



OUR PERFORMANCE AS A HOUSING ASSOCIATION

Introduction

This is Thenue's tenth Charter Report. Each year we are required to complete what's known as the "Annual Return on the Charter" (ARC for short) and submit this to the Scottish Housing Regulator. In doing so it becomes our obligation to produce this report to enable you as tenants and others to see how we are performing against the Charter. This report summarises all of the statistics the Scottish Housing Regulator publishes. We are able to compare our performance with the Scottish average and our performance last year. We hope that this information is useful to you to show our performance over time. We carried out a tenant satisfaction survey during September and October 2020 (these surveys usually take place every 3 years) and these

figures have been used for our current submission. However, next year's figures will be from the satisfaction survey taking place in 2023.

If you would like further in depth or additional information, please ask us. 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. Here you will see an accessible comparison tool that allows you to compare our performance with other selected landlords.

To find out more about our past and ongoing achievements you can visit us at www.thenuehousing.co.uk

Thenue's four core values are

Passion:

We are committed, determined and motivated.

Excellence:

We aim to be the best in everything we do.

Respect:

We treat everyone with courtesy and dignity, recognising diversity.

Connection:

We listen, to engage with our customers and communities.

'Quality homes and stronger communities where people want to live'

We want to make a lasting positive impact on our tenants' lives and the neighbourhoods in which they live.

Thenue's Profile

Thenue is a registered Scottish Charity and we are governed by a voluntary Board of Management. We have been around since 1979. Over the years we have grown our stock base to just over 3000 properties, mainly but not exclusively situated in the East End of Glasgow. A breakdown of the total stock by area is shown in the table.

Area	Total Stock
Baillieston	19
Blackhill	141
Cranhill	282
Castlemilk	338
Bridgeton	1078
Saltmarket	54
Calton	804
Scotstoun	13
Dalmarnock	327
Supported Housing – Various Areas	13
Total	3069

The information below shows how we compare to last year.

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service

● 2022 ● 2023



Satisfaction regarding being kept informed

● 2022 ● 2023



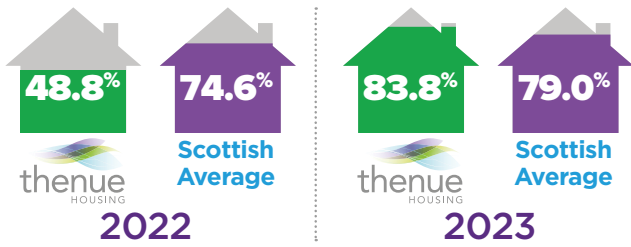
Satisfaction with opportunities to participate

● 2022 ● 2023

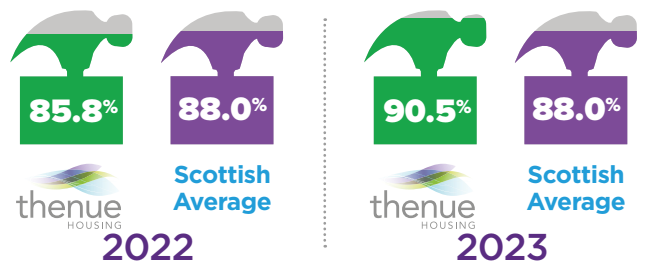


QUALITY & MAINTENANCE OF HOMES

Homes meeting the Scottish Housing Quality Standard



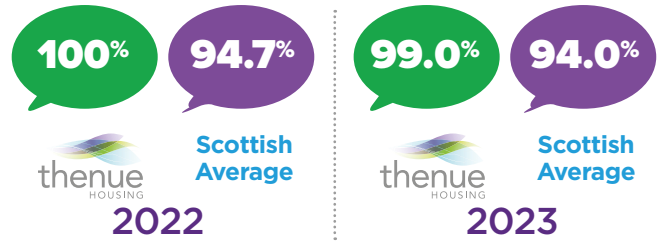
Overall repairs satisfaction



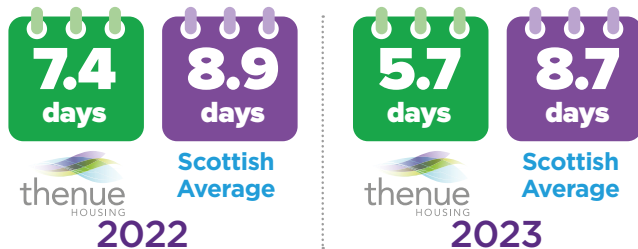
Time taken to complete emergency repairs



