

# Our Annual Performance Report



Rosehill  
Housing  
Co-operative Limited

To 30th September 2018



# Our Report to you...

We are pleased to present our 6th Annual Performance Report. The aim of the information contained in this Report, is to let you see how we are performing against the outcomes and standards of the Scottish Social Housing Charter, which was launched in April 2012.

The Charter was reviewed during 2016 and an updated version was published in April 2017. There were no significant changes to the outcomes and standards set out in The Charter.

Our Regulating body, The Scottish Housing Regulator, requires us to send them information, each year, on our performance against The Charter. Following this The Regulator then publishes a report for each landlord, which summarises key performance results. Landlords are required to make these reports available to their tenants. Our latest Landlord Report is available from our website:

**[www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk)** or The Regulator's website:  
**[www.thescottishhousingregulator.gov.uk](http://www.thescottishhousingregulator.gov.uk)**

In addition to the Landlord Report, Landlords must also report to their tenants on their performance and publish this information. So this, our 6th Report, allows you to consider the quality of our services and homes and compare us with other social housing landlords.

The information relating to tenants' satisfaction is based on the findings of our comprehensive Tenant Satisfaction Survey carried out in June 2016. This large scale survey is carried out every three years which meets the requirements of the Regulator in relation to the maximum frequency for carrying out such surveys. We have carried out a new satisfaction survey in 2019. The results of this will form part of this report next year.

## The comparisons used in this report are:

- The Local Average - based on other Local Landlords.
- The Scottish Average used for all Social Rented Landlords (this is the comparison the Regulator uses in its Landlord Reports).
- Our previous year's performance.

## The following information is set out in two parts:

- **Part 1:** Our Performance for the year ending 30th September 2018.
- **Part 2:** Rosehill Events 2018/2019.

# Part 1: Our Performance for the year ending 30th September 2018

## Performance Results at a glance

The table below sets out our headline results for the year ending 30th September 2018. More information about these results and other performance results can be found in the following pages.



**All** 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 **2.69 hours**; this is better than our own target and the Scottish and Local Averages



On average we **completed** non-emergency repairs in **2.82 days**; this is better than our own target and the Scottish and Local Averages



**94.7%** of our repairs were **completed** right first time; this is better than our own target and the Scottish and Local Averages



**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 **10.03 days**; this is slightly over our own target but better than the Scottish and Local Averages



We **collected 100.21%** of the rent due to us; this is better than our 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



**89%** of tenants were **satisfied** with how we managed their neighbourhood; this is better than the Scottish Average and on a par with the Local Average



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



# Our Profile

**As at 30th September 2018:**

- We had 988 rented properties, 2 supported accommodation units and we provided a factoring service to 32 homeowners
- The total rent due for the year was £3,689,686 (£3,566,685 last year)
- We had 468 people looking to be re-housed.
- We had received housing benefit payments (full or partial) for 628 tenants, totalling £1,968,544.
- We had 9 members on the Management Committee and 16 full time staff members.
- Our Tenant Satisfaction Survey 2016, which 480 tenants took part in, showed that 93.3% (87.7% in 2013) of tenants were satisfied with the overall service provided by Rosehill. Our result is better than the Scottish Average for 2018/19 which is 90.12%.



# How did we do?

The next few pages set out how we did over the year ending 30th September 2018. As part of this we need to consider how we compare to others. For the purpose of this Report we are comparing our performance against:

- The local average (based on neighbouring landlords – Glen Oaks, Barrhead, GHA and Sanctuary Scotland)
- The Scottish average 2018/19
- Our performance from the previous year, 2017

## Customer/Landlord Relationship

How satisfied are our tenants with communication and participation at Rosehill? Our Tenant Satisfaction Survey 2016, which 480 tenants took part in, revealed the following results:

Satisfaction	% of Tenants Satisfied	Scottish Average 2017/18	Local Average 2017/18	How do we compare?
Tenants who feel Rosehill is good at keeping them informed about their services and decisions	95.6% 93% (2013)	91.7%	94.4%	We are better than both averages
Tenants satisfied with the opportunities given to them to participate in Rosehill's decision making processes	87.9% 90.8% (2013)	85.9%	87.6%	We are better than both averages

Whilst our tenants' satisfaction, with opportunities to participate, continues to be higher than the Scottish average, it is slightly below the local average. Our information for this indicator was gathered in 2016 so is now 3 years old. A new satisfaction survey has just been undertaken for 2019.

A new tenant participation strategy has been launched this year, we are hopeful that this will increase the satisfaction in opportunities to participate in our decision making process.

## Tenant Participation

Our new tenant participation strategy has been launched this year. This includes plans to recruit to the Tenants Voice Scrutiny Panel and to provide more opportunities to engage with service delivery and improvement.

If you would like to know more about our Tenants' Group including how you can join please contact our office for more details.

