



CUNNINGHAME  
HOUSING ASSOCIATION

*More than just a landlord  
Making Our Communities Better Places*



**DIRECT WORKS**  
WWW.CUNNINGHAME-HOUSING.ORG

CUNNINGHAME



# CUNNINGHAME HOUSING ASSOCIATION

## ANNUAL PERFORMANCE REPORT FOR TENANTS 2023/24



# USEFUL CONTACTS

<p><b>Report a repair</b></p> <p>0800 068 1466</p>	
<p><b>Lemon Aid Fuel Poverty</b></p> <p>0800 221 8089</p>	
<p><b>Cunninghame Furniture Recycling Company</b></p> <p>0800 221 8083</p>	
<p><b>Scottish Water</b></p> <p>0800 077 8778</p>	
<p><b>Scottish Power</b></p> <p>0800 092 9290</p>	
<p><b>Power cut</b></p> <p>105</p>	
<p><b>Police (non-emergency)</b></p> <p>101</p>	
<p><b>Police (emergency)</b></p> <p>999</p>	
<p><b>NHS 24</b></p> <p>111</p>	
<p><b>Environmental Waste North Ayrshire</b></p> <p>01294 310000</p>	
<p><b>Environmental Waste East Ayrshire</b></p> <p>01563 554400</p>	
<p><b>Environmental Waste Dumfries and Galloway</b></p> <p>030 33 33 3000</p>	

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# CONTACT US

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 01294 468360

 [www.cunninghame-housing.org](http://www.cunninghame-housing.org)

 Housing Enquiries  
[housing@chaltd.org](mailto:housing@chaltd.org) / 01294 607553

# INTRODUCTION

Welcome to Cunninghame Housing Association's tenth annual report on performance for 2023/24. The report highlights the performance areas of interest to our tenants and the housing services which are delivered to you and your communities.

We have a statutory duty to provide tenants with a report on performance by 31 October each year. You can view the Scottish Housing Regulator's engagement plan on their website by scanning the QR code.

To ensure the report remains meaningful and the targets/trends are clear to you, a small working group of our tenant representatives reviewed and produced this year's report. They have incorporated some new suggestions and ideas to continually improve how the information is presented to you. The Association appreciates the time and effort our tenants gave in producing this year's report.

We welcome any suggestions on how to improve our next report. Please contact us using the information and reply slip on the back page of this report.

Engagement Plan



## Some of our volunteers who helped produce this years report



We can also give you this report in other languages and formats (such as large print, audio and Braille).







# ABOUT CUNNINGHAME

At 31 March 2024, we owned 3520 homes across 21 towns in North Ayrshire, East Ayrshire and Dumfries and Galloway. The total rent due from these properties for the year was £17,375,382. We increased our weekly rent on average by 4.6% for 2023/24 .

Home Size	CHA average rent	Atrium Homes average rent	Ayrshire HA average rent	Wheatley Homes South average rent	Riverside Scotland average rent
1 apartment	£69.68	-	-	£95.95	£68.25
2 apartment	£82.11	£83.27	£89.45	£82.94	£86.79
3 apartment	£107.22	£96.23	£100.92	£89.89	£95.59
4 apartment	£116.91	£109.92	£110.25	£96.22	£104.02
5 apartment	£125.13	£120.55	£122.74	£105.15	£112.50

## PERFORMANCE KEY

Comparing the figures with last year's report can show changes in our performance. We show you these variations using four symbols.

 Improvement	Our overall performance is improving.
 Deterioration	Our overall performance is deteriorating.
 No Change	There has been little to no change in our performance.
 Not Applicable	When the information is not available or appropriate.

Each quarter represents the Associations position compared to all other landlords in Scotland. We show you how we compare by displaying each quarter and colour coding them

 1st Top Quarter	 2nd Upper Middle	 3rd Lower Middle	 4th Bottom Quarter
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# OVERALL SATISFACTION AND THE CUSTOMER/LANDLORD RELATIONSHIP



The customer satisfaction figures were obtained from our most recent survey, which was conducted during May - June 2023.

Performance Indicator	This Year 2023/24	Last Year 2022/23	Change	Scottish Average	Comparison
% satisfied with the overall services provided	91.7%	84.9%	↑	86.5%	1st
% satisfied CHA is good at keeping them informed about their services and decisions	90.3%	91.0%	↔	90.5%	3rd
% satisfied with the opportunities given to them to participate in CHA's decision making processes	89.2%	88.4%	↑	87.7%	3rd

## ACTIVELY WORKING WITH OUR TENANTS

During 2023/24, Cunninghame consulted widely with tenants on the 2024/25 annual rent increase proposals. This included a digital response option, as well as individual newsletters to all tenants. The consultation yielded the highest response rate CHA has had to date, with over 14% of tenants submitting their views.

