

A large photograph of three women sitting together and smiling. The woman on the left is older with short white hair, wearing a light blue shirt and a dark vest, holding a white mug. The woman in the middle is younger with dark hair, wearing a dark top. The woman on the right is older with short grey hair, wearing a light blue shirt. They are all smiling and looking towards each other. The image has a blue overlay.

ANNUAL CHARTER PERFORMANCE REPORT 2022-2023





About This Report - How Do We Compare?

The Scottish Social Housing Charter sets 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 give 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 at the start of 2023.

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 the data submitted to the SHR, we have 69 full-time equivalent staff posts. Staff are based at our Carden and Waverley Place offices, our sheltered schemes in Aberdeen and our Housing for Older People in Aberdeenshire and Moray. Our staff turnover was 12%.

WELCOME TO THE CASTLEHILL HOUSING ASSOCIATION ANNUAL CHARTER PERFORMANCE REPORT 2022-23

The Annual Charter Performance Report shows how we are performing in comparison with similar housing associations across Scotland. The Scottish Housing Regulator has acknowledged that satisfaction levels across the sector have been dropping, but that this reflects the difficult circumstances that many households find themselves in and the pressures on housing providers to maintain service delivery in the current climate. This year we received the results of our full Tenants Survey and whilst some results were disappointing, there were also many positives.

The biggest impacts on the Association in the past year have been inflation in supplier and contractor costs, huge increases in energy bills as our previous fixed cost deals came to an end, and interest rate increases, making our borrowing more expensive and taking money out of the business that we would have preferred to invest in our assets and services.

While the Committee recognises the need to keep the organisation healthy, we are also very aware of the pressures currently facing many Castlehill tenants. Economic turbulence driving high inflation and rising prices, particularly for energy, accompanied by interest rate rises have impacted on Castlehill, our tenants and others who rely on our services. Our Housing staff, both office and scheme based, have been working hard to assist tenants in any way we can. We have also worked in partnership with SCARF to deliver help with fuel costs and fuel debts which some tenants faced.

We recognise the need to operate the Association in the most efficient way possible and make savings where we can without these having a negative effect on frontline services. During the past year we approved a new Strategic Plan for 2023-25 and this recognises the challenging times that we face at present. There is clearly a cumulative impact on our financial forecasts and investment plans when income does not keep pace with expenditure, and this is something that we will need to address moving forward.

I am aware that there are a lot of negatives to report now, so I'd also like to mention some positive news. I am pleased that we have successfully negotiated the transfer of responsibility for this core funding of our Care & Repair Department to Aberdeen City Health & Social Care Partnership. The Partnership clearly recognises the value of Care & Repair in helping it deliver its key strategic objectives, and we look forward to working together to build further on the great work that is already being done to keep some of Aberdeen's more vulnerable people safe and secure, living independently in their own homes.

Our thanks also go to our tenants group CaRTO who have been active throughout the year and for their input to the Action Plan to address the Survey results. I would also like to congratulate CaRTO for their success, as part of NETRALT, at the TPAS national awards, and to Colin Stewart, the CaRTO Chair, who won the Alan Ferguson Tenant Champion of the Year award.

To sum up, we have had another year of challenges, and these will continue for the foreseeable future 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 our core purpose.



Bob Hutchesson

Convener of the Management Committee

OUR PROFILE

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

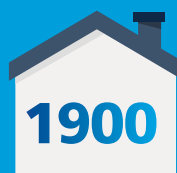
£9,672,866

Percentage average weekly rent increase applied

2.9%

2022/23

Total number of houses



Total rent due





£10,232,766

Percentage average weekly rent increase applied

6%

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

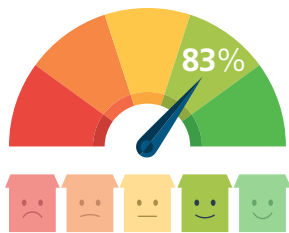
5.4%

Number of Bedrooms	Number in Stock	Average Weekly Rent	Scottish Average
Studios	83	£64.50	£78.26
 x 1	985	£83.95	£83.46
 x 2	582	£95.03	£86.28
 x 3	242	£106.71	£93.96
 x 4	33	£117.21	£103.72

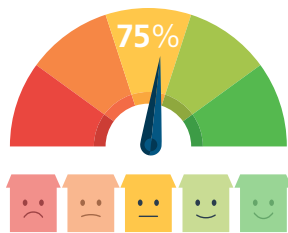
Our average weekly rent includes service charges across general needs, independent living, sheltered and very sheltered homes. Charges are higher in supported accommodation and as our stock includes ALL our properties, this shows in our weekly cost. Not all registered social landlords include service charges in their weekly rent calculation and not all have supported accommodation. This makes comparison harder between our costs and the Scottish average.