We also carried out wider consultation, giving all of our tenants' opportunities to participate, including consultation on:

- This Report
- Various Policies
- Annual Plan of Priorities and Activities

## Complaints

We value complaints and use the information from them to help us improve our services. We aim to resolve complaints quickly and as close to where we provided the service; we call this front-line resolution (Stage 1). We have up to 5 working days to deal with such complaints.

However some complaints are more complex in nature and will require a degree of investigation. These complaints are dealt with at the Investigation Stage (Stage 2). Stage 1 complaints which have not been resolved go on to Stage 2 at the request of the complainant. We have up to 20 working days to deal with such complaints.

### **By September 2018 we received 9 complaints:**

- 6 were Stage 1 Complaints:
    - of which 5 were upheld by Rosehill
- 100% were responded to in full within the required timescales



We received 3 Stage 2 Complaints of which 0 were upheld by Rosehill 100% were responded to in full within the required timescales.

# Housing Quality and Maintenance

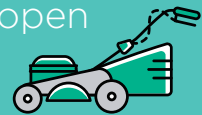
By the 30th September 2018 we had spent £599,998 on planned and cyclical maintenance works to our properties. This delivered:

55 Hurler Tenement Properties had new Communal Ventilation

52 new boilers



Maintenance to our open spaces



136 properties had gutter cleaning



307 properties had external painterwork



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

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
95.35%	98.74%	100%



of all annual gas safety checks were completed by the anniversary date

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
99.93%	99.72%	100%



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

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
3.65 hours	2.95 hours	2.82 hours



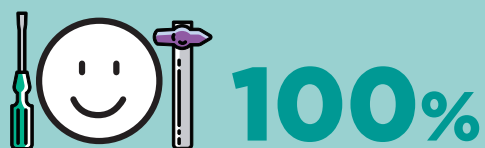
was the average length of time we took to complete non-emergency repairs

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
6.56 days	4.84 days	2.66 days



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

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
92.52%	91.71%	95.36%



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

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
91.66%	91.82%	98.94%



of our repairs appointments  
were kept

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
95.57%	96.16%	99.03%



of new tenants were satisfied  
with the standard of their  
home when they moved in

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
90.79%	98.29%	97.5%

## Access to Housing and Support



of all medical adaptations  
received were completed by  
30th September 2018

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
84.73%	92.50%	86.67%



was the average length of time  
we took to complete medical  
adaptations

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
49.42 days	36.71 days	29.96 days



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

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
88.82%	93.77%	97.06%



# Neighbourhood and Community



## 100%

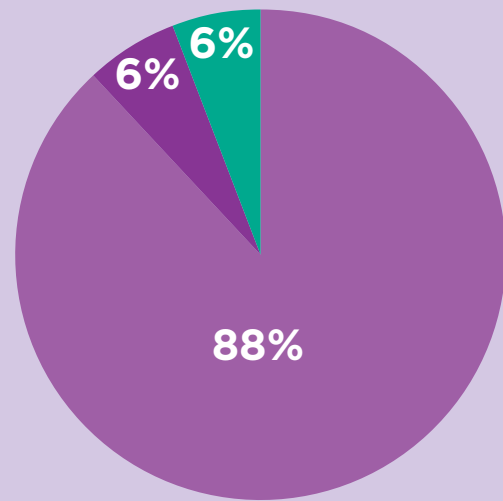
of all anti-social complaints received were resolved within our target timescales

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
87.86%	94.44%	100%

## What type of complaints did we receive?

The majority of complaints were of a minor nature (Category C) most of which, related to issues about noise e.g. loud music; minor neighbour disputes and pets. The small number of serious complaints (Category B) related to persistent noise and frequent disturbances. The four very serious complaints (Category A) related to drug dealing and other criminal activity including violence.

ASB Complaints received in the year ending 30th September 2018



- Cat A - Very Serious Complaint
- Cat B - Serious Complaint
- Cat C - Minor Nuisance Complaint



## 89.38%

of our tenants are satisfied with our management of their neighbourhood

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
87.77%	87.25%	89.38%



# Getting Good Value from Rents and Service Charges

Our rental income is our main source of income therefore it is important to make sure we minimise any rent lost:

- through rent arrears (owed by current and former tenants) and
- for periods when properties are empty.



## 100.21%\*

was the total rent we collected by 30th September 2018

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
99.1%	100.01%	100.13%

\*This includes current and former tenant arrears collected and means it is possible to collect more than 100% of the total rent due.



