



CUNNINGHAME  
HOUSING ASSOCIATION

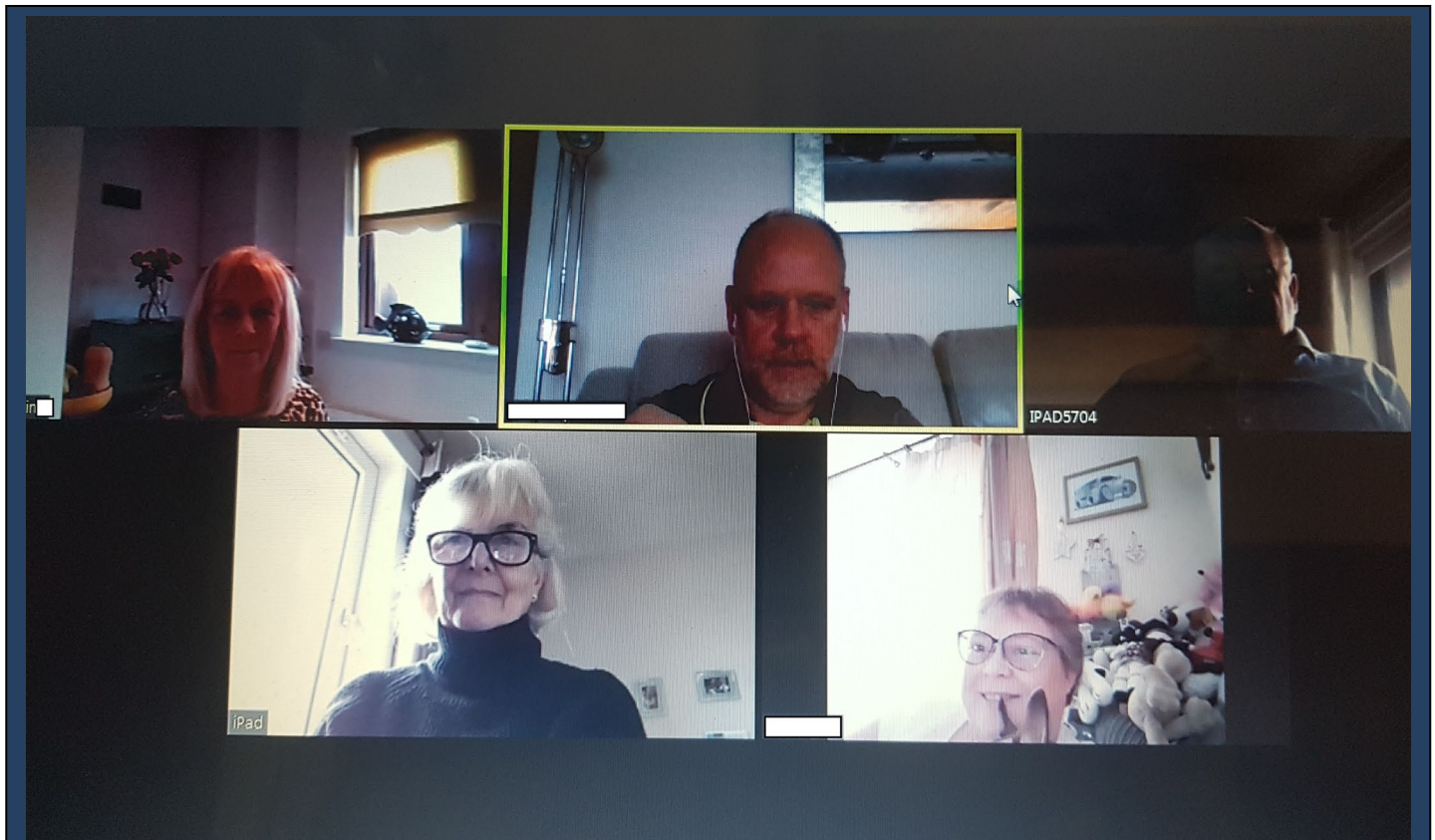
*More than just a landlord*

CUNNINGHAME

2020 WINTER REPORT



# 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)

## 2019/2020 Year End Performance

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.

Since 2014 landlords have been 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. Due to Covid-19 restrictions this was extended to December. This is the sixth annual report that we have issued to all our tenants in this format.

This year's report was reviewed by a small working group of 4 of our tenant representatives. This meeting was held virtually and worked very well. The group ensured the information contained in this report remains 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 year's 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 2020** owned **2883 homes** across **17 towns** in North Ayrshire, East Ayrshire and Dumfries and Galloway. The total rent due from these properties for the year was **£12,679,970**. We increased our weekly rent on average by **2.00%** 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 2019/2020	Difference 2018/2019
1 Apartment	1	£67.86	£73.47	-7.6%	1.1%
2 Apartment	696	£78.96	£78.02	1.2%	6.1%
3 Apartment	1550	£92.66	£80.10	15.7%	13.8%
4 Apartment	566	£98.90	£87.08	13.6%	10.3%
5 Apartment	70	£106.10	£96.18	10.3%	6.1%




