



CHARTER PERFORMANCE REPORT 2021/2022

AFFORDABLE HOMES WITH PEOPLE IN MIND

Making a Difference



LANARKSHIRE
HOUSING ASSOCIATION LTD



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Introduction

The Association is delighted to publish our Charter Performance Report for the financial year 2021/22, which highlights our performance against the performance standards detailed within the Scottish Social Housing Charter.

Despite the pressures of the pandemic easing during 2021/22, the operating environment remained exceptionally challenging. Government restrictions to prevent virus transmission were gradually eased during the year, however, difficulties remained in managing services remotely. Thankfully, there was no further interruption to service delivery and the full suite of services offered by the Association were able to be resumed and the office re-opened to tenants and the general public once more.

The economic impact of the pandemic, along with other global events, has, however, resulted in a surge in prices that is being felt acutely by both tenants and businesses. This cost-of-living crisis effect has already been felt on the costs that the Association incurs in operating the business. Future spending and investment plans will need to be reviewed to ensure the correct balance between maintaining rents at an affordable level and investing in the quality and fabric of the housing stock to safeguard their status as attractive and desirable homes.

During this period of uncertainty, our primary objective has been to protect the health and wellbeing of Tenants, Staff and Committee whilst ensuring that we meet all our statutory and regulatory responsibilities. We are, therefore, very pleased to report that, despite the challenges the year has presented, our service provision and performance levels have been maintained. The Management Committee has also approved its Annual Assurance Statement which confirms that it complies with the Scottish Housing Regulator's Regulatory Framework. In most cases, the pandemic has not had a detectable impact on our key business measures and this demonstrates the resilience, flexibility and dedication of our staff to keep producing favourable outcomes for tenants and customers.



Although performance measures have remained strong, it was acknowledged that, in some instances, tenants expectations might not have been met as we were unable to exercise our normal systems of quality control due to restrictions. It is pleasing to note that the results from the Tenant Satisfaction Survey undertaken during the year provided an overall satisfaction level of 95.2%, which is an increase from 94.6% from the previous survey from June 2018, which preceded the pandemic. This provides strong evidence that the overall quality of services delivered has continued throughout this period.

A summary of our principal achievements is listed below:

- repairs and maintenance service continues to provide a high quality of work and response levels based on tenant satisfaction surveys
 - planned upgrades to the housing stock encompassing replacements of boilers, bathrooms and kitchens
 - average re-let times improved
 - quick turnaround of void properties to the lettable standard, compared to the Scottish average, thus minimising rent loss
 - recruitment of a Housing Services Director to lead the delivery of improved housing management services to service users
- The Regulator provides an annual risk assessment of all Registered Social Landlords (RSLs) throughout Scotland on their business performance and compliance with Charter outcomes. The Association is delighted our engagement with the Regulator is, once again, at the lowest level, which is an indicator that we continue to demonstrate that we operate a successful, well run business, meeting the needs and expectations of our tenants.
- Within the report we provide a comparison with the Scottish average, as published by the Regulator. We further benchmark our performance against other similar social housing landlords, shown as a Peer Group.





Equality

WE PERFORM ALL ASPECTS OF OUR HOUSING SERVICES SO THAT:

◆◆ *every tenant and other customers has their individual needs recognised, is treated fairly and with respect and receives fair access to housing and housing services* ◆◆

Our policies and approach underpin these important values and we continually reassess ourselves and adapt where necessary.

Summarised below are examples of good practice that demonstrate our commitment to equality:

- accredited as a Disability Confident Employer
- dedicated Human Resources and Equality Sub Committee to tackle equality
- Equality Policy reviewed annually

- quarterly monitoring of complaints encompassing equality issues
- operate a “Happy to Translate” service on existing policies and communication
- our reception area and conference facilities are equipped with disabled access and has an “Induction Loop” facility to aid individuals with a hearing impairment
- website incorporates user friendly functionality to assist the visually impaired or those that speak a foreign language





The Performance Report and Our Results

The Charter was introduced in April 2012 and requires us to provide information on our performance to the Regulator through completion of the Annual Return on the Charter. This allows the Regulator to publish a 'Landlord Report' for the Association each year, a copy of which is enclosed with this report.

Throughout the report, we have provided detailed information that explains the various initiatives that we have undertaken during 2021/22 that contributes to each performance indicator. It is hoped that this will provide an understanding of how we are measured against the national standard and in relation to the services we provide to you as a tenant and service user.

