

# Rosehill Housing

Annual Performance Report  
to 31st March 2024



# Our Performance at a Glance

- ✓ 97.51% of our houses met the Scottish Housing Quality Standard (SHQS)
- ✓ We completed emergency repairs in 2.65 hours
- ✓ We completed non-emergency repairs in 3.81 days
- ✓ 95.24% of tenants were satisfied with our repairs & maintenance service
- ✓ We resolved 100% of anti-social complaints within target

- ✗ 88.44% of repairs were completed right first time
- ✗ On average, we re-let our empty properties in 58.95 days
- ✗ 79.46% of tenants were satisfied with our contribution to the management of the neighbourhood.

I need to speak to my  
Housing Assistant



Hi, how can I help you?



## Customer / Landlord Relationship



**516 tenants completed our 2022  
Customer Satisfaction Survey**



**88.8% of tenants felt  
Rosehill is good at  
keeping them  
informed about their  
services and  
decisions...**





**Lower than the  
Local Average of  
91.5% and the  
Scottish Average  
of 90.46%**

**89.3% of tenants were satisfied with  
opportunities given to participate in Rosehill's  
decision making process.**



**Lower than the  
Local Average of  
95.7% but higher  
than the Scottish  
average of 87.67%**





# Complaints



**By 31st March  
2024, we had  
received 33  
complaints**

**27 Stage 1  
Complaints**  
15 of these were  
upheld





## **6 Stage 2 Complaints**

2 of these were upheld



## **100% of Stage 1 complaints were completed within 5 working days**

On average, it took us 2.96  
working days to conclude  
matters

## **90% of Stage 2 complaints were completed within 20 working days**

On average, it took us 12.33  
working days to conclude  
matters







# Housing Quality and Maintenance



**97.51% of our stock met the Scottish  
Housing Quality Standard (SHQS)**



**Equal to last year's result**



**Better than the local average of 92.9%**



**Better than the Scottish Average of  
84.36%**



**2.65 hours was  
the length of time  
taken to complete  
emergency  
repairs**



**A decrease in time of 0.07 from last  
year**

Better than the local average of 5  
hours

Better than the Scottish Average  
of 3.96 hours



**All statutory obligations to complete a gas  
safety check within 12 months of appliance  
being fitted or it's last check were met**





**Equal to our figure  
last year. But  
better than the  
Local Average of  
2.**

**Rosehill took on  
average, 3.8 days  
to complete non  
emergency  
repairs**



**A slight increase of 0.5  
days from last year  
However, better than  
the local average of 9.7  
days and the Scottish  
Average of 8.95 days**

**95.2% of our tenants were satisfied with the repairs and maintenance service provided**



**A decrease of 1.47 % from last year. However we remain better than the local average of 82% and Scottish Average of 87.31%**



