



ANNUAL CHARTER PERFORMANCE REPORT
2018-2019





About This Report - How We Compare?

This year we have compared our performance against the previous year (2017/18), and against the Scottish Average figures for Registered Social Landlords (RSLs). Each RSL submits this information to the Scottish Housing Regulator annually, who calculate the Scottish Average from the data provided. This provides a benchmark for comparison.

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 17.2%.

WELCOME TO THE CASTLEHILL HOUSING ASSOCIATION ANNUAL CHARTER PERFORMANCE REPORT 2018 – 2019.

Welcome to our annual Charter Performance Report 2018-2019. The purpose of this report is to inform our tenants on how we are doing in comparison with the rest of Scotland.

We have had a busy and successful year in our Housing and Property Services departments. 272 homes have been let (including 49 new build lets). We are delighted to report that 97% of our new tenants indicated that they were satisfied with the standard of their new home when moving in. We've continued to perform well with only 1.6% of rent lost through empty homes and kept our rent arrears at 2.5%, which compares very favourably against our peers. Sustaining successful tenancies remains our priority and 92% of tenants who had previously been homeless have kept their tenancy. This again emphasises the importance of people getting the proper support that can make all the difference.

I'm pleased to say that our new housing development programme continues to be in a healthy place, helping us to grow our housing stock, meeting the needs of more people and playing our part in delivering the strategic housing plans for our local authority partners and the Scottish Government. We recently took delivery of 36 houses at Maidencraig and have several more for delivery at Portstown Park, Inverurie before the year end.

Our programme in planned and reactive repairs involves investing £2.7 million towards upgrading kitchens and bathrooms, installing new heating and fire safety upgrades. We've carried out 3300 reactive repairs, completing emergency jobs in an average of 3.8 hours and non-emergency work in an average of 5.3 days. We have continued to target resources at meeting Energy Efficiency Standards required by 2020 and are pleased that 98.6% of our homes are now compliant.

2020 marks the 50th anniversary of Castlehill Housing Association and we will be planning events to celebrate this milestone throughout the year. This will be a chance to reflect on the achievements so far as well as looking forward to a successful future.

Janice Lyon

Acting Convenor of Management Committee



OUR PROFILE

2016/17

Total number of houses



Total rent due in the year



Percentage average weekly rent increase applied

3%

2017/18

Total number of houses



Total rent due in the year



Percentage average weekly rent increase applied

3.9%

2018/19

Total number of houses



Total rent due in the year



Percentage average weekly rent increase applied

3.9%

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

3.7%

Number of Bedrooms	Number in Stock	Average Weekly Rent	Scottish Average
Studios	84	£65.46	£74.83
x 1	961	£86.87	£82.54
x 2	552	£94.00	£83.20
x 3	196	£102.73	£92.00
x 4	16	£123.40	£101.78

CHA average weekly rent includes our service charges, across general needs, sheltered and very sheltered homes. Charges are higher in supported accommodation and as our stock includes all types of properties this shows in our weekly cost. Not all Registered Scottish Landlords include service charges in their weekly rent calculation and not all have supported accommodation, which makes comparison harder between our costs and national average.

TENANT PARTICIPATION & SATISFACTION

Percentage of tenants satisfied with overall service



2017/2018



2018/2019



Scottish Average

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



2017/2018



2018/2019



Scottish Average

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



2017/2018



2018/2019



Scottish Average

Property Services

2018/19 saw many changes within the Property Services department. Despite much upheaval we have seen a positive improvement in our figures. We are especially delighted to note that tenants are particularly satisfied with the repairs service we offer.

