

thenue  
HOUSING

# Charter Performance Report 2013-2014





This report demonstrates how well Thenue is achieving the standards and outcomes set out in the Scottish Social Housing Charter.

We have had an effective performance monitoring system within Thenue for many years and use this to report to our Management Committee on performance in a variety of key areas. We set ourselves these targets on an annual basis and base these on how we have performed in the previous years and also how others are performing. We also look at the wider world and what that will mean for our performance. We try to make targets challenging while not wishing to make them unachievable.

We also consider what our tenants tell us are priorities for them. Tenants were asked in our 2012 customer survey, to select from a list of priorities, those which they considered to be top, second and third priorities for the services they received from the Association. Just under three quarters of tenants (74%) said that a good quality repairs service would be their top, second and third priority. This was followed by improving homes (43%) and polite and helpful staff (32%).

This report has been designed with the involvement of those who attended our Tenants Conference in February and who provided us with their very valuable views on content, style and structure. At the start of each section of this report we show the standards we are required to meet and the rest of the section illustrates how we have done so. Those who attended our conference also told us they wanted to know more about the areas where Thenue delivers more than just the traditional housing service and the section on pages 25-6 of this report outlines our work in this area.

A brief summary of our performance in the main areas of our work is provided in the middle pages of this report. It also provides a comparison with the Glasgow and Scottish averages where appropriate.

The result is this, our first Charter Performance report, which we hope you will find useful.

Charles Turner  
Chief Executive





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As at 31 March 2014, we:

Owned **2573** self contained properties and **23** shared properties

Had **6** empty properties

Factored **833** properties

Employed **69** staff

Had **12** committee members

Had **1828** applicants on the housing list

Let **253** properties in the year

Carried out **10361** repairs in the year

Spent **over £4.5m** on improving our properties in the year

Had **72%** of tenants on either full or partial Housing Benefit

The highlights of the year for us have been:

- Significantly improving how quickly we relet properties (from 31 days to 21 days)
- The continued development of our Tenant Scrutiny Panel - the REST group.
- Completion of a further 16 new build properties at Dunn Street
- Award of an energy efficiency grant to install cladding to our 1930s tenements in Bridgeton thus contributing to the alleviation of fuel poverty.
- Excellent 1st full year of Mears Repairs contract with both improved Repairs Service and better Value For Money
- Successful Big Lottery application for 2 new staff to assist with mitigating the effects of the Bedroom Tax.
- Successful Tenants Conference
- Successful grant application to City Council for our Healthier You Project for elderly tenants in Bridgeton, Calton & Dalmarnock.
- Expansion of our National Award Winning Learning Works Project
- Successful establishment of Calton Heritage and Learning Centre and its official opening on 1st November 2013. This has resulted in the creation of a new subsidiary company with Board members from Thenue and Calton Area Association.
- New and productive partnerships have been developed with Impact Arts and Jeely Piece resulting in new projects being developed for our communities.
- Successful completion of a major repairs project in Greenhead Street with grants for owner occupiers.



## Scottish Social Housing Standard 1: Equalities

Social landlords perform all aspects of their housing services so that:

- every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

This outcome describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. It includes landlords' responsibility for finding ways of understanding the needs of different customers and delivering services that recognise and meet these needs.

We ask staff, tenants & applicants to provide us with details of their ethnic origin & disability when they apply for housing or employment with us. This information is used to help us ensure we deliver services to our diverse customer base in the way best suited to their needs. We also carried out a Tenant Census exercise as part of our recent customer satisfaction survey. We know that our customer base largely falls into the over 44 age brackets, the largest percentage are retired and not working, and are White Scottish with English as their first language.

Employment status of our tenants:	
	%
In work	18%
Seeking work	11%
Unemployed	6%
At home	4%
Registered disabled/long term sick	27%
Carer	4%
Student	1%
Retired	25%
Other/ information not provided	4%

An example of how we gain an understanding of the different needs of our customers and then deliver services which meet these needs is shown in our Healthier You project described in more detail later in this report on page 26.





Gender & age group of our tenants	Male	Female	Overall
16-24	2%	4%	3%
25-34	8%	14%	12%
35-44	16%	17%	17%
45-54	25%	24%	24%
55-64	21%	16%	17%
65+	22%	23%	22%
Info not provided	6%	2%	5%



