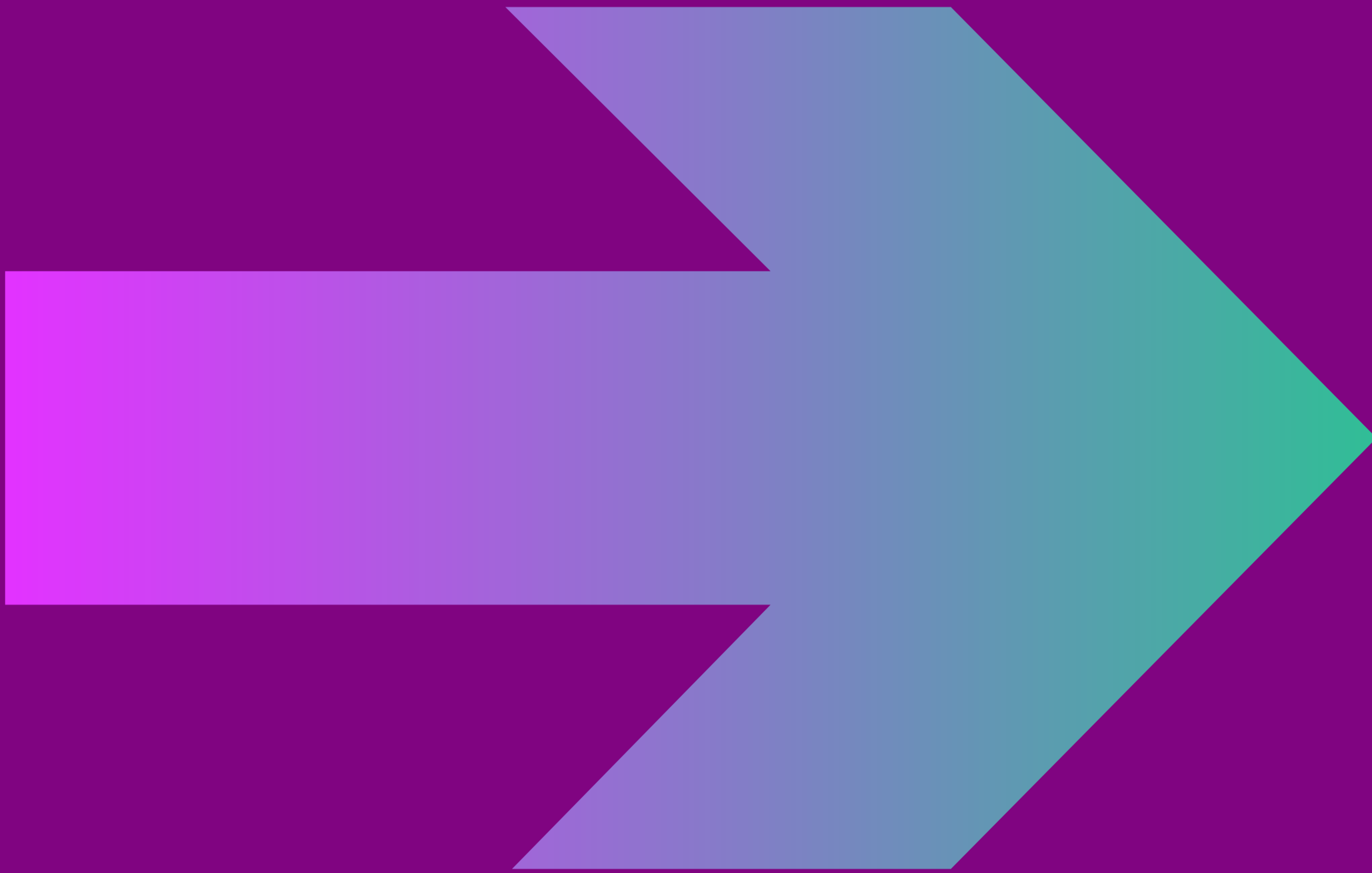


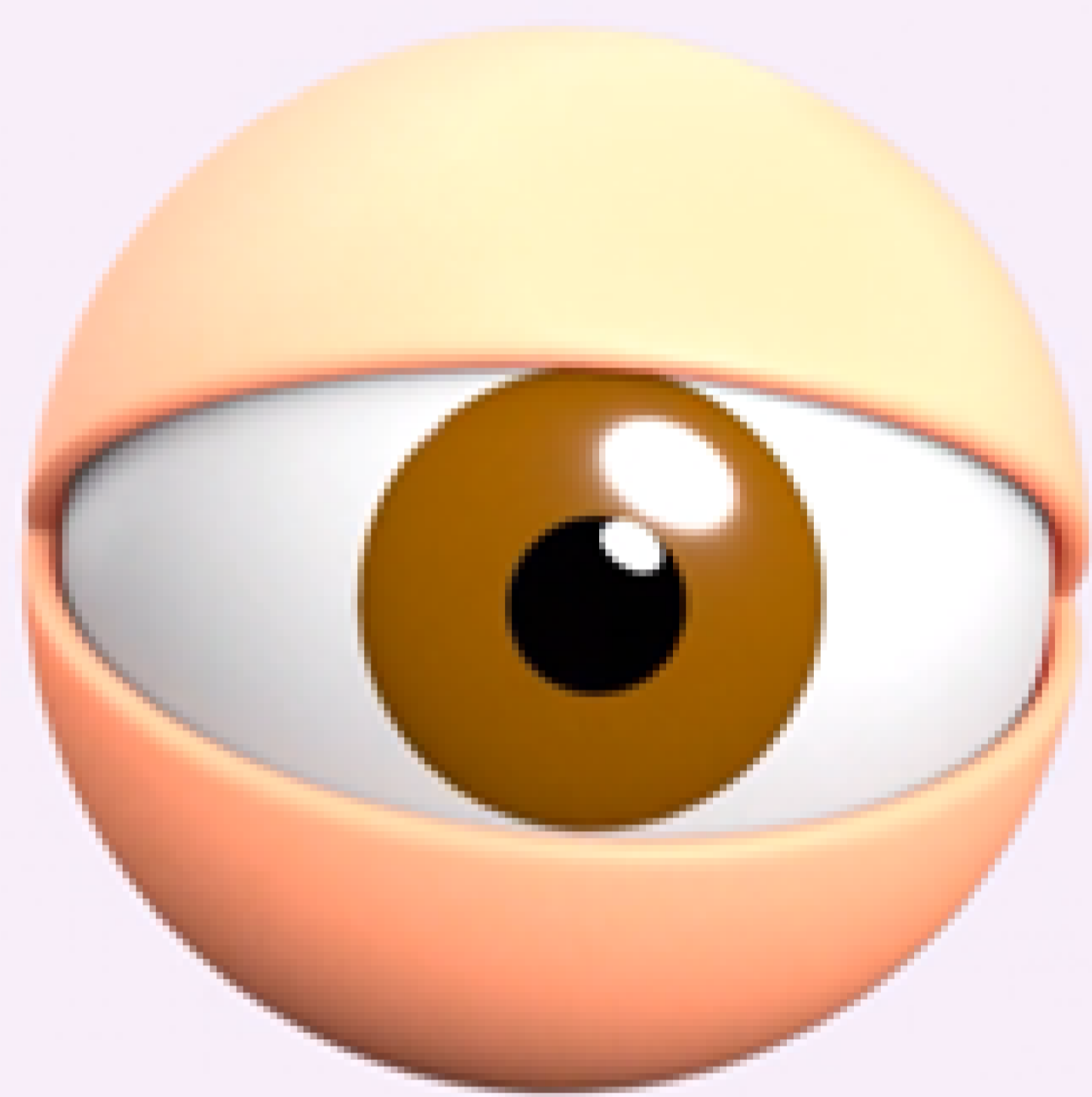
Rosehill Housing Co-operative Limited



**Our Annual Performance
Report to
30th September 2022**



Rosehill
Housing
Co-operative Limited



**Our Performance
Results at a glance**



What we did well



97.6% of houses met SHQS and EESSH requirements



On average, we completed emergency repairs in 2.72 hours



On average, we completed non-emergency repairs in 3.34 days



96.67% of tenants were satisfied with our repairs & maintenance service



We resolved 100% of anti social complaints within target



Where we could do better



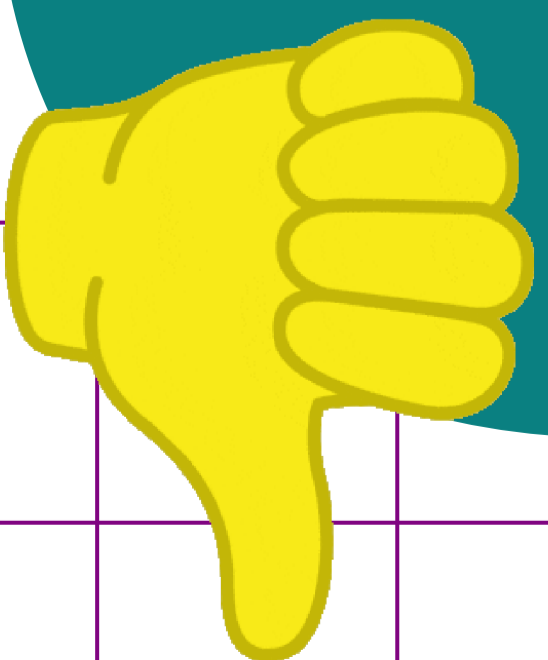
92.21% of repairs were completed right first time



On average, we re-let our empty properties in 59.52 days



79.46% of our tenants were satisfied with neighbourhood management





Customer / Landlord Relationship

**516 tenants took part
in the 2022 Tenant Satisfaction
