



Queens
Cross
Housing
Association



PROUD TO
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CROSS

qcha.org.uk



ANNUAL PERFORMANCE REPORT

2018-2019



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CHAIR'S WELCOME

In a year of many highlights, I think my focus this year needs to be on the work we have been doing to support key groups within our community.

Homelessness within the city continues to be a major challenge but I'm delighted to see that here at Queens Cross we are leading from the front in addressing this issue.

We were delighted for our youth homelessness team who picked up a commendation at this year's UK Housing Awards. Their work with young people has helped so many make the sometimes difficult transition from being a young person who is looked after, to an individual living independently.

Without the support they provide, many more young people in the area would be at risk of being on the streets, a fact that was acknowledged by the Cabinet Secretary for Communities and Local Government, Aileen Campbell when she visited our supported accommodation unit.

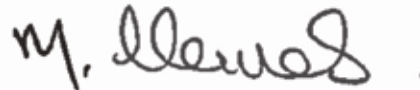
The financial pressures on providing much needed extra support for our older citizens has never been greater, so it has pleased me greatly that we continue to provide a service that makes life easier for those getting on in years.

Our Intervention Service has not only secured funding for another year but is proving to be a model that other organisations can follow in helping older people live independently for longer.

Finally, our service to help people experiencing mental health issues continues to help people move from residential care to independent living. A move that is not only best for their quality of life, but also reduces what is a significant outlay for the taxpayer.

To help local people access these services more easily we have rebranded and amalgamated them under one name - Queens Cross Wellbeing.

This is just one of the major changes we have made over the past year to help improve the quality of life for people living in Queens Cross. I hope you enjoy reading about the others.



Marilyn Clewes,
Chair



OVERVIEW OF THE YEAR

Last year saw us make significant steps forward in one of our most important projects to date.

Planning permission and funding is now in place for the development of more than 600 new homes at Hamiltonhill.

Glasgow City Council has given us the green light to press on and turn the area into a new city centre community. Most importantly from our point of view the development will deliver 300 homes for rent.

In other developments we were delighted this year to receive the Care Inspectorate's top rating for our work in helping to improve residents' mental health.

Our Queens Cross Wellbeing for good mental health supports both tenants and non-tenants in the area and was graded as 'excellent'. This is just one of a trio of services we have amalgamated under the Wellbeing brand.

In April, Queens Cross Workspace, our social enterprise company, joined the Queens Cross

Group. I'm delighted we will be working more closely now than ever to build opportunities for work, business and training here in the heart of our communities.

Overall our services continue to perform well with more than 92% of tenants satisfied with our repairs service. On average we completed emergency repairs within one hour and 20 minutes of it being reported and more than 93% of these were completed on the first visit.

This is the high level of service people can expect from us. I look forward to delivering these high standards into the new homes we are building over the next few years.



Shona Stephen
Chief Executive



INTRODUCTION

This report provides you with information about the Association's services and how we performed from April 2018 to March 2019.

OUR VISION

Excellent housing in vibrant communities

OUR VALUES

Respect

We see the positive in everyone. We treat everyone fairly regardless of age, race, gender, sexuality or background. We ask for opinions even though we might not like what we hear. And we address people's concerns in any way we realistically can.

Aspiration

We want the best for all our current and future tenants. We're not afraid to strive for things that won't be easy – or try things that haven't been done before. We seek out opportunities and welcome change. If it doesn't turn out as planned we learn and improve. And then we try again.

Integrity

What we say in public is the same as we say behind the scenes. If we say something, we mean it. Our tenants can count on us to solve their problems and make sound decisions.

OUR STRATEGIC AIMS

- Build more desirable homes in popular neighbourhoods
- Deliver more excellent services to suit our tenants' lives
- Invest in our people to grow and develop their skills
- Find more ways to ensure value for money
- Continue to challenge poverty
- Put even more focus on community health and wellbeing
- Be ready for opportunities

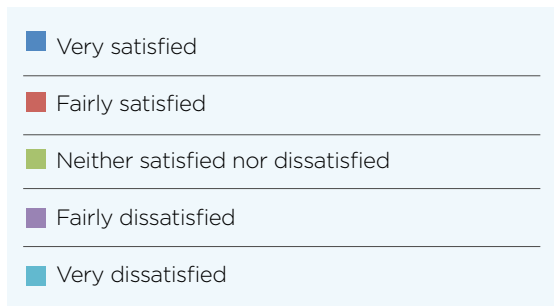
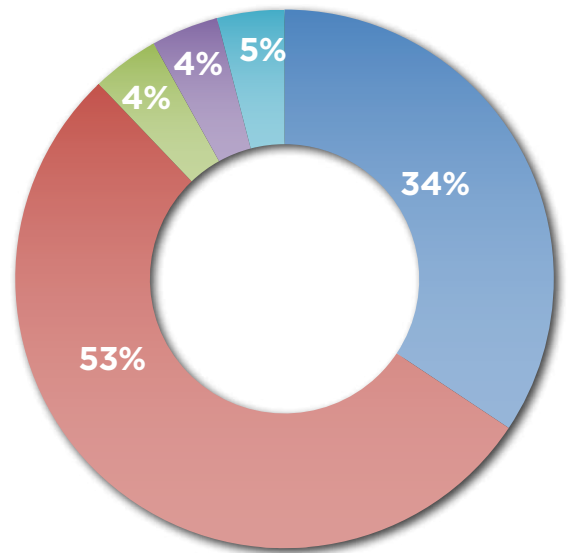
HERE ARE SOME BASIC FACTS AND FIGURES