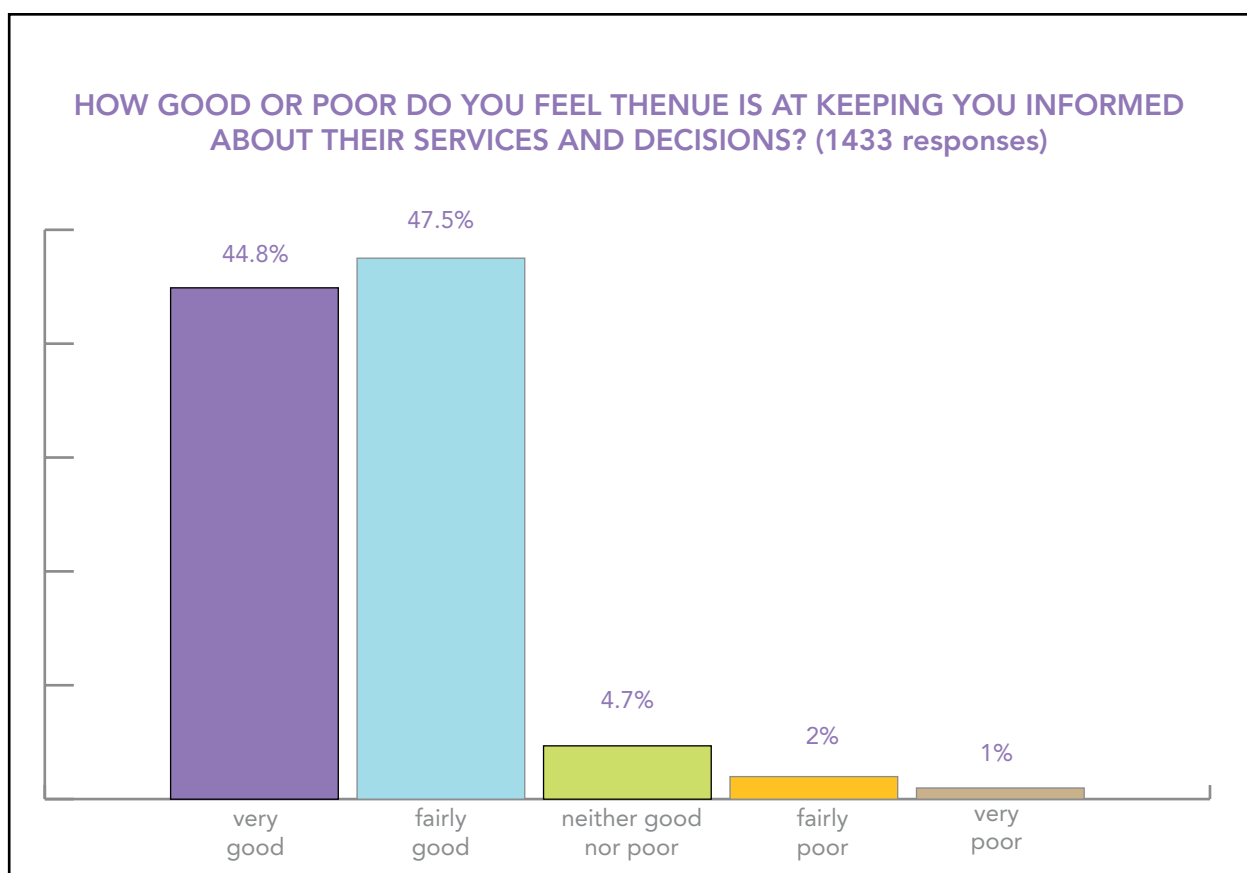
## Scottish Social Housing Standard 2: Communication

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

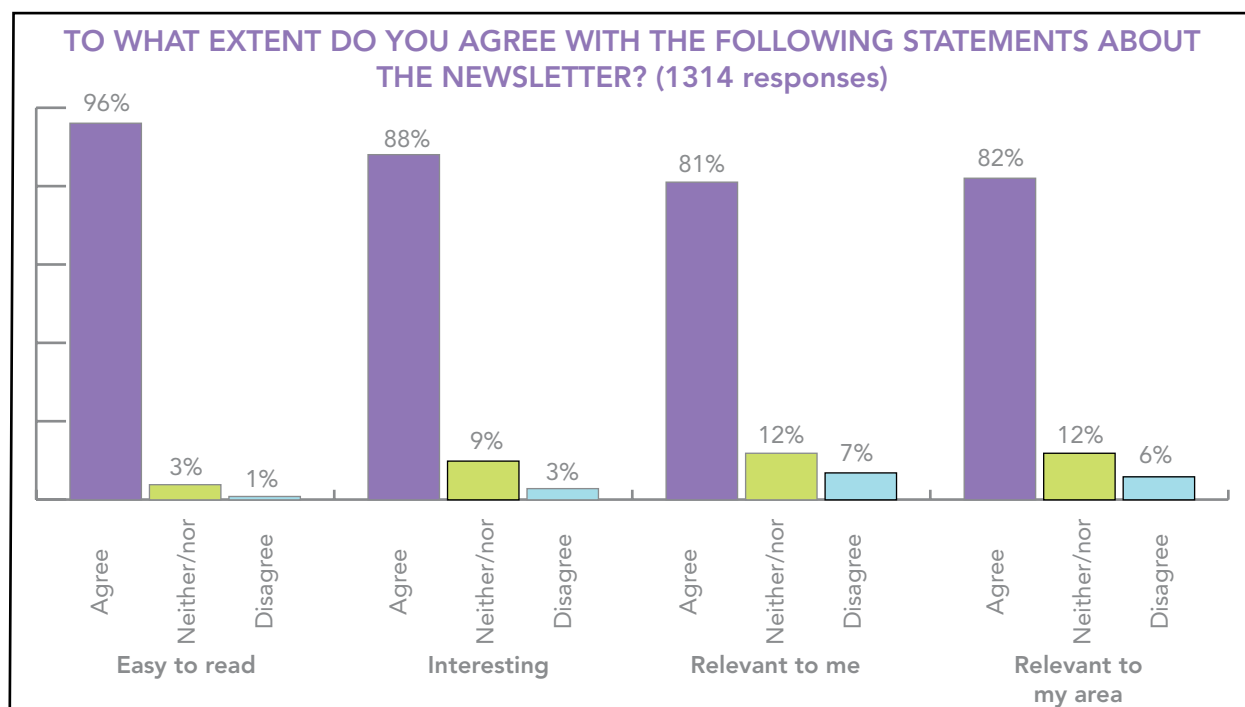
This outcome covers all aspects of landlords' communication with tenants and other customers. It is not just about how clearly and effectively a landlord gives information to those who want it. It also covers making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.

92.3% of customers feel that we communicate well with them.

