



CUNNINGHAME  
HOUSING ASSOCIATION  
*More than just a landlord*

CUNNINGHAME



# CUNNINGHAME HOUSING ASSOCIATION

## ANNUAL PERFORMANCE REPORT FOR TENANTS 2022/23



# USEFUL CONTACTS

<p><b>Report a Repair</b> 0800 068 1466</p>	
<p><b>Lemon Aid Fuel Poverty</b> 0800 221 8089</p>	
<p><b>Cunninghame Furniture Recycling Company</b> 0800 221 8083</p>	
<p><b>Scottish Water</b> 0800 077 8778</p>	
<p><b>Scottish Power</b> 0800 092 9290</p>	
<p><b>Power Cut</b> 105</p>	
<p><b>Police (non-emergency)</b> 101</p>	
<p><b>Police (emergency)</b> 999</p>	
<p><b>NHS 24</b> 111</p>	
<p><b>Environmental Waste North Ayrshire</b> 01294 310000</p>	
<p><b>Environmental Waste East Ayrshire</b> 01563 554400</p>	
<p><b>Environmental Waste Dumfries and Galloway</b> 030 33 33 3000</p>	

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# CONTACT US

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

# INTRODUCTION

Welcome to Cunninghame Housing Association's ninth annual report on performance for 2022/23. The report highlights the performance areas of interest to our tenants and the housing services which are delivered to you and your communities.

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.

To ensure the report remains meaningful and the targets/trends are clear to you, a small working group 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.

Engagement Plan



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).

## Some of our tenants who helped produce this years report







# ABOUT CUNNINGHAME

At 31 March 2023, we owned 3372 homes across 19 towns in North Ayrshire, East Ayrshire and Dumfries and Galloway. The total rent due from these properties for the year was £17,375,382. We increased our weekly rent on average by 5% from the previous year.

Size of Home	Number Owned	Cunninghame Average	Scottish Average	Difference 2022/2023	Difference 2021/2022
1 Apartment	1	£66.36	£71.74	-7.5%	-16.1%
2 Apartment	697	£79.10	£84.84	-6.8%	-5.30%
3 Apartment	1954	£101.98	£89.30	14.2%	15.7%
4 Apartment	637	£111.11	£98.22	13.1%	15.7%
5 Apartment	81	£118.48	£109.57	8.1%	11.4%

## PERFORMANCE KEY

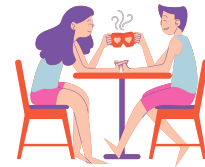
Comparing the statistical figures with last year's report can show changes in our performance. We show you these variations using 4 symbols.

 Improvement	Our overall performance is improving.
 Deterioration	Our overall performance is deteriorating.
 No Change	There has been little to no change in our performance.
 Not Applicable	When the information is not available or appropriate.




Each quarter represents the Associations position compared to all other landlords in Scotland. We show you how we compare by displaying each quarter and colour coding them

 Top Quarter	 Upper Middle	 Lower Middle	 Bottom Quarter
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# OVERALL SATISFACTION AND THE CUSTOMER/LANDLORD RELATIONSHIP



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 most recent survey was conducted during May - June 2023 and the results could not be included in this report which covers April 2022 - March 2023.

Performance Indicator	This Year 2022/23	Last Year 2021/ 22	Change	Scottish Average	Comparison
% satisfied with the overall services provided	84.9%	84.9%	↔	86.7%	
% satisfied CHA is good at keeping them informed about their services and decisions	91%	91%	↔	89.7%	
% satisfied with the opportunities given to them to participate in CHA's decision making processes	88.4%	88.4%	↔	85.9%	

## ACTIVELY WORKING WITH OUR TENANTS

During 2022/23, Cunninghame consulted widely with tenants on the 2023/24 annual rent increase proposals. This included a digital response option for the first time, as well as individual newsletters to all tenants and local roadshows. The consultation yielded the highest response rate CHA has had to date, with over 13% of tenants submitting their views.

