



ANNUAL CHARTER PERFORMANCE REPORT
2023-2024





About This Report - How Do We Compare?

The Scottish Social Housing Charter sets out the standards and outcomes expected of registered social landlords (RSLs). Each RSL submits an Annual Return on the Charter to the Scottish Housing Regulator (SHR). The SHR calculates the Scottish average, which give a benchmark for comparison. We also compare our performance against previous years. In addition, we conduct a tenant satisfaction survey every 3 years. Our most recent large-scale survey was carried out at the start of 2023.

The traffic light system

The traffic light faces are to help provide an easy and clear indication of our level of performance.



Green indicates that our performance is better than the Scottish Registered Social Landlord (RSL) average.



Amber indicates that performance is on a par with the RSL average.



Red indicates that performance is not as good as the RSL average and where improvement is needed.

Our Staff

In line with the data submitted to the SHR, we have 69 full-time equivalent staff posts. Staff are based at our Carden and Waverley Place offices, our sheltered schemes in Aberdeen and our Housing for Older People in Aberdeenshire and Moray. Our staff turnover was 12%.



WELCOME TO THE CASTLEHILL HOUSING ASSOCIATION ANNUAL CHARTER PERFORMANCE REPORT 2023-24

This report highlights our performance in comparison to other housing associations across Scotland.

I'd like to take this opportunity to reflect on the many achievements and successes over the past year:

- **CaRTO** – our registered tenants organisation remains active and engaged, and I would like to give thanks to those who give up their time to get involved. One of the areas CaRTO helped to support this year was the introduction of “Housing Perks”, a scheme open to Castlehill tenants giving a discount across a variety of retailers, including the big supermarkets. Tenants have welcomed assistance with pressures on household bills. To date more than 430 tenants have signed up, spending over £80,800 and savings generated are over £3,600.
- **Long-term empty properties** have been an issue for the Association for some time, particularly in rural locations, but we have now had more success in letting these properties and bringing our overall void times down. We have also maintained high levels of tenancy sustainment reflecting the work done by Housing staff and by our Key Project, which continues to provide vital support to our most vulnerable tenants ensuring they can keep their tenancy.
- Our **reactive and planned maintenance** remains a challenging area in terms of costs from contractors, but we are making good progress on planned works despite difficulties in obtaining competitive tenders for items such as window or kitchen replacements. Our performance on delivering emergency and urgent repairs remains consistently within our targets and we have an excellent record on compliance on issues that keep our tenants safe, such as gas servicing and fire detection. We are also making significant progress on replacing emergency call systems and door entries in our Independent Living and Very Sheltered Housing to ensure we are fully digital before analogue communication systems become obsolete.
- While we await definitive guidance, strategy and funding from Government on delivering a programme to decarbonise homes and achieve net zero emissions, Castlehill is pushing forward having recently received funding from the Scottish Enterprise Green Heat Retrofit Challenge to explore innovative **heating and energy efficiency measures**.
- **Our Care & Repair service** continues to provide vital support to keep people living at home safely. In the past year more than 3,300 households used our services, and we brought them over £500,000 in financial assistance. We carried out over £220,000 worth of small repairs and minor adaptations. Following intervention from Care & Repair, 85% of clients reported that they were more confident in living in their own home. With an aging population and pressures on health and care budgets Care & Repair has a huge role to play in the future working with our partners in Aberdeen Health & Social Care.

I hope that these achievements I've mentioned reflect the continued success of the Association despite the challenges we face.

Housing that people can access and afford to live in is one of the most important issues for our society and we need to ensure that Castlehill continues to make a positive difference to people living in our communities.

Bob Hutcheson

Convener of the Management Committee

OUR PROFILE

2021/22

Total number of houses



Total rent due

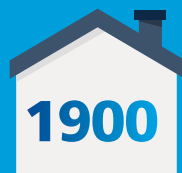
£9,672,866

Percentage average weekly rent increase applied

2.9%

2022/23

Total number of houses



Total rent due

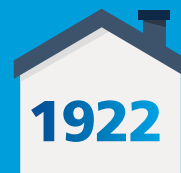
£10,232,766

Percentage average weekly rent increase applied

6%

2023/24

Total number of houses



Total rent due





£11,127,926

Percentage average weekly rent increase applied

7.3%

The average rent increase across all Registered Social Landlords in Scotland this year is

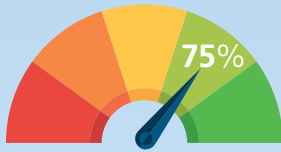
6.2%

Number of Bedrooms	Number in Stock	Average Weekly Rent	Scottish Average
Studios	80	£77.87	£88.36
 x 1	985	£94.93	£96.33
 x 2	582	£106.31	£97.65
 x 3	242	£117.79	£107.46
 x 4	33	£127.51	£118.66

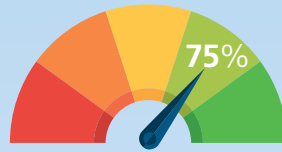
Our average weekly rent includes service charges across general needs, independent living, sheltered and very sheltered homes. Charges are higher in supported accommodation and as our stock includes ALL our properties, this shows in our weekly cost. Not all registered social landlords include service charges in their weekly rent calculation and not all have supported accommodation. This makes comparison harder between our costs and the Scottish average.