Homes & rent	Total	House size	House	High Rise	Tenement	4 in a block	Other flat/maisonette	Total
Total homes	4,335	1 apartment	0	100	34	0	0	134
Average weekly rent	£87.72	2 apartment	16	775	1065	24	116	1,996
Rent increase (1 April 2018)	3.3%	3 apartment	62	830	684	104	120	1800
Waiting list	1,255	4 apartment	67	58	116	20	53	314
Homes let	301 – general 50 – supported	5 apartment	72	0	13	0	6	91
		Total	217	1763	1912	148	295	4335

SERVICE SATISFACTION

Our annual tenant survey told us that 87% of tenants are satisfied with the overall service we provide.

We're pleased with this result, but want to keep improving every service.



QUEENS CROSS GROUP



QUEENS CROSS HOUSING ASSOCIATION IS THE LARGEST ORGANISATION THAT SITS WITHIN THE QUEENS CROSS GROUP. THE OTHERS ARE:

Queens Cross Factoring Ltd

Established by the Association in 2005, the factoring company provides property management services to around 2,500 properties in the Queens Cross and Maryhill areas.

Garscube Community Foundation

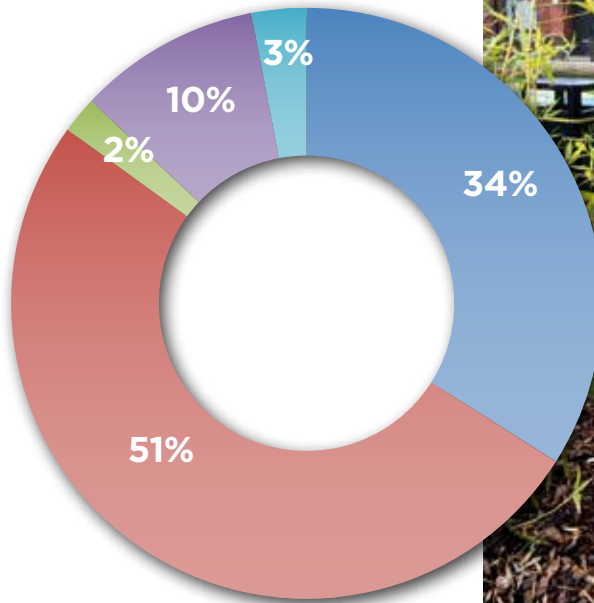
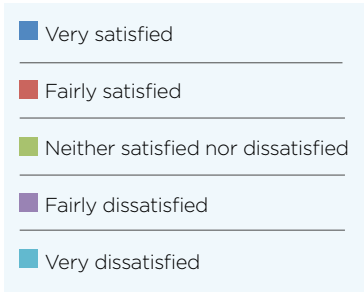
A charity set up to support local community projects and provides funding for those who are disadvantaged or have particular needs. Last year, the Foundation launched the Community Chest, a small grant fund for local young people.

Queens Cross Workspace

On 1 April 2019, QC Workspace joined the Queens Cross Group. Workspace aims to support the local economy, providing affordable business space and targeting unemployment and poverty across the Queens Cross area.

YOUR HOME

85% of new tenants satisfied with their home.



Lettable houses that became vacant

6.64%

Court actions

56

Time taken to re-let properties

19.2 days

Evictions

4 due to unpaid rent

Tenants satisfied with the standard of their home when moving in

90%

Tenancy offers refused during the year

39%

Tenants satisfied with the management of their neighbourhood

85%

Anti-social behaviour cases resolved within locally agreed targets

84%

Properties abandoned

27

Void properties empty for more than six months

0

Notices of proceedings issued

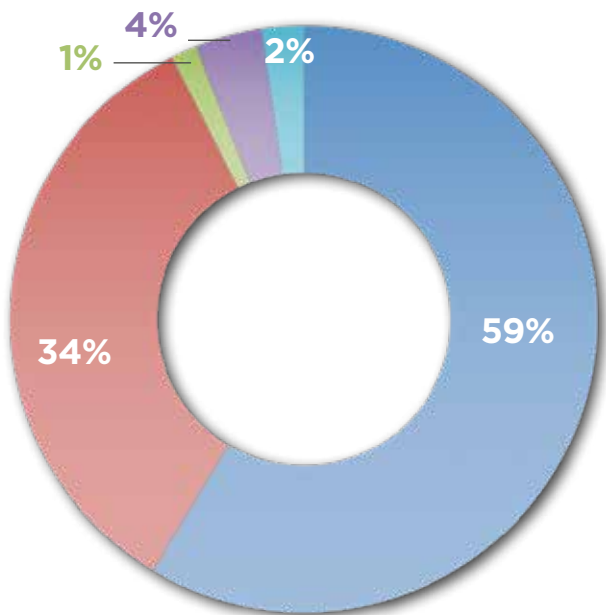
95

Void properties at the year-end

14

REPAIRS & ADAPTATIONS

93% of tenants are satisfied with the repairs and maintenance service



Average time to complete an emergency repair **1.3 hours**

Average time to complete non-emergency repairs **3.1 days**

Repairs completed right first time **93.5%**

Average number of repairs completed per home **4.21**

Approved applications for medical adaptations completed **98.6%**

Average time to complete medical adaptations **44.6 days**

Gas safety records completed by anniversary date **100%**

SCOTTISH HOUSING STANDARDS

The Scottish Housing Quality Standard (SHQS) is the Scottish Government's principal measure of housing quality in Scotland.