Our Scrutiny Group has been conducting a comprehensive review of our approach to shared areas, such as common closes and gardens. This will continue into 2023/24. They continue to support us in improving service provision.

During the year we also implemented Phase 5 of our rent restructure, which incorporated the results of a wide-ranging consultation exercise involving all tenants and tenant groups. Once the 7-year project is complete, the rent structure will provide a fairer and more easily understood approach to rent setting.



# HOUSING, QUALITY AND MAINTENANCE



Performance Indicator	This Year 2022/23	Last Year 2021/ 22	Change	Scottish Average	Comparison
% of CHA stock meeting the Scottish Housing Quality Standards (SHQS)	85.6%	75.4%	↑	79.0%	
% satisfied with the quality of their home	87.1%	87.1%	↔	84.2%	
Average time taken to complete emergency repairs	1.9 hours	3.9 hours	↑	4.2 hours	
Average time taken to complete non-emergency repairs	14.9 days	7.4 days	↓	8.7 days	
% Of reactive repairs completed right first time	97.9%	92.1%	↑	87.8%	
% satisfied with the repairs and maintenance service	87.3%	87.3%	↔	88.0%	

In April 2022 we were delighted to announce our new arrangements for carrying out repairs to Cunninghame properties.

The new approach was designed with both customer service and best value in mind and allowed us to deliver an improved, cost effective and customer friendly repairs service to our 3,372 properties. Cunninghame knows the quality of a home can impact many aspects of a person's life, and we continue to strive to improve delivery in every aspect of our repairs and maintenance service. In 2022/23:

7,533 repairs were undertaken. This figure is significantly higher than the previous year.

Direct Works completed 97.91% of all repairs right first time, an improvement of over 5% from 2021/22.



## NEIGHBOURHOOD AND COMMUNITY



Performance Indicator	This Year 2022/23	Last Year 2021/ 22	Change	Scottish Average	Comparison
Total no. of general complaints received	64	52	↓	N/A	N/A
% of cases of anti-social behaviour resolved within CHA's target timescales	100%	100%	↔	94.2%	
% satisfied with landlord contribution to management of neighbourhood	87.2%	87.2%	↔	84.3%	

## ACCESS TO HOUSING AND SUPPORT



Performance Indicator	This Year 2022/23	Last Year 2021/ 22	Change	Scottish Average	Comparison
% Of approved medical adaptations completed	66% (133)	47% (60)	↑	N/A	N/A
Average time to complete medical adaptations (days)	91.9 days	127 days	↑	46.8 days	
Average time to let an empty property (in days)	10.2 days	6.2 days	↓	55.6 days	

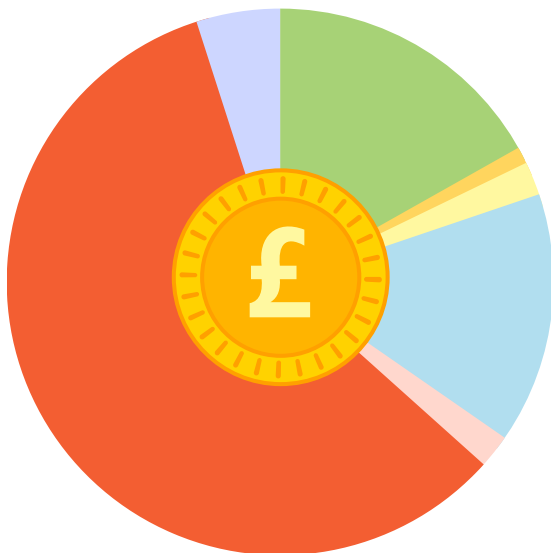
We believe it is important to help people who have mobility issues to live independently and be able to stay within their home. Cunninghame spent £243,104 of Scottish Government funding in 2022/23, completing 121 adaptations within the year and taking an average of 91.92 days from acceptance of a referral.

