

"A FLOURISHING SPACE FOR ALL"



HOUSING ASSOCIATION

**ANNUAL REPORT
& CHARTER REPORT**
2022/2023



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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CHAIRPERSONS REPORT

This is my first report as Chairperson of Ruchazie Association. I was elected last year following a five year term by Hugh in accordance with our rules. I would like to thank Hugh for his commitment as he continues as a Committee member and Vice Chair.

There is no doubt that the last few years have been challenging not only for our tenants but the Association too. We hope we have been able to mitigate some of those challenges by providing support to you all. Up until April 2023 staff at Ruchazie Housing Association have distributed £112k in funding received from various funds including Scottish Government, Lotteries funding and Cash for Kids. This has enabled every tenant to receive a level of support in line with their financial circumstances. Even now staff continue to seek funding to support tenants and will continue to do so until the money dries up! They will not always be successful but when they are the funding is distributed quickly. By being in the community makes this so much easier. If you think you have missed out on any funding contact a member of staff, or if you would like further information on what funding is available get in touch.

At Ruchazie we are very much aware of our tenants needs and aspirations and our last Tenant Satisfaction Survey we were made aware of the priorities for our tenants, mainly around improvements to your homes. We will continue to make progress on these matters. Although some tenants may be disappointed in the delays of kitchen renewal for example we must continue to

demonstrate to our tenants that we operate in a value for money environment. The association considers all of your service requirements when making decisions and this includes our rent increase each year. Ruchazie's rents still remain on average one of the lowest in the city.

There has been a number of staff changes in the last year which may have caused a slight disruption to our services, but our landlord report indicates that we are on a par with other organisations of our size. This does not mean it is acceptable and we will continue to work to improve our outcomes in service delivery. We have since recruited new members of staff and some stability is now in place.

Ruchazie HA will celebrate its 30 year anniversary in the coming year. We hope to mark the occasion in a special way. We will seek the views of our tenants and members on how we will do this.

The area we operate in is very stable, we have housed tenants and their families over the years. We are where we are as a result of tenants fighting for better homes and environment. We want to keep it this way. Do you or any of your family members have an interest in how we do this? We still seek to recruit committee members from our local community who



have an interest in what we do. As a Committee it our role to make decisions and in making these decisions the views and experience of our tenants is a key factor. This role will also contribute towards your own self development. If you want to find out more chat with a committee member or Janice.

I would like to thank the staff, committee and our tenants for all of the contributions you make in making the association successful.

Michelle Caldwell

Chairperson

P.S. - 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 10 members. There are currently 5 vacancies on the committee and we would really like to see more tenants involved in our decision making, 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.

Committee members

Michelle Caldwell	Chairperson
Hugh Holland	Vice Chair
Ann Macdonald	Secretary
Robina Rigley	Committee Member (passed away August 2023)
Patrick Uti	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 2023)

STAFF TEAM



Janice Shields
Director



Stacy Shaw
Senior Housing &
Corporate Services
Officer (since May 2022)



Moirra Smith
Finance Officer

Shaun O'Hara
Property Services Officer
(left January 2023)

Jennifer Ayr
Customer Services
Assistant (left July 2022)

James Temporal
Property Services Officer
(since March 2023)