Average length of time taken to complete emergency repairs



3.2 hours
2017/2018

3.8 hours
2018/2019

2.7 hours
Scottish Average

Average length of time taken to complete non-emergency repairs



6.3 days
2017/2018

5.3 days
2018/2019

5.5 days
Scottish Average

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

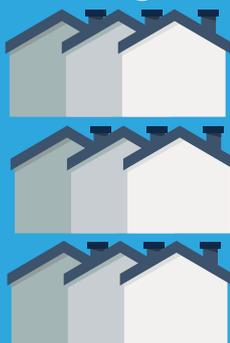


91.8%
2017/2018

92.5%
2018/2019

92.7%
Scottish Average

Percentage of stock meeting the Scottish Housing Quality Standard



99.8%
2017/2018

99.8%
2018/2019

93.8%
Scottish Average

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



94.9%
2017/2018

95.1%
2018/2019

92.5%
Scottish Average

NEIGHBOURHOOD AND COMMUNITY

Number of cases of anti social behaviour reported in last year

83
2017/2018

89
2018/2019



Percentage of cases resolved within locally agreed targets last year

72.3%
2017/2018

83.1%
2018/2019

89.4%
Scottish Average



GETTING GOOD VALUE FOR RENTS & SERVICE CHARGES

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

34.5 days
2017/2018

51.1 days
2018/2019

27.8 days
Scottish Average

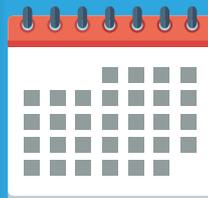


Percentage of rent lost through properties being empty in the last year

0.9%
2017/2018

1.6%
2018/2019

0.8%
Scottish Average



Percentage of total rent due collected in the previous year



2017/2018	98.1%
2018/2019	99.3%
Scottish Average	99.5%

Court Actions initiated



2017/2018	9
2018/2019	12

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



2017/2018	3
2018/2019	4

Percentage of abandonment



2017/2018	0.3%
2018/2019	0.6%

Percentage of gross rent arrears



2017/2018	3.2%
2018/2019	3.8%
Scottish Average	4.1%

Number of mutual exchanges



2017/2018	16
2018/2019	22

Percentage of lettable homes that become vacant in the last year



2017/2018	12 %
2018/2019	11.6%
Scottish Average	8.7 %

Percentage of tenants satisfied with the standard of their home when moving in



2018/2019	97.1 %
Scottish Average	92.2 %



Tenant update from CaRTO

Another year has flown by already! Here are some of our highlights...

We are excited to kick off our digital inclusion project, with Queen Elizabeth Court in Fettercairn selected as our pilot scheme. Communal wi-fi and a library of handheld devices will be available, free of charge, enabling tenants to surf the internet and get online. We will be on hand to encourage folk to give it a go, giving ongoing support and advice. We can't wait to see the positive impact a bit of digital confidence may make to our tenants.



Our chairperson, Colin Stewart, won the Tenant Participation Champion category at the TPAS Scotland National Good Practice Awards. A highly-deserved accolade for his dedication, enthusiasm and energy volunteering with Castlehill and the wider community. In fact, Colin has taken his involvement even further since then and now sits on the Board of the Scottish Housing Regulator.

We are key members of the award-winning organisation NETRALT (North East Tenants, Residents and Landlords Together) and hosted a study visit for tenants of West of Scotland Housing Association which enabled us to share ways of carrying out tenant participation and discuss what works and what doesn't. A study visit is also planned for April 2020, when tenants and staff from all over Scotland will be spending 2 days with NETRALT, learning about what we do and sharing successes.

This is just a snippet of what we do. If you would like to ask any questions or receive more information, please do get in touch. We would love to welcome Castlehill tenants of all ages, backgrounds and experiences to CaRTO. Your views are important, and joining CaRTO is one of the ways you can influence decisions that may affect you as a tenant. You can even join in online 24/7 via CaRTO Home Link.

Contact our Tenant Participation Officer to find out more on 01224 625822 | info@castlehillha.co.uk
4 Carden Place, Aberdeen, AB10 1UT

Alan Morrison Above & Beyond Award 2019

This annual award commemorates former Castlehill tenant Alan Morrison, who volunteered a huge amount of time and energy to tenant participation at Castlehill and beyond. Those that knew him remember his compassion and kindness to others, therefore this award celebrates these attributes in the unsung heroes of our communities.

CaRTO (Castlehill Registered Tenants Organisation) were tasked with deciding a winner. They were wowed by all the people who go the extra mile for Castlehill tenants and who make a real difference to the lives of others.

This year's winner is an exceptional gentleman from our sheltered housing complex at Glebe Court in Portlethen. Alec Duncan was nominated for the award by Wynne Harries, who explained

how much time and effort Alec takes to ensure that the residents of Glebe Court have many varied social opportunities throughout the year, including entertainment, summer outings and Christmas dinners. This is quite an undertaking, made even more remarkable given Alec deals with debilitating sight loss. Wynne describes him as "one of the old brigade" and hopes that this award goes some way towards showing Alec how much he is valued.

Well done, Alec.



Tenant Participation - your voice matters!

Our tenants have lots of opportunities to influence decisions about the housing services they receive.

