



Our Annual Performance Report

 **Rosehill
Housing**
Co-operative Limited

To 30th September 2019

Our Report to you...

We are pleased to present our 7th 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.

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 7th 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 Summer 2019. 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.

Although the main purpose of the report is to present our performance results to you for the year ending 30th September 2019, we thought we couldn't send out a report without acknowledging Covid-19 and the impact this has had on Rosehill over the last 8 months and our response to it.


As such our Annual Report is split into two parts as follows:


- **Part 1:** Our Performance for the year ending 30th September 2019.
- **Part 2:** Our Response to the Coronavirus Pandemic.


Part 1: Our Performance for the year ending 30th September 2019


Performance Results at a glance


The table below sets out our headline results for the year ending 30th September 2019. More information about these results and other performance results can be found in the following pages.


 **99.71%** 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 **2.75 hours**; this is better than our own target and the Scottish and Local Averages.


 On average we **completed** non-emergency repairs in **2.87 days**; this is better than our own target and the Scottish and Local Averages.


 **95.08%** of our repairs were **completed** right first time; this is better than our own target and the Scottish and Local Averages.


 **100%** 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 **10.43 days**; this is slightly over our own target but better than the Scottish and Local Averages.

 We **collected 99.71%** of the rent due to us; this is slightly under our own target and Local Average but better than the Scottish Average.

 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.

 **92%** of tenants were **satisfied** with how we managed their neighbourhood; this is better than the Scottish and Local Averages.

 We have the **lowest rents** compared to other Local Landlords and the Scottish average.

Our Profile

As at 30th September 2019:

- We had 1021 rented properties, 2 supported accommodation units and we provided a factoring service to 31 homeowners
- The total rent due for the year was £3,981,698 (£3,689,686 last year)
- We had received housing benefit/Universal Credit payments (full or partial) for 642 tenants, totalling £2,075,779.
- We had 11 members on the Management Committee and 18 full time staff members.
- Our Tenant Satisfaction Survey 2019, which 500 tenants took part in, showed that 93.6% (93.3% in 2016) of tenants were satisfied with the overall service provided by Rosehill. Our result is better than the Scottish Average for 2019/20 which is 89.2%. We are really pleased that the outcome of the 2019 survey showed an improvement on all satisfaction measures compared to the survey undertaken in 2016.



How did we do?

The next few pages set out how we did over the year ending 30th September 2019. 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 2019/20
- Our performance from the previous year, 2018

Customer/Landlord Relationship

How satisfied are our tenants with communication and participation at Rosehill? Our Tenant Satisfaction Survey 2019, which 500 tenants took part in, revealed the following results:

Satisfaction	% of Tenants Satisfied	Scottish Average 2019/20	Local Average 2019/20	How do we compare?
Tenants who feel Rosehill is good at keeping them informed about their services and decisions	98.4% 95.6% (2016)	91.6%	91.79%	We are better than both averages
Tenants satisfied with the opportunities given to them to participate in Rosehill's decision making processes	96.6% 87.9% (2016)	86.5%	90.06%	We are better than both averages

We are really pleased with the increase in satisfaction with both the way we keep you informed of decisions and services and the opportunities to participate in the decision making process.

Both of these figures improved from the 2016 survey, the opportunities to participate by nearly 10%. The results are also much better than both the Scottish and local averages.

Tenant Participation

Our Tenant Participation Strategy was launched last year. Part of the strategy is to recruit to our tenant scrutiny panel. We have recruited several new members and there are now plans in place for these tenants to undergo training on how to effectively scrutinise the services we offer to tenants. 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 consultation on:

- Proposed Rent Levels
- Various Policies
- Annual Plan of Priorities and Activities

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 2019 we received 74 complaints:

53 were Stage 1 Complaints of which 46 were upheld by Rosehill



100% were responded to in full within the required timescales

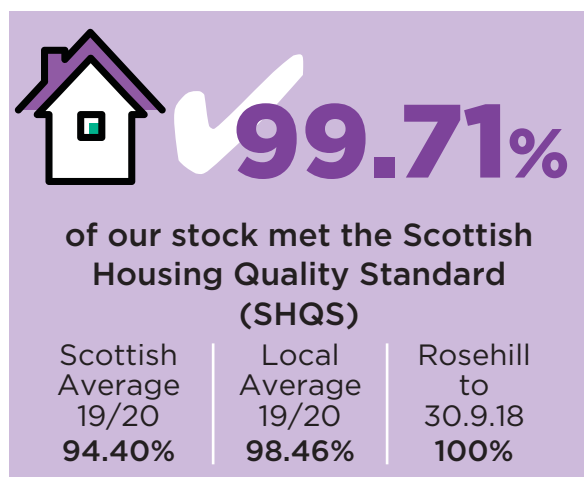
We received 21 Stage 2 Complaints of which 12 were upheld by Rosehill.



