



"A FLOURISHING SPACE FOR ALL"



HOUSING ASSOCIATION

**ANNUAL REPORT
& CHARTER REPORT
2021/2022**

About this report

You can get further information on the ARC and our performance from the SHR website at:
www.scottishhousingregulator.gov.uk

You can call them on 0141 242 5642 or email at: shr@scottishhousingregulator.gsi.gov.uk
or you can write to them at

Scottish Housing Regulator
Buchanan House
58 Port Dundas Road
Glasgow G4 0HF



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OUR VISION, MISSION STATEMENT AND VALUES

Ruchazies' vision '*a flourishing space for all*' provide the foundation for Ruchazie Housing Associations commitment to its residents and our community. This commitments is also demonstrated in our values and in our objectives.

Our values defined by our staff and committee are derived from our name, setting out

OUR VALUES

R espect

- For each other and the area in which we operate

U nderstanding

- The needs, wants and aspirations of our service users
- Our community
- Our operating environment

C ommunity

- Community based
- Led by the community for the community

h elpful

- Working as a team that listens, provides answers, gives guidance
- Keeping promises and honouring commitments made to others

a pproachable

- Working proactively
- Breaking down barriers
- Building relationships
- Creating trust and gaining trust

Z ero Tolerance

- Discrimination
- Abuse
- Violence
- Crime

I ntegrity

- Making sure we always do the right thing

e quality

- Neither consciously nor unconsciously discriminating

Chairpersons Report

Hello and welcome to your Annual report for 2021 -2022 which provides information on our performance as a community based housing association.

This last year we were still in the midst of the Covid pandemic. Staff continued to work from home at times but in the main were able to be present in the office in a safe working environment. The office was open again to tenants, and we had a presence in the community supporting tenants in the crisis. Again we were able to secure funding from various agencies to support our tenants

- Cash for Kids
- Scottish Government Fuel Support Fund
- Our partners at EHRA

As a small organisation we are supported in the sector by the Scottish Federation of Housing Associations and the Glasgow and West of Scotland Forum, both providing strong voices for community based housing organisations and from which we benefit.

Last year we were fortunate to offer support to them in getting much needed funds to our tenants.

Like everyone else the Association is experiencing increased costs for the services we need but thankfully due to strong finance management and prudent decision making we have been able to replace 42 boilers, 27 kitchens and 3 new door entry systems. This is as well as ad hoc boiler replacements and our planned programme of works that includes, gas servicing, ground maintenance, electric installation testing and gutter cleaning.

We approved a rent increase lower than many of our peers at 3.5% and know that any future rent increases will need to recognise the economic environment and the impact this is having on our tenants household bills, however the Association must also be financially secure and be in a position to provide services our tenants need, this includes repairs to your home and legislative requirements to maintain your home.

In the last year we achieved Silver in Investors in People at the first time of asking, this was quite an achievement and even more so following our period of regulation. This award recognises the value we place on our people, which includes staff, committee and tenants and how we support them to be the best they can be.

Ruchazie Housing Association were also awarded the Housing Team of the Year at the Chartered Institute of Housing Awards in November 2021. This award recognising that Ruchazie HA as a small organisation, can deliver for our tenants and customers. A magnificent achievement given we were up against much larger organisations who have what is seems an infinite resource to deliver their services.

In achieving these awards other organisations seeking new employees will no doubt look upon any of our staff as worthy candidates. So much so we lost 3 key members of staff to other organisations. As a Committee this was a blow, given Fiona Jolly had been at Ruchazie since leaving school in 1994 and takes a lot of local knowledge with her. We wish Fiona, Sheree and Jennifer every success as they continue on their career path. We have successfully recruited new staff and welcome Shaun O' Hara, Stacy Shaw and Allanna Crawford to our team.

This will be my last report as Chairperson of Ruchazie HA. According to our Rules, approved by members the Chairperson can be re-elected but must not hold office continuously for more than 5 years. I was elected Chair in 2017 and

I would like to thank all the staff, Committee members and tenants for their support during the time I was Chair.



require to step down as Chair but will remain a member of the Management Committee at Ruchazie HA.