The Regulator also publishes the following reports and key results on their website:

www.housingregulator.gov.scot

- The National Report on the Scottish Housing Charter - Headline Findings 2021/22
- Lanarkshire Housing Association Landlord Report

The reports and the feedback received from our 2021/22 Tenant Satisfaction Survey have been used to develop this Performance Report.





Feedback

Our Tenant Focus Group plays an integral and important role in scrutinising our performance and providing a valued customer perspective on any proposed strategies, policies and publications.

Every tenant or service user has an equal right to provide feedback. Please be assured

that all tenants' views are taken seriously and not just those of the Tenant Focus Group. With this in mind, we welcome your comments and fully appreciate any ideas for further improvements. If you are interested or simply wish to comment on any aspect of service that can be improved then please contact us.

A feedback form is enclosed, which we ask you to complete and return in the freepost envelope provided by 12th December 2022. Alternatively, visit our website and click on the Contact Us menu, where you are able to email us directly at enquiries@lanarkshireha.com. An analysis of the feedback received will be presented within the newsletter.





Customer Satisfaction

It is our aim that through the services we provide and the manner by which we behave, a positive outcome is reached for all our customers. We focus on making the correct

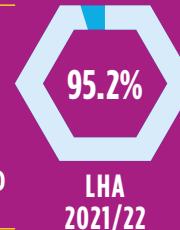
decisions at every level for our tenants and the wider community by investing in our housing stock and channelling targeted funds into worthwhile projects.

All RSLs within Scotland are required to measure satisfaction with the services they provide. The means by which we gather this information is mainly through our Tenant Satisfaction Survey, which is undertaken every 3 years. The most recent survey carried out was in February 2022 with the overall satisfaction levels reporting 95.2%, higher than both the Scottish average and our Peer Group, providing assurance that

the services being provided are delivering the results that tenants demand.

Whilst we are delighted with these results, particularly

% OF CUSTOMERS
SATISFIED WITH
THE OVERALL
SERVICE PROVIDED
BY THEIR LANDLORD



Complaints

We are committed to providing customer service that is high quality and focused on continuous improvement. If you feel that any aspect of our service does not meet with your expectations or is unsatisfactory, then we would encourage you to make a complaint.

We have a clearly defined Complaints Policy which sets

out how your complaint will be dealt with and in what timescale. If at the conclusion of the complaints process you still disagree with the outcome, then you will be advised on what further steps you can take.

This Complaints Policy complies fully with the requirements of the Scottish Public Services Ombudsman (SPSO) for

complaints handling. All complaints received during 2021/22 were concluded within the agreed timescales.

We monitor and report on all complaints we receive on a quarterly basis and the latest report is available on our website along with further details on how you can make a complaint.



Communication and Participation

WITHIN THE CHARTER THESE OUTCOMES ARE DESCRIBED AS:

◆◆ *making it easier for customers to communicate with us and getting information needed about how we manage our service and about how and why we make decisions about services we provide* ◆◆

◆◆ *making it easy for you to participate and influence our decisions in a way that suits you* ◆◆

In recent years, the Association has sought to improve and adapt its communication strategy by modernising the platforms and methods available to tenants and shared owners. This is an ongoing journey as we embrace new ways of working. The new website and mobile app has proven to be important as the Association can publish regular bulletins on key information and the latest performance results. Investment in these communication

methods has proved to be invaluable over the past year, with changes in the delivery of services being posted immediately and directly to the website as the Government both introduced and relaxed lockdown restrictions.

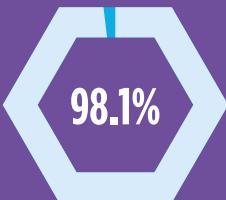
The planned introduction of a secure portal for tenants to have on-line access to their rent account and other services will be progressed in the coming year as the digitalisation of

services is essential for the business to operate more efficiently. These services will not be introduced at the expense of having direct contact with staff and no tenant or customer will be left digitally excluded. In our recent 'Tenant Census', 70% of our tenants told us that they would like to access Association services digitally and we will work with tenants to offer these opportunities in addition to more traditional methods.

We have already updated our Housing Management system and will further develop the use of Mobile Technology and

the Customer Relationship Management (CRM) module to further improve the customer experience for our tenants.

