



Our Annual Performance Report



To 30th September 2017



 **Rosehill
Housing**
Co-operative Limited

Our Report to you...

We are pleased to present our 5th Annual Performance Report. The aim of the information contained in this Report, is to let you see how we are performing against the outcomes and standards of the Scottish Social Housing Charter, which was launched in April 2012.

The Charter was reviewed during 2016 and an updated version was published in April 2017. There were no significant changes to the outcomes and standards set out in The Charter, but any changes required to the performance information we collect will be introduced over the next year.

Our Regulating body, The Scottish Housing Regulator, requires us to send them information, each year, on our performance against The Charter. Following this The Regulator then publishes a report for each landlord, which summarises key performance results. Landlords are required to make these reports available to their tenants. Our latest Landlord Report is available from our website:

www.rosehillhousing.co.uk or The Regulator's website:
www.thescottishhousingregulator.gov.uk

In addition to the Landlord Report, Landlords must also report to their tenants on their performance and publish this information. So this, our 5th Report, allows you to consider the quality of our services and homes and compare us with other social housing landlords.

The information relating to tenants' satisfaction is based on the findings of our comprehensive Tenant Satisfaction Survey carried out in June 2016. This large scale survey is carried out every three years which meets the requirements of the Regulator in relation to the maximum frequency for carrying out such surveys.

The comparisons used in this report are:

- The Local Average - based on other Local Landlords.
- The Scottish Average used for all Social Rented Landlords (this is the comparison the Regulator uses in its Landlord Reports).
- Our previous year's performance.


The following information is set out in two parts:

- **Part 1:** Our Performance for the year ending 30th September 2017.
- **Part 2:** Rosehill Events 2017/2018.

Part 1: Our Performance for the year ending 30th September 2017

Performance Results at a glance

The table below sets out our headline results for the year ending 30th September 2017. More information about these results and other performance results can be found in the following pages.

-  **All** of our houses **meet** the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard in Social Housing (EESH)
-  On average we **completed** emergency repairs in **2.8 hours**; this is better than our own target and the Scottish and Local Averages
-  On average we **completed** non-emergency repairs in **2.66 days**; this is better than our own target and the Scottish and Local Averages
-  **95.36%** of our repairs were **completed** right first time; this is better than our own target and the Scottish and Local Averages
-  **98.9%** of tenants who have had repairs or maintenance carried out in the last 12 months were **satisfied** with the repairs and maintenance service; this is better than our own target and the Scottish and Local Averages
-  On average we **re-let** our empty properties in **6.7 days**; this is better than our own target and the Scottish and Local Averages
-  We **collected 100.1%** of the rent due to us; this is better than our target and the Scottish and Local Averages
-  We **resolved 100%** of anti-social complaints received within our locally agreed targets; this meets our target and is better than the Scottish and Local Averages
-  **89%** of tenants were **satisfied** with how we managed their neighbourhood; this is better than the Scottish Average and on a par with the Local Average
-  We have the **lowest rents** compared to other Local Landlords and the Scottish average.

Our Profile

As at 30th September 2017:

- We had 967 rented properties, 2 supported accommodation units and we provided a factoring service to 32 homeowners
- The total rent due for the year was £3,566,685 (£3,486,141 last year)
- We had 454 people looking to be re-housed of which 364 were applicants on our external waiting list and 90 were tenants on our internal transfer waiting list
- We had received housing benefit payments (full or partial) for 628 tenants, totalling £1,916,510.
- We had 10 members on the Management Committee and 18 full time staff members.
- Our Tenant Satisfaction Survey 2016, which 480 tenants took part in, showed that 93.3% (87.7% in 2013) of tenants were satisfied with the overall service provided by Rosehill. Our result is better than the Scottish Average for 2017/18 which is 90.5%.



How did we do?

