



Report Card 2018

A close scrutiny of our Annual Return on Charter

SEPTEMBER 2018

Welcome to our 2018 Report Card



Foreword

Jackie Browne,
Chairperson

2017/18 was another year of success for ANCHO. Our results demonstrate that we continue to deliver excellent performance and value for money services.

The ANCHO Annual Return on the Charter (ARC) was approved by our Board of Management on the 24 May 2018 and submitted to the Scottish Housing Regulator (SHR).

The ARC allows the SHR to monitor how ANCHO is meeting the outcomes in the Scottish Social Housing Charter.

Our 2018 Report Card allows us to reflect on our performance against the rest of Scotland and also identify our areas of improvement. The publication of the ARC is available on the SHR website:

www.scottishhousingregulator.gov.uk

The content of this report has been agreed by our Board of Management and is largely

based on the Landlord Report that the SHR publish.

Our Board of Management is made up of volunteers (including tenants) and influences the design of our services and to makes sure they are delivered to a high standard.

I hope, as our tenants, you find this publication informative and that it provides evidence of our commitment to providing an excellent service to you.

We are always looking for new people to get involved, and with the partnership with Cairn in the final stage now is the time to come on board and participate.

You can get in involved in various ways with ANCHO:

- Join our Tenants Panel
- Joining our Management Board

More information is available in our 'Involving our customers' leaflet available from the office or on our website.

The Scottish Social Charter



The Scottish Social Housing Charter came into force in 2013 and was revised in 2017. The Charter is a requirement of the Housing (Scotland) Act 2010 which sets out its functions, powers and duties. Within the Scottish Social Housing Charter there are seven standards as follows:

1.	Overall satisfaction
2.	The customer landlord relationship
3.	Housing quality & maintenance
4.	Neighbourhood & community
5.	Access to housing & support
6.	Getting good value from rents & service charges
7.	Other customers

It provides a clear statement under each standard of what tenants and other customers can expect from their landlord.

Each year every landlord has to complete their ARC to show how they are performing against the Charter.

In total there are 37 performance indicators and 32 contextual indicators underpinning the seven standards.

In this report we provide the information we submitted in our ARC as well as providing information for previous years and other landlords for comparison.

Throughout the report we have compared our performance with the Scottish average and North Ayrshire averages. The North Ayrshire average is based on figures from our own, Cunninghame Housing Association's, Irvine Housing Association's and North Ayrshire Council's Annual Return on Charter.

Want to know more?

If you want to find out more about our performance, you can contact us directly.

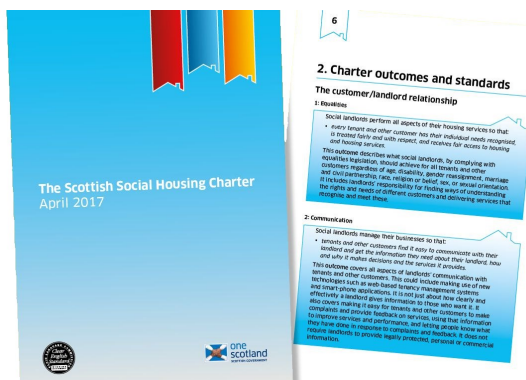
Alternatively, the Scottish Housing Regulator's website has lots of further information about ANCHO and the work of the Regulator.

You can:

- Compare our performance with other landlords;
- See all of the information we report on the Charter and;
- Find out more about the role of the Regulator and how they work.

You can visit either website at:

- www.ancho.co.uk
- www.scottishhousingregulator.gov.uk



Homes and rents



At 31 March 2018 we owned 672 homes. The total rent due to us for the year was £2,746,955. We increased our rents on average by 3.00% from the previous year.

Average weekly rents

Size	Number owned	ANCHO	Scottish Average
1 apt	24	£56.95	£67.44
2 apt	81	£66.51	£73.33
3 apt	324	£76.84	£74.94
4 apt	215	£87.42	£81.37
5 apt	28	£91.67	£90.39

Tenant satisfaction



Of the tenants who responded to our most recent tenant satisfaction survey:	ANCHO		North	Scottish
	2016/17	2017/18	Ayrshire	Average
Satisfaction with overall service	91.1%	91.1%	89.0%	90.5%
Good at keeping them informed of its services and outcomes	95.5%	95.5%	90.2%	91.7%
Satisfied with opportunities to participate in decision making	92.2%	92.2%	88.3%	85.9%

Our tenant satisfaction levels are good, above both the North Ayrshire and Scottish Average. Our last tenant satisfaction was conducted in 2016/17 so there are no change in the figures from last year. We always want to know how we can improve. If you have any suggestions you can call the office, email us or use the Contact Us form on our website.

ANCHO conducts our satisfaction survey by posting the form out to you and following up with a visit to collect the information. In 2016/17, 629 tenants (93.6%) responded to the survey last year. This is well above the recommended response rate of 40% stated in the guidance.



Quality and maintenance of homes



Indicators:	ANCHO		North	Scottish
	2016/17	2017/18	Ayrshire	Average
Homes that met the Scottish Housing Quality Standard	92.9%	93.5%	98.2%	94.2%
Average time to complete emergency repairs	2.1 hours	1.5 hours	2.5 hours	4.0 hours
Average time to complete non-emergency repairs	4.3 days	3.5 days	5.4 days	6.4 days
Reactive repairs completed "right first time"	95.8%	94.7%	96.5%	92.2%
Repairs appointments kept	95.7%	97.9%	98.0%	95.5%
Satisfaction with the service received for tenants who had repairs or maintenance carried out in the last 12 months	85.2%	85.2%	88.0%	92.1%

Most of our homes meet the Scottish Housing Quality Standard. We have 44 properties that don't fully meet the standard because they don't have a door entry system. We have been unable to install these door entry systems as homeowners in the block are unwilling to pay their share. We will continue to look at ways that we can encourage these homeowners to participate in the works.

