

A large photograph of three women sitting together and smiling. They are holding white mugs. The image is overlaid with a semi-transparent blue filter. The text "ANNUAL CHARTER PERFORMANCE REPORT" and "2021-2022" is centered over the image in white.

ANNUAL CHARTER PERFORMANCE REPORT

2021-2022





About This Report - How Do We Compare?

The Scottish Social Housing Charter set out the standards and outcomes expected of registered social landlords (RSLs). Each RSL submits an Annual Return on the Charter to the Scottish Housing Regulator (SHR). The SHR calculates the Scottish average, which gives a benchmark for comparison. We also compare our performance against previous years. In addition, we conduct a tenant satisfaction survey every 3 years. Our most recent large-scale survey was carried out in 2020.

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

In line with data submitted to the ARC, we have 7 FTE (full-time equivalent) staff posts. Staff are based across our Carden and Waverley Place offices, our sheltered schemes in Aberdeen and Aberdeenshire, and our housing for older people in Moray. Turnover was 12%.

WELCOME TO THE CASTLEHILL HOUSING ASSOCIATION ANNUAL CHARTER PERFORMANCE REPORT 2021 – 2022

Our Annual Charter Performance Report 2021 -22 shows how we are performing in comparison with similar housing associations across Scotland. Although circumstances of the past year have still had impact on our service delivery, our staff have responded and adapted to all the challenges they've faced, and I would particularly like to mention everyone who was involved in the response to last winter's storms and power cuts that affected many of our tenants in the most rural communities. Many staff went above and beyond to give whatever assistance they could in the most difficult of circumstances and the lessons we have learned from this experience will be invaluable in how we respond to any future incidents.

It has been a difficult time for construction with previous lockdown delays and difficulties with supplies of materials and labour within the industry. It is, therefore, very pleasing that we have still managed to add new properties to our housing stock with the handover of 10 new homes at South Road, Inch, earlier this month. These 3- and 4-bedroom family homes are highly insulated, with heat and power from air source and solar panels meeting new environmental standards and reducing the energy required by tenants in these times of soaring energy prices. While we now have no current new developments upcoming, the Committee is now considering plans for a site in Balmedie, North of Aberdeen, which is in Castlehill's ownership.

Our reactive and planned maintenance work has been able to progress on a more normal footing this year with the backlog of non-essential repairs being cleared and recommencement of our kitchen and bathroom replacements and completion of smoke detection upgrades in line with new legislation. One of the biggest challenges facing both our Property Services and Housing Teams is dealing with the high level of void properties that arose during the pandemic when turnover levels were higher than normal. Great efforts have been put into this and things are now moving in the right direction.

In summing up, we have had another year of challenges and no doubt there will be more as the impact of the cost of living rises on both Castlehill and on individual households becomes clearer. Housing Associations like Castlehill have a vital role in providing people with secure affordable homes and support in these difficult times. That is at the core of everything that we do.

I hope that this year's Charter Performance Report is of interest. This will be my last as Convener as I will be standing down at the next Management Committee so this will be my last report. I have been a volunteer on Castlehill's Management Committee for the past 20 years, and plan to continue a bit longer yet as I am still proud to be a small part of such a great organisation.

Janice Lyon

Convener of Management Committee



OUR PROFILE

2019/20

Total number of houses



Total rent due

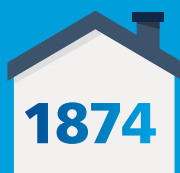
£9,057,698

Percentage average weekly rent increase applied

2.7%

2020/21

Total number of houses



Total rent due

£9,277,000

Percentage average weekly rent increase applied

0.7%

2021/22

Total number of houses



Total rent due





£9,672,866

Percentage average weekly rent increase applied

2.9%

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

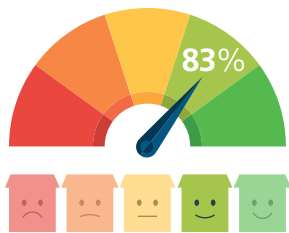
3.2%

Number of Bedrooms	Number in Stock	Average Weekly Rent	Scottish Average
Studios	83	£64.50	£80.86
 x 1	985	£84.23	£87.79
 x 2	582	£90.38	£89.82
 x 3	242	£98.28	£99.08
 x 4	33	£123.22	£109.33

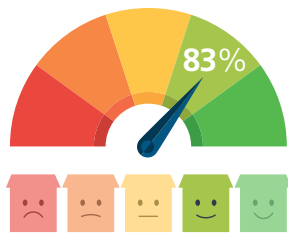
Our average weekly rent includes service charges across general needs, homes for older people, sheltered and very sheltered homes. Charges are higher in supported accommodation and as our stock includes ALL our properties this shows in our weekly cost. Not all Registered Social Landlords include service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

TENANT PARTICIPATION & SATISFACTION

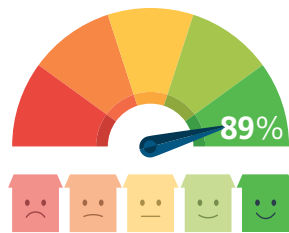
Percentage of tenants satisfied with overall service



