



CUNNINGHAME  
HOUSING ASSOCIATION

*More than just a landlord*

CUNNINGHAME

AUTUMN 2019 NEWSLETTER



# REPORT ON CHA'S ANNUAL PERFORMANCE



*Some of our Tenants who helped produce this report*

MAKING OUR COMMUNITIES  
BETTER PLACES

[www.cunninghame-housing.org](http://www.cunninghame-housing.org)



e-mail: [enquiries@chaltd.org](mailto:enquiries@chaltd.org)



## 2018/2019 Year End Performance

### Introduction

In April 2012 the Scottish Government introduced the new Scottish Social Housing Charter (SSHC). The Charter sets out the outcomes and standards that all Scottish landlords should be delivering to their tenants and other service users.

From 2014, landlords were required to annually self-assess their performance against the Charter and report this to the Scottish Housing Regulator in May. This is called the Annual Return on the Charter (ARC). The Association's performance can be compared to other landlords which can be found at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

In addition to reporting to the Regulator, the Association is also required to report its performance to its tenants and other service users by 31<sup>st</sup> October each year. This is the fifth annual report that we have issued to all our tenants in this format.

Last years' report was reviewed by a working group of 8 of our own tenants. This was to ensure the information contained in this report is meaningful and easily understood by you, our customers. They have incorporated some new suggestions and ideas to continually improve how the information is presented to you. The Association appreciates the time and effort our tenants gave in producing this years' report.

We seek and welcome any additional suggestions to improve our next report. Please contact us using the information and reply slip at the end of the report. We can also give you this report in other languages and formats (such as large print, audio and Braille).

### Background

Cunninghame Housing Association Ltd at **31 March 2019** owned **2684 homes** across **14 towns** in North and East Ayrshire. The total rent due from these properties for the year was **£11,492,472**. We increased our weekly rent on average by **2.80%** from the previous year. Our average weekly rents across our properties are detailed below and compared to the Scottish average of Registered Social Landlords:-

Size of Home	Number Owned	Cunninghame Average	Scottish Average	Difference 2018/2019	Difference 2017/2018
1 Apartment	1	£71.01	£70.22	1.1%	2.2%
2 Apartment	693	£80.78	£76.10	6.1%	6.5%
3 Apartment	1400	£88.44	£77.70	13.8%	13.2%
4 Apartment	519	£93.18	£84.44	10.3%	10.2%
5 Apartment	71	£99.16	£93.49	6.1%	4.5%






Amenity Bungalow,  
Halcrow, Gretna



## Performance Key

### How we show change

Comparing the statistical figures with last year's report can show changes in our performance. We show you these variations using three symbols.





 our performance is improving	 Our performance is deteriorating
 There has been little change in our performance or when the change represents neither improvement nor deterioration.	<b>N/A Not Applicable</b> When the information is not available, the indicator is not appropriate or the target is new, we insert n/a.

### Have we met our target?





















Yes	
No	

### Comparing to other Landlords

The four storey house shows Cunninghame Housing Association's position compared to all other landlords in Scotland. We show you how we compare by highlighting one section of the house.

<b>Top Quarter</b> 	<b>Upper Middle</b> 	<b>Lower Middle</b> 	<b>Bottom Quarter</b> 
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### Repairs



Performance Indicator	Last Year 2017/ 2018	This Year 2018/ 2019	Change	Our Target	Have we met our target?	Scottish Average	Compared to other landlords
Average no. of repairs completed per occupied house	1.69	1.99		n/a	n/a	3.41	
Average time taken to complete emergency repairs	3.3 hours	2.9 hours		4.0 hours		3.6 Hours	
Average time taken to complete non-emergency repairs	5.50 days	5.4 days		7 days		6.6 Days	
% of emergency repairs completed within target	99.9%	99.8%		100%		n/a	n/a
Total no. of repairs by appointment made and kept	98.7% (926)	98.8% (836)		100%		95.6	
% of repairs completed at first visit	91.2% (2237)	89.6% (2632)		94%		92.5%	
Total no. of gas safety checks carried out	2399	2576		n/a	n/a	n/a	n/a
% of properties with valid gas safety certificates at end of year	100%	100%		100%		99.93%	





