



# Introduction

This is Thenue's second Charter Report, and both the content and layout of this report are different from last year, because we have listened to our tenants, and groups that we work closely with, which are our four Area Associations, (Bridgeton & Dalrnarnock, Calton, Cranhill and Netherholm) and our Scrutiny Panel, (Resident Empowerment Scrutiny Team).

Each year we are required to complete and Annual Return on the Charter, (ARC for short), and submit this to the Scottish Housing Regulator. As a consequence of that it becomes our obligation to produce this report to enable tenants and others to see how we are performing against the Charter. This is the first time that we have been able to compare our own performance with the Scottish average, but also with our



Our three Commonwealth Games Clydesiders, left to right Carolyn McGowan, Charles Turner and Ray Macleod

performance last year. Consequently, we hope that this information is useful for you to compare our performance to the Scottish average and also to benchmark our performance over time.

If you would like further in depth or

additional information, just ask us. You don't need to use the Freedom of Information Act. Just ask. If you would like to compare Thenue's performance with any other Registered Social Landlord (RSL) in Scotland, then all you need to do is visit [www.scottishhousingregulator.gov.uk/find-and-compare-landlords](http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords). Here you will see an accessible comparison tool that allows you to compare our performance with up to four other selected landlords. This report does not however tell the whole story nor give you the full picture of our past and ongoing achievements. Visit us at [www.thenuehousing.co.uk](http://www.thenuehousing.co.uk) to see not only our 2014/15 annual review, but our variety of newsletters and items assembled over the past year.

*Charles Turner*  
Chief Executive

## Thenue's profile

Thenue has been around since 1979. We are a registered Scottish Charity and we are governed by a voluntary Board of Management. Over the years we have grown our stock base to just under 3,000 properties, mainly, but not exclusively situated in the East End of Glasgow. All are vibrant and resilient communities but by any measure they are also disadvantaged and the needs of people living there go beyond a requirement for decent housing.

We are committed to developing, managing and maintaining a range of affordable quality housing in sustainable communities. Working with our people we aim to improve all our services and grow deep community roots. Our Community projects and activities all give our tenants fantastic value for money, because they are free at the point of participation, and include:-

- Netherholm Youth Project
- Urban Green
- Smart Communities
- Learning Works
- Calton Heritage & Learning Centre

Area	Total stock
Baillieston	19
Blackhill	123
Cranhill	285
Castlemilk	311
Bridgeton	1,034
Glasgow Cross	28
Calton	650
Scotstoun	19
Dalrnarnock	332
<b>Total</b>	<b>2,801</b>

Thenue's four core values are

passion  
connection  
excellence  
respect



working together we create better homes and stronger communities... making people happy.

# OVERALL PERFORMANCE

The information below shows not only how we compare to the Scottish average, but also how we compare to last year.

**2014**  
**85%**

For 2014, we performed better than the Scottish average in 85% of comparisons

**2015**  
**85%**

For 2015, we compared better than the Scottish average in 85% of comparisons.

**2014 v 2015**  
**42%**

Comparing our own performance between 2014 and 2015, we improved in 42% of the comparison areas.