Survey**

88.8% of Tenants feel Rosehill is good at keeping them informed about their services and decisions. Lower than both the Scottish average of 89.7% and the Local average of 90.9%





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

Higher than the Scottish Average of 85.9% but lower than the Local Average of 94.2%



Complaints



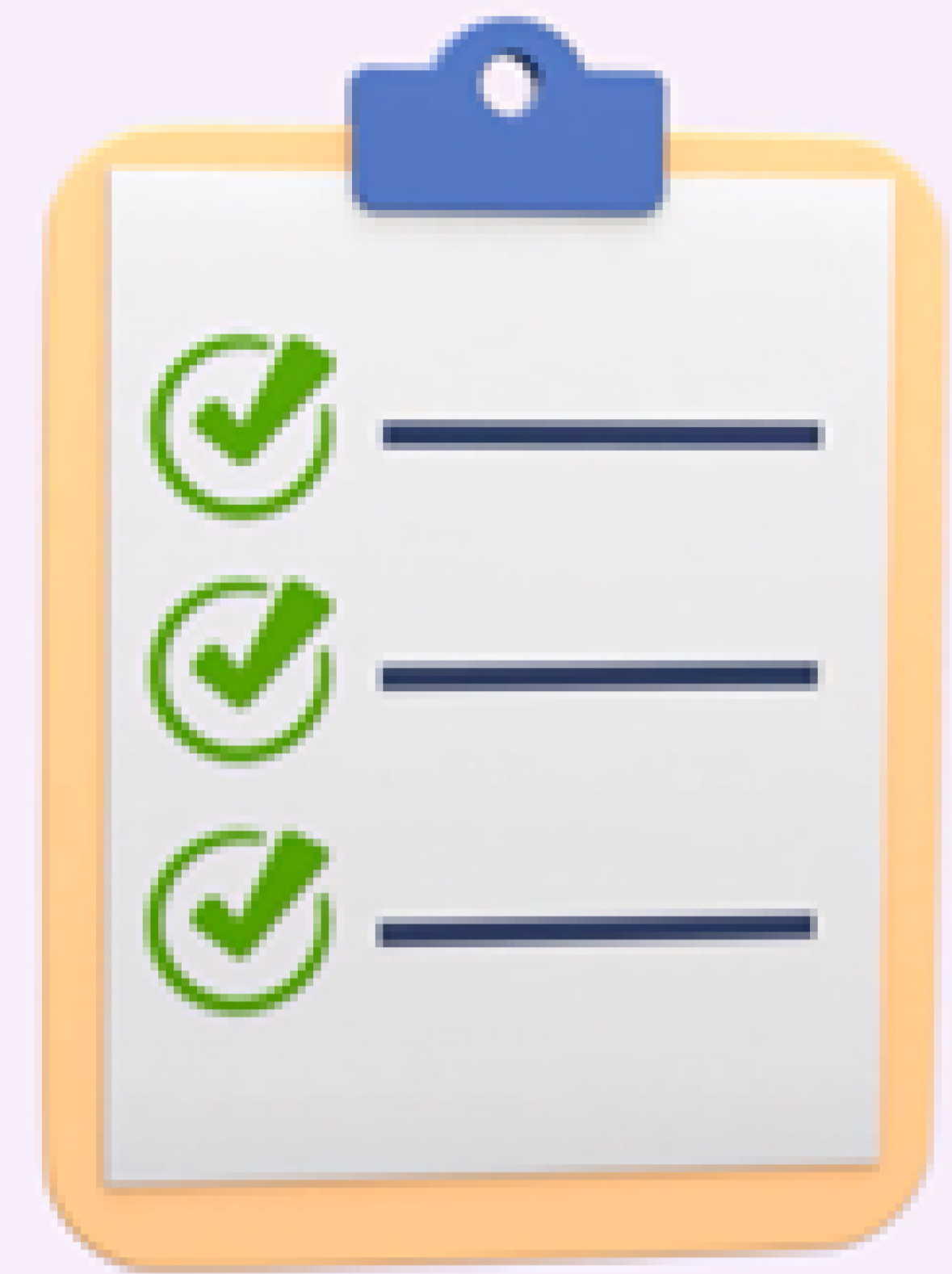
**By September
2022, we had
received 49
complaints**

**32 were Stage 1
Complaints - 22
of these were
upheld by
Rosehill**



**100% of Stage 1
complaints were
responded to within
5 working days. On
average, it took us
2.94 days - better
than the Scottish
Average of 4.4
working days**

**17 were Stage 2
Complaints - 10
of these were
upheld by
Rosehill**



**100% of Stage 2
Complaints were
responded to within
20 working days. On
average, it took us 12
days; better than
the Scottish Average
of 17.4 working days**