2020/2021

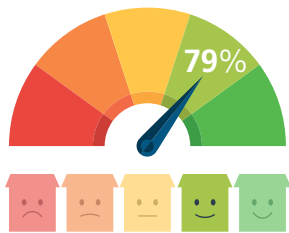


2021/2022

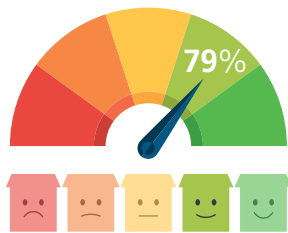


Scottish Average

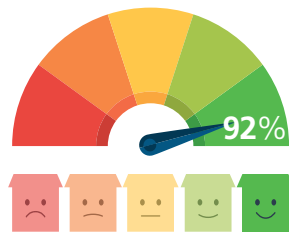
Percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes



2020/2021

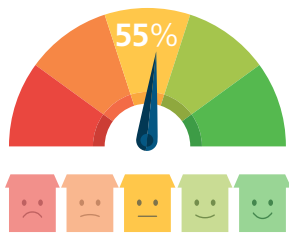


2021/2022

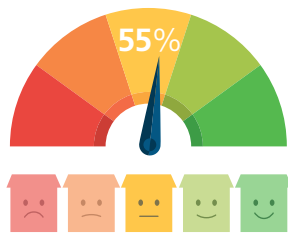


Scottish Average

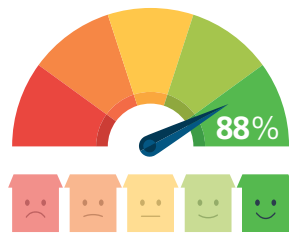
Percentage of tenants satisfied with opportunities to participate in their landlord's decision making processes



2020/2021



2021/2022



Scottish Average

HOUSING QUALITY & MAINTENANCE

Property Services

Despite another challenging year we are pleased that Castlehill has provided an excellent repairs service to tenants, exceeding reactive repairs completed right first-time and customer satisfaction has also increased from last year's figures, with all results above the Scottish Average.

Average length of time taken to complete emergency repairs

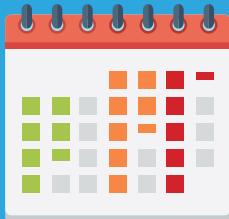


3 hours 31 mins
2021/2022

3 hours 20 mins
2020/2021

3 hours 40 mins
Scottish Average

Average length of time taken to complete non-emergency repairs



6.2 days
2021/2022

6.1 days
2020/2021

8.6 days
Scottish Average

Percentage of reactive repairs carried out completed first time

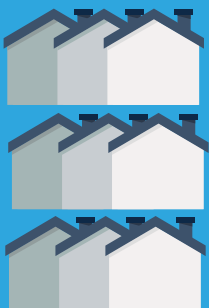


90%
2021/2022

88%
2020/2021

88%
Scottish Average

Percentage of stock meeting the Scottish Housing Quality Standard

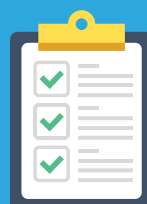


99%
2021/2022

99%
2020/2021

80%
Scottish Average

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



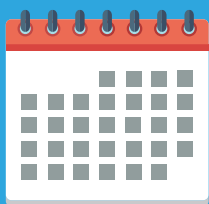
95%
2021/2022

80%
2020/2021

88%
Scottish Average

GETTING GOOD VALUE FOR RENTS & SERVICE CHARGES

Average length of
time taken to re-let
properties

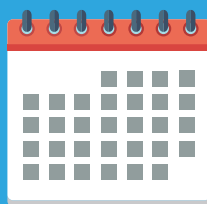


54 days
2021/2022

75 days
2020/2021

44 days
Scottish Average

Percentage of rent
lost through properties
being empty



1.5%
2021/2022

3.5%
2020/2021

1.2%
Scottish Average

Percentage of total rent
due collected



2021/2022 **95%**

2020/2021 **99%**

Scottish Average **99.8%**

Court Actions initiated



2021/2022 **4**

2020/2021 **6**

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



2021/2022 **0**

2020/2021 **0**

Number of abandonments



2021/2022 **4**

2020/2021 **3**

Percentage of gross rent arrears



2021/2022	5.3%
2020/2021	5.5%
Scottish Average	4.2%

Number of mutual exchanges



2021/2022	15
2020/2021	15

Percentage of lettable homes that become vacant



2021/2022	11.5%
2020/2021	12.6%
Scottish Average	7.9%

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



2021/2022	82%
2020/2021	82%
Scottish Average	86%

NEIGHBOURHOOD AND COMMUNITY

Number of cases of anti social behaviour reported



155
2021/2022
223
2020/2021

Percentage of cases resolved within locally agreed targets



62%
2021/2022
66%
2020/2021
96%
Scottish Average

HOW CAN CASTLEHILL CONTRIBUTE TO A SUSTAINABLE FUTURE?