I was elected Chair just as the Association went into regulation. This was an intense time for the Association but we came out the other end remaining an independent organisation and with a strong diverse committee which is still in place. I would like to thank all the staff, Committee members and tenants for their support during the time I was Chair.

I wish Ruchazie every success in the coming years, and will continue to support them as a Committee Member.

Hugh Holland

Hugh Holland, Chairperson

If you are on Facebook or twitter and would like to keep up to date with news from us, please follow us @Ruchazieha

Management Committee

The Management Committee of Ruchazie Housing Association makes key decisions on behalf of our tenants and members. The Management Committee meet 10 times a year, and attend training to retain knowledge and share good practice across the sector.

As part of the continued commitment to good governance our Committee ensures that we comply with the Scottish Housing Regulator's Regulatory Framework which was published in February 2019. The Annual Assurance Statement confirms the committee's confidence with the governance of the Association which includes our compliance with the regulatory requirements and standards. The statement will also provide details of any areas where the committee believe we need to improve.

We have a very strong diverse committee which has 11 members. There are currently 4 vacancies on the committee so if you are interested in helping Ruchazie to shape its future please get in touch with Janice Shields and find out how you can benefit from joining our committee.

Average attendance 75%

Committee members

Hugh Holland	Chairperson
Ann Macdonald	Secretary
Brian Tollett resigned June 2022	Committee Member
Robina Rigley	Committee Member
Patrick Uti	Committee Member
Michelle Caldwell	Committee Member
Gillian Bell	Committee Member
David Khan	Committee Member
Tommy McGuigan	Committee Member
David Mackenzie	Committee Member
Katrina Phillips	Committee Member
Charlie McLellan	Co-optee (September 2021)

Chartered Institute of Housing Awards

Ruchazie HA were proud to receive the Housing Team of the Year award at the Chartered Institute of Housing Awards in November 2021.

This award recognised the hard work by all of the staff throughout the previous year and in particular the pandemic period. Being available to our tenants is one of our key objectives, and throughout the pandemic we ensured that we made representation for funding and distributed this to our tenants.

As well as financial support we provided afternoon teas, children's activity packs and ipads to the local primary schools. We know this was appreciated as we received a number of cards, chocolates and biscuits from our tenants as well as some cheerleading from our peers across Glasgow and the West.



Ruchazie Housing Association Staff



Janice Shields
Director



Shaun O'Hara
Property Services
Officer (joined April
2022)

Fiona Jolly
Senior Housing & Corporate
Services Officer (left April
2022)



Moira Smith
Finance Officer



Allanna Crawford
Modern Apprentice
Customer Services
(joined August
2022)

Sheree Colclough
Property Services Officer (left
March 2022)



Stacy Shaw
Senior Housing &
Corporate Services
Officer (joined
June 2022)

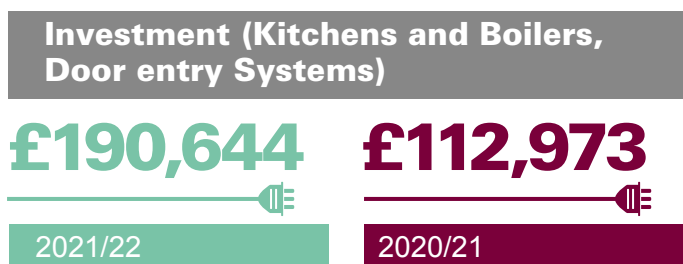
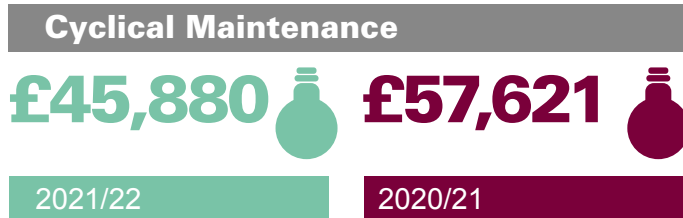
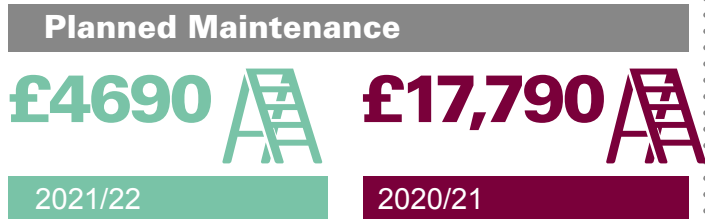
Jennifer Ayr
Customer Services Assistant
(left July 2022)

Repairs And Investment

We provide tenants with a reactive repairs service seeking best value for money and using local contractors.

