



EASTHALL PARK

Scottish Social Housing Charter Report **2019/20**

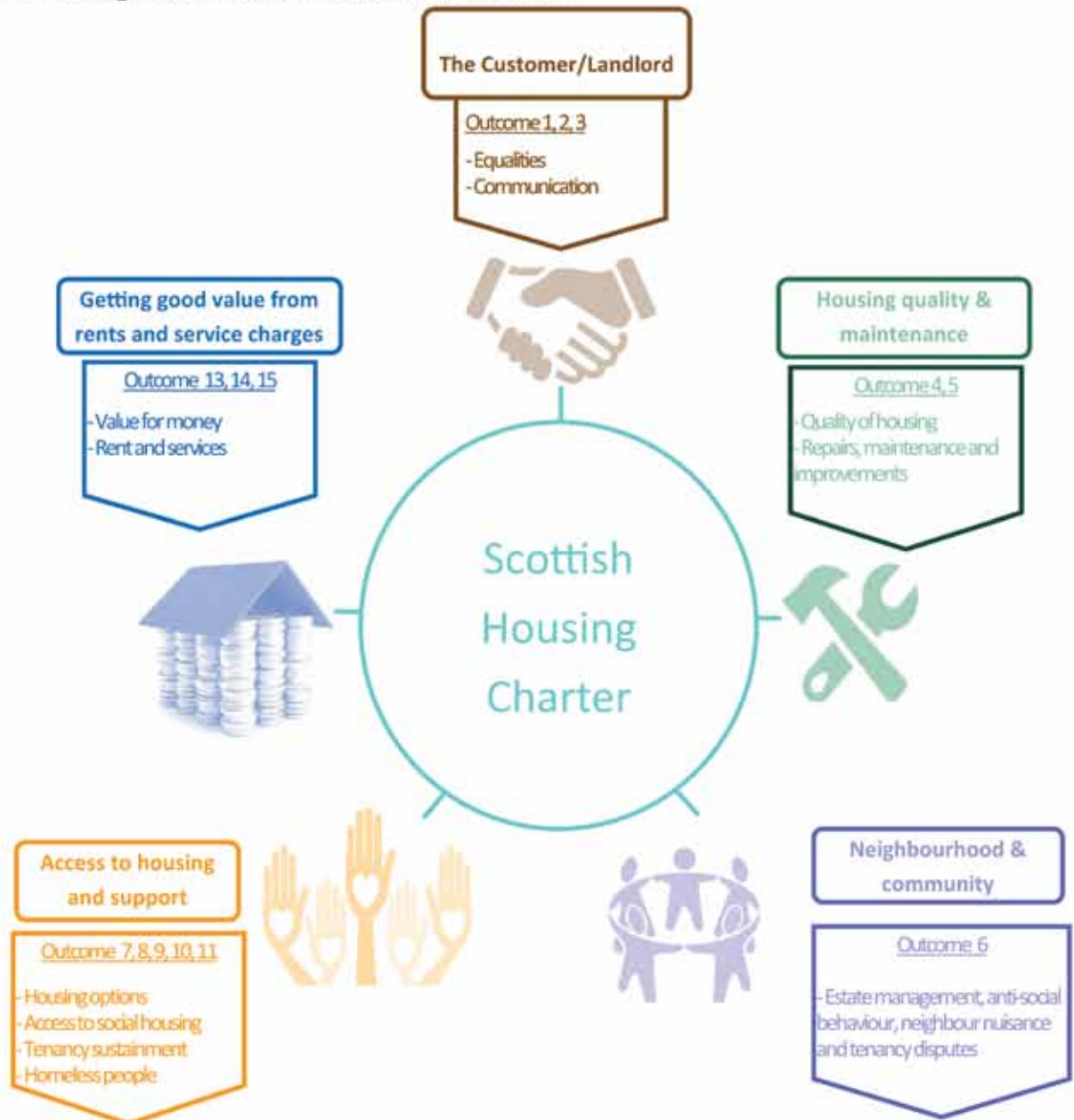
*“Our report to
our Residents”*

GLENBURN CENTRE



The Scottish Housing Charter

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

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

Welcome to the 8th 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.

