

# Performance Report 2023/24



# Chair's Foreword

Welcome to our Annual Charter Report for 23/24. We are delighted to update you on our performance and what we have been up to during the past year.

This has been my first year as Chair and looking at our performance, I am confident that we are in a good place.

Angus Housing Association's purpose is to provide and maintain good quality homes for everyone at 'affordable' rents. By 'affordable' we mean that people priced out of home ownership and the private rented sector can pay the rents we charge.

I believe we do our job well. We are landlords for 2129 homes. When houses become empty, we relet them swiftly, ensuring they are in good order. When we get complaints, we deal with them efficiently and learn from them.

Financially, we are strong. Our housing properties are worth over £135 million, some of which we use to secure the loans we take out to build more homes. As a not-for-profit business run by a Board of volunteers drawn from Dundee & Angus, we are a good example of "community wealth building".

As Chair of the Board, I can make these statements confidently because Board members receive comprehensive reports from staff on every aspect of the business.

We want to share our progress with you, and we are increasing our use of social media, in the form of Facebook, to communicate with tenants and their communities. I would urge you to follow us to find out more about what we are doing and what is happening in your communities.

Looking ahead, the cost-of-living crisis has made life difficult for our tenants and we have kept rent increases as low as possible. However, low rents and high inflation mean that there is less money to cover the costs of upgrading our homes.

The Board wants to continue building new houses, and to upgrade our existing properties to as near net-zero carbon as possible. Whether we can do both, or how much we can do, depends on Scottish Government policies which are, as yet, unclear.



Recent cuts in the Scottish Affordable Housing Supply Program make us cautious about committing to future housebuilding projects. Funding energy efficiency improvements in our properties will be a huge challenge, and we are waiting for more detail from the Scottish Government about the way forward.

One of the most satisfying areas of our work is where we provide services that are not directly related to us being a landlord. You will find several examples of these as you read through the report – I hope you find them as inspiring as the Board do.

I mentioned earlier that we are in a good place. We are, but we can always improve. Your feedback is always valued and useful and lets us know the stories behind the numbers.

**Jimmy Black**  
Chair

**PUTTING  
CUSTOMERS**



**EMBRACING  
INNOVATION &  
ADAPTABILITY**



# Outcome 1: Equalities HOUSING

## THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ They support the right to adequate housing
- ✓ Every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

- We have a comprehensive Equalities Policy



- We have loop technology available



- Our offices are wheelchair accessible



- We are a member of Happy to Translate



- We have developed an Equalities page for the Associations' Website providing Equalities Information and Data

- Our Equalities web page includes a Diversity Calendar and useful links to Equality and Diversity organisations

- Our website is Browse Aloud enabled and built with accessibility in mind

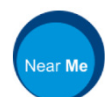


- We use Language Line



- We ensure local minority groups in the area are aware of the Association by providing them with Application Forms and promotional information

- Tenants can request a "Near Me" video appointment with the Association



- The Association was awarded LGBTQ+ Youth Scotland Bronze accreditation



DEMONSTRATING  
SOCIAL VALUES



RESPECT





## Outcome 2: Communications

### THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

### Effective communication is key in our success as a social landlord.



At Angus Housing Association, we aim to provide customers with a range of communication methods, all designed to ensure that the customers receive relevant information in a timely, clear, and transparent manner.

We understand that the needs and lifestyles of our tenants differ, which is why we use a variety of digital and non-digital communication methods to interact with them. These include: **Email, phone, in-person meetings, website, text messages, letters, Facebook and WhatsApp.**

Technology is playing an increasingly important role in how we engage and communicate with our tenants and customers. The Association is utilising this technology to broaden our methods of communication with the aim of reaching as many tenants as possible. This includes one-to-one video consultations with tenants using the Near Me service and the use of online surveys to obtain tenant feedback on different matters.

Happy to Translate is a communication tool we use to engage with tenants and customers who speak little or no English. We also have access to software that can translate letters, documents and leaflets into most languages. This is something that was utilised during our rent consultation process this year, ensuring that there were no barriers to keeping tenants informed about potential changes and allowing them the chance to be involved and have their say.