## GENERAL VIEWS ON SATISFACTION

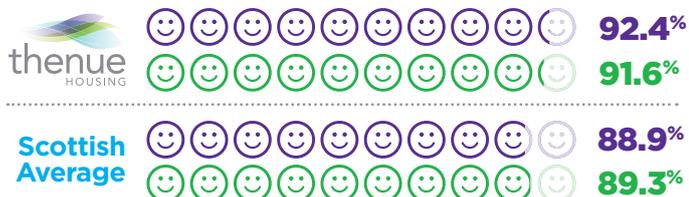
### Satisfaction with overall service

● 2014 ● 2015



### Satisfaction regarding being kept informed

● 2014 ● 2015



### Satisfaction with opportunities to participate

● 2014 ● 2015

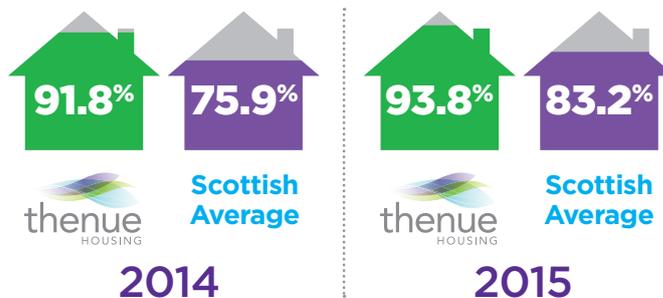


## Average weekly rent



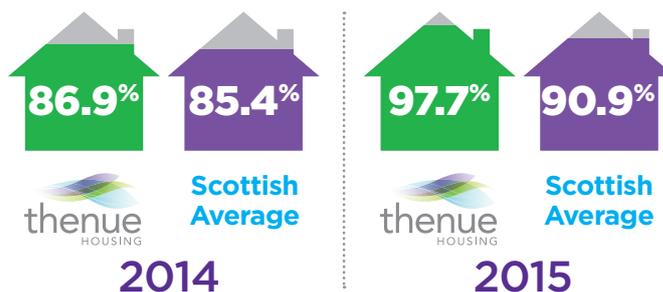
Housing Association average is £76.79

## Satisfaction with neighbourhood cases resolved

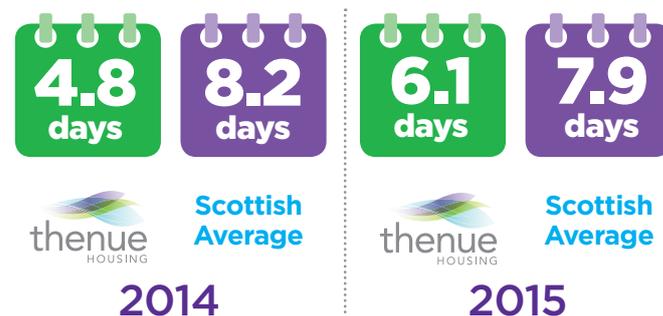


## QUALITY & MAINTENANCE OF HOMES

### Homes meeting the quality standard

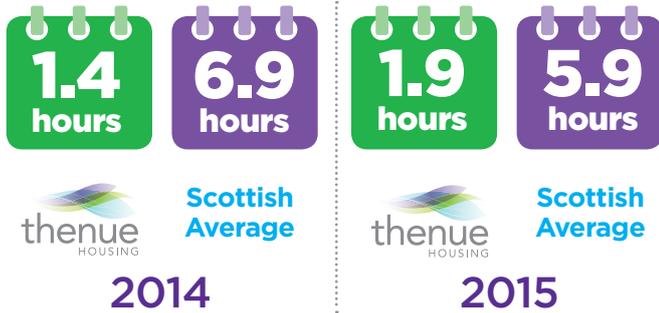


### Time taken to complete non-emergency repairs

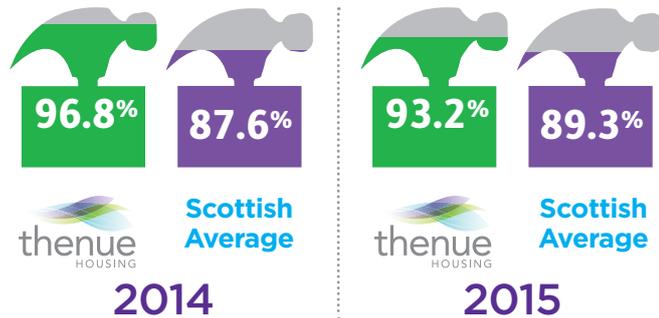


## QUALITY & MAINTENANCE OF HOMES (cont.)

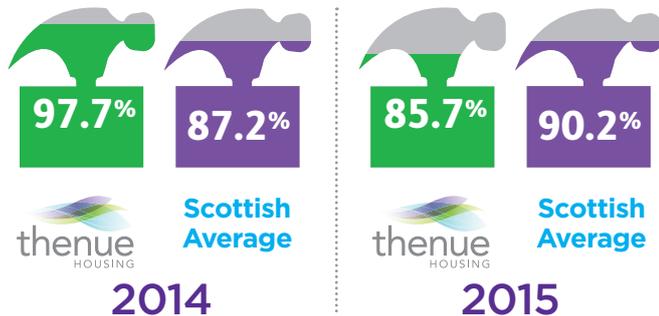
### Time taken to complete emergency repairs



