



ancho

Annual Report 2022

The last few years have been eventful, to say the least. As your landlord, we are all too aware of the challenges being faced by our customers. Just as we think life is returning to normal following a series of lockdowns and significant disruption to services, we now have a cost-of-living crisis to contend with.

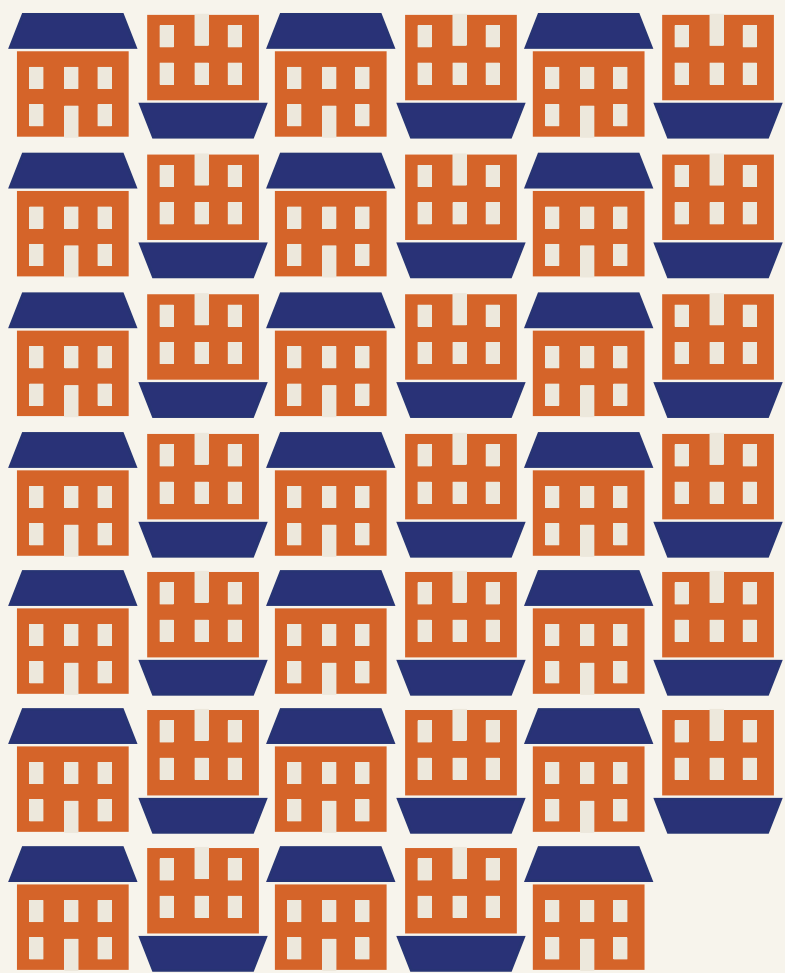
At Ancho, we have been working as hard as we can to help those struggling with their finances or worried about their tenancy. If you'd like to chat to a member of our team or want information of other organisations we can signpost you to, please get in touch. We are also regularly sharing important and informative resources over on our social media pages so please give us a follow if you haven't already.

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 go to ancho.co.uk where you can view our online report. This includes detailed information on how we are performing, how we compare to the Scottish average, and analysis of our performance.

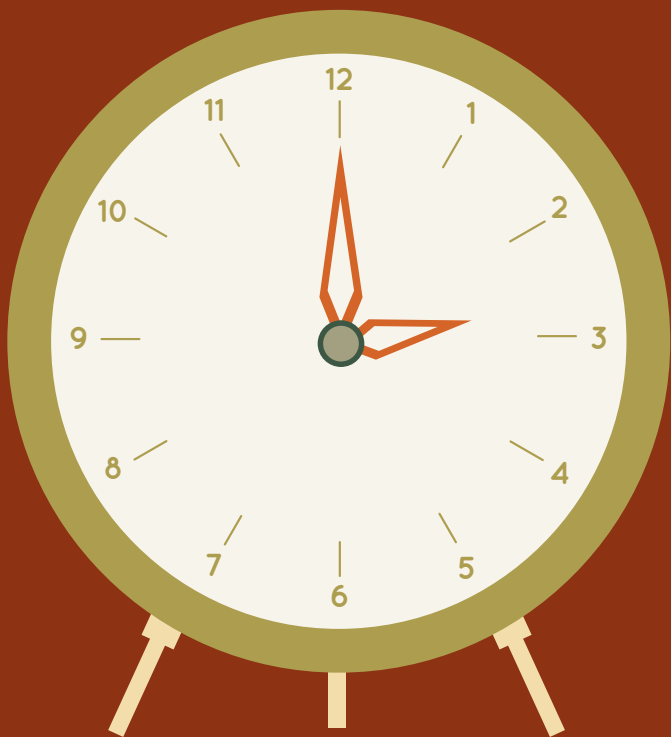
You can also visit scottishhousingregulator.gov.uk to find out in more detail how Ancho compares to other housing associations and local authorities.