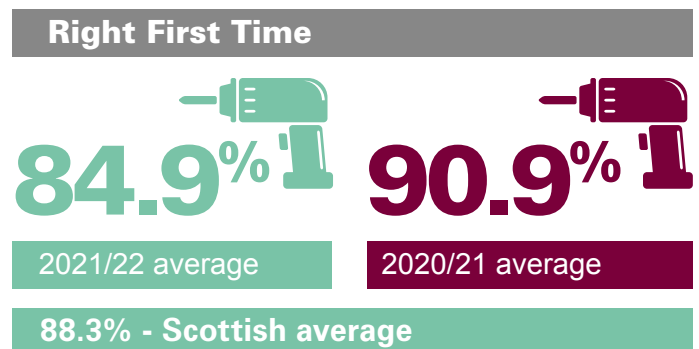
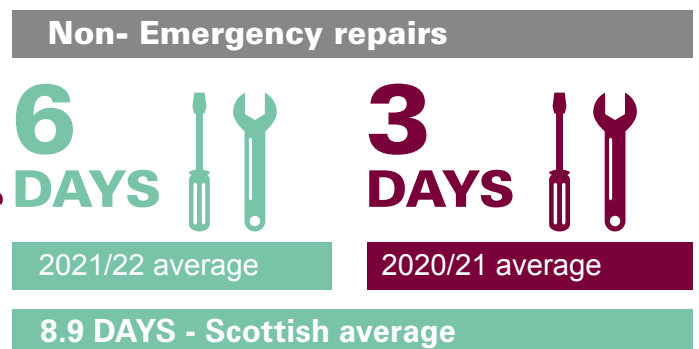
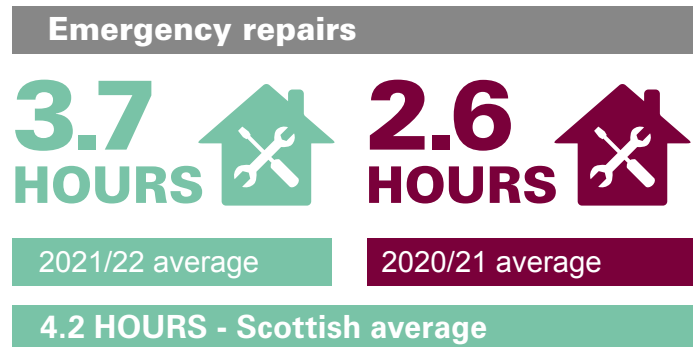
This table shows our expenditure for repairs and investment in the last year. This work being carried out against the backdrop of the pandemic. In 2021/22 we have replaced 42 boilers, 27 kitchens and 3 new door entry systems.

Our cyclical maintenance programme includes gas servicing,

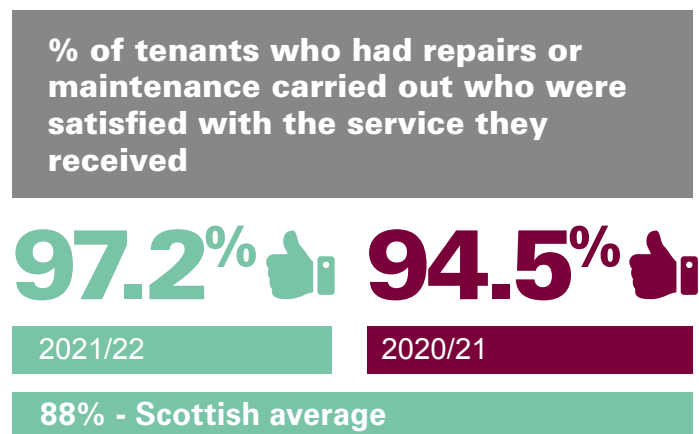


Repairs Statistics

Emergency repairs carry a 4-hour response time whilst non-emergency repairs within 10 working days.



