

"A FLOURISHING SPACE FOR ALL"

Ruchazie

HOUSING ASSOCIATION

ANNUAL REPORT
& CHARTER REPORT
2023/2024



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

Welcome to our Annual report which includes our Landlord report, providing information on our performance in relation to the Scottish Social Housing Charter, which sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

It has been a quiet year for the Association, getting back to normal after Covid and supporting tenants through the cost of living crisis.

As you know the previous year the association distributed £112k to tenants to support energy payments, and provided some measures to help with energy efficiency, almost all tenants receiving 1 item they requested. If you missed out contact staff. Unfortunately the levels of funding we have seen in the past is no longer there, however staff will continue to seek out funding opportunities that could benefit our tenants.

Our improvement and replacement programme continues and last year we completed the internal and external paintwork at Phase 1, this included repairs prior to painting. This year will see paintwork continue at Phase 2 and will include the replacement of wooden soffits on our terraced properties as well as replacement of kitchens in properties in Phase 3B and boilers in Phase 4. Along with all our legal obligations to tenant safety, reactive repairs, cyclical and planned works we spent approx. £269k. This year our budget for similar works is £490k. This reflects increases in costs both material and labour, but as always we will strive to

get the best prices that also provide value for money and positive tenant satisfaction.

Everyone is aware of the housing crisis and Ruchazie will always strive to see if there are any opportunities for development. We are currently working with Glasgow City Council, the Glasgow Archdiocese and their preferred contractor the JR Group to consider a development of 34 homes at the old St. Phillips Church site. The success of this development will very much depend on funding available from the Scottish Government and as yet we have not received any offers. If (and at the moment it's a big one) we do get the green light the association then needs to negotiate private funding and this can take some time. We will keep you updated in our newsletters of this development opportunity.

We have seen some staff changes and hope that tenants continue to support staff in responding to letters and surveys. This is the best way we can learn from you about our services and then put things in place to improve them, especially with our repairs service.

You will have recently been asked your opinion on a change of office opening hours and



hope those changes do not impact on the service delivery you receive. Staff will still be available to speak with you, it's just one day the office will be closed (Wednesday) and staff training time remains a Wednesday morning.

We were saddened to hear of the passing of one of our ex committee members Brian Tollett and you will have seen our tribute in our summer newsletter. With the blessing of Brian's family we will be placing a bench in our play park dedicated to Brian. This is to acknowledge the work he done along with Janice to get funding to provide additional play equipment in the park. We hope residents enjoy the bench as much as Brian enjoyed spending time in the park with his kids and grandchildren.

Our homes are still in demand and we would encourage those tenants living in large accommodation with spare

CHAIRPERSONS REPORT (Continued)

rooms to consider a move to a smaller property, this helps everyone and allows us to make best use of our stock. Contact Janice or Stacy if you wish to consider this.

As like all housing associations large and small we are managed by a Volunteer Management Committee. There are very few tenants involved in the decisions we make and there are a few vacancies and I would encourage tenants to be involved. It doesn't take up a lot of your time, but your time is spent reading and attending meetings.

We still seek to recruit committee members from our local community who have an interest in what we do. As a Committee it is 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 made 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
Tommy McGuigan	Vice Chair
Debra Campbell	Secretary
Hugh Holland	Committee Member
Ann Macdonald	Committee Member
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	Committee member (September 2024)
Debra Campbell	Committee Member (September 2024)
Chris Park	Committee member (September 2024)

STAFF TEAM



Janice Shields
Director

James Temporal

Property Services Officer
(left May 2024)

Paul Moore

Property Services Officer,
Temporary position (May 2024)



