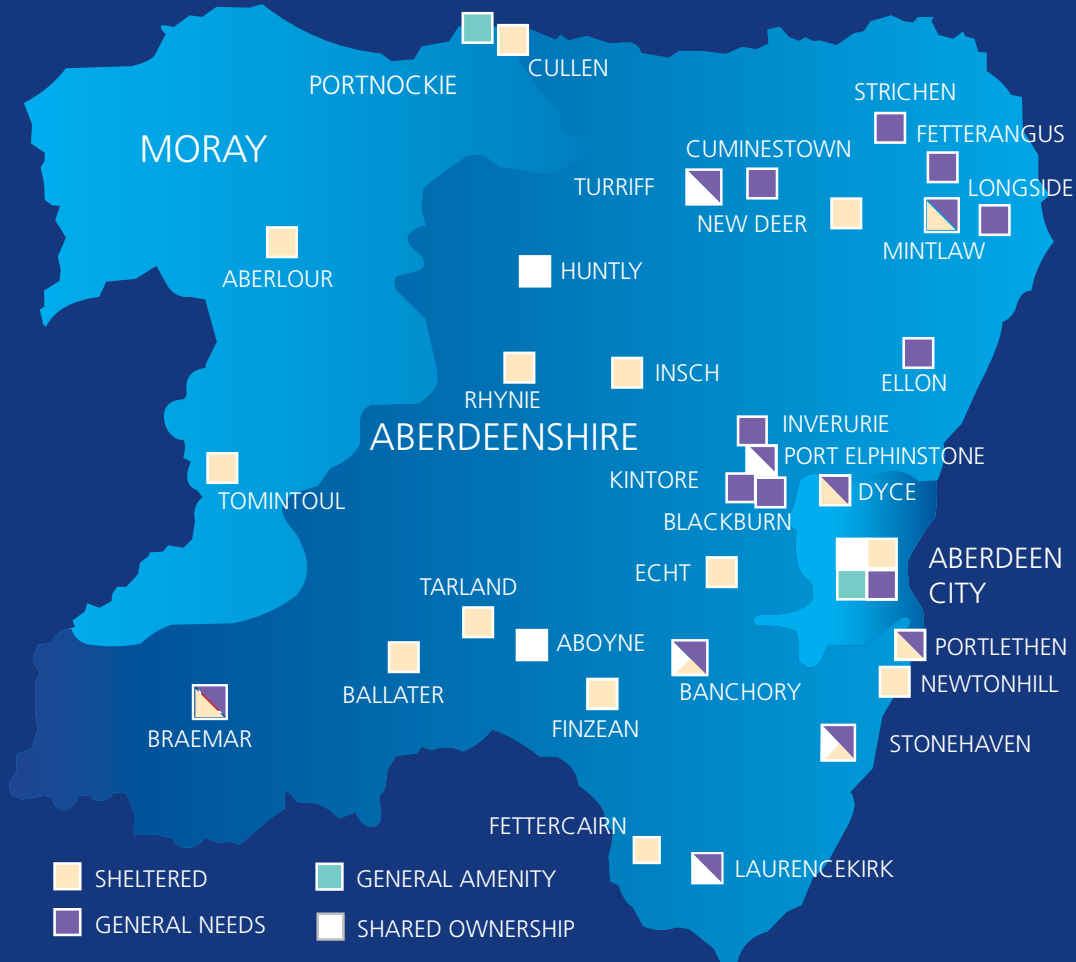




ANNUAL CHARTER PERFORMANCE REPORT  
**2017-2018**





## About This Report - How We Compare?

This year we have once more compared our performance against the previous year (2016/17) along with the Scottish Registered Social Landlords (RSLs) average. The RSL average figure has been calculated by the Scottish Housing Network (SHN) and is based on the RSL average of their members who are RSLs.

### The traffic light system

The traffic light faces are to help provide an easy and clear indication of our level of performance.