The next few pages set out how we did over the year ending 30th September 2017. As part of this we need to consider how we compare to others. For the purpose of this Report we are comparing our performance against:

- The local average (based on neighbouring landlords - Glen Oaks, Barrhead, GHA and Sanctuary Scotland)
- The Scottish average 2017/18
- Our performance from the previous year, 2016/17

Customer/Landlord Relationship

How satisfied are our tenants with communication and participation at Rosehill? Our Tenant Satisfaction Survey 2016, which 480 tenants took part in, revealed the following results:

Satisfaction	% of Tenants Satisfied	Scottish Average 2017/18	Local Average 2017/18	How do we compare?
Tenants who feel Rosehill is good at keeping them informed about their services and decisions	95.6% 93% (2013)	91.7%	94.4%	We are better than both averages
Tenants satisfied with the opportunities given to them to participate in Rosehill's decision making processes	87.9% 90.8% (2013)	85.9%	87.6%	We are better than both averages

Whilst our tenants' satisfaction, with opportunities to participate, continues to be higher than the local and Scottish averages, we are aware that satisfaction amongst our tenants has fallen slightly since the survey in 2013.

A new tenant participation strategy will be launched this coming year and all tenants will be given the opportunity to engage with us as much or as little as they want to.



Tenant Participation

Our Tenants' Group, Rosehill Tenants' Voice, has had another busy year and has undertaken a number of tasks including:

- Scrutinising our Rent Arrears Processes and Procedures which led to a change in some of our practices and the type of information we publish to our tenants;
- Reviewing our website which led to our decision to replace our website with one which is more user friendly and interactive. This work will be underway in the coming year;
- Reviewing our gas servicing appointments system, which has led to our decision to extend appointments to evenings and Saturday mornings. This extended service began in late Spring 2018.

If you would like to know more about our Tenants' Group including how you can join please contact our office for more details.

We also carried out wider consultation, giving all of our tenants' opportunities to participate, including:

- Annual Rent Increase Proposal
- Various Policy Reviews

Complaints

We value complaints and use the information from them to help us improve our services. We aim to resolve complaints quickly and as close to where we provided the service; we call this front-line resolution (Stage 1). We have up to 5 working days to deal with such complaints.

However some complaints are more complex in nature and will require a degree of investigation. These complaints are dealt with at the Investigation Stage (Stage 2). Stage 1 complaints which have not been resolved go on to Stage 2 at the request of the complainant. We have up to 20 working days to deal with such complaints.

By September 2017 we received 21 complaints:

- 21 were Stage 1 Complaints:
 - of which 14 were upheld by Rosehill
- 100% were responded to in full within the required timescales

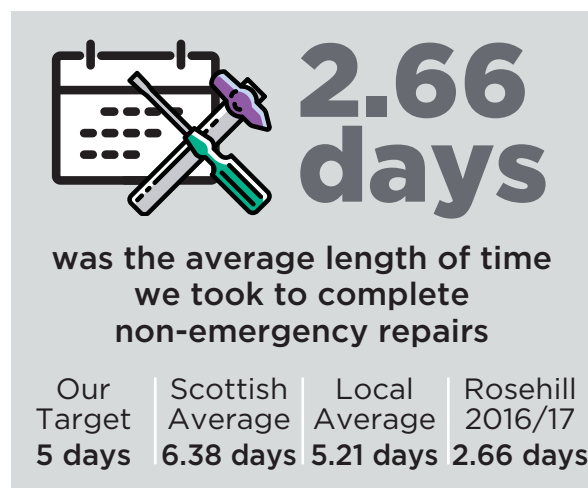
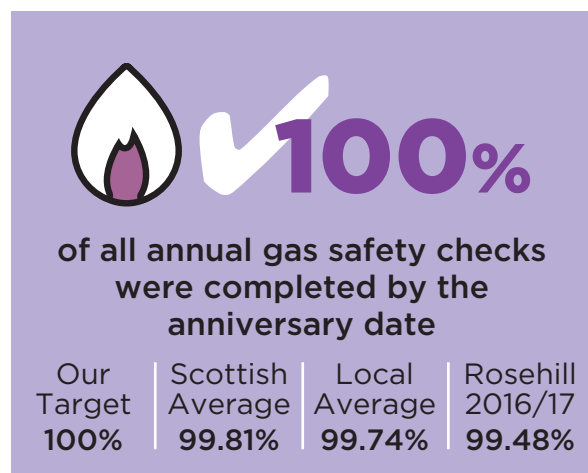
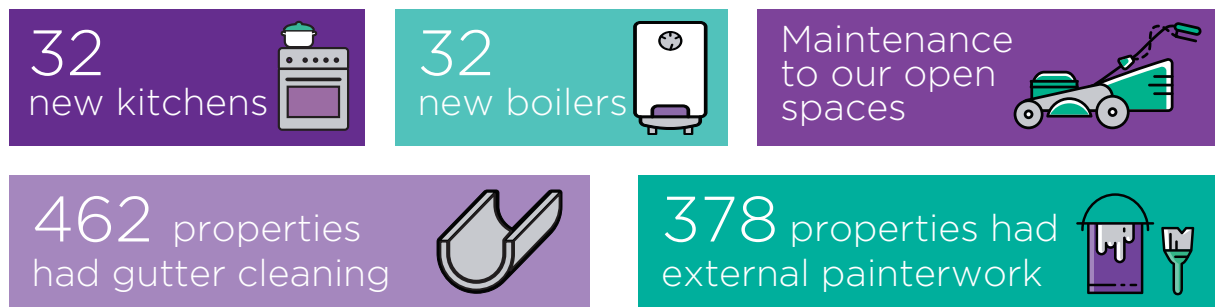