The Association re-introduced a twice-yearly tenant's newsletter in 2023/24 following feedback received from the tenant satisfaction survey. The newsletter is designed to keep tenants informed on all our latest news and updates. The newsletter can be sent in either paper or digital format, depending on tenants' contact preference.



HAPPY TO TRANSLATE

We recognise that social media is a vital platform in delivering successful communication and engagement. The Association's Facebook page helps us to:

- Improve the customer service for our tenants
- Increase awareness of the work we do
- Highlight important updates or changes within the Association
- Help to encourage engagement and communication through the reply to options and private message inboxes
- Reflect well on the Association and its ethos of being open and transparent when sharing information



## Tenants can access the following information on the Association's website including –

- |   |  |  |
|---|--|--|
| <ul style="list-style-type: none"> <li>• <b>About Us</b> – Board of Management, Organisational Structure and Job Vacancies</li> <li>• <b>Find a Home</b> – How to register for a new home with us, Housing Options, Medical Assessments and Mutual Exchanges</li> <li>• <b>Tenants</b> – How to pay your rent, Money &amp; Benefit advice, Managing your</li> </ul> | <ul style="list-style-type: none"> <li>Tenancy and Tenant Participation</li> <li>• <b>Repairs &amp; Maintenance</b> – How to report a repair, information about gas servicing, Out of Hours Service and looking after your home and Alterations &amp; Improvements</li> <li>• <b>Complaints &amp; Feedback</b> – How to Make a Complaint and How to Leave</li> </ul> | <ul style="list-style-type: none"> <li>Feedback</li> <li>• <b>Corporate</b> – Annual Accounts &amp; Performance Reports, Board of Management &amp; Sub Committee Minutes, Corporate &amp; Governance Policies, Tenant &amp; Customer Policies and Equality, Diversity &amp; Inclusion</li> <li>• <b>News</b> – AHA News &amp; Updates</li> </ul> |
|---|--|--|

**The popularity of the Association's Facebook page continues to grow,**

with now over

**3.3K** followers



## Contact Log System

The Association introduced a new Contact Log system in September 2023. We introduced this system in order that we could keep a record of how many calls were being actioned by staff. It also allows us to monitor our staff performance in returning calls.

If you call the office and the staff member you wish to speak to is unavailable the Customer Service Advisor's will log a contact log to that staff member. They have **2 days to return your call.**

If you email a member of staff, they have **7 working days to deal with this.**

If you log a **Stage 1 Complaint** staff have **5 working days to deal with this** and if you log a **Stage 2 Complaint** staff have **20 working days** to deal with this.

For **low level Anti-Social Behaviour and Estate Management Issues**, staff have **14 days** to deal with non-urgent complaints.

As always, our Customer Service Team will endeavour to answer any questions you may have in the first instance.



### Complaints 2023/24

# 99%

of **Stage 1** complaints  
responded to on time

# 80.8%

of **Stage 2** complaints  
responded to on time



# 80.1%

of **tenants** feel their landlord is good at keeping them informed about their services and outcomes.



Scottish Average | **90.5%**

You can also communicate with us:



Email: [admin@aha.org.uk](mailto:admin@aha.org.uk)  
[www.angusha.org.uk](http://www.angusha.org.uk)



## Outcome 3: Participation

### THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants and other customers are offered a range of opportunities that make it easy for them to participate in and influence their landlords' decision at a level they feel comfortable with.

**Our Tenant Participation Team have had another busy year, looking at ways to widen participation and opportunities for tenants' views and voices to be heard.**

### Monthly Bingo & Blether in Arbroath

Throughout the year we continued to hold our Tuesday end of the month Bingo & Blether session in Russell Square, Arbroath, with December's bingo session being the highlight of the year with festive bingo and carol singing.