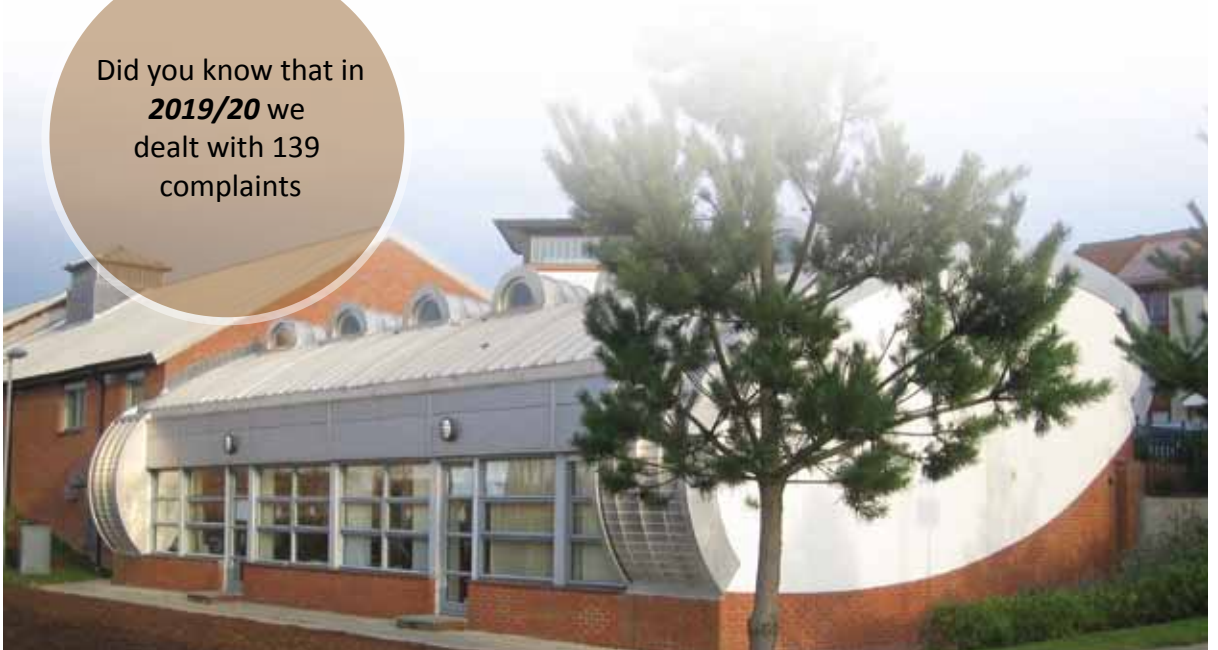


Customer Service

Did you know that in **2019/20** we spent **£102,018** on estate management

EHP 2018/19	EHP 2019/20	Scottish Average for all landlords (SHR website)	Indicator
89.6%	89.6%	89.2%	Overall satisfaction felt by tenants
74.6%	74.6%	85.6%	Tenants satisfied that rent offers value for money
96.1%	96.1%	92.0%	Tenants feel we are good at keeping them informed about services & outcomes
71.4%	71.4%	66.8%	Factors owners satisfied with factoring service

Did you know that in **2019/20** we dealt with 139 complaints



Repairs

Did you know that in **2019/20** we spent **£348,778** on reactive repairs

EHP 2018/19	EHP 2019/20	Scottish Average for all landlords (SHR website)	Indicator
100%	99.4%	91.3%	Tenants satisfied with repairs service received in the last 12 months
2.45 hours	2.6 hours	3.6 hours	Average time to complete an emergency repair
3.57 days	3.9 days	6.4 days	Average time to complete non-emergency repair
93.9%	87.3%	92.4%	Right First Time
92.9%	92.9%	87.2%	Tenants satisfied with quality of their home

Did you know that in **2019/20** we spent **£692,746** on investment



Managing tenancies

Did you know we lost **£1,720** in **2019/20** because of properties being empty

EHP 2018/19	EHP 2019/20	Scottish Average for all landlords (SHR website)	Indicator
98.3%	100.0%	94.1%	Anti-social behaviour cases resolved within target
92.1%	92.1%	87.4%	Tenants satisfied with our neighbourhood management services
8.55 days	5.4 days	31.8 days	Average re-let time for an empty property
97.5%	97.5%	87.2%	Tenants satisfied with opportunities to participate in landlord decision making process

Did you know that in **2019/20** we re-let **34 properties.**



Our Finances

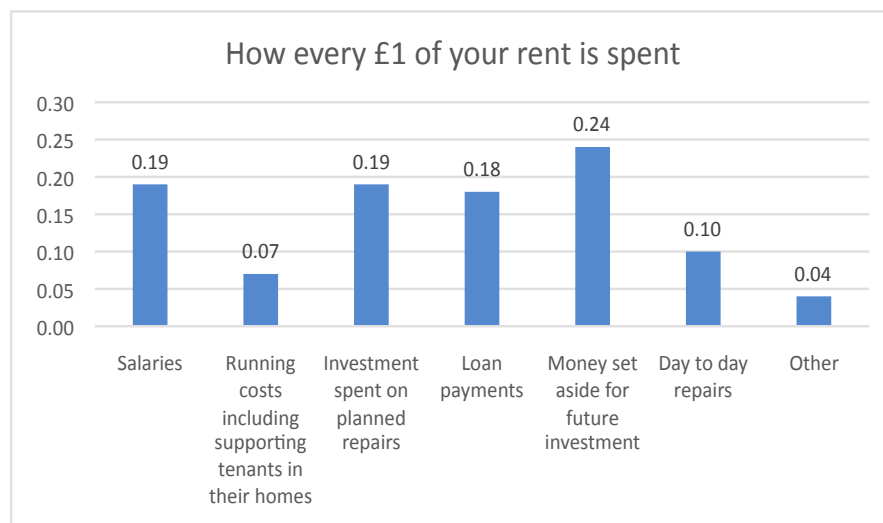
Did you know that we collected 99.43% of our rental income in 2019/20