TENANT PARTICIPATION & SATISFACTION

Percentage of tenants satisfied with overall service



2022/2023



2023/2024



Scottish Average

Percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes



2022/2023

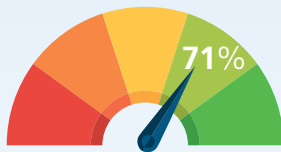


2023/2024

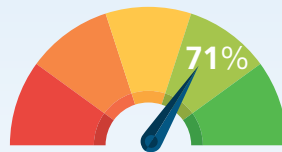


Scottish Average

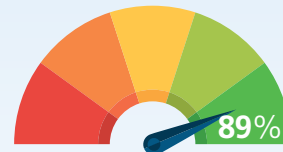
Percentage of tenants satisfied with opportunities to participate in their landlord's decision making processes



2022/2023



2023/2024



Scottish Average

HOUSING QUALITY & MAINTENANCE

Property Services

We are pleased to report that we have continued to provide an excellent repairs and maintenance service to tenants. Our time taken to complete both emergency and non-emergency repairs is less than the Scottish average, and tenant satisfaction remains above average.

Average length of time taken to complete emergency repairs

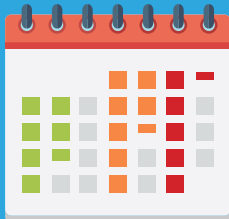


2.9 hours
2023/2024

3.3 hours
2022/2023

3.6 hours
Scottish Average

Average length of time taken to complete non-emergency repairs



6.7 days
2023/2024

6.4 days
2022/2023

8.1 days
Scottish Average

Percentage of reactive repairs carried out completed first time

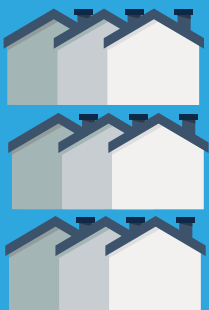


88.5%
2023/2024

88%
2022/2023

88.1%
Scottish Average

Percentage of stock meeting the Scottish Housing Quality Standard



99.5%
2023/2024

99%
2022/2023

91%
Scottish Average

Percentage of tenants who had repairs and maintenance carried out in the last 12 months who were satisfied with the service



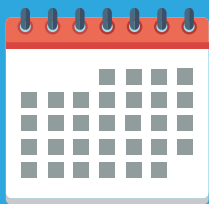
93%
2023/2024

91%
2022/2023

87%
Scottish Average

GETTING GOOD VALUE FOR RENTS & SERVICE CHARGES

Average length of time taken to re-let properties

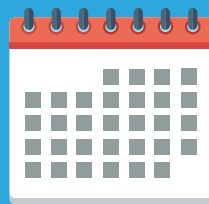


51 days
2023/2024

113 days
2022/2023

39 days
Scottish Average

Percentage of rent lost through properties being empty



1.7%
2023/2024

2.1%
2022/2023

1.1%
Scottish Average

Percentage of total rent due collected



2023/2024 **95.8%**

2022/2023 **94%**

Scottish Average **99.6%**

Court Actions initiated



2023/2024 **10**

2022/2023 **11**

Court Actions initiated which resulted in eviction due to non payment of rent



2023/2024 **5**

2022/2023 **1**

Number of abandonments



2023/2024 **14**

2022/2023 **5**

Percentage of gross rent arrears



2023/2024	5.3%
2022/2023	5.3%
Scottish Average	4.4%

Number of mutual exchanges



2023/2024	5
2022/2023	11

Percentage of lettable homes that become vacant



2023/2024	12.9%
2022/2023	11.5%
Scottish Average	7.2%

Percentage of tenants satisfied with the standard of their home when moving in



2023/2024	79.5%
2022/2023	79%
Scottish Average	85.1%

NEIGHBOURHOOD AND COMMUNITY

Number of cases of antisocial behaviour reported



163
2023/2024
155
2022/2023

Percentage of cases resolved within locally agreed targets



85.2%
2023/2024
84%
2022/2023
97.4%
Scottish Average



SPOTLIGHT ON PROPERTY SERVICES PERFORMANCE



In the challenging post-pandemic landscape, our Property Services team has continued to shine, providing a level of service that stands above the national average for Scottish registered social landlords. Their commitment to excellence has not only met but exceeded expectations during a period marked by unprecedented demands on housing services.

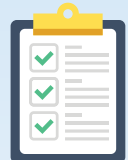
Despite the difficulties the social housing sector continues to face, our team maintained a steadfast focus and consistently ensured that essential repairs, safety checks, and property maintenance are carried out promptly and to the highest standards.