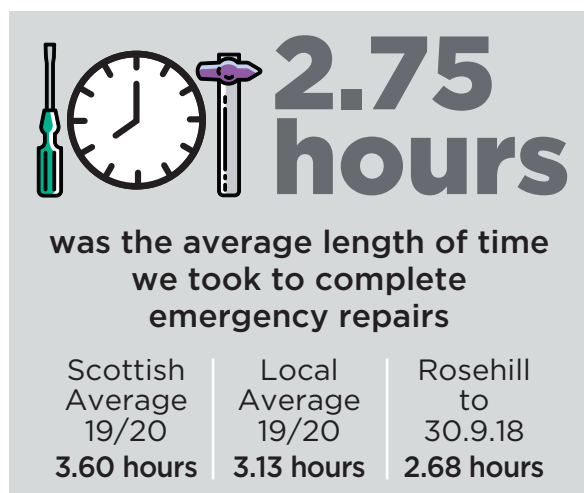
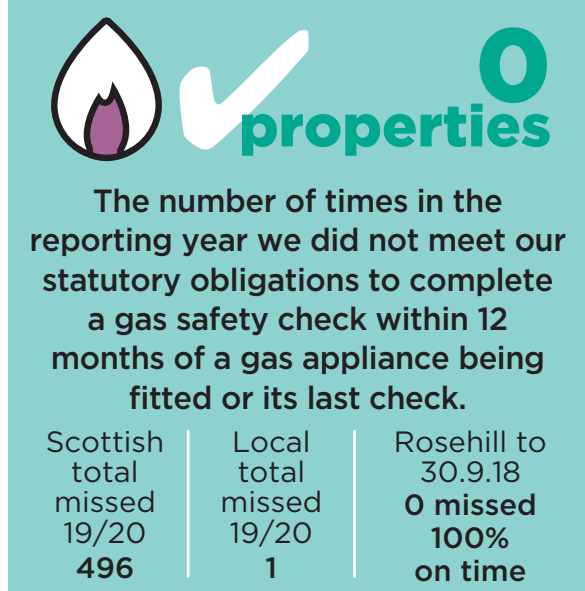
100% were responded to in full within the required timescales.

Housing Quality and Maintenance

By the 30th September 2019 we had spent £1,979,962 on planned and cyclical maintenance works to our properties. This delivered:



The way that the Scottish Housing Regulator measures gas performance has changed this year. It is now shown as how many properties didn't receive their annual gas safety check before the anniversary date. In future this will be shown as a number rather than a percentage. In the year to 30th September 2019 all our gas services were carried out on time.





2.82 days

was the average length of time we took to complete non-emergency repairs

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
6.56 days	4.84 days	2.66 days



100%

of new tenants were satisfied with the standard of their home

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
87.20%	84.77%	100%



95.08%

of reactive repairs carried out in the last year were completed right first time

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
92.40%	92.56%	94.70%



25 days

was the average working days we took to complete medical adaptations

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
41.5 days	23.21 days	44 days

Satisfaction with the repairs service remains consistently high. Our figure is over 11% higher than the local average and nearly 9% higher than the Scottish average.



100%

of our tenants who had repairs carried out in the previous 12 months were satisfied with the service

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
91.30%	88.97%	100%



100%

of all new tenancies which began in the previous year were still running a year later

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
90.32%	89.99%	100%

Neighbourhood and Community



100%

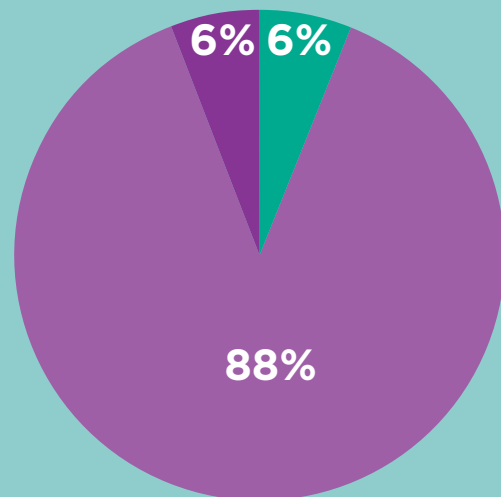
of all anti-social complaints received were resolved within our target timescales

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
94.10%	95.21%	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 two very serious complaints (Category A) related to drug dealing and other criminal activity including violence.