Customer Satisfaction							
Performance Indicator	Last Year 2017/ 2018	This Year 2018/ 2019	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
% of tenants and service users satisfied with the overall services received	91.7%	90.2%		n/a	n/a	90.1%	
% of tenants who feel the rent for their property represents good value for money	66.0%	64.9%		n/a	n/a	83.2%	
% of tenants and other service users satisfied that CHA is keeping them informed about things that might affect them	96.9%	95.3%		n/a	n/a	91.6%	
% of tenants and service users satisfied with the opportunities given to them to participate in CHA's decision making processes	91.9%	94.1%		n/a	n/a	86.5%	
% of tenants satisfied with the quality of their home	95.0%	93.7%		n/a	n/a	88.1%	
% of tenants satisfied with the standard of their home when moving in	92.1%	91.7%		n/a	n/a	90.8%	
% of tenants satisfied with the repairs and maintenance service	93.0%	93.6%		n/a	n/a	91.7%	
% of tenants satisfied with the neighbourhood they live in	93.3%	94.4%		n/a	n/a	87.8%	
Number of complaints received	28	65		n/a	n/a	n/a	n/a

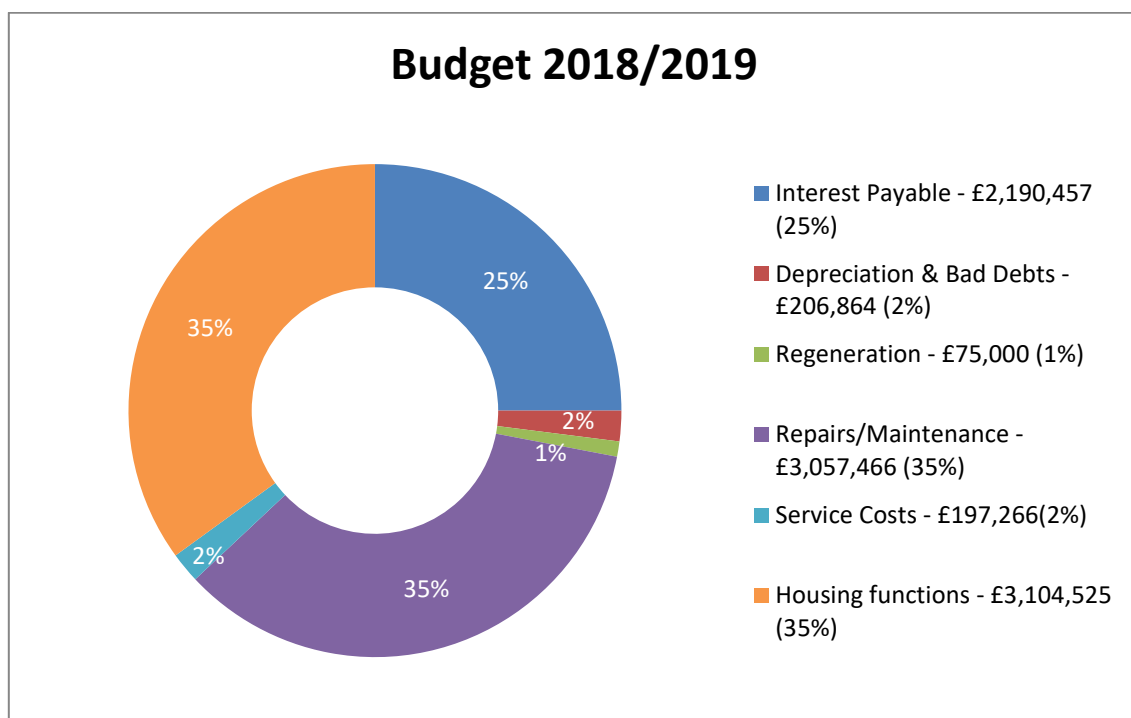
Property Management							
Performance Indicator	Last Year 2017/ 2018	This Year 2018/ 2019	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
Average time to let an empty property (in days)	5.6	5.1		10		31.9	
Percentage of rent loss through empty properties	0.10%	0.11%		0.25%		0.88%	
% New build homes let within target (with no rent loss)	100%	100%		100%		n/a	
% No. of tenancies let for longer than one year	82.9%	92.1%		90%		88.8%	