The SHQS is a set of five criteria which must all be met if the property is to pass SHQS. These criteria comprise of 55 elements and nine sub-elements against which properties need to be measured.

Stock meeting the Scottish Housing Standard (SHQS) at 2018/19 **96.4%**

Energy Efficiency Standard for Social Housing (EESH)* **68%**

Self-contained stock exempt from SHQS **3.6%**

Stock surveyed in last four years **50%**

*The Energy Efficiency Standard for Social Housing (EESH) is the Scottish Government Standard for energy efficiency.

BUILDING NEW AND IMPROVING EXISTING HOMES

Providing quality, affordable housing is central to what Queens Cross does. A stable home is the basis for a stable life.

WE'RE PROUD OF

CEDAR renovations about to cross the finish line

The project to renovate our three high-rise blocks at St George's Cross is nearly complete.

Old balconies have been transformed into enclosed pods. Glazing panels allow the flats to benefit from the heat of the sun and will reduce the energy needed to heat the flats.

Internal renovation works including new lifts are now complete, along with work to modernise landing and other communal areas.

There will also be new community and commercial space on the ground floor.

These renovations have taken longer than expected and we regret the inconvenience this has caused tenants.

£500,000 project converts offices to homes for rent

We have brought five vacant commercial properties in the area back into productive use – as new homes.

The properties are undergoing a £500,000 refurbishment as part of our conversions programme to meet the high demand for new housing in the area.

The properties were formerly shops or local housing offices that are no longer required. They are generally main door properties which provide the opportunity to create wheelchair accessible and amenity housing for older residents as well as mainstream tenancies.

Hamiltonhill

Funding is now in place to progress a new 600 home development at Hamiltonhill.

£40 million has been secured from M&G Investments to deliver the project that will include 300 social housing homes.

As part of the development this investment will deliver new park and green space along with community and commercial developments that will transform long-term vacant and derelict land.

The money will also allow us to restructure existing debt, freeing up more money to explore other development opportunities in the area.

Ground works on site have now started and the site is set to be complete by 2023.





WE'RE WORKING ON

Fire detection programme

Over the coming year all of our homes will be compliant with new fire detection legislation ahead of the government deadline.

Each home will be fitted with extra detectors that are interlinked to help keep tenants safe.

Burnbank development

We are progressing plans to build a development for older people in Burnbank Gardens, in partnership with Glasgow West Housing Association.

We are now at the pre-planning permission stage and have been meeting with residents and community groups to explain our proposals.

Green Infrastructure Fund delivers for Hamiltonhill

To help us deliver 300 new social housing units at Hamiltonhill we successfully secured a £1.6 million grant from the new Scottish Natural Heritage led Green Infrastructure Fund.

The money will help complete our masterplan for the area by funding a new park, play parks, two new squares and a community garden, as well as

planting more than 500 trees across eight miles of new cycle and pedestrian friendly streets.

A secondary function of the park will be as a drainage resource for the wider development, storing and cleaning surface rainwater in specially built natural tanks before dispersing it into the Forth and Clyde Canal.

DELIVERING EXCELLENT SERVICES

Our promise is to deliver first class services to you, in a way that suits you, when you want them.

WE'RE PROUD OF

High tenant satisfaction for new Queens Cross service

A pilot scheme for supported housing tenants that helps with odd jobs is to be continued after receiving 100% positive feedback.

Over the past year our six-strong 'Home Team' has been taking on a variety of household tasks, not normally covered by tenancy agreements, for people who receive a housing support service and do not have friends or family nearby to lend a hand.

During the pilot the team completed 199 jobs ranging from helping to remove large items of furniture, changing light bulbs and smoke-detector batteries, to hanging curtains and retuning TVs.

A total of 134 customers used the service over the period, and a survey by the association reported a 100% satisfaction rate, with 100% of tenants also saying they would recommend the service to someone else.

Estate Caretaking Guide

Last year we completed a new Estate Caretaking Guide that was delivered to tenants who receive caretaking services.

The guide outlines how the service helps keep properties safe, clean and in good condition and what tenants can expect.

Estate caretakers carry out a range of duties to keep environments clean and safe. It's an around-the-clock service with the exact work carried out dependent on your neighbourhood.

CCTV coverage complete

Dundasvale now has a CCTV system covering public areas. This means all our neighbourhoods have comprehensive coverage linked back to our Firhill Hub.

This frees up our caretakers for other tasks.