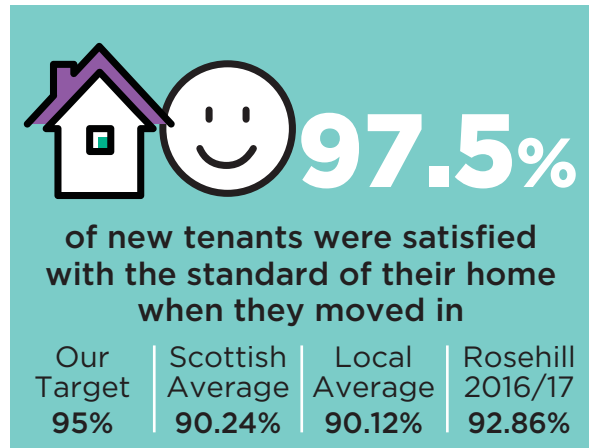
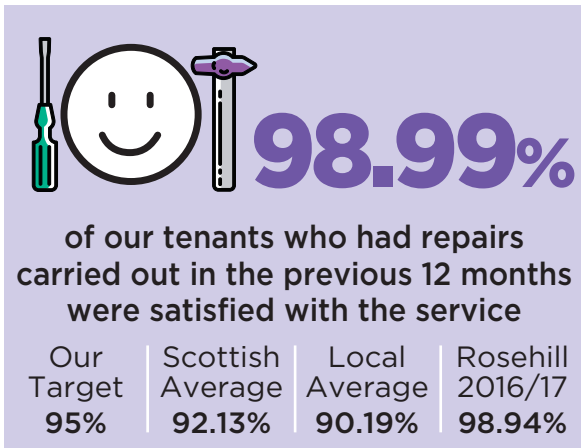
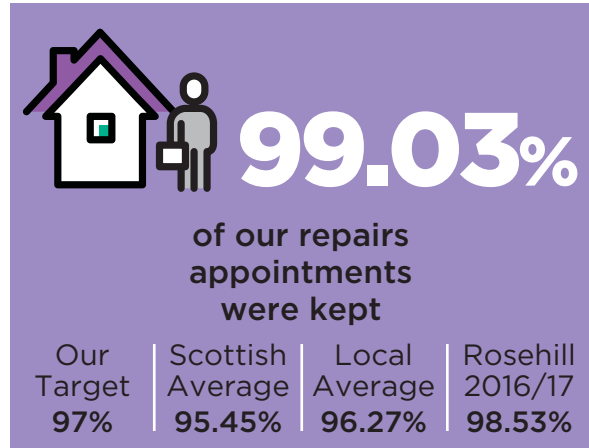
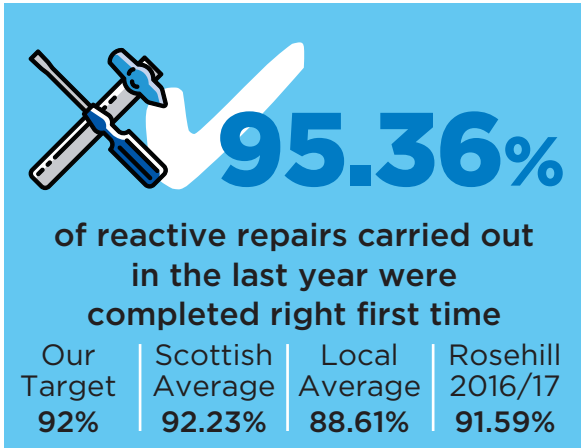
We received 0 Stage 2 Complaints