TENANT PARTICIPATION & SATISFACTION

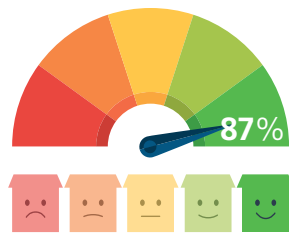
Percentage of tenants satisfied with overall service



2021/2022

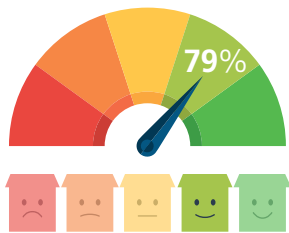


2022/2023

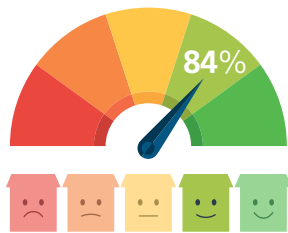


Scottish Average

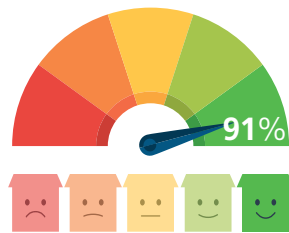
Percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes



2021/2022

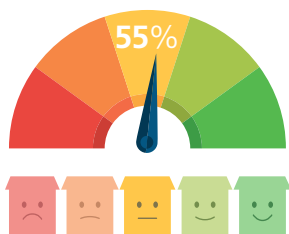


2022/2023

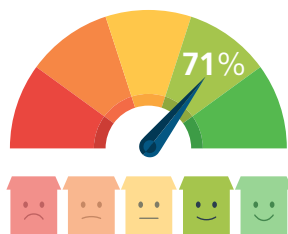


Scottish Average

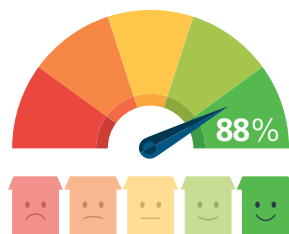
Percentage of tenants satisfied with opportunities to participate in their landlord's decision making processes



2021/2022



2022/2023



Scottish Average

HOUSING QUALITY & MAINTENANCE

Property Services

We are pleased to report that we have continued to provide an excellent repairs and maintenance service to tenants. Our time taken to complete both emergency and non-emergency repairs is less than the Scottish average, and tenant satisfaction remains above average.

Average length of time taken to complete emergency repairs

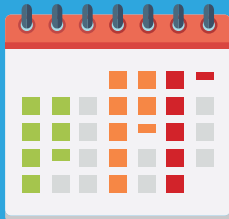


3.3 hours
2022/2023

3.4 hours
2021/2022

3.6 hours
Scottish Average

Average length of time taken to complete non-emergency repairs



6.4 days
2022/2023

6.2 days
2021/2022

7.9 days
Scottish Average

Percentage of reactive repairs carried out completed first time

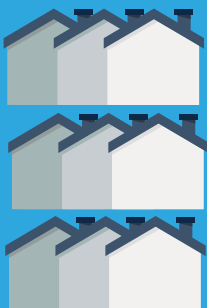


88%
2022/2023

90%
2021/2022

87.5%
Scottish Average

Percentage of stock meeting the Scottish Housing Quality Standard



99%
2022/2023

99%
2021/2022

88%
Scottish Average

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



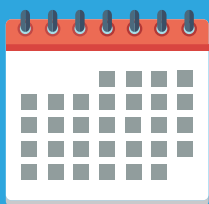
91%
2022/2023

95%
2021/2022

88%
Scottish Average

GETTING GOOD VALUE FOR RENTS & SERVICE CHARGES

Average length of
time taken to re-let
properties

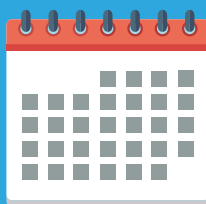


113 days
2022/2023

54 days
2021/2022

44 days
Scottish Average

Percentage of rent
lost through properties
being empty



2.1%
2022/2023

1.5%
2021/2022

1.1%
Scottish Average

Percentage of total rent
due collected



2022/2023	94%
2021/2022	95%
Scottish Average	99%

Court Actions initiated



2022/2023	11
2021/2022	4

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



2022/2023	1
2021/2022	0

Number of abandonments



2022/2023	5
2021/2022	4

Percentage of gross rent arrears



2022/2023	5.3%
2021/2022	5.3%
Scottish Average	4.5%

Number of mutual exchanges



2022/2023	11
2021/2022	15

Percentage of lettable homes that become vacant



2022/2023	11.5%
2021/2022	11.5%
Scottish Average	7.5%

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



2022/2023	79%
2021/2022	82%
Scottish Average	85%

NEIGHBOURHOOD AND COMMUNITY

Number of cases of antisocial behaviour reported



155
2022/2023
142
2021/2022

Percentage of cases resolved within locally agreed targets



84%
2022/2023
62%
2021/2022
97%
Scottish Average

CUSTOMER SERVICE STRATEGY LAUNCHES FOR 2024

Castlehill Housing Association (CHA) has always put our customers voices at the heart of everything we do and our new Customer Service Strategy will underpin how we will become truly customer-driven, making connections between the people we serve and the sustainability of our business by meeting the current and future needs of customers and stakeholders.