Housing Quality and Maintenance



**97.6% of our
stock met the
Scottish
Housing Quality
Standard (SHQS)**



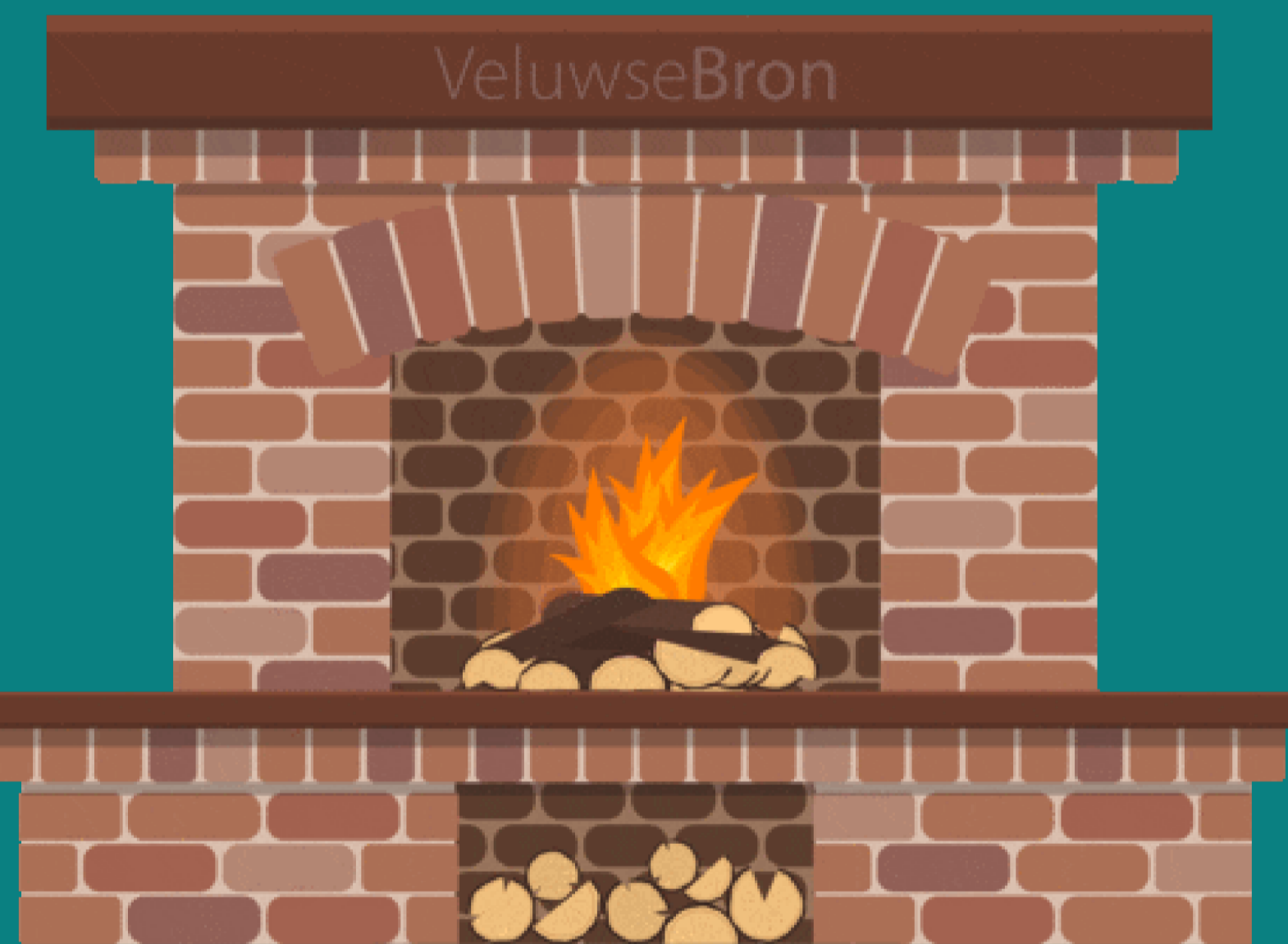
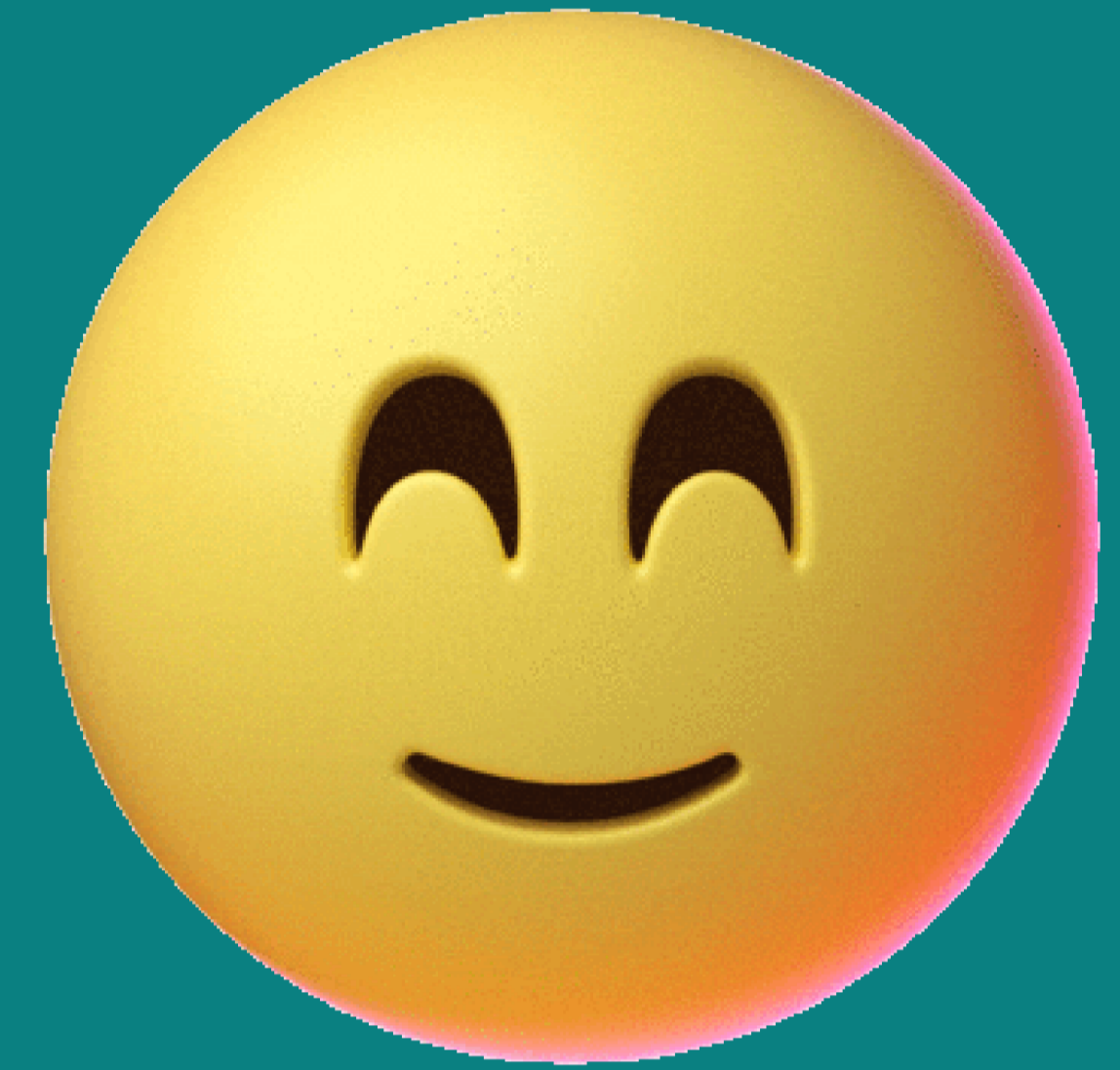
- **A 1% increase in our figure from September 2021.**
- **Better than the Scottish Average of 76%**
- **Better than the Local Average of 91.5%**





We took 2.72 hours to complete emergency repairs

- **An 18 minute decrease from last year**
- **Better than the Scottish Average of 4.2 hours**
- **Better than the Local Average of 3.5 hours**



All Statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted, or its last check, were met