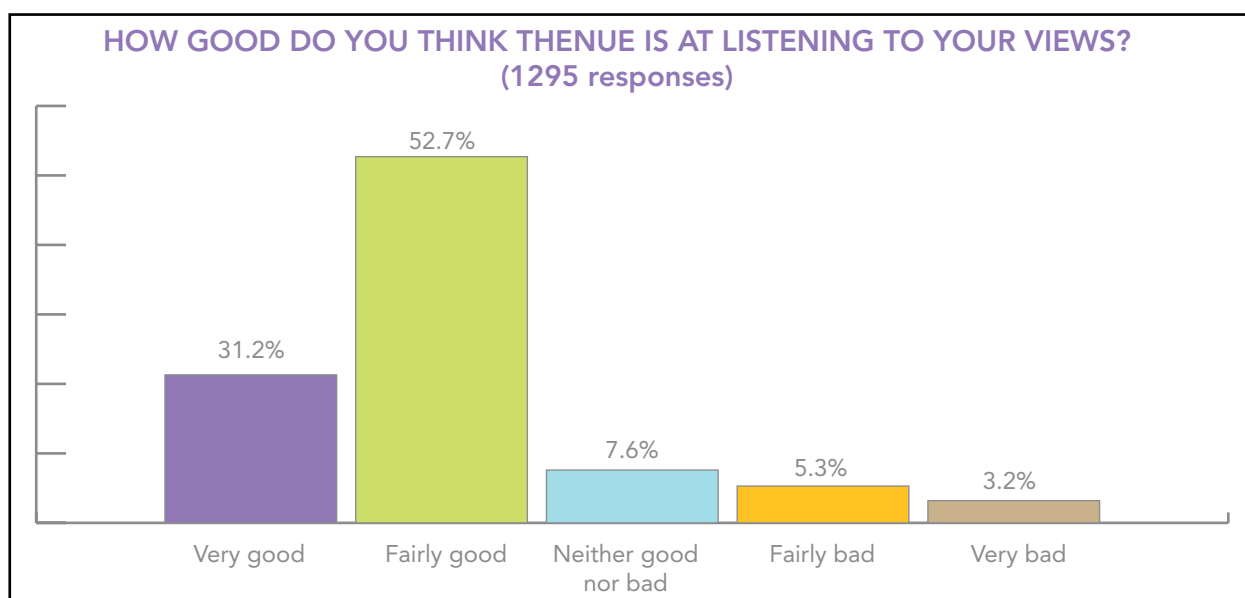




The most popular method for customers to find out what we are up to is through our newsletters, with 74% of customers saying that is how they get information about Thenue.



On Page 27 you can see some examples of how we have implemented improvements and changes to our services or policies as a result of what customers told us.



In the year 2013/14 we received 71 complaints and 69% of these were upheld. We changed the way we deliver our services as a result of one complaint and raised repairs issues with our contractor when required. In most cases we simply apologised to our customers for not meeting their expectations.

We also carry out surveys of our repairs service throughout the year and one off surveys to get customer views on a variety of issues.

## Scottish Social Housing Standard 3: Participation

Social landlords manage their businesses so that:

- tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

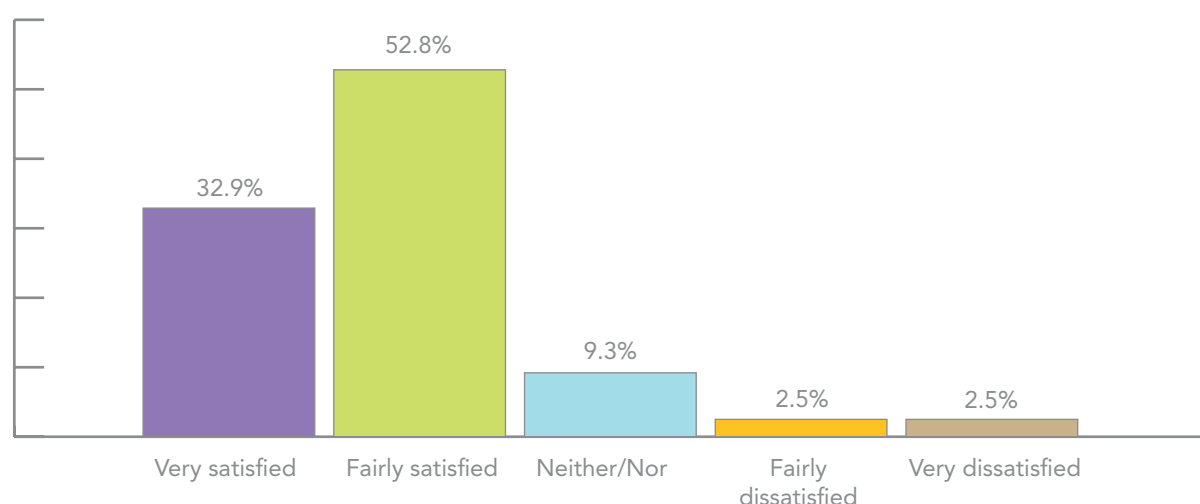
This outcome describes what landlords should achieve by meeting their statutory duties on tenant participation. It covers how social landlords gather and take account of the views and priorities of their tenants; how they shape their services to reflect these views; and how they help tenants and other customers to become more capable of involvement.

We are good at keeping customers informed and customers are generally satisfied with the range of opportunities they have to be involved in the work we do. Generally very few tenants want to get involved in a formal way, preferring the options such as reading newsletters which require the least effort on their part.

86% of tenants are satisfied with the variety of ways we offer for them to become involved in their communities and in the work that we do.

6% of our tenants are members of Thenue's Board and/or one of our Area Associations or residents groups.

**HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE OPPORTUNITIES GIVEN TO YOU TO PARTICIPATE IN THENUE'S DECISION MAKING PROCESSES? (1289 responses)**



## Scottish Social Housing Standard 4: Quality of Housing

Social landlords manage their businesses so that:

- tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

This standard describes what landlords should be achieving in all their properties. It covers all properties that social landlords let, unless a particular property does not have to meet part of the standard. Beyond SHQS, landlords should be looking for cost-effective ways of achieving higher energy-efficiency standards for their properties, to provide warmer homes for their tenants and help to meet climate change targets.