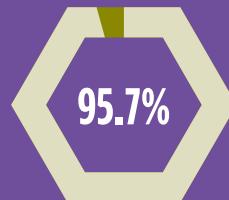
% OF CUSTOMERS WHO FEEL WE KEEP THEM INFORMED ABOUT SERVICES AND DECISIONS



LHA 2021/22



SCOTTISH 2021/22



PEER 2021/22



Our annual leaflets and surveys sent out to you explaining important matters, such as "Delivering Affordable Rents" and "Rent Review Survey" are

regularly updated to ensure that they remain easy to understand and provide comment. Whilst the consultation exercise on this year's rent review produced a



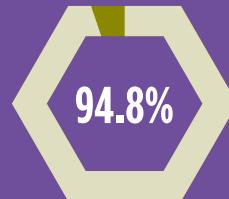
% OF CUSTOMERS SATISFIED WITH THE LEVEL OF OPPORTUNITY TO PARTICIPATE IN THEIR LANDLORD'S DECISION MAKING



LHA 2021/22



SCOTTISH 2021/22



PEER 2021/22

lower level of feedback than we would have liked (7%), the overwhelming majority of views expressed supported the proposal to increase rents in April 2022 by 2%.

Our Tenant Handbook provides valuable information and advice on all the services we provide, such as customer care, rights and responsibilities, tenant participation opportunities and housing matters explained.

If you have not already been supplied with the Tenant Handbook, it can be downloaded from our website.

Tenant engagement and participation will play an increasing role in shaping the delivery of services in the future to ensure that the needs and aspirations of tenants are properly communicated throughout the decision making process.



Repairs, Maintenance and Improvements

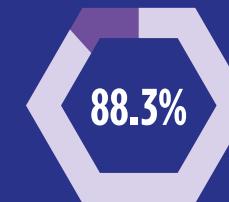
WITHIN THE CHARTER THIS OUTCOME EXPECTS:

◆◆ *landlords manage their businesses 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* ◆◆

% OF SATISFIED CUSTOMERS WHO
HAD REPAIRS AND MAINTENANCE
CARRIED OUT DURING 2021/22



LHA 2021/22



SCOTTISH 2021/22



PEER 2021/22



There was no significant change in the performance of our reactive repairs services over the year which remained better than the Scottish RSL average in all respects.

AVERAGE RESPONSE TIMES FOR REPAIRS	LHA 2021/22	SCOTTISH 2021/22	PEER 2021/22
EMERGENCY	1.4 HOURS	3.4 HOURS	3.2 HOURS
NON-EMERGENCY	3.1 DAYS	8.6 DAYS	7.2 DAYS
PERCENTAGE (%) OF REPAIRS COMPLETED RIGHT FIRST TIME	LHA 2021/22	SCOTTISH 2021/22	PEER 2021/22
99.3%	87.9%	85.7%	

During the last year we continued our commitment to invest in our housing stock by undertaking planned upgrades totalling £443,000. This represented an underspend as progress continued to be affected by contractors' delays.

Having already achieved the SHQS across our stock,

we importantly met new requirements for smoke, heat, and CO alarms from February 2022 and for outstanding 5 yearly electrical checks to be completed by the end of March 2022. Prior to the Covid-19 outbreak much of the required work had been carried out through a measured term contract but latterly remaining

properties were all improved to meet the higher standards on a reactive basis.

The planned maintenance programme of work inside occupied housing was able to re-start as Covid-19 related restrictions relaxed and we completed previously delayed work: external door replacements in the Clydesdale Road area of Mossend and boiler and kitchen replacements in Flanigan Grove, Bellshill. Subsequent work was affected by a difficult tendering environment and by labour and materials shortages but we were able to negotiate a contract for heating and kitchen replacements in 63 properties across a further three areas.

As in the previous year, we fully complied with the statutory duty to timeously complete annual gas safety checks.

The cyclic maintenance programme was dominated by the start of a major paintwork contract, carried out on 449 rented and factored properties across fifteen areas.

Historically we have plans in place ensuring that our housing and neighbourhoods are well maintained and remain so. These are supported by independently produced 5 yearly stock condition surveys

and updates to our life cycle costing exercise. The latest, in September 2021, also addressed the implications of the *Energy Efficiency Standard for Social Housing post 2020*, which sets a target for all social housing to meet by 2032. Inception of the first project which should contribute to meeting this, window replacements across five areas, was in early 2022.





Access to Housing



The Housing Management service that we deliver provides good quality information to customers on their housing options. The Common Housing Register that is in place within the local authority areas we operate in provides a one stop approach to housing and enables us to gather and advise on all of the housing options available to applicants. We have our own independent Allocations Policy, which determines how we allocate our houses. This was approved by our Committee in June this year and due to 'go live' in January 2023. A full copy of this Policy is available on our website.