Our new Customer Service Strategy sets out our commitment to customers and includes our aims for improved service delivery across all aspects of our business.

Aligning with CHA's vision, objectives and values the Customer Service Strategy aims to

- 1. Provide a quality customer experience and deliver customer service excellence**
- 2. Increase customers online access to our services**
- 3. Encourage customer participation**

The strategy has been developed using input from our customers and will explicitly state the ways in which we fulfil our responsibilities as an RSL, how we will hold ourselves accountable and how we will deliver continuous improvement.

We recognise that CHA has already improved the opportunities for our customers to become involved with the work of the Association and to shape services around customer input. As we move forward over the coming three years, we will deliver on our three aims by carrying out the following objectives.



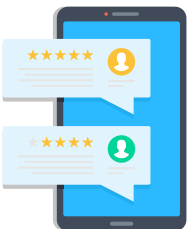
1. Provide a quality customer experience and deliver customer service excellence

1. Map, analyse, monitor and improve our customer journey. Take a strategic approach to tracking the customer experience and satisfaction through feedback and monitoring mechanisms including Customer Relationship Management software to track the speed and outcomes of customer contacts.
2. Gain Customer Service Excellence Accreditation.
3. Reduce customer effort. Customer effort refers to how much effort a customer must exert to get an issue resolved, a request fulfilled, or a question answered. Customer effort is measured by surveying customers at the end of their contact asking if they agree that their interaction was easy.



2. Increase customers online access to our services

1. Deliver a 24/7 Tenants portal for digital access and self-service.
2. Provide mobile devices for Housing and Property Services Officers with access to our Housing Management System to allow them to spend more time with customers in our communities making them more visible and accessible.
3. Improvements to the Website including news section.



3. Encourage customer participation

1. Work with customers, communities, and CaRTO to support customer initiatives and deliver community benefits.
2. Publish our organisational performance information so that our customers know how well we are performing.
3. Every customer who gives us feedback on our services will be given a response which will include information on how the feedback has impacted the way we work.

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.

In the last year we had:

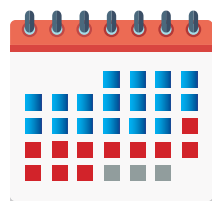
188 stage one complaints. On average it took 4.6 days to respond to a stage one complaint.

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 Officer 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:

20 stage 2 complaints. All stage 2 complaints must be responded to within 28 days. Castlehill has responded in an average of 17.2 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. Lessons learned from stage 1 and stage 2 complaints are identified and action is taken, as appropriate, to improve our services.



GET INVOLVED

Why should you get involved?

Tenant participation gives you an opportunity to influence decisions about the housing service 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.

How can you get involved?

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.

- CaRTO (Castlehill Registered Tenants Organisation) is an independent tenants' group who work in partnership with us to improve all aspects of our service. CaRTO is integral in shaping and reviewing policies, creating publications and being a 'critical friend' to Castlehill. The group also has its own initiatives such as digital inclusion, virtual chats and community funding.
- CaRTO Home Link is a solution for tenants who want to be involved without any commitment. You can dip in and out of projects that take your interest. We might ask you to tell us your experiences of a specific service, ask you for feedback on a leaflet or ask you to make suggestions when CaRTO is reviewing a policy.

- Scrutiny is when tenants independently review a topic and make recommendations for improvement.
- Scheme inspections happen twice a year and we encourage tenants to join staff to have a look around to point out any areas of concern with gardening, maintenance or communal cleaning.
- We can support you to start up your own tenants' group at your own scheme, and/or become a constituted Registered Tenants Organisation.
- We ask for your feedback via surveys and questionnaires, so please take the opportunity to tell us your views.
- We are members of North East Tenants, Residents and Landlords Together (NETRALT), a nationally recognised group of social housing tenants, housing association and councils in Aberdeen, Aberdeenshire and Moray. NETRALT's purpose is to promote and support tenant participation and Castlehill tenants are welcome to join.

We would love to hear from anyone who would like to get involved in tenant participation. We are open to ideas about making it easier for tenants to get involved, so please do let us know if you have any suggestions.

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 **01224 625822**
or **info@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



FSC paper from
responsible resources



Designed by
social enterprise
Foyer Graphics



Available in
other formats



co-produced
with CaRTO