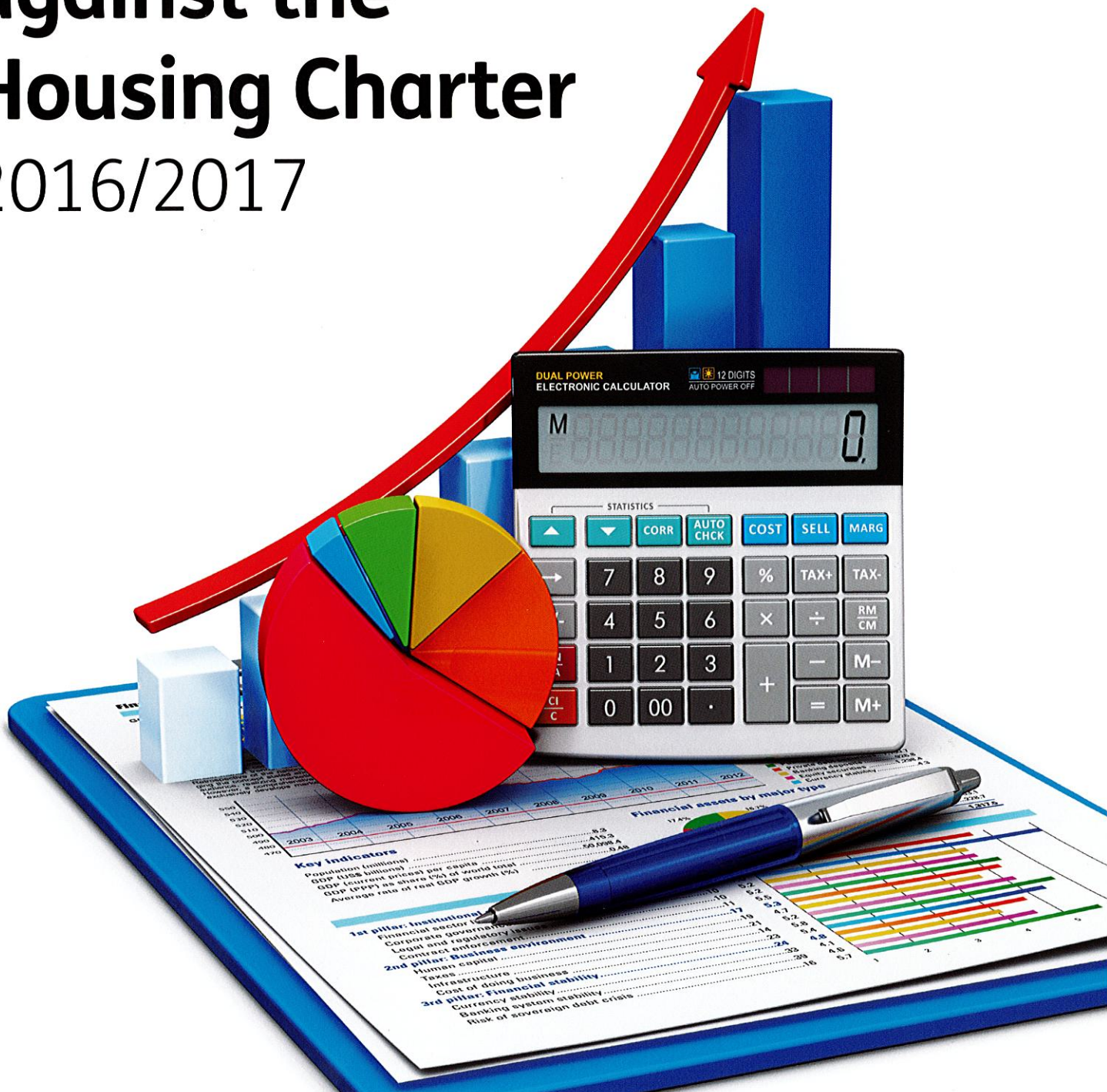




# CDHA

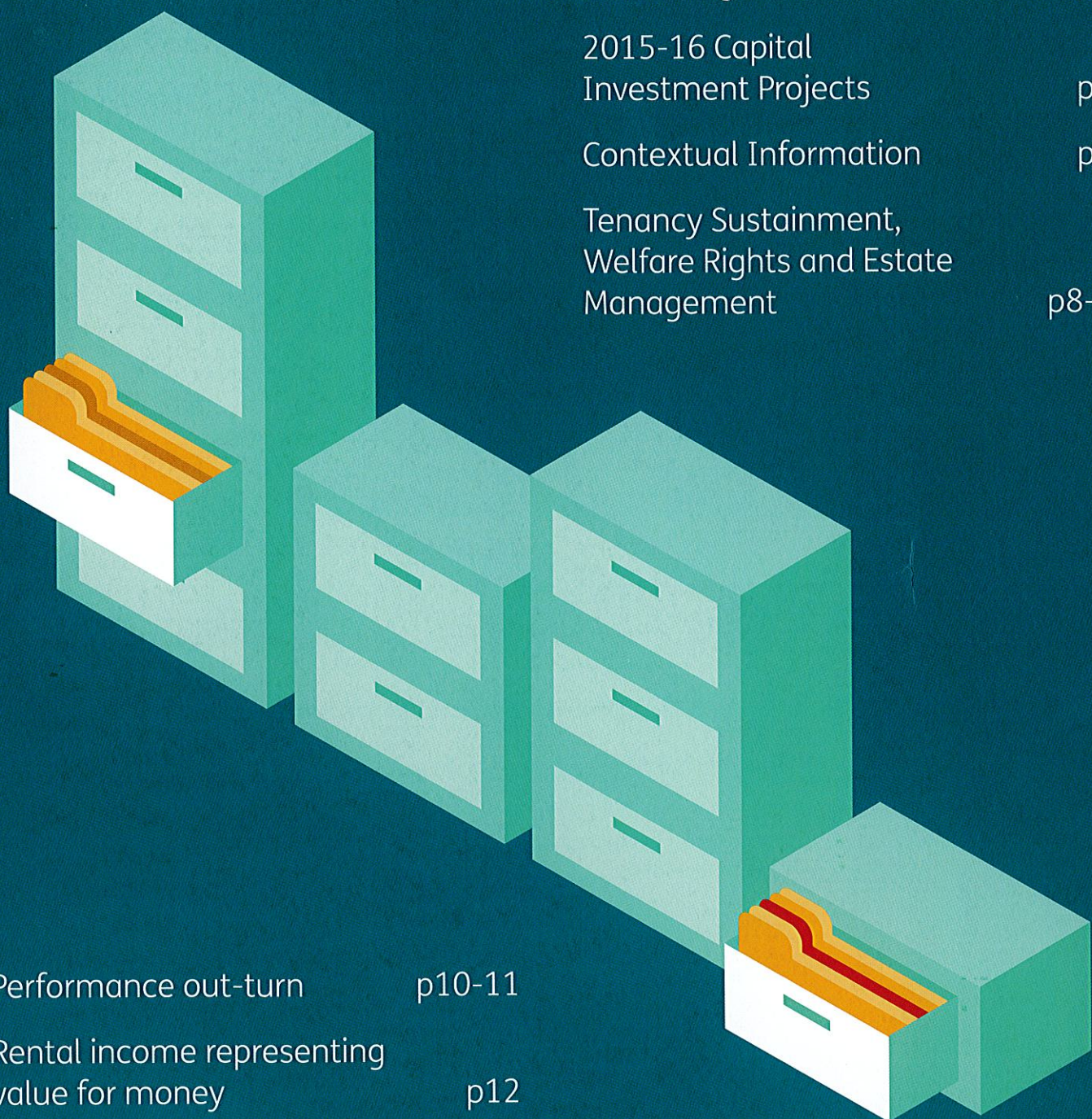
Cathcart & District Housing Association

## Performance Report against the Housing Charter 2016/2017





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*"I am very happy with CDHA they have all been a great help with services and helping me with getting organised for moving in. The housing officer was lovely, polite and professional, and made sure I got all the support I needed to move into my new home."\**

***"Your maintenance staff have been great with helping to get repairs done."\****

## Chairs Introduction

Welcome to our annual performance report 2016/17.

We are delighted to be reporting once again on the outcomes against the Housing Charter. This is our report card for you to consider the performance of Cathcart & District Housing Association. You may have already seen much of this information on the Scottish Housing Regulator's website. We are delighted once again to have performed well against our peer groups.

We want to know if this document tells you the correct information in a format that allows you to judge our performance on the services we provide. We believe that we provide a good service and that

we listen to our tenants. We welcome your comments on all matters.

It is important to us to tell you how we spend your rental income, if we are meeting your requirements in our planned upgrades to your properties and how we compare with other housing associations.

What do you think about this performance report? We aim to provide the information in a format that we believe is easy to read and meaningful.

We hope you enjoy our performance report.



*Annette Brown*

Chairperson



# Directors Report 2016/17

It has been another busy and productive year during which the Association has been working on further changes in legislation e.g Right to Buy ends July 2016 and we have been processing the last few applications. We are signing up some new tenants now who are in receipt of Universal Credit. This has presented challenges for the housing staff, in trying to keep arrears to a minimum.

We recognised the need again this year to continue to subscribe to the Community Safety Glasgow service (CSG) as the rise in cases of anti-social behaviour showed that we can make good use of a professional service in this regard. Although anti-social behaviour is such a negative subject we recognise that we are taking a positive approach to the problem and the service provided by CSG has become a successful on-going partnership for the Association.

