



Calway Housing Association Limited



Annual Return on the Charter 2017-18

Each year Calway HA is required to complete an Annual Return on the Charter (ARC for short), and submit this to the Scottish Housing Regulator. The Charter sets out the standards and outcomes that tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them. We are required to produce this report to enable tenants and others to see how we are performing against the Charter. This report summarises statistics that the Scottish Housing Regulator publishes, so that we are able to compare our own performance with the Scottish average and our performance last year. We completed our tenant satisfaction survey in January 2017

and these figures have been used for this year's satisfaction figures.

If you would like further in depth or additional information, please just ask us. If you would like to compare Calway's performance with any other Registered Social Landlord (RSL) in Scotland, then all you need to do is visit www.scottishhousingregulator.gov.uk/find-and-compare-landlords. Here you will see an accessible comparison tool that allows you to compare our performance with up to four other selected landlords.

To find out more about our past and ongoing achievements you can visit us at www.calway.org.uk to see our 2017/18 annual review.

Calvay's Mission Statement is:

Calvay Housing Association is committed to working with its members, and in partnership with other agencies, to create a well-housed, stable and inclusive community in Barlanark and its environs.

We also have the following Strategic aims:

- 1) We will be honest, open and accountable to you.
- 2) We will focus on improving the Barlanark neighbourhood.
- 3) We will work with partner agencies or private developers to create new homes.
- 4) We will look after your home and the neighbourhood.
- 5) We will work with others to serve our community and to be part of it.
- 6) We will strive to get better at what we do and how we do it.

GENERAL VIEWS ON SATISFACTION

Satisfaction with overall service



Scottish Average



Satisfaction regarding being kept informed



Scottish Average



Satisfaction with opportunities to participate

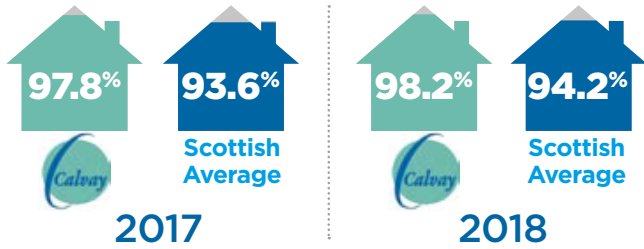


Scottish Average

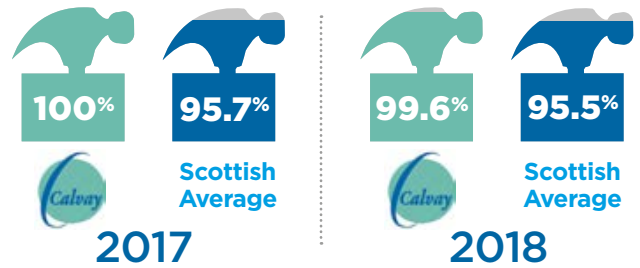


QUALITY & MAINTENANCE OF HOMES

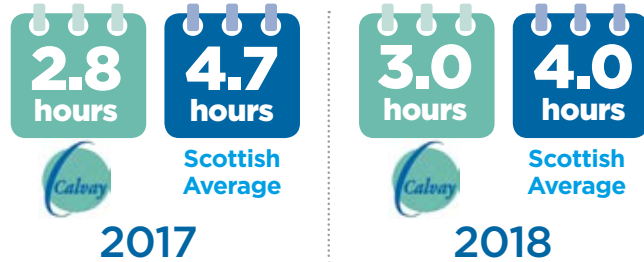
Homes meeting the Scottish Housing Quality Standard



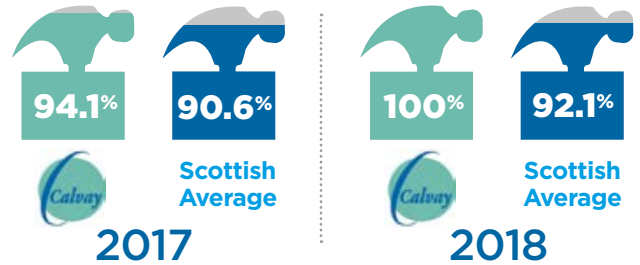
Repairs appointments kept



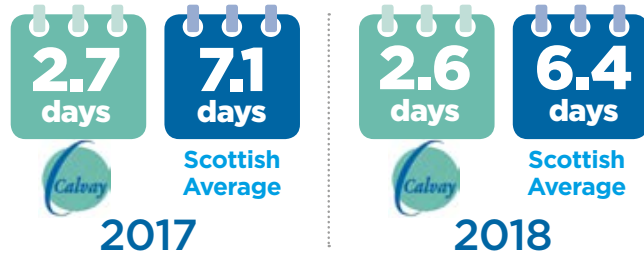
Time taken to complete emergency repairs