Earlier this year we were able to increase the number of night time security patrols carried out and expanded the areas covered. This helps keep our sites and communities safe.





WE'RE WORKING ON

CCTV improvements

We will be extending the internal CCTV systems in some of our Queens Cross Wellbeing service buildings and linking the systems back to the CCTV hub.

New Asset Management Strategy

Our Board has now agreed that a 'Quality Promise' will be made to all tenants.

This will outline what standards they can expect from the association in areas such as energy efficiency, health and safety, maintenance standards and customer care.

New pilot to help with tenancy support

This year we will be starting a pilot to help people coming to us from a homelessness background to get their tenancy off to the best possible start.

This will involve ensuring they can access a suitable furniture package and move in quickly to a safe, comfortable home.

We are actively involved in discussions with partners across the city about our role in helping to tackle homelessness in Glasgow and how we can support people who have been homeless to settle in to their new home as quickly as possible.

Work with young homeless rewarded

The innovative work we do with young homeless people has been rewarded at the UK Housing Awards in London.

Our youth homelessness service received a highly commended award, in the Homelessness Project of the Year category.

Working with 53 vulnerable young people aged 16-25, the service provides suitable, secure accommodation and offers 24/7 support.

Young people are helped with maximising their income, personal development and health and wellbeing.

During a visit to the service Communities

Secretary, Aileen Campbell (pictured above), said:

'We know that homelessness is often the fault of systems, and that's especially true for young people who experience homelessness after living in care, or suffering adverse experiences in early life.

'We want to ensure that nobody leaves care into homelessness.

'That's why I welcome the excellent work of the youth homelessness team at Queens Cross to provide safe and secure accommodation for vulnerable people.'

INVESTING IN OUR PEOPLE

People matter to us whether its tenants or our staff. We are a people focused organisation that will always put individuals first.

WE'RE PROUD OF

Helping people stay in their homes

Our tenancy sustainment team have built up a range of contacts and partners to ensure that when people are struggling to manage their tenancy we can help find them the support they need.

They have worked particularly successfully with the Glasgow 'Housing Options for Older People' team to help people who are stuck in hospital and cannot be discharged because their home is unsuitable.

North West Partnership



We have teamed up with our colleagues at Maryhill Housing Association to share staff resources to deliver our long-term regeneration projects more effectively.

Nine staff are now co-located and collaborating on a programme of new housing developments across North West Glasgow.

We have also created a new post of graduate development trainee to support this new joined up approach to regeneration.

Celebrating our apprentices

Four modern apprentices started at Queens Cross last year.

18-year-old Liam joined us as an apprentice electrician after leaving school.

'I'm enjoying the variety of the role, doing different things and learning on the job and in college every day. I'd like to stay at Queens Cross but I'll take it as it comes.'

'I wouldn't go out my way to move to another organisation.'

Similarly, trainee plumber Lee Campbell started at Queens Cross at the same time as Liam.

He has aspirations of starting up his own plumbing company one day.

'I like learning about the different areas of plumbing and I'm enjoying working in a different environment from school.'

'I'd like to be kept on by Queens Cross after my apprenticeship. One day in the future I'd love to start my own plumbing company.'



Total number of staff

198

Percentage of days lost through sickness absence

5.8%

WE'RE WORKING ON

Social regeneration team builds stronger neighbourhoods

Our social regeneration team runs a busy programme of weekly activities to help build stronger communities.

Activities delivered over the past year include computer coding classes for children, cyber seniors, an intergenerational project that helps older people develop digital skills, English classes for non-native speakers, health and wellbeing groups, activities for older people and kids clubs - including our popular school holiday activities.

The team are working to secure new grant funding to support the wide range of community activities they offer.

Volunteers strengthen Queens Cross community

The range of non-housing related activities we organise would not be possible without volunteers.

Last year our volunteers delivered 7040 hours of their time to help make Queens Cross the community that residents can be proud of.

This is equivalent to over £60,000 worth of labour.

Volunteering allows us to deliver a much bigger and better programme of activities than would otherwise be possible. The kindness and commitment of volunteers makes Queens Cross a better place to live.

We are working on better training and support for volunteers and increasing the range of opportunities to help make Queens Cross a great place to volunteer.



Case study: Our Health & Wellbeing activities build local skills

One of our National Lottery funded projects has really 'hit the nail on the head' by helping tenants learn new skills by recycling waste wood.

Five local people took part in a six-week woodwork skills course run by local community enterprise Boomerang Woodworking. The group produced a variety of garden boxes, pots, chests and trellis frames that will all be donated to local community gardens and care homes.

The latest NHS Health and Social Care Partnership (HSCP) North West survey found that in this area of the city people were far more likely to feel isolated or lonely.

We run activities ranging from walking football to singing groups, cooking and gardening classes, to digital skills for older people and mindfulness and yoga. All of which gives tenants and residents opportunities to get out, socialise, and meet new people.

Good at keeping customers informed about services and decisions

88%

Satisfied with opportunities to participate in decision making

87%

CHALLENGING POVERTY

Although one of the most popular neighbourhoods in the city Queens Cross still has too many people on low incomes struggling to live day to day. We have the tools to help do something about that.