Our Maintenance Section has been busy again with our planned maintenance programme. Details of our boiler replacement contract, window replacement and kitchen & bathroom replacement contracts are detailed further on in this report.

We are progressing with the renovation of Holmlea Primary School with our partner housing Association Home Scotland. This is a listed building over 100 years old and has been vacant for 10 years. The Asbestos work was completed in August 17 and the planning application submitted to GCC. We anticipate that work will commence during year 2017/18

Our Committee of Management have continued to pursue relevant training courses and have completed training on a number of issues during this year to assist with their strategic role on the Committee. This in conjunction with courses and conferences attended externally means our

Committee have an indepth knowledge of the current issues surrounding social housing. Our Committee membership has remained strong.

During the course of this year we have been engaging with the Scottish Housing Regulator (SHR) and they have published a regulation plan which can be seen on the SHR website. We are undertaking a full governance review and looking at the way in which our subsidiary is structured. This is an opportunity to examine all our processes and ensure that going forward we demonstrate a robustness and streamlined operation in all our business.



*Christine Leitch*

Director

*"Reception staff are always polite and professional in taking calls. I was homeless and in a bad situation and they kept me up to date with my position on the list before I received my offer."\**

***"I am very happy with the service that CDHA provides, thank you all very much."\****



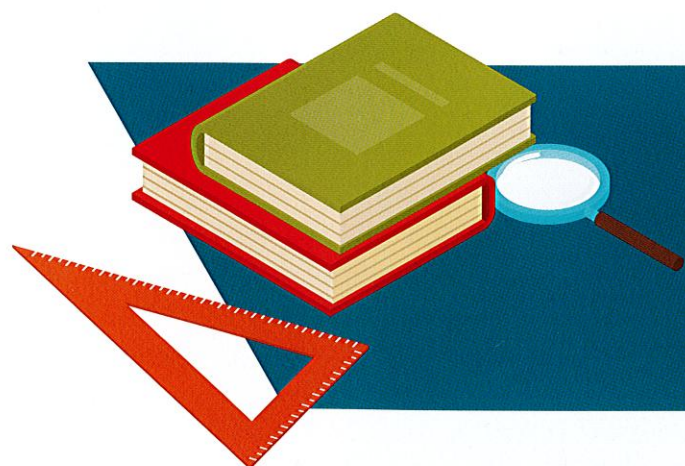
# Monitoring our own standards

In order to constantly monitor our own performance we have a system in place that allows us to measure our performance on a monthly basis. Our Key Performance Indicators (KPIs) have been derived from looking at historical performance how we perform against other similar sized organisations and what national tables show us. We consistently aim to meet or better these targets and use all mechanisms open to us to assist in this.

You can look on the Scottish Housing Regulator's website [www.scottishhousingregulator.gov.uk/find-and-compare-landlords](http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords) and use their comparison tool to compare CDHA with any other housing association on a number of outcomes. We are proud of the fact that we regularly meet most or our targets and also implemented one of the lowest rent increases within our peer group this year.

Below is a snapshot showing how we performed in the last financial year against a range of issues. We are showing the target we aim for the outcome we achieved and have colour coded **green** showing target met and **red** where it hasn't been.

Key Performance Indicator	Target 2016/17	Achieved by 31.3.17
Current Net Tenant Arrears	3.3	5.53%
Rent loss from vacant properties	1%	0.79 %
Time to re-let vacant properties	10 days	28.61 days
Allocations to Homeless Persons	20%	3 flats
Emergency Repairs	4 hrs	100%
Urgent Repairs	48 hrs	100%
Routine Repairs	10 days	100%
Post Inspection of Repairs	10%	100%
Complaints Stage 1 investigation within 48hrs	95%	100%
Time to Process Application forms	5 Working days	100%
Attendance at AGM	15 +	15
Committee Membership	12+	13
Void repairs (minor repair)	10 days	100%
Void Repairs (major repair)	20 days	100%



*"Compliments were passed as to how housing officer has helped with the Welfare Rights Officer regarding benefit, delighted with all services." \**

*"Happy with works carried out in property."\*\**



# 2016-17 Capital Investment Projects

## Boiler Replacement Project

In line with our commitment to ongoing planned maintenance and our stock condition requirements we carried out a further 11 boiler replacements in 2016/17. This work also included an additional flat that was converted from white meter heating to full gas central heating all working. The Energy Efficiency Standard for Social Housing (EESH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases. It will contribute to reducing carbon emissions by 42 per cent by 2020 and 80 per cent by 2050 in line with the requirements set out in the Climate Change (Scotland) Act 2009.

## Kitchen and Bathroom Replacement Contract

Each year we assess, in line with our stock condition survey the requirement to upgrade our properties whose kitchens and bathrooms have come to the end of their useful life as per our standard specification. This year we carried out the work to a further 35 properties. Tenants were invited into the office to meet the contractor and were able to pick from a choice of wall finishes, tiles and flooring.