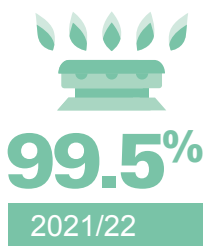
Repair Satisfaction



Gas Servicing

The Association has a duty to inspect and service gas appliance installations within our housing stock. We must carry out this work on or before the 365th day anniversary date of the previous annual service.

Percentage of appliances serviced within anniversary date



Scottish Housing Quality Standard (SHQS)

Tenants homes as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in good state of repair; and will also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020

Recent changes to the SHQS in recent years include Fire Safety Upgrades (LD2) and Electrical Improvement Works (EICR). RHA have met the deadlines for these

improvements and are now working on a schedule of works for each element of the standard.

- **100% of Ruchazie's homes met the SHQS in 2021/22**
- **89.04% of our current tenants are satisfied with the standard of their home when they first moved in.**

Medical Adaptations

Each year we apply to Glasgow City Council (Scottish Government Funding) to install adaptations to assist our tenants with mobility, sight, hearing and other ailments affecting their ability to live in their home. The table opposite details the works RHA have been able to carry out. Some works were delayed due to the Covid Pandemic. These works will be completed in the current year.

Offer of grant	£20,000
Amount drawn down	£3549.31
Total No. Of adaptations carried out	7

Allocations

Average number of days to let

15.4
DAYS



2021/22

17.2
DAYS



2020/21

51.6 DAYS - Scottish average



Rent lost from empty properties

0.1%



2021/22

0.3%



2020/21

1.4% - Scottish average

Tenancy sustainment

100%



2021/22

100%



2020/21

94.7% - Scottish average

Anti-Social Behaviour

Any complaints of anti-social behaviour are investigated fully by our staff. We aim to resolve all cases in line with our local targets set. There are different levels of antisocial behaviour and these are categorised as follows:

Category	Details	Target to resolve (days)
A	Complaints which concern a conviction for drug dealing, criminal behaviour involving serious incidents of violence or threats of violence towards any member of the public including members of staff, serious assault, serious harassment, racial harassment, incidents of sectarian abuse and serious damage to property, including fire raising. Typically, it is expected the Police will also be involved for Category 'A' cases.	3 working days
B	Complaints which concern aggressive/abusive behaviour, frequent disturbance, vandalism, drug/solvent/alcohol abuse, verbal/written harassment, and frequent and persistent excessive noise.	5 working days
C	Complaints which concern simple breaches of tenancy conditions, environmental issues, unkempt gardens. This would also include living noise such as footfall, noise from children playing and doors closing/banging. (These would normally be dealt with as Estate Management issues by Association staff)	7 working days

Number of complaints received

36

% resolved

100%

Complaints

We are dedicated to providing the best possible service to our customers. To achieve this commitment we use any complaints we receive as an opportunity to identify areas where we need to improve. If we let anyone down we want to know about it so that we can do better in the future.

In the last year to April 2022 we received 6 complaints. Complaints received vary from repairs, estate management and service delivery. Most of these complaints were frontline complaints which were resolved quickly. In some cases complaints require further investigation and we always aim to complete these within 5 working days.

As a result of complaints in the last year we have

- Employed a new estate contractor
- Staff have attended customer service training

Stage 1 Complaints

6  **4**
2021/22 2020/21

Stage 1 Complaints resolved within timescale

100%  **100%**
2021/22 2020/21

Stage 2 complaints

2  **0**
2021/22 2020/21

Stage 2 Complaints resolved within timescale

100%  **100%**
2021/22 2020/21

Statement of Financial Position

As at 31st March 2022

	2022	2021
	£	£
NON-CURRENT ASSETS		
Housing Properties - depreciated cost	12,207,891	12,405,418
Other tangible fixed assets	48,194	50,384
	12,256,085	12,455,802
CURRENT ASSETS		
Debtors	44,659	48,582
Cash at Bank	865,127	1,027,713
	909,786	1,076,295
CREDITORS: Due within one year	(245,086)	(495,557)
NET CURRENT ASSETS	664,700	580,738
CREDITORS : Due in more than one year	(1,947,476)	(2,074,875)
PROVISION FOR LIABILITIES: Pension Liabilty	(17,420)	(172,283)
DEFERRED INCOME: Social Housing Grants	(8,546,251)	(8,861,477)
NET ASSETS	2,409,638	1,927,905
EQUITY		
Share Capital	70	77
Revenue Reserve	2,409,568	1,927,828
TOTAL RESERVES	2,409,638	1,927,905