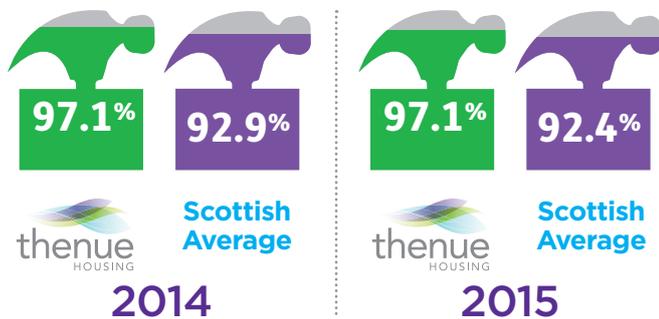
### Overall repairs satisfaction



### Reactive repairs completed 'right first time'

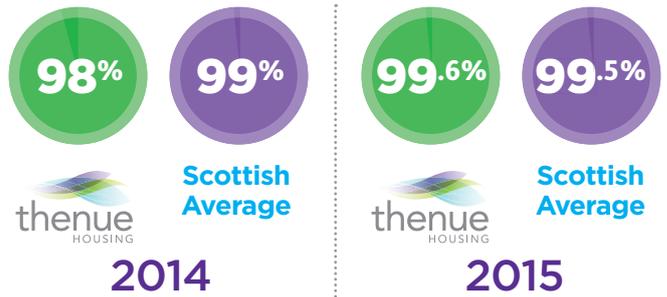


### Repairs appointments kept

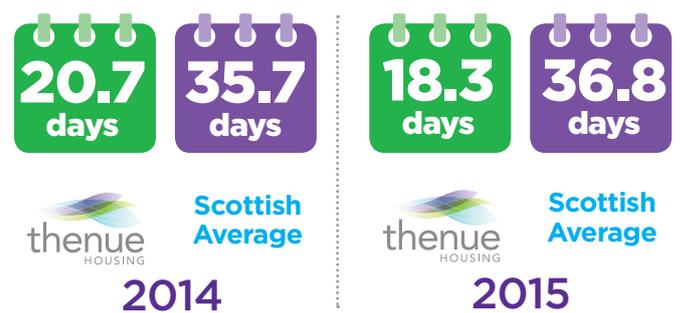


## VALUE FOR MONEY

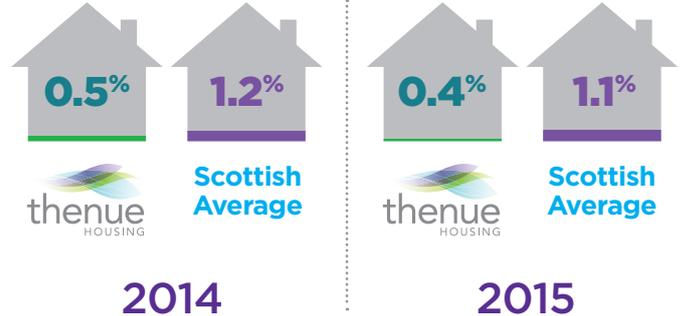
### Proportion of total rent collected



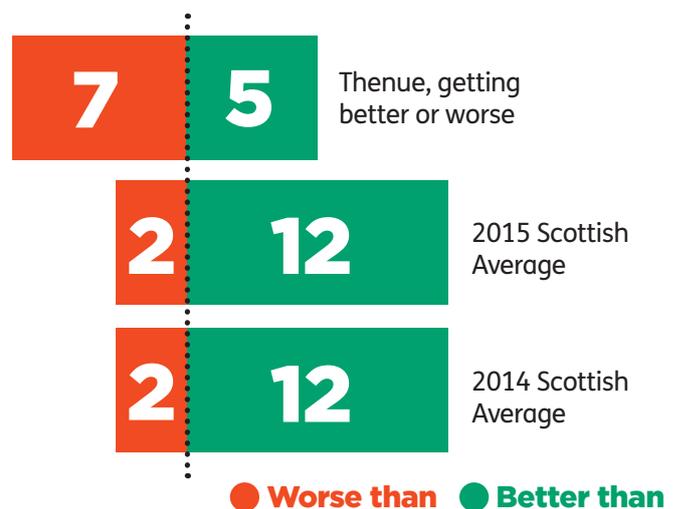
### Average time to re-let homes



### Rent not collected due to homes being empty



There are now two ways that you can see how we are performing. The first is to compare this year, (2015), with last year, (2014); the second way is to compare Thenue with the Scottish average. This report summarises all of the statistics that the Scottish Housing Regulator publishes about how we perform compared to the Scottish average. Of those, the main conclusions are:-



Our **2015 tenant satisfaction survey** provides an extremely large scale and robust body of data upon which we can be extremely confident making decisions. In challenging times, we are doing very well to maintain strong satisfaction levels. In general, satisfaction levels are high and remained consistent with the results reported from the 2013 survey. The most positive findings or key strengths that can be drawn from the survey are:

## OVERALL SATISFACTION



Satisfaction with the services we provide is high with **89% overall satisfaction**. The results have not changed significantly since our previous survey where 91% expressed satisfaction.

## COMMUNICATIONS



We are rated highly in terms of our communications with tenants, with **92% of tenants stating we are very or fairly good at keeping them informed** which is consistent with the last survey results.