# GETTING GOOD VALUE FOR RENTS AND SERVICE CHARGES



Performance Indicator	This Year 2022/23	Last Year 2021/ 22	Change	Scottish Average	Comparison
Rent collected as a % of total rent due in the reporting year	97.1%	97.1%	↔	99.9%	
Gross rent arrears as a % of rent due for the reporting year	4.0%	4.4%	↑	6.9%	
% of tenants who feel their rent represents good value for money	71.7%	71.7%	↔	81.8%	
% of rent loss through empty properties	0.2%	0.1%	↑	1.4%	
% of new tenancies sustained for more than one year	93.7%	90.3%	↑	91.2%	

## HOW EVERY £ OF YOUR RENT WAS SPENT



Category	Per £ Spent	Overall Spent £m
Housing Activities	58p	£12.730m
Interest Payable	17p	£3.598m
Repairs/Maintenance/Planned	15p	£3.251m
Other Activities	5p	£0.990m
Regeneration (Contribution to Communities)	2p	£0.445m
Service Costs	2p	£0.330m
Bad Debts	1p	£0.188m



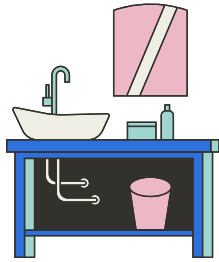
## INVESTMENT IN YOUR HOMES



Our kitchen and bathroom programmes are carried out by our in-house repairs and maintenance service, Direct Works. In 2022/23 we spent £2.167m on planned maintenance projects. This included investment in:

**148**

**NEW  
BATHROOMS**



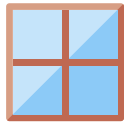
**136**

**NEW  
KITCHENS**



**81**

**PROPERTIES WITH NEW  
WINDOWS AND DOORS**



**71**

**REPLACED 71  
HEATING SYSTEMS.**



Our approach to asset management looks to ensure our tenants live in quality homes that meet their needs. We want to make sure homes meet the Scottish Housing Quality Standard (SHQS), which now incorporates the Energy Efficiency Standard for Social Housing (EESH).

Direct Works, carry out the majority of our planned maintenance works, including kitchen, bathroom, windows and door replacements. Our aim is to provide choice to tenants, provide high quality materials and workmanship, and cause minimal disruption during works.

“Fabulous service from everybody from start to finish”.

**Ms M, Millport**

“I am very happy with the kitchen replacement, workers were polite, professional and approachable. Brilliant time keeping, hardworking and kept me informed with the progress and what to expect”.

**Ms K, Kilbirnie**

“All of the workers who visited to install kitchen were brilliant and very polite. A credit to yourselves. 5 stars from me”

**Ms C, Millport**

# DEVELOPMENT UPDATES



## HEATHHALL, DUMFRIES

We are delivering this project in partnership with Springfield properties. Work started on site in May 2021 and is scheduled to complete in November 2023.

A total of 64 new homes for rent will be delivered and will provide a range of house types including cottage flats, general needs houses and bungalows designed for those with mobility and wheelchair needs.

## BRIDGEHOUSEHILL, KILMARNOCK

We are building 101 new modular homes in partnership with Connect Modular. Work commenced on site on 27th August 2022 and overall completion is expected in August 2024. The housing comprises a mixture of 2-, 3- and 4-bedroom general needs houses and 10 amenity bungalows and 5 bungalows designed for wheelchair users.



## GARVEN ROAD, STEVENSTON

The Association acquired this site on 18th August 2023 and is intending to start work on site in October 2023. The main contractor is Ashleigh Scotland Ltd. We will deliver 20 new homes for rent on this former primary school site. The construction of these new homes will bring a derelict site back into use and enhance this part of Ardeer.

