



# OUR PERFORMANCE AS A HOUSING ASSOCIATION

## Introduction

This is Thenue's seventh 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 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](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.

To find out more about our past and ongoing achievements you can visit us at [www.thenuehousing.co.uk](http://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

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 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 to the right.

Area	Total Stock
Baillieston	19
Blackhill	123
Cranhill	282
Castlemilk	338
Bridgeton	1077
Saltmarket	54
Calton	724
Scotstoun	13
Dalmarnock	327
Supported Housing – Various Areas	13
<b>Total</b>	<b>2970</b>

The information below shows how we compare to last year.

## GENERAL VIEWS ON SATISFACTION

### Satisfaction with overall service



### Satisfaction regarding being kept informed

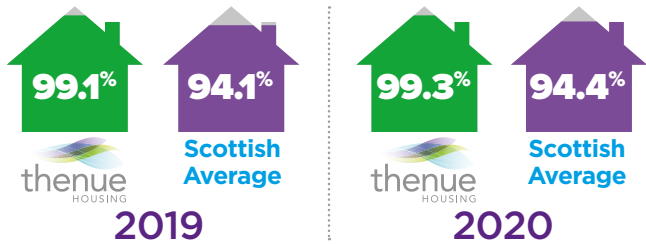


### Satisfaction with opportunities to participate

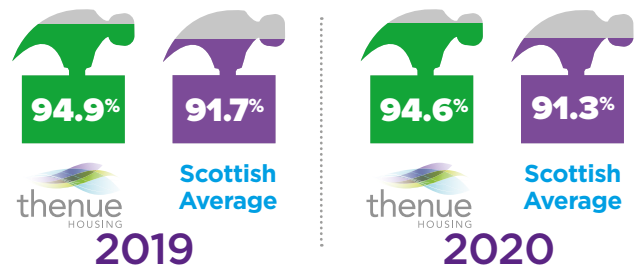


## QUALITY & MAINTENANCE OF HOMES

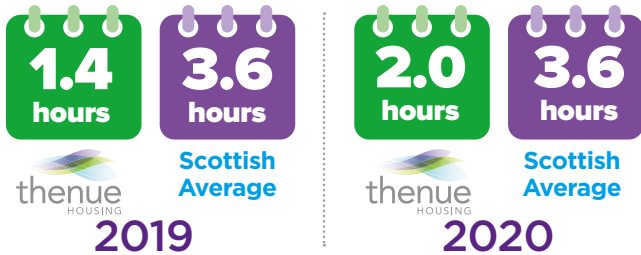
### Homes meeting the Scottish Housing Quality Standard



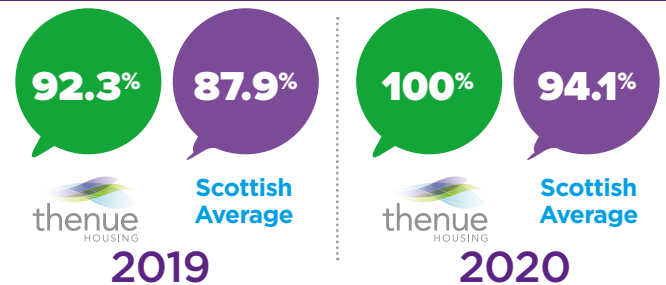
### Overall repairs satisfaction



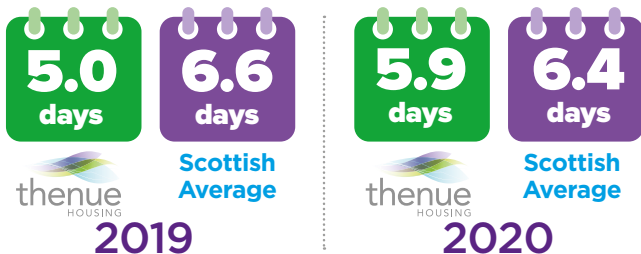
### Time taken to complete emergency repairs