## LISTENING



The vast majority of tenants are of the opinion that **we are very or fairly good at listening (82%) and responding to their views (82%)**. Furthermore, **85% were satisfied with the participation opportunities available to tenants**, which again is consistent with the last survey results (86%).

## QUERIES



Customer contact was an area that was rated highly with **93% of tenants who made contact with us in the last year stating it was easy to get hold of the right person, 91% stating they found staff to be helpful and 90% stating their query was answered within a reasonable time**.

## REPAIRS



The repairs service is an area of high satisfaction amongst tenants with **over 93% of tenants who have reported a repair in the last 12 months stating they were satisfied with the service they received**. When asked about various aspects of the repairs service, **98% said they were satisfied with the ease of reporting repairs, 96% were satisfied with the helpfulness of staff when reporting repairs and 95% were satisfied with the attitude of the tradesperson**.

## MAKING A COMPLAINT



**89% of tenants are aware of how to make a complaint to us**, which is consistent with the last results (87%).

## QUALITY OF HOME



**Satisfaction with the quality of the home has increased from 88% to 92%**. In particular satisfaction levels were highest in relation to electrical rewiring (97%), security (95%) and the heating system (92%). Furthermore, regarding the common parts of the home satisfaction levels were highest in terms of the external appearance of the buildings (97%) and security lighting (96%).

Some key areas which we will work on over the coming months include:-

## NEIGHBOURHOOD SATISFACTION

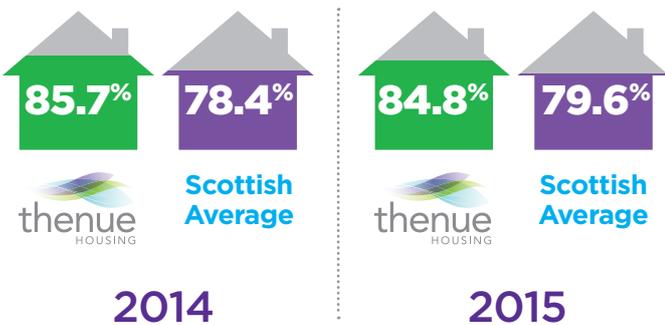


With regards to the various aspects of the neighbourhood, satisfaction with **play facilities (48%)**, **community facilities (54%)** and the **police (57%)** were areas where in relation to other aspects, satisfaction is lower.