Housing Quality and Maintenance

By the 30th September 2017 we had spent £226,717 on planned and cyclical maintenance works to our properties. This delivered:





Neighbourhood and Community



100%

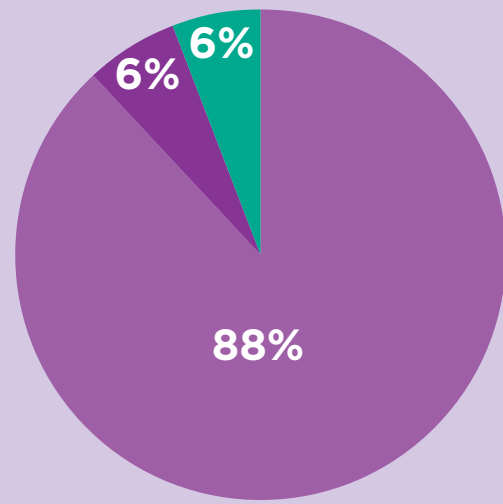
of all anti-social complaints received were resolved within our target timescales

Our Target	Scottish Average	Local Average	Rosehill 2016/17
100%	87.88%	91.83%	100%

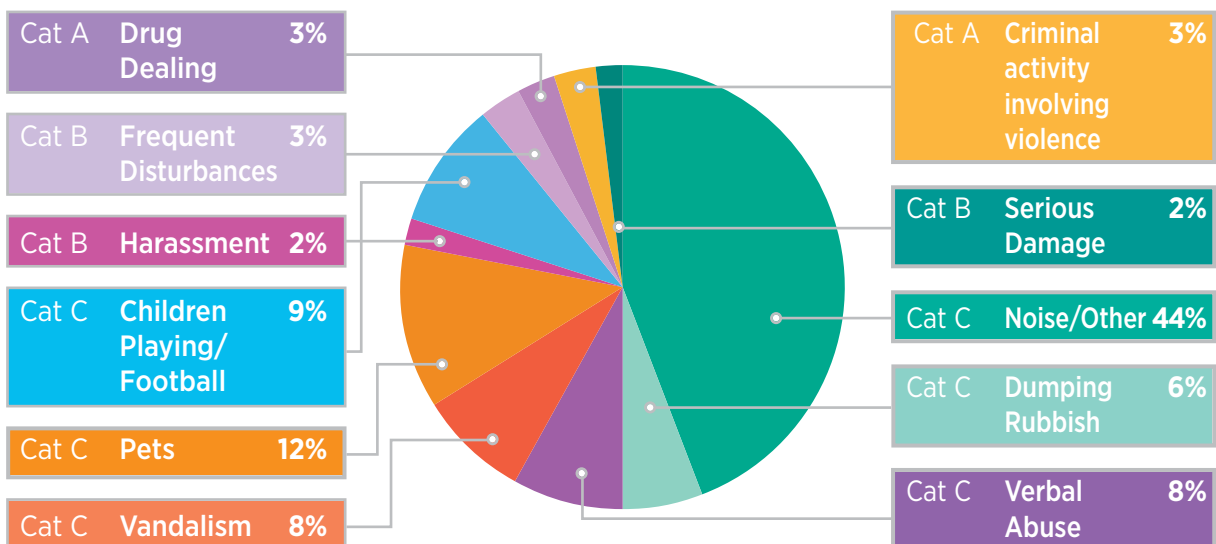
What type of complaints did we receive?

