

Dear Tenant

Annual Performance Report for Year Ending 30th September 2020

Please find enclosed a summary of our performance for the year ending 30th September 2020.

This information is usually presented in our Annual Performance Report which is either posted or emailed to you each year. This year however, Rosehill's tenant scrutiny panel, Rosehill Tenants' Voice (RTV) undertook a review of the annual report and made a series of recommendations.

The group felt that the annual report, in its previous format, did not represent value for money. They felt that a shorter printed version of the performance information should be prepared and sent to all tenants to show how Rosehill, as your landlord, has performed in the previous reporting year. A copy of the full findings of RTV can be found on the website: <https://www.rosehillhousing.co.uk/tenant-scrutiny/> A printed copy can be provided on request.

Should you require more information about our performance this is still available and can be found on the website: <https://www.rosehillhousing.co.uk/additional-annual-performance-information/> Printed copies are available on request.

At the request of RTV we will be seeking your views on the new reporting format. A survey will be sent to you in the coming weeks. It would be appreciated if you would provide feedback. We want to know if you are happy with the new format or if you have suggestions on how we should present the performance information next year.

Rosehill is pleased with the performance achieved, especially as part of the reporting year fell during the pandemic when services were very difficult to deliver. If you would like to discuss any part of this year's report please contact the office.

Yours sincerely,

ROSEHILL HOUSING CO-OPERATIVE LIMITED



Gerri Mogan
Director

"A Community in Control"

Our Performance for the year ending 30th September 2020:

The table below sets out our headline results for the year ending 30th September 2020. More information about these results and other performance results can be found on our website at www.rosehillhousing.co.uk/additional-annual-performance-information

The Scottish Housing Regulator also publishes an annual performance report which can also be found on the website: www.rosehillhousing.co.uk/additional-annual-performance-information . Paper copies of all the performance information can be provided on request by telephone: 0141 881 0595 or by email to: admin@rosehillhousing.co.uk

Headline Information:

Green indicates at or better than target, Amber indicates slightly below target.

98.9% of our houses meet the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard in Social Housing (ESSH).	
Local Average: 93.7%	Scottish Average: 91%
On average we completed emergency repairs in 2.8 hours ; this is better than our own target and the Scottish and Local Averages.	
Local Average: 3 hours	Scottish Average: 4.2 hours
On average we completed non-emergency repairs in 3.1 days ; this is better than our own target and the Scottish and Local Averages.	
Local Average: 6.4 days	Scottish Average: 6.7 days
92.9% of our repairs were completed right first time; this is better than our own target and the Scottish and Local Averages.	
Local Average: 86.9%	Scottish Average: 91.5%
98.9% 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.	
Local Average: 88.5%	Scottish Average: 90.1%
On average we re-let our empty properties in 15.43 days ; this is slightly over our own target but much better than the Scottish and Local Averages.	
Local Average: 40.5 days	Scottish Average: 56.3 days
We collected 99.5% of the rent due to us; this is slightly under our own target and Local Average but better than the Scottish Average.	
Local Average: 100.2%	Scottish Average: 99.1%
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.	
Local Average: 98%	Scottish Average: 94.4%
We have the lowest rents compared to other Local Landlords and the Scottish average.	

The following table shows the average rents for Rosehill, our local landlords and the average for Scotland:

Average Weekly Rents 2020/21 by Apt Size:

1 Apts. (studio)

Rosehill	Barrhead HA	Glen Oaks HA	Glasgow HA	Sanctuary HA	Scottish Average
£58.98	£69.61	N/A	£72.33	£64.31	£73.61

2 Apts. (1 bedroom)

Rosehill	Barrhead HA	Glen Oaks HA	Glasgow HA	Sanctuary HA	Scottish Average
£70.12	£81.09	£84.32	£81.95	£80.38	£79.48

3 Apts.(2 bedroom)

Rosehill	Barrhead HA	Glen Oaks HA	Glasgow HA	Sanctuary HA	Scottish Average
£79.44	£93.09	£89.15	£87.41	£92.82	£82.60

4 Apts.(3 bedroom)

Rosehill	Barrhead HA	Glen Oaks HA	Glasgow HA	Sanctuary HA	Scottish Average
£78.76	£100.53	£96.85	£102.20	£102.17	£89.81

5+Apts.(4+ bedroom)

Rosehill	Barrhead HA	Glen Oaks HA	Glasgow HA	Sanctuary HA	Scottish Average
£83.79	£121.43	£119.60	£112.01	£110.24	£99.97