



Our Annual Performance Report To 30th September 2021

Annual Performance Report 2020-21

Welcome to our new style Annual Report which continues to be developed in response to the recommendations our Tenant Scrutiny Group (Rosehill Tenants' Voice) made last year.

All of the performance information provided relates to our financial year ending 30th September 2021. This is to let you see how we are performing against the outcomes and standards of the Scottish Social Housing Charter. Each year in May we need to submit our performance results to The Scottish Housing Regulator, who subsequently publishes the results for all Social Landlords. Therefore we have used comparisons, where appropriate, to show how we are performing against the Scottish Average and Local Average. For the local comparison we compare ourselves against Barrhead, Glen Oaks, Sanctuary and the Wheatley Group.

Performance Results at a glance

The information below sets out our headline results for the year ending 30th September 2021.



96% of our houses **meet** the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard in Social Housing (ESSH)



On average we **completed** emergency repairs in **2.9 hours**; this is better than our own target and the Scottish and Local Averages



On average we **completed** non-emergency repairs in **5.6 days**; this is better than our own target and the Scottish and Local Averages



84.2% of our repairs were **completed** right first time; this is below our own target and the Scottish Average but better than the Local Average



100% of tenants who have had repairs or maintenance carried out in the last 12 months were **satisfied** with the repairs and maintenance service; this is better than our own target and the Scottish and Local Averages



On average we re-let our empty properties in **51.57 days**; which higher than our own target and the Scottish and Local Averages



We **resolved 100%** of anti-social complaints received within our locally agreed targets; this meets our target and is better than the Scottish and Local Averages



92% of tenants were **satisfied** with how we managed their neighbourhood; this is better than the Scottish and Local Averages



We have the **lowest rents** compared to other Local Landlords and the Scottish Average.

How did we do?

The following provides more information on how we did over the year ending 30th September 2021. In addition to comparing ourselves against the Scottish and Local Averages, we also compare our performance against our results from the previous year (to 30th September 2020).

Customer/Landlord Relationship

How satisfied are our tenants with communication and participation at Rosehill? Our Tenant Satisfaction Survey 2019, which 500 tenants took part in, revealed the following results:

Satisfaction	% of Tenants satisfied	Scottish Average 2021/22	Local Average 2021/22	How do we compare?
	98.4%			
Tenants who feel Rosehill is good at keeping them informed about their services and decisions	95.6% (2016)	91.20%	89.81%	We are better than both averages
Tenants satisfied with the opportunities given to them to participate in Rosehill's decision making processes	96.6% 87.9% (2016)	86.90%	90.48%	We are better than both averages

Complaints

By September 2021 we received 46 complaints:



41 were Stage 1 Complaints of which 24 were upheld by Rosehill

100% were responded to in full within the required timescales

These complaints were resolved on average **3.02 working days**; this is better than the Scottish Average of 5.76 working days



5 were Stage 2 Complaints of which 2 were upheld by Rosehill

80% were responded to in full within the required timescales

These complaints were resolved on average **18.4 working days**; which is better than the Scottish Average of 27.44 working days

Housing Quality and Maintenance

By the 30th September 2021 we had spent £725,668 on planned and cyclical maintenance works to our properties. This delivered:

- **2** Properties had new doors and windows
- **38** new boilers
- **8** new kitchens
- Maintenance to our open spaces
- **512** properties had gutter cleaning
- **1** new bathroom
- **141** properties had external painterwork
- **1** new heating system

Planned works were severely reduced due to Covid 19 restrictions.