**Green** indicates that our performance is better than the Scottish Registered Social Landlord (RSL) average.



**Amber** indicates that performance is on a par with the RSL average.



**Red** indicates that performance is not as good as the RSL average and where improvement is needed.

### Our Staff

Castlehill Housing Association has 80 full-time equivalent posts across all our services. Staff are based between our Carden Place and Waverley Place offices and our Sheltered Schemes throughout Aberdeen City, Aberdeenshire and Moray. Staff turnover this year was 4.48%.

## **WELCOME TO THE CASTLEHILL HOUSING ASSOCIATION ANNUAL CHARTER PERFORMANCE REPORT 2017 – 2018.**

I am pleased to report that this year there has again been a focus on the development of new homes with completions at Countesswells and Mugiemoss in Aberdeen and at Corsmanhill and Portstown in Inverurie. These additional 159 properties have taken the total number of houses managed by the Association and its subsidiaries to over 2000 homes. In addition, we have developments of 36 houses on site at Maidenraig in Aberdeen and the next phases of Corsmanhill and Portstown will add a further 32 new homes.

Maintenance and improvement of our housing remains one of our most important activities. This past year we have invested over £2 million in reactive and planned maintenance, including a programme of kitchen and bathroom replacements and upgrading lifts. We carried out over 3500 reactive repairs, completing emergency repairs in an average time of just over 3 hours and all other works in an average of 6.25 days. 92% of jobs were carried out “right first time” and we maintained 100% compliance on gas safety certificates. Notwithstanding these positive results we are reorganising our repairs service to bring the reactive and planned maintenance activities together in a single Property Services Department. This aims to provide one point of contact for tenants to further improve the service we provide.

This has been a particularly busy year for our Housing and Property staff with all the new properties being delivered. As well as letting 176 new tenancies, income lost through empty property is down to 0.88%. Sustaining successful tenancies is a priority for our Housing and Support staff and we continue to be successful in this area. Our support service in sheltered housing in Aberdeenshire and Moray, along with the Key Project, recently received an unannounced visit from the Care Inspectorate and I’m pleased to report the service received a “very good” grading across the board.

As in previous years, if you are interested to find out more about our performance and the opportunities to get more involved with Castlehill please contact Catherine Coutts, Tenant Participation Officer on 01224 625822.

**David Millar**

Convener of Management Committee

# OUR PROFILE

2015/16

Total number of houses



Total rent due in the year

**£7,187,670**

Percentage average weekly rent increase applied

**1.8%**

2016/17

Total number of houses



Total rent due in the year

**£7,355,878**

Percentage average weekly rent increase applied

**3%**

2017/18

Total number of houses



Total rent due in the year

**£7,972,730**

Percentage average weekly rent increase applied

**3.9%**

The average rent increase across all Registered Social Landlords in Scotland this year was

**3.2%**

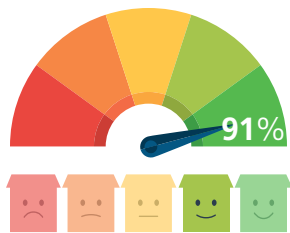
Number of Bedrooms	Number in Stock	Average Weekly Rent	Scottish Average
Studios	<b>87</b>	£65.18	£67.35
x 1	<b>934</b>	£82.18	£73.20
x 2	<b>518</b>	£89.24	£74.90
x 3	<b>198</b>	£89.55	£81.36
x 4	<b>14</b>	£126.75	£90.22

CHA average weekly rent per bed space **£80.60**

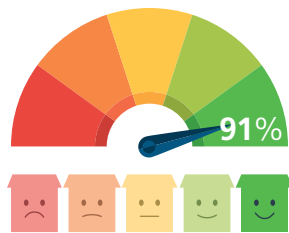
Scottish average is **£76.23**

# TENANT PARTICIPATION & SATISFACTION

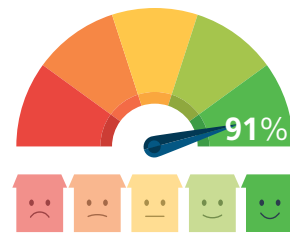
Percentage of tenants satisfied with overall service