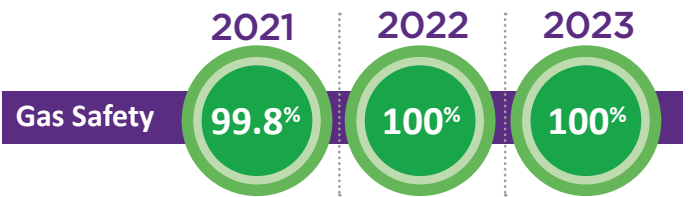
Anti Social Behaviour cases resolved within locally agreed targets



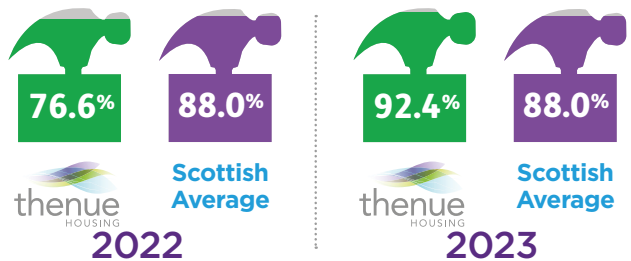
Time taken to complete non-emergency repairs



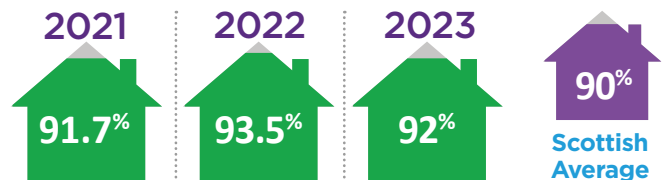
For every 100 of Thenue's homes **6.6 cases** of anti-social behaviour were reported in the last year, this was 8.6 in 2022.



Reactive repairs completed 'right first time'

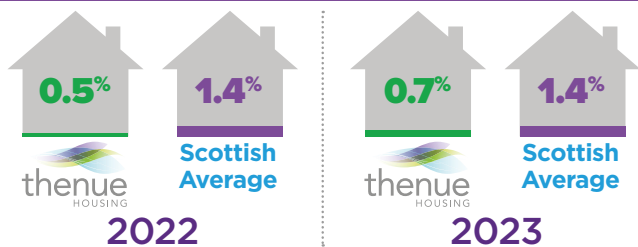


Tenancy sustainment (the number of tenants who have kept their tenancy)

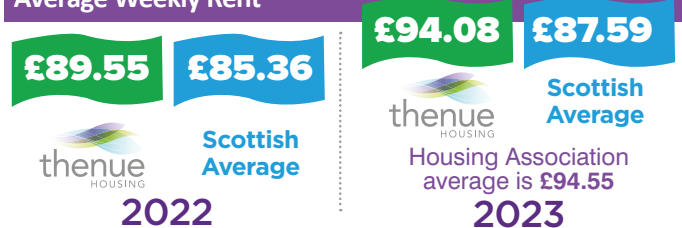


VALUE FOR MONEY

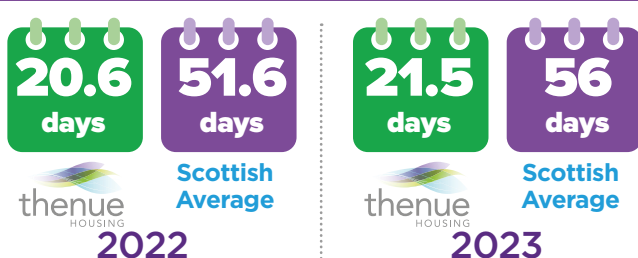
Rent not collected due to homes being empty



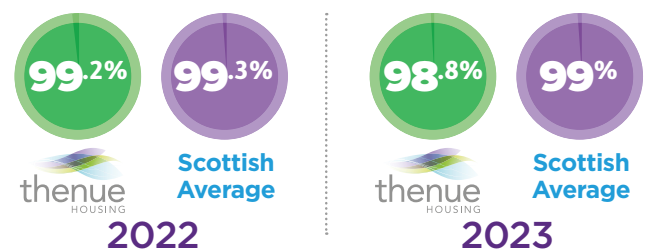
Average Weekly Rent



Average time to re-let homes



Proportion of total rent collected



Thenue Collected **£14,609m** of the **£14,789m** rent money due.

LEARNING FROM COMPLAINTS

We value all of the feedback and comments we receive, including complaints, as we use this information to improve our services. During the year, the number of complaints we received in total and the analysis is shown below:

STAGE 1



The average time in working days for a full response at Stage 1

3.5 DAYS

STAGE 2



The average time in working days for a full response at Stage 2

12.2 DAYS

 Received  Responded in full  Responded in time



Thenue Housing Association Ltd
423 London Road, Glasgow, G40 1AG Tel: 0141 550 3581
admin@thenuehousing.co.uk www.thenuehousing.co.uk

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