



OUR PERFORMANCE AS A HOUSING ASSOCIATION

We are pleased to publish in this edition of your newsletter details of our performance as a housing association over the last year.

The following pages contain important data reflecting how we have undertaken our work as your landlord in what is our 12th “Charter Report.”

The document is an important one as we endeavour to meet your understandably high expectations and we encourage you to read it thoroughly.

It is also referred to as the “Annual Return on the Charter” - or “ARC” for short.

As well as providing an important snapshot of how we’re doing, we are also required to submit it to the Scottish Housing Regulator.

The Scottish Housing Regulator exists to protect your interest as tenants and ensure the good governance of

housing providers like ourselves.

The Report summarises all of the statistics that the Scottish Housing Regulator publishes. We are able to compare our own performance with the Scottish average, the Registered Social Landlord (RSL) average and our performance last year. We hope that this information is useful for you.

We carried out a tenant satisfaction survey during October 2023, and as they are the most recent results we have available, these figures have been used. Usually, satisfaction surveys are undertaken by housing associations every three years.

If you would like further in depth or additional information, please ask us. If you want to compare Thenue’s performance with any other Registered Social Landlord in Scotland, then all you need to do is visit www.housingregulator.gov.scot

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 and over the years we have grown the number of properties we own to just over 3,000, mainly but not exclusively situated in the East End of Glasgow. A breakdown of the total stock by area is shown in the table here.

Area	Total Stock
Baillieston	19
Blackhill	141
Cranhill	282
Castlemilk	338
Bridgeton	1104
Saltmarket	54
Calton	801
Scotstoun	13
Dalmarnock	338
Supported Housing – Various Areas	18
Total	3138

The information which follows shows how we compare to last year.

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service



Satisfaction regarding being kept informed

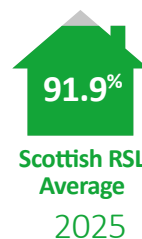
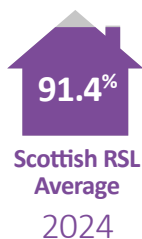


Satisfaction with opportunities to participate

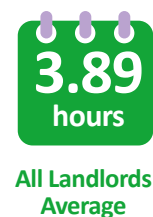


QUALITY & MAINTENANCE OF HOMES

Homes meeting the Scottish Housing Quality Standard



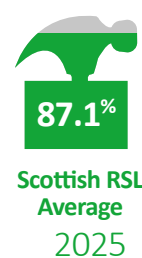
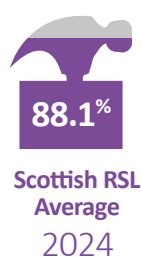
Time taken to complete emergency repairs



Time taken to complete non-emergency repairs



Reactive repairs completed 'right first time'



Overall repairs service satisfaction

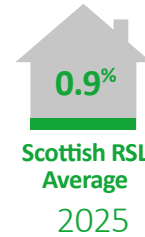
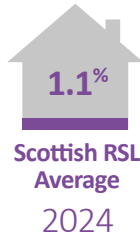


Anti-Social Behaviour cases resolved within locally agreed targets

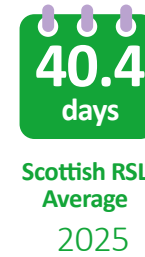
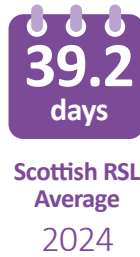


VALUE FOR MONEY

Rent not collected due to homes being empty



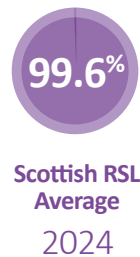
Average time to re-let homes



Average Weekly Rent

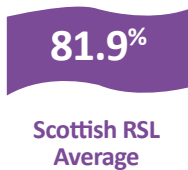


Proportion of total rent collected



Thenue collected **£17.53m** of the **£17.29m** rent money due

Tenants who feel their rent represents good value for money



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 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
(Scottish RSL Average – 5.1 days)

5.1 DAYS

STAGE 2 (% ON TIME)



The average time in working days for a full response at Stage 2
(Scottish RSL Average – 15.69 days)

15.7 DAYS



Received



Responded
in full



Responded
in time



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Authorised and Regulated by the Financial Conduct Authority

Registered society under the Co-operative and Community Benefit Societies Act 2014 (No 1933R(S))

Charity registered in Scotland (No SC032782). Property Factor Registered Number PF000268