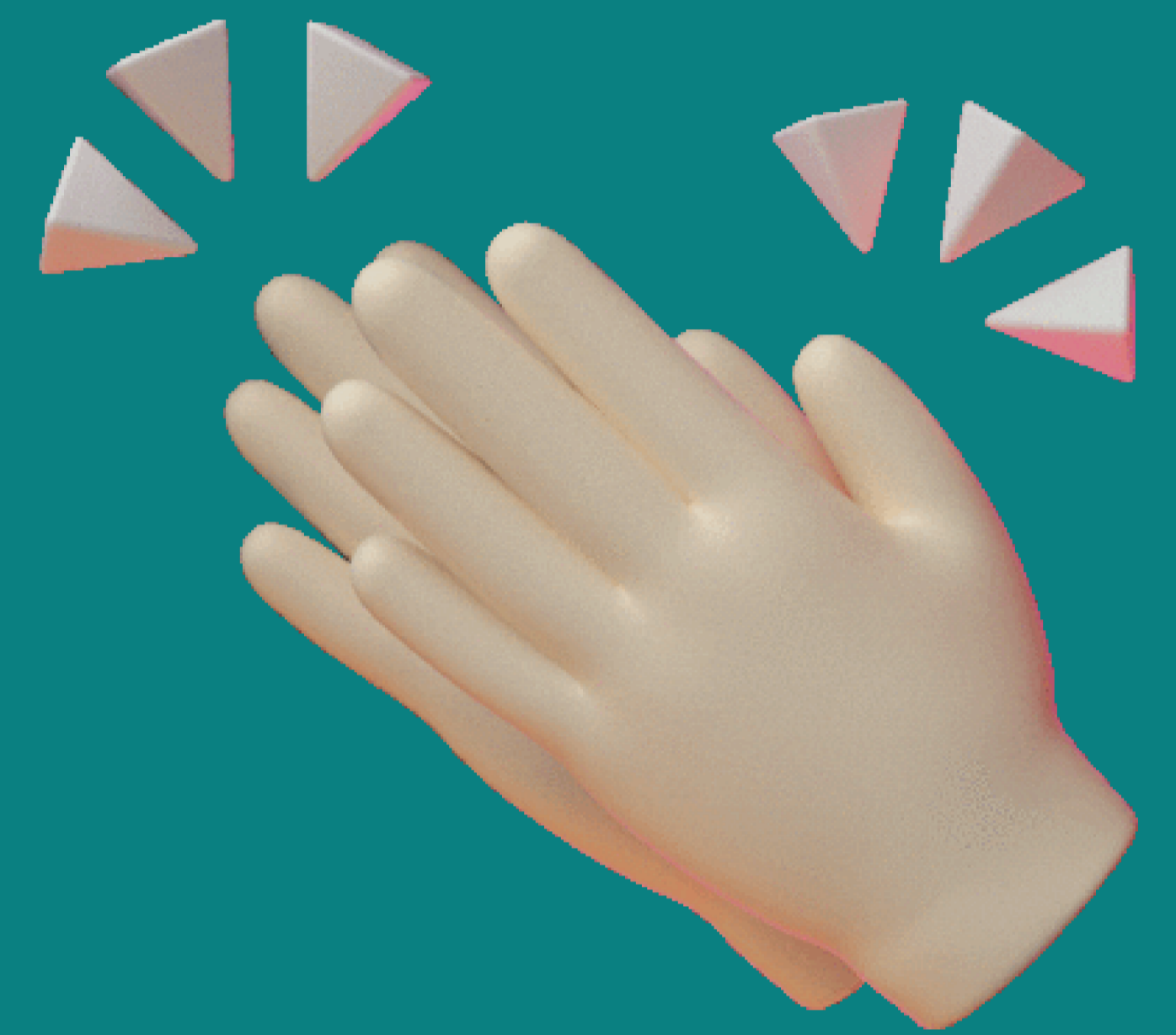
- **An improvement from 1 not met last year**
- **Better than the Scottish Average of 12**
- **Better than the Local Average of 6**





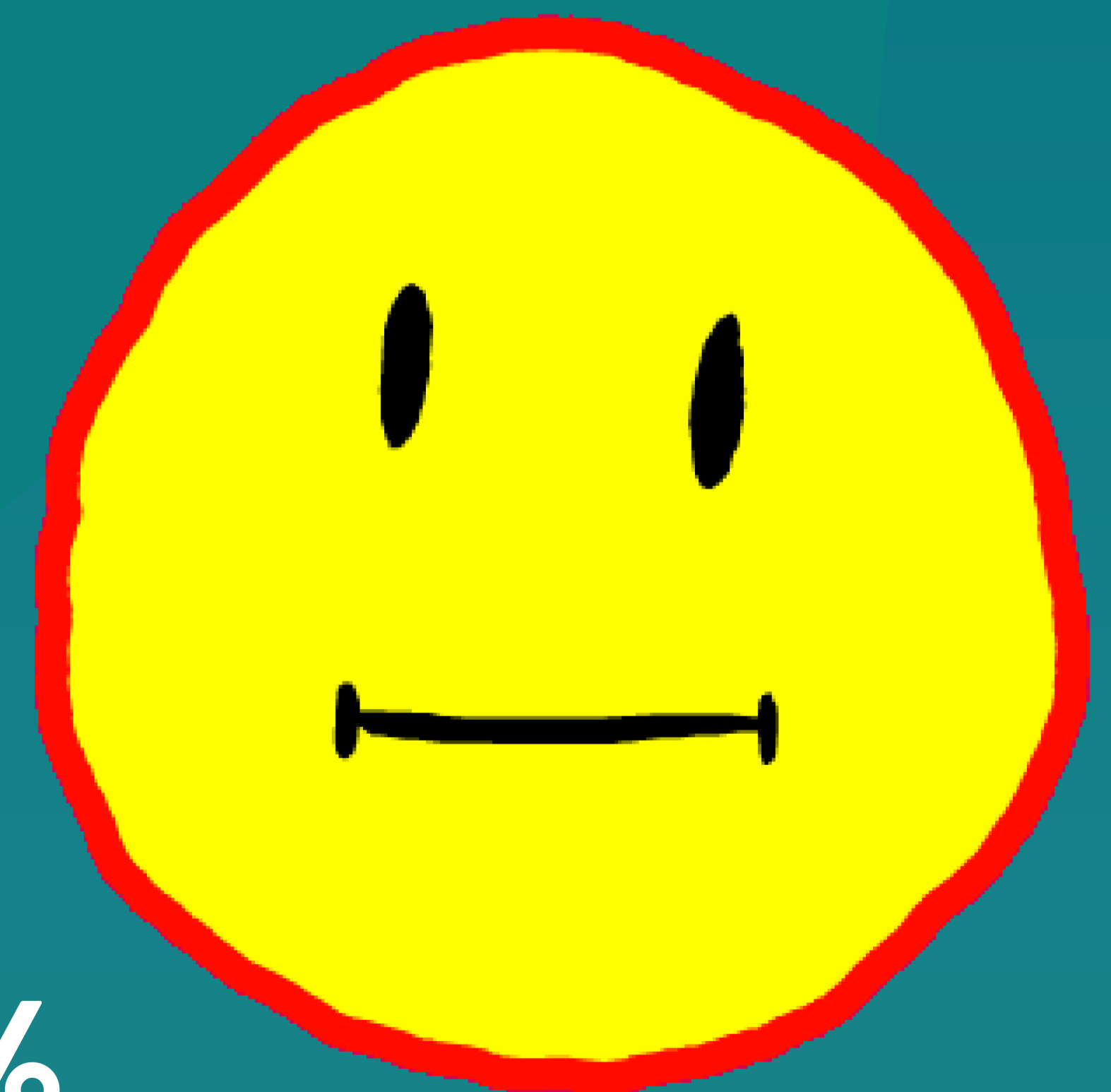
We took 3.34 days, on average, to complete non-emergency repairs