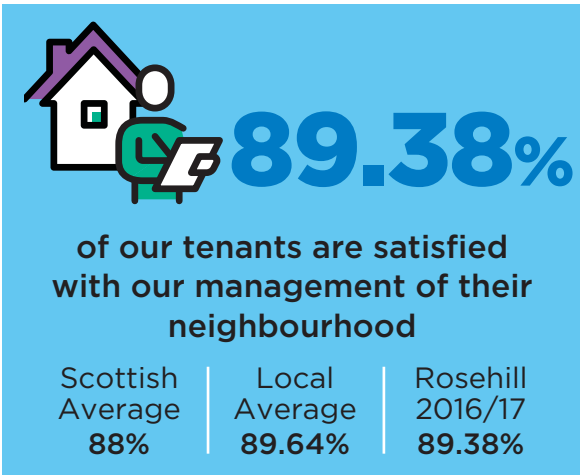
The majority of complaints were of a minor nature (Category C) most of which, related to issues about noise e.g. loud music; minor neighbour disputes and pets. The small number of serious complaints (Category B) related to persistent noise and frequent disturbances. The four very serious complaints (Category A) related to drug dealing and other criminal activity including violence.

ASB Complaints received in the year ending 30th September 2017

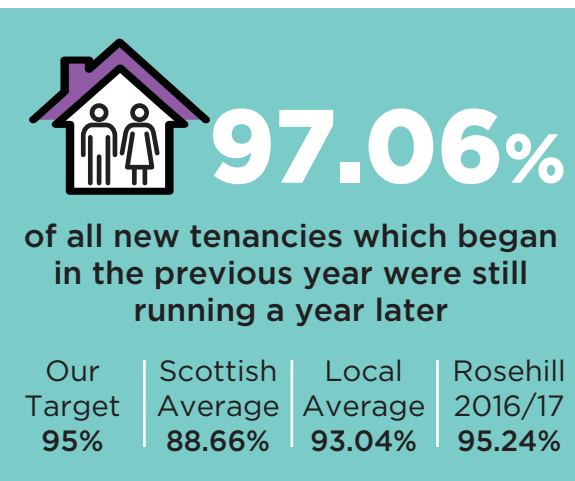
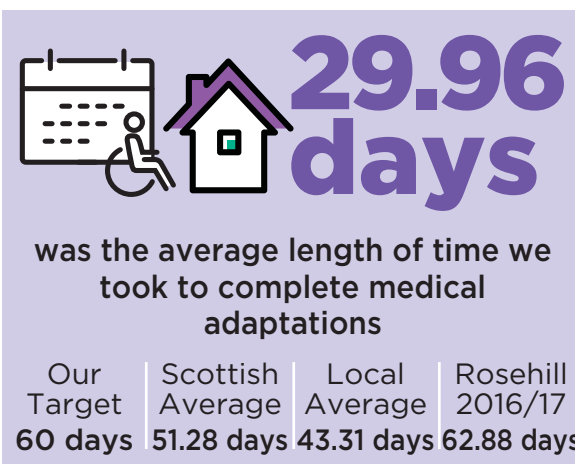
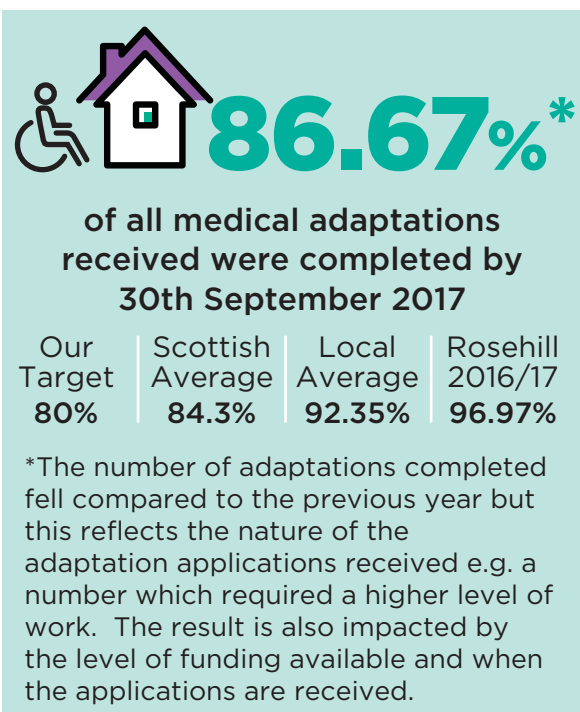


- Cat A - Very Serious Complaint
- Cat B - Serious Complaint
- Cat C - Minor Nuisance Complaint





Access to Housing and Support



Getting Good Value from Rents and Service Charges

Our rental income is our main source of income therefore it is important to make sure we minimise any rent lost:

- through rent arrears (owed by current and former tenants) and
- for periods when properties are empty.



was the total amount of current and former tenant arrears owed to Rosehill

Our Target	Scottish Average	Local Average	Rosehill 2016/17
3.95%	5.18%	4.16%	3.26%



was the total rent we collected by 30th September 2017

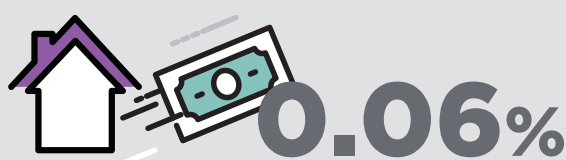
Our Target	Scottish Average	Local Average	Rosehill 2016/17
100%	99.38%	100.05%	101.70%

*This includes current and former tenant arrears collected and means it is possible to collect more than 100% of the total rent due.



was the average length of time we took to re-let empty properties

Our Target	Scottish Average	Local Average	Rosehill 2016/17
8 days	30.72 days	16.51 days	8.35 days



was the amount of the total rent due that we lost when properties were empty


Our Target	Scottish Average	Local Average	Rosehill 2016/17
0.2%	0.74%	0.37%	0.08%





of our tenants felt the rent for their property represented good value for money

Scottish Average	Local Average	Rosehill 2016/17
83.19%	80.11%	84.17%

At the end of September 2017 we were owed £101,409 in rent arrears due by current and former tenants. That's enough to pay for:

 Around 40 new kitchens *or*

 Around 54 new central heating boilers *or*

 Around 70 new bathrooms.



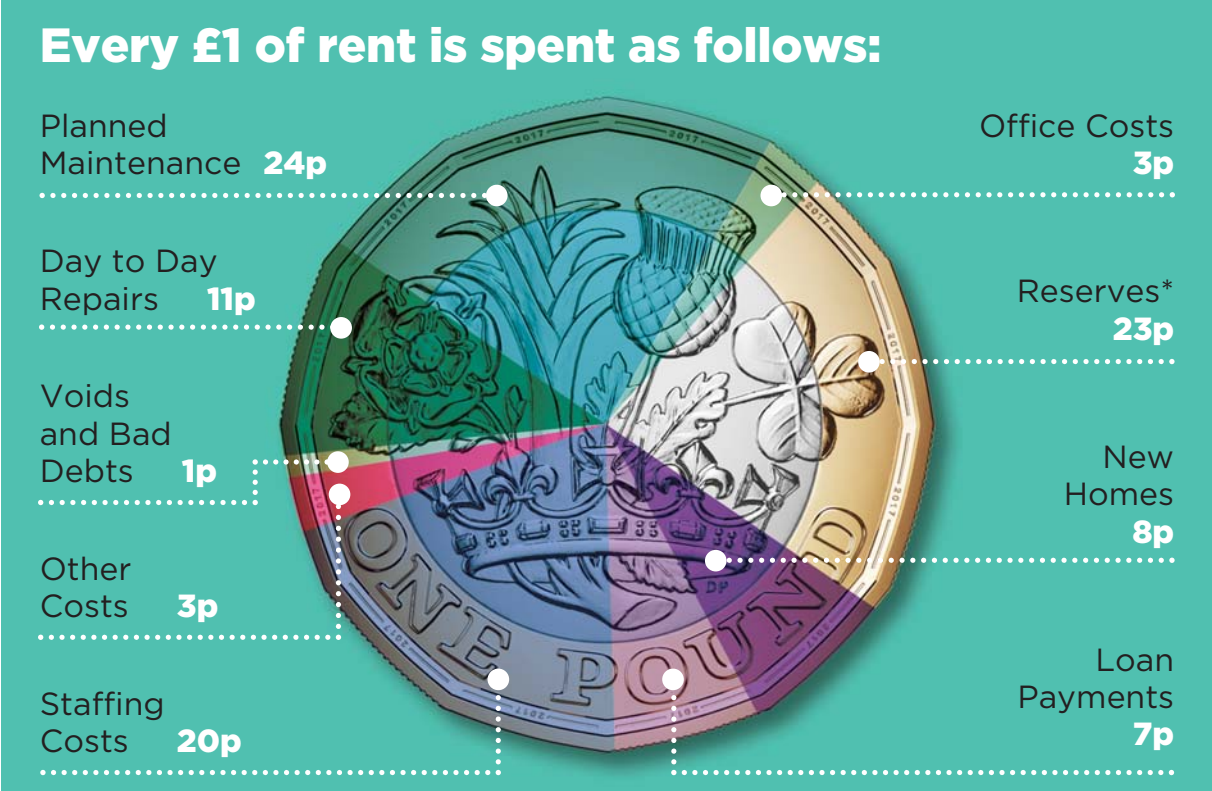
Our average weekly rents for 2017/18 by size of property compared with the Scottish and Local Averages.