96%

of our stock met the Scottish Housing Quality Standard (SHQS)

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
74.57%	84%	98.9%



2.9 hours

was the average length of time we took to complete emergency repairs

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
4.16 hours	3.3 hours	2.8 hours



1 property

The number of times in the reporting year we did not meet our statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
17	2	2



5.6 days

was the average length of time we took to complete non-emergency repairs

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
8.87 days	10 days	3.1 days



84.2%

of reactive repairs carried out in the last year were completed right first time

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
88.27%	82.4%	92.92%



100%

of our tenants who had repairs carried out in the previous 12 months were satisfied with the service

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
88.01%	89.5%	98.94%



100%

of new tenants were satisfied with the standard of their home

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
85.44%	84.94%	100%

Access to Housing and Support



183 days

was the average working days we took to complete medical adaptations

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
60 days	33 days	27 days

51.57 days

Was the average length of time we took to re-let empty properties

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
51.56 days	34.5 days	15.3 days

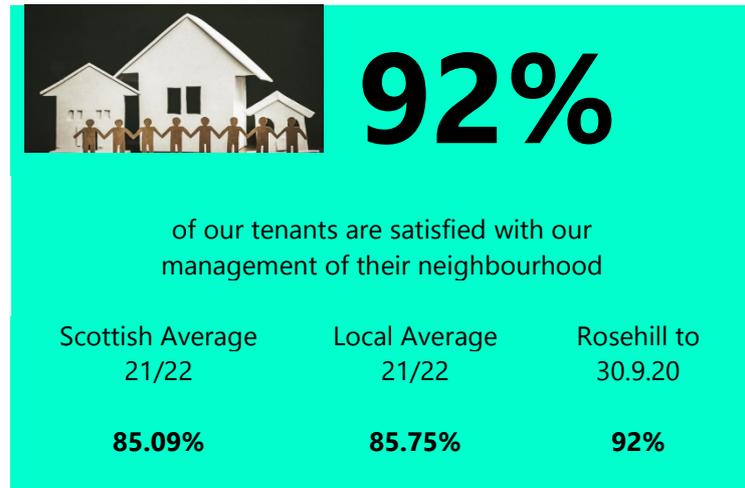


100%

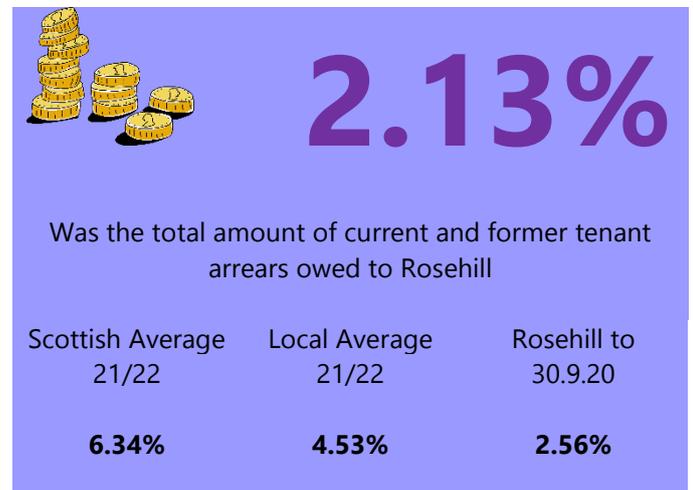
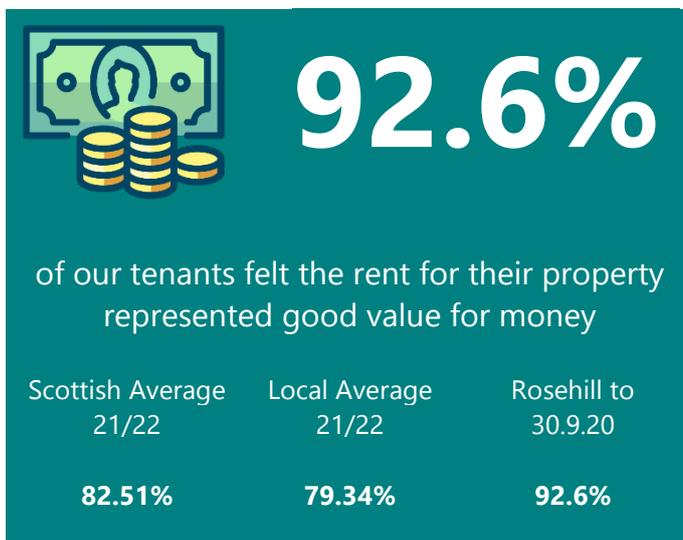
of all of new tenancies which began in the previous year were still running a year later

