



OUR PERFORMANCE AS A HOUSING ASSOCIATION

Introduction

Welcome to Thenue's eleventh "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. The Scottish Housing Regulator exists to protect your interest as tenants and ensure the good governance of housing providers like ourselves. 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**, the **Registered Social Landlord (RSL) average** and **our performance last year**. We hope that this information is useful for you to

examine and benchmark our performance over time. We carried out a tenant satisfaction survey during October 2023 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 in Scotland, then all you need to do is visit **www.scottishhousingregulator.gov.uk/find-and-compare-landlords**. Here you will see an easy-to-use comparison tool which 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 **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 and over the years we have grown the number of properties we own to just over 3,000, mainly but not exclusively situated in the East End of Glasgow. A breakdown of the total stock by area is shown in the table here.

Area	Total Stock
Baillieston	19
Blackhill	141
Cranhill	282
Castlemilk	338
Bridgeton	1104
Saltmarket	54
Calton	801
Scotstoun	13
Dalmarnock	327
Supported Housing – Various Areas	18
Total	3097

The information which follows shows how we compare to last year.

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service



Satisfaction regarding being kept informed

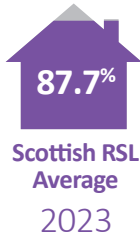
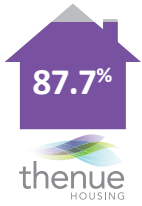


Satisfaction with opportunities to participate

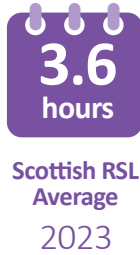


QUALITY & MAINTENANCE OF HOMES

Homes meeting the Scottish Housing Quality Standard



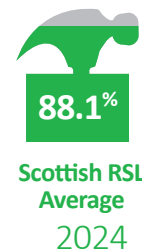
Time taken to complete emergency repairs



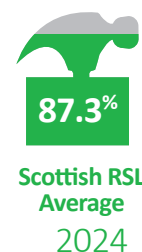
Time taken to complete non-emergency repairs



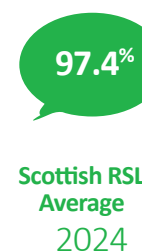
Reactive repairs completed 'right first time'



Overall repairs service satisfaction

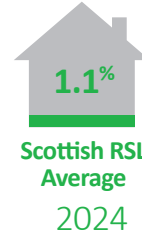
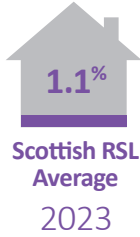
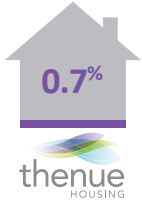


Anti-Social Behaviour cases resolved within locally agreed targets

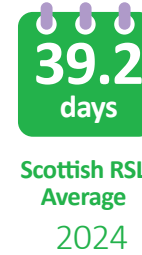


VALUE FOR MONEY

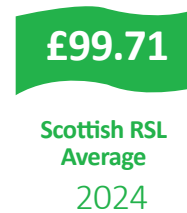
Rent not collected due to homes being empty



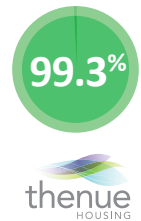
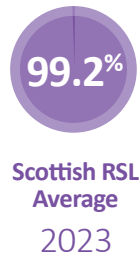
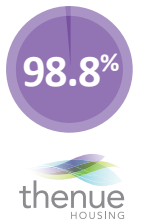
Average time to re-let homes



Average Weekly Rent



Proportion of total rent collected



Thenue collected **£15.83m** of the **£15.94m** rent money due

Tenants who feel their rent represents good value for money



LEARNING FROM COMPLAINTS

We value all of the feedback and comments we receive, including complaints, as we use this information to improve our services. How we dealt with complaints is set out below.

STAGE 1 (% ON TIME)



The average time in working days for a full response at Stage 1
(Scottish RSL Average – 4.1 days)

3.97 DAYS

STAGE 2 (% ON TIME)



The average time in working days for a full response at Stage 2
(Scottish RSL Average – 16.6 days)

17.2 DAYS

 Received  Responded in full  Responded in time



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