



Here
for
you

ancho
Annual Report
2021

How Ancho supported tenants and staff over the last year





We phoned every vulnerable tenant to check how they were doing



We provided support to tenants needing to claim for benefits and advice to those needing financial assistance



We changed the conditions of our Community Fund grants so that we could support projects providing much-needed support during the pandemic



We held an Out of Office Festival for all staff with a focus on wellbeing



We immediately moved to all staff working from home to keep them safe



We furloughed staff who were unable to work during lockdown



We allowed staff to work flexibly to look after children and other family members in need



672 homes

£2.9 million in rent due

1,116 repairs completed

£298,685 spent on planned maintenance

90.8% satisfied with overall service

96.9% repairs carried out 'right first time'

31 days on average to re-let properties

100% of complaints responded to on target

94.8% of antisocial behaviour cases resolved on target

We collected 99.1% of the rent due to us

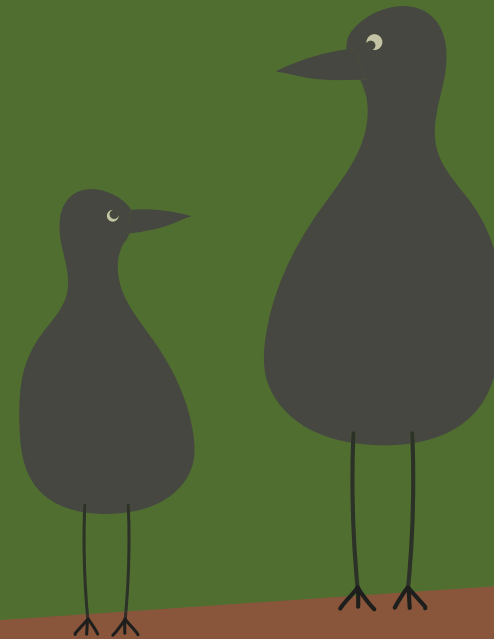
46 properties became available to rent this year

1.5 hours on average to complete emergency repairs

We lost 0.6% of our income through properties being empty

3.6 days on average to complete non-emergency repairs

97.2% satisfied with opportunities given to participate in the decision making process



How staff and
tenants coped
over the last year





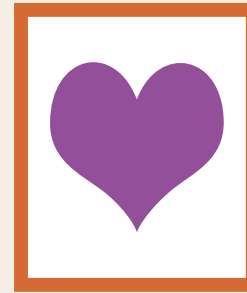
The last year has been a tough year for us all. At Ancho, lockdown and regional restrictions meant that for a considerable period we had to pause some of our services. This included not being able to carry out routine repairs, not being able to carry out work to your homes such as fitting new bathrooms or kitchens and not being able to rent out properties. This has obviously had a significant impact on our performance.

This is a highlight of our performance from the last financial year. To see our full report, including analysis on our statistics and what impact the pandemic has had on them, please go to our website.



Despite the restrictions that were in place for a large part of last year, our priority remained providing services to you, our tenants, while keeping you and our staff safe.

Safety measures were put in place to allow for emergency repairs to be completed, and, of course, the majority of our staff were able to support you safely from their homes.



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performance
report

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The Scottish Housing Regulator Registration No 306
Property Factor Reg No PF000346
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