*"We have a great afternoon at Bingo and Blether and really enjoy coming along and meeting everyone. It is greatly appreciated."*



### Greet Eat Met (GEM)

The Association continues to run GEM project on Wednesday from 3.30pm - 5.30pm and over the year the project continues to provide a cosy space for tenants and residents to socialise over a bite to eat. Throughout the year GEM held events to mark Halloween, Christmas and Easter.

*"The food is always amazing; I've been cooking the recipes at home"*





## Goodbye and



In September 2023, the Association said goodbye to Lucy Simpson, the Tenant Participation Modern Apprentice and we wish Lucy all the best at university. We welcomed Jacqui Fleming and Diana Finnie to the Team in October 2023. They both bring a wealth of experience in Community Learning and Development and Tenant Participation.

From October 2023 to March 2024 Jacqui has been focusing on youth participation and partnership working across Dundee and Angus which included securing funding for the Association Greet Eat Meet (GEM) project in Ormiston Crescent, Dundee. Diana has been focusing on scrutiny and performance and has established a monthly drop in at The Hub in Pitkerro Road, Dundee.

## Auchmithie

Following feedback from tenants, the Association held an engagement event in Auchmithie Village Hall on 16th November 2023, with staff members from Housing Management, Tenant Participation Team, Financial Inclusion, Energy Advice, Capital Works and Repairs and Maintenance attending.

The engagement event was an opportunity for tenants to raise any issues or concerns with staff, some of the issues raised included planned maintenance, reporting a repair, looking at receiving information and advice regarding fuel and heating systems.

Following the engagement event we also undertook a door knocking exercise to obtain further feedback from tenants. We then wrote out to tenants informing them of the issues raised at the event and clarified the support available and the many ways of contacting the Association.

## YOU'RE NOT ALONE

Our Partnership with YOU'RE NOT ALONE continues to strengthen where they continue with their community support groups on Thursday evenings 6:30-8:30pm. This includes monthly bingo sessions which are well attended not only by tenants but the wider community.

There are super Saturdays which run every Saturday, where tenants and the wider community can go along every Saturday for some free hot food and good company. This is done in partnership with AHA at the Angus Housing Association building at Torwood Place between 11am-2pm every Saturday.

We continue to have Family Fun summer sessions along with our annual Spooktacular Halloween party and Christmas festive celebrations. We would like to thank all the volunteers of You're not alone for the time, dedication and support not only to Angus Housing tenants but the wider community also.



*If you are interested in coming along to any of our events or finding out more, please email **Lydia Banks and the Tenant Participation Team** [tp@aha.org.uk](mailto:tp@aha.org.uk) or phone **03451 772244**.*

*You can also follow us on Facebook.*



## The 2023 Tenant Satisfaction Survey

Following the Tenant Satisfaction Survey in January 2023 the Association held several tenant engagement events to address the key issues and areas of concern for tenants. Following the events, an Action Plan was developed. During 2023/24 the Association introduced the following changes...

<b>You said</b>	<b>We did</b>	
<b>Tenants wanted the Tenants Newsletter</b>	The Association has made a commitment to reintroduce the tenant newsletter twice a year, Spring & Summer. We have also introduced a bi-monthly Tenant Participation E-Newsletter.	
<b>You wanted Improved Communication</b>	In September 2023 we introduced a new Contact Log System to monitor and respond to telephone contacts made by tenants.	
<b>You said you wanted to meet with staff</b>	Monthly Talk and Tell Sessions commenced in September 2023 and are held monthly on the first Wednesday of each month in the Dundee Ormiston Lounge and in the Russell Square Community Lounge, Arbroath.	
<b>Estate Walkabouts</b>	Tenants were invited to participate in 32 Estate Walkabouts with staff which took place in various estates throughout Angus and Dundee.	
<b>You wanted advice and support with fuel costs</b>	Following a successful funding bid, the Association employed an Energy Advisor in September 2023.	
<b>You wanted information on Cost of Living, and benefits advise etc</b>	The Association's website has a dedicated Money and Benefits Advise page.	