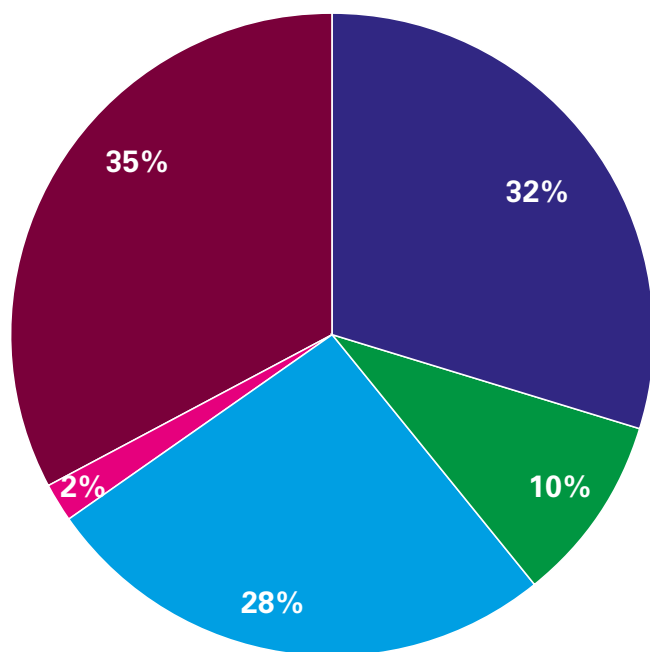
Financial Highlights

STATEMENT OF COMPREHENSIVE INCOME YEAR ENDED 31st MARCH 2021

	2022	2021
	£	£
INCOME		
Rental and Other income	1,363,109	1,307,481
Covid Support Funding	26,794	38,721
	1,389,903	1,346,202
EXPENDITURE		
Management Costs	450,684	470,903
Repairs	138,543	171,375
Depreciation	389,752	375,434
Net Interest & Other Charges	33,184	35,714
Commercial Property Revaluation	0	(26,334)
Pension Costs Adjustment	(104,000)	216,000
SURPLUS FOR YEAR	481,740	103,110

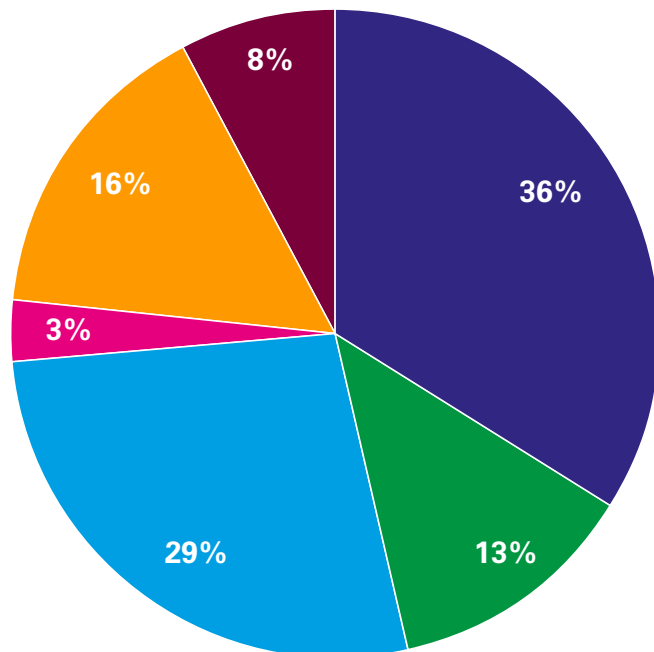
Expenditure

2022



- Management Costs (32%)
- Repairs (10%)
- Depreciation (28%)
- Net Interest & Other Charges (2%)
- Pension Costs Adjustment (-7%)
- **Surplus for the Year (35%)**