2016/2017

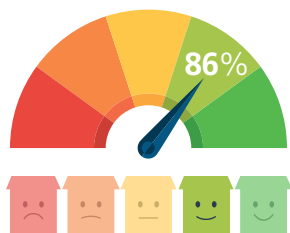


2017/2018

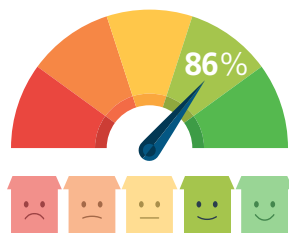


SCOTTISH AVERAGE

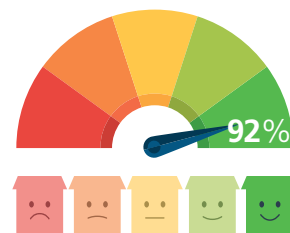
Percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes



2016/2017

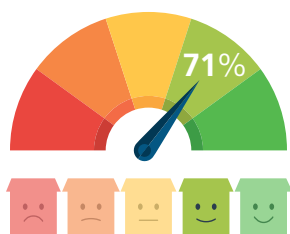


2017/2018

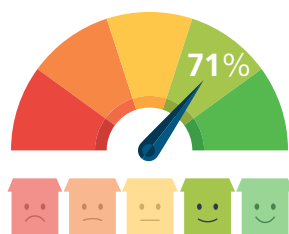


SCOTTISH AVERAGE

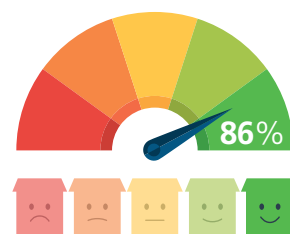
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making



2016/2017

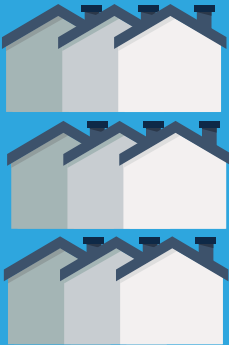


2017/2018



SCOTTISH AVERAGE

Percentage of stock meeting the Scottish Housing Quality Standard



**99.76%**  
2016/2017

**99.7%**  
**2017/2018**

**94.2%**  
Scottish Average

Average length of time taken to complete emergency repairs

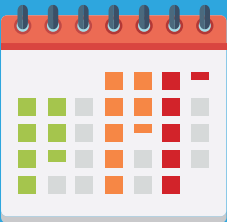


**1.87** hours  
2016/2017

**3.17** hours  
**2017/2018**

**4** hours  
Scottish Average

Average length of time taken to complete non-emergency repairs



**7.39** days  
2016/2017

**6.25** days  
**2017/2018**

**6.4** days  
Scottish Average

Percentage of reactive repairs carried out in the last year completed first time

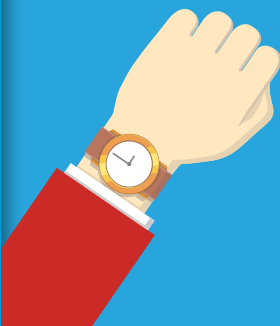


**93.21%**  
2016/2017

**91.78%**  
**2017/2018**

**91.8%**  
Scottish Average

Percentage of repairs appointments kept



**99%**  
2016/2017

**99.8%**  
**2017/2018**

**95.5%**  
Scottish Average

Percentage of tenants who had repairs and maintenance carried out in the last 12 months who were satisfied with the service



**96%**  
2016/2017

**94.95%**  
**2017/2018**

**92.1%**  
Scottish Average

# NEIGHBOURHOOD AND COMMUNITY

Number of cases of anti social behaviour reported in last year



**107**  
2016/2017

**83**  
**2017/2018**



Percentage of cases resolved within locally agreed targets last year



**67.29%**  
2016/2017

**72.29%**  
**2017/2018**

**87.9%**  
Scottish Average



# GETTING GOOD VALUE FOR RENTS & SERVICE CHARGES

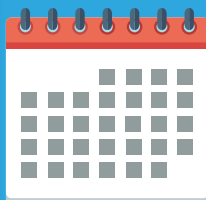
Average length of time taken to re-let properties in the last year