Did you know that our gross rent arrears at 31st March 2020 were at £75,420.
Representing 2.84% as a percentage of our rental income

Our annual income for 2019/20 was £3,638,632

Expenditure in 2019/20

Day to day repairs	£348,778
Investment Spend (Major Repairs)	£692,746
Estate Management	£102,018
Housing Management	£64,782
Wider Role	£39,235
Mortgages	£665,502
Overheads	£182,708
Reserves	£870,163
Salaries	£684,565
TOTAL	£3,650,497





	Average working days to complete non-emergency repairs		% of reactive repairs completed right first time	
	2018-19	2019-20	2018-19	2019-20
SHR Scottish average	6.56	6.43	92.49	92.36
Easthall Park Housing Cooperative	3.57	3.91	93.88	87.31
Gardeen Housing Association	2.85	2.97	99.05	99.26
Lochfield Park Housing Association	3.37	3.53	93.31	98.69
Provanhall Housing Association	2.96	NA*	99.71	NA*
Ruchazie Housing Association	2.57	3.43	98.02	95.06
Blairtummock Housing Association	3.52	3.50	96.91	97.09
Calvay Housing Association	2.86	2.83	99.01	98.68
Wellhouse Housing Association	3.84	3.72	99.37	99.81
Glasgow Housing Association	5.68	5.48	96.01	96.31

* Not available at time of publication



% of tenants satisfied with repairs service		% of tenants satisfied with management of neighbourhood		% of tenants who feel rent for their property represents good value for money		% factored owners satisfied with factoring service	
2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
91.66	91.33	87.77	87.40	83.21	83.56	67.04	66.84
100	99.38	92.14	92.14	74.64	74.64	71.43	71.43
98.90	99.37	96.00	96.00	94.00	94.00	100.00	100.00
95.25	95.99	87.23	87.23	88.75	88.75	80.00	80.00
94.90	NA*	99.22	99.20	88.24	88.40	100.00	100.00
99.00	95.24	93.75	93.75	78.47	78.47	100.00	100.00
99.70	91.07	97.73	93.40	91.30	92.08	75.00	75.00
100	94.08	95.00	95.15	94.00	93.03	40.00	72.73
87.43	88.18	79.70	79.52	85.37	84.04	87.50	87.50
93.54	94.34	88.27	82.01	76.04	79.43	60.23	60.23



Freedom of Information

“Did you know?” - From 11th November 2019 Easthall Park was required to publish more information on our services as at that point the Freedom of Information legislation applied to us.

We already published a significant amount of information and have created a “Guide to Information” which pulls together all the key information that you may require to get a greater understanding of our work.

You can find this Guide on our website www.easthallpark.org.uk along with copies of agendas, reports and other interesting details about the Co-operative and our services.

If you wish any additional information that is not published on our services our work please do not hesitate to contact our Data Protection Officer by email: ephc-dpo@infolawsolutions.co.uk or telephone 07861 796 215

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	✓		✓

The following chart outlines who is responsible for various services undertaken in our Community.

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

Easthall Staff and Committee Members



Our Staff



John McMorrow,
Director



Claire McGraw,
Housing Manager



Joanne Hendry,
Finance Manager



Bryan McMahon,
Maintenance
Manager



Brooke Alexander,
Temporary Finance
Assistant



Chato Chilambwe,
Maintenance Assistant



Shirley Jackson
Housing Officer



Conall Deveney,
Housing Officer



Lorraine Docherty,
Part-time
Housing Assistant



Nikkita Smith,
Business
Improvement Officer



Morven Gourlay,
Property Officer



Kevin Gallacher,
Finance Officer



Chloe Cuthill,
Finance Assistant
on Maternity leave



Leigh Marinelli,
Welfare Rights
Advisor



Chloe McClure,
Receptionist/Clerical
Assistant



Steven Benson,
Caretaker
Supervisor



Steven Jarvis,
Estate Caretaker



Brian Monaghan,
Estate Caretaker



John Williamson
Estate Caretaker



Mary Fraser,
Part-Time
Office Cleaner



Blair Halliday
Assistant Housing
Officer

Our Committee



Joe Gracey,
Chair Person



Mary Davidson,
Vice Chair



George McNaught,
Committee Member



Alison Cushingam,
Committee Member



Charles Harvey,
Committee Member



Caroline Cooper,
Committee Member



Paul Waddell,
Committee Member



David Barnes,
Committee Member



Graham Gillespie,
Co-opted Member



Joyce Kenna,
Co-opted Member

If you would like more information on joining our Committee or Residents Panel, please contact Claire McGraw, Housing Manager

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



Glenburn Centre, 6 Glenburnie Place, G34 9AN. Tel: 0141 781 2277.
email: housing@easthallpark.org.uk