



**EASTHALL
PARK**

**Scottish Social Housing
Charter Report
2020/21**

***“Our report to
our Residents”***

GREENBURN CENTRE

Introduction

Welcome to the 9th Annual Residents Report on the Scottish Social Housing Charter by Easthall Park Housing Co-operative

Easthall Park is a registered landlord regulated by the Scottish Housing Regulator (SHR). The SHR is accountable to the Scottish Government. Starting in 2014 the SHR requested that all registered social landlords report their performance against the Charter.

This report should provide you with the information you need to find out about our performance and how we compare with other registered landlords.

We hope you find this report useful and easy to read. We would love to hear from you on any views or comments you have about the report and our performance.

To find out how we compare to other landlords please go to: www.housingregulator.gov.scot/landlord-performance.



Customer Service

The SHR publishes average performance figures for all Scottish Landlords against each of the indicators within their Headline National Analysis and Landlord Report. This allows us to compare our performance across the housing sector in Scotland.

Did you know?
In 2020/21 we spent £103,720 on Estate Management

EHP 2019/20	EHP 2020/21	SHR Average	EHP Target	Indicator
89.6%	89.6%	89%	100%	Overall satisfaction felt by tenants
74.6%	74.6%	83%	100%	Tenants satisfied that rent offers value for money
96.1%	96.1%	92%	100%	Tenants feel we are good at keeping them informed about services & outcomes
71.4%	71.4%	70%	100%	Factors owners satisfied with factoring service

We carry out a tenant satisfaction survey every 2 years. We are due to carry out our next survey in 2021/22

Did you know?
In 2020/21 we dealt with 25 complaints and completed 100% within target timescale.



Did you know?

In 2020/21 we spent £238,771 on Reactive Repairs & Void Properties

Repairs

EHP 2019/20	EHP 2020/21	SHR Average	EPH Target	Indicator
99.4%	99.4%	90.1%	100%	Tenants satisfied with repairs service received in the last 12 months
2.6 hours	2.9 hours	4.2 hours	4 hours	Average time to complete an emergency repair
3.9 days	8.2 days	6.7 days	4 days	Average time to complete non-emergency repair
87.3%	79.8%	92%	90%	Right First Time
92.2%	89.2%	87%	100%	Tenants satisfied with quality of their home

Did you know?

In 2020/21 we spent £284,573 on Investment



Managing Tenancies

Did you know?
We lost £5,232 in 2020/21 because of properties being empty

EHP 2019/20	EHP 2020/21	SHR Average	EHP Target	Indicator
100%	100%	94%	90%	Anti-social behaviour cases resolved within target
92.1%	92.1%	86%	100%	Tenants satisfied with our neighbourhood management services
5.4 days	17.2 days	56.3%	4 days	Average re-let time for an empty property
97.5%	97.5%	87%	100%	Tenants satisfied with opportunities to participate in landlord decision making process

Did you know?
In 2020/21 we re-let 27 properties.



Our Finances

Did you know that we collected 98.7% of our rental income in 2020/21

Did you know that our gross rent arrears at 31st March 2021 were at £74,884. This represents 2.7% as a percentage of our rental income

Did you know?
We used £9,475 from our internal budgets, to support the community during the Covid-19 Pandemic

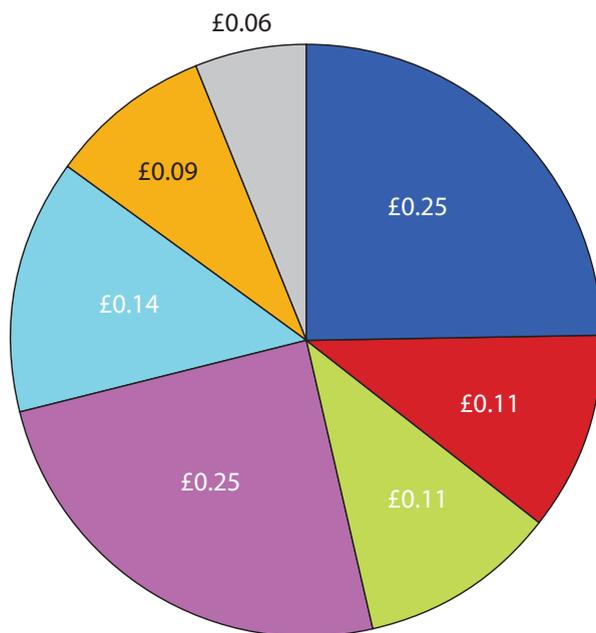
Our annual income for 2020/21 was £3.7m

Expenditure

Day to Day Repairs (inc voids)	£238,771
Investment Spend (Major Repairs)	£284,573
Estate Management	£103,720
Housing Management	£58,914
Factoring	£11,807
Wider Role	£47,024
Mortgages	£657,908
Overheads	£227,574
Reserves	£369,221
Salaries	£589,190
TOTAL	£2,588,703