## Window Replacement Contract

We carried out window replacements in 39 flats. The window replacement contracts are part of the programme to ensure our properties meet the new energy efficient standards.

## Close Redecoration

Each year we carry out a survey in line with our close painting schedule and ascertain which closes within that years timescale require to be repainted. This is the only contract where we do not employ one single painting contractor. We seek costs from each submitting contractor on an individual close basis. In order to ensure our owners and tenants are receiving the most cost effective job, we then allocate based on the lowest tender following quality assessment. This also ensures that several painting companies continue to get work. This year we re-decorated 13 closes.



*Thanks for swift attention to the reported problems within property.”\**

***“My wife and I would like to thank you for all the help and advice afforded to us. It is our opinion that your Association is second to none. Heartfelt gratitude for your support in our transition to Holmlea Road.”\****



# Contextual Information

Cathcart & District Housing Association is a community controlled social landlord on the south side of Glasgow, led by a Committee of Management of up to 15 voluntary tenants and other local residents. The Committee is elected each year at the AGM from the membership.

Some notable figures about the Association at the year-end 31 March 2017.

**577**

Homes owned by the Association

**40**

Lock up garages owned by the Association

**503**

Owners factored by the Association

**15**

Staff members

**14**

Committee members

**619**

applicants on the waiting list

**108**

Members of the Association

The total income for the year 2015-16 was

**£2,110,089**

**15**

Attended the AGM

**62**

Houses let during the year

**1570**

non-emergency repairs carried out in the year

**196**

emergency repairs carried out in the year

**395**

gas systems serviced in the year

The Association has one subsidiary company - CDHA Management & Development Ltd which provides close cleaning services.

*"Thanks to the close cleaner for the outstanding job he is doing and the manner in which he is doing his job."\**



# Tenancy Sustainment, Welfare Rights and Estate Management

## Tenancy Sustainment

We recognise that tenancy sustainment is an important factor not only for our performance indicators but for our tenants' wellbeing and life going forward. If someone is able to sustain their tenancy and it functions in an orderly fashion it is likely this reflects on their lifestyle. If we as an association can contribute to that it ticks a lot of boxes.

## Welfare Rights

In order to achieve tenancy sustainment wherever possible we have looked at our service in relation to welfare. We now offer our welfare rights officers on two days a week and in addition have a money advice worker available one day a week as part of a lottery funded project.

These agents run a very busy diary, will treat all meetings confidentially there is no information stored against your tenancy in this regard and have helped a large number of our tenants obtain benefits that they maybe didn't know they were entitled to.

This year in total benefits totalling **£250k** have been secured across the board for our tenants.

## Estate Management

Along with tenancy sustainment and ensuring people have a sustainable tenancy inside their home as described above, it is also important to protect the environment outside our homes. We provide a close cleaning service through our subsidiary CDHA M&D Ltd to look after the closes and ensure they are clean and sanitised, that bin shelters are swept and back courts free from debris (wherever possible)

Our Housing Officers monitor the Estate Assistants and carry out routine inspections in their respective patches. These visits are often very useful in bringing to light any problems in the stock such as forced doors, damage to fences, walls etc.

### New Tenancies sustained for more than a year

% of new tenancies to transfer applicants sustained for more than a year	97.74
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% of new tenancies to applicants who were assessed as statutory homeless sustained for more than a year	75.00
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% of new tenancies from our waiting list sustained for more than a year	100.0
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*"That's me up to date with my rent, I received your letter and it got 100% of my co-operation. Also I would like to take the opportunity to thank you for your patience with me, I appreciate it."\**

***"Thank you for attending to our faulty door lock. The lock was repaired just a few hours after I called. Wonderful!"\****

### Highlights and achievements 2016/17

Going forward we plan the following work for 2017/18

- 35 new kitchens and bathrooms will be installed at a cost of £107,539.00
- This work is carried out to meet the requirements of our stock condition survey and continued ongoing planned maintenance to ensure our properties are well maintained and up to date.
- Another tranche of our window replacement project was undertaken at a cost of £95,642.63 and 39 new properties will have installations.
- 10 flats will receive new gas boilers and 1 flat converted from white meter heating to gas central heating in an effort to help our properties to become more energy efficient. The project cost is £23,240
- Cyclical maintenance is planned at 13 closes where close redecoration will take place with costs ranging between £1550 and £1800 per close
- We purchased 1 additional flat through the Glasgow City Council Acquisition Programme.
- Negotiations have been constantly on-going between CDHA Home Scotland and City Property to establish ownership of Holmlea Primary School. This is now in the ownership of Home Scotland and we have a partnership working towards renovation works which are at the survey stages with development work anticipated in 2017.
- We continue to offer welfare rights information and in addition were able to offer money advice services owing to funding having been secured for up to a 5 year period.
- Committee and staff training has been ongoing in order to meet the requirements of the regulator.