Our Scrutiny Group completed their comprehensive review of our approach to shared areas, such as common closes and gardens. They reported the outcome to our Board of Management and we have been developing an action plan based on their recommendations. They continue to support us in improving service provision. They are currently reviewing our Lemon Aid Fuel Poverty Service.

During the year we also implemented Phase 5 of our rent restructure, which incorporated the results of a wide-ranging consultation exercise involving all tenants and tenant groups. Once the project is complete, the rent structure will provide a fairer and more easily understood approach to rent setting.





# HOUSING, QUALITY AND MAINTENANCE

Performance Indicator	This Year 2023/24	Last Year 2022/23	Change	Scottish Average	Comparison
% of CHA stock meeting the Scottish Housing Quality Standards (SHQS)	94.3%	85.6%	↑	84.4%	2nd
% satisfied with the quality of their home	90.3%	87.1%	↑	84.0%	1st
Average time taken to complete emergency repairs	1.8 hours	1.9 hours	↑	4.0 hours	1st
Average time taken to complete non-emergency repairs	8.6 days	14.9 days	↑	9.0 days	4th
% Of reactive repairs completed right first time	95.6%	97.9%	↓	88.4%	2nd
% satisfied with the repairs and maintenance service	85.6%	87.3%	↓	87.3%	3rd

## IN HOUSE REPAIR SERVICE

In March 2023, our Direct Works service completed their second year of carrying out repairs to Cunninghame properties. They do the majority of repairs in our homes.

We know that the quality of a home can impact many aspects of a person's life, and we continue to strive to improve delivery in every aspect of our repairs and maintenance service. In 2023/24:

- 6,839 reactive repairs were undertaken.
- Non-emergency repairs were completed in an average of 8.6 days, an improvement of over 6 days from 2022/23.



## NEIGHBOURHOOD AND COMMUNITY



Performance Indicator	This Year 2023/24	Last Year 2022/23	Change	Scottish Average	Comparison
Total no. of general complaints received	62	64	↑	N/A	N/A
% of cases of anti-social behaviour resolved within CHA's target timescales	100%	100%	↔	94.3%	1st
% satisfied with landlord contribution to management of neighbourhood	89.7%	87.2%	↑	84.7%	2nd

## ACCESS TO HOUSING AND SUPPORT



Performance Indicator	This Year 2023/24	Last Year 2022/23	Change	Scottish Average	Comparison
% Of approved medical adaptations completed	76%	66%	↑	N/A	N/A
Average time to complete medical adaptations (days)	125.0 days	91.9 days	↓	44.8 days	4th
Average time to let an empty property (in days)	8.4 days	10.2 days	↑	56.8 days	1st

We believe it is important to help people who have mobility issues to live independently and be able to stay within their home. Cunninghame spent £440,867 of Scottish Government funding in 2022/23, completing 130 adaptations within the year and taking an average of 124.97 days from acceptance of a referral.

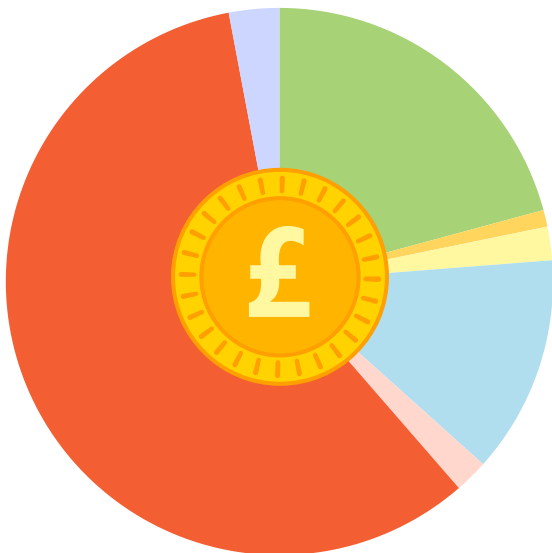


# GETTING GOOD VALUE FOR RENTS AND SERVICE CHARGES



Performance Indicator	This Year 2023/24	Last Year 2022/23	Change	Scottish Average	Comparison
Rent collected as a % of total rent due in the reporting year	99.8%	97.1%	↑	99.4%	2nd
Gross rent arrears as a % of rent due for the reporting year	3.75%	4.0%	↑	6.7%	2nd
% of tenants who feel their rent represents good value for money	83.0%	71.7%	↑	81.6%	2nd
% of rent loss through empty properties	0.19%	0.2%	↑	1.4%	1st
% of new tenancies sustained for more than one year	93.6%	93.7%	↔	91.2%	2nd