#### Overall Average Weekly Rent



Cunninghame Housing Association	£90.90
All landlords (Includes Councils and Housing Associations)	£87.39
Housing Associations Only	£89.48


























Ardoch Court,  
Stevenston

## 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.	N/A Not Applicable 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> 



Repairs							
Performance Indicator	Last Year 2018/ 2019	This Year 2019/ 2020	Change	Our Target	Have we met our target?	Scottish Average	Compared to other landlords
Average no. of repairs completed per occupied house	1.99	1.45		n/a	n/a	3.32	
Average time taken to complete emergency repairs	2.9 hours	2.9 hours		4.0 hours		3.6 Hours	
Average time taken to complete non-emergency repairs	5.4 days	5.8 days		7 days		6.4 Days	
% of emergency repairs completed within target	99.8%	98.7%		100%		n/a	n/a
Total no. of repairs by appointment made and kept	98.8% (836)	99.5% (523)		100%		n/a	n/a
% of repairs completed at first visit	89.6% (2632)	92.6% (2072)		94%		93.1%	
Total no. of gas safety checks carried out	2576	2773		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 2018/2019	This Year 2019/2020	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
% of tenants and service users satisfied with the overall services received	90.2%	90.2%		n/a	n/a	89.2%	
% of tenants who feel the rent for their property represents good value for money	64.9%	64.9%		n/a	n/a	83.6%	
% of tenants and other service users satisfied that CHA is keeping them informed about things that might affect them	95.3%	95.3%		n/a	n/a	92.0%	
% of tenants and service users satisfied with the opportunities given to them to participate in CHA's decision making processes	94.1%	94.1%		n/a	n/a	87.2%	
% of tenants satisfied with the quality of their home	93.7%	93.7%		n/a	n/a	87.6%	
% of tenants satisfied with the standard of their home when moving in	91.7%	91.7%		n/a	n/a	n/a	n/a
% of tenants satisfied with the repairs and maintenance service	93.6%	93.6%		n/a	n/a	91.4%	
% tenants satisfied with landlord contribution to management of neighbourhood	94.4%	94.4%		n/a	n/a	87.3%	
Number of complaints received	65	38		n/a	n/a	n/a	n/a

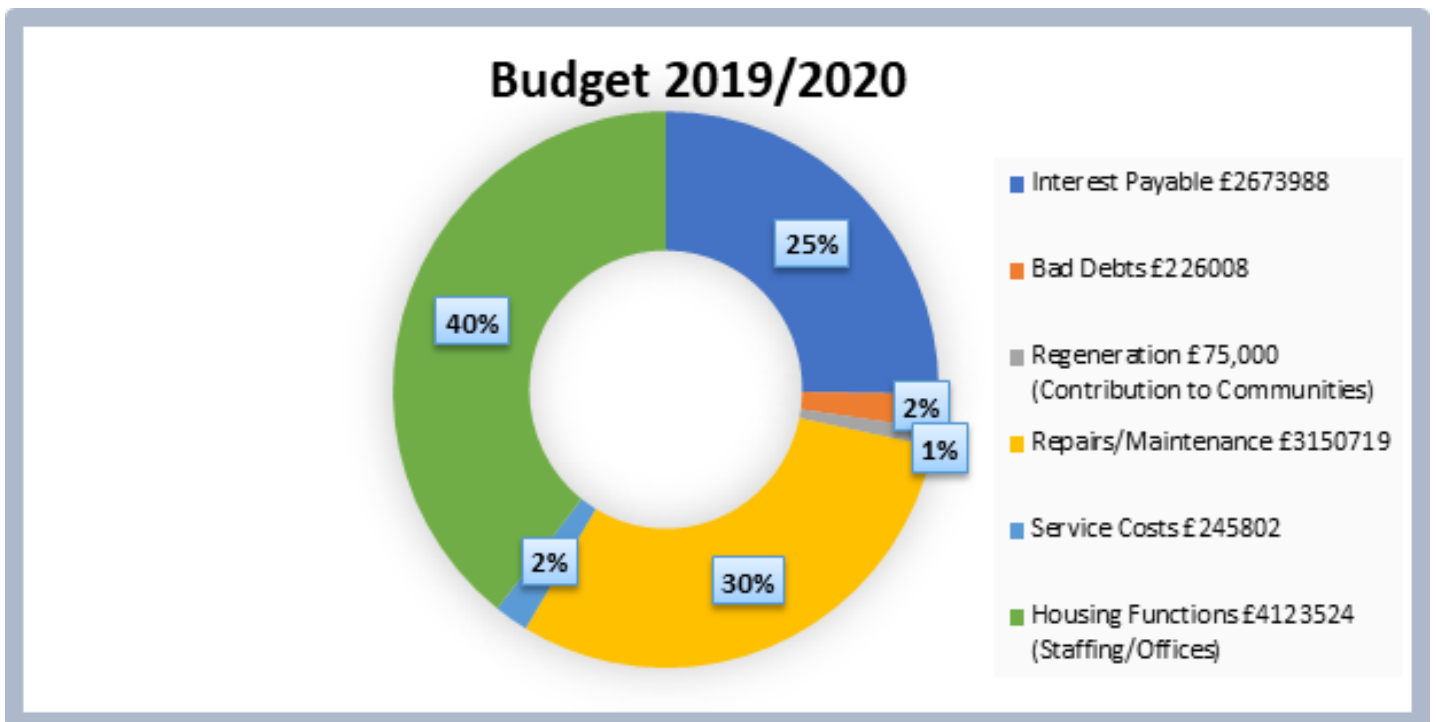
**Please Note:** The customer satisfaction percentages have not altered as our Tenant Satisfaction Survey is conducted every two years. The Scottish average and landlord comparison have been updated. The next survey was due in August 2020 but will now be conducted in Spring 2021 due to the Covid-19 restrictions.