**31** days  
2016/2017

**34** days  
**2017/2018**

**31** days  
Scottish Average



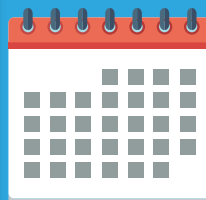
Percentage of rent lost through properties being empty in the last year



**0.7%**  
2016/2017

**0.7%**  
**2017/2018**

**0.9%**  
Scottish Average



### Percentage of total rent due collected in the previous year



2016/2017	101%
<b>2017/2018</b>	<b>98%</b>
Scottish Average	99%

### Court Actions initiated



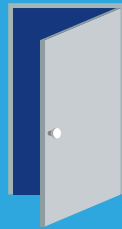
2016/2017	24
<b>2017/2018</b>	<b>9</b>

### Court Actions initiated which resulted in eviction due to non payment of rent



2016/2017	2
<b>2017/2018</b>	<b>3</b>
Scottish Average	4

### Percentage of abandonment



2016/2017	0.3%
<b>2017/2018</b>	<b>0.3%</b>
Scottish Average	0.5%

### Percentage of gross rent arrears



2016/2017	2.54%
<b>2017/2018</b>	<b>3.2%</b>
Scottish Average	5.2%

### Number of mutual exchanges



2016/2017	18
<b>2017/2018</b>	<b>16</b>

### Percentage of lettable homes that become vacant in the last year



2016/2017	10 %
<b>2017/2018</b>	<b>12 %</b>
Scottish Average	9 %





CaRTO (Castlehill Registered Tenants Organisation) is an independent group of Castlehill tenants who meet regularly to discuss and influence how we deliver our housing and housing services. CaRTO's focus is on improving services, standards, performance and value for money.

The group introduced the Alan Morrison Above and Beyond Award to commemorate the life of Alan, who was a prominent figure in tenant participation in the North East. Alan was one of the founding members of our Tenants Panel, (which later became CaRTO), and was the group's Chair. He was involved with the Scrutiny Panel, a key member of NETRALT (North East Tenants, Residents and Landlords Together) and a member of Castlehill's Management Committee. Alan devoted a considerable amount of his time and energy to these groups and made a positive impact on tenant participation, not just at Castlehill but throughout the North East.

Tenants were invited to nominate anybody who makes a difference to them as an individual or to the wider community. The nominees were outstanding and the judging panel were selecting a winner at time of print. The award will be an annual event and we encourage you to take part next year.

CaRTO is involved in many different aspects of Castlehill's housing and services. Tenants have learnt about the commencement of the Housing (Scotland) Act 2014, and worked with Castlehill to discuss the impact and best methods to communicate these changes to our tenant population. Another significant project tenants were involved with was developing the Tenant Participation Strategy for 2018-2021.

Tenants have signed up for optional workshops and information sessions this year, covering housing finance, participatory budgeting, scrutiny of the procurement process and building digital communities. These workshops can help to enable tenants to take their seat at decision-making tables and enhance their knowledge of how the social housing world works.

Two tenants are looking forward to the TPAS Scotland (Tenant Participation Advisory Service) conference, showcasing best practice and sharing experiences about tenant participation and social housing.

CaRTO's Treasurer Colin Stewart was shortlisted as a finalist in the TPAS Scotland National Good Practice award in the Tenant Participation Champion category. Congratulations to Colin for his achievement and we wish him well at the awards ceremony in November.



## Join us!

## Be part of our forward thinking, positive team and help make a difference!

### WE NEED PEOPLE WHO:

- Want to get involved in making important decisions about their homes and services
- Want to work in partnership with Castlehill
- Are willing to share ideas
- Like to meet new people
- Are willing to learn and develop new skills

There are lots of options to get involved at any level to suit you.

### INTERESTED?

Please contact Catherine on **01224 628109** or [catherine.coutts@castlehillha.co.uk](mailto:catherine.coutts@castlehillha.co.uk) for more info.  
[www.castlehillha.co.uk](http://www.castlehillha.co.uk)



## Homehunt North East Scotland – 2017/18

Homehunt is the choice based letting system that Castlehill uses to allocate its vacant properties. Working alongside Grampian Housing Association and Sanctuary Scotland locally, Homehunt North East Scotland is responsible for processing and awarding priority for application for housing. The administrators also arrange for vacant properties to be advertised. Properties are advertised on the Homehunt website every 2 weeks, giving applicants ample time to place their note of interest, also known as a bid of interest.