## 2.63%

was the total amount of current and former tenant arrears owed to Rosehill

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
5.67%	3.99%	2.84%



## 10.03 days

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

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
31.89 days	18.25 days	6.74 days



## 0.09%

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

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
0.88%	0.33%	0.06%

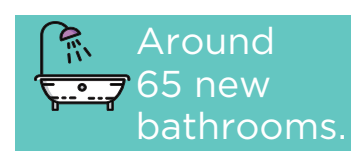
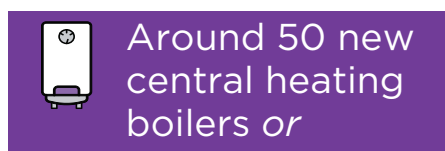


## 84.17%

of our tenants felt the rent for their property represented good value for money

Scottish Average 18/19	Local Average 18/19	Rosehill to 30.9.17
83.21%	81.83%	84.17%

At the end of September 2018 we were owed £97,015 in rent arrears due by current and former tenants. That's enough to pay for:



**Our average weekly rents for 2018 by size of property compared with the Scottish and Local Averages.**

	Number	Our Average Weekly Rent	Scottish Average	Local Average	How do we compare?
1 bedroom (2 apt)	118	£66.47	£76.10	£75.32	Our rents are lower
2 bedroom (3 apt)	410	£75.13*	£77.70	£83.68	Our rents are lower
3 bedroom (4 apt)	348	£74.37*	£84.44	£90.84	Our rents are lower
4 bedroom plus (5 apt plus)	110	£79.45	£93.49	£103.46	Our rents are lower
<b>Total average weekly rent</b>		<b>£74.31</b>	<b>£79.08</b>	<b>£84.44</b>	Our rents are lower

\*The reason that our average weekly rent is higher for our 3 apartments compared to our 4 apartments is that the majority of our 3 apartments are new build properties. In the case of our 4 apartments the opposite is the case – the majority of our 4 apartments are older stock.

We aim to keep annual rent increases to a minimum and over the last several years we were able to keep to inflation only increases. As part of our Business Plan (2016-2021) objectives we have committed to capping any rent increases to the rate of the inflation over the 5 years of the Plan. In 2019 the rent increase was 3.3%. This continued approach to rent increases has helped to keep our rents amongst the lowest in Scotland and the lowest in the local area.

**The following is a simple illustration of the costs involved in running Rosehill:**



## Part 2: Rosehill Events

Here's the fun stuff! In the last year we held or sponsored a range of events.

### Christmas Party for the over 60s...

Rosehill once again sponsored the over 60s Christmas Lunch held at The Hall, Peat Road.

For the fourth year around 40 local residents, including some Rosehill tenants, enjoyed a festive lunch, followed by live music and a prize raffle.



### Rosehill's First Christmas Panto...



Rosehill's first Christmas Panto took place on Friday 21st December 2018. The panto was Dick Whittington and was performed by M & M Productions from Ayr. Over 80 children enjoyed the show and they were accompanied by parents and grandparents who I am sure had a great time too.







# Annual Garden Competition...

As in previous years, the annual competition was a huge success.

As usual our tenants pulled out all the stops to produce some fabulous displays of colour to win this year's prizes.

The results of this year's garden competition were announced at our Community Fun Day.



# Activities for Kids...

We were delighted once again to be one of the main sponsors for the children's summer event. The joint project was run by Police Scotland, NHS and Glasgow Community Planning Partnership and its aim was to keep kids aged 10 to 16 occupied during the summer months. The football events were held at Hillwood Trust Football Pitch (at Priesthill Park).

## All the Fun of the Fair

We held our 2nd Community Fun Day in August, which was a huge success with nearly 1000 people coming along to join the fun. There were plenty of activities to keep the kids entertained including: bouncy castle, zorb football, bungee run, bhangra dancing, climbing wall, face painting, messy play, funfair stalls, balloon art, competitions and games. The adults didn't miss out as there were head or shoulder massages and file and polish treatments for nails. If that wasn't enough everyone got a choice of candy floss or popcorn and tea, coffee, water, juice, fruit and sweets were available throughout the afternoon.



# Youth Employability Group...

We are working in partnership with Aberlour Childrens Charity to deliver job search, CV writing and general advice in a fun way to young people 15+. The group is every Tuesday night between 4pm and 6pm at our office and light refreshments are included and all IT equipment needed is available.

# Dance Classes...

We are working in partnership with Achieve More Scotland to offer fun activities for the young people in the community. Thanks to funding from the Participatory Budgeting Fund we are offering all 5 to 18 year olds dance classes every Monday night at Peat Road Hall between 6.30pm and 8.30pm.



We hope you have found this report informative and useful. We consulted with tenants on the contents of the report this year and special thanks to Mr McGuiness of Househillwood Road for his hard work. We would like the views of more tenants for the scope and design of next years report.

Please could you take the time to let us know your thoughts. You can contact us by phone, letter, email or via the website [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk).

**Below are a few questions to include in your feedback:**

- 1. Do you like the design of the report?*
- 2. Did you get all the information you needed?*
- 3. Is there anything else you would like to see in the report?*
- 4. Is there anything you don't think should be included?*

All the information you provide will help in the compilation of next years report. If you would like to be involved in any more consultations please contact the office.



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