



OUR PERFORMANCE AS A HOUSING ASSOCIATION

Introduction

This is Thenue's eighth 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, 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 benchmark our performance over time. We carried out a tenant satisfaction survey during September and October 2020 and these

figures have been used for this year's satisfaction figures. 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. 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 thenuehousing.co.uk

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 table to the right.

Area	Total Stock
Baillieston	19
Blackhill	123
Cranhill	282
Castlemilk	338
Bridgeton	1077
Saltmarket	54
Calton	728
Scotstoun	13
Dalmarnock	327
Supported Housing – Various Areas	13
Total	2974

The information below shows how we compare to last year.

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service



Satisfaction regarding being kept informed

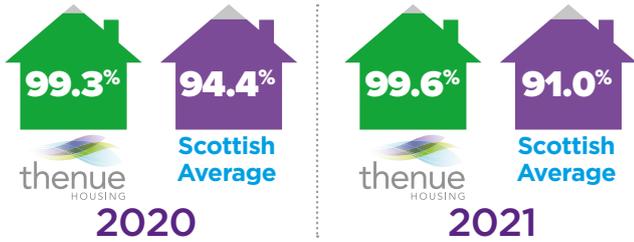


Satisfaction with opportunities to participate

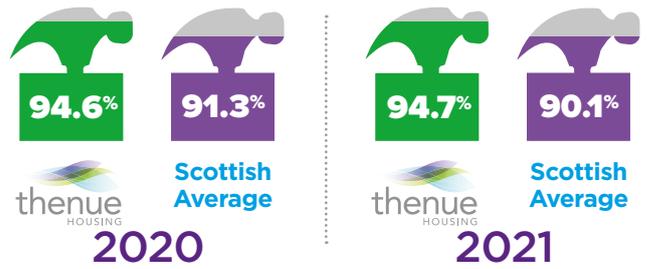


QUALITY & MAINTENANCE OF HOMES

Homes meeting the Scottish Housing Quality Standard



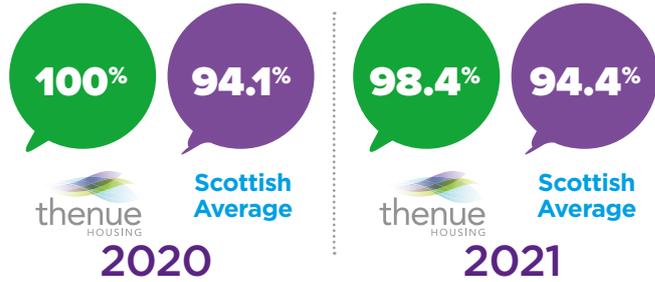
Overall repairs satisfaction



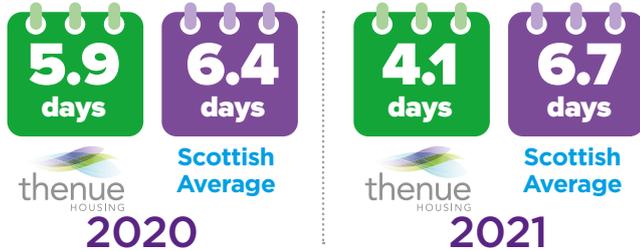
Time taken to complete emergency repairs



Anti Social Behaviour cases resolved within locally agreed targets



Time taken to complete non-emergency repairs

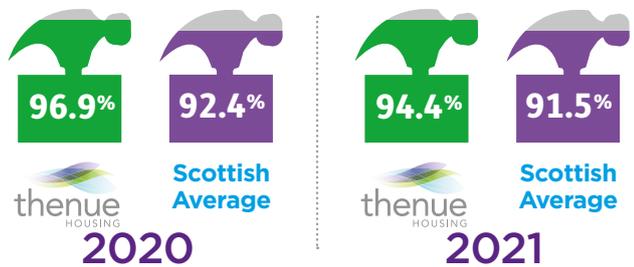


For every 100 of Thenue's homes **8.6 cases** of anti-social behaviour were reported in the last year

Gas Safety



Reactive repairs completed 'right first time'

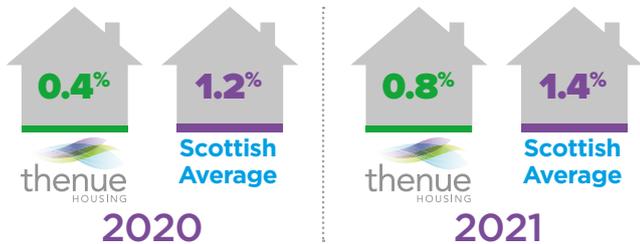


Tenancy sustainment (the number of tenants who have kept their tenancy)



VALUE FOR MONEY

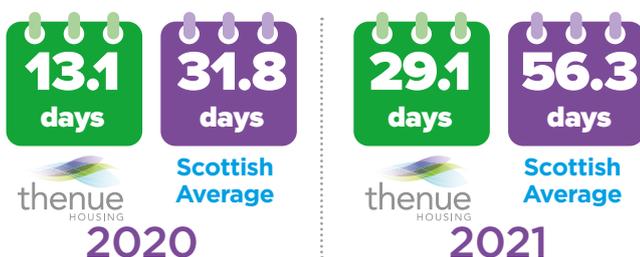
Rent not collected due to homes being empty



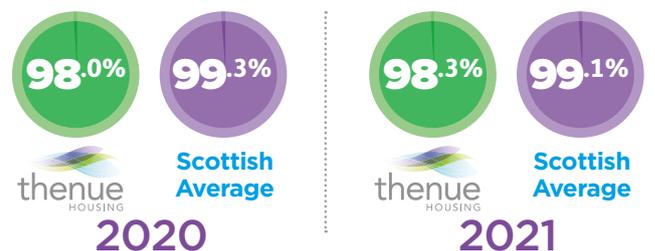
Average Weekly Rent



Average time to re-let homes



Proportion of total rent collected



Thenue collected £13,659,655 of the £13,893,849 rent money due

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 49 complaints in total and the analysis is shown below.

STAGE 1 (% ON TIME)



The average time in working days for a full response at Stage 1

3.4 DAYS

STAGE 2 (% ON TIME)



The average time in working days for a full response at Stage 2

10.7 DAYS

COMPLAINTS TO THE OMBUDSMAN

1
0 upheld

 Received  Responded in full  Responded in time

This Charter Report reflects a full year of pandemic lockdown. We have connected with all our tenants sometimes in person, with appropriate measures in place to help protect our staff and our tenants and sometimes through technology, (zoom, face-time, text, phone, e-mail etc). All things considered, the year-end results for us all, although not perfect, were substantially better than we could have ever envisaged at the start of the year.



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