The information below shows how many applications have been made in the year 2017/18. This also shows what percentage of Castlehills' general needs properties was allocated to statutory homeless applicants across Aberdeen City and Shire. All registered social landlords have a requirement to assist local authorities in discharging their duty to house people who have been assessed as statutory homeless. Castlehill continues to work with local authorities to achieve this.

**33%** general needs properties allocated to statutory homeless applicants in Aberdeen City

**32%** general needs properties allocated to statutory homeless applicants in Aberdeenshire

**48%** of general needs one bedroom properties allocated to statutory homeless applicants in Aberdeen City

**10,183** is the number of applicants registered with Homehunt NE Scotland during 2017/18

PRIORITY PASS APPLICATION BREAKDOWN	
<b>North East Scotland - Housing Circumstances Pass</b>	
Accepted	504
Application Form Incomplete	44
Expired	46
Processing	5
Rejected	584
Withdrawn	55
<b>NES Total</b>	<b>1238</b>
<b>North East Scotland - Lacking Facilities Pass</b>	
Accepted	27
Application Form Incomplete	11
Processing	1
Rejected	127
Valid But Not Awarded	7
Withdrawn	3
<b>NES Total</b>	<b>176</b>
<b>North East Scotland - Medical Pass</b>	
Accepted	455
Application Form Incomplete	59
Expired	9
Processing	13
Rejected	767
Valid But Not Awarded	7
Withdrawn	31
<b>NES Total</b>	<b>1341</b>
<b>North East Scotland - Overcrowding / Under-Occupancy Pass</b>	
Accepted	1038
Application Form Incomplete	18
Expired	9
Processing	2
Rejected	224
Valid But Not Awarded	58
Withdrawn	91
<b>NES Total</b>	<b>1440</b>
<b>North East Scotland - Personal Circumstances Pass</b>	
Accepted	566
Application Form Incomplete	68
Processing	9
Rejected	1136
Valid But Not Awarded	47
Withdrawn	77
<b>NES Total</b>	<b>1903</b>
<b>Grand Total</b>	<b>6098</b>



## North East Tenants Residents and Landlords Together

### What is NETRALT?

**NETRALT stands for North East Tenants, Residents and Landlords Together. They are an innovative group of tenants, residents and staff from social landlords who work in partnership to promote tenant and resident participation. The group spans Aberdeen, Aberdeenshire and Moray. This group share best practice and resources, offering value for money.**

For the first time a group of NETRALT tenants carried out a unique cross-landlord Mystery Shopping exercise spanning 10 landlords in the North East.

The aim was to ensure that all social housing providers advise applicants of the same information. They also conducted a survey on the staff, reception areas, disabled access, induction loop, translation services and toilet facilities.

None of the tenants and residents visited their own housing provider in case any were recognised. The only question they asked was, "How do I go about applying for a home?"

Feedback for Castlehill was excellent:

"...very approachable, polite staff...very helpful and welcoming"

"Every question was answered, they could not do enough for me..."

The mystery shoppers recommended that the office would benefit from better signage and refreshing the reception decor. Castlehill listened, and have redecorated the reception area to make it more welcoming and a new sign is in the pipeline.

The mystery shoppers had a positive experience and were delighted with the success of the project. Comments included:

"It was a great experience and very informative. Knowing that as tenants...we are able to ensure all



housing providers will in future be more aware of what and how they advise people to go about applying for housing."

"We enjoyed participating with other landlords in this joint venture. We got to see how other landlords operate and how they treat prospective tenants. We are looking forward to the upcoming training and starting the next exercise."

Castlehill are delighted with the outcome of the mystery shopping exercise, and especially pleased to hear the glowing report on our reception staff. Special thanks to Castlehill tenant, Colin Stewart, who took part and compiled the report.





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**Office hours:**

Monday to Friday 9.00am – 5.00pm

Registered Charity Number: SC013584



FSC paper from  
responsible resources



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social enterprise  
Foyer Graphics



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other formats