



# THE SCOTTISH SOCIAL HOUSING CHARTER 2022

... How well are we doing?



# Dear tenants

We are pleased to present our ninth Charter Report to Tenants, a report on how we have performed as your landlord in 2021-22.

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. We are committed to providing an excellent service to all our customers and this report lets you know how we have performed in some key areas, compared with the Scottish average.

This year, we have introduced a system to show how our performance compares with last year. Beside each indicator you will see a symbol indicating if our performance has improved , stayed the same  or gone down. 

The information in this report is collated from the most recent Tenant Satisfaction Survey\* and the 2021-22 Annual Report on the (Scottish Social Housing) Charter (ARC). All Registered Social Landlords (RSLs) 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 scores from each RSL and provide details of the Scottish average as a result.

At Almond Housing Association, we are proud of what we have achieved and the service that we provided in 2021-22 but we know that we can always improve. We strive to be the best and your views and involvement are essential to make this possible.

We hope that you find this report interesting and we welcome your feedback. If you have any comments, please get in touch.

Email us at: [enquiries@almondha.org.uk](mailto:enquiries@almondha.org.uk) Call us on: **01506 439 291**

Contact us online at: [www.almondha.org.uk](http://www.almondha.org.uk)

Write to us at: **New Almond House, 44 Etive Walk, Craigshill, EH54 5AB**



Almond Housing Association



AlmondHousing

You can also find out more about how other landlords performed by visiting The Scottish Housing Regulator's website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

\* The most recent Customer 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

2,531 homes

£89.01 average weekly rent

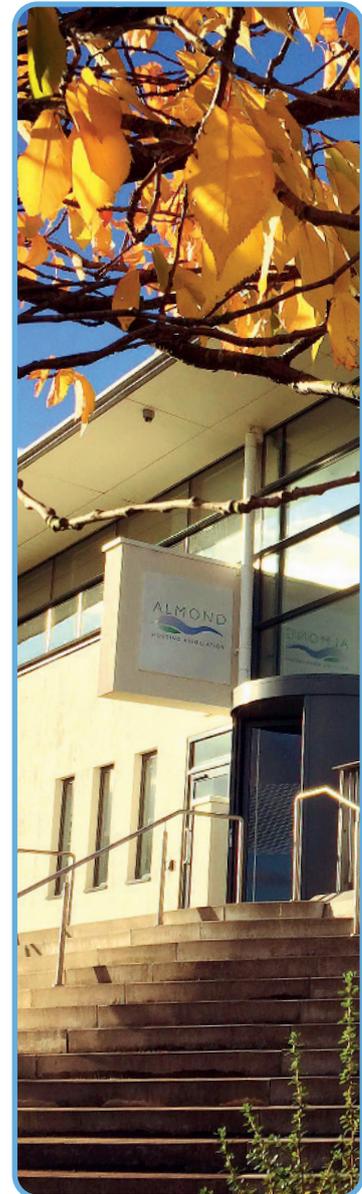
1% rent increase for 2021-22

£11,525,516 total rent due

151 tenancy offers made

112 medical adaptations completed

Factoring services provided to 173 residential properties





# ALMONDVIEW

ALMOND HOUSING ASSOCIATION NEWSLETTER

SPRING 2014



Growing together

more on page 3



Works complete

more on page 4

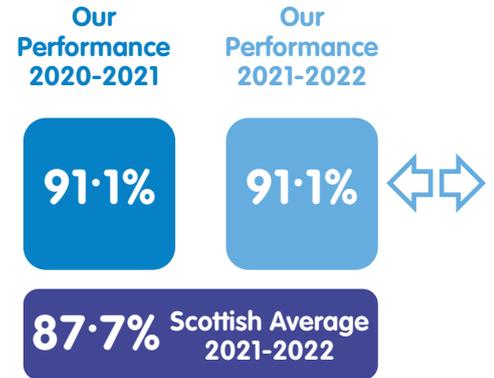
DON'T FORGET... Our office and phone lines will be closed on Friday 15th April and Monday 18th April for the Easter weekend. We will also be closed for the bank holidays on Monday 2nd May and Friday 3rd June.



# How satisfied were you with...

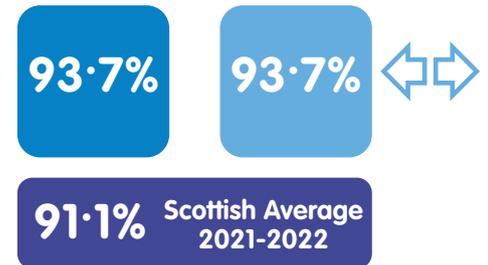
## ...our overall service?