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
90.75%	93.09%	95.45%

Neighbourhood and Community



Getting Good Value from Rents and Service Charges





0.6%

was the amount of the total rent due that we lost when properties were empty

Scottish Average 21/22	Local Average 21/22	Rosehill to 30.9.20
1.4%	0.6%	0.4%

Our average weekly rents for 2021/22 by size of property compared with Scottish and Local averages

	Number	Our average weekly rent	Scottish Average	Local Average	How do we compare?
Studio (1 apt)	7	£59.51	£75.95	£73.49	Our rents are lower
1 bedroom (2 apt)	127	£70.82	£81.32	£83.68	Our rents are lower
2 bedroom (3 apt)	437	£80.17	£84.18	£90.49	Our rents are lower
3 bedroom (4 apt)	356	£79.46	£91.48	£103.74	Our rents are lower
4 bedroom plus (5 apt plus)	110	£84.55	£100.74	£113.90	Our rents are lower

Reflecting on the last 12 months ...

In October 2021 we launched our new 5 Year Business Plan. In preparation for this we held a series of planning events over the Spring and Summer and consulted our tenants and other stakeholders on our key objectives and priorities for the next 5 years. Although the response rate to the consultation was not as high as we would have liked, the majority that did respond supported our plans for the next 5 years.

Covid-19

During our last financial year (from October 2021 to September 2022) we were still facing the challenges of Covid-19 and its restrictions. The safety of our tenants, other customers, staff, and contractors remained of paramount importance. However, we were keen to resume "normal" services when possible. Being mindful of the Scottish Government's guidance, we began increasing the number of days a week staff were working from the office and offering office-based appointments to our tenants and customers from August 2021.

There was a slight set back with our ongoing plans due to the rapid rise in Covid cases on the lead up to and over the Christmas period. We had to curtail our plans for increased office working in the earlier part of 2022.

Over the last year we have largely returned to "normal" in terms of service delivery e.g. day-to-day repairs services, medical adaptations, cyclical and planned maintenance, and allocations of empty properties. Like everyone else we welcomed the Scottish Government's announcement earlier in the year, about its plan to ease various Covid restrictions with all remaining restrictions being lifted by the end of April 2022. In response to this we increased the number of days a week our staff worked from the office and launched our Hybrid Working Policy. Under this Policy, most staff will work from the office 4 days a week and 1 day from home. From early May 2022 we opened our doors again 2 days a week (Mondays and Wednesdays) which enabled tenants to call into the office without a prior appointment. Our tenants can call at the office, unannounced, any day of the week but on Tuesdays, Thursdays, and Fridays they will need to use the buzzer at the front door to gain access. We have no plans currently to increase the number of days the office is open for tenants and other customers to walk-in due to the low numbers of visitors to the office over the last several months. However, there are staff in the office all 5 days and tenants can speak to them by phone or in-person as follows:

- If you want to speak to a specific staff member in-person, we recommend that you phone and arrange an appointment; or
- You can pop in on Mondays and Wednesdays (office open to walk-ins)
- You can visit the office on Tuesdays, Thursdays, and Fridays but you will need to buzz to gain access to the office

Economic Uncertainty

By October last year our contractors were beginning to report issues with sourcing materials and labour. Such issues were the combined impact of Brexit and Covid-19. A consequence of supply shortages is a rise in costs, as demand outstrips supply. We continued to monitor the situation closely to ascertain what measures, if any, we could put in place to minimise disruption to our service provision.