	Number	Our Average Weekly Rent	Scottish Average	Local Average	How do we compare?
1 bedroom (2 apt)	118	£63.92	£73.33	£72.45	Our rents are lower
2 bedroom (3 apt)	392	£71.91*	£74.94	£80.71	Our rents are lower
3 bedroom (4 apt)	347	£71.53*	£81.37	£87.58	Our rents are lower
4 bedroom plus (5 apt plus)	110	£76.39	£90.39	£99.92	Our rents are lower
Total average weekly rent		£71.31	£76.23	£81.32	Our rents are lower

*The reason that our average weekly rent is higher for our 3 apartments compared to our 4 apartments is that the majority of our 3 apartments are new build properties. In the case of our 4 apartments the opposite is the case - the majority of our 4 apartments are older stock.

We aim to keep annual rent increases to a minimum and over the last several years we were able to keep to inflation only increases. As part of our Business Plan (2016-2021) objectives we have committed to capping any rent increases to the rate of the inflation over the 5 years of the Plan. In 2018 the rent increase was 4%. This continued approach to rent increases has helped to keep our rents amongst the lowest in Scotland and the lowest in the local area.

The following is a simple illustration of the costs involved in running Rosehill:



*Reserves are used for future planned maintenance works and the future provision of new housing where possible.



Part 2: Rosehill Events

Here's the fun stuff! In the last year we held or sponsored a range of events.

Christmas Party for the over 60s...

Rosehill once again sponsored the over 60s Christmas Lunch held at The Hall, Peat Road.

For the third year around 40 local residents, including some Rosehill tenants, enjoyed a festive lunch, followed by live music and a prize raffle.



Santa's Grotto

Santa visited Rosehill again last December and listened to the children's Christmas wishes, while his fun and friendly elves played and kept everyone entertained.



Showing our support!

We were delighted to support the work of the Jeely Piece Club which runs play schemes in the local area using The Hall, Peat Rd and the 50p Church, Priesthill. We provided some funding to help with the club's running costs and enabled them to keep the local play schemes running to March 2018

Close Competition

Every year we have a close competition at the Hurler Tenements. G and M Cleaning, our stair cleaning contractor for the Priesthill Tenements, kindly agreed to judge the competition again. The two front runners for this year's competition were the tenants at 130 and 134 Pinmore St. Gerry, from G and M Cleaning said it was a close call. However, there could only be one overall winner and 134 Pinmore St just pipped 130 at the post!



As in previous years, the annual competition was a huge success.

As usual our tenants pulled out all the stops to produce some fabulous displays of colour to win this year's prizes. Kevin Gardiner from Tivoli, kindly agreed to judge the competition.

The results of this year's garden competition were announced at our Community Fun Day to mark our 30th Anniversary as a local landlord.



Summer Activities for Kids...

We were delighted once again to be one of the main sponsors for the children's summer event. The joint project was run by Police Scotland, NHS and Glasgow Community Planning Partnership and its aim was to keep kids aged 10 to 16 occupied during the summer months. The football events were held at Hillwood Trust Football Pitch (at Priesthill Park).

All the Fun of the Fair

To celebrate our 30th Anniversary of being a local landlord we held a Community Fun Day in August, which was a huge success with over 400 people coming along to join the fun. Humza Yousaf, MSP for Pollok and Cabinet Secretary for Justice kindly took time out of his busy schedule to open the event and join in on the fun too!

The event was so successful we are planning to do it again next year!







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A registered society under the Co-operative and Community Benefit Societies Act 2014 No. 2220R(S) and with The Scottish Housing Regulator (Number HAC174)