Castlehill Registered Tenants Organisation

CaRTO is an independent group of Castlehill tenants. They meet monthly to discuss and influence our housing and housing-related services, give feedback on policies, publications, suggest new ideas and give us their opinions. CaRTO's focus is on improving services, standards and performance.

Don't worry if you have never done this sort of thing before. CaRTO is open to all our tenants and new members are welcome. We can even arrange for you to have a "buddy" to meet up with before you attend a meeting. Meetings are held in various locations throughout Aberdeen, Aberdeenshire and Moray so that everyone can get involved.

CaRTO Home Link

CaRTO Home Link is a quick and simple digital solution for tenants who want to be part of the group online, without attending meetings. This is an easy way to get involved and have your say by giving us your opinion online, at a time that suits you.

Scrutiny Panel

If you have more time to spare and are looking for an in-depth way to get involved, our Scrutiny Panel could be just what you are looking for. Tenant scrutiny is when tenants independently scrutinise landlord performance. Tenants review an area of our housing services and make recommendations for improvement. You will receive training and support to ensure you have the knowledge and skills to get the most out of your scrutiny experience.

Scheme Walkabouts

Scheme walkabouts are a great way to have your say about your neighbourhood. Our staff will be on-site, making it easy for you to give us feedback about your scheme and identify any concerns, maintenance or management issues.

Association Membership

We encourage you to become a lifetime member of the Association. Members may stand for election to the Management Committee, attend all general meetings and vote in the election of the Management Committee. Lifetime membership only costs £1.00.

North East Tenants, Residents and Landlords Together (NETRALT)

We are proud to be part of this award-winning group of tenants and staff from social landlords across Aberdeen, Aberdeenshire and Moray. NETRALT is recognised nationally for good practice in partnership working. Highlights include our housing cafes, youth radio show, tenant visits to/from other groups in Scotland, social media training and various housing-related events.

Local tenant groups

We offer support to help you set up your own tenant group or Registered Tenants Organisation (RTO). If a group wishes to become an RTO, our Tenant Participation Officer can guide you through the registration process.

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 for more info.
www.castlehillha.co.uk

New developments

2019 has been a great year for our new developments and future planning. Earlier this year we took delivery of properties at Mugiemoos Mews and further properties at Westgate in Inverurie. In July we saw the official opening of our new 36 - house development at Maidenraig Drive in Aberdeen by the Housing Minister, Kevin Stewart, MSP, who was understandably impressed by the scheme. Maidenraig Drive is our largest development of family houses in the City, where most of our existing properties are flats.

The final 8 properties at Westgate will be handed over by end of 2019 and we have more properties being handed over at Portstown Park, Inverurie early next year, bringing the total of properties at the Portstown Park scheme to 36.

In summer 2020 Castlehill will be taking delivery of 29 properties in Banff. During our 50th year we are also planning to build 26 flats in Kintore and are in

negotiations to deliver potentially up to 10 family homes in Inscr. It remains our commitment to provide good quality homes at affordable rent and to try and provide them in areas where there is an obvious need. Looking to the future the Association is also committed to the delivery of up to 55 homes in Balmedie in 2022/23, and preparations for this project are on-going.



Tenant Satisfaction 2020

Our tenant satisfaction survey will be carried out early next year and all tenants are invited to take part. Taking place every three years, this survey provides tenants the opportunity to tell us what they think of our services, where we get it right and how we can improve.

Once completed we use the findings to improve each department, with action points addressing any specific areas for improvement. Some of the statistics will be used in our annual return on the Scottish Social Housing Charter and are included in this, our annual performance report.

Once the survey is complete a report will be compiled and will be made available on our website. If you would like to request a paper copy of the Tenant Satisfaction Report 2020 when it is published, please contact Catherine Coutts on 01224 628109 or catherine.coutts@castlehillha.co.uk

You said – we did

Last October, the Association held three workshops across Aberdeen and Aberdeenshire about how the Association should consult about how it sets the rent.

Feedback from those sessions told us that tenants wanted to know more about what the service charge pays for. Discussions were held between CaRTO and staff from Housing Services and Finance about how to take this forward and a way forward has been agreed. From April 2020 tenants will be sent a breakdown of what the charges are for, that make up the service and provision charges.

The Association understands why tenants want to know more about what the service charge covers, and we are hopeful that the new format will provide that additional information. CaRTO will be kept up to date with the progress towards this and we look forward to receiving further feedback when this is in place.





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