We continually strive for excellent customer service and this year we carried out a customer profiling exercise to ensure the information we held on our system was accurate and up to date. We are using the information we have received to provide our customers with a better service based on their individual needs.



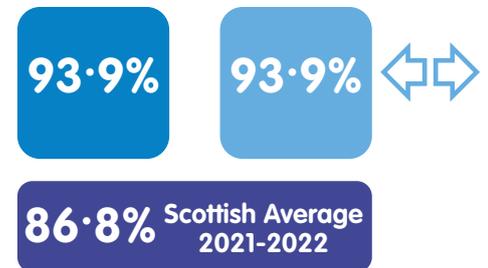
## ...how well we kept you informed?

We recognise the importance of keeping customers informed of what is changing, improving, or developing at AHA. We kept customers informed this year through our quarterly newsletter, our website and our social media pages.



## ...the opportunity to have your say?

We encourage our customers to get involved and tell us what they think of our services and the direction of the Association. This year, we developed our approach to surveys by introducing CX Feedback, a system which allows customers to have their say in a quick and convenient way.



# Supporting you in your home...

## ...did we support you to sustain your tenancy?

We continued to provide tenancy support this year through The Action Group and Housing Options Scotland. These services provided a range of support, from help with benefits and managing your income, to assisting with application forms and providing details about the local area.

Our  
Performance  
2020-2021

92·1%

Our  
Performance  
2021-2022

98%



90·8% Scottish Average  
2021-2022

## ...did we adapt your home in a timely manner?

Although our contractors faced difficulties regarding material and labour shortages following Covid-19 and Brexit, we are pleased that they could continue with essential works and complete medical adaptations to a high standard.

25·5  
days

22·5  
days



54·4 Scottish Average  
2021-2022

## ...were you happy with the repairs service that you received?

Although our contractor faced some difficulties when recruiting trades people this year, we worked with them to ensure there was minimal impact on our customers. We completed 2,953 emergency reactive repairs and 7,603 non-emergency reactive repairs throughout the year.

89·2%

90·6%



88% Scottish Average  
2021-2022



### ...were you happy with the quality of your home?

We aim to provide our customers with a home that is comfortable, affordable and fit for the future.

Our  
Performance  
2020-2021

89%

Our  
Performance  
2021-2022

89%



85.4% Scottish Average  
2021-2022

### ...did we re-let properties in a timely manner?

Covid-19 had a significant impact on these timescales, however we were able to work closely with our contractors to keep days lost to a minimum.

33.3  
days

22.5  
days



51.6 Scottish Average  
2021-2022  
days





# Looking after your neighbourhood...

## ...were you happy with how we managed the area where you live?

We recognise that you want to live in an area where you can feel comfortable and take pride in your surroundings. We worked on various community based initiatives this year to enhance the areas where we have housing stock and give residents the chance to have their say about what projects take place in their communities.

Our Performance  
2020-2021

87.4%

Our Performance  
2021-2022

87.4%



85.1% Scottish Average  
2021-2022

## ...did we resolve your anti-social behaviour cases?

We have seen an increase in performance in this area, however we recognise there is still more to do. We plan to develop an easy feedback system on how anti-social behaviour is dealt with and to follow up on any suggestions made by customers to improve it.

84.1%

90.9%



94.7% Scottish Average  
2021-2022

## ...did we respond to your complaint in full?\*

We aim to respond to complaints as quickly as possible and provide information on how and why we make certain decisions. Whilst we experienced a slight dip in performance compared with last year, it is positive to note that we were still performing above the Scottish average.

\* These figures relate to stage 1 complaints. Only a minority of complaints reach stage 2 and require further investigation.

100%

99.6%



96.8% Scottish Average  
2021-2022



## Offering good value for money...

### ...do you think your rent represents good value for money?

We work hard to ensure our houses are real homes for those who live in them. This year we spent £3m on planned improvements within our properties. We will continue to monitor our performance, and that of our contractors, to ensure we provide customers with good value for money.

### ...how much rent did we collect?

Rent collected goes towards providing excellent services for our customers, whilst demonstrating good value for money. We therefore used the money collected through rent to provide our customers with homes which are safe, comfortable and aspirational for the future.

Our  
Performance  
2020-2021

80.5%

Our  
Performance  
2021-2022

80.5%



83%

Scottish Average  
2021-2022

100%

100%



99.3%

Scottish Average  
2021-2022

## 2021-2022 improvements

66 Window Replacements

111 Fencing Replacements

193 Boiler Replacements

83 Bathroom Replacements

76 Kitchen Replacements

21 Solar PV Installed





## 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.

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 **AlmondHousing**

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**ALMOND**  
  
HOUSING ASSOCIATION