During this Charter's lifetime, the Scottish Government will consult on higher standards. If adopted, these new standards will form part of the next Charter.

Tenants have told us that an effective repairs service is the most important service for them. We have changed our contractor following an extensive tender process and we are already reaping the rewards of this in terms of reduced costs and number of repairs carried out per property.

In the year 2013/14 we spent over £4,500,000 on works to ensure our properties meet the Scottish Housing Quality Standard (SHQS) by March 2015. At 31st of March this year 87% of our stock met the standard.

Last year we carried out major works in 329 homes and the replacement of smoke alarms in an additional 190. Works included replacement kitchens, bathrooms, re-wiring, windows, doors, ventilation and installation of external and internal wall insulation. The pilot project for internal wall insulation allowed us to trial the use of pre-finished insulation boards on the inside face of the external walls on our sandstone tenements. This significantly improved the thermal efficiency of these properties. A small number of flats within our Finnart Street sandstone properties were re-modelled to create a better layout during the major works.

Backcourts within our Interwar tenements in Calton and Bridgeton have had works completed to allow large wheelie bins to be utilised. The feedback from tenants has been very positive and in a number of cases the backcourts were used during the good weather where they would not have been previously.

The Energy Efficiency Standard for Social Housing (ESSH) was issued in March 2014 and we are about to carry out survey work to allow a delivery strategy to be prepared.

81% of new tenants moving into Thenu properties told us they were satisfied with the standard of their home when they moved in.



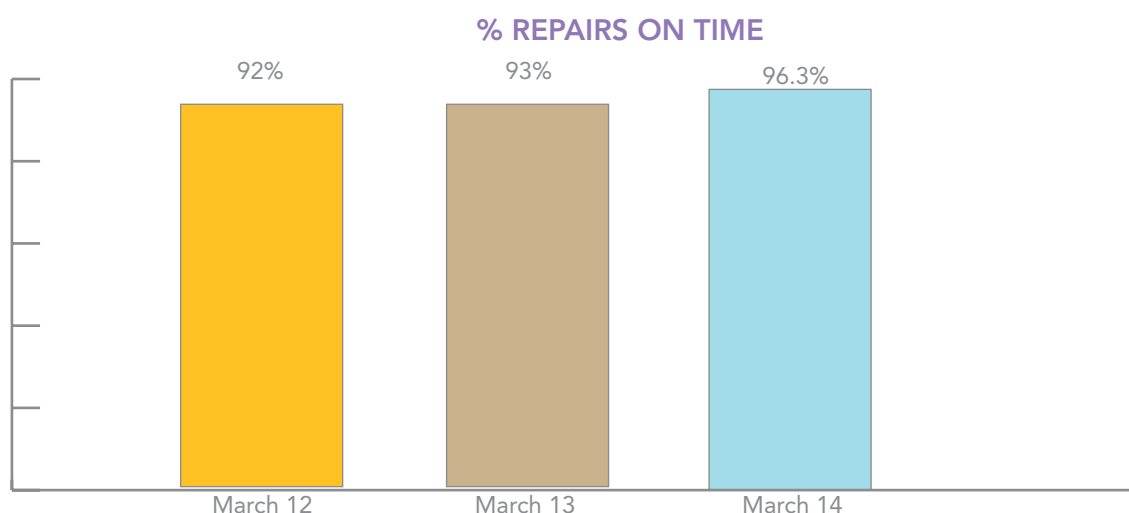
## Scottish Social Housing Standard 5: Repairs, Maintenance & Improvements

Social landlords manage their businesses so that:

- tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

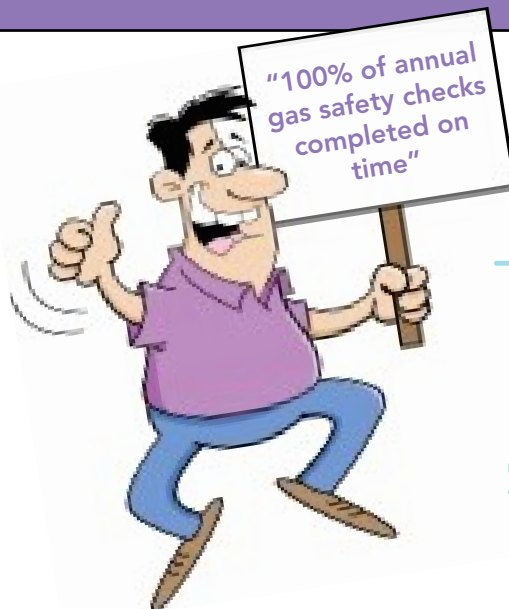
This outcome describes how landlords should meet their statutory duties on repairs and provide repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. This could include setting repair priorities and timescales; setting repair standards such as getting repairs done right, on time, first time; and assessing tenant satisfaction with the quality of the services they receive.

- Thenue are able to provide, with the assistance of our contractors, a fantastic Repairs Service for all our customers:
- Convenient 2 hour appointment slots (with text reminders) with 97% of those appointments kept.
- Quick response times (average time for an emergency repair 1.3 hours, average time for non emergency repair 4.8 days)
- Very high levels of customer satisfaction (97% satisfaction)
- Excellent Value For Money – we have reduced our average cost of a repair by £20 in the last year.
- 9 out of 10 jobs completed Right First Time.
- 81% of our tenants satisfied with the standard of their home when they move in.



We set our contractors challenging timescales for responding to our tenants' repairs. In particular our emergency target of attending and making safe within 2.5 hours is much better than many other housing associations.

In the last year we completed emergency repairs well below the target with an average of 1.3 hours.