Property Management							
Performance Indicator	Last Year 2018/2019	This Year 2019/2020	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
Average time to let an empty property (in days)	5.1	4.3		10		31.8	
Percentage of rent loss through empty properties	0.11%	0.1%		0.25%		1.2%	
% New build homes let within target (with no rent loss)	100%	100%		100%		n/a	
% No. of tenancies let for longer than one year	92.1%	92.4%		90%		90.6%	

Medical Adaptations							
Performance Indicator	Last Year 2018/ 2019	This Year 2019/ 2020	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
% of Approved medical adaptations completed	68.5% (100)	61% (66)	↓	n/a	n/a	n/a	n/a
Average time to complete medical adaptations (days)	115	162	↓	n/a	n/a	49.4	

Anti-Social Behaviour							
Performance Indicator	Last Year 2018 /2019	This Year 2019/ 2020	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
Total no. of complaints received	206	163	↑	n/a	n/a	n/a	n/a
% of cases of anti-social behaviour resolved within CHA's target timescales	100%	100%	↔	85%		94.1%	

Income Management							
Performance Indicator	Last Year 2018/ 2019	This Year 2019 /2020	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	99.3%	100.9%	↑	99.0%		99.3%	
% of total rent arrears	4.1%	4.6%	↓	3.3%		4.8%	



# 2019/20 Our Year in Photographs



Ardrossan Group Easter Event



2019 CHA Tenants Conference



Our Tenants at the 2019  
Tenant Information Service Conference



Cunninghame Forum Meeting - Stevenston



Longpark Group-Winners, East Ayrshire Council  
Most Inspiring Group Award, 2<sup>nd</sup> Year



Dalry Group Children's Christmas Party



Vineburgh Group Children's Christmas Party



Ardrossan Group Children's Christmas Party



2019 Tenant Recognition Event



Scrutiny Group Meeting



Kilbirnie Group Music Event



Scrutiny Group Finalists – CIH Awards



East Ayrshire

Garden Competition Winners 2019



North Ayrshire



East Dunbartonshire Conference Visit



Canal Court Development Tour

If you are interested in joining your local group or becoming more involved in your local community, please contact Ian Macpherson by email [imacpherson@chald.org](mailto:imacpherson@chald.org) or call on 01294 606012 or 07867510329.

### Development Update

CHA are actively developing a number of sites in North Ayrshire, East Ayrshire and Dumfries & Galloway.

In North Ayrshire, we have 2 sites in Saltcoats under development which will provide 89 new homes. A development in Stevenston, comprising 28 dwellings, was completed in July 2020 and our Skelmorlie development, comprising 27 dwellings, was completed in February 2020.

In East Ayrshire our development at Longpark, Kilmarnock (48 units) is now complete. At the recent Scottish Home Awards 2020 the Longpark development won the award for Affordable Housing Development of the Year (Mid-sized, social rent). We have a site in Treeswoodhead Road, Kilmarnock which started in November 2019 and comprises 22 dwellings, including one 3 bedroom wheelchair bungalow. This is due for completion in February 2021.

Within Dumfries and Galloway, the Association has now provided 117 properties. The Gretna development comprising of 90 properties was completed in June 2020. The High Street, Annan development comprising of 27 units was completed in August 2020.

Currently we have another 235 properties under construction across 3 sites. In Annan we have 2 sites under construction at Hallmeadow and Windermere. The Hallmeadow site is now under way comprising of 130 properties with an anticipated completion date of August 2022. Our site at Windermere is being completed over 2 phases with phase 1 due to be complete by end January 2021. This site has 60 properties in total.

Our Lockerbie development is now well into its program to provide 45 properties with a proposed completion date of August 2021.



Longpark, Kilmarnock



High Street, Annan



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**CHA Main Reception**

**01294 468360**

## 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.

### Repairs Information

During the current Covid-19 pandemic we will continue to follow government guidelines with regards to accessing tenants' homes and carrying out repairs.

Please call **01294 606015** to report your repair during office hours. We are currently working with reduced staffing numbers, so please bear with us when trying to get through to the repairs department. You can also leave a voicemail on the repairs freephone number: **0800 068 1466** as we check the answering machine frequently.

If you have an emergency repair out with office hours please use the contact numbers below to arrange a repair.

### 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**



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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 feedback 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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