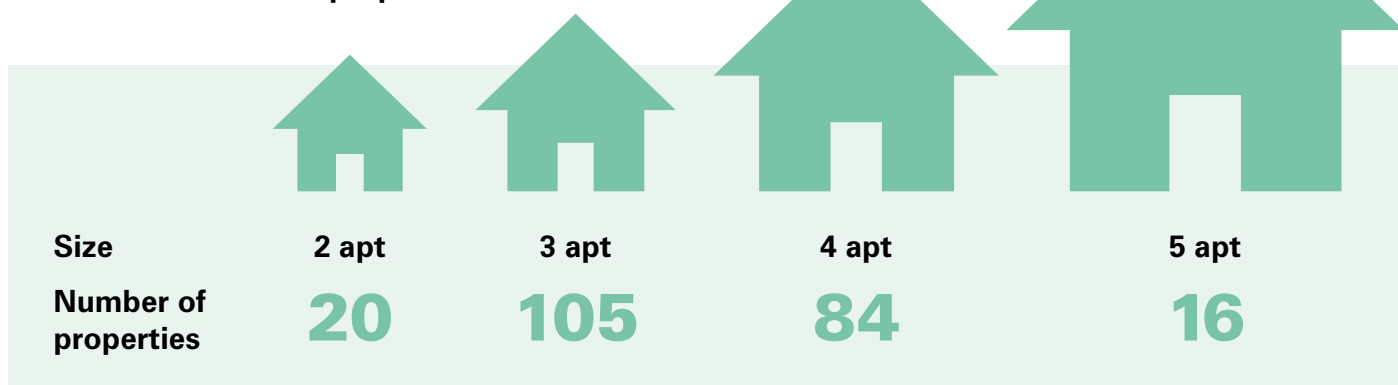
Allanna Crawford
Modern Apprentice
Customer Services
(left March 2023)

Cerys Cameron
Modern Apprentice
Customer Services
(since 2023)

Kai Johnstone
Summer placement

STOCK

We own a total of 225 properties as follows:



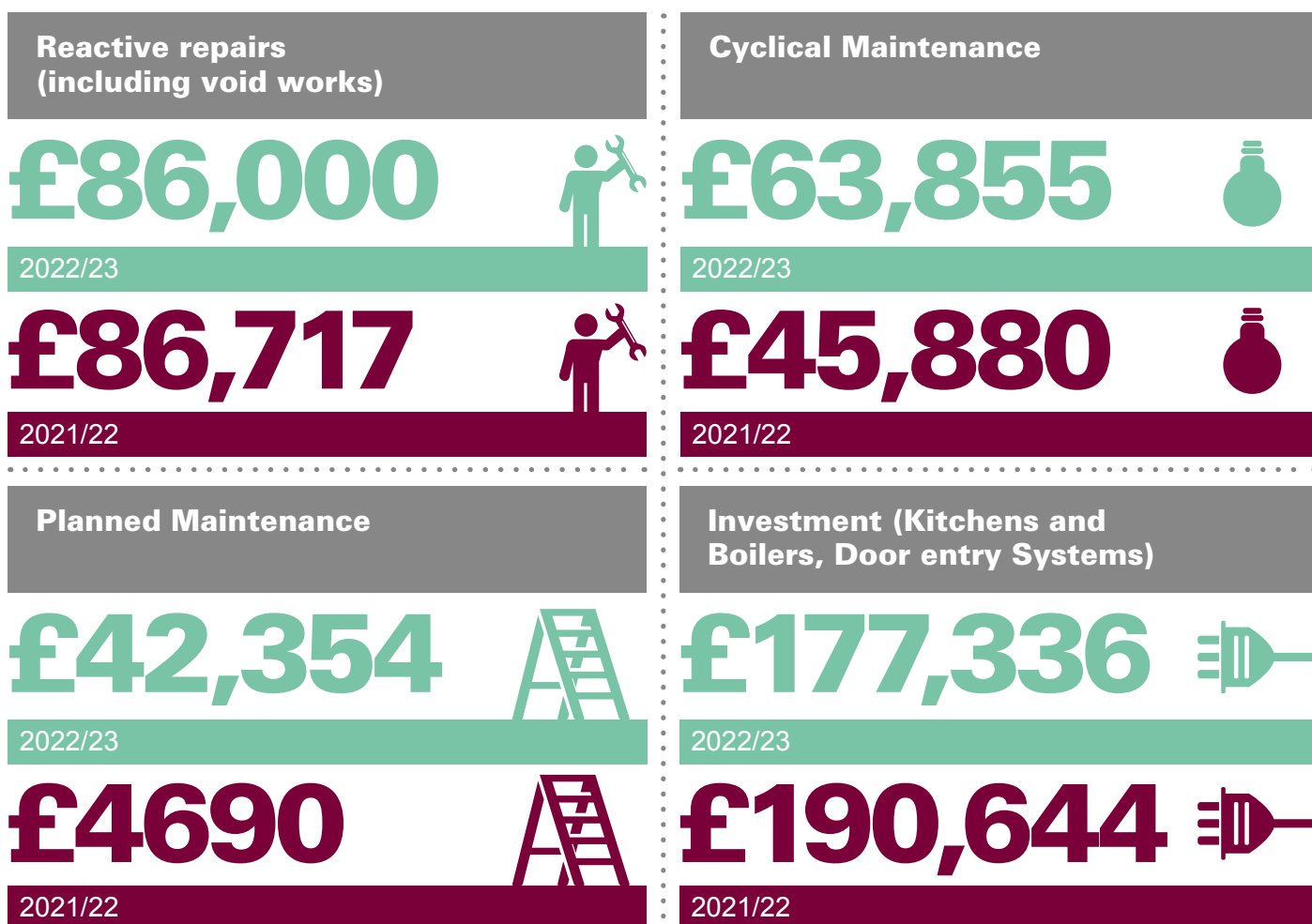
REPAIRS AND INVESTMENT

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 2022/2023 we replaced 80 new boilers and delayed any further kitchen replacements to ensure every tenant had an efficient heating system.

Our cyclical maintenance programme includes gas servicing.



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. As at 31st March 100% of our properties have a valid gas safety certificate.

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 below details the works RHA have been able to carry out. Other works are still in the planning stage and should be completed in this year.

Offer of grant	£20,000
Amount drawn down	£ 6720
Total No. Of adaptations carried out	3



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.

99.56% of Ruchazie's homes met the SHQS in 2022/23
- we did not get access to complete and electrical safety test in one property.

82% of our **tenants are satisfied** with the quality of their home.



WAITING LIST

The Association maintains a healthy waiting list with over 130 applicants on our list. We review the list annually to ensure that our waiting list is up to date. We let 5 homes in 2022/2023 the breakdown on lets listed here:

Homeless lets (from Glasgow City council referrals)	1
Waiting list	3
Transfers	1

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 2023 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



Statement of Financial Position

As at 31st March 2022

	2023	2022
	£	£
NON-CURRENT ASSETS		
Housing Properties - depreciated cost	11,989,496	12,207,891
Other tangible fixed assets	57,311	48,194
	12,046,807	12,256,085
CURRENT ASSETS		
Debtors	58,422	44,659
Cash at Bank	931,758	865,127
	990,180	909,786
CREDITORS: Due within one year	(252,931)	(245,086)
NET CURRENT ASSETS	737,249	664,700
CREDITORS : Due in more than one year	(1,831,894)	(1,947,476)
PROVISION FOR LIABILITIES: Pension Liabilty	(41,166)	(17,420)
DEFERRED INCOME: Social Housing Grants	(8,232,281)	(8,546,251)
NET ASSETS	2,678,715	2,409,638
EQUITY		
Share Capital	66	70
Revenue Reserve	2,678,649	2,409,568
TOTAL RESERVES	2,678,715	2,409,638