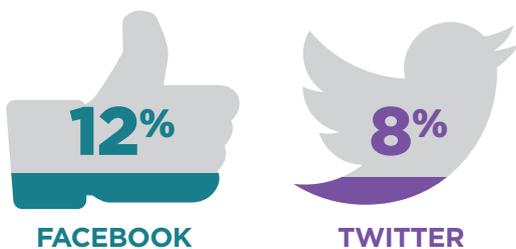
## PARTICIPATION

Participation continues to be a key challenge with high numbers of tenants stating that they are simply not interested in participating in decision making and where they are interested this tends to be in the least proactive ways such as by completing surveys and by receiving information. Despite the challenges faced, we will continue to ensure that tenants are aware of the opportunities for participation and feedback the outcomes of this participation.

However, almost **85% of tenants are satisfied with opportunities offered to participate.**

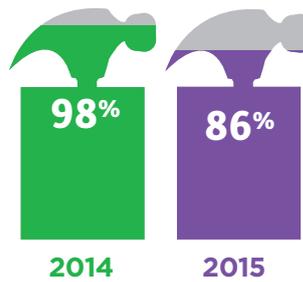


## SOCIAL MEDIA



Awareness of our Facebook and Twitter pages was low with only **12%** and **8%** respectively being aware.

## REACTIVE REPAIRS



Our reactive repairs service performance has dipped, which is disappointing. Last year we completed **98%** of our repairs first time; this year it was **86%**.

Whatever we achieve, we can only do it through our people; that is a combination of the association's staff, Board of Management, our community regeneration projects, resident groups, individual tenants and of course external partners and funders.

Key to us making progress in the areas highlighted in this Charter report are our four independent Area Associations and the award winning Scrutiny Panel. We will work closely with the four Area Associations to support and help them focus more on local priorities.



The work we will complete with the Scrutiny Panel, (REST), will focus on the association's rent policy and how we might be able to offer genuine choices at the annual rent review.

# VALUE FOR MONEY

In July this year we carried out a specific 'value for money' survey, which asked tenants to think about whether the rent that they paid represented value for money. Over two thirds, (67%) stated that the rent represented very or fairly good value for money. When asked further however about this, 4 in 10 respondents said that they never thought about value for money so don't really have a view. Maintaining affordable rents, a quality reactive repairs service and investing in our properties are the most important priorities for tenants, so these are the areas that we will focus on going forward.



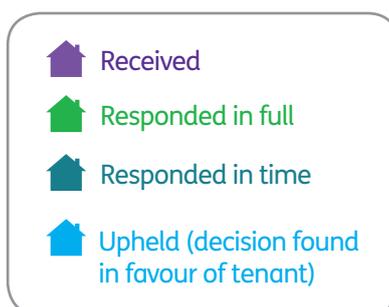
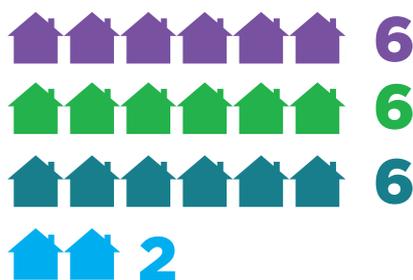
# LEARNING FROM COMPLAINTS

We value all of the feedback, comments and complaints. We value it because we use the information to improve our services. We received 28 complaints during the year, and the analysis is shown below:-

## STAGE 1 (90% ON TIME)



## STAGE 2 (100% ON TIME)



Our two main learning points from the analysis are that first, we aim to respond to all complaints within the 5-day target; not just 90% of them: second, we need to be better at keeping people that complain informed about what progress we are making until it has been concluded.

# YOUR VIEWS

Tell us what you think about either this report, (it's style, it's content), or indeed anything that is not in this report. Anything you want to know – just ask. If you would like this publication in an alternative format or language, then please contact us on 0141 550 3581.



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