



## Annual Return on the Charter 2015-16

### Introduction

This is Thenue's third 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 and 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. You will see that the satisfaction figures have not changed from last year, this is

because the figures are taken from the tenant satisfaction survey that was carried out in 2015, and the next survey will take place in 2017.

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) to see not only our 2015/16 annual review, but also our variety of newsletters and information over 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 information below.

The information opposite 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	284
Castlemilk	314
Bridgeton	1034
Glasgow Cross	54
Calton	639
Scotstoun	13
Dalmarnock	326
Supported Housing – Various Areas	13
<b>Total</b>	<b>2819</b>

## GENERAL VIEWS ON SATISFACTION

### Satisfaction with overall service



### Satisfaction regarding being kept informed

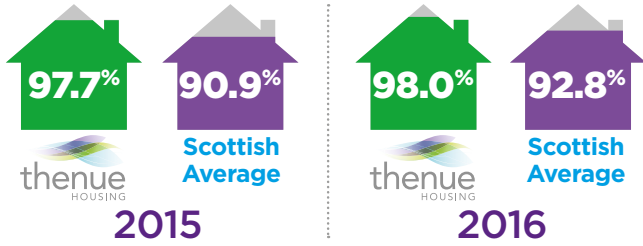


### Satisfaction with opportunities to participate

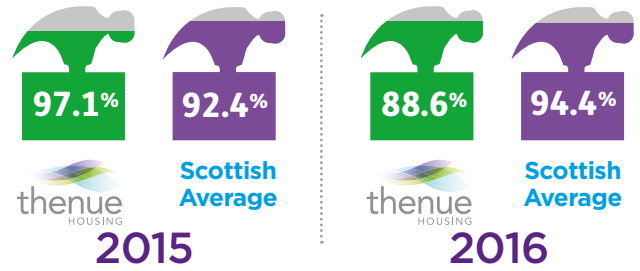


# QUALITY & MAINTENANCE OF HOMES

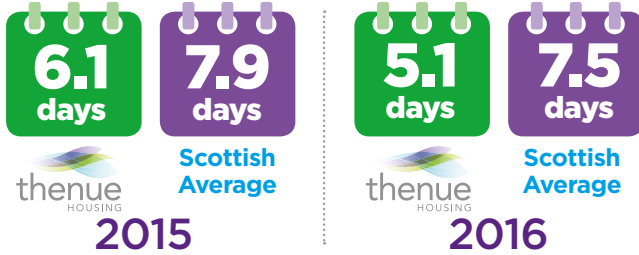
## Homes meeting the quality standard



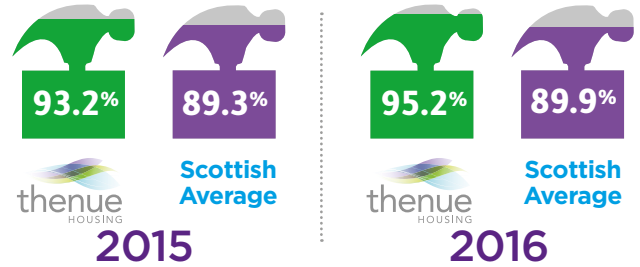
## Repairs appointments kept



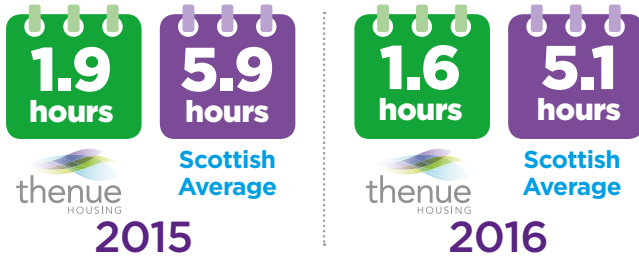
## Time taken to complete non-emergency repairs