	2013/14	2012/13
Number of Repairs in Period	10361	10649
Total Cost of Reactive Repairs in Period	£1,044,955	£1,228,913
Average Cost of Repair	£100.85	£120.42
Number of Properties	2573	2579
Satisfaction with repairs service	97%	96%
Average Number of Repairs Per Property (projected for 12 months)	3.9	4.0
% gas safety checks completed on time	99.9%	100%



Traffic light coding denotes:

Green - better than the Scottish average or Thenue performance 2012/13

Amber - in line with the Scottish average or Thenue performance in 2012/13

Red - below the Scottish average or Thenue performance 2012/13

\*\* These figures are 2012/13. Please note that all other figures have been compiled from Scottish Housing Regulator statistics for all Scottish landlords. Figures have been largely provided from a further analysis of these statistics..

Performance indicator	Thenue 2013/14 performance	Scottish average 2013-14	Thenue 2012/13 performance	Glasgow average 2013-14
<b>HOMES &amp; RENTS</b>				
Number of homes owned	2573	3017	2579	1921
Average weekly rent increase	2.6%	3.6%	3.1%	3.3%
<b>QUALITY &amp; MAINTENANCE OF HOMES</b>				
Percentage of homes which met the Scottish Housing Quality Standard	86.9%	85.4%	77.2%	88.6%
Average time to complete Emergency repairs	1.4 hours	6.9 hours	3 hours	2.7 hours
Average time to complete Non Emergency repairs	4.8 days	8.2 days	6 days	3.8 days
Right First Time	98%	87.2%		92.3%
% Of Appointments Kept	97%	93%	93%	96%
% Customers Satisfied with Repairs	97%	88%	95%	89%
Average cost of repairs	£100.85		£120.42	
Average number of repairs per property	3.9		4	
<b>RENT ARREARS</b>				
Current Rent Arrears	3.6%		4.11%	
Former Tenant Arrears	£197,810		£122,692	
<b>VOID MANAGEMENT</b>				
% satisfied with the standard of their new home	81%	85%	n/a	84%
% let within 2 weeks	44%		25%	
% void loss	0.5%	1.2%	0.9%	0.6%
<b>WAITING LIST/ALLOCATIONS</b>				
% of lettable houses that became vacant in last year	9.8%	9.7%	9.9%	9.8%
% of offers refused	18.9%	42.2%	14.5%	41.2%
<b>TENANCY SUSTAINMENT</b>				
% of tenancies sustained	91%		85%	
Abandonments	17	23	21	18
<b>NEIGHBOURHOODS</b>				
Number of Anti Social Behaviour cases reported	219	271	236	174
% of Anti Social Behaviour cases resolved within locally agreed targets	91%	75.9%		82%



Performance indicator	Thenue 2013/14 performance	Scottish average 2013-14	Thenue 2012/13 performance	Glasgow average 2013-14
<b>TENANT SATISFACTION</b>				
% of tenants satisfied with the overall service	91%	88%	91%	90.2%
% of tenants who feel their landlord is good at keeping them informed about their services and outcomes	92%	89%	92%	
% of tenants satisfied with the opportunities to participate in their landlord's decision making processes	86%	78%	86%	84.7%
% of tenants satisfied with the management of the neighbourhood	87%	84%	87%	86%
<b>VALUE FOR MONEY</b>				
The amount of money collected for current and past rent as a percentage of the total rent due in the year	98%	99%	98%	99%
Property management cost per unit	£1,169	£1,103 **	£1,110	
Total maintenance cost per property charged to the income & expenditure account	£1,601	£787 **	£1,238	
% of Turnover spent on staff costs	21.6%	22.6% **	20.0%	
Average length of time to relet properties	21 days	36 days	31 days	21 days
<b>MEDICAL ADAPTATIONS</b>				
Average days to complete approved medical adaptations	76.5 days	60.8 days		45.3 days
<b>GAS SAFETY</b>				
% of gas safety records renewed by anniversary date in year	99.9%	98.1%	100%	98.6%
<b>COMPLAINTS</b>				
% of complaints upheld	69%	54%		64%
% responded to fully within Scottish Public Services Ombudsman timescales	77%	80%		85%

## Scottish Social Housing Standard 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure that:

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.

This outcome covers a range of actions that social landlords can take on their own and in partnership with others. It covers action to enforce tenancy conditions on estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role of landlords in working with others to tackle anti-social behaviour.

### Looking after the common areas of your neighbourhood

The Association has an annual budget of approximately £1m which it spends on a number of cyclical works including Landscaping, gutter cleaning, close cleaning, back court maintenance, painterwork and Gas maintenance.

We have a number of 3 - 5 year contracts in place with specialist contractors to deliver these services to our tenants and we monitor performance through satisfaction surveys, on site inspections and feed back from tenants. We have had very good feedback in the last couple of years about the quality of these services in particular the landscaping service.

### Dealing with anti social behaviour



In the last year we have carried out a comprehensive review on how we respond to complaints of anti-social behaviour. We did this with our Management Committee, developing an Action Plan to improve our performance and tenants' satisfaction with how we handled residents' complaints. We also worked with our Tenant Scrutiny Panel (REST) to review our Information leaflets and guidance for tenants on how to complain about anti-social behaviour or neighbour disputes.

Working in partnership for a safer Glasgow

84% of complaints made about anti-social behaviour were resolved within our local agreed targets.

We buy a service from Community Safety Glasgow (CSG) to tackle antisocial behaviour within our housing stock. (CSG) Community Relations Unit is a specialist team of antisocial behaviour investigators.

