



Annual Return on the Charter 2018-19

Introduction

This is Thenue's sixth Charter Report. Each year we are required to complete an Annual Return on the Charter (ARC for short), and submit this to the Scottish Housing Regulator. As a result 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 report summarises all of the statistics that the Scottish Housing Regulator publishes, we are able to compare our own performance with the Scottish average and our performance last year. 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. We carried out a

tenant satisfaction survey during July and August 2017 and these figures have been used for this year's satisfaction figures.

If you would like further in depth or additional information, please just 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 up to four other selected landlords.

To find out more about our past and ongoing achievements you can visit us at www.thenuehousing.co.uk to see not only our 2018/19 annual review, but also our variety of newsletters and information from the past year.

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

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

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 under 3,000 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 opposite.

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

Area	Total Stock
Baillieston	19
Blackhill	123
Cranhill	302
Castlemilk	337
Bridgeton	1077
Glasgow Cross	54
Calton	655
Scotstoun	13
Dalmarnock	327
Supported Housing – Various Areas	15
Total	2922

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

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service



Satisfaction regarding being kept informed

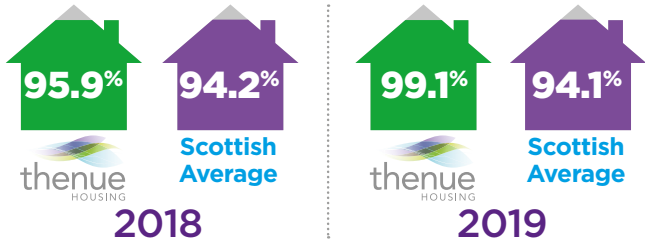


Satisfaction with opportunities to participate

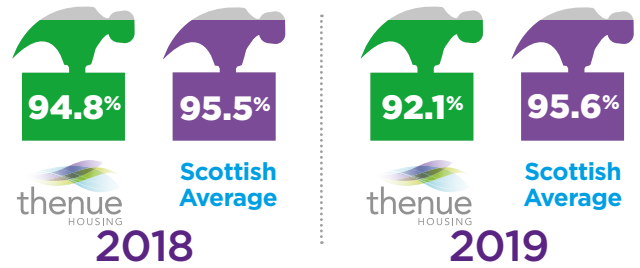


QUALITY & MAINTENANCE OF HOMES

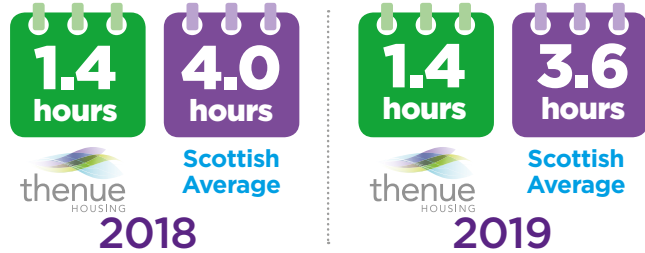
Homes meeting the Scottish Housing Quality Standard



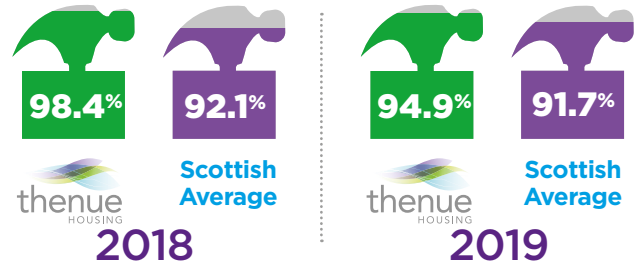
Repairs appointments kept



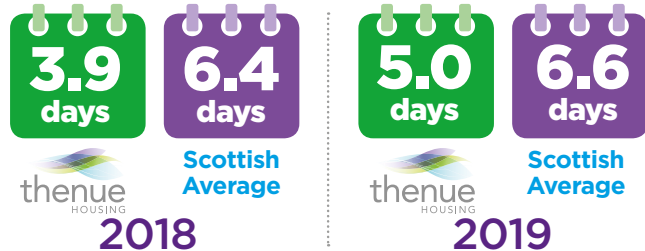
Time taken to complete emergency repairs



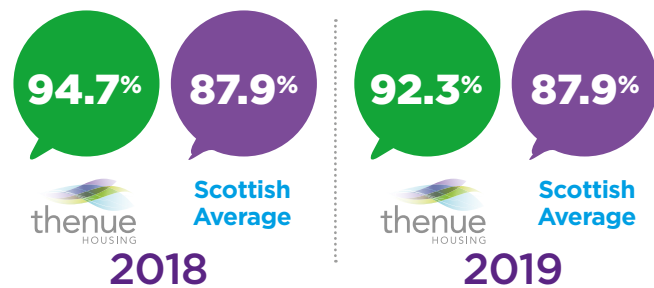
Overall repairs service satisfaction



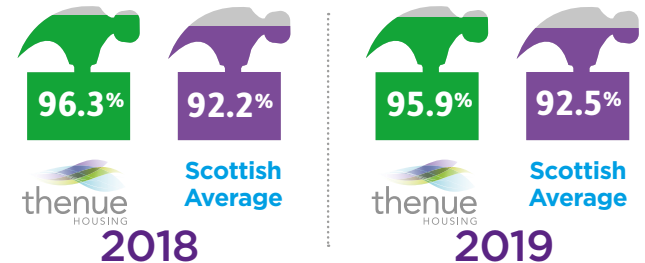
Time taken to complete non-emergency repairs