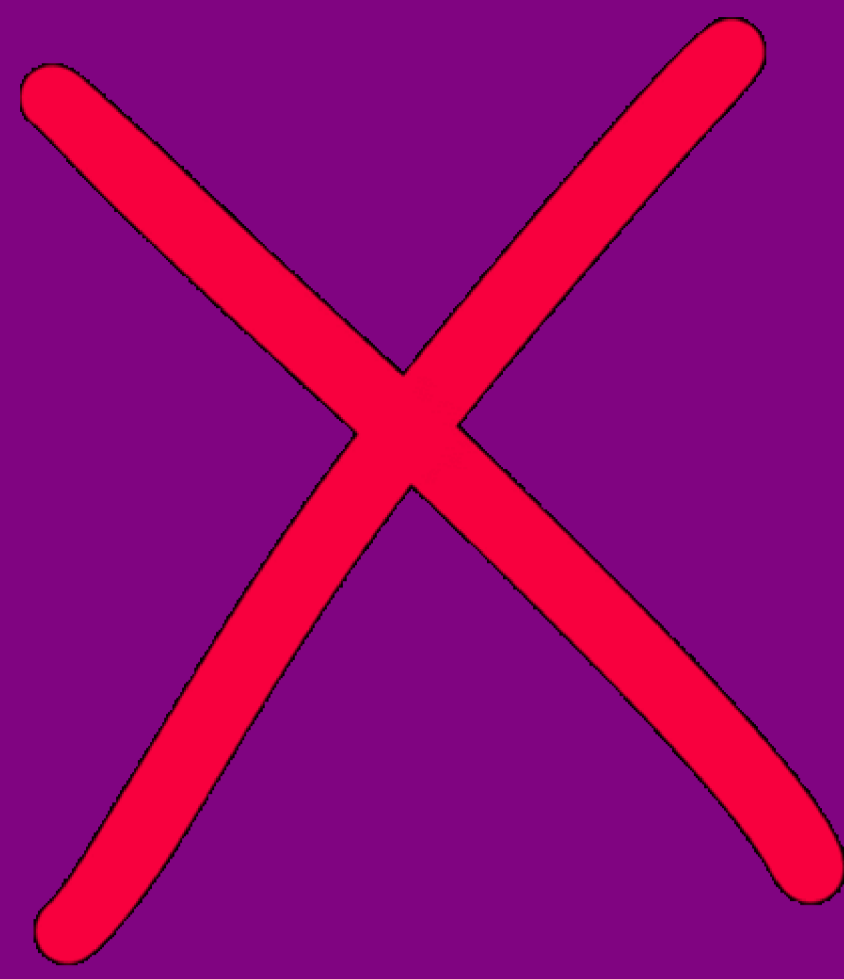
- **Decreasing our time from 5.6 days last year**
- **Better than the Scottish Average of 8.7 days**
- **Better than the Local Average of 6.8 days**



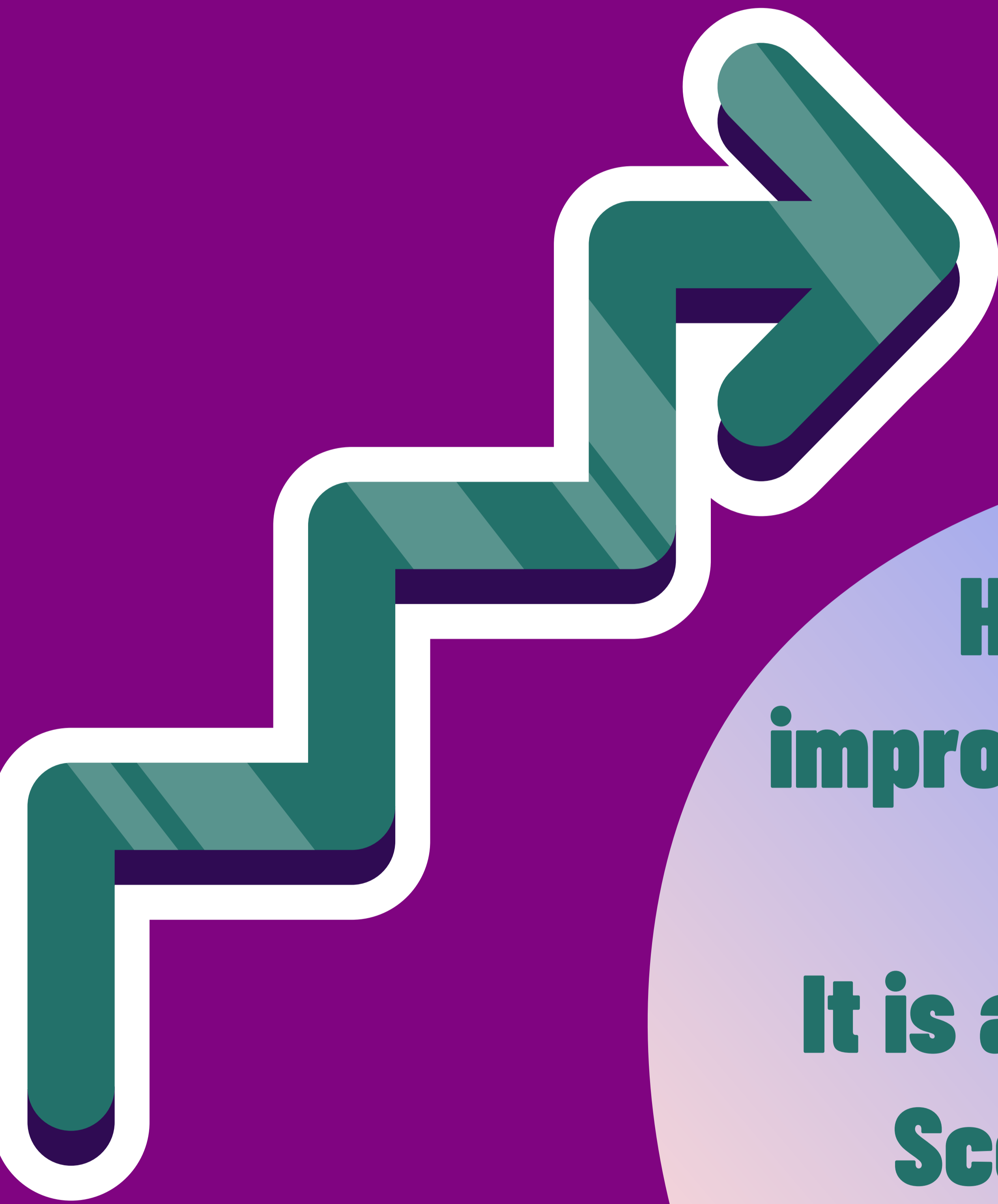
96.67% of our tenants who had repairs carried out in the last 12 months were satisfied with the service

- **A decrease from 100% last year**
- **Better than the Scottish Average of 88%**
- **Better than the Local Average of 85%**





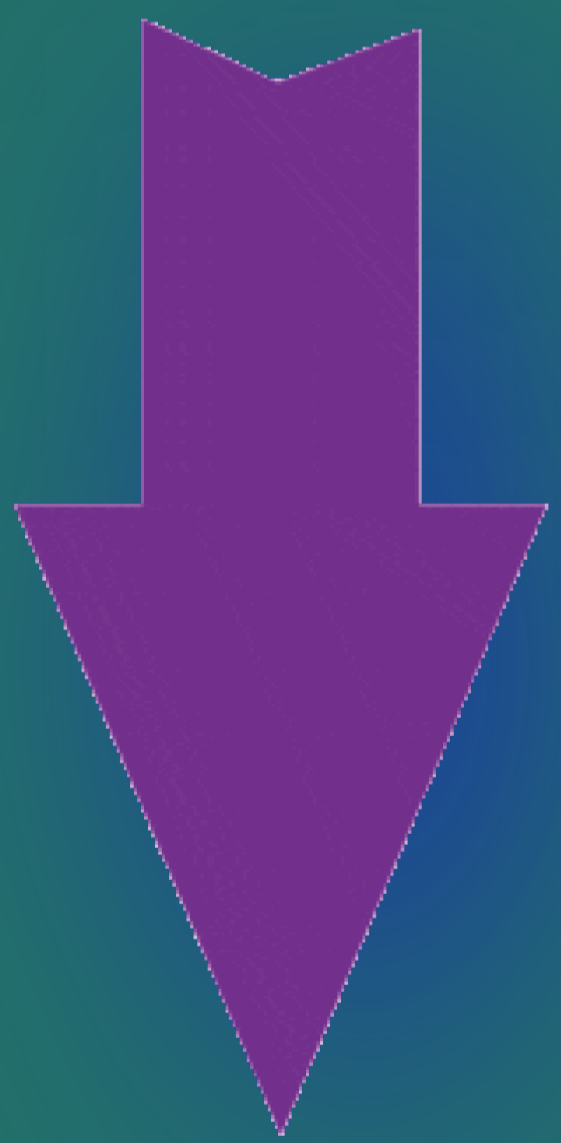
**92.21% of Repairs
carried out in the last
year were completed
right first time.**