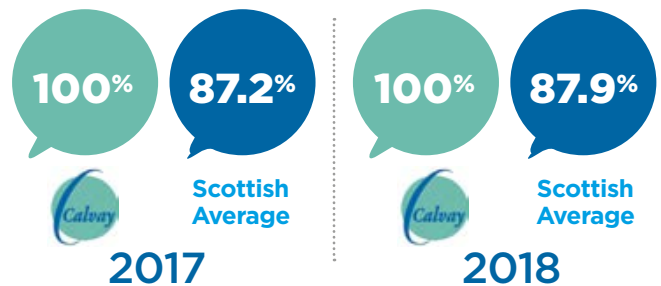
Overall repairs satisfaction



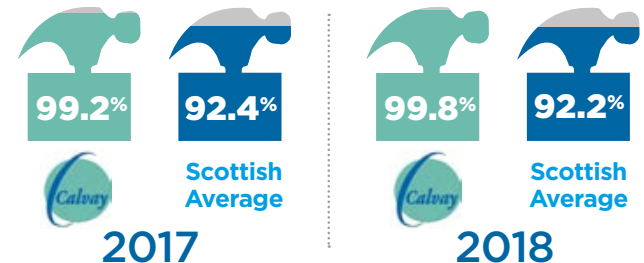
Time taken to complete non-emergency repairs



Anti Social Behaviour cases resolved within locally agreed targets



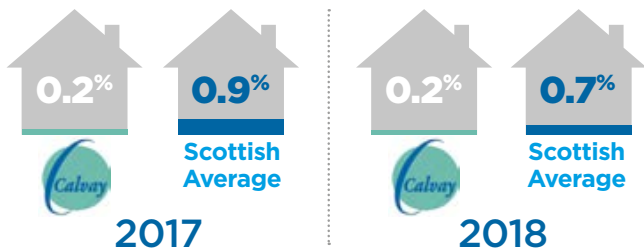
Reactive repairs completed 'right first time'



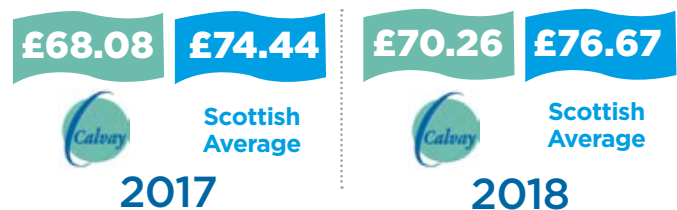
For every 100 of Calway's homes
4 cases of anti-social behaviour were reported in the last year

VALUE FOR MONEY

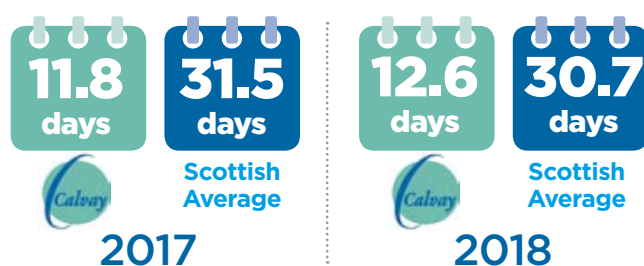
Rent not collected due to homes being empty



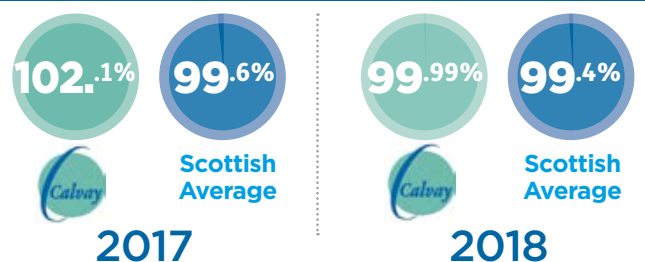
Average Weekly Rent



Average time to re-let homes



Proportion of total rent collected



Calway collected £2,955,265 of the
 £2,958,224 rent money due

AT A GLANCE

Below you can see, at a glance, the areas where our performance is better than the Scottish average. It can be seen that Calvay is performing better than the Scottish average across all key areas of performance.

Satisfaction with overall service	↑	Repairs appointments kept	↑
Satisfaction regarding being kept informed	↑	Overall repairs service satisfaction	↑
Satisfaction with opportunities to participate	↑	Anti Social Behaviour cases resolved within locally agreed targets	↑
Homes meeting the Scottish Housing Quality Standard	↑	Rent not collected due to homes being empty	↑
Time taken to complete emergency repairs	↑	Average time to re-let homes	↑
Time taken to complete non-emergency repairs	↑	Average Weekly Rent	↑
Reactive repairs completed 'right first time'	↑	Proportion of total rent collected	↑

LEARNING FROM COMPLAINTS

We value all of the feedback and comments we receive, including complaints, as we use this information to improve our services. During the year we received 5 complaints in total and the analysis is shown below.

STAGE 1 (% ON TIME)



STAGE 2 (100% ON TIME)



COMPLAINTS TO THE OMBUDSMAN



Received
 Responded in full
 Responded in time
 Upheld (decision found in favour of tenant)



Calvay Housing Association Ltd
Calvay Centre, 16 Calvay Road, Glasgow, G33 4RE Tel: 0141 771 7722
enquiries@calvay.org.uk www.calvay.org.uk

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