

Annual Performance Report

Part 2 – Looking back over the past year

When we published last year's report we had considered the impact of Covid-19 which affected the second half of our financial year ending September 2020. This last financial year (ending 30th September 2021) has continued to be impacted by the pandemic.

In October/November 2020 we moved into Tier 4 under the Scottish Government's system which was subject to the highest restriction levels and meant we had to suspend some of our services and works again. Following on from that on the 4th January 2021 the Scottish Government announced another national lockdown which lasted until 26th April 2021. This was in direct response to the new variant which had emerged which had faster rates of transmission.

During the second lockdown we continued to provide a range of support and advice to our tenants as we did under the first lockdown in late March 2020. We were able to continue providing key services such as emergency repairs, gas servicing and allocating empty properties.

Services and works

Since restrictions eased considerably earlier this year we resumed suspended services such as day-to-day repairs. We have resumed planned maintenance works such as kitchen replacements and the installation of fire safety measures to our homes as required by law.

Office

When it was safe to do so and following Scottish Government advice we returned to a level of office working and currently staff are in the office 3 days a week, working from home the other 2 days. However, the office remains closed but this does not mean you can't speak to or see our staff. We are offering office based appointments for any tenant who would prefer to come in and speak to a staff member. You can also continue to phone or email staff if you prefer. With Winter approaching, the rise in infection rates and continued Government advice, we will not be returning to full office working before the end of this year and the office will remain closed to visitors, unless appointments have been made. We will review the situation early next year.

SGM/AGM

The implications of the second lockdown meant we were not allowed to hold our AGM at The Hall in Peat Road and had to hold this virtually. We also had a SGM for Members to approve changes to our Rules. We know some tenants who regularly attend the AGM were disappointed that it couldn't take place in the normal way. However, the

virtual events took place and we saw some new faces there. Therefore we are aiming to hold a hybrid AGM next year which means tenants/members who want to attend virtually can and those who want to attend in person at a local venue can do so. As restrictions on public events/gatherings have been lifted, we have provisionally booked The Hall at Peat Road for March 2022. We will publish information nearer the time of the finalised details. Assuming restrictions on public events and gatherings are not re-introduced, we hope to see you there either in person or virtually.

Events

Unfortunately because of the restrictions on public events we were not able to hold our Community Fun Day again this year. We remain hopeful by Summer next year we will be able to have our Fun Day which will be better than ever.

We did hold our Annual Garden Competition this summer and in recognition of having to cancel last year's we increased the value of the prizes. All the winners have been notified and will receive their prizes soon. The results of the competition will be published in our Winter newsletter.

Consultation and Participation

We carried out consultations on what our future service should like and our priorities for the next 5 years. Whilst an online platform was the main method for tenants to participate, we also issued paper copies of the surveys to tenants who need or prefer this method. Thank you to everyone who provided feedback. We will publish a summary of the findings from both consultations in our Winter newsletter.

Our Tenants Scrutiny Group was reformed in January 2021, Rosehill Tenants' Voice. This was a great achievement as we were in the second national lockdown. The Group undertook necessary training and developed and signed up to the terms of reference for the Group. Currently there are 6 tenants involved and they continue to meet virtually. Since the Group launched again in January they have undertaken 3 scrutiny exercises, their findings and recommendations were then presented to our Management Committee for consideration and approval. The areas looked at were:

- our Service Standards which resulted in the development of a new Customer Charter;
- our Rent Arrears Policy which resulted in some changes being made including removal of procedural information from the Policy, making it more streamlined and ensuring the most up-to-date relevant legislation being added to the Policy;
- our Annual Performance Report which has resulted in this new style Report. This has meant we have published and distributed the headline performance information with tenants being able to access further performance information including this section of the Report on our website. The group felt this would achieve better value for money by cutting down on printing and distribution costs. However, tenants who would prefer a paper copy of the full report can contact our office to request this.

If you are interested in joining our Scrutiny Group we would be delighted to hear from you. Please contact Michelle Grassam for more information on 0141 881 0595.