**However, it is an
improvement from 84.2%
last year.**

**It is also better than the
Scottish Average of
87.8% and the Local
Average of 83.4%**

84.5% of our tenants were satisfied with the quality of their home



A decrease from last years satisfaction level of 92%

**Just up from the Scottish Average of 84%
Better than the Local Average of 81.5%**



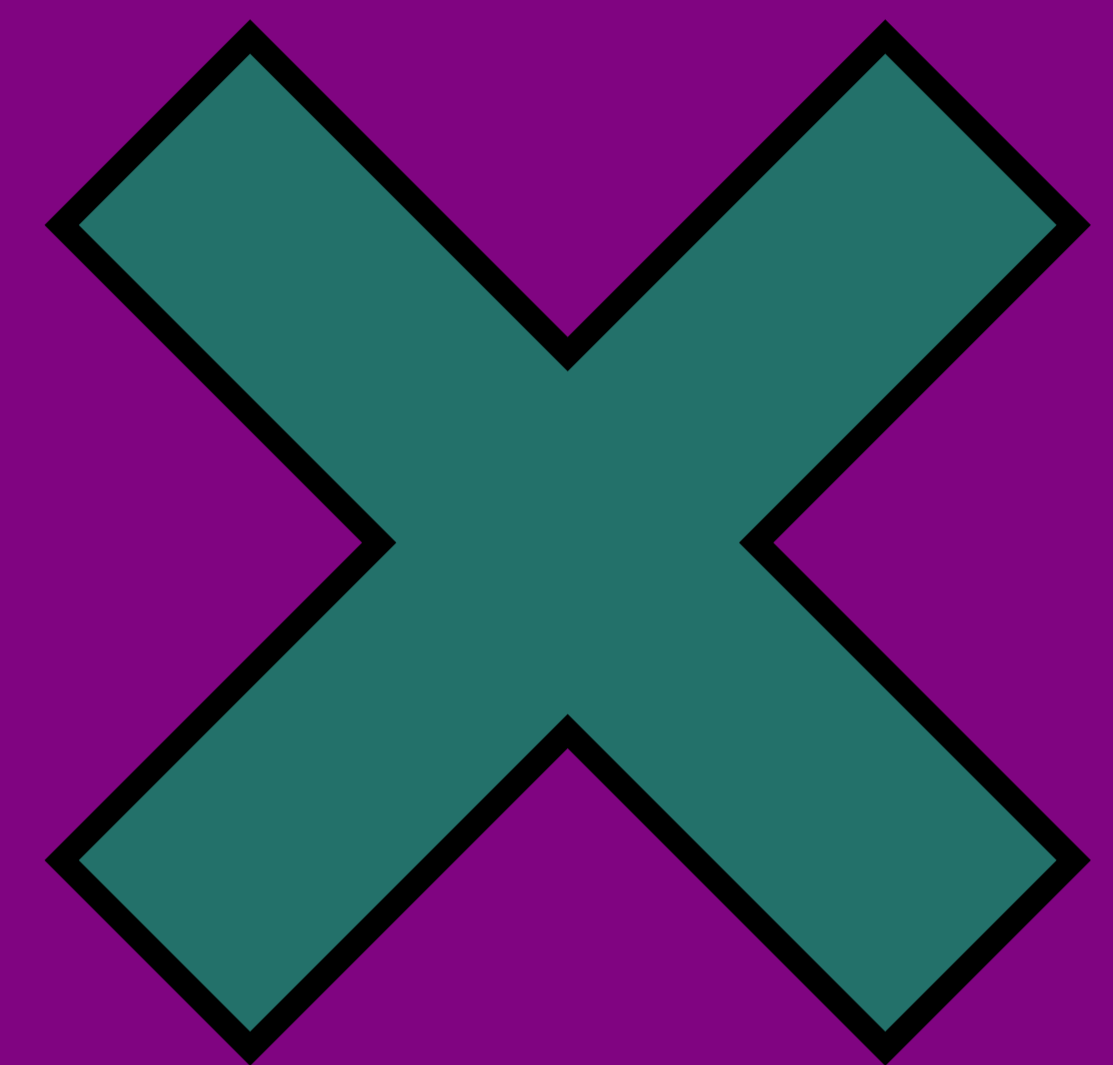
Access to Housing and Support



On average, we took 188.5 days to complete medical adaptations



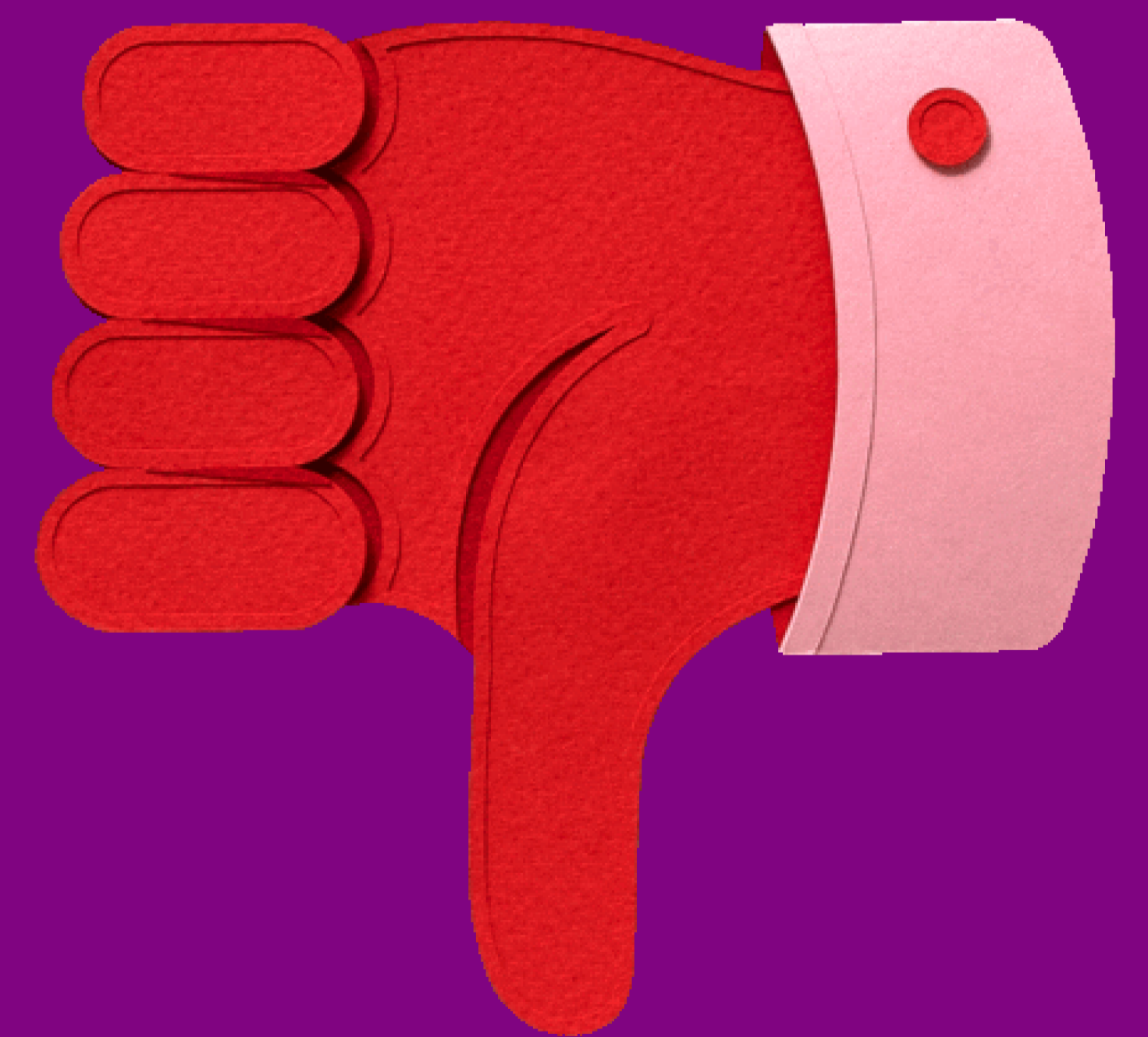
An increase from 183 days last year



We performed worse than the Scottish Average of 46.83 days



And were worse than the Local Average of 63.5 days





**We took an
average 59.52 days
to re-let empty