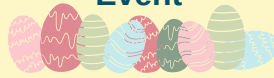


# TENANT HIGHLIGHTS

Our tenant working group selected some tenant engagement highlights to demonstrate the amazing community work and involvement of our tenants and tenant groups during the year.



**Ardrossan Easter Event**



**Garden Competition Winners**



**Cunninghame Forum Meetings**



**Scrutiny Group  
CIH Finalists**



Largs Estate  
'Walk Round'



11th Annual Tenants  
Conference



Christmas Events



Winter Warmer Events



Tenant Recognition Event



Tenant Group Fund Raising



# IMPROVEMENTS WE HAVE MADE

We have dedicated email addresses for housing and repairs enquiries



We have better use of QR codes



We introduced online option for reporting non emergency repairs



We are working with our Tenant Scrutiny group to improve your shared spaces such as common landscaping, bin areas and closes.



We introduced an improved repairs service for tenants through our new in-house repairs and maintenance team, Direct Works.



We reconstructed our Housing Services. Your housing officers have more time to support you with financial advice, neighbour issues, and tenancy sustainment.



We have made better use of social media to reach more of our tenants.



Our Lemon Aid service supports tenants with energy advice, discounts on energy bills and services such as white goods scheme.



We distributed foodbank vouchers to families in crisis.



We have improved our Web site



An online version of our tenant newsletter for those who prefer it



# MAKING OUR COMMUNITIES BETTER PLACES

Cunninghame Housing Association are delighted to continue donating to local communities and groups as part of our 'Making Our Communities Better Places' initiative. These are some of the local groups and individuals we have donated funds to within the past year.



# DAMP, CONDENSATION & MOULD

Our new procedure sets out the timescale in which you can expect an inspection in your property. Depending on the level of mould present this will be between 1 to 5 working days. A Property Maintenance Officer will visit you and investigate the dampness, condensation, or mould along with a solution to alleviate the problem.

## WHAT ARE MY RESPONSIBILITIES?

You should take appropriate steps to prevent significant amounts of condensation that results in damp or mould growth. These include:

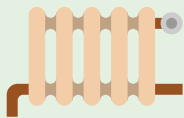
- Regularly checking and treating condensation and mould and reporting to the Association
- Regularly checking for and reporting any leaks or faulty heating, windows or extractor fans or any evidence of penetrating, rising or bridging damp
- Ensuring extractor fans and vents are not blocked, and reporting any faults quickly

## WHAT'S THE DIFFERENCE BETWEEN CONDENSATION AND DAMPNESS?

- Dampness will require a repair to your property. It can be the upward movement of water from the ground in the lower section of walls through a failure of the damp proof course. It can also be caused by defects with the exterior of your property, causing water penetration.
- Condensation is excessive humidity in a property which creates conditions where mould can thrive. A lack of adequate ventilation, not opening trickle vents or windows are the primary causes. Drying clothes on radiators, cooking with lids off pans all add to the moisture levels within your home. Condensation can often be minimised through change in living behaviours.

## WHAT CAN I DO?

Never dry clothes on radiators



Close doors and open windows when bathing



Use lids on pans when cooking



Ventilate your house regularly



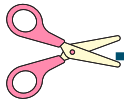
Use extractor fans when bathing/cooking



Wipe excess moisture off windows and sills



# HELP US IMPROVE



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:

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

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

Phone Number: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

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

Your Comments:

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## KEEP IN TOUCH

To keep up to date with all of our latest news and updates follow us on Facebook or contact us using the QR codes.



 Facebook



 Contact Us

## CHA'S ANNUAL REPORT

The Association's Annual Report for 2022/23 has also been produced and can be read by scanning the code below. A link to the report will be sent to you via email, if we hold a current email address. Alternatively, we will text a link to the mobile number we have on record.

Should you prefer a hard copy of either the Annual Performance Report for Tenants or the Annual Report please email enquiries@chaltd.org or call 01294-468360.



 Annual Reports

VIEW THE 2022/23 ANNUAL REPORT

