






**THE SCOTTISH SOCIAL HOUSING
CHARTER 2023... How well are we doing?**



Dear tenants

We are pleased to present our Charter Report to Tenants. This report details how we have performed as your landlord in 2022-23.

The Scottish Social Housing Charter sets out certain standards that you can expect from us in the services we deliver and the way we deliver them. This report lets you know how we have performed in some key areas, compared with the Scottish average and our peer group average.

Beside each indicator you will see a symbol indicating if our performance has improved  stayed the same  or dropped from last year. 

The information in this report is collated from the most recent Tenant Satisfaction Survey* and the 2022-23 Annual Report on the (Scottish Social Housing) Charter (ARC). All Registered Social Landlord's (RSL's) in Scotland submit an ARC report which contains performance data that has been collected throughout the year. The Scottish Housing Regulator will then compile the data from each RSL and provide details of the Scottish average as a result. Where possible, we have based the peer group average on figures from similar social landlords including Riverside Scotland, Thenue Housing Association, Fife Housing Group, Maryhill Housing Association, Berwickshire Housing Association, Clyde Valley Housing Association, West of Scotland Housing Association and Glen Oaks Housing Association.

Thank you to everyone who provided feedback on our previous Charter Report to Tenants. We hope you find this report interesting and we will be sending a feedback survey via text or email in the coming weeks.

More information on our performance can be found in our Annual Report and Annual Complaints Report. These documents are available on our website or a printed copy can be collected from our office.

In line with the Scottish Housing Regulator's criteria for the ARC, the figures in this report are based on self-contained housing properties. You can also find out more about how other landlords performed by visiting The Scottish Housing Regulator's website at www.scottishhousingregulator.gov.uk

* The most recent Tenant Satisfaction Survey was conducted in 2019. As required by the SHR, we will be conducting a new survey towards the end of this year. Please note, all figures in this report have been rounded to one decimal place.

Almond at a glance

2,519 homes

£96·87 average weekly rent

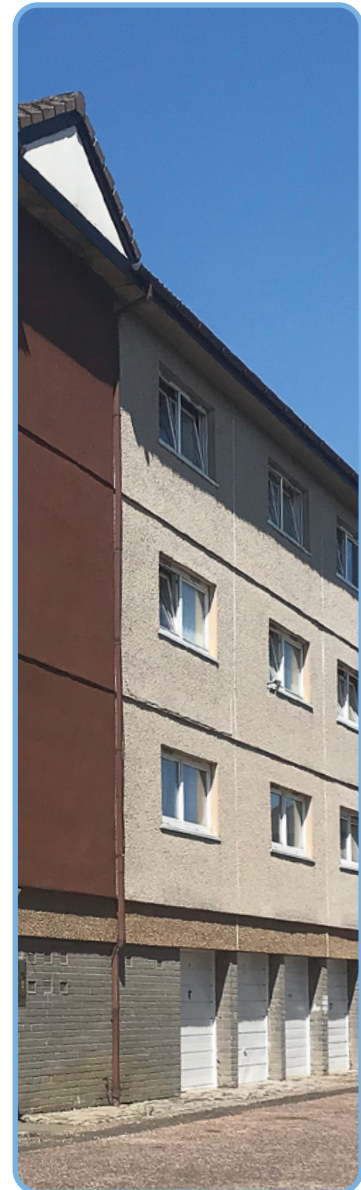
5·4% rent increase for 2022-23

£11,970,374 total rent due

95 tenancy offers made

93 medical adaptations completed

Factoring services provided to 171 residential properties

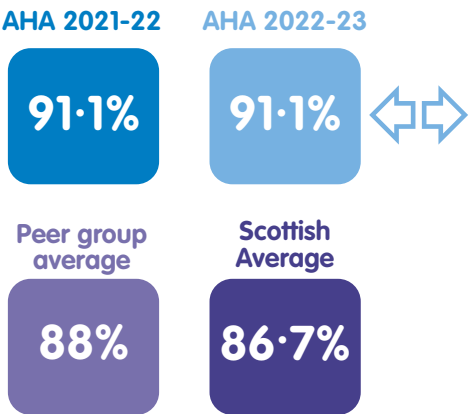




How satisfied were you with...