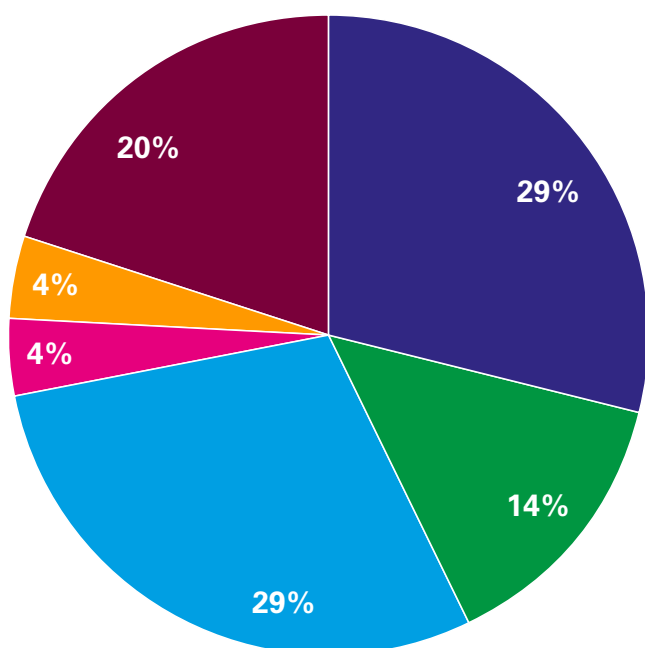
FINANCIAL HIGHLIGHTS

STATEMENT OF COMPREHENSIVE INCOME YEAR ENDED 31st MARCH 2023

	2023	2022
	£	£
INCOME		
Rental and Other income	1,303,787	1,363,109
Covid Support Funding	50,943	26,794
	1,354,730	1,389,903
EXPENDITURE		
Management Costs	390,698	450,684
Repairs	190,133	138,543
Depreciation	398,518	389,752
Net Interest & Other Charges	55,300	33,184
Pension Costs Adjustment	51,000	(104,000)
SURPLUS FOR YEAR	269,081	481,740

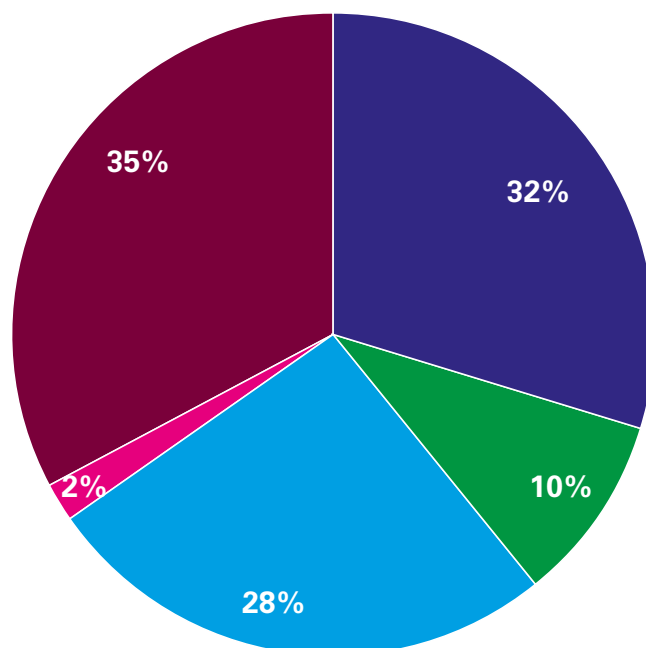
EXPENDITURE

2023



- Management Costs 29%
- Repairs 14%
- Depreciation 29%
- Net Interest & Other Charges 4%
- Pension Costs Adjustment 4%
- **Surplus for Year 20%**

2022



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

Supporting our tenants through challenging times

As a small community based housing association we are expected to deliver positive results for our tenants in all things housing. This doesn't mean we stop there.

Ruchazie Housing association as a community anchor has been able to support our tenants during the pandemic, coming out of the

pandemic and managing the current costs of living crisis.

We have access to GEMAP- a free service that helps the residents of the Greater Easterhouse area navigate the welfare benefits system and support them to ensure they are receiving the maximum benefit entitlement.

In 2022/23 GEMAP:



Seen 26 tenants



Made 24 claims on their behalf



Made financial gains of £43,374

That can only be good!

Other help and support given to tenants – since the start of the covid pandemic funding of £133,750 had been awarded to support our tenants, each receiving on average £494 per household. We will continue to secure grant funding where it is available so that we can continue with this support. This includes working with our partners at Quarriers and Ruchazie Pantry to ensure every group benefits.

Type of funding	Amount	Use	from
Community Fund	£36,000	<ul style="list-style-type: none"> Fuel support payments U16 Christmas voucher Energy Saving appliances 	Scottish Government/ Glasgow West of Scotland Forum
Fuel poverty Fund	£68,000	<ul style="list-style-type: none"> Fuel support payments Shopping vouchers Energy Saving appliances 	Scottish Federation of Housing Associations/Scottish Government
Addressing Future needs	£5000	Fuel support payments	Glasgow City Council
Community Fund	£24,750	<ul style="list-style-type: none"> Ruchazie Pantry Quarriers Food and clothing vouchers 	National Lottery
Total	£133,750		
Paid out	£111,332	<ul style="list-style-type: none"> Average per tenant 	£494 😊

Ruchazie Pantry

We are key partners in the Ruchazie Pantry. Prior to opening we worked with our partners Glasgow City Council, Ruchazie Church local community members to bring this resource to our community, and secured £100k of funding from The National Lottery Communities fund to support operational costs to the Pantry.