How every £1 of your rent is spent 2020/21



- Salaries
- Running costs including supporting tenants in their home
- Investment Spend on planned repairs
- Loan payments
- Money set aside for Future Investment
- Day to Day repairs
- Others

Covid-19 Update

In line with Scottish Government guidance and statement made on the 3rd August 2021 by the First Minister, we re-opened our office to the public on Monday 6th September 2021.

We prioritise the Health & Safety of our staff and customers, following a full risk assessment we will continue operating a hybrid model of staff working in the office and working at home. We are opening our offices to our customers, on an appointment basis only. This is an ongoing process which will be informed by the Corona-virus pandemic and Scottish Government Guidance on returning to work, and we will keep you updated as this progresses.

We would like to thank our tenants for their support and patience in adjusting to our temporary arrangements during the last 17 months, and look forward to welcoming you into our offices again.

If you would like to arrange an appointment, please call the office on 0141 781-2277 or email housing@easthallpark.org.uk

Estate Management Services

Responsibility	Tenant	Easthall Park	City Council
Dog fouling	✓	✓	✓
Close cleaning	✓	✓	
Communal grass and shrubs		✓	
Fly tipping			✓
Graffiti		✓	✓
Vandalism		✓	✓
Hedges and gardens	✓	✓	✓
Bins	✓		✓
Bin areas	✓		✓
Abandoned vehicles			✓
Bulk Uplifts	✓		✓

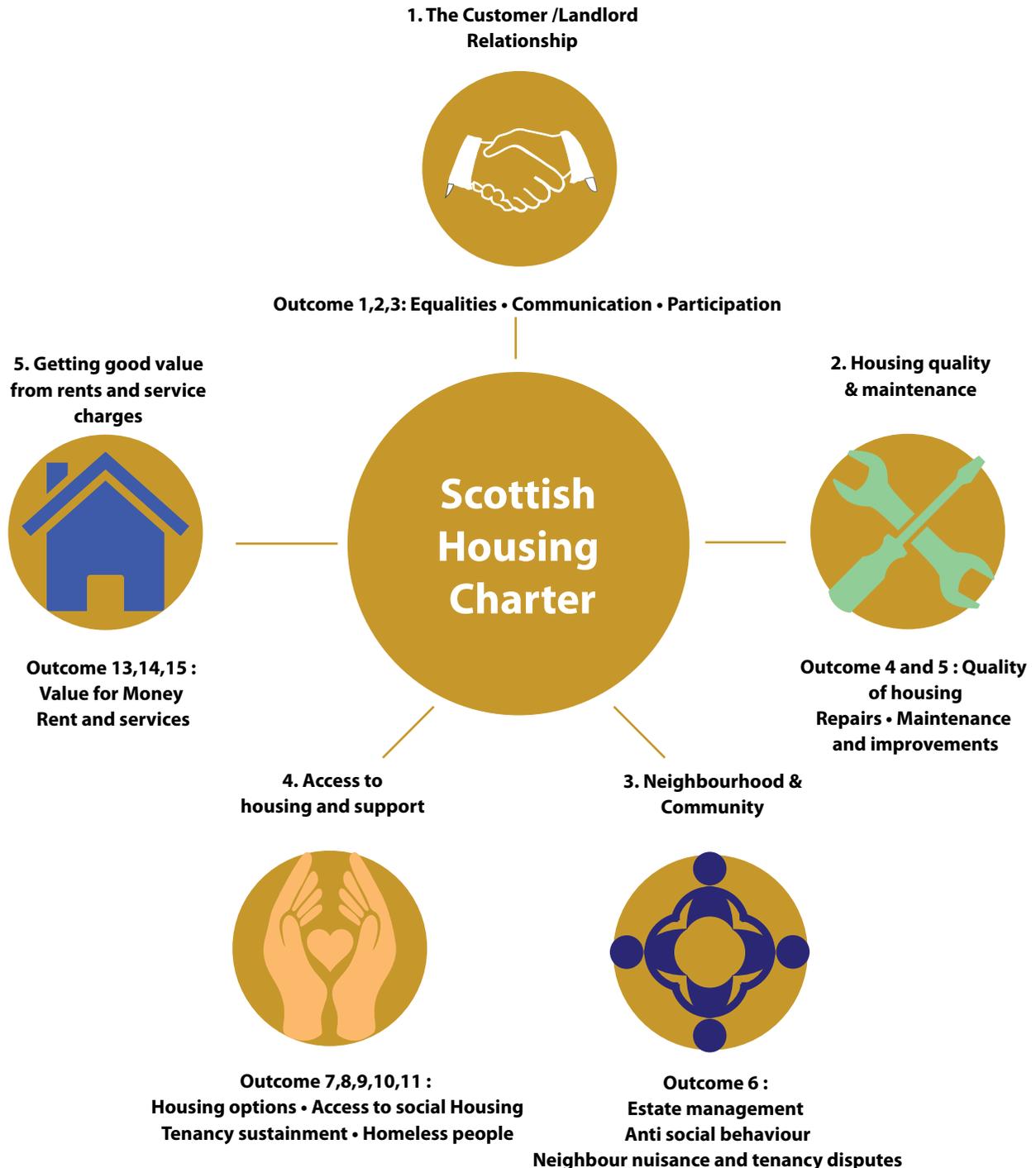
We are often asked who is responsible for various services undertaken in our Community.