## Rent Consultation 2024/25

The Tenant Participation Team organised, promoted and attended 8 separate events in Dundee, Forfar, Carnoustie, Brechin and Arbroath as well as undertaking door knocking in Auchmithie, Monifieth, Carnoustie, Arbroath and Inverkeillor.

It is very important to us that we understand what matters to you when it comes to how we invest in your homes and the services we deliver to you. To help us set our rent levels for the year ahead tenants were encouraged to complete our questionnaire. As well as having a say in what they pay, they also had the opportunity to be entered into a prize draw to win one of 2 £20 shopping vouchers.



**WIN 1 OF 2  
£20**  
shopping vouchers.

**Angus Housing  
Association's  
decision-making  
processes**

**73.8%**

of tenants feel they have  
opportunities to participate

**Scottish  
Average** | **87.7%**

**80.1%**

of tenants feel their landlord  
is good at keeping them  
informed about their service  
and decisions.

**Scottish  
Average** | **90.5%**



**Online surveys were  
used as part of our rent  
consultation process,  
where we received 172  
responses.**

This was a significant

**177%**

increase from last year's  
response rate of 62.



## Outcome 4: Quality of Housing

### THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.



### Scottish Housing Quality Standard



**88.6%**

of homes meeting the Scottish Housing Quality Standard

Scottish Average **84.4%**



**100%**

all NEW properties achieved either an A or B energy performance rating

Scottish Average **N/A**



In our TSS it was reported that

**84.5%**

of tenants are happy with the Overall quality of homes



## New Developments

In 2023/24, we continued to progress with various new developments on the following sites:



**Dubton Farm, Brechin** – **8 new properties** were completed, with 4 of these properties being adapted for wheelchair users.



**Crudie Farm, Arbroath** – Work began on site in January 2024, which will see **29 social rented properties** being built, as well as **7 shared equity properties**.



**Glenview, Forfar** – We completed **7 new properties**, which included 1 disabled bungalow.



**St Vincents, Dundee** – This development commenced on site in March 2024, which will see **21 properties** being built. Within those 21, 7 flats will be built for the Dundee Health and Social Care Partnership, with the remaining 14 for social rent.

*“Being given this new property is absolutely life changing for me and my 2 children. In just 3 weeks since I have moved in, I have already noticed a massive improvement in both my physical and mental well-being. My children are also much happier. I now feel much more positive about the future and look forward to making memories in my new home.”*

*Quote from tenant at Dubton Farm, Brechin*

## Outcome 5: Repairs, Maintenance and Improvements

### THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

# 93.6%

of tenants were satisfied with their last repair

Scottish Average | **87.3%**

# 100%

of properties that require Gas Safety Check had a Gas Safety Check & record completed by the Anniversary Date.

**During  
2023 – 24  
we spent...**



# £1,009,884

carrying out day to day repairs

# £394,050

on repairing empty houses ready for relet

# £66,784.12

on shower and wet wall installs on empty houses ready for relet

# £20,969.10

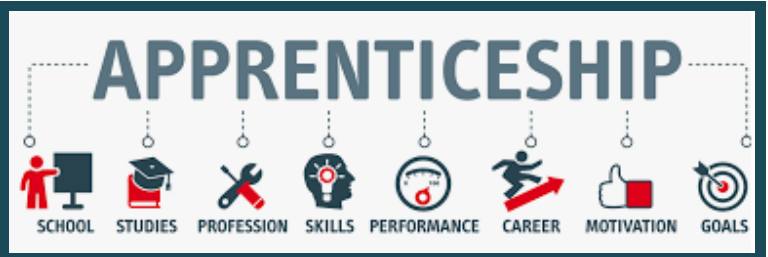
on Maintenance Paintwork.

The Association has entered a new partnership with contractor WRB Gas for the maintenance and servicing of all our gas appliances.

The contract is for 3 years with the potential for a further 2 years dependant on the contractors' performance.



As part of the community benefit clause in the contract, WRB Gas have made a commitment to provide a Gas Engineer apprenticeship for every year the contract runs.