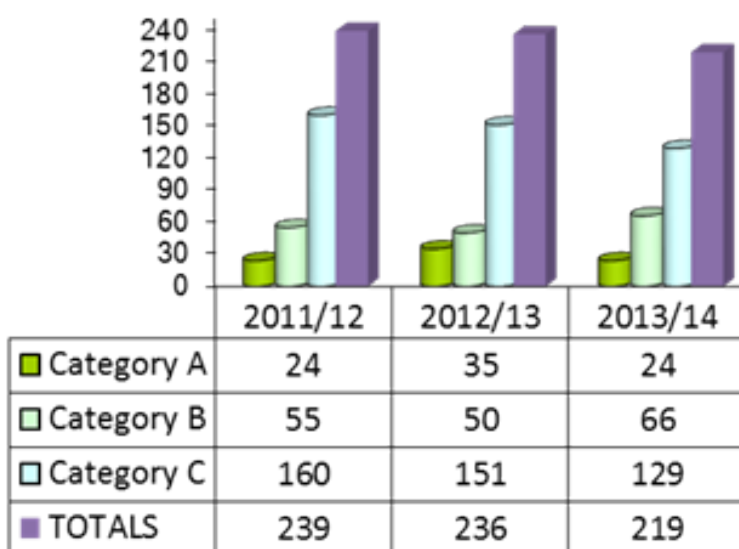
At the end of the year we had 7 category A cases that are being monitored through Court, for criminal offences punishable by imprisonment in the locality of the tenancy, with the view to preparing recovery packages if there is a guilty outcome. All of these current cases are for drug dealing related charges.

The table below shows the number of anti social/neighbour dispute/hate crime complaints received in the last 3 years by Thenue.

Category A — complaints of a very serious anti-social nature e.g. violence, unprovoked attack and physical assault, drug dealing, and category two behaviour which is not only persistent, but has not changed despite repeated warnings from the Association or Police. Threats to, or attacks on, Thenue staff connected with their duties.

Category B — complaints which indicate serious anti-social behaviour e.g. excessive and persistent noise, frequent disturbances, vandalism to Association's property, misuse of drugs/ threatening behaviour, harassment, verbal abuse.

Category C — complaints which clearly breach the tenancy conditions but are of a relatively minor nature e.g. stair cleaning, rubbish dumping, pet fouling, occasional noise nuisance.





## Scottish Social Housing Standards 7, 8 and 9: Housing Options

Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- tenants and people on housing lists can review their housing options.

Social landlords ensure that:

- people at risk of losing their homes get advice on preventing homelessness.

These outcomes cover landlords' duties to provide information to people looking for housing and advice for those at risk of becoming homeless. These duties include helping tenants and people on housing lists to review their options to move within the social housing sector or to another sector.

We have a target of 30% of all lets to go to housing those determined by the local authority as homeless. In the period to 31 March 2014, only 23% of our lets were made to Local Authority homeless referrals.

Priority Group	Accepted onto List	Rehoused	Removed from List	Suspended from List	Number on List at 31/03/2014
Urgent Priority	1	9	3	0	2
Homeless Priority	6	58	68	0	12
High Priority	124	68	164	1	201
Medium Priority	637	109	742	0	1098
Standard Priority	258	12	317	1	515
Total	1026	256	1294	2	1828

Our average time to process housing applications in 2013/14 was 14 days (the target is 15 days)

## Scottish Social Housing Standard 10: Access to social housing

Social landlords ensure that:

- people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

This outcome covers what social landlords can do to make it easy for people to apply for the widest choice of social housing that is available and suitable and that meets their needs. It includes actions that social landlords can take on their own and in partnership with others, for example through Common Housing Registers or mutual exchange schemes, or through local information and advice schemes.

The tables below show who we have allocated homes to in 2013/14 and compares these figures with demand (number of applicants) on our housing lists.

### Age range of those housed in 2013/14 compared to number of applicants on lists

		16-18		19-25		26-40		41-59		60-69		70+		Not specified	
		No	%	No	%	No	%	No	%	No	%	No	%	No	%
Total	Lets	3	1.2%	36	14.3%	108	42.6%	79	31.2%	16	6.3%	11	4.4%	0	0
	Demand	17	0.9%	241	12.6%	793	41.2%	612	31.7%	165	8.5%	89	4.6%	10	0.5%

### Ethnic origin of those housed in 2013/14

	% Lets	% Demand
African	3.2	3.9
Arab	0.4	0.3
Chinese	0.8	0.3
Indian	0	0.1
Not Specified	14.6	22.3
Other Asian Background	0.8	0.7
Other Background	0.4	0.8
Other Black Background	0.4	0.7
Pakistani	0.8	0.5
Polish	5.5	6.3
White Irish	0.4	0.4
White not specified	2.0	0.6
White Other Background	2.4	2.6
White Other British	2.4	1.6
White Scottish	66.0	63.5
Total	100%	100%

## 11. Tenancy sustainment

Social landlords ensure that:

- tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

This outcome covers how landlords can help tenants who may need support to maintain their tenancy. This includes tenants who may be at risk of falling into arrears with their rent, and tenants who may need their home adapted to cope with age, disability, or caring responsibilities.

We are keen to increase the percentage of tenants who remain in their homes beyond a period of one year.

Tenancy sustainment is a key objective of the Association.

We have employed a tenancy support officer, Avril McLaughlin to offer support to tenants who may require it and in her first 18 months she has been very successful in that role. Her main duties are:

- help to tenants to manage at home
- help with gas/electricity companies
- help with getting furniture
- starter packs (the basic items needed to start a home)
- referrals for support to appropriate agencies

A high turnover of tenancies also reduces our income as there are inevitably void periods when a property is empty before it is relet and so we are working hard to reduce the number of tenants who leave particularly in the early period of their tenancies. We are pleased to say that we have achieved our target of 91% this year.



Key Performance Indicator	Year End Performance		TARGET
	2013/14	2012/13	2013/14
% of new tenancies in the previous year that remained in their tenancies a year later	91%	90%	91%



We introduced a working households letting target a couple of years ago - a minimum 20% of all lets would go to those who were working) to help create more sustainable communities. In 2013/14 we let 20% (47) of all lets to those applicants falling into this category. This meets our target.