Anti Social Behaviour cases resolved within locally agreed targets



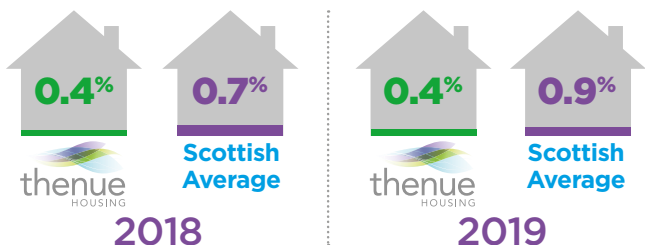
Reactive repairs completed 'right first time'



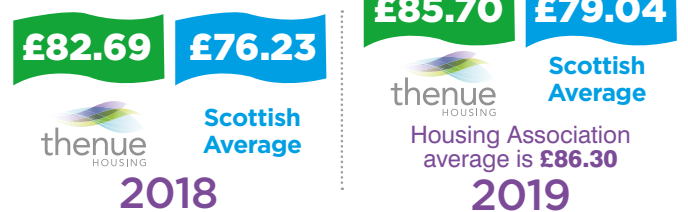
For every 100 of Thenue's homes
6.2 cases of anti-social behaviour were reported in the last year

VALUE FOR MONEY

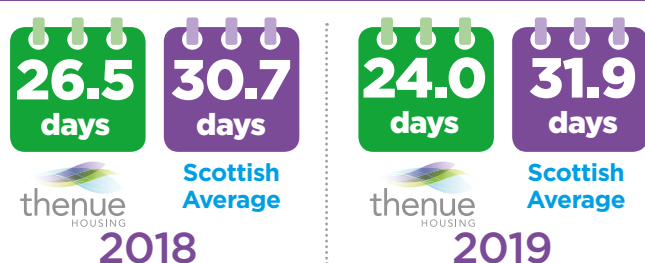
Rent not collected due to homes being empty



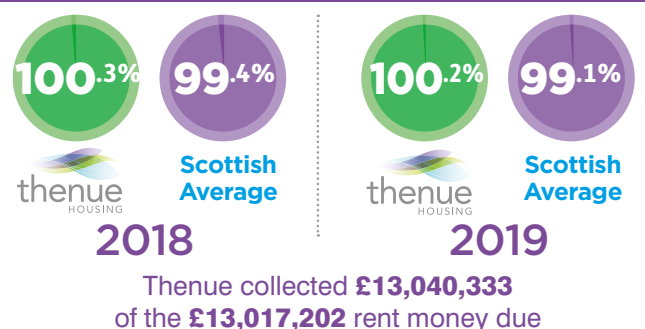
Average Weekly Rent



Average time to re-let homes



Proportion of total rent collected



AT A GLANCE

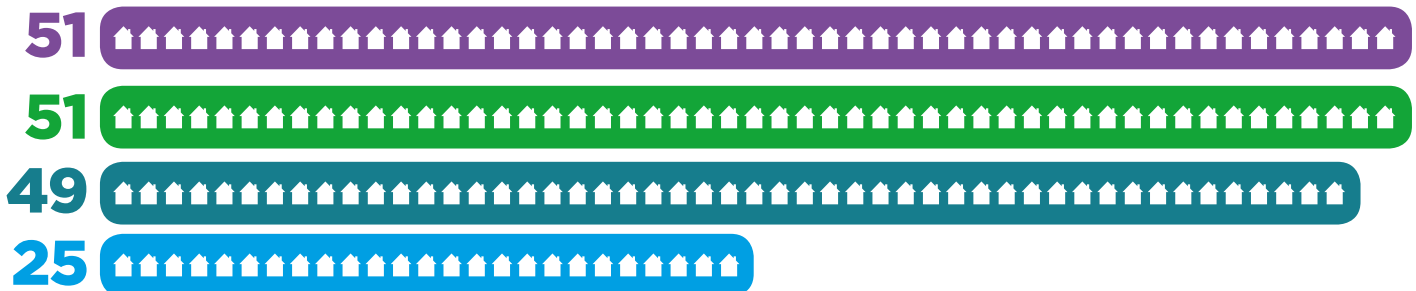
Below you can see, at a glance the areas where our performance is better than the Scottish average and those areas where it is worse than the Scottish average. It can be seen that Thenue has performed better than the Scottish average in 10 of the areas and performed on par with the Scottish average in 1 of the areas.

Satisfaction with overall service	↑	Repairs appointments kept	↓
Satisfaction regarding being kept informed	→	Overall repairs service satisfaction	↑
Satisfaction with opportunities to participate	↓	Anti Social Behaviour cases resolved within locally agreed targets	↑
Homes meeting the Scottish Housing Quality Standard	↑	Rent not collected due to homes being empty	↑
Time taken to complete emergency repairs	↑	Average time to re-let homes	↑
Time taken to complete non-emergency repairs	↑	Average Weekly Rent	↓
Reactive repairs completed 'right first time'	↑	Proportion of total rent collected	↑

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 we received 58 complaints in total and the analysis is shown below.

STAGE 1 (96% ON TIME)



STAGE 2 (86% ON TIME)



COMPLAINTS TO THE OMBUDSMAN



Received
 Responded in full
 Responded in time
 Upheld (decision found in favour of tenant)



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Authorised and Regulated by the Financial Conduct Authority

Registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S))

Charity registered in Scotland (No SC032782). Property Factor Registered Number PF000268