Our service levels in response times, tenant satisfaction, and overall maintenance have significantly surpassed the national average. For example, the average length of time taken to complete emergency repairs is 2.9 hours, compared to the Scottish average of 3.6 hours. The average length of time taken to complete non-emergency repairs across other Scottish social landlords has increased to 8.1 days, yet Castlehill's average time is 6.7 days.



We are also pleased to report that the percentage of reactive repairs carried out completed first time is slightly higher than the Scottish average too. Whether it's responding to emergency repairs or rolling out long-term improvement projects, our team has proven time and again that they are committed to providing safe, comfortable homes.



Their dedication has not gone unnoticed. 93% of tenants who had repairs and maintenance carried out in the last 12 months were satisfied with the service. This is a 2% increase on the previous year and is 6% higher than the Scottish average.



Director of Property Assets, **Matthew MacAulay**, praised the work done by his team.

"This is down to the commitment and hard work by the Property Services team and the support of colleagues, partners, and contractors. It is especially pleasing to have done so well during a period of change and the restructure of the department with a focus on compliance and repairs."

Manager of the team, **Phil Nicol** added,

"Property Services work very hard behind the scenes to complete a wide variety of work. The work we do is affected by rising costs and budget constraints, therefore it is very impressive that the team have done so well."

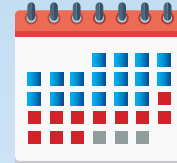


COMPLAINTS & COMPLIMENTS

We know that there will be times where we get things wrong. We have a robust complaints procedure in place to ensure that we comply with the Scottish Public Services Ombudsman Model Complaint procedure.



Castlehill has a 100% response rate for complaints.



In the last year we had:

78 stage 1 complaints

On average it took 2.65 days to respond to a stage 1 complaint.

If complainants are still dissatisfied, they can ask for their complaint to be investigated further through stage 2. A complaint is considered to be stage 2 when it has not been resolved at stage 1, or if it is complex and requires detailed investigation. When a stage 2 complaint is raised, our Compliance Officer acknowledges receipt of the complaint within 3 working days. Once the complaint has been fully investigated and the outcome approved by a member of our Senior Management Team, a full written response is provided to the complainant as soon as possible and within 20 working days.

In the last year we had:

24 stage 2 complaints

All stage 2 complaints must be responded to within 28 days, as per the Scottish Public Services Ombudsman.

Castlehill has responded in an average of 19 days.

If the complainant is still dissatisfied after the stage 2 complaint investigation, they can ask the Scottish Public Services Ombudsman (SPSO) to investigate the complaint. Lessons learned from stage 1 and stage 2 complaints are identified and action is taken, as appropriate, to improve our services.



TENANT PARTICIPATION

Tenant Participation is a two-way process involving you working in partnership with us to share ideas and to influence decisions that shape our services. By working together, we can create services and policies that are even more customer-focussed and effective.

There is nobody better placed to tell us what could be improved than the people who make our properties their homes!

We offer genuine opportunities to voice your opinion and influence decisions that affect your home and community:

CaRTO

Castlehill Registered Tenants Organisation is a tenant-led group we consult as part of our decision-making process. CaRTO make recommendations and give feedback to shape our services. They create initiatives to support tenants, like CaRTO Funding, Housing Perks discount app and coffee chats. CaRTO meet monthly and love to welcome new members!



CaRTO Home Link

No time for meetings? CaRTO Home Link give you online access so you can have your say when it suits you.

Scrutiny Panel

This group will review an area of our housing service and note what works and what could be better. You will make recommendations for improvement and create a report for Castlehill to consider and respond to. This is our most involved option and training and support is provided.

Scheme Inspections

Join us to identify issues and suggest ways we could improve your area. These are usually held twice a year.

Consultations

We consult you before making significant changes to our services or policies, such as propose increases in rent or service charges, or introducing new policies or services. We also consult you on issues that affect your scheme.

Feedback Surveys

Keep an eye on your inbox or letterbox for feedback surveys. These are an opportunity to tell us your views on aspects of our services, for example, communal cleaning, gardening or repairs.

Tenant Newsletter

Packed full of informative articles, update sand engaging content, our tenant newsletter The Chain is published twice a year. If there is anything you'd like to include or change, please let us know.



Local Tenant Groups

Want to start your own group? We offer support and resources to enable you to create your tenant-led group. Local groups can apply to become a Registered Tenants Organisation.



**North East Tenants Residents
and Landlords Together**

NETRALT

Join North East Tenants, Residents and Landlords Together to get involved in innovative tenant participation ventures like conversation cafes, mystery shopping, radio shows and interactive online sessions.

To get involved or to find out more about any of these options, contact our Tenant Participation Officer:

T: 01224 625822 E: info@castlehillha.co.uk



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Wed 10:30am – 5pm
Thu 9am – 5pm
Fri 9am – 4pm

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