Stacy Shaw
Senior Housing &
Corporate Services
Officer

Cerys Cameron

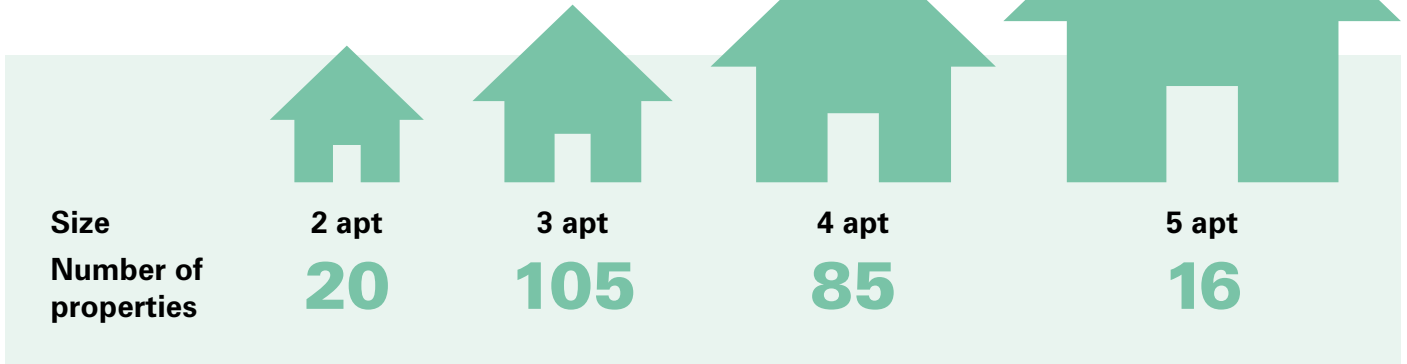
Modern Apprentice Customer
Services Assistant



Moira Smith
Finance Officer

STOCK

We own a total of 226 properties as follows:

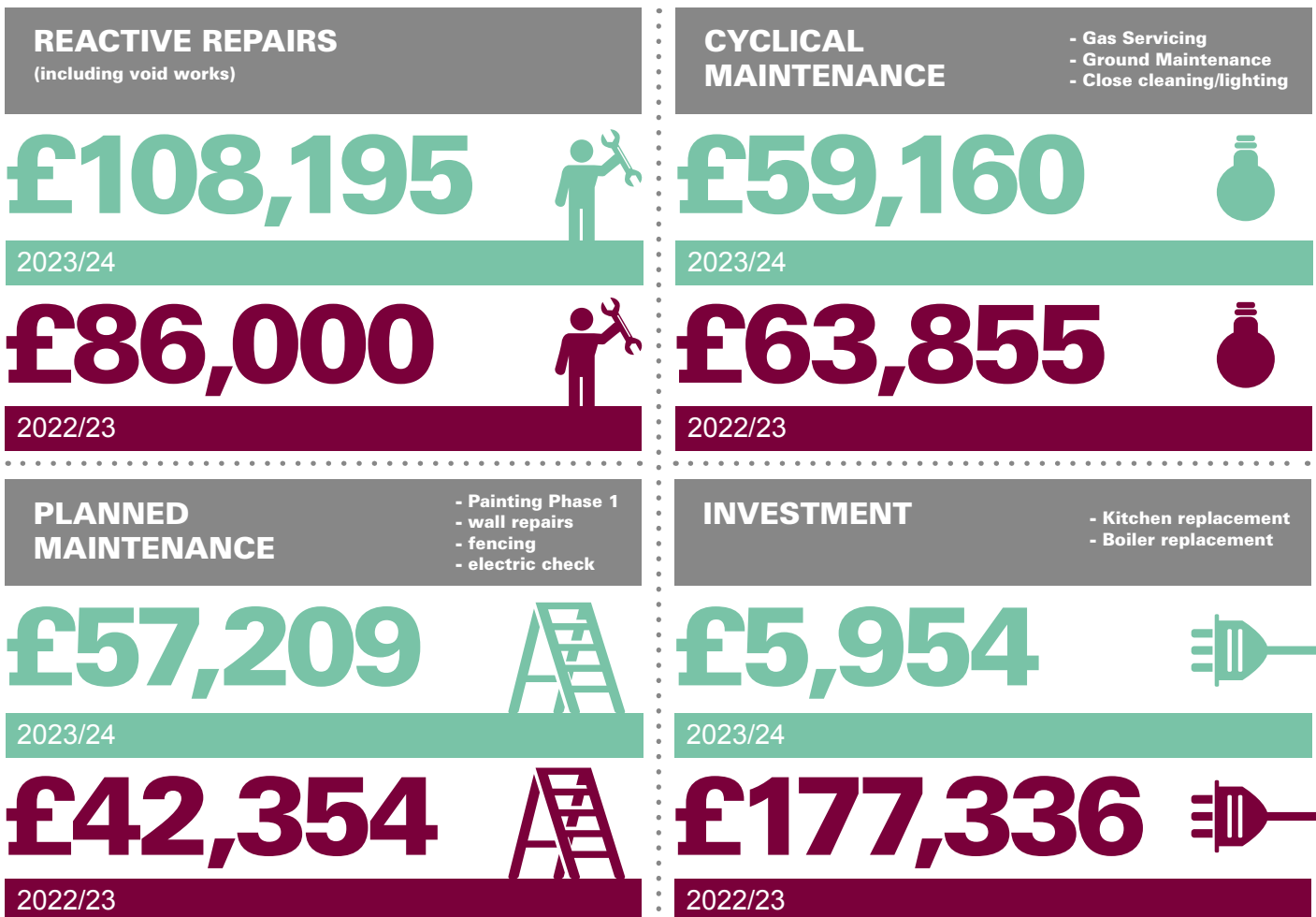


We acquired a property at Avenue End Drive in March 2024 in partnership with Glasgow City Council acquisition Programme.