We also analyse the most common reasons for tenants terminating their tenancies with us and the table below highlights the most common termination reasons over the past year.

Termination Reason	%
Abandoned	7%
Death	20%
Financial - bills too high	6%
Housed by landlord in Glasgow	7%
Transfer of tenancy accepted	22%
Mutual exchange	5%
Taken into care	4%
Other various reasons	29%

Our Financial Inclusion service fulfils an important part of tenancy sustainment in helping tenants maximise their income and helping them have the funds to pay their rent. In the year 2013/14, they provided information on money, debt and welfare issues at a number of open events as well as closing cases for individual advice to tenants which, over the period of their cases, assisted them to collectively increase their incomes by £931,629.87.



## Scottish Social Housing Standard 13: Value for money

Social landlords manage all aspects of their businesses so that:

- tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

This standard covers the efficient and effective management of services. It includes minimising the time houses are empty; managing arrears and all resources effectively; controlling costs; getting value out of contracts; and giving better value for money by increasing the quality of services with minimum extra costs to tenants, owners and other customers.

### Value for Money

We aim to achieve value for money (VFM) in all our activities to ensure we provide the most efficient and cost effective service we can to our customers. Our business plan objectives state that we are committed to

- Providing a variety of affordable housing and in partnership with our customers, manage our services in a responsive and efficient way.
- Continually improving all our services

For Thenue, VFM is about being effective in how we plan, manage and operate. It means making the best use of the resources available to us to provide quality housing and community regeneration activities backed by high quality services and support. Here are some examples of where efficiency and VFM have benefitted both our business and customers over the past year:

- At the end of the year when inflation was running at 2.6% we increased rents by just 2.6% when the average rent increase in the sector was 3.3%. Thenue's rent increases from 2008-2013 have totalled 18.8% while in the same period general inflation was running at 20%, energy prices rose by 60% and food prices by 30%.
- In 2013/14 we made savings of over £1 million through prudent negotiation on our major repair contracts.
- We invested over £4.5 million in major repairs and improvement works to our properties in the year bringing the total invested in upgrading and improving our properties over the past 5 years to over £20 million.
- In October 2013 our Board approved a plan which ensures that our systems and processes are "fit for purpose" and as efficient and productive as they can be.

Our Community Regeneration activities are a good example of where we are delivering added value to the services we provide.

- £2,000 of disposable income for each of the 300 tenants they helped. Projects ranging from Learning Works, Urban Fox, Calton Heritage & Learning Centre, Smart Communities, Move & Connect and Money Advice Plus have over their project lives, brought in, some £2.3 million which has gone straight into your communities.
- We minimise the loss of rental income through the efficient letting of our housing stock and our total void loss reduced to 0.5% in the year which is a 30% improvement from 2012/13. We collected 98% of rent due to us in the year and significantly reduced the number of days to relet a property to 21 days (down from 30.5 days in 2012/13.)

## How do we compare?

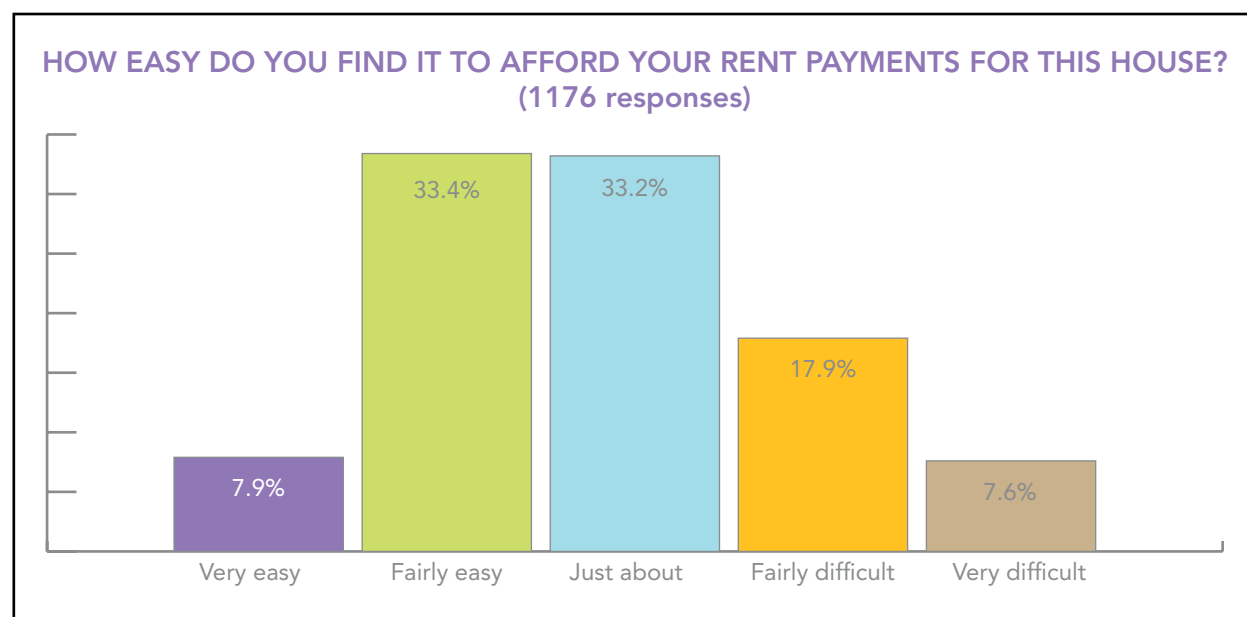
As part of our performance monitoring, we compare our performance in key areas with other RSLs using information available from the Scottish Housing Regulator. The summary table in the centre of this report includes measures of performance which we feel are particularly relevant to VFM.

## What our tenants say about rent and value for money.

In our 2012/13 customer survey, 64% of tenants said the rent for their property represents very or fairly good value for money in terms of rent payable compared to 15% who said it was fairly or very poor value for money. The proportion of tenants rating their rent as good value for money has decreased since 2010 from 72%.