The following table shows the breakdown of allocations that were made during 2021/22:

ALLOCATION CATEGORIES	NO.
EXISTING TENANTS	3
HOUSING LIST APPLICANTS	38
NOMINATIONS FROM LOCAL AUTHORITY	13
STATUTORY HOMELESS	5
TOTAL	59



We made a total of 105 offers of housing during the year with 44 of these being refused (42%). This is higher than we would like and higher than the Scottish average of 33%. We have reviewed the reasons for refusal to understand if there are specific reasons that we can overcome e.g. condition of common areas. We will be working with our Tenant Scrutiny Group to review our Void Property Management Policy with this in mind.



AVERAGE DAYS FOR THE RE-LETTING OF PROPERTIES



LHA 2021/22



SCOTTISH 2021/22



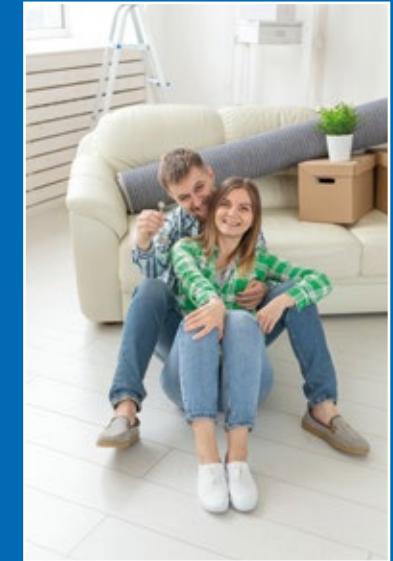
PEER 2021/22

Re-letting of Properties

We try to ensure that all of our housing stock is fully occupied and when a property becomes available we will make certain that it meets the Association's standards before it is re-let. This can be challenging at times as we need to schedule repairs quickly and efficiently making the property available for re-let as soon as possible.

As can be seen from the performance for 2021/22, average re-let times continued to be impacted by the restrictions introduced to

minimise virus transmission. Historically, LHA properties are re-let approximately within 14 days. Performance for 2020/21 was 42.5 days and this has improved significantly to 24 days for 2021/22. Whilst this is higher than historical averages for the Association it can be seen that all RSL's were continuing to experience similar difficulties in allocating homes. It is anticipated that performance for the current year will be closer to the historic average.





Tenancy Sustainment

Access to Support

We work hard with tenants and welfare advice partners to ensure tenants facing difficulties receive support in relation to rents or benefit and for problems with energy bills and the wider increase in the cost-of-living. We pride ourselves in ensuring that tenants are signposted to required support.

WITHIN THE CHARTER THE OUTCOME EXPECTS:

◆◆ *landlords must ensure that customers get the information they need to obtain support to remain in their home and ensure suitable support is available including services directly by the landlord and by other organisations ◆◆*



The Association aims to ensure tenancies are sustained with initiatives in place to help support this.

We conduct 'Settling in Visits' for new tenants to assess any potential difficulty faced in sustaining their tenancy.

Tenancies can end early for a number of reasons, however, we aim to support those who require assistance in order for them to remain in their home for as long as they want. For performance management purposes the number of new tenancies that last more than a calendar year are measured. 94% of new tenancies created lasted more than 12 months which provides evidence that tenants are being allocated homes of their choosing that meet their housing needs.

Adaptations

Adaptations, such as wet floor showers, ramps and handrails play a vital role in ensuring tenants can continue to live independently in their homes and sustain their tenancy.

This is a priority area for us and we receive funding from the

Scottish Government to assist us in delivering these essential works. Although Covid-19 played some part in the delay in completing adaptations we also recognised internal delays and have made changes to our processes to reduce this time moving forward.



NUMBER OF LHA ADAPTATIONS CARRIED OUT 2021/22	AVERAGE DAYS TO COMPLETE LHA 2021/22	SCOTTISH AVERAGE 2021/22	PEER AVERAGE 2021/22
12	113 DAYS	54 DAYS	61 DAYS

Advice for Tenants and Residents (AFTAR)

We understand that tenants circumstances may change for various reasons and that their ability to pay may be affected by changes to benefits that they might be claiming. With this in mind, through our partnership with AFTAR, we can offer support and assistance to tenants with a whole range of financial issues including debt management, entitlement to welfare benefits and household budgeting. In addition to this,

energy efficiency advisors are available to assist in reducing fuel bills along with training opportunities for improving computer literacy and IT skills.