## HOW YOUR RENT WAS SPENT IN 2023/24



Category	Per £ Spent	Overall Spent £m
Housing activities	59p	£14.8m
Interest payable	21p	£5.243m
Repairs and maintenance	13p	£3.331m
Other activities	3p	£0.850m
Regeneration (contribution to communities)	2p	£0.471m
Service costs	2p	£0.457m
Bad debts	1p	£0.148m

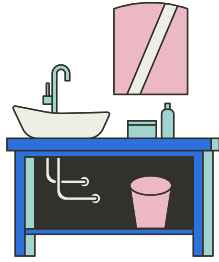
# INVESTMENT IN YOUR HOMES



Our kitchen and bathroom programmes are carried out by our in-house repairs and maintenance service, Direct Works. In 2023/24 we spent £2.167m on planned maintenance projects. This included investment in:

**112**

**NEW  
BATHROOMS**



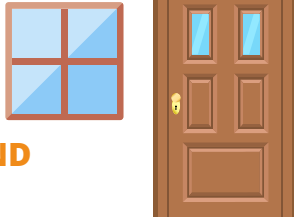
**149**

**NEW  
KITCHENS**



**85**

**NEW WINDOWS AND  
101 NEW DOORS**



**32**

**REPLACED  
HEATING SYSTEMS.**



Our approach to asset management looks to ensure our tenants live in quality homes that meet their needs. We want to make sure homes meet the Scottish Housing Quality Standard (SHQS), which now incorporates the Energy Efficiency Standard for Social Housing (ESSH).

Direct Works carry out the majority of our planned maintenance works, including kitchen, bathroom, windows and door replacements. Our aim is to provide choice to tenants, provide high quality materials and workmanship, and cause minimal disruption during works.

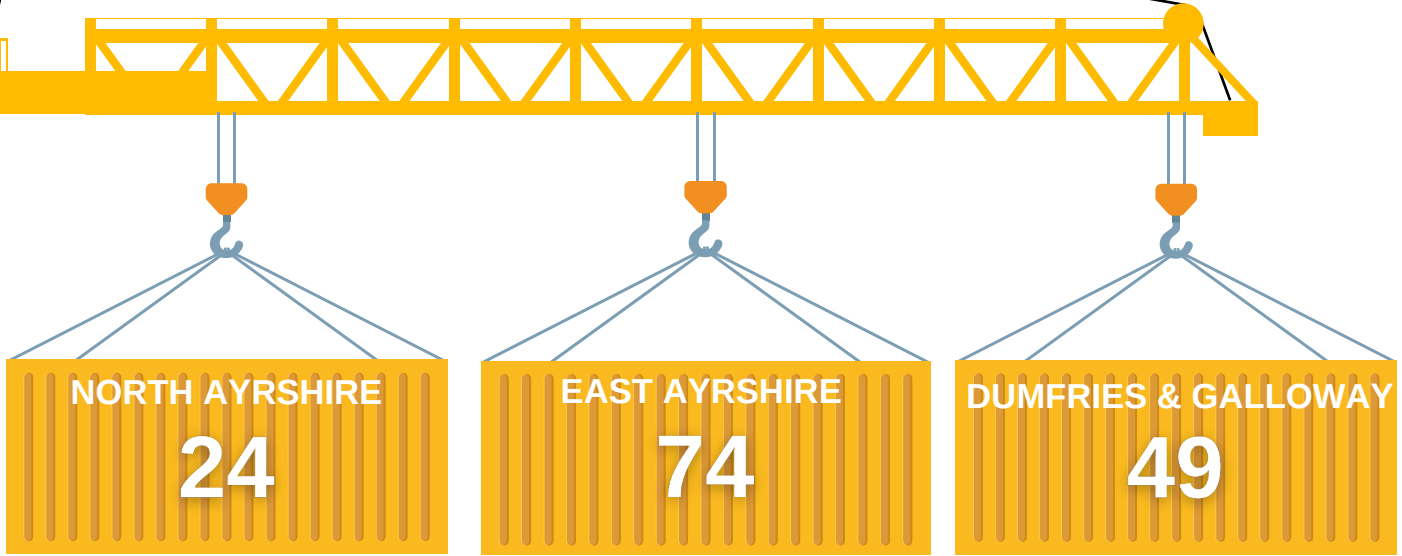
“The workers were very good. They cleaned up every time before they left. They were very efficient and made no mess”.