### Anti Social Behaviour cases resolved within locally agreed targets

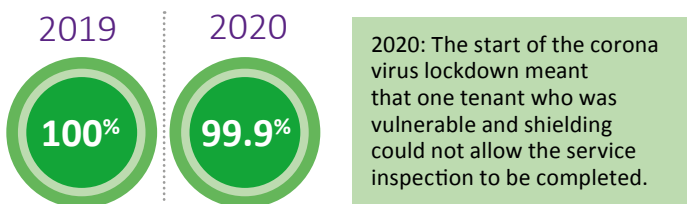


### Time taken to complete non-emergency repairs

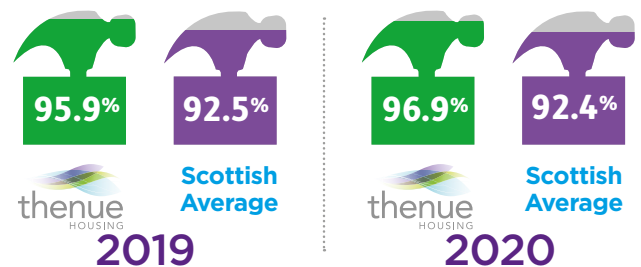


For every 100 of Thenue's homes **6.9 cases** of anti-social behaviour were reported in the last year

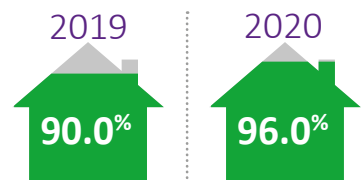
### Gas Safety



### Reactive repairs completed 'right first time'

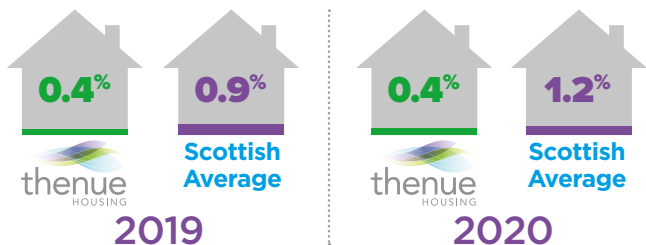


Tenancy sustainment (the number of tenants who have kept their tenancy)

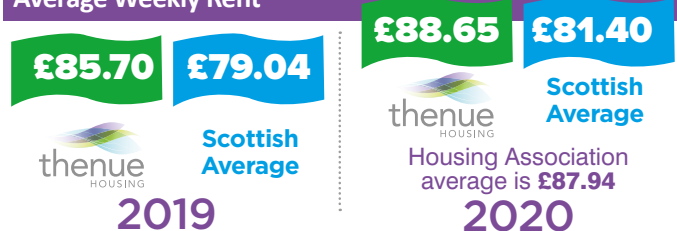


## VALUE FOR MONEY

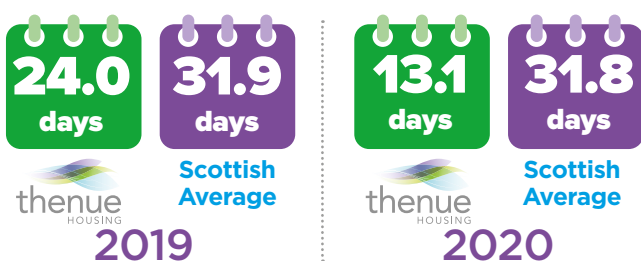
### Rent not collected due to homes being empty



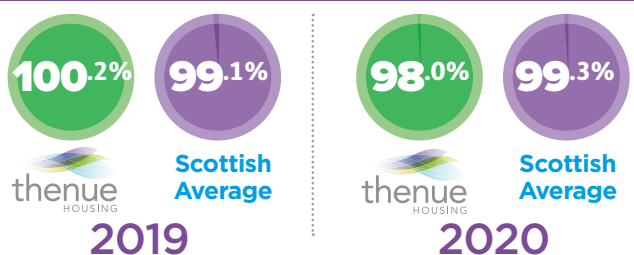
### Average Weekly Rent



### Average time to re-let homes



### Proportion of total rent collected



Thenue collected **£13,254,571** of the **£13,519,701** 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 we received 45 complaints in total and the analysis is shown below.

## STAGE 1 (% ON TIME)



The average time in working days for a full response at Stage 1 **3.2 DAYS**

## STAGE 2 (% ON TIME)



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

**9.2 DAYS**

## COMPLAINTS TO THE OMBUDSMAN

0  
N/A  
N/A

Received Responded in full Responded in time

Because of the swift steps and reaction we took at the beginning of March 2020, we have been able to mitigate the full impact of the coronavirus pandemic lockdown and begin to assist our tenants immediately. This has resulted in us being able to report a very pleasing and satisfactory overall performance for the year.



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