The AFTAR advisory service is a partnership project that provides help and support to tenants and service users of five housing associations within the North Lanarkshire area. Their appointment service is flexible whereby tenants can

benefit from a home visit or attend the offices of their local housing association or Citizens Advice Bureau. They also offer support and guidance on employment, consumer, family and relationship issues.

If you think you need assistance in any of the above areas, further details can be obtained from our website or alternatively call the AFTAR Project Co-ordinator on (01698) 265349.



Neighbourhood and Community

WITHIN THE CHARTER, THE OUTCOMES ARE ABOUT:

◆◆ *landlords working in partnership with other agencies to help ensure that customers live in well-maintained neighbourhoods where they feel safe ◆◆*

Being able to enjoy living in your home and your neighbourhood is something we all expect. Our aim is to make your community safe, secure and attractive to live in. We work in close partnership with many agencies including

Police Scotland, local authorities and support groups to provide effective neighbourhood management.

Our estate management procedures have the objective of addressing neighbourhood

issues. Sensitive tenancy management is crucial to effective estate management and successful neighbourhoods and we will work with our partner agencies to ensure that anti-social behaviour problems are resolved satisfactorily.

AS PART OF OUR TENANTS' SATISFACTION SURVEY, WE ASKED IF YOU WERE SATISFIED WITH THE LANDLORDS CONTRIBUTION TO THE MANAGEMENT OF YOUR NEIGHBOURHOOD.



85.52%

LHA 2021/22



85.1%

SCOTTISH 2021/22



87.87%

PEER 2021/22

ANTI-SOCIAL BEHAVIOUR
% OF ANTI-SOCIAL BEHAVIOUR CASES REPORTED IN THE LAST YEAR, WHICH WERE RESOLVED



During 2021/22 we received 27 cases of anti-social behaviour, which is a reduction from 34 in the previous year. The majority of these reports related to low level nuisance behaviours and were resolved by reminding tenants of their obligations under their tenancy agreement or by issuing warnings. This is welcoming news as it proves that we are contributing to keeping our neighbourhoods safe. Whilst broadly in line with the Scottish average, our performance at 88.9% is lower than our Peer Group (94.7%).

We will carry out further analysis of this data and examine where we could change our processes to improve in this area. This review will be carried out in consultation with our tenants.

Our housing management team handle all cases sensitively and patiently in an effort to get an agreed outcome. A "Good Neighbourhood" leaflet is provided along with your tenancy agreement, which contains useful advice and assistance. This will also be reviewed.

Positive Engagement with Communities

As a social landlord, we aim to ensure that your neighbourhoods benefit from community led projects and our tenants are given the opportunity to either participate in them or know that rents are being wisely invested into making them sustainable and continue in "Making a Difference".

In 2021/22, our involvement in community projects have been effective in delivering a positive influence on others.

- our joint venture with Forgewood Housing Co-operative in promoting Social Inclusion has inevitably been affected by lockdown restrictions. The purpose of this initiative is simply to encourage all age groups to come along and meet people, learn new things, have fun or simply chat and as we emerge from the pandemic, this will be of vital importance to those who have been negatively impacted by the restrictions. We hope that activity will increase in the coming year and we will look to identify ways of engaging with tenants in other areas



- we have reconvened our Tenant Focus Group and have started 'in-person' meetings again. With support from the Tenants Information Service, the Group will be carrying out scrutiny exercises on a number of our service areas - chosen by them



We continually look for and wherever possible, provide support to those community projects that create positive outcomes to the local area.



Value for Money

THE CHARTER EXPECTS SOCIAL LANDLORDS TO MANAGE ALL ASPECTS OF THEIR BUSINESS SO THAT:

◆◆ *tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay* ◆◆

Delivering Value for Money

We operate a programme of continuous improvement to ensure that we maximise value for money at every opportunity. The challenges facing the Association are ever present as welfare reform, energy and cost-of-living pressures continue to impact on the collection of rents. Rent affordability is a key measure that ensures we achieve a balanced approach to proposing rent levels that adequately cover the cost of the business. We also focus on a series of initiatives to generate savings or to identify cost avoidance within the Association.