WE'RE PROUD OF

Queens Cross Workspace

Queens Cross Workspace has now been welcomed into the wider Queens Cross Group.

Workspace provide business space where around 500 people are employed in the local area. Their investment programme will help create more local employment opportunities.

Helping tenants through benefit changes

Last year Glasgow moved to a Universal Credit full service.

This is a huge change for our tenants who are on benefits. Our Financial Inclusion Team helped many individuals through the maze of preparing for this change.

In 2018/19, the team dealt with 28 Universal Credit claims, securing funds totalling £24,994.

Children's Holiday Food Programme - Combat Holiday Hunger

We succeeded in getting £8299 of funding from Glasgow City Council's Holiday Food programme.

This funding was used to increase and enhance our summer youth activity programme.

Specifically the funding allowed us to pay for lunches and snacks for all young people attending all our school holiday programme activities throughout the summer.



The funding also helped to pay for quality activities and experiences such as sports coaching, science sessions, arts and crafts sessions and day trips.

Digital Inclusion expansion

Over the past year our computer suite at Westercommon joined the John Wheatley Learning Network.

This means that we now have 12 computers connected to Glasgow Kelvin College, creating new opportunities for community based learning on our doorstep.

We supported 26 young people to complete Community Achievement Awards SQF level 4 and also City & Guilds Entry Level 3 accreditation in Online Basics, to help increase their chances of finding a job.

Queens Cross Community Chest

Grants up to £150 for children and young people aged 1-25 years

We look forward to hearing from you!

We fund

- Equipment for an event or activity
- Clubs, classes or group membership fees
- Trips and travel
- Evening classes, courses or extra tuition
- Skills development
- Clothing e.g. for job interview, winter coat, shoes

For young people aged 25 years and under living or attending school in Queens Cross Housing Association's area of operation.

Get in touch on:
Tel: 0141 589 7435
Email: communitychest@qcha.org.uk



The Community Chest is funded with support from Queens Cross Housing Association and Queens Cross Workspace

[QueensCrossHousing](https://www.facebook.com/QueensCrossHousing)

[@QueensCrossHA](https://twitter.com/QueensCrossHA)



WE'RE WORKING ON

Community Chest supports young people

More than 350 people have been helped by Queens Cross Community Chest funding since it was launched last year by the Association and Garscube Community Foundation.

The total spend since the fund was launched is £24,388.

The Community Chest is a small grants scheme designed to help pay for skills development and extra-curricular opportunities for young people aged under 25 living in the area.

We are working to identify new funders and increase the funds available so that this year's Community Chest can reach even more young people.



Fund helps Hannah take to the water

Hannah Clarkson is a local young person who applied to Queens Cross Community Fund to help pay for club membership fees to help participate competitively in kayaking.

Hannah, aged 14, said: 'Receiving funding from the Community Chest, made me feel recognised and supported by my local community. I felt that people were proud of me and I was being rewarded. The money awarded enables me to continue to pursue my dreams.'

HEALTH AND WELLBEING

Providing a home for tenants is only part of our job. We need to ensure that our tenants are supported to live happy healthy lives.

WE'RE PROUD OF

New Wellbeing Service for Queens Cross

A new combined service is improving access to extra support for older people, young homeless and people experiencing mental health issues in northwest Glasgow.



We have merged all three services around one new brand - Queens Cross Wellbeing.

Wellbeing: housing first for young people, combines the association's current Council for Homeless Young People (CHYP), which offers supported accommodation for young people, and their Fire Station Project that offers outreach housing support. All in all around 50 young people are offered support to help them live stable, independent lives.

Wellbeing: for people age 60+ is the new name for the extra support Queens Cross provides for older people. This includes support to help people who have been ill or in hospital to readjust to living on their own again. It is a service open to everyone in the Queens Cross area, not just tenants.

Wellbeing: for good mental health, is the new name for the service supporting people experiencing or recovering from mental health related issues.

Community Connector

Our Wellbeing: service for people age 60+ is now supported by a new Community Connector.

The Connector works with our older tenants using a good conversation approach to help service users focus on their strengths and build their confidence.

More than 100 older people used the service over the course of the year.





WE'RE WORKING ON

Health and Wellbeing sessions prove popular

In 2018/2019 we delivered 265 separate sessions of health and wellbeing.

These included a diverse range of activities such as yoga, woodwork, mindfulness, gardening sessions, singing groups, easy exercise classes and walking groups. Over 200 people participated in these sessions.

The team are actively pursuing funding and partnerships to expand the range and number of opportunities over the coming 12 months.

New technology to help older people's service

This year we will continue to roll out new technology that supports older people to live independently at home.

The Alertacall system already allows tenants to check in at the touch of a button and allows staff to focus their time on those who need more support.

Electric car hire scheme

In a bid to cut down pollution in the area two new electric vehicles have been provided for hire which local residents, tenants and businesses can hire for personal use.

The cars can be hired for as long or as little as needed.

The project, in partnership with Co-Wheels Car Club, aims to give residents a cheaper alternative to car ownership and helps keep the air cleaner.



EVERY PENNY COUNTS

Every penny of your rent counts. That's why we strive to use your money to get the biggest return in services for our tenants.