The proportion of tenants who said they find it very or fairly easy to afford their rent payments continues to decrease and now stands at 41.3%.

Value for Money & affordability of our rents will be a significant focus for Thenue in the year ahead.



## Scottish Social Housing Standard 14 and 15: Rents and Service Charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them
- tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

These outcomes reflect a landlord's legal duty to consult tenants about rent setting; the importance of taking account of what current and prospective tenants and other customers are likely to be able to afford; and the importance that many tenants place on being able to find out how their money is spent. Each landlord must decide, in discussion with tenants and other customers, whether to publish information about expenditure above a particular level, and in what form and detail. What matters is that discussions take place and the decisions made reflect the views of tenants and other customers.

Those who attended our Tenants Conference told us they did not require detailed expenditure information from us.

To enable us to provide excellent services to our customers and to repair & maintain our properties, we need to maximise our rental income. This means putting a lot of effort into collecting rent arrears and helping those who get into difficulty. With the current economic climate and the impact of welfare reform we know how difficult it is to make ends meet and we are committed to helping those of our customers who are struggling with their rent. Our current tenant arrears at the end of March 2014 were 3.7% and 41.8% of tenants were in arrears.

This table shows our average rents and compares them with the Scottish average.

Average Weekly Rents				
Size of Home	Number Owned	Thenue	Scottish Average	Difference
1 Apartment	15	£55.75	£59.56	-6.4%
2 Apartment	748	£67.15	£65.18	3%
3 Apartment	1,201	£74.39	£67.19	10.7%
4 Apartment	496	£87.01	£73.07	19.1%
5 Apartment	113	£93.38	£81.68	14.3%





### LEARNING WORKS

Learning Works is a project to help the longterm unemployed gain the confidence and skills to access a job, training or further education. The project helps people to stabilise their financial situation then offers training to those ready to move towards employment.

This involves 3 elements;

- monthly money advice workshops (150 people helped each year)
- one to one money advice support (300 people helped each year)
- a 10 week personal development course (48 people helped each year)

The success rate for people completing the course is high. Each year around 16 people get work; 20 go into further education and 8 into training or volunteering.



### SMART COMMUNITIES

Smart Communities helps people in our communities to get access to computers and the internet in order to help them develop IT skills and improve their life chances. This is achieved in the following ways;

- we have equipped 6 small IT learning centres in 4 different communities
- our Digital Inclusion Community Worker delivers short training course at these centres
- we are identifying and training local Digital Champions to further spread the training

## A HEALTHIER YOU

Older people in Bridgeton, Calton & Dalmarnock are getting assistance to improve their health. A Healthier You is targeting those aged 65 and over and seeks to ascertain health needs, then offer support to make improvements to general health & well being.

The project began in October 2013 and will run until March 2015. It is being run in partnership with the Royal Voluntary Service (RVS). We began by surveying 200 people to find out about their health & wellbeing, and held planning events in June to agree the programme of workshops on various subjects such as healthy eating, cookery for one or more fun activities such as carpet bowls or arts & crafts.

200 people have been surveyed but all local residents aged 65 and over are welcome to attend events . The activities will be held in local community venues so look out for mailings and posters in your area.



We are always happy to listen to your comments and suggestions on how we can improve. Here are some of the things suggested to us over the past year and the action we took.

You Said ... We Did

### YOU SAID

You told us you wanted us to improve the standard of the houses we let

### WE DID

We now spend around £500 more per empty property when we relet them.

### YOU SAID

You asked us to help tenants affected by the Bedroom Tax move home

### WE DID

We gave those affected greater priority for a transfer and helped 97 tenants get a Bedroom Tax exemption and also helped 120 claim for a Discretionary Housing Payment to cover shortfall in Housing Benefit

### YOU SAID

You said that bin containment was an issue

### WE DID

We have invested £.5m in upgrading bin stores and back courts

### YOU SAID

You asked us to keep you better informed of progress with your anti-social behaviour complaint and tell you when we will close your complaint

### WE DID

We completely reviewed our anti-social behaviour procedures and now will ask you to complete a satisfaction survey when your case is closed

### YOU SAID

You asked us to provide help with getting online

### WE DID

We were successful in applying for funding for a Digital Inclusion Community Worker who now provides help with getting online across all our communities

### YOU SAID

There are lots of empty landscaped areas

### WE DID

We invested £40,000 in improving the landscaping

We hope you have found our first tenants' charter performance report interesting. We would appreciate your feedback on the contents to help us improve the report for next year.

Please complete the form below and return to any of our service centres or our London Road office.

Name:

Address:

Telephone number:

Email:

1. I found the tenants charter performance report (please tick all that apply)

- |                               |                          |                    |                          |
|-------------------------------|--------------------------|--------------------|--------------------------|
| Interesting                   | <input type="checkbox"/> | Not interesting    | <input type="checkbox"/> |
| Relevant to me                | <input type="checkbox"/> | Not relevant to me | <input type="checkbox"/> |
| A good mix of text and charts | <input type="checkbox"/> | Too many charts    | <input type="checkbox"/> |
| Too much text                 | <input type="checkbox"/> | Too long           | <input type="checkbox"/> |
| Boring                        | <input type="checkbox"/> |                    |                          |

2. Next year, I would prefer:

- |   |                          |
|---|--------------------------|
| A document like this one  | <input type="checkbox"/> |
| A shorter written document  | <input type="checkbox"/> |
| A link to the document on your website, no need to send me a paper copy | <input type="checkbox"/> |
| A link on your Facebook/Twitter page                                    | <input type="checkbox"/> |

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We are committed to ensuring access to information is available to all equalities and disadvantages groups. Our publications are available in large print, Braille and community languages on request.

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