ASB Complaints received in the year ending 30th September 2019



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



92.0%

of our tenants are satisfied with our management of their neighbourhood

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
87.25%	84.39%	89.38%



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.



99.71%

was the total rent we collected by 30th September 2019

This is slightly down on the last reporting year. This is due to a number of tenants transitioning onto Universal Credit during the reporting year. This is paid approximately 6 weeks behind.

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
99.3%	100.13%	100.21%



92.60%

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

Our rents are amongst the lowest in Scotland. This shows in the amount of people who feel their rent represents value for money. The level is nearly 20% higher than the local average and nearly 10% higher than the Scottish average.

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
83.60%	74.16%	84.17%



2.61%

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

Our figure is almost half the Scottish average and nearly 2% lower than the local average. By keeping arrears levels to a minimum we can ensure that more services can be delivered to you.

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
5.80%	4.39%	2.63%



10.43 days

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

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
31.80 days	18.03 days	10.03 days






0.16%

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

Scottish Average 19/20	Local Average 19/20	Rosehill to 30.9.18
1.20%	0.43%	0.09%

At the end of September 2019 we were owed £104,031 in rent arrears due by current and former tenants. That's enough to pay for:

 Around 35 new kitchens or	 Around 50 new central heating boilers or	 Around 65 new bathrooms.
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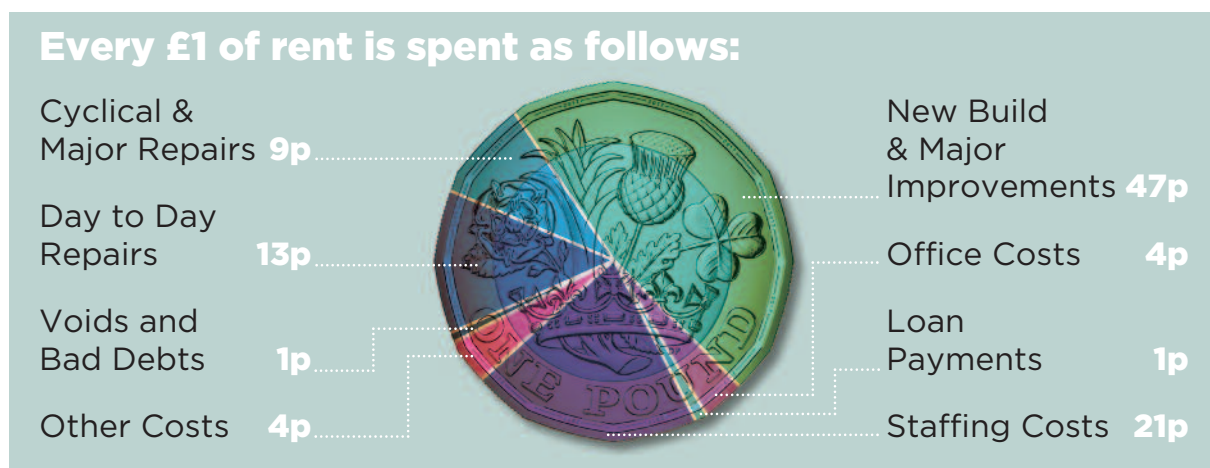
Our average weekly rents for 2019 by size of property compared with the Scottish and Local Averages.

	Number	Our Average Weekly Rent	Scottish Average	Local Average	How do we compare?
Studio (1 apt)	2	£57.76	£73.46	£66.78	Our rents are lower
1 bedroom (2 apt)	121	£68.77	£78.02	£80.33	Our rents are lower
2 bedroom (3 apt)	432	£77.85*	£80.04	£88.69	Our rents are lower
3 bedroom (4 apt)	356	£77.13*	£86.99	£98.25	Our rents are lower
4 bedroom plus (5 apt plus)	110	£82.07	£96.11	£113.15	Our rents are lower
Total average weekly rent		£72.72	£81.40	£89.44	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 2020 the rent increase was 2.1%. 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:



Part 2: Impact of Covid-19 and our response to it

Over the past 8 months the Covid 19 pandemic has seen a change to the way we all live our lives. This second part of the Annual Report will focus on the work Rosehill has done during the crisis. It will also look to the future and the plans in place to try to return to a more normal and recognisable way of working.

