

At a glance...

Annual Report 2020/2021

Hello

The past 12 months since our last AGM have continued to be challenging for each and every one of us as we learn to live with the impact of the Covid-19 pandemic. It has created uncertainty for many of us, but the RCH Group has faced the challenges of providing that most fundamental of things for our customers: **a place to call home**.

The repercussions of what is happening will be felt for a long time to come but we have dealt with each issue as it happened and are now in the position, like all associations across the sector, to provide as **normal a service as possible** and tackle the works we were unable to complete.

This annual report highlights not only how we are performing in relation to other housing associations in Scotland but looks at some of the **achievements of River Clyde Homes** over the last year.

We are not required to report on all the regulatory statistics as some apply only to local authorities. However we meet with a group of representative tenants each year to discuss performance and publish the indicators that matter most to the group. If you would like to get involved, just let us know. Some of the statistics are collected on a three yearly basis through our customer survey. These are indicated with an asterisk (*).

As always, we **welcome your feedback** on 'how we are doing'.

Jillian Moffat
Chair of the Board



Every customer happy



Overall satisfaction with RCH*

RCH 2020/2021: 89.3%

RCH 2019/2020: 89.3%

O



Satisfaction with the way RCH deals with repairs and maintenance*

RCH 2020/2021: 89.2%

RCH 2019/2020: 89.2%

SCOTTISH AVERAGE 2020/21: 90%



Stage 1 complaints responded to in full

RCH 2020/2021: 98.2%

RCH 2019/2020: 95%

SCOTTISH AVERAGE 2020/21: 97%



we received

408

complaints



Stage 2 complaints responded to in full

RCH 2020/2021: 97%

RCH 2019/2020: 79.1%

SCOTTISH AVERAGE 2020/21: 93%



Average time (working days) to respond in full to Stage 1 complaints

RCH 2020/2021: 7.5

RCH 2019/2020: 5.4

SCOTTISH AVERAGE 2020/21: 5



Average time (working days) to respond in full to Stage 2 complaints

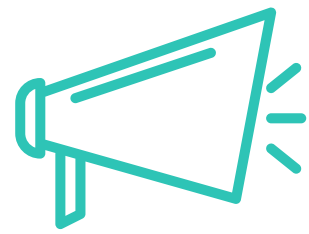
RCH 2020/2021: 26

RCH 2019/2020: 18.5

SCOTTISH AVERAGE 2019/21: 19

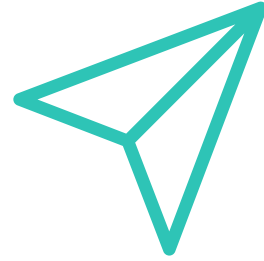


Keeping customers informed and involved



Customers that feel well informed*

RCH 2020/2021: 92%
RCH 2019/2020: 92%
SCOTTISH AVERAGE 2020/21: 92%



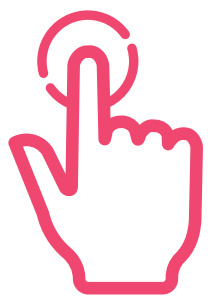
Customers who are satisfied with their involvement in decisions*

RCH 2020/2021: 86.5%
RCH 2019/2020: 86.5%
SCOTTISH AVERAGE 2020/21: 87%

More and better homes

415 homes have been let this year 74 homes built this year 351 new homes underway