WE'RE PROUD OF

New investment Programme

Tenants can find out when their homes will be upgraded thanks to a new five-year investment programme just published on our website.

This is the first time the full, five year investment plan has been made available to customers. Tenants can now see when work on heating systems, kitchens, bathrooms, windows and roofs are scheduled to take place over the period from 2019 to 2024. Door entry systems, common area and environmental works are also included.

Tenants are able to see what work is planned for their home at qcha.org.uk

New app improves access to services

We have now launched a new app that improves access to our services.

A number of services are now available on a self-service basis, all day, every day.

Tenants are now able to log in to their own account, report a repair, pay their rent and get the very latest information about our services.

Nearly 600 tenants have signed up so far.

WE'RE WORKING ON

Woodside improvements

A transformation of public spaces at Woodside is now starting to take shape.

Design work is underway and consultants to deliver the project have now been appointed.

More details of how the new spaces including green space, walk and cycle ways, play and recreation areas, will look, will become available over the months to come.

Offering more activities for older people

Our new Older People's Health and Wellbeing Activities co-ordinator Donna MacLean has brought fresh energy to our approach to tackling social isolation and improving mental and physical health.



Donna has built on traditional activities for older people to offer tea dances and walking football as well as accredited learning courses in partnership with Clyde College.

Over the past year 50 people completed courses on a variety of topics including 'How to lead guided walks', 'First Aid' and 'Food & Hygiene'.

Summer programme keeps kids active

Our summer programme of activities featured six weeks of activities to keep children living in the neighbourhood occupied over the school holidays.

Childcare and the cost of buying extra food can place stress on families during holiday periods. Our holiday programme was popular with children and families alike.

In total, 85 children registered with the

summer programme, 180 lunches were served at Westercommon and 628 lunches were served at Windsor Hall.

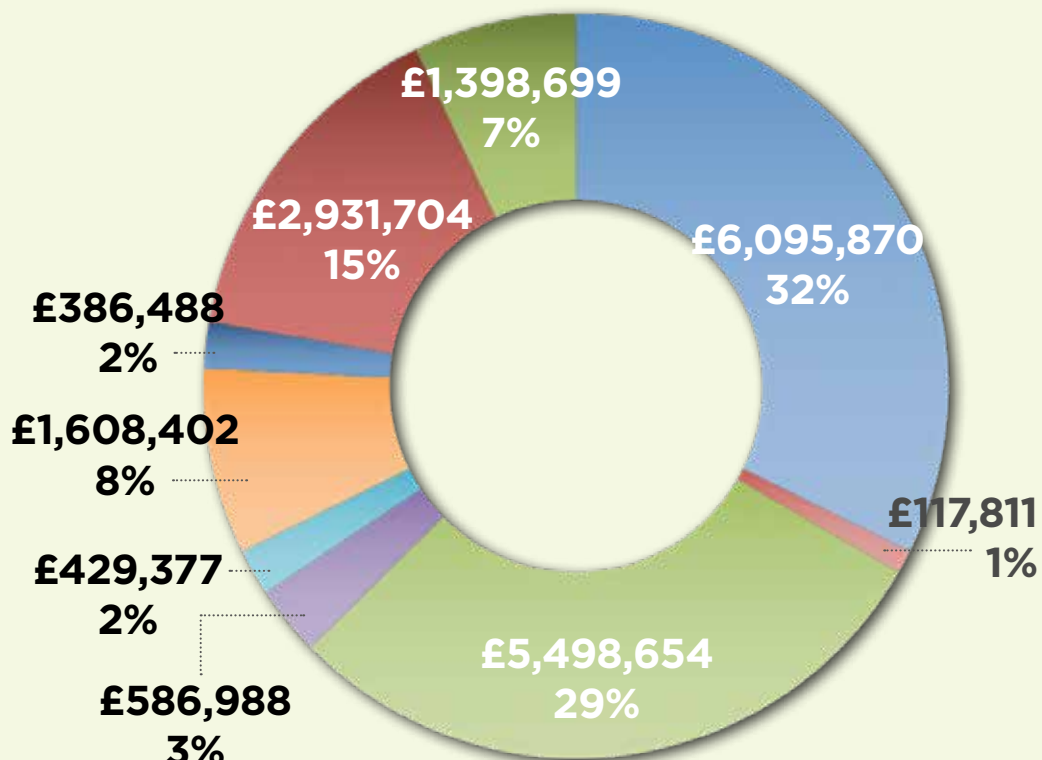
'In a small way, our summer programme has helped to tackle the stark holiday hunger problem in our part of the city. There were 97 holiday hunger programmes delivered by a range of organisations across Glasgow,' said Social Regeneration Manager, Jamie Ballantine.



WHERE YOUR £ WENT IN 2018/19

The pie chart shows the share of the association's cash spent on both capital and major investments and revenue in the year, across each service area or activity.