On 11th March 2020, the World Health Organisation declared the Covid-19 outbreak a global pandemic. At this point Rosehill started planning how it would continue to provide services whilst keeping tenants and staff safe. This involved discussions with contractors as to their plans for continuing to work through the pandemic and, we began moving some staff to home working. We made the difficult decision to close our office to visitors from 23rd March. However, our intention was that we would have a core staff team who would still work from the office in the coming weeks. Nobody, however, could have predicted what



would happen on the 23rd of March with the UK Government declaring a nationwide lockdown. Overnight all staff moved to home working. At that early stage we thought it would only be for a couple of weeks, not the months it has turned into.

The staff at Rosehill are all based in one building during normal times so to go to remote working provided challenges. Very quickly we set up video conferencing facilities to hold virtual meetings. Like many people this form of contact was alien to most of the staff but we soon got used to it and regular contact within the staff teams was maintained at all times.

Having effective communication methods in place during these unprecedented times is vital to the ongoing success of Rosehill, the well-being of its people (staff, committee and tenants) and to ensure we continue to achieve good governance. The use of video conferencing tools meant we could also continue to hold our Management Committee and Sub-Committee meetings, thereby enabling Committee to continue to function and govern effectively during this challenging time.



At the start of lockdown we had to prioritise key services:

Repairs Service

For the first stage of the lockdown we had to move to an emergency repairs service only. To prevent the risk of transmission both to the tenant and the contractor the decision was taken to suspend the normal repairs service and only deal with repairs that were a danger to life and limb. These repairs included bursts, broken essential plumbing such as toilets, gas repairs and electrical safety. The Technical Services Team also put plans in place to safely resume the repairs service when it was safe to do so. All repairs resumed in July and the backlog of repairs has now been cleared.

The normal pre-inspection of repairs has been suspended for the time being. However, to ensure that repairs are correctly identified and diagnosed and processed as soon as possible, our Repairs Co-ordinator is carrying out virtual pre-inspections, where possible, using tools such as WhatsApp video calls. We recognise that not all of our tenants have access to such communication tools, therefore our staff will discuss the repair over the phone and ask a series of questions to try and diagnose the repair issue.

Planned Works

The planned upgrade of the radiators in our original stock had to be cancelled. This is due to the intrusive nature of the work and the fact that social distancing cannot be maintained during the work. This work is now planned for the Spring and Summer of 2021 if the virus has been brought under control and it is deemed safe to undertake the work.

We are also currently upgrading fire safety systems such as smoke alarms. This is to make sure that all our systems meet the new fire safety regulations introduced by the Government. This work resumed in June. It is essential for your safety that we are able to undertake this. The contractors are

observing all Covid-19 safety requirements, you need to allow the contractor access to your home to ensure your safety in the event you have a fire.

Gas Servicing

It is essential and a legal requirement that your gas appliances are serviced and checked every year. As everyone was spending more time at home than usual, it was essential that this service continued. The gas engineers carried on visiting people's homes, ensuring their safety from the outset of lockdown. The engineers followed all Government guidelines on social distancing and hygiene and made sure that tenants were as safe as possible at all times. We are really pleased that currently all our properties have an up to date gas safety certificate and only two properties missed their service by the anniversary date during lockdown. These services were carried out within a couple of days of the required date.

Neighbourhood Management

We unfortunately saw a rise in the number of anti-social behavior complaints due to people having house parties and not observing the lockdown rules. The staff dealt with these complaints with the assistance of Community Safety Glasgow.

The Spring and Summer months saw an increase in the number of people taking up gardening as a hobby during the warmer weather. The staff, even though working from home, were visiting the area on a regular basis and were over the moon at the amount of wonderfully vibrant gardens. Some of the work done on gardens was outstanding and the area looked amazing. Hopefully this will carry on in 2021 and the gardening competition will see a massive increase in entrants. We foresee that judging next year's competition will be a tough job.