If you have any queries on this please contact the office.

Did you know?
The Freedom of Information (Scotland) Act 2002 gives everyone a right of access, to information held by Scottish authorities.

The Scottish Housing Charter

The Scottish Housing Charter was introduced by the Scottish Government as a way of monitoring how well social landlords perform in providing their services to tenants and other customers against the standards set out in the Charter.



We have to measure our performance against 14 different outcomes laid out in the Charter - these are grouped under 5 key questions which cover the questions that the Scottish Government think all tenants want to ask of their landlord.

1. Do we have a positive relationship with our tenants and our community?
2. Do we provide good quality housing and a good maintenance service?
3. Do we manage our estates well?
4. Do we provide access to housing and support to those who need it?
5. Do we provide good value for money?

OUR STAFF



Claire McGraw
Director



Sharon Flynn,
Housing
Manager



Bryann McMahon,
Maintenance
Manager



Joanne Hendry
Finance
Manager



Nikkita Smith,
Business
Improvement Officer



Leigh Martinelli,
Welfare Rights
Advisor



Eddie Murdoch
Employability & Personal
Development Officer



Shirley Jackson,
Housing Officer



Blair Halliday,
Housing Officer



Amanda Crane,
Assistant Housing
Officer (Temp)



Lorraine Docherty,
Part-Time Housing
Assistant



Mervin Gourly,
Property Officer



Chato Chilambwe
Maintenance
Assistant



Kevin Gallacher,
Finance Officer



Chloe Cuthill,
Finance Assistant



Mary Fraser,
Part-Time
Office Cleaner



Steven Benson
Caretaker
Supervisor



Steven Jarvis
Estate Caretaker



Brian Monaghan,
Estate Caretaker



John Williamson
Estate Caretaker

OUR MANAGEMENT COMMITTEE

Joe Gready
Chair Person

Paul Waddell
Vice Chair

George McNaught
Committee Member

Alicia Cuthingham
Committee Member

David Barnes
Committee Manager

Charles Harvey
Committee Member

Jason MacGill
Co-opted Member

Caroline Cooper
Committee Member

Graham Gillespie
Co-opted Member

Joyce Kenru
Co-opted Member

If you would like more information on joining our Management Committee or Residents Panel, please contact Sharon Flynn, Housing Manager



**EASTHALL
PARK**



At all times we will...

- Be polite, helpful and professional
- Treat you fairly and with respect
- Respect your right to confidentiality
- Listen carefully to what you have to say and to your concerns
- Give information in ways you can find easy to understand
- Respond to your needs as quickly and efficiently as possible
- Keep you informed of any delays in delivering a service or responding to you
- Let you know when Easthall Park cannot help and where possible signpost you to the appropriate agency



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email: housing@easthallpark.org.uk