We continue to work with Pantry who not only provide low cost fresh food, but also provide additional services such as health and wellbeing support, access to volunteering, signposting to a number of organisations and of course some fun stuff too like Summer Festival, Halloween pumpkin patch and trips to theatre and pantomime.



Glasgow and West of Scotland
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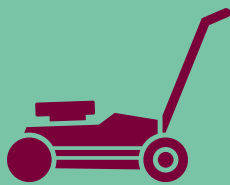
TENANT SATISFACTION SURVEY 2023

We carry out a full tenant satisfaction survey every 3 years, some of the outcomes of that survey are included in our performance report in this document.

The priorities for tenants included

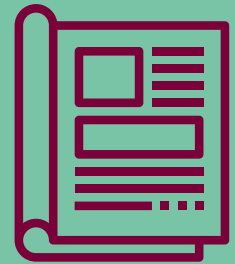
- Providing a good quality repairs service
- RHA to charge affordable rents
- Improvements to homes where kitchens bathrooms, windows and door replacements were top priorities.
- Good customer service
- Managing the environment

95%



tenants satisfied with close cleaning/
ground maintenance service

96%



of tenants read
newsletter

99%



of tenants prefer to phone
when contacting the office

97%



of tenants are satisfied with RHA
management of the neighbourhood

The Management Committee will consider all of the outcomes of the survey, and consider the next steps to take to consider your priorities.



iStock

Credit: Khanchit Khirisutchalual

PERFORMANCE REPORT 2022/23

Ruchazie Housing Association report information to the Scottish Housing Regulator on our performance in achieving the standards and outcomes of the Scottish Social Housing Charter. The full report is available for each landlord on the Scottish Housing Regulator website which can be found here <https://www.housingregulator.gov.scot/>

The information below indicates our performance and how we compare to landlords of similar size (Peer group) and the Scottish National Average. We also use some graphics to highlight our performance where we are above 😊 or below 😞 the Scottish average. We don't always get it right but we will always strive to make improvements across all our work.

Tenant Satisfaction	Ruchazie HA	Peer Group	Scottish average	
% of tenants satisfied with the overall service	90.9%	93.9%	86.7%	😊
% of tenants who felt their landlord is good at keeping them informed about their services and outcomes.	96.5%	97.9%	89.7%	😊
% of tenants satisfied with the opportunities to participate in the landlord's decision making	95.9%	93.1%	85.9%	😊
Quality and maintenance of homes	Emergency repairs carry a 4-hour response time whilst non-emergency repairs within 10 working days.			
% of homes meeting the Scottish Housing Quality Standard	99.6%	87.3%	79%	😊
Average number of hours taken to complete emergency repairs	4.4 hours	2.7 hours	4.2 hours	😞
Average number of days taken to complete non-emergency repairs	5.5 days	3.5 days	8.7 days	😊
% of reactive repairs carried out in the last year completed right first time	94.7%	94.4%	87.8%	😊
% of tenants who have had repairs carried out in the last 12 months who were satisfied with the repairs service.	86.9%	91.6%	88%	😞
Neighbourhoods	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			
% of anti-social behaviour cases resolved	100%	100%	94.2%	😊
Value for money				
% of total rent due collected in the previous year (2021/22)	99.2%	99.8%	99%	😊
% of rent due not collected through homes being empty in the last year	0.1%	0.2%	1.4%	😊
Average length of time in days taken to re-let homes in the last year	14.2 days	12.3 days	55.6 days	😊

FEEDBACK

We value your feedback, please let us know if you have comments or suggestions on our performance or services we offer. We would also ask if you have any other comments about this report.

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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