Medical Adaptations							
Performance Indicator	Last Year 2017/2018	This Year 2018/2019	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
% of Approved medical adaptations completed	73.68% (98)	68.5% (100)	↓	n/a	n/a	84.7%	
Average time to complete medical adaptations (days)	131	115	↑	n/a	n/a	49.4	

Anti Social Behaviour							
Performance Indicator	Last Year 2017/2018	This Year 2018/2019	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
Total no. of complaints received	231	206	↑	n/a	n/a	n/a	n/a
% of cases of anti-social behaviour resolved within CHA's target timescales	100%	99%	↔	85%		87.9%	

Income Management							
Performance Indicator	Last Year 2017/2018	This Year 2018/2019	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
% of the total rent owed by current tenants actually collected during year	100%	99.3%	↔	99.0%		99.1%	
% of total rent arrears	3.8%	4.1%	↓	3.3%		5.7%	



# 2018/19 Our Year in Photographs



Ardrossan Group Easter Event



The 2018 CHA Tenants Conference



Our Tenants enjoying the 2018 Tenant Information Service Conference



Tenants Report on CHA's Annual Performance Meeting



Longpark Group -Winners, East Ayrshire Council Most Inspiring Group Award



Dalry Group Children's Christmas Party



Vineburgh Group Children's Christmas Party



Kilbirnie Forum Meeting



2018 Tenant Recognition Event



Scrutiny Group Meeting





Community Fund Raising Donations, Longpark and Kilbirnie Groups



East Ayrshire



North Ayrshire



Stevenston Group, Ardoch Crescent, Commencement Ceremony

If you are interested in joining your local group or becoming more involved in your local community, please contact Ian Macpherson by email [imacpherson@chaltld.org](mailto:imacpherson@chaltld.org) or call on 01294 606012.

## Development Update

CHA are actively developing a number of sites in North Ayrshire and East Ayrshire.



In North Ayrshire alone we have 2 sites under development which will provide over 55 new homes on completion. These sites are in Stevenston & Skelmorlie. A development in Saltcoats, comprising 24 dwellings, was handed over in December 2018 and a development in Ardrossan, comprising 10 dwellings, was handed over in November 2018. This development had 4 purpose built wheelchair bungalows.

In East Ayrshire our development at Longpark, Kilmarnock (48 units) is now nearing completion and all new tenants will be settled by mid of November 2019. Our site in Auchinleck (23 units) completed in March 2019. We have a site in Treeswoodhead Road, Kilmarnock which is due to start early November 2019 comprising of 22 dwellings, including one 3 bedroom wheelchair bungalow.



The Association has also handed over 47 properties in Gretna at the former Halcrow Stadium, Ph2 is underway with a further 43 properties due to be handed over by the end March 2020. A site at High Street in Annan is also well underway with a total of 27 properties on site, the first handover for this site is due December 2019. Our other site in Windermere, Annan is being completed over 2 phases with Ph1 due to complete by end March 2020, this site has 60 properties in total.

**CHA Main Reception**

**01294 468360**

**Repairs Freephone Number**

**0800 068 1466**

**Out of Hours Numbers**

General Trades Turner Property Services  
(Including Joinery, Electrical and  
Plumbing Repairs)

**0333 320 2322**

Gas Central Heating: James Frew Gas Services

**01294 468113**

**Important Information**

**Important Information for Tenants In Our New Build Properties**

If you are a tenant who has moved into one of the Association's newly completed properties within the last 12 month period, and a defect occurs, can you please telephone the numbers detailed on your Defects Card which was issued to you as part of your handover package.



**GET SOCIAL WITH US ON FACEBOOK**

Keep up to date by visiting our website: [www.cunninghame-housing.org](http://www.cunninghame-housing.org)

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Please tell us if you think we can improve the way this information is displayed in this report or any other views or enquiries you may have.

Return your form to:-

Cunninghame Housing Association Ltd  
Quayside Offices  
Marina Quay  
Dock Road  
Ardrossan  
KA22 8DA

Phone - 01294 468360  
Email - [Enquiries@chaltd.org](mailto:Enquiries@chaltd.org)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

E-mail: \_\_\_\_\_

Your Comments:

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