



Report Card 2019

Welcome to our 2019 Annual Report Card.

We'd welcome your
feedback on the
content and style of
this report

It has been an extremely busy year for the Board and staff at ANCHO. From 1 November 2018, ANCHO formed a constitutional partnership with Cairn Housing Association, securing positive changes for ANCHO's tenants and our business.

The partnership will deliver:

- a rent guarantee of increases based on Consumer Price Index for the first 5 years
- £8.7m of investment in homes and environmental works over the first 5 years
- £100,000 to promote community development activity
- continued local services from the ANCHO team

ANCHO's focus will continue to be on delivering the objectives and targets agreed within our Business Plan and we will continue to seek opportunities to improve and ensure that we achieve value for money.

Our 2019 Report Card allows us to reflect on our performance against the rest of Scotland and also identify our areas of improvement. The Scottish Housing Regulator produce a report card on their website and have a page where you can compare us to other Scottish landlords. You can view both at:

www.scottishhousingregulator.gov.uk

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.



Sonya Campbell-Perry
Chair





ANCHO in numbers

58

new roofs

53

new
kitchens
installed

3.4 days

on average to
complete non-
emergency repairs

95.5%

feel we're good
at keeping you
informed of our
services and
outcomes

101.5% rent collected
as percentage of
total rent due

£2,834,582 in rent due

91.1%

tenants satisfied with
repairs service

£1.6m
spent on
planned
maintenance

141

new windows and/or
external doors fitted

£218,000 in grant awards for
Wider Role projects

1.3 hours

on average to complete
emergency repairs

150 properties
rewired

76

properties
had external
wall insulation

7.7 days

average
number of days
taken to re-let
properties

Scottish Social Housing Charter

The Charter was introduced by the Housing (Scotland) Act 2010 and sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

The first Charter came into effect in 2012 and was reviewed during 2016. The revised Charter came into effect in 2017. Within the Scottish Social Housing Charter there are seven standards as follows:

1.	The customer/landlord relationship
2.	Housing quality and maintenance
3.	Repairs, maintenance and improvements
4.	Neighbourhood and community
5.	Access to housing and support
6.	Getting good value from rents and 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 an Annual Return on the Charter (ARC) to show how they are performing against the Charter.

There are a number of performance and 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 a comparison with other landlords.

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

Throughout the report we have compared our performance with the Scottish 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.

We have also highlighted where performance has:

- improved
- remains unchanged
- reduced

Homes and rents

At 31 March 2019 we owned 672 homes. The total rent due to us for the year was £2,834,582. We increased our rents 2.4% from the previous year as agreed in our partnership promises.

Average weekly rents

Size	Number owned	ANCHO	Scottish average
1 apt	24	£58.66	£70.22
2 apt	81	£68.50	£76.10
3 apt	324	£79.16	£77.70
4 apt	215	£90.03	£84.44
5 apt	28	£94.42	£93.49

Tenant satisfaction

	ANCHO 2018/19	ANCHO 2017/18	North Ayrshire	Scottish average
Satisfaction with overall service	● 91.1%	91.1%	88.1%	90.1%
Good at keeping you informed of our services and outcomes	● 95.5%	95.5%	90.8%	91.6%
Satisfied with opportunities to participate in decision making	● 92.2%	92.2%	85.8%	86.5%

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 this 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.

In our last survey conducted in 2016/17, 629 tenants (93.6%) responded to the survey. This is well above the recommended response rate of 40%.



Quality and maintenance of homes

	ANCHO 2018/19	ANCHO 2017/18	North Ayrshire	Scottish average
Homes that meet the Scottish Housing Quality Standard	● 93.5%	93.5%	98.5%	94.1%
Average time to complete emergency repairs	● 1.3 hours	1.5 hours	2.4 hours	3.6 hours
Average time to complete non-emergency repairs	● 3.4 days	3.5 days	5.7 days	6.6 days
Repairs completed 'right first time'	● 96.7%	94.7%	97.0%	92.5%
Repairs appointments kept	● 99.5%	97.9%	98.9%	95.6%
Satisfaction with the repairs service	● 85.2%	85.2%	87.1%	91.7%

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 or unable to pay their share. We will continue to look at ways that we can encourage these homeowners to participate in the works. The satisfaction with the repairs service figure of 85.2% is based on our last full satisfaction survey.

Our repairs performance has improved since last year and is now on par with the North Ayrshire average. Our repairs contractor, Rodgers and Johnston, who we appointed in 2017 is continuing to show positive results. From satisfaction survey forms completed following works, our satisfaction has increased to 91.1%.

Neighbourhoods

Antisocial behaviour

	ANCHO 2018/19	ANCHO 2017/18	North Ayrshire	Scottish average
Antisocial behaviour cases resolved within target	● 81.8%	95.5%	96.3%	87.9%

We received 22 cases of antisocial behaviour last year and resolved 18 cases within target. Our performance regarding antisocial behaviour has dropped as we didn't resolve four cases within target. This was due to us either not being able to get hold of the person to discuss the report of antisocial behaviour against them or because we were waiting on police reports. We are working on building up our relationship with the police so that these delays don't affect our targets in the future.

Value for money

	ANCHO 2018/19	ANCHO 2017/18	North Ayrshire	Scottish average
The amount of rent we collected for current and past tenants	● 101.5%	99.7%	99.6%	99.1%
Rent not collected because homes were empty	● 0.1%	0.2%	0.4%	0.9%
Average re-let times	● 7.7 days	10.5 days	16.3 days	31.9 days

We continue to perform well and have improved our performance on rent collection, rent not collected because homes were empty and how quickly we re-let homes. Our rent collection is above 100% as this figure also includes income received from previous tenants who were in rent arrears.

Making payments in the office

Following a review of our financial procedures we are unfortunately no longer able to accept cash payments in the office. If you wish to pay by cash you can do so by visiting any Post Office or shop displaying the PayPoint logo (you will need your allpay payment card to do this).

Other ways to pay include:

- setting up a direct debit
- through allpay – either online (www.allpayments.net), through their app, or calling them on 0844 557 8321.
- calling us on 01294 313121 to make a payment over the phone

If you need a replacement allpay payment card, please contact us.



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This newsletter is available on CD, in Braille, in large print and in community languages.



cairn
HOUSING GROUP

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Cairn is a registered Scottish Charity No SCO16647. The Scottish Housing Regulator Registration No 218. Property Factor Reg No PF000292.