



The Scottish Social Housing Charter 2024

How well are we doing?

DEAR TENANTS

We are pleased to present our Charter Report to Tenants, a report on how we have performed as your landlord in 2023-24.

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 2023 Tenant Satisfaction Survey and the 2023-24 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 scores 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 Berwickshire Housing Association, Clyde Valley Housing Association, Fife Housing Group, Glen Oaks Housing Association, Maryhill Housing Association, Riverside Scotland, Thenue Housing Association and West of Scotland 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. You can also contact us to submit feedback at any time.

More information on our performance can be found in our Annual Report, Annual Complaints Report and Landlord Report from the Scottish Housing Regulator. These are available on our website www.almondha.org.uk/about-us/organisational-performance or printed copies are available 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

Please note, all figures in this report have been rounded to one decimal place.

ALMOND AT A GLANCE...

- **2535** Homes
- **£97.19** average weekly rent
- **5.8%** rent increase for 2023/24
- **£12,609,320** total rent due
- **75** tenancy offers made
- **137** medical adaptations completed
- Factoring services provided to **170** residential properties





Earlier in the year, our Board took part in a tour to visit the different areas where we have housing stock. The Senior Management Team update the Board regularly and this tour allowed them to see what is happening in the various areas where we work.

YOUR SATISFACTION WITH...

Our overall service

Thanks to over 45% of customers for responding to our latest Tenant Satisfaction Survey, we have a good understanding of the areas we need to improve on. We have discussed our results and action plan with our tenant focus group and are working towards improvement.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
83.7%	91.1%	84%	86.5%

Our repairs service

Delivery of reactive repairs and recruitment of tradespeople by our contractors has continued to be a challenge over the last 12 months. We delivered 9594 reactive repairs and saw continued improvement in performance from our main contractor, Response, over the course of the year.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
93.3%	88.2%	79.8%	87.3%



SUPPORTING YOU IN YOUR HOME

Percentage of tenancies sustained for more than a year

Two years ago, Almond created an in-house Tenancy Sustainment Service. In combination with processes already in place, we noticed this delivered strong performance around sustainment of tenancies.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
 96.5%	93.1%	92%	91.2%

Average days to complete adaptations in your home

We completed 137 medical adaptations over the course of the year. This was an increase of 47% on the number carried out the previous year so we are delighted to have maintained strong performance. We spent £163,175 with £158,000 being funded through grant from Scottish Government.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
 24.1 days	24.4 days	59.1 days	44.8 days

Average hours to complete emergency repairs

We completed 2541 emergency repairs with a tradesperson attending and making the emergency safe in under 2.5 hours on average.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
 2.4 hrs	2.9 hrs	2.7 hrs	4 hrs

Average working days to complete non-emergency repairs

At the start of the financial year there was a backlog of overdue outstanding repairs. As a result of these jobs being late, the overall figure has remained the same for the year despite improved performance as the year went on.

 AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
12.8days	12.8days	8.5days	9days



LOOKING AFTER YOUR NEIGHBOURHOOD

Percentage of anti-social behaviour (ASB) cases we resolved

Our text and email survey for ASB in 2023-24 saw a slight increase in the number of responses. We do not have a high number of ASB cases, so small variations in feedback can change the result significantly. Getting feedback is vital to allow us to seek ways to improve.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
 83.8%	93.8%	97%	94.3%

Number of times Gas Safety Check not carried out within 365 days of previous check

The safety of customers is our priority. We would like to say thank you to the 69% of households who let us in to do the gas service on the first visit this year. We continue to take a robust approach when required for gas, electrical and fire safety checks. We are delighted that we continue to report 100% compliance with the legal requirements for gas safety checks.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Value
 0	0	1.8	2633*

*This is the total number of Housing Association or Local Authority properties in Scotland that were not checked within 365 days.



Percentage of complaints responded to in full (stage 1)

We received 237 stage 1 complaints in 2023-24, responding within an average timescale of 2.84 working days. We continue to demonstrate strong performance in this area, achieving better results than our peers.

 AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
99.6%	99.6%	99%	96.7%



OFFERING GOOD VALUE FOR MONEY

Gross rent arrears as percentage of rent due

The percentage of gross arrears represents how well we collect rent and prevent debt. Our overall rent arrears increased from the previous years, although this was due to several factors such as a ban on evictions and the pressures on our tenants from increased cost of living. We are fortunate that our tenants take paying their rent seriously and that action such as eviction is very rare at Almond. Whilst our performance has dipped slightly compared with 2022-23, it still remains strong when compared with the peer group average and the Scottish average figures.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
 3.1%	2.5%	4%	6.7%

Percentage of rent lost through properties being empty

The longer a property sits empty the more rent that is lost. We continue to perform well in this area and have outperformed the peer group average and Scottish average for this indicator.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
 0.2%	0.2%	1%	1.4%

Percentage of lets to Homeless

Almond is committed to preventing homelessness, and for 2023-24, we aimed to let at least 50% of properties to statutory homeless. Although we fell slightly short of this target, it does not consider Almond's own policy around **threatened with homeless**, which brings us over the 50% mark.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
 48.2%	56%	36.3%	N/A

Average calendar days to re-let homes

Turning properties around quickly is important to avoid a loss of rent.

Our performance, despite challenges, remains strong in this area. We performed significantly better than the peer group average and Scottish average for this indicator.

AHA 2023/24	AHA 2022/23	Peer Group Average 2023/24	Scottish Average
 19.9days	20.9days	33.3days	56.7days

2023-24 IMPROVEMENTS

- | | |
|--------------------------------------|---------------------------------|
| • 170 Window Replacements | • 33 Boiler Replacements |
| • 60 Bathroom Replacements | • 41 Roof Replacements |
| • 64 External Wall Insulation | • 138 Doors Installed |

For more information on Planned Improvements for the next financial year, please visit www.almondha.org.uk/repairs/cyclical-and-planned-maintenance

What each £1 has been used for...

Our rental income during the year was £13.1 million. We have outlined below what each £1 of rent has gone towards this year:

Loan interest (net) and similar charges 6p
New properties 8p
Kitchens, bathrooms, boilers, showers and roofs 9p
Management and service costs 28p
Community support 3p
Repairs reported by tenants 18p
Cyclical Maintenance and Improvements 28p



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