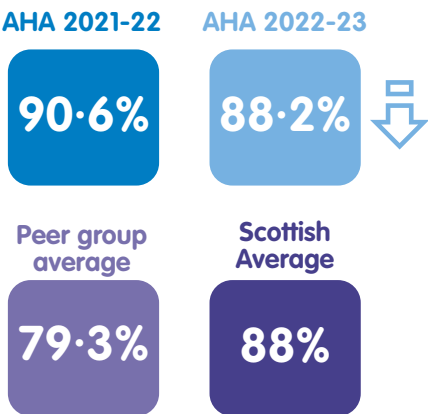
...our overall service?

The figure provided is from our last full tenant survey prior to the submission to the Regulator in May. We know from surveys carried out over the last 8 months that there is a decline in this figure and we have been working closely with our contractors and focus group to ensure the service we are providing meets our customers aspirations in a very difficult financial market.



...our repairs service?

Our repairs contractors have struggled over the last 12 months to recruit enough trades people to deliver the 9767 repairs within our target timescales. We have been working very closely with them to minimise the impact and while performance was strong in emergency and urgent repairs the routine repairs overall took longer to complete than we would have liked.



Supporting you in your home...

...percentage of tenancies sustained for more than a year?

We've worked hard to support our tenants in their homes both through grant funding and direct support with our Almond Cares programme.

AHA 2021-22

98%

Peer group
average

93.6%

AHA 2022-23

93.1%

Scottish
Average

94.5%



...average time to complete adaptations in your home?

We completed 93 adaptations over the course of the year at a cost of £118,841. We re-procured the medical adaptation contract last year and now have a new contractor in place.

Peer group average not available.

AHA 2021-22

22.5
days

AHA 2022-23

24.4
days

Scottish
Average

46.8
days



...average hours to complete emergency repairs?

We completed 2730 emergency repairs with a tradesperson attending and making safe the emergency within an average of 3 hours.

AHA 2021-22

2.9
hours

Peer group
average

3.2
hours

AHA 2022-23

2.9
hours

Scottish
Average

4.2
hours



...average working days to complete non-emergency repairs?

Following another difficult year in terms of recruiting tradespeople we are working closely with our reactive repairs contractor to reduce the time to complete jobs.

AHA 2021-22

10·7
days

Peer group
average

9·8
days

AHA 2022-23

12·8
days

Scottish
Average

8·7
days

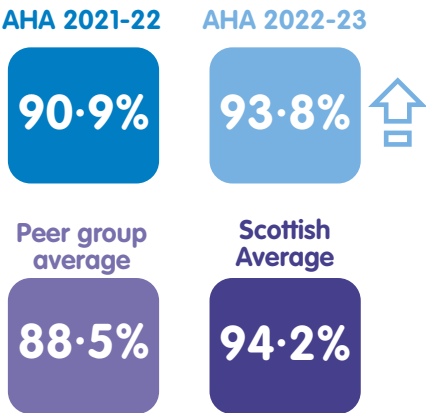




Looking after your neighbourhood...

...percentage of anti-social behaviour (ASB) cases we resolved


This year we reviewed our ASB policy with the tenant focus group and service users. We have improved in this area and hope the feedback will help us to continue with this progress.

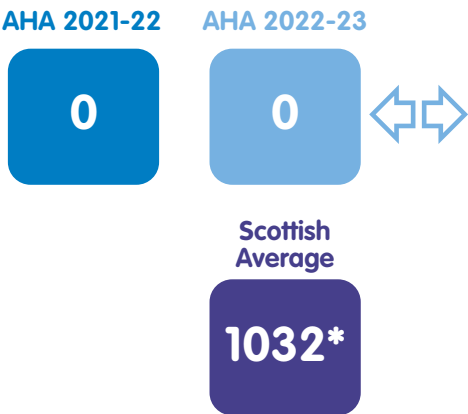


...number of times gas safety check not carried out within 365 days of previous check

The health and safety of you and your neighbours is our top priority and as such we take a robust approach to gaining access for essential gas, electrical and fire safety checks.