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. Our cyclical maintenance programme includes gas servicing and electrical testing, as well as other tenant safety aspects such as legionella and asbestos testing.



In this last year we delayed the kitchen replacement programme which was discussed with tenants, this helped us keep our rent increase at a more affordable level.



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 annual basis and the service must be completed by the anniversary date of the last 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 of the grant funding we have received and the total value of works we have completed. We were able to secure additional funding to allow the replacement of the kitchen at one of our purpose built wheelchair properties.

Offer of grant	£25,000
Amount drawn down	£30,648
Total No. Of adaptations carried out	8



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 (EESH) 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.

All of Ruchazie's homes met the Scottish Housing Quality Standard.

In our tenant satisfaction survey of June 2023

82% of our **tenants** confirmed they **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 to ensure that our waiting list is up to date. We let homes in 2023/2024 the breakdown on lets listed below:

Homeless lets (from Glasgow City Council referrals)	3
Waiting list	5
Transfers	4



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 2024 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

Stage 1 Complaints

6

2023/24



6

2022/23

Stage 1 Complaints resolved within timescale

5

2023/24



6

2022/23

Stage 2 complaints

0

2023/24



2

2022/23

Stage 2 Complaints resolved within timescale

0

2023/24



2

2022/23

Average time to respond to Stage 1

2023/24
1 day



2022/23
1.17 days

Average time to respond to Stage 2

2023/24
N/A



2022/23
6 days

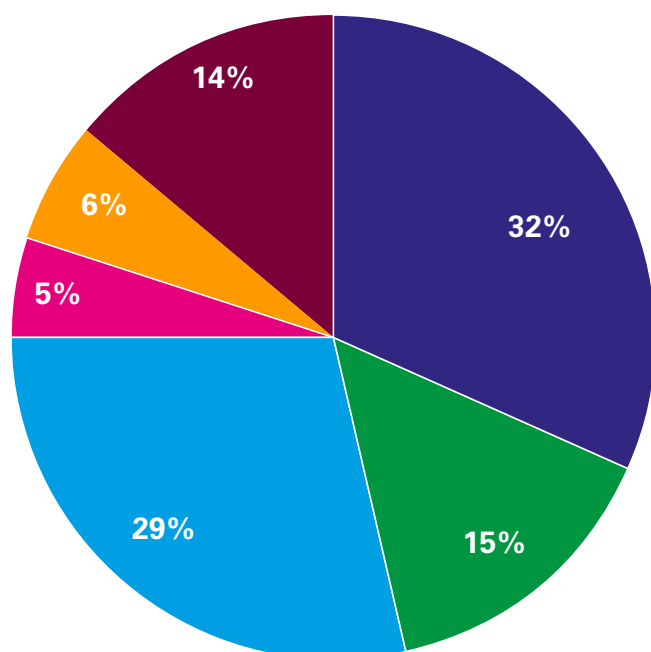
FINANCIAL HIGHLIGHTS

STATEMENT OF COMPREHENSIVE INCOME YEAR ENDED 31st MARCH 2024

	2024	2023
INCOME	£	£
Rental and Other income	1,385,393	1,303,787
Fuel Insecurity Funding	53,161	50,943
	1,438,554	1,354,730
EXPENDITURE		
Management Costs	454,276	390,698
Repairs	222,045	190,133
Depreciation	413,435	398,518
Net Interest & Other Charges	67,671	55,300
Pension Costs Adjustment	82,000	51,000
SURPLUS FOR YEAR	199,127	269,081