# 2.1

Average number of hours taken to complete emergency repairs

**Scottish Average** | **4**



# 4.0

Average number of days to complete non-emergency repairs

**Scottish Average** | **9**



# 93.9%

of reactive repairs carried out in the last year completed right first time

**Scottish Average** | **88.4%**



# 93.6%

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

**Scottish Average** | **87.3%**

## Tenant Safety

# 100%

of our properties now meet the new Fire Detection Legislation brought in by the Scottish Government in February 2022.



# 99%

of our properties have had an Electrical safety check (EICR) carried out within the last 5 years.

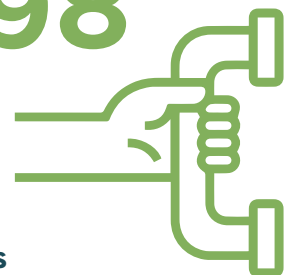


## Disabled Adaptations

During 2023-24 we spent

# £161,098

carrying out **79 adaptations** to our properties ranging from minor grab rail installs to full level access shower tray installs.





## Improvement Programme

The Association carried out an extensive improvement programme to a number of properties, which cost in the region of £2.8 million.

Within that programme we carried out;

- 114 Gas Boiler replacements
- 75 Bathroom upgrades
- 58 Kitchen upgrades
- 34 Electric Heating upgrades
- Window and Door replacements to 16 properties
- Replacement Radiators in 23 properties



## Stock Analysis

To allow us to plan for future improvement programmes, we carried out 544 stock condition surveys, which is almost 25% of our stock, and we will continue to do these surveys on an annual basis.

## EPCs

We continued with our review and update of our EPC's (Energy Performance Certificate) for stock, which assesses the energy efficiency of each property. In 23/24, we reviewed 229 EPC's, and the information gathered, along with the stock condition surveys, will allow us to produce future improvement programmes.

## Tenant Safety

Our properties remain

**99%**

compliant with electrical safety checks, we are now

**100%**

compliant with fire detection legislation and remain

**100%**

compliant with gas safety legislation

## Damp and Mould

We have created a new damp and mould policy as well as an advice leaflet on how to prevent damp and mould. We have also started recording all reported cases of damp and mould, which will allow us to deal with matters more efficiently. We have had 33 reported cases, which have resulted in either monitors being installed, minor works carried out or advice given.

# Outcome 6: Estate Management, Anti-Social Behaviour, Neighbour Nuisance and Tenancy Disputes

## THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants and other customers live in well-maintained neighbourhoods where they feel safe.



# 81.8%

of tenants satisfied with the management of the neighbourhood in which they live.

# 94.5%

of anti-social behaviour cases resolved within the reporting period

**National Average** | **94.3%**

Social landlords, work in partnership with other agencies, help to ensure as far as reasonably possible that:



Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

## Estate Management

We are committed to ensuring the estates and neighbourhoods you live in are maintained to a high standard. Throughout the year the Association received 270 estate management complaints, the majority of which related to bins and rubbish.

## Complaints 2023 -24

Bins & Rubbish .....	86
CCTV .....	3
Condition of Communal Area .....	53
Dog Fouling .....	39
Garden and Boundaries .....	10
Parking and Vehicles.....	31
Pet Nuisance .....	23
Private Gardens.....	29
Vandalism .....	1

## Estate Management Budget

Housing and Maintenance Officer Teams have £4,000 each per year to provide environmental improvements to their area. This may be in response to complaints or to address issues highlighted during estate walkabouts. Examples of work carried out include ivy removal, renewal of landing flooring, clearing of communal back areas, alterations to fencing, etc.

## Estate Walkabout Results 23/24

Arbroath, Brechin, Montrose, Forfar, Kirriemuir, Monifieth, Carnoustie, Barnhill, Mid Craigie & Whitfield:

22 Other Issues Identified

70 Tidy Garden Letters issued

42 Gardens nominated for garden competition

34 Staff in attendance

23 Residents attended the walkabouts

15 Repairs noted

32 Areas of concern

20 Possible environmental improvements

Throughout the summer the Association carried out 32 Estate Walkabouts across the Associations' housing stock in Angus and Dundee. Tenants were invited to join staff on the walkabouts which were advertised on the Association's website and Facebook page.

