



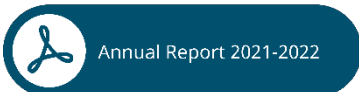
CUNNINGHAME



CUNNINGHAME HOUSING ASSOCIATION ANNUAL PERFORMANCE REPORT TO TENANTS



Representatives of our tenants & resident's groups who helped produce this report



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CUNNINGHAME
HOUSING ASSOCIATION
More than just a landlord

www.cunninghame-housing.org

e-mail: enquiries@chaltd.org



Introduction

Welcome to Cunninghame Housing Association's ninth annual report on performance for 2021/22. The report highlights the performance areas of interest to our tenants and the housing services which are delivered to you and your communities.

The situation is improving as we emerge from the COVID-19 pandemic, and it has been great to see community events, in person meetings and conferences take place again. We have been working hard to return to the high levels of service our customers expect and received prior to

To ensure the report remains meaningful and the targets/trends are clear to you, a small working group of six of our tenant representatives reviewed and produced this year's report. 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).



We have a statutory duty to provide tenants with a report on performance by 31 October each year. You can compare our performance to other landlords on the Scottish Housing Regulator's website.

ABOUT CUNNINGHAME HOUSING ASSOCIATION

At **31 March 2022**, we owned **3161 homes** across **19 towns** in North Ayrshire, East Ayrshire and Dumfries and Galloway. The total rent due from these properties for the year was **£15,345,672**. We increased our weekly rent on average by **4.2%** from the previous year.

Overall Average Weekly Rent




Cunninghame Housing Association	£94.95
All landlords (Includes Councils and Housing Associations)	£85.36
Housing Associations Only	£91.51

Size of Home	Number Owned	Cunninghame Average	Scottish Average	Difference 2021/2022	Difference 2020/2021
1 Apartment	1	£63.69	£75.95	-16.1%	-12.9%
2 Apartment	689	£77.03	£81.32	-5.30%	-2.0%
3 Apartment	1779	£97.40	£84.18	15.7%	15.3%
4 Apartment	617	£105.85	£91.48	15.7%	14.5%
5 Apartment	75	£112.25	£100.74	11.4%	9.5%

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. All performance figures have been rounded to one decimal place following feedback from tenants.

	Top Quarter 	Upper Middle 	Lower Middle 	Bottom Quarter 			
Repairs							
Performance Indicator	Last Year 2020/ 2021	This Year 2021/ 2022	Change	Our Target	Have we met our target?	Scottish Average	Compared to other landlords
Average time taken to complete emergency repairs	3.3 hours	3.9 hours		4.0 hours		4.2 Hours	
Average time taken to complete non-emergency repairs	5.9 days	7.4 days		7 days		8.9 Days	
% Of emergency repairs completed within target	98.8%	78%		100%		n/a	n/a
Total no. of repairs by appointment made and kept	99.5% (477)	93.8% (662)		100%		n/a	n/a
% Of repairs completed at first visit	90.2% (1365)	92.1% (3535)		94%		88.4%	
Total no. of gas safety checks carried out	2773	2815		n/a	n/a	n/a	n/a
% of properties with valid gas safety certificates at end of year	100%	100%		100%		n/a	

Customer Satisfaction

Performance Indicator	Last Year 2020/ 2021	This Year 2021/ 2022	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
% of tenants and service users satisfied with the overall services received	84.9%	84.9%	↔	n/a	n/a	87.8%	
% of tenants who feel the rent for their property represents good value for money	71.7%	71.7%	↔	n/a	n/a	82.5%	
% of tenants and other service users satisfied that CHA is keeping them informed about things that might affect them	91.0%	91.0%	↔	n/a	n/a	91.2%	
% of tenants and service users satisfied with the opportunities given to them to participate in CHA's decision making processes	88.4%	88.4%	↔	n/a	n/a	87.0%	
% of tenants satisfied with the quality of their home	87.1%	87.1%	↔	n/a	n/a	81.4%	
% of tenants satisfied with the standard of their home when moving in	87.9%	87.9%	↔	n/a	n/a	n/a	n/a
% of tenants satisfied with the repairs and maintenance service	87.3%	87.3%	↔	n/a	n/a	88.1%	
% tenants satisfied with landlord contribution to management of neighbourhood	87.2%	87.2%	↔	n/a	n/a	85.1%	
Number of complaints received	40	45	↓	n/a	n/a	n/a	n/a

The customer satisfaction percentages have not changed from last year as our Tenant Satisfaction Survey is conducted every two years. These figures were obtained from the 2021 survey. The Scottish average and landlord comparisons have been updated.




Our next Tenant Satisfaction Survey will be conducted during the summer of 2023.







Property Management

Performance Indicator	Last Year 2020/ 2021	This Year 2021/ 2022	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
Average time to let an empty property (in days)	23.1	6.2		10		51.6	
Percentage of rent loss through empty properties	0.4%	0.1%		0.25%		1.4%	
% New build homes let within target (with no rent loss)	100%	100%		100%		n/a	
% No. of tenancies let for longer than one year	93.6%	89.5%		90%		90.8%	







Medical Adaptations

Performance Indicator	Last Year 2020/ 2021	This Year 2021/ 2022	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
% Of approved medical adaptations completed	74% (65)	47% (60)		n/a	n/a	n/a	n/a
Average time to complete medical adaptations (days)	212	127		n/a	n/a	54.4	

Anti-Social Behaviour

Performance Indicator	Last Year 2020/ /2021	This Year 2021/ 2022	Change	Target	Have we met our target?	Scottish Average	Compared to other landlords
Total no. of complaints received	373	302		n/a	n/a	n/a	n/a
% of cases of anti-social behaviour resolved within CHA's target timescales	99.7%	100%		85%		94.8%	