Our plans for a post Covid-19 recovery included getting our services and performance back to "normal" and was a focus for the first year of our new Business Plan. However, in February 2022 the war in Ukraine began followed by a resultant hike in energy prices and consequently the rapid rise in cost of living and soaring inflation.

Repairs and Maintenance Services

Our repairs and maintenance contractors have reported difficulties in sourcing certain materials and in some cases have struggled to recruit and retain employees. As contractors' costs are going up so are ours, as they need to pass on some or all the increased costs to their clients.

The lack of available labour had a negative impact on our ground maintenance and garden assistance service. Our contractor faced significant issues in recruiting and retaining a workforce to provide this service. Consequently the service provided was not up to its usual standard and this was reflected in the negative feedback we received from tenants who receive the service. The current contract will not be extended, and we are currently in the process of tendering this contract to enable the appointment of an alternative contractor. The successful contractor will be closely monitored by the Housing Management Team.

Despite the challenges we faced we were able to continue to roll out much of our planned maintenances works to some of our older new builds over the course of the last year. The works carried out included:

- Replacement kitchens and boilers (if applicable) to 186 properties within Hurtlehill, Turnberryhill, Darvel Street, Craigbank and Rosehill Cottages
- Replacement radiators and pipework to 60 properties within our Original Stock

Unfortunately, we had to stop the radiator replacement contract due to the contractor experiencing rising costs. Whilst we would rather not have paused any works to our homes, it was important that we achieve best value where possible and as such the contract

was put back out for tender. We anticipate having a contractor in place to re commence the contract in January 2023.

We successfully completed the fire safety works to tenants' homes which included installing interlinked smoke alarms. This work was a legal requirement and the Scottish Government set a deadline of 1st February 2022 to complete it. Most of our homes required this work, which was carried out by the deadline.

Supporting our Tenants

Unfortunately over the last year we have seen an increase in the number of tenants who need financial assistance e.g. access to fuel vouchers and who are reliant on food banks to feed themselves and/or their families. The situation is sadly worsening due to the current cost of living crisis.

We have supported tenants in the following ways:

- Applying for fuel vouchers and distributing to tenants who need them;
- Signposting tenants to where they can get energy advice and financial support;
- Obtaining food parcels and distributing to tenants who need them;
- Promoting local food banks
- Increased support to maximise tenants' income by assisting them to apply for benefits such as winter fuel payments and Discretionary Housing Payment due to financial hardship.

We recognise that this Winter is going to be challenging for people with many facing the heat or eat choice. Local projects and venues are looking at providing a "warm space or warm hub" to help people get through the Winter. As we become aware of such projects we will promote these to our tenants. However, Rosehill is keen to provide more direct support to our most vulnerable tenants. We will be offering our Committee Room as a "warm space" over the Winter months from the week beginning 14th November. The details are as follows:

- Monday and Wednesday afternoons from 1:30 pm to 4:30 pm;
- Tea, coffee and sandwiches will be provided;
- Access to our guest wi-fi will be available.

In addition to offering a warm space, it will be a chance for people to get together and chat with neighbours or other people who live in Rosehill. Social isolation is still a huge issue for many people and Wintertime can be very isolating for many.

To create a comfortable and pleasant environment, the maximum number of people we can accommodate each afternoon is 26. Therefore, if you are interested in coming in, please speak to Kelly or Sophie to book your place.

Rosehill Events

From Summer 2021 we were able to resume our Annual Garden Competition. A big thank you to all of you who keep your gardens beautiful, this helps to improve and enhance the overall appearance of the local area.

Since 2020, due to lockdown and Covid-19 restrictions we have not been able to hold our annual fun day, the Christmas Pantomime or the over 60s Christmas party. However, we are delighted to advise this Christmas will see a return to the Pantomime and Over 60s party in The Hall on Peat Road. Next Summer, all going well, we will hold our first Annual Fun Day for three years. More details will be provided through our Spring 2023 newsletter.



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