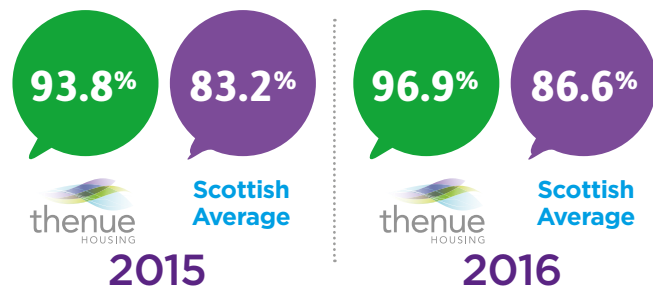
## Overall repairs satisfaction



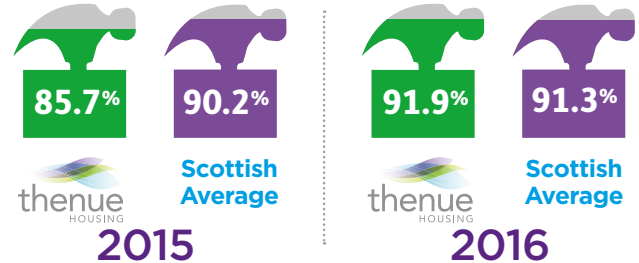
## Time taken to complete emergency repairs



## Anti Social Behaviour cases resolved within locally agreed targets



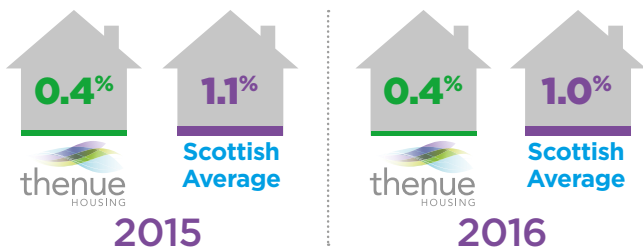
## Reactive repairs completed 'right first time'



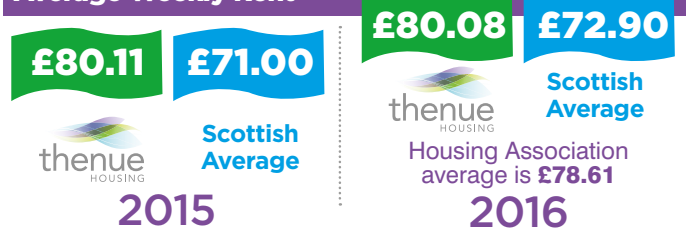
For every 100 of Thenue's homes **8.1 cases** of anti-social behaviour were reported in the last year

# VALUE FOR MONEY

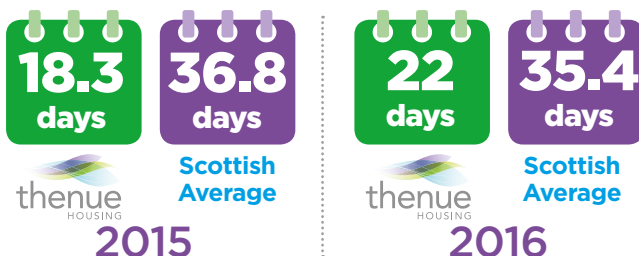
## Rent not collected due to homes being empty



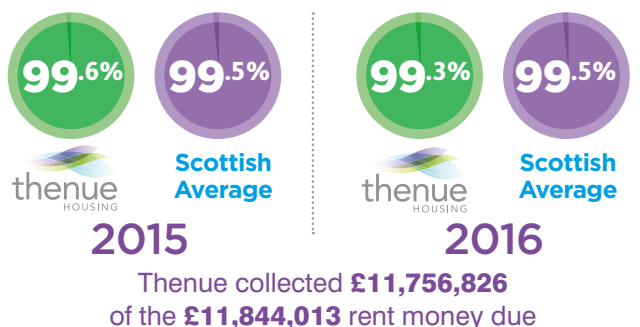
## Average Weekly Rent



## 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 11 of the 14 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 39 complaints in total and the analysis is shown below.

### STAGE 1 (97% ON TIME)



### STAGE 2 (100% 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