Our average time to complete works is good, but our completed first time, repairs appointments kept and satisfaction figures are lower than the North Ayrshire average.

We appointed a new repairs contractor, Rodgers and Johnstone, in April 2017. We are monitoring tenant performance and satisfaction closely with positive results so far.

It is now easier to report repairs. When you call the office you will be presented with options. When you select one of the options to report a repair, your call will be transferred to the contractor. This means the contractor can make an appointment with you while you are on the phone with them.



Neighbourhoods



For every 100 of our homes, 3.3 cases of anti-social behaviour were reported in the last year.

Indicator:	ANCHO		North	Scottish
	2016/17	2017/18	Ayrshire	Average
Cases that were resolved within targets agreed locally	78.7%	95.5%	99.7%	87.9%

In 2017/18 we resolved 22 cases of antisocial behaviour and resolved 21 cases within target. We are looking at how we can improve our performance in this area.

Value for money



Indicators:	ANCHO		North	Scottish
	2016/17	2017/18	Ayrshire	Average
Out of our total rent due in the year, the amount collected for current and past rent was equal to	99.3%	99.7%	99.1%	99.4%
Rent not collected because homes were empty	0.2%	0.2%	0.3%	0.7%
Average re-let times	8.6 days	10.5 days	13.6 days	30.7 days

We manage all aspects of our businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

We set rents and service charges in consultation with our tenants so that a balance is struck between the level of services provided, the cost of the services, and how current and prospective tenants and other customers can afford them.

We continue to perform well by re-letting our empty homes quickly and keeping lost rent to a minimum. We will be working to improve our rent collection figures during 2018/19.



Partnership with Cairn Housing Association



ANCHO tenants vote overwhelmingly in favour of new partnership. Our tenant ballot on the proposed partnership with Cairn Housing Association closed in June 2018 and 94.2% of tenants voted YES in favour of the partnership on a turnout of 60.8%. Final consent to proceed with the partnership was received from the Scottish Housing Regulator, ANCHO shareholding members and lenders. The registration of our new rules by the Financial Conduct Authority is expected in late September/October 2018 at which point ANCHO will officially join the Cairn Group.

Our partnership with Cairn guarantees an additional £4.5m investment in our homes and communities and a five-year rent guarantee with our services still being delivered by the ANCHO team. We were delighted with this result and looking forward to delivering on the partnership promises:

- Local services from the ANCHO team in Irvine, with support from Cairn
- £4.5m in additional investment in your community, with hundreds of new kitchens and other home improvements
- An affordable rent guarantee
Rent guarantee of increases based on the Consumer Price Index only (modelled at 2%) for five years. After five years, Cairn Group rent policy based on local housing allowance will be applied
- £150,000 on environmental improvements
- £100,000 on community development projects
- the potential to build new affordable homes in North Ayrshire

Of 672 ANCHO homes



560
will receive
new kitchens



200
will receive
new roofs



160
homes will
benefit from
external wall
insulation *



100
will receive
new windows



70
will receive new
external doors



90
will receive new
secure door
entry systems



300
homes will
be rewired



EUROPE & SCOTLAND
European Social Fund
Investing in a Smart, Sustainable and Inclusive Future



How to Contact Us:

If you would like to speak to a worker in the Better Off Team about your financial situation, please complete our online referral form available at:
northayrshire.betteroff.org.uk/referral

We will get back to you within 48 hours to make an early appointment with an Advisor in your local area.

If preferred you can email us with your name, address, telephone number, and details of your circumstances to **betteroffna.chap@gmail.com** or you can call us on **01294 475629**.

serviceplus

Our Service Plus Scheme is a reward scheme for tenants and has several benefits. These benefits include:

Good Neighbour Award

Service Plus Members are invited to nominate any neighbour who has been a 'Good Neighbour' for our annual award.

Competitions and Prize Draws

Members are automatically entered into our quarterly prize draws.

Christmas Prize Draw

All Service Plus Members are eligible for our special Christmas Prize Draw.

How do you qualify?

To be eligible for Service Plus, you must, at the end of each quarter, have owed no debt (rent, rechargeable repairs etc.) to ANCHO and have had no verbal warnings or warning letters during the previous six months.

The most recent winners are:

£150 Mr & Mrs Dickson - Dreghorn

£75 Mr Bateman - Dreghorn

£50 Mr Sutherland - Woodwynd

£25 Mr McGhie Irvine North
Mrs McCash Irvine North
Miss Aitken Kilmarnock

Contact Us

ANCHO

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Fax: 01294 313122

Email: mail@ancho.co.uk

Web: www.ancho.co.uk

Emergency Repairs

All trades (except gas central heating)
03030 300 999

Gas central heating
01294 468 113

Gas leaks (National Grid)
0800 111 999



www.facebook.com/ancho.co.uk

Download the ANCHO
iOS/Android app today from:



Registered Society under the Co-operative and
Community Benefit Societies Act 2014 No 2559R(S)
Scottish Housing Regulator No 306
Recognised as a Scottish Charity No SC036082
Registered property factor PF000346