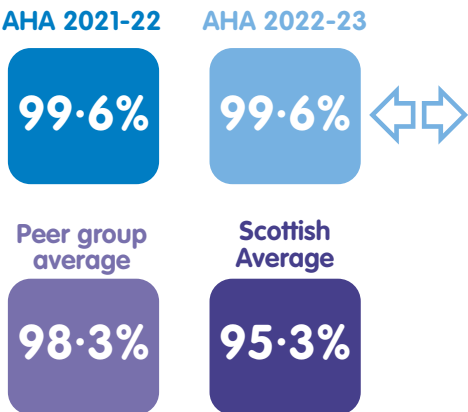
Peer group average not available.

 This is the total number of Housing Association or Local Authority properties in Scotland that haven't been checked within 365 days.



...percentage of complaints responded to in full (stage 1)

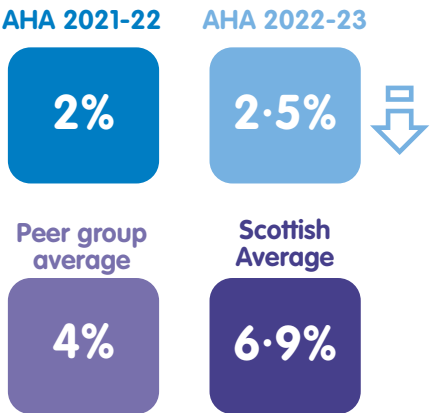
We received 262 stage 1 complaints in 2022-23, responding within an average timescale of 2.44 working days. We continue to demonstrate strong performance in this area.



Offering good value for money...

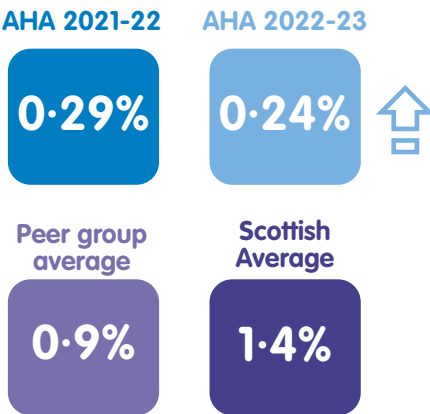
...gross rent arrears as percentage of rent due

This percentage represents our performance in collecting rent and preventing debt. A lower percentage is always better and we are fortunate that our tenants take paying their rent seriously.



...percentage of rent lost through properties being empty

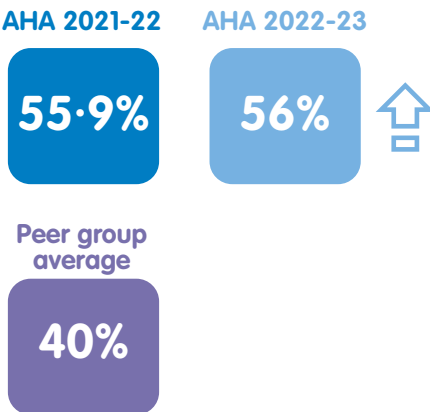
This percentage covers the rent that we lose when a property is empty. We perform very well in this area which avoids passing this cost to our tenants.



... percentage of lets to homeless

All Housing Associations must contribute to tackling homelessness. We are proud to have a strong record in this area.

Scottish average not available.



...average calendar days to re-let homes

We aim to re-let homes as quickly as possible. We perform well in this area despite challenges of properties being returned in poor condition.

AHA 2021-22

22.5
days

Peer group
average

34.4
days

AHA 2022-23

20.9
days

Scottish
Average

55.6
days



2022-2023 improvements

72 Window Replacements

134 Fencing Replacements

158 Boiler Replacements

72 Bathroom Replacements

69 Kitchen Replacements

22 Roof Replacements



Other formats and languages

Please contact us if you want this document in Braille, large print, on a CD, or if you need the document translated into another language.

Skontaktuj się z nami, jeśli chcesz ten dokument w alfabecie Braille'a, duży druk na CD, lub jeśli potrzebujesz tłumaczenia na inny język dokumentu.

Almond Housing Association Limited,

New Almond House, 44 Etive Walk, Craigshill, EH54 5AB

01506 439 291 | enquiries@almondha.org.uk | www.almondha.org.uk



Almond Housing Association



AlmondHousing

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