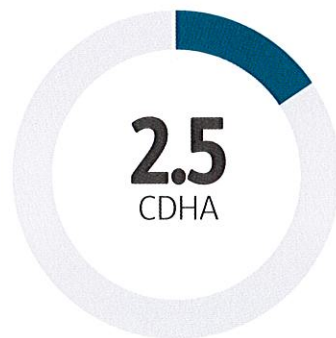
# Performance out-turn...

Our repairs section is where most of our money is spent so it is important to demonstrate that value for money runs through that section. We chart how we perform against our peer group and how quickly we turn around our repairs. We have Key Performance Indicators that our staff and contractors work to and the aim is always to achieve as high a percentage as possible in each category

then to work towards continual improvement. Our repair time scales reflect on how long it takes us to re-let properties so there is always a drive to turn flats round as quickly as possible.

We have grouped together our repairs performance with what you the tenants said to us in our satisfaction surveys.

Average time to Complete emergency Repairs (hours)

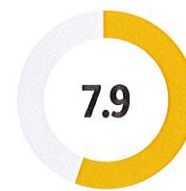
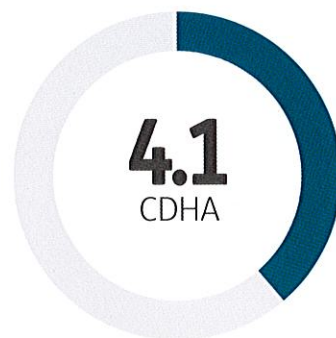


Thistle HA

Home In Scotland

Govanhill HA

Average time to Complete non-emergency Repairs (days)