The financial highlights of the year are detailed as follows:

- a rent increase of 2.0% was applied in April 2021 and total rent income for the year amounted to £4.128m
- the maintenance programme for the housing stock totalled £1.115m, with £0.5m invested in major repairs and improvements mainly to kitchens and central heating systems
- debt servicing payments were £0.760m, of which £155,000 was paid in respect of loan interest, an effective interest rate of 1.9% on the Association's total debt
- arrears management and support services has ensured that rent arrears remain low compared to overall rent collected. Our collaborative approach with the local authority has meant those tenants on Universal Credit are treated sensitively and efficiently thus keeping the level of rent arrears low and below the national average



Our aim is to achieve sustainability, by generating an operating surplus each year in order to reinvest into our housing stock for future years. For the financial year 2021/22, our operating surplus was approximately £843,000 which strengthened the Statement of Financial Position.

Good financial planning ensures our continued viability with our financial strategy placing us in a strong position and allowing us to continue investing in properties.

It is our objective to generate an operating surplus, each year, which is transferred to reserves to be used for future investment of the housing stock.

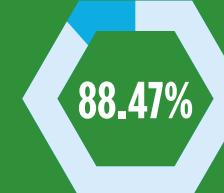


Tenants Feedback

We assess tenants' views on the rent levels each year as part our rent review process, with our Tenant Satisfaction Survey asking tenants:

TAKING INTO ACCOUNT, THE ACCOMMODATION AND SERVICES LHA PROVIDES, DO YOU THINK THE RENT REPRESENTS GOOD VALUE FOR MONEY?

In response, 88.47% of tenants felt the rent for the property represents good value for money, which is above both the Scottish and Peer averages. This is pleasing as it can provide evidence that the views and opinions of all customers influence the policies and procedures of the Association that allow it to deliver homes and neighbourhoods that meet expectations at an appropriate affordable rent level.



LHA 2021/22



SCOTTISH 2021/22



PEER 2021/22



We understand that pressures on tenant incomes are more intense now than they have been for some time and it is likely this will continue. We will ensure we continue to spend rent money responsibly and will seek to minimise future rent increases where it is possible to do so without risking service delivery and investment in our homes.



Housing Stock and Rent Levels

As at 31 March 2022, we owned 927 rented and 41 shared ownership homes and factored 210 properties. All of our housing stock is categorised as general housing needs. The illustration opposite shows the breakdown of our housing stock and average rent details.



HOUSE SIZE	NUMBER OF HOMES	LHA AVERAGE 2021/22	SCOTTISH AVERAGE 2021/22	PEER AVERAGE 2021/22
1 APARTMENT	0	£0	£75.95	£68.10
2 APARTMENT	362	£76.84	£81.32	£76.95
3 APARTMENT	466	£90.14	£84.18	£85.07
4 APARTMENT	99	£98.95	£91.48	£94.31
TOTAL PROPERTIES	927	£85.89	£86.73	£85.44

Rent Arrears

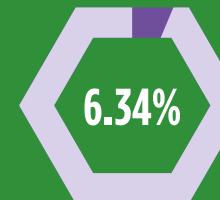
As part of our work to ensure value for money we try to keep rent loss to a minimum. One of the main reasons for loss of rent is through rent arrears. We do what we can to prevent arrears from happening by providing

good advice and support to tenants and quickly dealing with issues when arrears do arise.

The pandemic and cost-of-living pressures have brought financial problems for many

of our tenants. With the support of our housing staff and referrals to AFTAR our performance in this area remains strong and compares well against the Scottish average and our Peer Group.

TOTAL RENT ARREARS AS A PERCENTAGE OF RENT DUE





Charter Review and Evaluation

It is hoped that this report provides a clear overview of our performance along with the Landlord Report.

If you wish to find out more about our performance please contact our office by telephone (01698) 269119 or email us at enquiries@lanarkshireha.com.



Further information is also available on the Regulator's website at www.housingregulator.gov.scot, where you can:

- compare our performance with other landlords
- see all of the information we reported on the Charter
- find out more about the terms used in this report; and
- find out more about their role and how they work

Finally, if you would like to receive any of our information in another format such as a different language, large print, braille or audio then please contact us and we will arrange this for you.



LANARKSHIRE
HOUSING ASSOCIATION LTD



Very Best Wishes from





CHARTER PERFORMANCE REPORT 2021/2022

AFFORDABLE HOMES WITH PEOPLE IN MIND

Making a Difference

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Registered Society under the Co-operative and Community Benefit Societies Act 2014:
Reg. No 1941R(S)

Registered as a Scottish Charity:
Reg. No. (SC042523)

Registered with the Scottish Housing Regulator:
Social Landlord No. 202

Registered under the Property Factors (Scotland) Act 2011:
Reg. No. PF000275