

# Hello!

## Welcome to the highlights of our 2020 Annual Report.

This report provides 'Ancho in numbers' and shows some of our highlight figures from the last financial year.

If you would like to find out more about our performance then our online report at [ancho.co.uk](http://ancho.co.uk) will be available soon. This includes all of our performance information, how we compare with the Scottish average, and information on why our performance is good or bad in particular areas.

You can also visit [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) to find out in more detail how Ancho compares to other housing associations and local authorities.

Go to [ancho.co.uk](http://ancho.co.uk) to see more of our performance information in our online report. Out soon!

## Small Steps Counselling Service

Are you struggling with depression, anxiety or stress? Is it starting to have an impact on your life or wellbeing? If so, our free counselling service might be just what you need.

Email or call to have a confidential chat and find out whether this service is suitable for you.



[mail@ancho.co.uk](mailto:mail@ancho.co.uk)

01294 313 121

# ancho

#### OUR HEAD OFFICE:

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Academy Road  
Irvine  
KA12 8RL

#### OUR WEBSITE:

[www.ancho.co.uk](http://www.ancho.co.uk)

#### OUR PHONE NUMBER:

01294 313 121

#### OUR EMAIL:

[mail@ancho.co.uk](mailto:mail@ancho.co.uk)

**cairn**  
HOUSING GROUP

This document is available on CD, in Braille, large print and community languages from Ancho, Sovereign House, Academy Road, Irvine KA12 8RL. Email [mail@ancho.co.uk](mailto:mail@ancho.co.uk) or call 01294 313 121.

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# ancho

## 2020 Highlights Report

672

properties across Scotland

22

antisocial behaviour cases reported

64  
new kitchens installed

41  
properties available to rent this year

5.4

days on average to re-let properties

£2,897,566  
in rent due

1,315

repairs were completed

121  
properties rewired

£2.1m  
spent on planned maintenance

1.4 HOURS

on average to complete emergency repairs

3.5 DAYS

on average to complete non-emergency repairs

89.4%

of tenants are satisfied with our repairs service

20  
YEAR

anniversary for Ancho as a Registered Social Landlord

82.8%

tenants feel that rent is good value for money

99.2%

of the rent due to us collected

97.2%

of tenants are satisfied with the information about our services they receive from us

39  
medical adaptations completed this year

0.1%

of our income lost through properties being empty

90.4%

of tenants are satisfied with the overall service they receive from us

93.2%

of our homes meet the Scottish Quality Housing Standard



£83.19  
average weekly rent

1<sup>ST</sup> YEAR

we achieved the 'Best Companies Top 100 Best Not-For-Profit Companies to Work For'

97.9%

of our homes meet EESSH (Energy Efficiency Standard for Social Housing)