We are committed to delivering quality services and affordable homes to you and looking forward to doing that in the year ahead.

Jason MacGilp Chief Executive
Bill Findlay, Chair



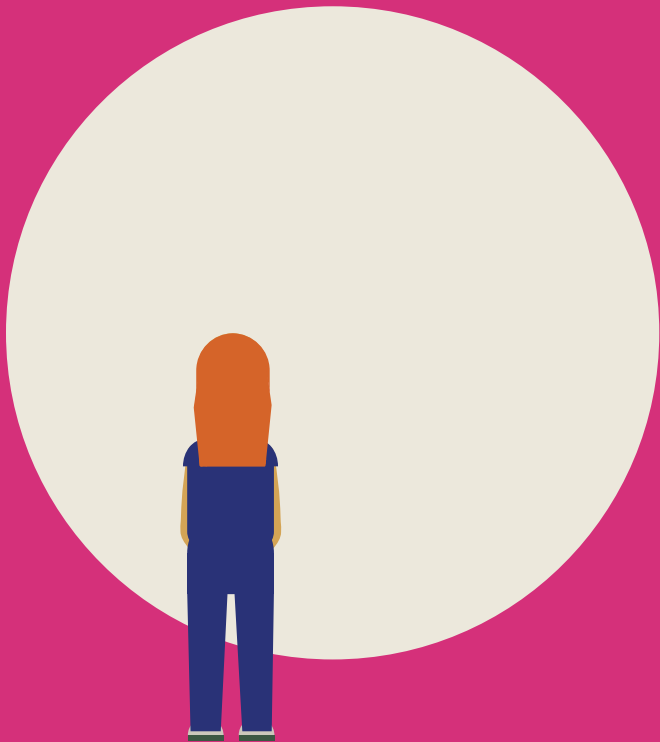
39 properties became available
to rent this year



We collected 100.9% of the rent due to us



1.4 hours on average to complete
emergency repairs



195 tenants are signed up for My Ancho



16 homeless families housed



82 antisocial behaviour cases



We lost 0.2% of our income through
properties being empty



3,741 calls to our contact centre



4.2 days on average to complete
non-emergency repairs

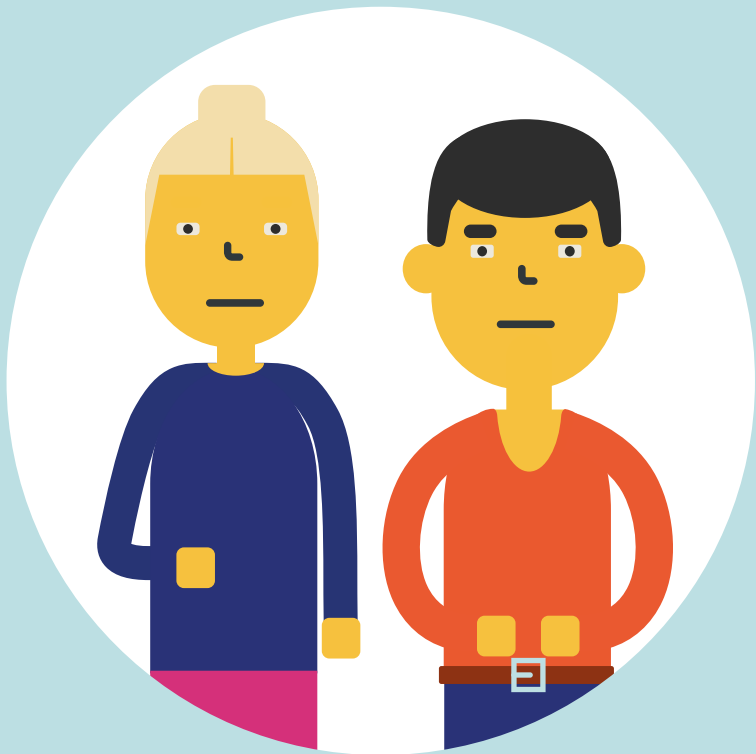


1,646
repairs
were
completed

Welcome to your new home!



13.9 days on average to re-let properties



£101,509 of rent was lost due
to tenants being in arrears

2,
970,
651

£2.9 million in rent due

This is a highlight of our performance from the last financial year. To see our full report, including analysis on our statistics, please go to our website.

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

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