Allocations

For the first six weeks of lockdown it was not possible to allocate any of the empty properties in the area. This was because our normal repairs processes could not be undertaken safely and the process of signing a new tenancy was deemed unsafe due to social distancing measures. The Scottish Government regulations in the first stage of lockdown also prohibited house moves. In late April the Government issued a set of instructions on how to safely repair empty properties, carry out viewings and how to sign a tenancy whilst observing social distancing. At this point we recommenced our allocations service. This is, however, taking longer than usual due to the safety measures we are putting in place.

Income Maximisation and Welfare Rights Service

The past eight months have had a terrible impact on the economy and we are aware that this has meant a number of our tenants have faced new or increased financial difficulties, especially those who have been made redundant or furloughed during this time. The Income Team has been working tirelessly to support people in these extremely difficult times.

Parmjit Purewal, our Welfare Rights Advisor, has supported over a hundred people to either amend their claims or to make new claims for benefits. The other members of the Income Team have also supported people to claim benefits to help pay their housing costs. If anybody finds that they are struggling to pay their rent the Income Team are here to help. The team can be contacted on 0141 881 0595 or by emailing admin@rosehillhousing.co.uk.

We want all our customers to feel safe, secure and comfortable in the knowledge they can turn to us in times of crisis. If you are struggling or worried that you may need advice and assistance, due to a change in your income, please contact us as soon as possible.

Work within the Community

As soon as the lockdown began we reached out to all of our known vulnerable tenants to find out what support they may need. Many of our tenants who were shielding did not have family who were able to collect essential shopping or prescriptions for them. Staff were able to collect essential items and medication for people until more structured support could be put in place. Over the coming months we tried to contact all of our tenants and most have received a couple of calls from us to check how they are. Some people are being called more often especially if they don't have family support or are socially isolated.

In the Spring a community volunteering network was put in place to deliver shopping, medication and hot meals to people who were unable to either get out or who had been placed into economic crisis due to being furloughed or made redundant. This was led by community groups who recruited volunteers from the local area. Rosehill made a financial donation to support this work and also provided the services of a member of staff, two days a week to help deliver hot meals and food parcels.

Greater Pollok also received Scottish Government emergency funding to set up a more formal structured support network. This is called G53 Together. All local public and third sector organisations are involved in this scheme. A call centre offering advice and support has been set up and the contact details are on their website www.g53together.scot. Courtney Thomas, our Community Engagement Officer, works at the G53 together office two days a week.



The Future

We are working very hard to ensure normal resumption of services. The challenge to this is the ongoing potential for varying degrees of lockdown at both local and national level.

Recently Glasgow moved into Level 4, which is the highest level of restrictions. The impact of this for Rosehill was that we had to again suspend day-to-day repairs and move to an emergency repairs service only. Although the move to Level 4 for many parts of Scotland is for a 3 week period, there is no guarantee that by the end of it, Glasgow will move down to at least level 3. We continue to monitor the situation closely and are in regular contact with our contractors to ensure they are able to resume repairs as soon as the restrictions are lifted.



We have also been busy preparing our office, putting a number of Covid-19 measures and processes in place, to enable the safe return of our staff. Currently, most of our staff are back working in the office 2 days a week and continue to work from home for the remainder of the week. We have almost finished our Covid-19 measures to enable us to allow visitors to the office again e.g. installation of screens at reception and in our interview rooms. We will operate an appointment only system for visitors for the time being and will let you know when this is up and running. Unfortunately, we don't anticipate being able to fully open the office for a while yet.

Full risk assessments are being undertaken to enable us to re-start home visits to our tenants and we will notify you when this is starting.

We have produced a video which is available on our website which outlines what is required when we or our contractors visit you and what we will do to ensure you are safe. We have sent out a paper PDF copy of this to any tenants we don't have email addresses for. The video can be found here:

<https://www.youtube.com/watch?v=qztBBmgbHNQ&feature=youtu.be>



Staff are already undertaking external and close inspections in the area. All staff have access to PPE and are fully aware of the steps they have to follow to ensure their own safety and the safety of the people they come into contact with.

Communicating using digital platforms is becoming more widespread and normal. Moving into the future Rosehill plans to start to use more digital ways of communicating with tenants. The new Digital Strategy is currently being written and we are asking for tenant input into this. Funding streams are also being investigated to enable more people to access affordable wifi, digital hardware and digital training. If you would like to be involved in this or any of the work at Rosehill please contact the Housing Services Manager at the office.



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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)