Thistle HA

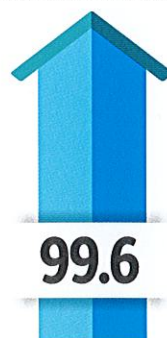
Home In Scotland

Govanhill HA

% completed Right first time



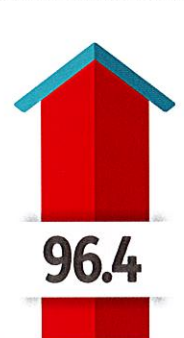
CDHA



Thistle HA



Home In Scotland

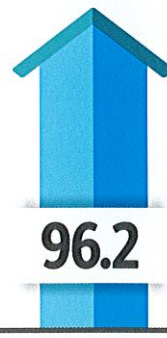


Govanhill HA

% of tenants who were Satisfied with repairs service



CDHA



Thistle HA



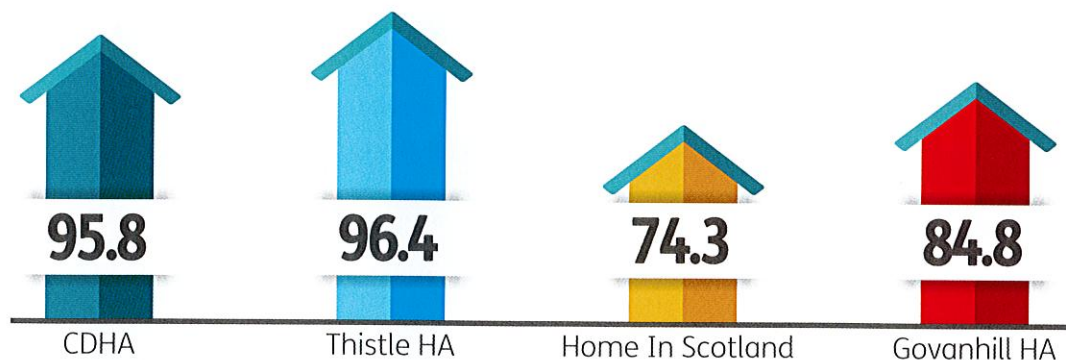
Home In Scotland



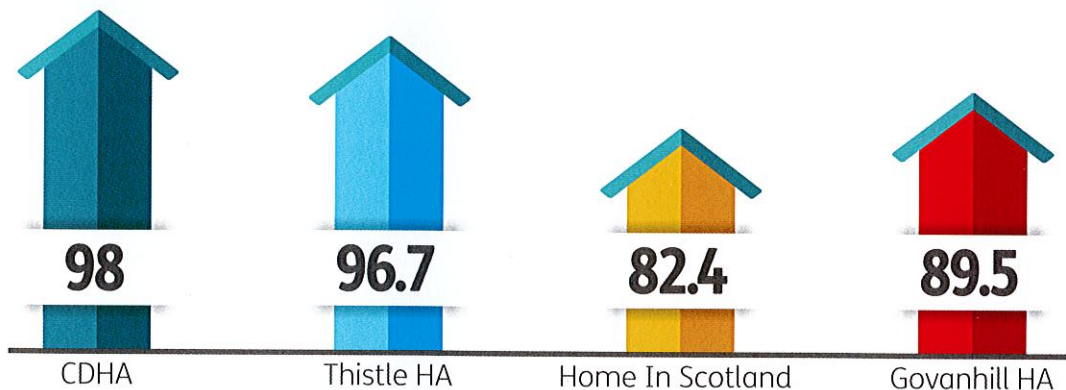
Govanhill HA



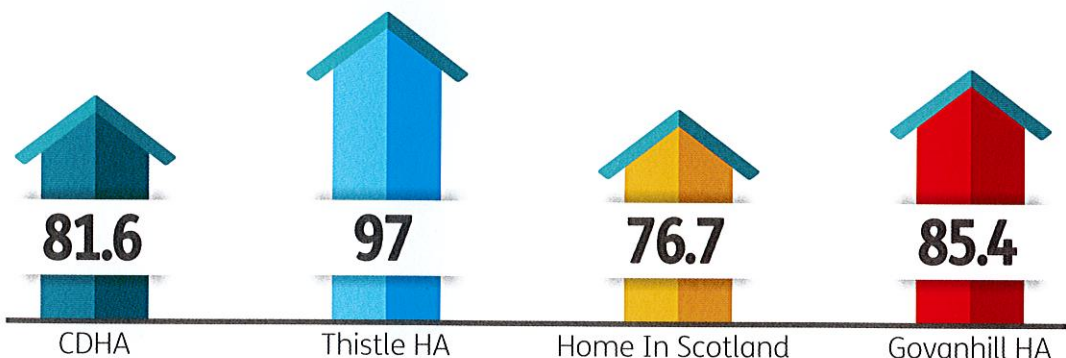
% of tenants who were Satisfied with overall Service



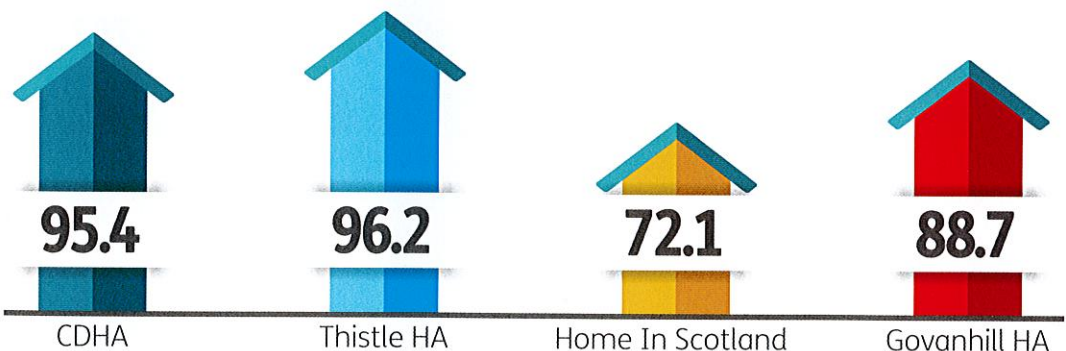
% of tenants who felt Landlord good at keeping them informed



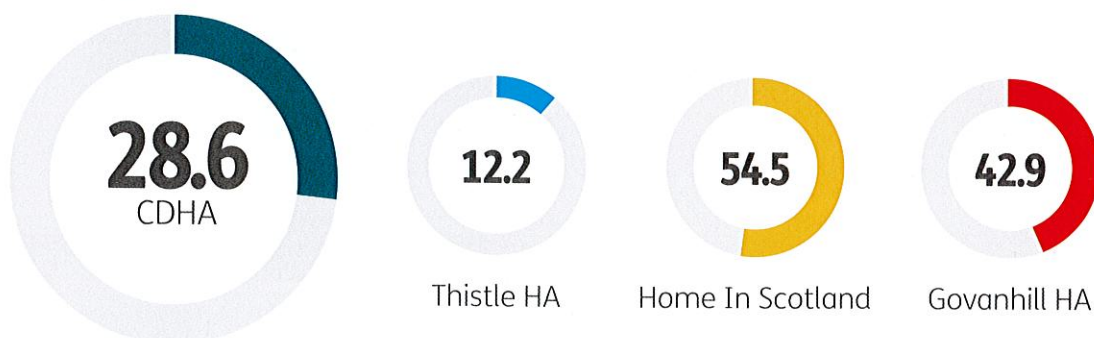
% of tenants satisfied with The opportunities to participate In decision making process