Area	Staff	Residents	Garden letters Issued	Gardens Nominated	Repairs Noted	Areas of Concern	Possible Environmental Improvements	Any other Issues
Arbroath	6	9	6	7	2	2	3	1
Brechin	3	1	0	4	0	0	0	2
Montrose	4	3	21	7	5	5	5	3
Forfar	5	2	2	5	1	3	1	2
Kirriemuir	3	0	0	0	1	1	0	0
Monifieth	2	0	0	0	0	0	0	0
Carnoustie	2	0	7	0	4	4	2	1
Barnhill	2	1	0	0	0	1	1	2
Midcraigie	2	0	15	11	1	12	5	6
Whitfield	5	7	19	8	1	4	3	5

## Neighbourhood Problems & Anti-Social Behaviour

During 1 April 2023 – 31 March 2024 the Association received 217 reports of incidents of Anti-Social Behaviour, 51.7% of neighbour complaints received related to nuisance and disturbances, with the majority being resolved at an early stage.

During the year the Association:

- 1** Number of Notice of Proceedings were served for Anti-Social Behaviour
- 0** Number of Anti-Social Behaviour Orders (ASBO) served
- 3** Evictions for Anti Social Behaviour

## Open Space Maintenance - Asset Management

Looking after neighbourhoods is important and in 2023-24, we spent £156,121.68 on maintaining the quality of our communal areas in our estates. The work covers the following: -

- An initial visit each April to bring the estates up to maintainable standard after the winter months
- Litter collection every two weeks
- Weed and moss control
- Grass cutting at least sixteen visits per year to each estate.
- Cutting and trimming rough grass areas
- Maintenance of all shrub beds – six visits



# Outcome 7, 8 & 9 : Housing Options

## THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.
- ✓ Tenants and people on housing lists can review their housing options.

Social landlords have a role to prevent homelessness and should ensure that:

- ✓ People at risk of losing their homes get advice and information on preventing homelessness.



## Our Commitment is

We are committed to ensuring tenants and applicants are given the appropriate housing options information. That's why:

- Our website provides information and advice about finding a home along with information and links to the local authority and other social housing landlords.
- We have a housing options leaflet which provides information on local housing providers.
- During office hours there is always a member of staff available to answer any housing options queries.
- Frontline staff have completed either a CIH level 3 or 4 in Housing.

## New Tenancies

# 180

New Tenancies started in 2023/24

This includes 15 new build properties. This is significantly less than the 211 tenancies which commenced in 2022/23.



2023/24 we also had Mutual Exchange **16**



## Type of Housing

Of the 129 properties that were let last year

General Needs Supported **70**  
**59**

# 12

Number of Existing Tenants including Management Transfers

# 66

The number of lets to applicants on the Associations' housing list

# 39

The number of applicants who have been assessed as Homeless by the Local Authority

# 12

The number of nominations from Local Authorities

# Outcome 10: Access to Social Housing

## THE CHARTER SAYS...

Social landlords ensure that:

- ✓ People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed.



Like many other Housing Associations and Local Authorities, our homes are available through Choice Based Lettings scheme commonly known as CBL, we are a partner organisation in These Homes, an online CBL allow applicants to make choices about where they want to live and which home is most suitable for them.

CBL works through a band and bidding system. When a home becomes available, applicants and existing tenants can place a bid on a suitable home. Our available properties are advertised on These Homes every Tuesday and Thursday.