Antisocial behaviour



Antisocial behaviour cases resolved within locally agreed targets

RCH 2020/2021: 95.2%
RCH 2019/2020: 95%
SCOTTISH AVERAGE 2020/21: 94%



209
reported cases



2 number of
ASBO's



1 evictions for
ASB

Repairs & Maintenance

Existing customers satisfied with the quality of their home*

RCH 2020/2021: 90.7%
RCH 2019/2020: 90.7%
SCOTTISH AVERAGE 2020/21: 87%

Time (hours) to complete emergency repairs

RCH 2020/2021: 5.16
RCH 2019/2020: 2.79
SCOTTISH AVERAGE 2020/21: 4

Average time (days) taken to re-let properties in the last year

RCH 2020/2021: 109
RCH 2019/2020: 72
SCOTTISH AVERAGE 2020/21: 56

Repairs completed right first time

RCH 2020/2021: 96.75%
RCH 2019/2020: 97.85%
SCOTTISH AVERAGE 2020/21: 91.5%

Time (days) taken to complete non-emergency repairs

RCH 2020/2021: 4.04
RCH 2019/2020: 6.44
SCOTTISH AVERAGE 2020/21: 6.7

Repairs appointments kept

RCH 2020/2021: 95%
RCH 2019/2020: 96%
SCOTTISH AVERAGE 2020/21: N/A

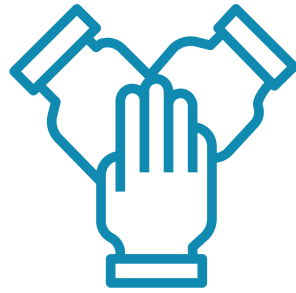


Finance



101%

Amount of rent collected



£1M

Savings made by new procurement contracts



£0.9 M

VFM Efficiency's achieved



65%

Customers with no rent arrears



3%

Rent increase (2019 / 2020)

Tenants who feel the rent for their property is good value for money*

RCH 2020/2021: 86.4%

RCH 2019/2020: 86.4%

SCOTTISH AVERAGE 2020/21: 83%

Homes meeting the Scottish Housing Quality Standard (SHQS)

RCH 2020/2021: 67.5%

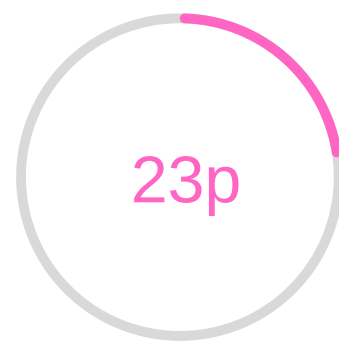
RCH 2019/2020: 79.26%

SCOTTISH AVERAGE 2020/21: 91%

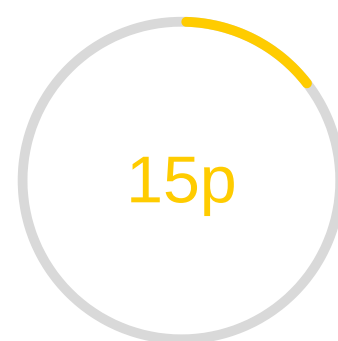
How we spend your money per pound (£)



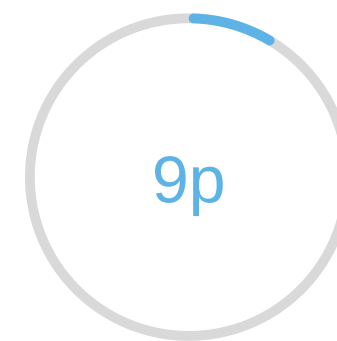
Regeneration investment
demolitions and major repairs



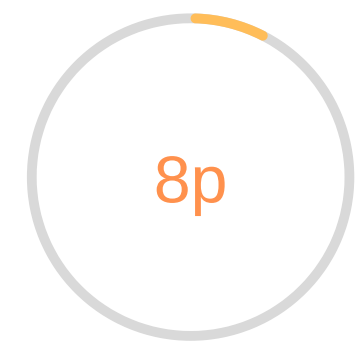
Staff costs



Other running costs



Reactive maintenance
costs



Interest paid

Size of Home	Number Owned	Your Landlord	Scottish Average	Difference
1 Apartment	122	£80.50	£73.61	8.56%
2 Apartments	1570	£88.62	£79.48	10.31%
3 Apartments	2633	£92.79	£82.60	10.98%
4 Apartments	1368	£99.17	£89.81	9.44%
5 Apartments	134	£107.26	£99.97	6.80%

Get in touch

We welcome you to contact us using the following methods:



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