% of tenants satisfied With repairs service



Average length of time To re-let flats in last year In days



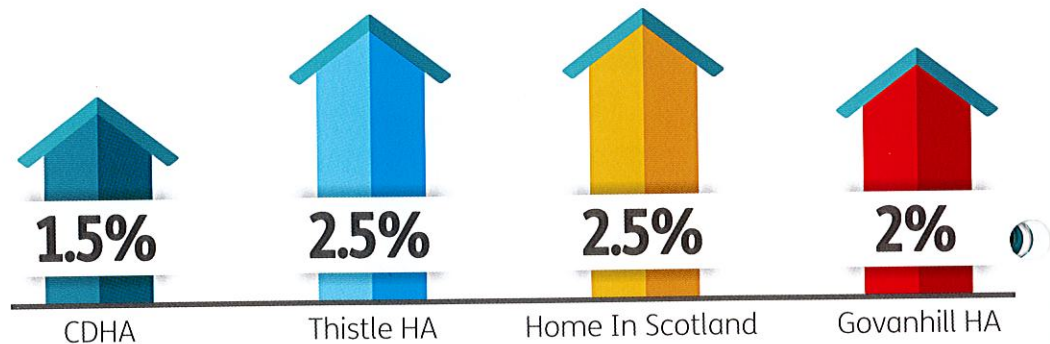


# Rental income representing value for money

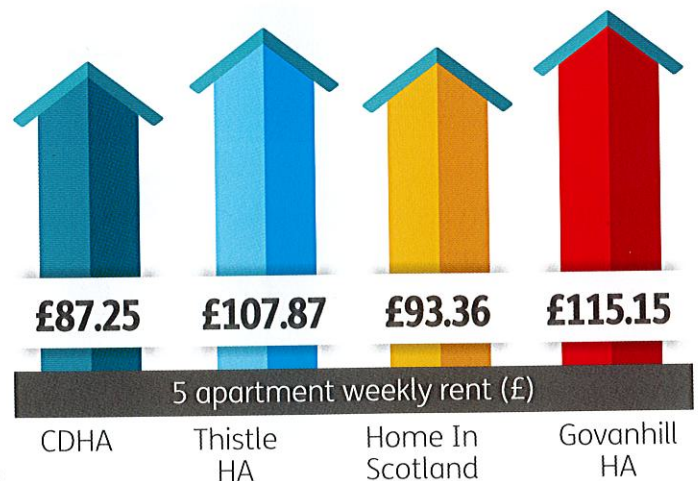
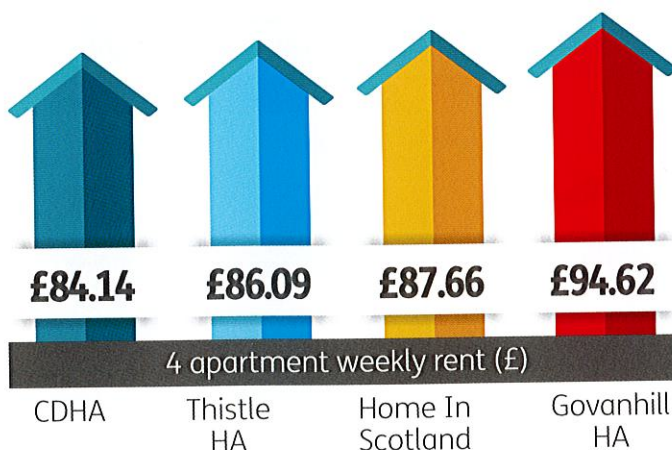
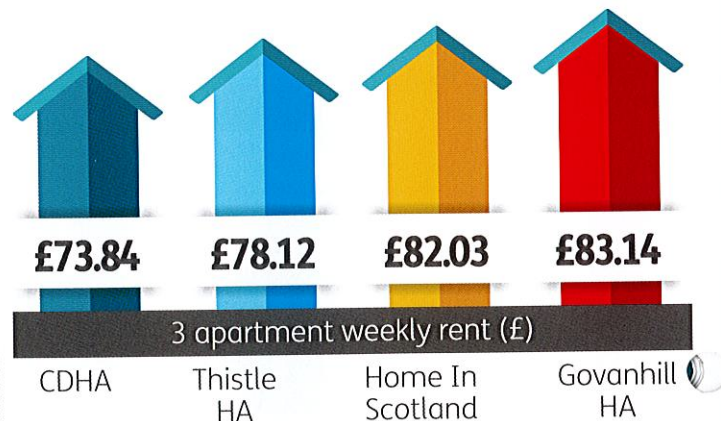
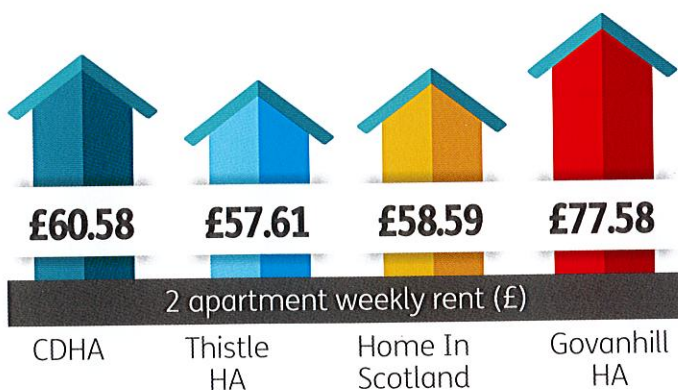
Our overarching aim is to provide good quality homes at affordable rents. Each year our committee of management review our rents taking into account budget plans, the currently inflationary position and the general level of rents in our peer group. We then consult with

our tenants before agreeing the final level of increase. To date we have been successful in keeping our rent increases low in comparison to some other landlords and have still been able to deliver improvements to our properties.