**88.4% of repairs were carried out right first time**

**A decrease of 3.7 % from last year**





## However we were



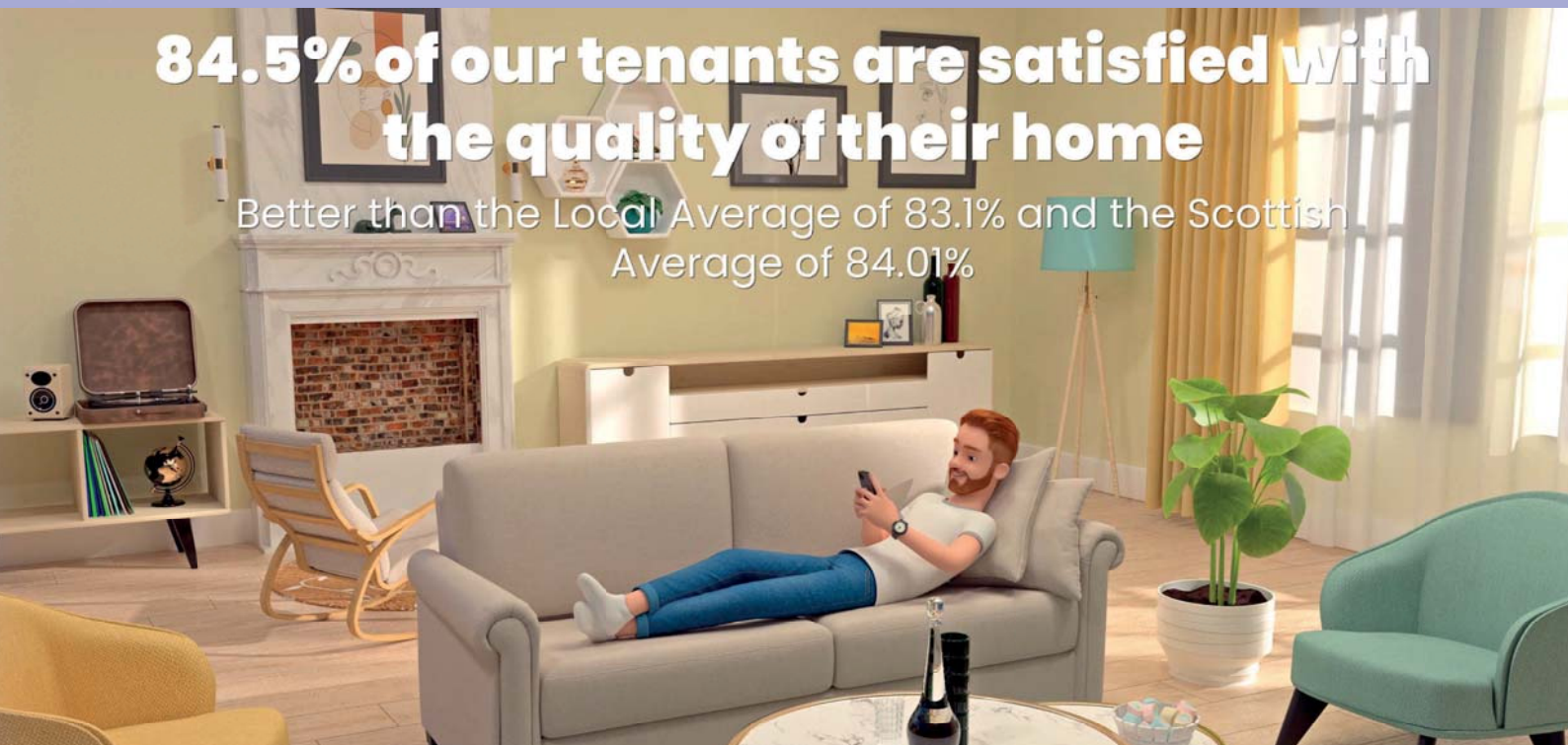
Better than the local average of 84.1%



Equal to the Scottish Average of 88.41%

**84.5% of our tenants are satisfied with the quality of their home**

Better than the Local Average of 83.1% and the Scottish Average of 84.01%



**On average, we took 66.4 days to complete medical adaptations**

Longer than the Local Average of 33.86 days and the Scottish Average of 44.7 days





**However we  
decreased our  
time by 122.1 days  
from last year**



**On average, we  
took 58.95 days  
to re-let empty  
properties**



**A decrease of  
1 day from last  
year**

**However we remain  
higher than the  
local average of  
33.9 days and the  
Scottish Average of  
56.73 days**



## **Neighbourhood and Community**



**100% of  
anti-social  
complaints were  
resolved within  
our target  
timescales**



## **Equalling our result from last year.**

Better than the Local Average of  
99.2% and the Scottish Average of  
94.29%

## **Getting good value from rent and service charges**



**87.6% of our  
tenants felt their  
rent represents  
good value for  
money**



Whilst a decrease from previous results of 92.6%, we are

- ✓ Better than the Local Average of 71.3%
- ✓ Better than the Scottish Average of 81.59%



**The total amount of arrears owed to Rosehill is 2.72% (£125,419). This equates to....**



**10 Kitchens, 20 Boilers and 10 External Doors**



**10 Kitchens, 20 Boilers and 10  
External Doors**



**10 Kitchens, 20 Boilers and 10  
External Doors**



**An increase of  
0.58% however  
we remain**

Better than the Local Average of  
4.69% and the Scottish Average of  
6.74%



## We lost 1.16% of rent due when properties were empty

An increase of 0.62% from last year and higher than the Local Average of 0.68%. However, we are lower than the Scottish Average of 1.39%



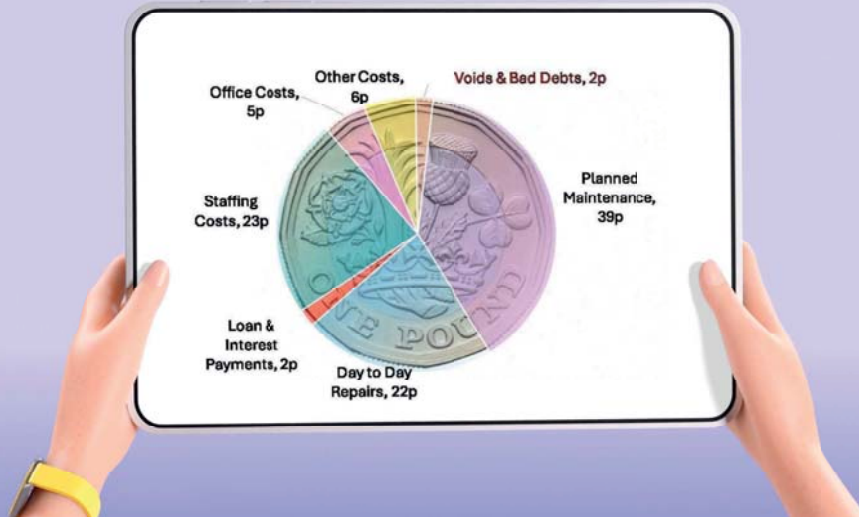
## How do our rent charges compare?

**Our average weekly rents by size of properties remains lower than both the local and Scottish average**

No. of Bedrooms	Rosehill weekly rent	Local Average (weekly)	Scottish Average (weekly)
Studio	£64.42	£71.42	£82.24
1 Bedroom	£76.51	£88.95	£87.87
2 Bedrooms	£86.76	£101.88	£90.29
3 Bedrooms	£86.06	£112.14	£98.30
4 Bedrooms	£91.53	£123.66	£108.29



# Every £1 of rent is spent as follows....



## Plans for Improvement



### **Relet Times**

- Consider additional resources for void repairs.
- Monitor standards of voids at handback stage.
- Leaflet advising expected handback standard to be issued



## **Keeping Tenants Informed / Tenant Participation**

Make contact with Tenant Participation Advisory Service for support. Liaise with Rosehill Tenants' Voice. Publish more marketing material.



## **Satisfaction with Repairs and Maintenance Service – Right first time**

Ongoing monitoring of issues raised and continue to address with contractors. Look out for any patterns



## **Reducing Medical Adaptations Time**

Funding cut from GCC this financial year  
Need to consider other funding sources.

# Improve rent arrears owed

Income Maximisation Section fully staffed. Increase the number of house visits, earlier involvement of welfare benefits advisor.



## Neighbourhood

Liaise closely with GCC regarding service cuts and impact on the area.  
Work with Rosehill Tenants' Voice on how to improve

**If you have any questions regarding this report or its content, please contact: [admin@rosehillhousing.co.uk](mailto:admin@rosehillhousing.co.uk)**