“Sustainability” is something we hear mentioned frequently, but what do we really mean by this in our role as a housing provider? The more obvious connections are to how we contribute to carbon reduction by reducing the use of fossil fuels in our property to achieve the ultimate goal of net zero emissions from our homes.

Castlehill has had a longstanding commitment to renewable technology with ground or air source heating, biomass and solar PV panels installed at a number of our properties. The driver for introducing these new renewable technologies was to reduce tenants’ bills, particularly in areas where the cheaper mains gas alternative was unavailable, and to replace the use of environmentally damaging fuels such as oil. The current outlandish increases in energy costs, including gas, have changed the landscape dramatically. In the coming years, fossil fuels such as gas are to be phased out and the heating that we have in all our homes will have to come from environmentally sustainable sources.

The move to replace existing heating types with sustainable sources will, of course, come at a cost and we will require significant financial investment from Governments and elsewhere. In my view, sustainability and affordability are inextricably linked, and it is vital that rents are not forced up to unaffordable levels to cover the cost of meeting new environmental standards. There is no point in saving someone a few pounds on their heating bill if their rent must increase by more than that to pay for a new heating system being installed. Genuine sustainability in housing needs to be around people being able to afford to live there, meet household bills and heat their homes adequately. We need to develop a strategy for reducing the amount of energy that we use to keep our homes warm if we are to lower bills and make people less vulnerable to the uncertainty of energy costs.

Housing is, of course, only one factor in how we consider building a sustainable future for the communities that we all live in. The Scottish Government has committed itself to working with Councils and other partners to take forward ambitions for 20-minute neighbourhoods in Scotland. “20-minute neighbourhoods” are places that are designed so residents can meet their day-to-day needs within a 20-minute walk of their home; through access to safe walking and cycling routes, or by public transport. Making this happen will be a significant challenge, particularly in rural areas where access to local facilities or transport can be limited but the concept does demonstrate that true sustainability for communities relies on a wide range of factors such as schools, shops, health & care services, not just suitable housing.

As we move forward, Castlehill remains committed to supporting the communities we serve and playing our part in providing sustainable and affordable housing for tenants and their families.



COMPLAINTS & COMPLIMENTS

We know that there will be times where we get things wrong. We have a robust complaints procedure in place to ensure that we comply with the Scottish Public Services Ombudsman Model Complaint procedure.



Castlehill has a 100% response rate for complaints.

As set out in our complaints procedure, we aim to resolve stage 1 complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

In the last year we had:

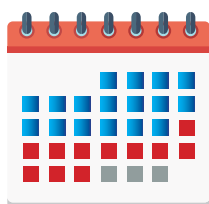
107 stage one complaints. On average it took 1.7 days to respond to a stage one complaint.

If complainants are still dissatisfied, they can ask for their complaint to be investigated further through stage 2. A complaint is considered to be stage 2 when it has not been resolved at stage 1 or if it is complex and requires detailed investigation. When a stage 2 complaint is raised, our Compliance Advisor acknowledges receipt of the complaint within 3 working days. Once the complaint has been fully investigated and the outcome approved by a member of our Senior Management Team, a full written response is provided to the complainant, as soon as possible and within 20 working days.



In the last year we had:

17 stage 2 complaints. All stage 2 complaints must be responded to within 28 days. Castlehill has responded in an average of 19.4 days.



If the complainant is still dissatisfied after the stage 2 complaint investigation, they can ask the Scottish Public Services Ombudsman (SPSO) to investigate the complaint. Lesson learned from stage 1 and stage 2 complaints are identified and action is taken, as appropriate, to improve our services.



GET INVOLVED



Participation gives you an opportunity to influence decisions about the housing services you receive, and it helps us deliver better services that focus on tenant priorities.

Our tenants are involved in sharing ideas, solving problems and planning for the future, as well as shaping our services and how we deliver them.

We support different ways to get involved. Our approach is flexible to give tenants a choice of options. Tenant participation is open to everyone and all experiences count.

An independent tenants' group, Castlehill Registered Tenants Organisation (known as CaRTO) work in partnership with us to improve all aspects of our services. CaRTO is integral in shaping policies and publications and have their own initiatives, including digital inclusion, participatory budgeting projects and virtual chats.

Scrutiny is when tenants independently review a topic and make recommendations for improvement.

CaRTO Home Link is a digital solution for tenants who want to be involved without the commitment of attending regular meetings. We will let you know about upcoming projects you may like to take part in, such as reviewing a policy, designing a new leaflet or asking you about your experiences as a tenant.

Scheme walkabouts are when tenants join staff to have a look around their building to point out areas of concern with gardening, maintenance, and communal cleaning with officers.

We want your feedback and value the insight that only people with real-life experience of living in a Castlehill home can provide. We aim to make it as easy as possible for people to take part in our consultations, offering online, postal and telephone options. We encourage everyone to participate and to make us aware of what we can do to make the consultation process more accessible.

We are open to new ideas about making it easier for tenants to get involved. If you have a suggestion, or would like to get involved in any way, please let us know.

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**



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Wed 10:30am – 5pm
Thu 9am – 5pm
Fri 9am – 4pm

Registered Charity Number: SC013584



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responsible resources



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social enterprise
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