2021



- Management Costs (36%)
- Repairs (13%)
- Depreciation (29%)
- Net Interest & Other Charges (3%)
- Pension Costs Adjustment (17%)
- Commercial Property Revaluation (-2%)
- **Surplus for the Year (8%)**

Performance Report 2021/22

Ruchazie HA report on our performance to the Scottish Housing Regulator and the information below indicates our performance and how we compare to landlords of similar size and the Scottish National Average.

Tenant Satisfaction	Ruchazie HA	Gardeen HA	Hawthorn HA	Scottish average
% of tenants satisfied with the overall service	90.4%	93.6%	92.9%	87.7%
% of tenants who felt their landlord is good at keeping them informed about their services and outcomes.	98%	99.4%	100%	91.2%
% of tenants satisfied with the opportunities to participate in the landlord's decision making	91.1%	93.6%	93.7%	86.8%

Quality and maintenance of homes	Ruchazie HA	Gardeen HA	Hawthorn HA	Scottish average
% of homes meeting the Scottish Housing Quality Standard	100%	100%	98.1%	74.6%
Average number of hours taken to complete emergency repairs	3.7 hours	1.9 hours	4.7 hours	4.2 hours
Average number of days taken to complete non-emergency repairs	6 days	5.2 days	3.6 days	8.9 days
% of reactive repairs carried out in the last year completed right first time	84.9%	93.2%	94.6%	88.3%
% of tenants who have had repairs carried out in the last 12 months who were satisfied with the repairs service.	94.5%	98.8%	92.3%	88%

Neighbourhoods	Ruchazie HA	Gardeen HA	Hawthorn HA	Scottish average
% of anti-social behaviour cases resolved	100%	100%	100%	94.7%

Value for money	Ruchazie HA	Gardeen HA	Hawthorn HA	Scottish average
% of total rent due collected in the previous year (2021/22)	100%	99.4%	101.8%	99.3%
% of rent due not collected through homes being empty in the last year	0.1%	0.1%	0.5%	1.4%
Average length of time in days taken to re-let homes in the last year	15.4 days	40.4 days	37.4 days	51.6days

Covid recovery and support to tenants

As we begin to emerge from Covid it is always useful to reflect on the challenges and changes we made as a result of the pandemic. We worked in the community to ensure that tenants remained safe and received any funding we drew in.

During this time we remained accessible in person, by telephone, email and virtually to all our tenants and partners. The funding we received in 2021/22 totalled £102,000. This

funding was distributed directly to our tenants to support increased energy costs as a result of staying at home or being furloughed.

We continue to support The Ruchazie Pantry where residents are able to access fresh and healthy foods at a cost of £2.50 for approximately £15 worth of goods. The Pantry also sign posts customers to other services such as Community Links Practitioners, Social Security advice and other advice services.



Feedback

We value your feedback, please let us know if you have comments or suggestions on our performance or services we offer.

You can let us know your thoughts by speaking to our staff in the office, calling us on **0141 774 4433**.

emailing us on **admin@ruchazieha.co.uk** or completing the comments slip below and returning to the office at 24 Avondale Street, Ruchazie. G33 3QS.

Name: (Optional)

Phone: (Optional)

Address: (Optional)

Email: (Optional)

I have a comment(s) about: (please circle):

Rent Services Satisfaction Performance

Other:

Your Comments: (please use a separate sheet if necessary)



Affiliations

As a small organisation it is important that we network and share good practice across the sector. Ruchazie Housing Association are members of the following organisations.

- Glasgow West of Scotland Forum (GWSF)
- Scottish Federation of Housing Associations (SFHA)
- Tenant Participation Advisory Service (TPAS)
- Employers in Voluntary Housing (EVH)



Glasgow and West of Scotland
Forum of Housing Associations



supporting
social
employers



tenant
participation
advisory service



Scottish Housing
Regulator



If you would like this report in any other format please get in touch.

Contact details

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