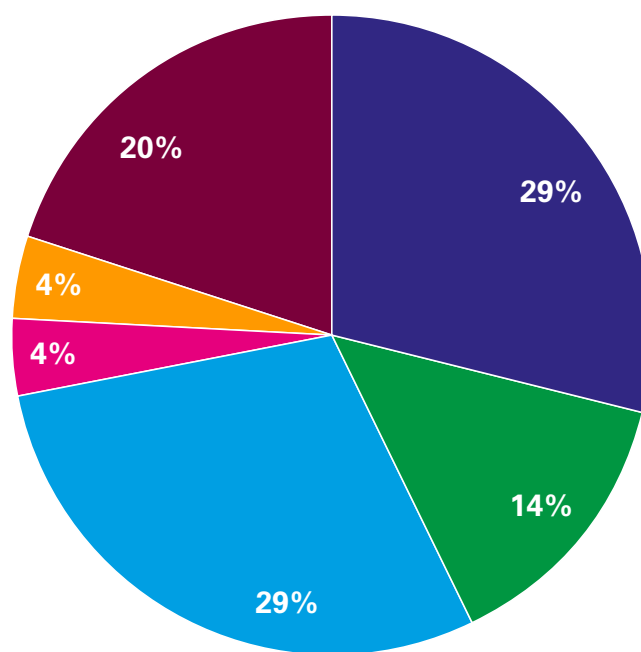
EXPENDITURE

2024



- Management Costs 32%
- Repairs 15%
- Depreciation 29%
- Net Interest & Other Charges 5%
- Pension Costs Adjustment 6%
- Surplus for Year 14%**

2023



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

Statement of Financial Position

As at 31st March 2024

	2024	2023
	£	£
NON-CURRENT ASSETS		
Housing Properties - depreciated cost	11,781,307	11,989,496
Other tangible fixed assets	54,928	57,311
	11,836,235	12,046,807
CURRENT ASSETS		
Debtors	314,191	58,422
Cash at Bank	970,697	931,758
	1,284,888	990,180
CREDITORS: Due within one year	(299,728)	(252,931)
NET CURRENT ASSETS	985,160	737,249
CREDITORS : Due in more than one year	(1,719,986)	(1,831,894)
PROVISION FOR LIABILITIES: Pension Liability	(125,166)	(41,166)
DEFERRED INCOME: Social Housing Grants	(8,098,397)	(8,232,281)
NET ASSETS	2,877,846	2,678,715
EQUITY		
Share Capital	70	66
Revenue Reserve	2,877,776	2,678,649
TOTAL RESERVES	2,877,846	2,678,715

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 is able to support and signpost our tenants to other third sector agency who specialise in welfare and financial support such

as GEMAP and The Wise group, who have been able to support our tenants during 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 2023/24 GEMAP:



Seen 42 tenants



Made 48 claims on their behalf



Made financial gains of £161,735.80

That can only be good!

Other help and support given to tenants – in 2023/2024 we continued to support tenant's where we have been successful in receiving funding.

Funding resources are becoming more difficult to obtain and in the last year we were able to secure £23,750 to help tenants with Energy Efficiency measures including floor coverings, black out curtains and small kitchen appliances such as slow cookers and air fryers.

We will continue to support tenants and community groups from the rental income we receive from our commercial unit.



Ruchazie Pantry/ Growing 21



We continue to work with Ruchazie 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 the theatre and pantomime.



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social
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PERFORMANCE REPORT 2023/2024

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	Scottish average	Comparison	Peer Group
% of tenants satisfied with the overall service	90.9%	86.5%	😞	95%
% of tenants who felt their landlord is good at keeping them informed about their services and outcomes.	96.5%	90.5%	😊	98.3%
% of tenants satisfied with the opportunities to participate in the landlord's decision making	98.6%	87.7%	😊	94.8%
Quality and maintenance of homes				
% of homes meeting the Scottish Housing Quality Standard	100%	84.4%	😊	99.2%
Average number of hours taken to complete emergency repairs	2.7 hours	4 hours	😊	2.7 hours
Average number of days taken to complete non-emergency repairs	6.6 days	9 days	😊	3.3 days
% of reactive repairs carried out in the last year completed right first time	83.1%	88.4%	😞	96.8%
% of tenants who have had repairs carried out in the last 12 months who were satisfied with the repairs service.	86.9%	87.3%	😊	97.8%
Neighbourhoods				
% of anti-social behaviour cases resolved	92.3%	94.3%	😞	100%
Value for money				
% of total rent due collected in the previous year (2021/22)	100.1%	99.4%	😊	99.9%
% of rent due not collected through homes being empty in the last year	0.4%	1.4%	😊	0.1%
Average length of time in days taken to re-let homes in the last year	21.4 days	56.7 days	😊	11.5 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)



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

Contact details

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