

# How are we doing?

Annual Report 2021/2022 | At a glance



## Hello

RCH Group has continued to build, develop and grow over the last 12 months. The completion of the five-year new build programme is a significant landmark and we have a programme to futureproof our stock to improve energy efficiency.

We aim to carry on improving our services, giving support to those who need us most and providing value for money across our estate in everything we do.

The last couple of years have been challenging for everyone but we are seeing a return to a more normal service provision. We have learned a lot and I believe that RCH Group is well placed to face any further challenges that come our way.

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 2021/2022: 89.3%  
RCH 2020/2021: 89.3%  
Scottish Average 2021/2022: 87.7%



### Satisfaction with the way RCH deals with repairs and maintenance\*

RCH 2021/2022: 89.2%  
RCH 2020/2021: 89.2%  
Scottish Average 2021/2022: 90%



### Stage 1 complaints responded to in full

RCH 2021/2022: 94.3%  
RCH 2020/2021: 98.2%  
Scottish Average 2021/2022: 96.8%



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

RCH 2021/2022: 28  
RCH 2020/2021: 26.1  
Scottish Average 2021/2022: 27.4



### Stage 2 complaints responded to in full

RCH 2021/2022: 94.7%  
RCH 2020/2021: 97.1%  
Scottish Average 2021/2022: 93.8%



Number of complaints received this year:

**408**



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

RCH 2021/2022: 12.7  
RCH 2020/2021: 7.5  
Scottish Average 2021/2022: 5.8

# Keeping customers informed and involved



## Customers that feel well informed\*

RCH 2021/2022: 92%

RCH 2020/2021: 92%

Scottish Average 2021/2022: 91.2%



## Customers who are satisfied with their involvement in decisions\*

RCH 2021/2022: 86.5%

RCH 2020/2021: 86.5%

Scottish Average 2021/2022: 86.8%

## More and better homes

River Clyde Homes is a major developer of much needed new homes in the Inverclyde area. The latest stages of our ambitious development programme are now complete.

Our largest ever development, of 224 homes, in Port Glasgow on the site of the former St Stephen's High School was one of the most ambitious single site builds in Scotland and included Inverclyde's first purpose-built dementia friendly housing.

The recent five-year programme has seen new homes also being built in South West Greenock, James Watt Dock and Slaemuir.

This means that River Clyde Homes has built over 1000 new homes since its inception in 2007. That's 16% of our current stock.

**788** homes have been let this year

**283** homes built this year



## Safer neighbourhoods



## Antisocial behaviour cases resolved within locally agreed targets

RCH 2021/2022: 95.1%

RCH 2020/2021: 95.2%

Scottish Average 2021/2022: 94.7

**143** Reported cases

**4** evictions for ASB



# Finance

At River Clyde Homes we know we need to spend every pound of your rent money wisely. By working differently over the last year we have made significant savings that have been invested back into homes. Value For Money is about more than just cutting costs. It connects to social value and community benefits that can improve the lives of our customers and collectively help Inverclyde to flourish.



**Rent collected**  
**97.6%**



**Savings made by new  
procurement contracts**  
**£1.9m**



**VFM efficiency  
savings**  
**£0.5m**



**Customers  
with no rent  
arrears**  
**70%**

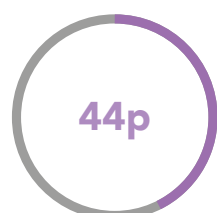


**Tenants who feel the rent for their  
property is good value for money\***  
RCH 2021/2022: 86.4%  
RCH 2020/2021: 86.4%  
Scottish Average 2021/2022: 82.5%

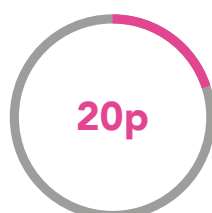


**Homes meeting the Scottish Housing  
Quality Standard**  
RCH 2021/2022: 68%  
RCH 2020/2021: 54%  
Scottish Average 2021/2022: 74%

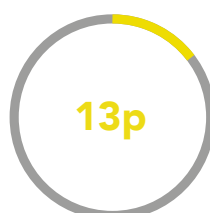
## HOW WE SPEND YOUR MONEY PER POUND (£)



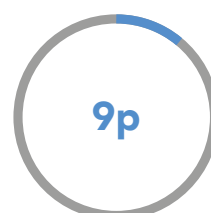
**Regeneration,  
investment,  
demolitions  
and repairs**



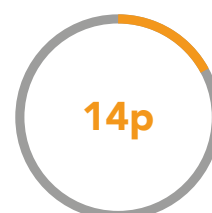
**Staff costs**



**Other running  
costs**



**Reactive  
maintenance  
costs**



**Interest paid**

## SIZE OF HOME ETC TABLE

Size of Home	Number Owned	Your Landlord	Scottish Average	Difference
1 Apartment	123	£80.60	£75.95	5.4%
2 Apartments	1691	£88.87	£81.32	9.3%
3 Apartments	2769	£94.14	£84.18	11.8%
4 Apartments	1371	£100.96	£91.48	10.4%
5 Apartments	134	£109.20	£100.74	8.4%

# Repairs & Maintenance



Home Fix Scotland, our repairs and maintenance subsidiary, has had a very challenging period due to COVID-19 and the resulting effects. Throughout this period, Home Fix Scotland has been able to continue delivering essential services thanks to the commitment and resilience of the workforce. Home Fix Scotland is now consolidating the works it undertakes to ensure it can drive forward improvements to services and enhance critical operations.

Investing in new equipment is critical to providing better services. This year, Home Fix Scotland invested £115,000 to upgrade its grounds maintenance machinery to make it more effective and environmentally friendly. Inverclyde has a lot of open spaces and pathways that provide much appreciated places to walk, rest and play.



## Existing customers satisfied with the quality of their home\*

RCH 2021/2022: 90.7%

RCH 2020/2021: 90.7%

Scottish Average 2021/2022: 85.4%



## Repairs completed right first time

RCH 2021/2022: 89.8%

RCH 2020/2021: 96.8%

Scottish Average 2021/2022: 88.3%



## Average time (days) taken to relet properties in the last year

RCH 2021/2022: 173

RCH 2020/2021: 109

Scottish Average 2021/2022: 51.6



## Time (days) taken to complete non-emergency repairs

RCH 2021/2022: 11.7

RCH 2020/2021: 4

Scottish Average 2021/2022: 8.9



## Time (hours) to complete emergency repairs

RCH 2021/2022: 4.2

RCH 2020/2021: 5.2

Scottish Average 2021/2022: 4.2

## Improving our performance

There are two areas that we will focus on in the coming year to improve our performance.

### Homes meeting the Scottish Housing Quality Standard

Following the easing of Covid-19 restrictions, additional investment to improve housing conditions will be delivered in the coming year including more roof replacements and installation of new central heating systems.

### Average time taken to re-let properties

More resources will be put into repairing properties faster and offering further incentives to attract new customers.