Rent increase approved by CDHA and some of our peer group based on geographical location.



## Average Weekly Rent





# Complaints & Compliments

In almost all cases we review complaints as a constructive way of learning. Very often a complaint may result in us making an alteration to a process or service to try and avoid this happening again. During the year we received 32 complaints. Of those 32 only 2 were more complex than could be dealt with at first or second stage.

- During the year we received 5 complaints of anti social behaviour all 5 cases were solved within either 5 or 20 days depending on the severity giving us 100% out turn

## Most common form of complaints:

- Dog fouling within closes/streets
- Loud music being played
- Grass not been cut at regular time
- Close not been cleaned at regular time

We listened to these complaints and dealt with them as follows:

- Dog fouling – If identity known report to dog warden, individual contact made. If not known letter to whole close asking for problem to stop and seeking identification of perpetrator
- Loud music – Advice given to complainant about calling noise nuisance team at time of problem or police if after 3.00 am. Letters sent out to person responsible. Housing Officer meets with person to discuss implications against the tenancy.
- Grass not being cut – Maintenance team contact gardeners and ensure they catch up. Often this happens because of public holidays or particularly inclement weather.
- Close not cleaned – Admin staff contact close cleaners and ask them to go back. Again this can be as a result of public holidays.

We monitor compliments along with complaints and during the period we formally received 12 compliments.

We have received compliments on a range of issues and have shown these throughout the report...

*Tenant got new windows fitted as part of planned maintenance project and is delighted with the work and outcome.\**

***Owner called to say thank you as another owner in the close had dumped rubbish and bulk items under resident's window. Maintenance inspected spoke to owner and bulk was moved to correct place for collection.\****



# Accounts

Abridged statement of comprehensive income for the year ended 31st March 2017

	2017	2016
Turnover	£2,110,089	£2,073,795
Operating costs	£1,727,029	£1,630,135
Operating surplus	£383,060	£443,660
(Loss)/Gain on disposal of fixed assets	£(78,551)	£98,884
Interest receivable and other income	£214	£188
Interest payable and similar charges	£(146,757)	£(151,899)
Other finance charges	£(16,000)	£(13,000)
Surplus before tax	£141,966	£377,833
Other comprehensive income	-	-
Remeasurements - amendments to contribution schedule	£351,000	-
<b>Total comprehensive income for the year</b>	<b>£492,966</b>	<b>£377,833</b>



*"My Occupational Therapist was so impressed by how speedily you attended to my/her request for aids for me, keep up the good work."\**

***"Compliments for repair to dripping overflow over the back door, thanks for dealing with the repair so quickly, amazing."\****



# Committee Structure 2016/17


Following a very well attended AGM again this year the new Committee was elected.

## The 2016-17 Committee:

Annette Brown	Chairperson	Bruce Strathearn	Committee Member
Marion McMillan	Vice Chairperson	Elizabeth Carter	Committee Member
John Forrest	Secretary	Albert Wright	Committee Member
Gilda Zangrande	Committee Member	Susan Harper	Committee Member
Joyce Ferguson	Committee Member	Alastair Penney	Committee Member
Valerie Kyle	Committee Member	Jim Cosgrove	Committee Member
Catherine Robb	Committee Member	Archie Graham	GCC Rep.



## Staff

Christine Leitch	Director	Clark Davidson	Accountancy Services
Lorraine Glasgow	Finance Officer	Suzanne Lavelle	Welfare Rights Officer
May Dunsmore	Housing Officer	Kevin Morrison	Welfare Rights Officer
Allan MacDonald	Housing Officer		
Craig Welsh	Maintenance Officer		
Sandra Fleming	Maintenance Assistant		
Morna Smillie	Housing Officer		
Julie Roy	Finance Assistant		
 Gillian McCann	Factoring Assistant/ Customer Service		
Nicole McMaster	Trainee Housing Assistant/ Customer Service		
Fred McBain	Estate Assistant		
John Kennedy	Estate Assistant		
Robert Knox	Estate Assistant		
Maggie Wright	Office Cleaner		

## Auditors

Armstrongs

*"Thanks for your maintenance departments prompt response to the repair of the back door."\**

***Tenant phoned to thank staff for speed of repair and for the excellent job the contractor carried out.\****

\*Taken straight from our compliments register.





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