properties**



**This has increased
from 51.57 days
last year**

Neighbourhood and Community



**100% of Anti-Social
Complaints were
resolved within our
target timescales**

We remained at 100% from last year

We were better than the Scottish Average of 94.2%

We were better than the Local Average of 94%

Getting good value from rent and service charges

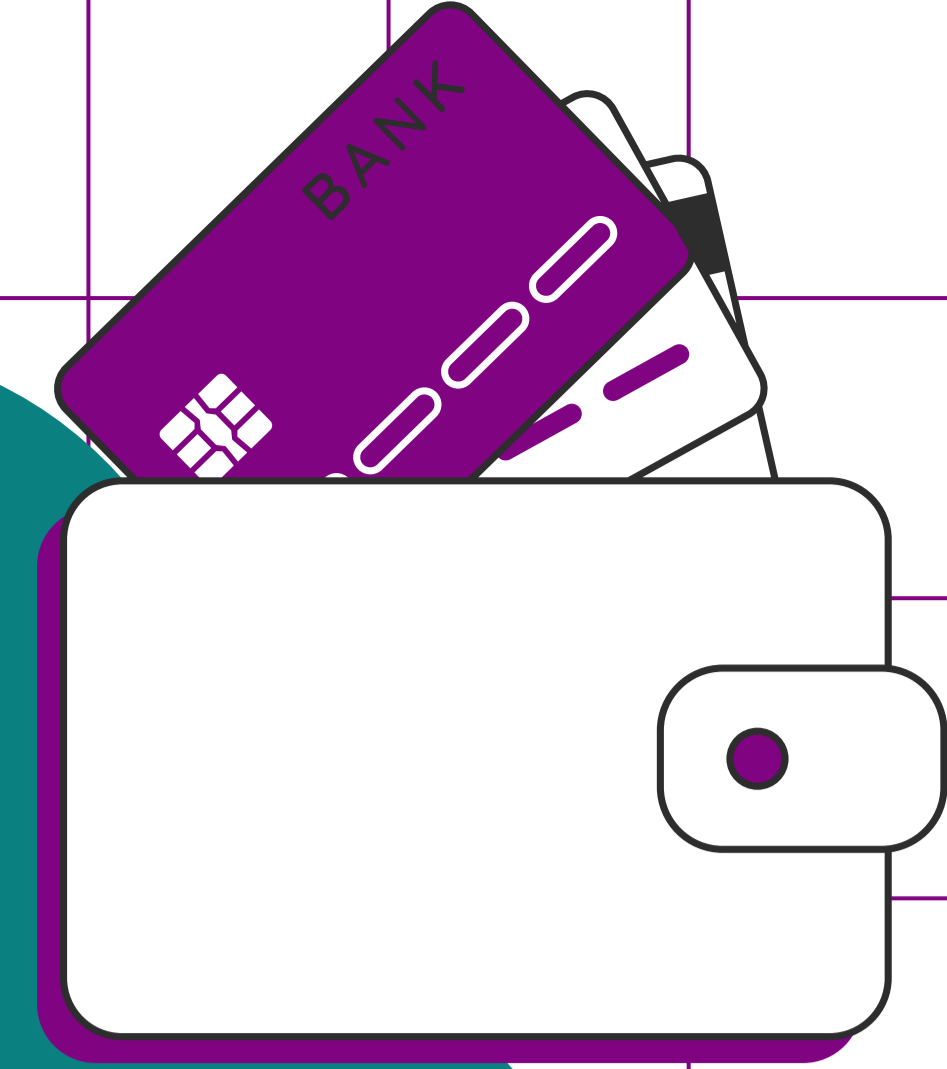


**87.6% of our tenants
felt the rent for their
property represented
good value for money**



**Whilst a decrease
from last year**

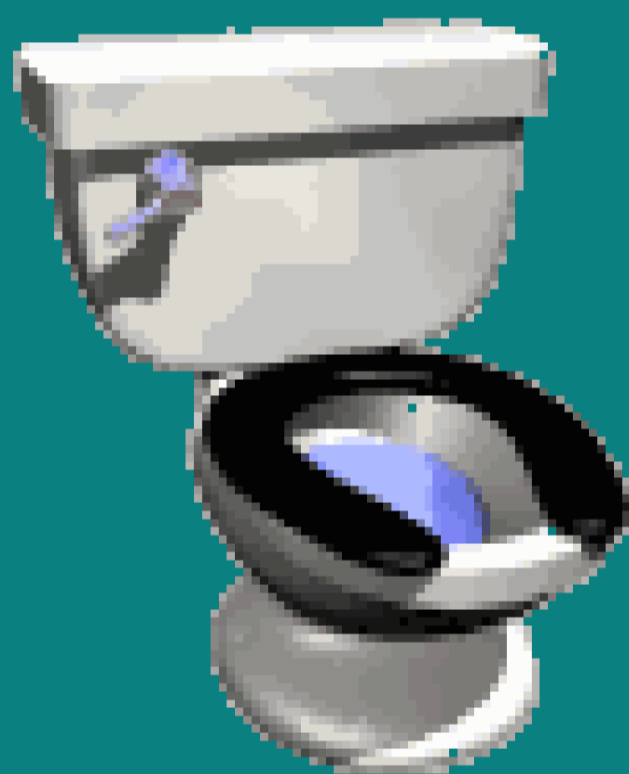
**It is better than the
Scottish Average of
81.8% and the Local
Average of 74.8%**



The total amount of arrears owed to Rosehill is 2.14%* which is £91,988.69 This equates to....