- Housing and Estate Services
- Furnishing and Other Services
- Reactive and Cyclical Repairs
- Wider role
- Development & Refurbishment
- Housing Support
- Factoring & Workspace
- Major Repairs and Component Replacement
- Net Interest



Income in the year: **£21.8m**

£19m rents and service charges

£1.3m factoring

£1.5m other income

Rent collected as a % of total rent due (including rent overdue from previous year)

100.61%

Gross rent arrears as a percentage of rent due

3.28%

Tenant arrears written off at year end

£261,967

Households for which we receive housing costs direct

2,619

Value of direct housing cost payment received

£11.7m

Percentage of rent due lost through properties being empty during the last year

0.45%

What we spent in the year: **£18.1m**

With any surplus carried forward for future investment

£5.5m Cyclical and Reactive Repairs

£6.1m Managing homes and estate services

£1.6m Housing Support

£2.9m Refurbishing Existing Homes

£1.4m Interest costs

£0.6m Community Activities

VALUE FOR MONEY

How we are doing in meeting this key objective.

What's value for money?

For Queens Cross value for money isn't about choosing the cheapest service or product; it means doing the right things, the right way and at the right cost.

Working with HouseMark Scotland, we compare our performance with thirty one Scottish

housing associations similar to ourselves in size, structure and/or location.

How did we do in 2018-19?

Here are some of this year's key results showing comparisons to our benchmark group and our results for the previous two years.

Housing Management

This is how we manage and let homes, collect rents, engage with tenants and deal with anti-social behaviour.

Our housing management costs are higher than the national average. They have risen since 2017/18 with arrears and tenancy management being the main contributing factor.

The Association's investment in frontline housing staff to meet the demands of welfare reform are reflected in this cost profile.

Alongside the cost of service, the effectiveness in delivering services reflected by arrears management, arrears write off figures and void re-let times shows we are making progress with these suggesting some return on this level of investment.

We do however want to reduce the overall cost per property whilst aiming to maintain our good performance. We will do this through reviewing our processes and through continued stock growth.

Queens Cross 2018/19 cost:
£651 per property

Queens Cross 2017/18 cost:
£602 per property

Queens Cross 2016/17 cost :
£597 per property

Group median* cost:
£466 per property

Responsive Repairs and Empty Homes

This is how we fix emergency and routine problems reported by tenants and prepare empty homes for new tenants.

Our costs have increased slightly since last year as a result of an increase in average responsive repair costs.

Our performance across a range of measures such as repair response times, repairs completed first time and satisfaction with repairs continues to be amongst the top performers and indicative of a high quality service.

Queens Cross 2018/19 cost:
£822 per property

Queens Cross 2017/18 cost:
£757 per property

Queens Cross 2016/17 cost:
£712 per property

Group median* cost:
£828 per property



Planned Maintenance

We have a programme of investment in our homes (e.g. replacing kitchens and bathrooms) and carry out cyclical maintenance such as servicing boilers or outside paintwork.

The Association's major investment programmes at Westercommon and Cedar are either complete or nearing completion so the overall planned maintenance cost per property in the year is lower than the last two years.

The Association's spending in this area this year is lower than the median figure. This follows several years of intensive investment where our spending has been significantly higher than the median. It is the nature of these projects that the total expenditure can vary from year-to-year.

Queens Cross 2018/19 cost:
£739 per property

Queens Cross 2017/18 cost:
£1,983 per property

Queens Cross 2016/17 cost:
£2,803 per property

Group median cost:
£877 per property



Overheads

In order to keep the organisation working effectively as a good business, we have many support functions managing our office, our information and communications technology (ICT), our finances and the management of our staff.

There has been a decrease in the overheads as we have made internal savings across support services and contracts. We have made savings on our print and IT network costs and have reviewed contracts such as the office cleaning provision.

Support services including finance and other central support costs are lower than the group median.

The association continues to have higher than average costs for premises reflecting the range of local offices, facilities and other community facilities in the area although these have reduced as we rationalised these costs. Overall we are slightly over the median for this measure.

Queens Cross 2018/19: **12.8%**

Queens Cross 2017/18: **14.2%**

Queens Cross 2016/17: **13.4%**

Group median: **12.2%**

*Median: The median is the middle figure or number in a list of numbers. For example, in the data set {1, 3, 3, 6, 7, 8, 9}, the median is 6 i.e. the fourth number in the list of 7 numbers.

FACTORING SERVICE

FACTORING SURVEY REVEALS GROWING SATISFACTION

Queens Cross Factoring provides insurance, management and maintenance services to private properties, paid for by the owners.

Our Factoring Service has just completed a customer survey that found 81% of people were satisfied with customer service.

This has gone up from 67% in 2016.

The growth in confidence in the service is thanks to innovative approaches to service delivery

such as the introduction of a new app. This gives customer access to a range of services and resources 24/7.

Customer feedback has been very positive about this new way of interacting with the service, so far more than 400 customers have signed up to use it.

We provided factoring services to nearly 2500 properties last year.

Number homes factored

2,481

Customers satisfied with QCF as their factor

67.93%

Income from Services

£1.28m

Average annual management fee per factoring property

£123.64



GET IN TOUCH, GET INVOLVED

JOIN THE ASSOCIATION

Just £1 is all it takes to become a member of the Association. You then have a real say in how we are run. You can stand for election, attend the Annual General Meeting and vote to appoint Board members.