**To assist applicants and existing tenants we have introduced the following measures –**

- You can apply to These Homes through our website
- A dedicated CBL email address
- Helpful guide on how to apply for a home
- We offer office and telephone appointments to help applicants complete their online applications
- We have an assisted bidding process for those who are unable to bid

## Other ways to obtain an Angus Tenancy :

**House Exchange** – for tenants who want to find a ‘home swap’

**Transfer** – this is when a current tenant applies to us for another tenancy.

**Mortgage to Rent** – This is where we purchase a property if the owner is at risk of losing their home because of financial difficulties.

**Local Authority Nomination.**

**Homeless referral from the Local Authority** – This is known as a Section 5 referral.

**Referral agreements with third sector agencies** such as Cornerstone and Scottish Refugee Council.



# Outcome 11: Tenancy Sustainment

## THE CHARTER SAYS...

Social landlords ensure that:

- ✓ Tenants get the information they need on how to obtain support to remain in their home and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

## Our continued response to the Cost-of-Living Crisis

In 2023/24 our tenants were still feeling the financial impact of the pandemic. This coupled with the rise in fuel prices and cost-of-living caused many of our tenants to struggle financially. Throughout these difficult times, our Financial Inclusion Team have continued to support tenants struggling to stretch their incomes to cover household bills. It was during last year that we became acutely aware of the need to have a specialist Energy Advisor to help tenants struggling with their energy costs.

In September 2023 the Association welcomed a new full-time Energy Advisor following a successful funding bid. Since coming into post the Energy Advisor has:



Dealt with

**129** energy advice referrals



Helped to write-off

**£24,656.46**  
of tenant's fuel debt



Issued

**£12,420**  
in energy vouchers



**"The Energy Advisor assisted me immensely regarding my issue with fuel debt. She advocated on behalf of me as I found the process extremely stressful and without her, I still don't think there would have been any resolution. It took so much weight off my shoulders. She treated me with compassion, and I could tell she really cared. I honestly wouldn't be feeling so much better mentally if it wasn't for the help I received from her."**

*Quote received from a tenant that received support from our Energy Advisor*

We are delighted to announce that the Energy Advisor, Casey Malone (Pictured Above), has now become a permanent post within the Association and will continue to provide the much-needed energy advice to our tenants.





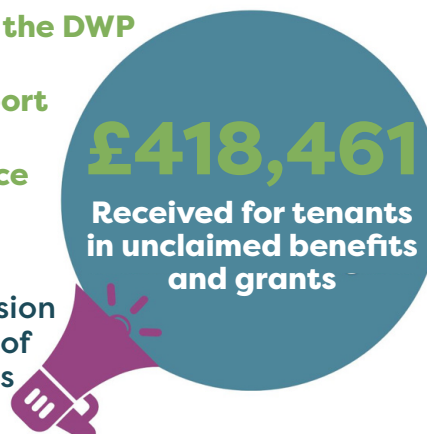
## Financial Inclusion Team

Our specialist Financial Inclusion Team provide money advice and support to all our tenants. This service is designed to help with tenancy sustainment, by maximising household incomes, providing support to address debts and ensuring tenants have all the necessary items required to feel settled in their homes.

### The team offers support in the following areas -

- Advice on benefit entitlement and assistance to make claims.
- Advice and support when settling into a new property.
- Help with charitable grant applications to write-off/reduce household debts.
- Help to address debts.
- Challenging decisions from the DWP and local government.
- Offer energy advice & support to address fuel debt.
- Provide advice and guidance with general money management.

In 2023/24 the Financial Inclusion Team helped to secure a total of **£418,461** in unclaimed benefits and grants for our tenants.



### We took the following action:

**40** Number of Notices of Proceedings

**7** Number of Decrees Awarded

**1** Number of court actions resulting in eviction because rent had not been paid

**3** Number of court actions resulting in evictions for other reasons

The Association continues to work with various support agencies throughout Dundee and Angus to ensure tenants are provided with guidance and assistance to maintain their tenancies.

## Hardship Fund

**18 households benefited from the Association's Hardship Fund, with a total value of £3719.90.**

This in-house fund enabled the Financial Inclusion Team to provide emergency assistance to tenants by a variety of different methods, including emergency shopping vouchers, purchasing essential white goods and financial contributions towards flooring.