Ms C, Ardrossan

“First class job, very happy with CHA and all they do for us in social housing! Very satisfied”.

Mr O, Largs

# DEVELOPMENT PROGRAMME



## HOMES BUILT IN 2023/24



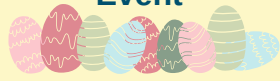


# TENANT HIGHLIGHTS

Our tenant working group selected some tenant engagement highlights to demonstrate the amazing community work and involvement of our tenants and tenant groups during the year.



**Ardrossan Easter Event**



**Garden Competition Winners**



**Annual Tenants Conference**



**Tenant Recognition Event**





Estate 'Walk About'



Christmas Tea Dance



Winter Warmer Events



Forum Meetings



TIS Conference





# IMPROVEMENTS WE HAVE MADE

Engagement with tenants and other customers is core to providing high quality services that meet the needs of our communities. During 2023/24 we began a journey of improvement in customer engagement, which continues to be a strategic priority for the Association. Improvements during this year include:

An option to report some tenancy matters/ changes online.



A complete redesign of our website to make it modern and tenant friendly.



Closer working with Cunninghame Furniture Recycling Company to offer our tenants affordable furnishings.



A new approach to tenancy sustainment.



A more joined up approach to our Housing, Financial Inclusion and Fuel Poverty Service.



A dedicated area of our website for all tenant related matters, 'My CHA'





# MAKING OUR COMMUNITIES BETTER PLACES

Cunninghame Housing Association are delighted to continue donating to local communities and groups as part of our 'Making Our Communities Better Places' initiative. These are some of the local groups and individuals we have donated funds to within the past year.



# DAMP, CONDENSATION & MOULD

Our new procedure sets out the timescale in which you can expect an inspection in your property. Depending on the level of mould present this will be between 1 to 5 working days. A Property Maintenance Officer will visit you and investigate the dampness, condensation, or mould along with a solution to alleviate the problem.

## WHAT ARE MY RESPONSIBILITIES?

You should take appropriate steps to prevent significant amounts of condensation that results in damp or mould growth. These include:

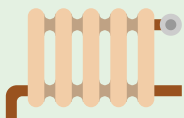
- Regularly checking and treating condensation and mould and reporting to the Association
- Regularly checking for and reporting any leaks or faulty heating, windows or extractor fans or any evidence of penetrating, rising or bridging damp
- Ensuring extractor fans and vents are not blocked, and reporting any faults quickly

## WHAT'S THE DIFFERENCE BETWEEN CONDENSATION AND DAMPNESS?

- Dampness will require a repair to your property. It can be caused by the upward movement of water from the ground in the lower section of walls through a failure of the damp proof course. It can also be caused by defects with the exterior of your property, causing water penetration.
- Condensation is excessive humidity in a property which creates conditions where mould can thrive. A lack of adequate ventilation, not opening trickle vents or windows are the primary causes. Drying clothes on radiators, cooking with lids off pans all add to the moisture levels within your home. Condensation can often be minimised through change in living behaviours.

## WHAT CAN I DO?

Never dry clothes  
on radiators



Close doors and open  
windows when bathing



Use lids on pans  
when cooking



Ventilate your house  
regularly



Use extractor fans  
when bathing/cooking



Wipe excess moisture  
off windows and sills



# HELP US IMPROVE



Please tell us if you think we can improve the way this information is displayed in this report or any other views or enquiries you may have. You can get in touch via email, telephone or returning by post. We can also give you this report in other languages and formats (such as large print, audio and Braille). Return your feedback form to:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Your Comments:

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## KEEP IN TOUCH

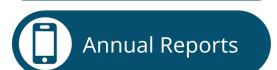
To keep up to date with all of our latest news and updates follow us on Facebook or contact us using the QR codes.



## CHA'S ANNUAL REPORT

The Association's Annual Report for 2023/24 has also been produced and can be read by scanning the code below. A link to the report will be sent to you via email, if we hold a current email address. Alternatively, we will text a link to the mobile number we have on record.

Should you prefer a hard copy of either the Annual Performance Report for Tenants or the Annual Report please email enquiries@chaltd.org or call 01294 468360.



VIEW THE 2023/24 ANNUAL REPORT