JOIN THE BOARD

We are always looking for tenants to get involved in how we are managed by joining our Board. Two thirds of Board seats are reserved for tenants. Training and support is provided for anyone interested.

OUR BOARD

Marilyn Clewes

Chair

Sadie Gordon

Vice Chair

David Horner

Vice Chair

Margaret Glass

Community Board Member

Anne Ramsey

Community Board Member

Christine Thomson

Community Board Member

Bronwyn Wyper

Community Board Member

Andrew Burns

Independent Board Member

Ian Elrick

Independent Board Member

John McIntyre

Independent Board Member

COMMUNITY INVOLVEMENT GROUPS

Get to the heart of shaping your community by joining one of our Community Involvement Groups. They are the sounding board for how we develop and improve our four local neighbourhoods: Dundasvale, Queens Cross, Woodside and Westercommon/Hamiltonhill.

RESIDENTS TASK FORCE

We are always on the lookout for more people to get involved with the Residents Task Force. Members are either tenants or local residents who get involved in helping us improve services and the way we work. Training and support is provided.

VOLUNTEERING

We have lots of opportunities for people to get involved in volunteering. Whether you want to brush up skills to help you back into the workforce, or just want to give back to the community, we have something to suit.

COMPLAINTS AND COMPLIMENTS

We want to hear from you whatever you think of our services. All complaints are investigated fully, but we are also keen to hear of positive experiences of our services.

All the feedback you give us, good and bad, helps us improve our services.

Number of complaints **204**

Number of compliments **84**

1st stage complaints upheld **63%**

2nd stage complaints upheld **42%**

Complaints responded to in full **100%**

Complaints responded within timescales **75%**

WANT ANOTHER VERSION OF THIS DOCUMENT?

If you would like this information in another language, in large print, Braille, Easy Read, on tape or disk or in British Sign Language (BSL), please ask us. You can call us on 0808 143 2002 or email contactus@qcha.org.uk

如果您希望将该信息翻译为其他语言、或用大号字体印刷、或盲文、或易读格式、或刻录在磁带或光盘中、或者翻译为英国手语，请联系我们。您可以致电 0808 143 2002，或发邮件到 contactus@qcha.org.uk

若欲將該資訊翻譯至其他語言、或用大號字體印刷、或盲文、或易讀格式、或刻錄到磁帶或光碟、或者翻譯為英國手語，請聯繫我們。您可致電 0808 143 2002，或電郵至 contactus@qcha.org.uk

إذا كنت تريد الحصول على هذه المعلومات بلغة أخرى، أو مطبوعة بحروف كبيرة، بلغة برايل، القراءة السهلة (إيزي ريد)، على شريط أو قرص، أو بلغة الإشارة البريطانية (BSL) فالرجاء أن تطلب منا هذا. يمكنك الاتصال على 0808 143 2002 أو مراسلتنا عبر البريد الإلكتروني: contactus@qcha.org.uk

Jeśli chcą Państwo uzyskać informacje w innym języku, wielką czcionką, alfabetem Braille'a, w formacie Easy Read, na taśmie lub dysku bądź w Brytyjskim Języku Migowym proszę skontaktować się z nami telefonicznie na numer 0808 143 2002 lub wysłać wiadomość na contactus@qcha.org.uk

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ, ਮੋਟੀ ਲਿਖਾਈ, ਬ੍ਰੇਲ, ਸੌਖ ਦੇ ਨਾਲ ਪੜ੍ਹਨ ਵਾਲੇ ਨਮੂਨੇ, ਟੇਪ, ਡਿਸਕ ਜਾਂ ਬ੍ਰਿਟਿਸ਼ ਸਾਇਨ ਲੈਂਗੂਏਜ (ਬੀ ਏਸ ਐਲ) ਦੇ ਵਿਚ ਚਾਹੀ ਦੀ ਹੈ ਤੇ ਕ੍ਰਿਪਾ ਕਰ ਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ। ਤੁਸਾਂ ਸਾਡੇ ਨਾਲ ਫੋਨ ਨੰਬਰ 0808 143 2002 ਤੇ ਗੱਲ ਕਰੋ ਜਾ ਫਿਰ ਸਾਨੂੰ contactus@qcha.org.uk ਤੇ ਈ ਮੇਲ ਘੱਲੋ।

اگر آپ کو یہ معلومات کسی دیگر زبان، بڑے پرنٹ، بریل، آسانی سے پڑھے جانے والے نمونے، ٹیپ، ڈسک یا برٹش سائن لینگویج (بی ایس ایل) میں چاہیے تو براہ مہربانی ہم سے بات کریں۔ آپ ہم سے فون نمبر 0808 143 2002 پر بات کریں یا ہمیں contactus@qcha.org.uk پر ای میل بھیجیں۔

GET IN TOUCH

For all opportunities to get involved with us, please:

- Call** 0808 143 2002
- Visit** www.qcha.org.uk
- Email** contactus@qcha.org.uk
- Follow** www.twitter.com/QueensCrossHA
- Like** www.facebook.com/QueensCrossHousing
- Write** Queens Cross Housing Association, 45 Firhill Road, Glasgow G20 7BE



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