It is important to us that you are happy with the service we provide. We hope that by providing a good service, tenants will be happy to remain with us and help us improve our service.

**86.8%**

of tenants satisfied with the overall service

Scottish Average

**86.5%**

**95.1%**

of new tenants who sustained their tenancy for more than a year



# Outcome 13: Value for Money

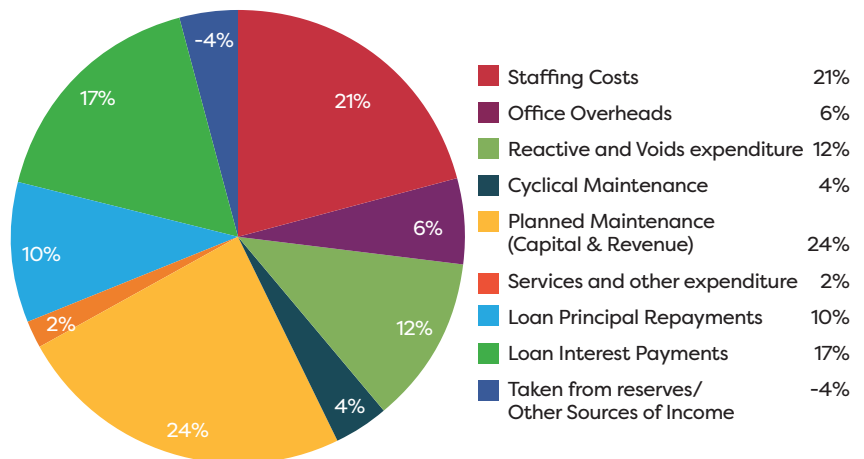
## THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ Tenants, owners and other customers receive a service that provide continually improving value for the rent and other charges they pay.

**Value for money is extremely important to us and we constantly try to achieve this by using recognised procurement frameworks and regulated procurement tenders. This must be balanced with affordability for tenants, which is regularly reviewed.**

## How tenant's rent was spent in 2023/24



# 76.0%

**of Tenants feel that the rent for their property represents good value for money.**

# 99.8%

The amount of money we collected for current and past rent as a % of the total rent due in the year.

Scottish Average | **99.4%**

## Empty Homes

Empty homes do not generate any rental income, and even a property that has been left in perfect condition needs to have appropriate safety checks done before the property can be re-let.



# 0.4%

of rent money not collected because homes were empty

Scottish Average | **1.4%**



# 26.7

Average days taken to re-let an empty property

Scottish Average | **56.7**



**We are happy to report that our performance in this area remains better than the Scottish Average**

# Outcome 14 & 15:

## Rents and Service Charges

### THE CHARTER SAYS...

Social landlords perform all aspects of their housing services so that:

- ✓ A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them.
- ✓ Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.



### We have:

23 Bedsits	503 1 Bed	893 2 Bed	594 3 Bed	116 4 Bed
Average weekly rent (AHA)	Average weekly rent (AHA)	Average weekly rent (AHA)	Average weekly rent (AHA)	Average weekly rent (AHA)
<b>£53.71</b>	<b>£82.57</b>	<b>£96.97</b>	<b>£109.78</b>	<b>£119.30</b>
Average weekly rent (Scotland)	Average weekly rent (Scotland)	Average weekly rent (Scotland)	Average weekly rent (Scotland)	Average weekly rent (Scotland)
<b>£82.24</b>	<b>£87.87</b>	<b>£90.29</b>	<b>£98.30</b>	<b>£108.29</b>

### Your Rent



We carry out a rent consultation every January to encourage tenants to have their say. We carry out regular reviews on affordability for tenants. We communicate with tenants if there is any requirement to adjust their service charges following review and we strive to achieve value for money for those services.

### Rent Increase 2023/24



### Rent Due

**£10,781,583**

The total rent due for the reporting year 2023/2024.

### Rent Arrears

**3.4%**

As a % of Gross Rental Charge