8 Kitchen Replacements

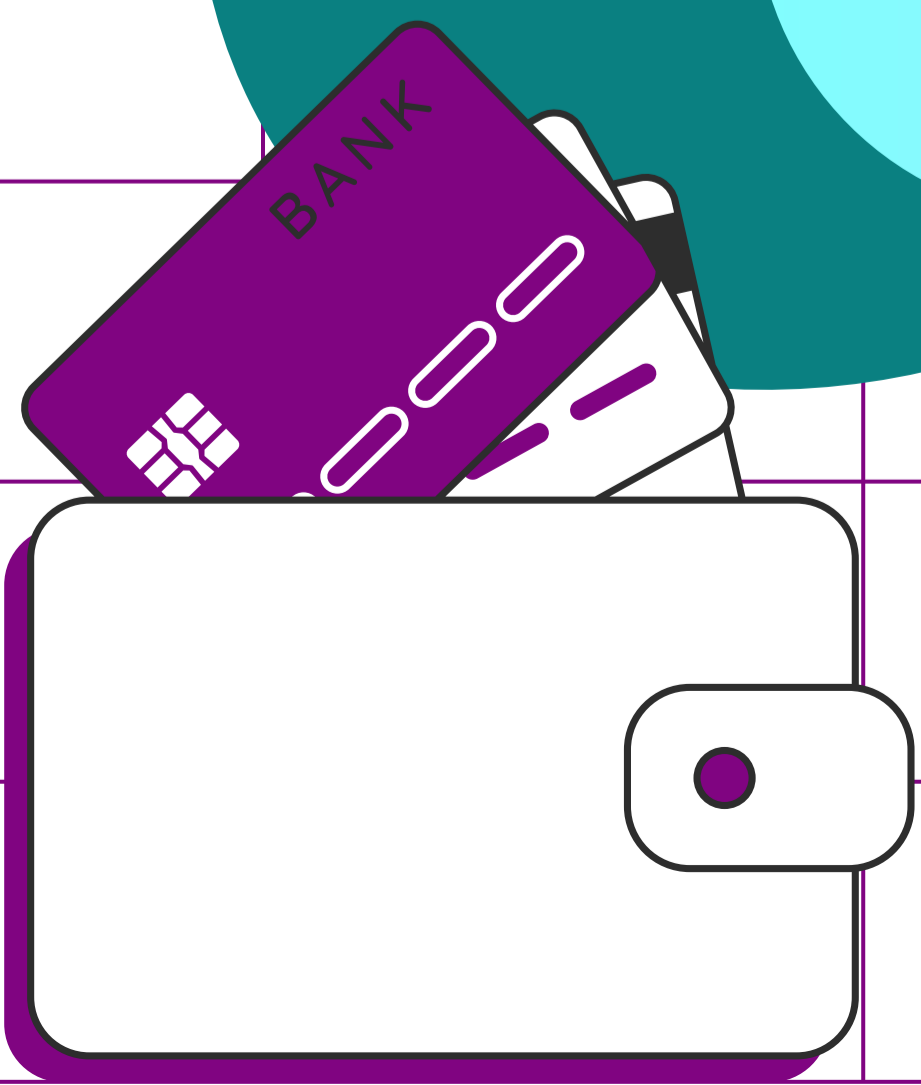


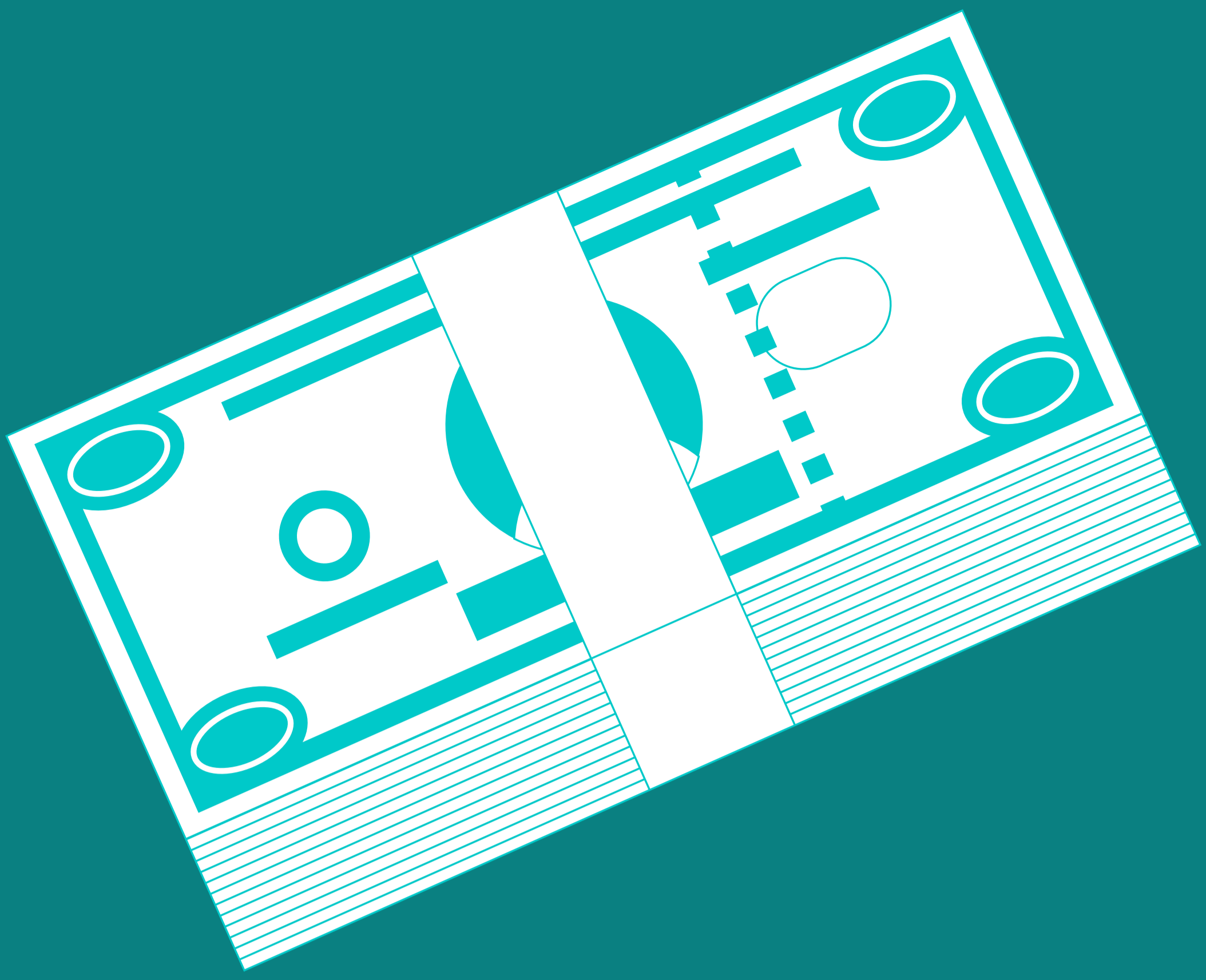
9 Bathroom Replacements



2 Replacement Boilers


*** This is a slight increase from last years figure of 2.13% But better than Scottish Average of 6.86% and the Local Average of 4.57%**





**We lost 0.54% of
total rent due
when properties
were empty**

**A reduction from
last years figure of
0.6%.
Better than the
Scottish Average of
1.4% & the Local
Average of 0.7%**



**How do our
rent charges
compare?**



Our weekly rents by size of property remains lower than the Scottish and Local averages

- ✓ **Studio - £61.35 per week. Scottish Average £78.26. Local Average £67.15**
- ✓ **1 Bedroom - £72.88 per week. Scottish Average - £83.45. Local Average £81.75**
- ✓ **2 Bedroom - £82.61 per week. Scottish Average - £86.28. Local Average - £91.96**
- ✓ **3 Bedroom - £81.93 per week. Scottish Average - £93.96. Local Average - £98.42**
- ✓ **4 Bedroom - £87.17 per week. Scottish Average - £103.72. Local Average - £112.78**



Steps to Improvement



Work with contractors to improve repair quality & arriving on time



Work to reduce re-let times: increase contractor availability, work to improve standards of properties being returned



Increase our presence in the local area. We have already changed our garden maintenance contractor & received positive feedback



As well as funding from Glasgow City Council, we have increased our own funding to provide medical adapts & reduce waiting times

**Thank you for
taking the time
to read our
Performance
Report**



**If you have any questions
please contact:**

admin@rosehillhousing.co.uk



Rosehill
Housing

Co-operative Limited