Income Management

Performance Indicator	Last Year 2020/ 2021	This Year 2021/ /2022	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	100.9%	97.1%		99.0%		99.3%	
% of total rent arrears	4.4%	4.4%		3.3%		6.3%	

Capital Investment

In 2021/22 we continued to invest in your homes through our capital investment programme. We fitted:



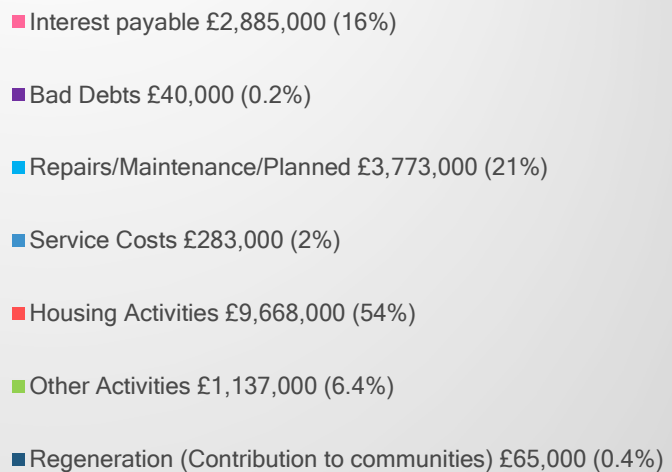
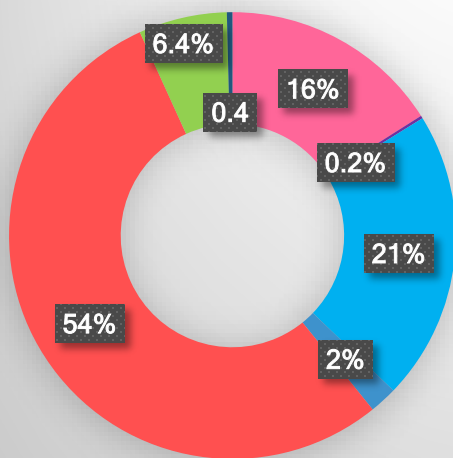
**58 new
kitchens**



**120 new
bathrooms**

Our kitchen and bathroom programmes are carried out through our in-house repairs and maintenance service, Direct Works.

Expenditure in 2021/22



Tenant Involvement

Unfortunately, due to COVID-19 restrictions, our tenant groups were unable to hold any of their usual community events. Most groups did continue to meet via 'Zoom' and were successful in keeping their group active while dealing with a range of community issues. Part of their work involved identifying and assisting tenants who required support while isolating at the beginning of the pandemic.



Tenants who helped develop last years' report

Community Donations

Cunninghame Housing Association is delighted to continue donating to local communities and groups as part of our 'Making our communities better places' initiative. You can find out more on our website.



Development Update

North Ayrshire the Association currently has two developments on site.

The original building at Green Street was demolished and a new building is currently under construction. This will have one wheelchair property and 23 amenity flats. There will be a lift to access all floors. The properties should be ready for let commencing April/May 2023.



Also under construction is a development in West Byrehill in Kilwinning. This site has 72 properties which should be ready for let commencing November 2022. This is a mix of general needs housing, amenity bungalows and wheelchair properties.

In East Ayrshire the Association completed a development in Mauchline in June 2022. This consisted of a mix of 30 units with 1 wheelchair bungalow, 3 amenity bungalows and general needs properties.



Work is currently underway at Shortlees. This development will contain 101 properties which should be ready for let commencing June 2023.

Within Dumfries and Galloway, the Association has now completed 352 new build properties.

Most recently, 60 properties were completed at Windermere, Annan in August 2022 and 130 properties at Hallmeadow, Annan in October 2022.

Currently, there are 64 properties under construction at Heathhall, Dumfries with an anticipated completion date of April 2023.

8 supported living flats are planned to be for April 2023 at the Lockerbie Old School project. The flats are part of a wider refurbishment of the historical building, with the remainder of the building to be a community wellbeing hub operated by the Lockerbie Old School community group.

The Association has also acquired further sites in Gretna, for 92 units, and in Eastriggs, for 74 units, which are currently going through the Planning process.

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Making Our Communities Better Places

**CHA Are Proud To Release Their
300th New Build Home**
For Social Rent in D&G at Hallmeadow, Annan

Find Out More:

Hallmeadow
Annan
16th March 2022

300th tenant with CHA Board Of Management

www.cunninghame-housing.org





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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.

CHA Main Reception: 01294 468360

Repairs Information

Please call **freephone 0800 0681 466** to report your repair during office hours. You can leave a voice mail message during office hours, and we will return your call.

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 (Joinery, Electrical and Plumbing Repairs) – **CALL: 0800 068 1466**

and you will be transferred to our out of hours operatives.

General Trades for Dumfries and Galloway tenants – **CALL: 0794 7132 690**

Gas Central Heating in all areas – **CALL: 01294 468113**



Annual Report 2021/2022

The Association's Annual Report 2021/2022 is now complete and can be viewed via our website or by using the QR code - <https://www.cunninghame-housing.org/wp-content/uploads/2022/10/Annual-Report-FINAL-2021-22.pdf> (If, however, you would like to receive a hard copy this can be arranged)



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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. You can get in touch via email, telephone or returning by post. We can also give you this report in other languages and formats (such as large print, audio and Braille).

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

Name: _____

Address: _____

Phone: _____ **Mobile:** _____

E-mail: _____

Your Comments:
