



**Putting Our Tenants and Our Communities First**

## Landlord Report 2020/21



Through out the pandemic ACHA and AHFA staff worked along side Argyll and Bute Council, local community groups and organisations. Staff delivered food parcels, fresh food and free school meals to those in need or eligible.

AHFA Operative John Chisholm is pictured left



AHFA Operative Martin Weir (pictured above) delivered a van load of personal protective equipment to Lorn and the Isles Hospital on behalf of the Association. The delivery included visors, facemasks, gloves, aprons and shoe covers.

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## A word from the Chair

As I come to the end of my first year as ACHA's Chairperson it gives me great pleasure to present our 2020/21 Landlord Report.

Each year, we provide information about our performance to the Scottish Housing Regulator. The Regulator then publishes its Landlord Reports which lets tenants see how well their landlord is performing and how that performance compares with other landlord's in Scotland. The Landlord Report is available on our website at [www.acha.co.uk](http://www.acha.co.uk).

All the "facts and figures" in this report relate to the time between April 2020 and March 2021, but it would be impossible for me to ignore the Covid 19 pandemic which began in March 2020. Service delivery was badly affected, particularly in the early months. However, we were able to carry out emergency repairs and health and safety testing and we are very grateful to all Group staff who took risks to make this happen. Also during this time, we have continued to provide a Welfare Rights Service and Housing Management staff have been assisting people who have struggled to pay their rent.



I am grateful to each and every one of the Group's Governing Body members who have attended meetings during this difficult period. This has helped ensure the Association has continued to operate in an appropriate manner giving support and guidance to all members of staff.

I am pleased to report that in 2020/21 we installed 308 new Air Source Heat Pumps, with an investment of £1.5 million in match funding from ACHA. Looking forward to 2021/22, we will be fitting a further 737 new Air Source Heat Pumps with an investment of £4 million from ACHA. In addition, we have installed External Wall Insulation to 344 properties in Oban this year with a further 244 ACHA homes planned in Oban and another 257 ACHA homes in Cowal & Bute in 2021/22. Just under 500 private owners will also get External Wall Insulation fitted to their homes through the project supported with HEEPS/ABS grant funding of just over £2.7 million and ACHA match funded this with just over £3 million this year. Further investment of £1.2 million from the Scottish Government and just over £2 million from ACHA will enable the project to directly address problems with fuel poverty by making the buildings more thermally efficient.

We also continued to build new homes as part of our commitment to the Scottish Government's target. The total development value of over £3m, with financial contributions from the Scottish Government, ACHA and Argyll and Bute Council has been invested on building 18 new homes completed in the past year.

ACHA continues to encourage tenants to get involved in the work of the Association. One of the ways you can do this is by joining Your Voice which is our Tenant Scrutiny group who review our policies and procedures to test they are fit for purpose. For more information and details on how to join visit the [Your Voice Group page](#).

I would like to finish by thanking all our tenants for their patience and support over the past year and to acknowledge how important our tenants are to us. We will strive in the upcoming months and years to provide the best service possible.

Wishing everyone all the very best.

Roddy



**Warm Homes Fund—Energy Efficiency Project on site in Oban.**

Pictured left to right: Gary Meredith, Scottish and Southern Energy; Aileen Semple, Argyll and Bute Council; Councillor Roddy McCuish, Chair of ACHA and Alastair MacGregor, Chief Executive of ACHA.



# Hello from the Chief Executive

Our Chairperson Roddy McCuish has highlighted in his report the particular challenges of the past year 2020/21 around Covid 19. I would simply wish to express for the record my thanks to the staff and Board members of the ACHA Group for their adaptability and resilience in rising to this challenge.

The performance outturns in this year's Landlord Report in my view were able to be achieved because of our ability to adapt and respond to things differently, to continue to deliver services and do what we wanted to do. I would also want to thank our tenants and other partners for working with us in the new world of Covid 19.



The key themes that come out of this year's Landlord Report relate to our continuing priority to improve the energy efficiency of our homes, and you will see examples of that in the report. We have also tried to continue to focus on improving services and responding to the needs of our tenants as best as we can. You will see a number of examples of that within the report which I hope confirms our commitment to continuous improvement.

I am particularly pleased to see that our Exemplar Estates work is being driven forward. I believe this 5-year initiative will make a material difference in improving the quality of the landscape in the immediate external environment of our homes. Although some of this work was held up by Covid 19 we have completed a significant amount of work on this front and will continue to do so over the next 3 years.

ACHA, as an organisation that is built on community participation, encourages inputs throughout the democratic and participatory structures of the organisation. We encourage tenant participation whether it be through the Your Voice group, commenting on policy review, rents and other areas of interest. If you are interested in our participatory structures please contact the Association.

Clearly the last year has posed particular challenges and we have to manage to live with Covid 19, but I am confident that the range of issues we have worked on and are reflected in this year's Landlord Report can be built on to allow us the opportunity to carry on our work and to try and deliver the services that our tenants and communities wish for.

Thank you and stay safe.

Alastair

To help you see at a glance we have graded our performance:



Great



Showing  
improvement



Could do  
better



# Handling your complaints

In 2020/21 we received 47 Stage 1 complaints, which is significantly lower than the previous year and may have been impacted by the pandemic. **100%** of the complaints received were responded to in full, which is the same as the previous year.



The Scottish average is 96.95%.

The average time taken to respond was **3.34** working days, which is an improvement on the previous year's figure of 3.66 working days, and well within the Scottish Public Services Ombudsman (SPSO) target of 5 working days.



The Scottish average is 5.04 days.

We responded in full to **97.37%** or 37 of the 38 Stage 2 complaints we received, which is an improvement compared to 94.55% the previous year.



The Scottish average is 92.59%.

The average time to respond to the Stage 2 complaints was 17.24 working days, which is an increase on 16.13 working days from the previous year, and is better than the Scottish average of 19.01 working days. Again this is within the Scottish Public Services Ombudsman's target of 20 working days.



ACHA always wants to hear from you if you have a complaint or suggestion. We would much rather that you told us why you aren't happy with our service and give us the opportunity to make things better and learn.

We also want to know how satisfied you were with how we handled your complaint—your feedback on how it was handled is a very important part of our complaint handling process:

- It gives you the opportunity to tell us if you think we handled it properly and if not, why?
- It also gives us the opportunity to learn from your comments on how it was handled and if we could have been better.

We regularly report our Complaint Handling performance on our website—copies of our Annual Complaint Handling reports and our quarterly updates are available to download from [www.acha.co.uk/services-complaint-suggestion](http://www.acha.co.uk/services-complaint-suggestion)

# Getting Value for your rent



More ACHA tenants consider the rent they pay represents good value for money. A terrific **89.75%** of ACHA tenants consider the rent they pay represents good value for money which is 6.95% better than the Scottish average of 82.8%. We want to do even better so will strive to invest in your homes and improve value for money.



A rent increase of 3.0% was approved for 2021/22. This was higher than the Scottish average rent increase for 2021/22 of 1.2% but was necessary to support ACHA's long term business plan and our ability to continue to invest and improve the housing stock.

Each year we ask tenants for their views on the proposed rent increases and it is important we get your feedback - [www.acha.co.uk/news-rent-consultation](http://www.acha.co.uk/news-rent-consultation)



**Heatherbank, Cairnbaan**—this new build project was completed in October 2020, and is a combination of 2, 3 and 4 bedroom properties.

# Getting Value for your rent



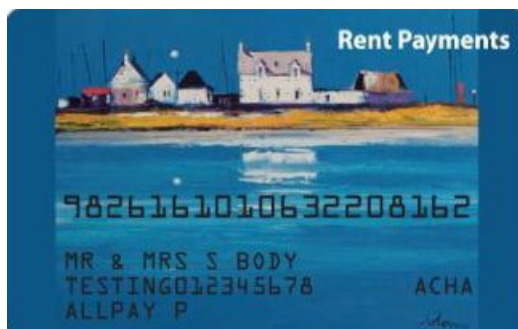
In 2020/21 we received a total of £11.4m paid to us directly for housing benefit or universal credit, meeting part of the rent due for 2,931 of our tenants. Nearly half (49.2%) of rent due in 2020/21 was paid directly to us by housing benefit or universal credit.

ACHA has staff who can help you with organising your rent payments or help you make sure that you are receiving all of the benefits you are entitled to. If you would like some help, have a chat with one of our Welfare Rights advisors by getting in touch on 0800 028 2755 or [welfarerights@acha.co.uk](mailto:welfarerights@acha.co.uk).



We collected **98.72%** of rent due in 2020/21 which is up from 98.04% the previous year although just below the Scottish average of 99.1%.

You can pay your rent by direct debit, standing order, online, by phone and at post offices.



Get in touch with our customer services centre on 0800 028 2755 or email us at [customerservicecentre@acha.co.uk](mailto:customerservicecentre@acha.co.uk) for more information.

Our gross rent arrears at the end of March 2021 was **2.74%** of rent due which is a reduction on the previous year of 3.11% and below the Scottish average for March 2021 of 6.1%. In a challenging year this is a significant achievement and we very much appreciate the contribution of tenants who have continued to pay their rents in a difficult period.



Out of the gross rent arrears of £636,128 (3.11%), the former tenant arrears amounted to £409,124 (2.0%), with the current tenant rent arrears being £227,004 (1.11%). During the year a total of £89,196 (21.8% of the total) of former tenant rent arrears was written off.



# How do we spend your rent

Our turnover increased in 2020/21 mainly due to the rent increase, new build houses and additional grant income. Operating costs increased as a result of additional maintenance expenditure and depreciation offset by lower management costs. Interest costs reduced slightly. The loss on disposal of fixed assets relates to replacement of heating systems under the warm homes fund. The valuation of the pension fund resulted in an actuarial loss of £2.4m rather than a gain of £3.8m due to changes in financial and economic assumptions. Overall ACHA's reserves increased by £0.3m.

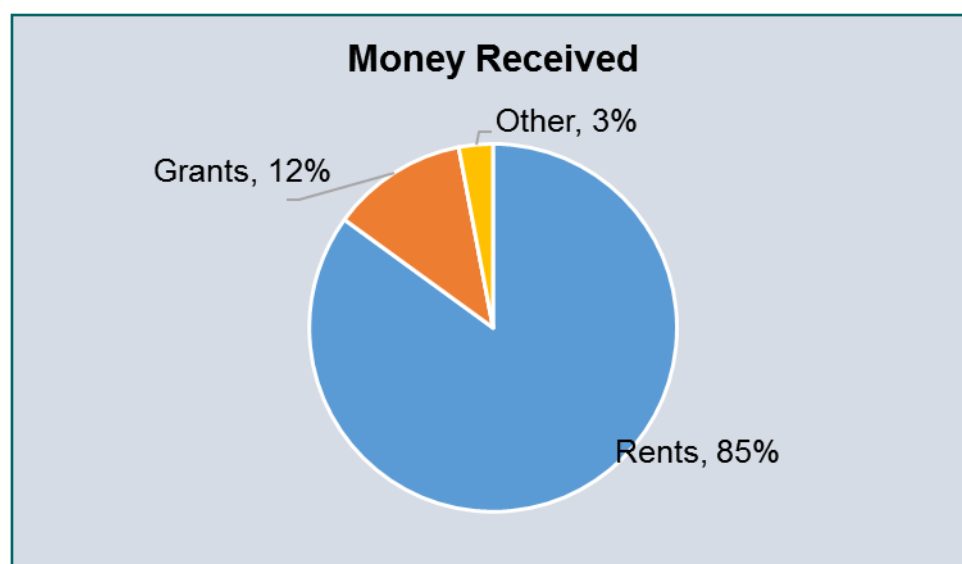
<b>Statement of Comprehensive Income</b>	<b>2020/21 £m</b>	<b>2019/20 £m</b>	<b>Day to day income and running costs</b>
Turnover	28.7	26.7	Income from rents and other activities
Operating costs	(22.9)	(21.4)	Costs of running ACHA including repairs and maintenance
Gain (loss) on disposal of fixed assets	(1.2)	(0.2)	Income less costs from disposing of capitalised assets
Finance income / charges	(1.9)	(2.0)	Interest paid to the bank
Surplus for year	2.7	3.1	Income, less running costs and interest
Actuarial gain / (loss) on pension scheme	(2.4)	3.8	The change in the valuation of the pension scheme liability
<b>Total comprehensive income</b>	<b>0.3</b>	<b>6.9</b>	Funds retained for future maintenance and loan payments

Money spent on investing in existing houses and new build increased the value of housing properties. Cash balances were higher than planned due to the Covid-19 restrictions impacting on ACHA's ability to spend as planned across most areas of the business. There was a small reduction in creditors and loans. The deferred grants reduced as some were credited to the statement of comprehensive income. The estimated cost of future pensions increased. Overall shareholders funds increased by £0.3m.

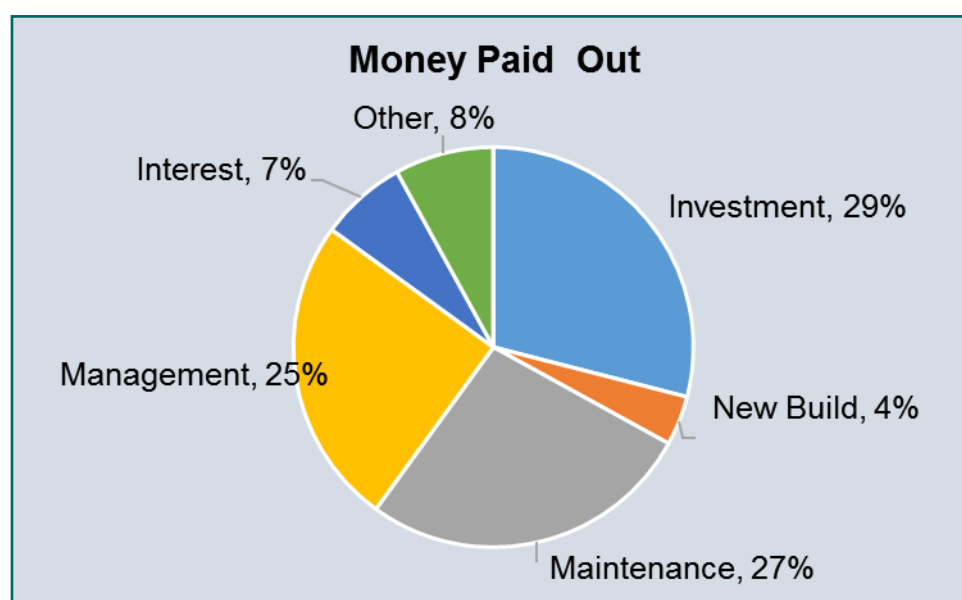
<b>Statement of Financial Position</b>	<b>2020/21 £m</b>	<b>2019/20 £m</b>	<b>What we own and what we owe</b>
Housing properties	178.0	176.7	Money spent on building and improving ACHA houses
Other fixed assets	1.6	1.7	Offices and IT
Debtors	1.9	2.0	Money owed to ACHA
Cash	9.1	8.6	Cash at the bank
Creditors	(6.0)	(6.4)	Money we owe others
Loans	(61.6)	(61.7)	Our 'mortgage' - loan funding to support our business plan
Deferred grants	(79.9)	(81.4)	Grants received, spread out over the life of the asset it relates to
Pensions	(7.2)	(3.9)	What we would need to pay if all our pensions were due now
<b>Shareholders funds</b>	<b>35.9</b>	<b>35.6</b>	Our assets less liabilities

# How do we spend your rent

The pie charts below reflect the amount of money that flowed in and out of ACHA during the year. This is all accounted for in the statements of comprehensive income and financial position, on the opposite page. On this page the pie charts deal only with the overall flow of money in and out of ACHA. A total of £54.1m passed through ACHA in 2020/21 with £27.3m income and £26.8m expenditure resulting in a net cash inflow of £0.5m. No new loans were taken during the year.



Income during the year totalled £27.3m. Most of this £23.2m was from rents but we also received £3.3m in grants and £0.8m of other income.



Over the year we paid out £26.8m. Of this, £14.8m was spent on the existing houses, £7.6m through the investment programme and £7.2 on repairs and maintenance. We spent £6.8m on services and running the organisation, £1.2m was paid out on building new houses, there was £2.3m of other costs and we paid £1.9m of interest on loans we have borrowed.

# Improving the quality of your home

In 2020 we carried out a survey of a selection of our tenants to get their feedback on the quality of their homes. Of those surveyed **85.25%** were satisfied with the quality of their homes. This figure remained the same as the previous year, we will continue to work on improving the quality of our tenants' homes through our investment works programs. The Scottish average is 87.1%.



Exemplar estates works at Alma Terrace, Oban—before and after



Exemplar estates Longhill Terrace, Rothesay—before and after



Properties in Oban following External Wall Insulation works



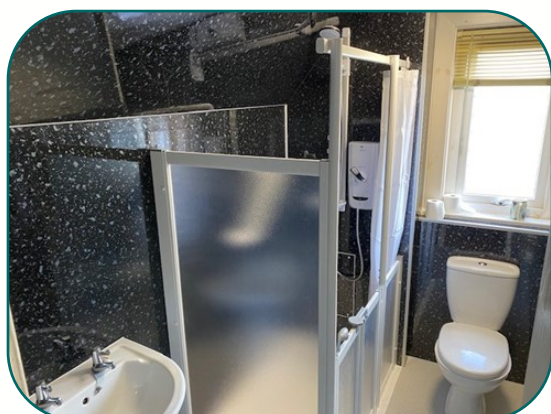


# Improving the quality of your home

At the end of the period 2020/21 there were 51 aids and adaptations waiting to be installed for our tenants, this was an increase on 34 at the end of 2019/20. Unfortunately, the pandemic has been a major factor in the delays to these works being carried out for our tenants. We are working on getting these essential works for our tenants installed to assist them with living safely in their own home.

If you feel you would benefit from any aids or adaptations to your home please contact the Occupational Therapist for your area for information and assistance:-

Bute	01546 605517
Cowal	01369 708306
Helensburgh	01436 655052
Islay & Jura	01546605517
Kintyre	01546 555811
Mid Argyll	01546 703127
Oban, Lorn & Isles	01546 605517



Walk in shower, Duchess Court, Helensburgh

The spending on adaptations for our tenants increased in 2020/21 by £74,388 to £401,837. This figure was made up of £305,153 funding from the Scottish Government and £22,296 ACHA funding. Various adaptations have been installed to assist tenants in their own homes.

In 2020/21 there was a slight increase in the average time taken to complete applications for Aids and Adaptions from 73.98 days to 74.24 days. The Scottish average is 58 days.



During the pandemic we were limited on carrying out these repairs due to Covid-19 restrictions and also vulnerable tenants who were shielding due to health concerns and needed the adaptations completed, were unable to give contractors access to their home.

We will continue work to make improvements on the times taken to progress applications from referral stage through design and tender to installation.

# Improving the quality of your home

In what has been a challenging period for everyone, we have been able to record a slight improvement from 56.93% to **60.43%** in the number of our tenants' homes meeting the Scottish Housing Quality Standard. The Scottish average is 90.96%.



This figure will increase further through our Warm Homes Fund project installing energy efficiency measures of Air Source Heating and External Wall Insulation, and also our Whole House Retrofit project through Business Energy Industrial Strategy which will carry out improvements to our tenants' homes. We will continue to focus on these improvements to our tenants' homes in the coming year.

We have now completed **100%** of our Stock Condition Survey. We will continue to carry out reviews of this information at a rate of 20% of the stock from 2023.



Kitchen upgrade at Bush Avenue—Before



And after



# Making your home more energy efficient

In 2020/21 we completed 643 new Energy Performance Certificates. During this time 630 existing Energy Performance Certificates expired, this has resulted in a small decrease in the number of valid Energy Performance Certificates in our properties from 51.7% to 48.7%. The Scottish average 66.9%. Our staff will work towards increasing the figure over the coming year.



This year has seen a slight fall from 64.1% to 62.5% of our properties meeting the Energy Efficiency Standard in Social Housing. The Scottish average is 89%.



During 2020/21, 94 of our tenants' homes have benefited from works which have seen them achieve the energy efficiency standard. The total amount invested in improving the energy efficiency in our tenants' homes in 2020/21 amounted to £3,374,000. The number of properties benefiting from works and the amount of investment is lower than the previous year, this is due to restrictions on working in homes during the pandemic.



As restrictions are lifted we are working hard to increase the improvements made to provide our tenants with energy efficient homes. This will also be achieved through our Warm Homes Fund project and Business Energy Industrial Strategy retrofit programme.

We are also continuing to review any properties which may be exempt from the Energy Efficiency Standard in Social Housing as we progress with our Stock Condition surveys.

Longhill Terrace, Rothesay —before and after



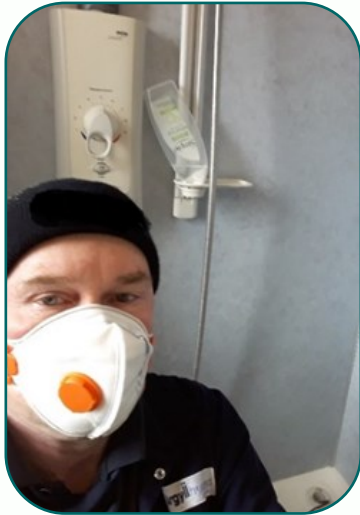
Homes in Oban following External Wall Insulation installation





# Repairs and Maintenance

In 2019/20 the average time taken to complete emergency repairs in our tenants' homes was 2.54 hours, in 2020/21 we have further reduced this figure to **2.33** hours. This the fifth year ACHA have achieved a reduction in the time to complete emergency repairs. The Scottish average is 4.2 hours.



We will continue to provide our tenants with prompt assistance with emergency repairs.

During the pandemic and the restrictions on entering houses, ACHA along with all other Housing Associations had to pause completing non-emergency repairs. This has resulted in an increase of the average time taken to complete non-emergency repairs from 7.68 days to 12.18 days in 2020/21.



The Scottish average is 6.74 days.

As restrictions are lifted our contractor is working through the backlog and we are confident this figure will improve in the next reporting year.

During this time some of our operatives helped with delivering food parcels to some of Argyll's vulnerable residents.

Pictured above—Bobby Greenlees in personal protective equipment attending repairs.

To the right is Barry Campbell delivering food parcels



During 2020/21 **97.07%** of the reactive repairs carried out were completed right first time. This is an increase on the 2019/20 figure of 87.94%.



This improvement is the highest figure ACHA have recorded and we aim to continue providing a quality repairs service to all our tenants in the future. The Scottish average is 91.46%

## Repairs and Maintenance

We have continued to carry out the necessary safety checks of our tenants' homes who have a gas supply. During the pandemic we have taken extra precautions to ensure the safety of our tenants and our staff while necessary safety checks are completed.

There was a small number of checks which had to be delayed due to tenants shielding once restrictions were lifted, every effort was made to complete the outstanding checks as soon as possible to ensure the safety of our tenants.



Above is Matthew Johnston and Toby Ruane with a new gutter vacuum

Pictured below is Toby Ruarne using the new gutter vacuum



We carried out a survey of tenants to get their feedback on the quality of the repairs carried out in their homes over the last year. Of those surveyed 97.86% were satisfied with the quality of the repairs carried out, this showed a small decline in satisfaction from the previous year. The Scottish average is 90.1%



ACHA will continue to work with Argyll Homes for All and other contractors on ways to improve tenant satisfaction in our repairs service.



# Neighbourhoods and Communities

Our last satisfaction survey took place in 2018/19 and at that time 82.25% of our tenants told us that they are satisfied with the management of the neighbourhood that they live in.

As we have previously reported, unfortunately this is a drop in satisfaction from previous years. The Scottish Average is 86.08%.

We are continuing with our programme for improvements in our estates following the Board of Management agreeing to commit £1.5million for us to spend on improving the external appearance. We are in year 2 of 5 where £300,000 per annum is being spent to improve estates.

Unfortunately, the pandemic has meant that work on our Estate Action Plans has not progressed as planned. Despite this we have managed to carry out some works, and below is an example of work carried out in the Lomond area.



External area in the Helensburgh & Lomond area – before and after pictures



This area of ground above was very overgrown and was used as a dumping ground. Work has been carried out to tidy it up and allowed for it to be better maintained.

If tenants have a concern about their estate they can contact us via [my.estates@acha.co.uk](mailto:my.estates@acha.co.uk), or if you wish to speak to a member of staff about these concerns please contact our Customer Service Centre on 0800 028 2755.

Pictured right is George Murdoch, mowing in Kintyre





# Neighbourhoods and Communities

ACHA have just over 5,200 properties for rent. Despite the challenges of the pandemic last year we relet 410 properties.





Pictured above is Stephen Millward carrying out void property fogging, prior to re-letting.

To minimise any rent loss to the Association we continue to relet properties as quickly as possible, whilst operating to new challenging processes due to COVID-19.

The Scottish average for the time to take to relet properties is 56.29 days and whilst we are still some way off from this target we continue to work on improving our processes to improve on these figures.

At the end of March 2021 ACHA's void performance was as follows:-

- on average it took 81 days to re-let a property (this includes properties that are low demand). Excluding low demand properties we took 44 days to re-let properties; 
- We lost almost £351,000 of rent through properties being empty during the year. This equates to 1.51% of rent due for all of our properties. This was a disappointing increase from the previous year when the figure was 1.25%. The current Scottish average for void rent loss is 1.37%. 

There are also a number of low demand properties in the Campbeltown and Bute areas which are subject to ongoing discussion regarding their future.

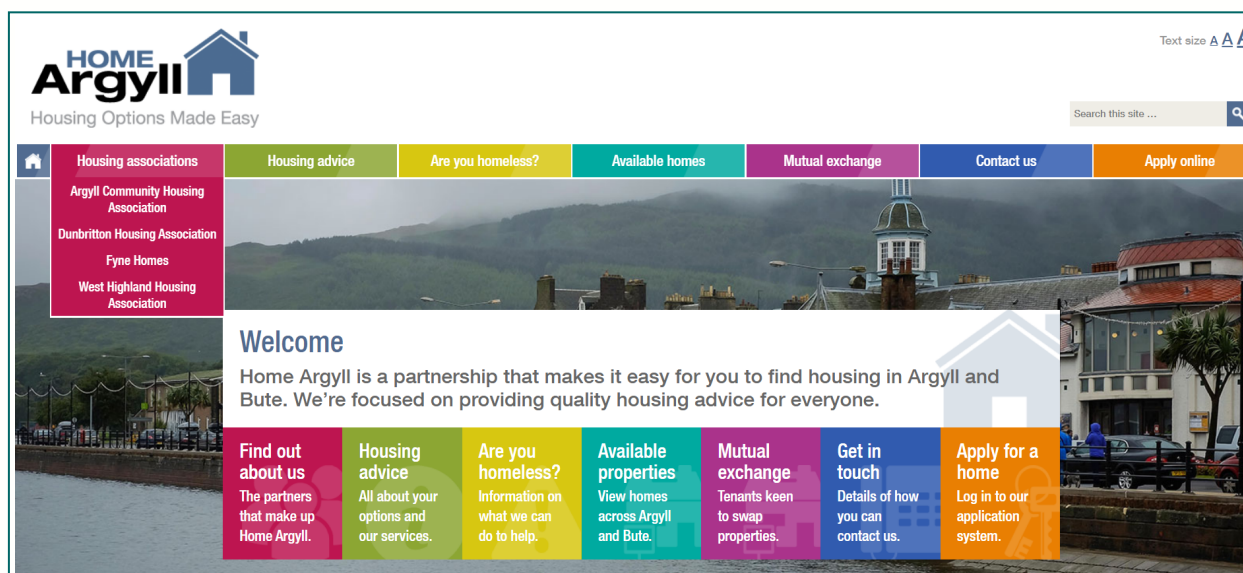
Pictured below Dalintober/John Street, Campbeltown.



# Access to Housing

During the year ACHA made 562 offers of accommodation to applicants on our waiting lists. Unfortunately 171 of these offers were refused, which equates to 30.83%. This is slightly higher than last year's figure of 27.74%, but lower than the Scottish average which is 31.9%.

It is important that applicants make the correct choices for rehousing when they submit their online housing application.



When an applicant refuses two reasonable offers of housing within one year, their application will be suspended for 6 months. This means they could lose out on a property that they would really like. It is really important that applicants regularly check their on-line application, to ensure that their choices are up to date.

For more information on HOME Argyll visit our website at [www.acha.co.uk/services-apply-for-home/](http://www.acha.co.uk/services-apply-for-home/)

ACHA made 210 Statutory Homeless people an offer of accommodation during the year. 135 of these applicants accepted the offer of accommodation, which equates to 64.29%. The Scottish average is 79.6%

297 cases of anti social behaviour were reported to ACHA this year, compared to 285 cases last year.

At the end of the reporting year, we had resolved **97.21%** of these cases. This is an improvement from last year's performance, which was 95.44%. The Scottish Average is 94.4%.



ACHA recognises the impact Anti Social Behaviour has on people's lives and we continue to have a zero tolerance to serious anti social behaviour and crime in the neighbourhoods that we manage.

# Access to housing

During 2020/21 we initiated three court actions, of which only one was because the rent had not been paid and resulted in eviction.

We recognised the unexpected financial burdens placed on our tenants as a result of Covid 19 lockdown and made every effort to help find alternative solutions through Government initiatives and other means to ensure our tenants remained secure in their homes.

Anti-social behaviour is persistently acting in a manner that causes or is likely to cause alarm or distress to other people.

During 2020/21 the Association raised two actions for Serious Anti-Social behaviour one of which resulted in eviction.

While the percentage of court action initiated which resulted in eviction has risen from 20.27% to 66.67% this does not reflect the reduction from 15 evictions in 2019/20 to 2 in 2020/2021.



No court actions were initiated for other reasons.

The Scottish National average is 22.1%

During 2020/21 15 tenants abandoned their property without telling us that they were leaving. This is 5 less than last year.

It is a condition of your tenancy to provide ACHA with Notice of your intention to leave your home. Abandoned properties can be very costly to the Association as often they require to be cleared of belongings that are left by the outgoing tenant. Often rent is left unpaid and it can take time to carry out repairs to get the property back to a condition for it to be relet again.

If you think someone is no longer living in their home please contact [achacustomerservicecentre@acha.co.uk](mailto:achacustomerservicecentre@acha.co.uk) or your local ACHA team.



An abandoned property in Oban, Lorn and the Isles





# Factored Owners

338 owners in mixed tenure blocks have entered into ACHA's comprehensive factoring service to ensure a formal arrangement is in place to carry out repairs, maintenance and upgrading work to common blocks. Throughout Argyll and Bute that is a total of 103 blocks.

A customer satisfaction survey was carried out with factored owners in January and February 2021 and despite the challenges of 2020/21, ACHA continue to improve on levels of satisfaction.

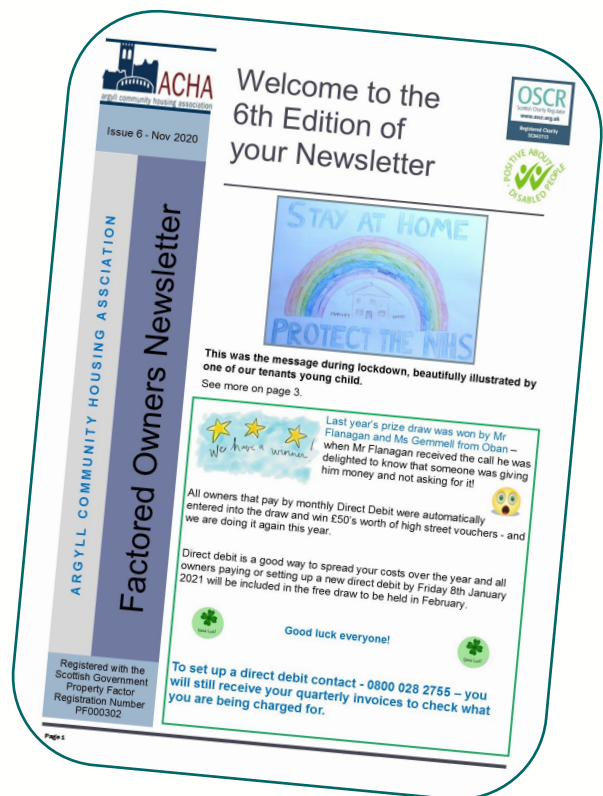
**75%** of owners confirmed they were very or fairly satisfied with the overall factoring service provided by ACHA, this is a slight increase on the previous year's figure of 74%. We continue to exceed the Scottish average figure of 65.1%.



The average Property Management fee is £106.83, which is slightly higher than the Scottish average of £103.12.

The factored owners newsletter was issued in November 2020 which updated owners on progress being made within ACHA and update any impact on the services delivered to owners with the Government Restrictions. We included information on:-

- ACHA's Facebook page;
- Amendments to our existing process for invoices and statements;
- Update on the gutter cleaning programme;
- Update on block inspection processes review and implementation;
- Update on progress to automate our debt recover procedures;
- A service provision update from ACHA's Chief Executive;
- The introduction of a new Purchasing System to appoint contractors in line with procurement regulations;
- New link on ACHA's website to allow owners to update contact details;
- Signposting to useful contacts and sources of financial advice.



The impact of Covid 19 and the Government restriction has affected some of the services we have been able to delivery. Throughout this period, we have continued to provide an emergency repairs service within the Government Guidelines, and took the opportunity to review internal procedures as part of our ongoing review of service deliver.

ACHA participated in the Scottish Government's review of the Property Factors Code of Conduct which was implemented in August 2021.

# Gypsy/Travellers

ACHA is the only Housing Association in Scotland to own and manage Gypsy Traveller Sites, our sites are located at Bayview, Oban and Dunchologan, Lochgilphead.

Over the years we have worked with the residents on a range of projects which identified person centred approaches and attempted to resolve individual situations and enable families to stay in or near their communities. This has been reflected in the high satisfaction levels of between 91% and 100% percent over the last 5 years. This compares well with the Scottish National average in 2020/21 of 75.9%.



We recognise that this was much more difficult in 2020/2021 with a changing resident population who live on our sites.

The weekly rent per pitch in 2020/21 was £55.72 which compares favourably with Scottish Local Authority pitch rents average of £73.86.



Covid 19 brought a range of challenges to the traveling persons' community, as Gypsy/Travellers faced additional risks during the COVID-19 crisis. If resident in trailers, this made it difficult to limit virus spread within camps and comply with guidelines.

ACHA worked closely with representatives of Confederation of Scottish Local Authorities and the Scottish Government to ensure that the all residents of our sites were provided with fresh water and sanitation.

The principles that underpin our approach to Gypsy/Travellers flow from the [Joint Gypsy/Traveller Action Plan, Improving the Lives of Gypsy/Travellers 2019-21](#), which has the full support of the Scottish Government and all 32 Local Authorities.

We used a range of methods to communicate government and local initiatives such as Public Health Information posters. Facebook details on food and fuel initiatives administered by the Local Authority and carried out welfare checks by telephone during the first lockdown.



Dunchologan, Lochgilphead

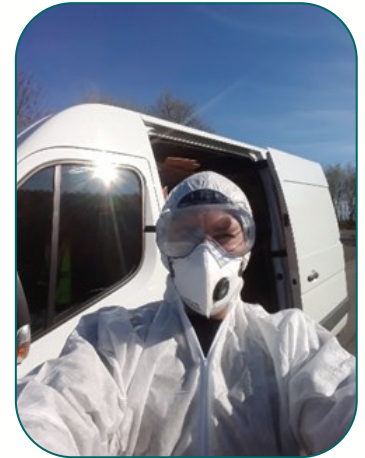
# Opportunities to participate

ACHA aims to provide our tenants and other customers with excellent and accessible services which include day to day repairs, Welfare Rights, Estate Management, allocations and Information and Advice services. No matter where you live in Argyll and Bute, our staff are available to you.

The pandemic clearly had an impact on the way we delivered services during 2020/21, with all of our offices closed throughout the year and most of our staff working from home. However, our AHFA operatives continued to carry out emergency repairs and all other staff were available by telephone and email.

The percentage of tenants satisfied with the overall service we provide remains at 89.25% which is based on the responses from 400 tenants during our 2018 Satisfaction Survey. This is 0.3% above the Scottish average of 88.95%.

We will be carrying out another survey in the Autumn of 2021 and hope to improve of this figure.



Pictured above— Svajunas Matijasko wearing PPE

This year we have worked extra hard to keep you up to date about our services and any decisions made about how we will deliver them. The pandemic unfortunately meant that we could not hold our Tenant and Member conference during the year nor were our local Area Committees able to meet. However, we were able to make valuable use of our Face Book page (Argyll Community Housing Association - ACHA Group) and Website ([www.acha.co.uk](http://www.acha.co.uk)) to keep everyone up to date with things. Of course we also were able to publish two newsletters packed full of information and guidance.

If you have any ideas or suggestions on how we can do better at keeping you informed please contact us at [communications@acha.co.uk](mailto:communications@acha.co.uk) or via our Customer Service Centre on 0800 028 2755.



**Argyll Community Housing Association – ACHA Group**  
**Join us online to get the latest news and information**



# Opportunities to participate

In our last survey **87.75%** of tenants taking part were satisfied with the opportunities available to allow them to participate in ACHA's decision making process. This is 1.18% higher than the Scottish average of 86.57%.

Covid 19 has meant that key discussion forums such as local Area Committees and the Tenant & Member Conference have not been able to take place. However, there have still been many other opportunities for tenants to give their views – for example via the tenant led Board of Management and various consultation exercises that have taken place throughout the year.



If **you** would like to have a say on decisions which may affect you please join in one of the many forums available.

A form titled 'Your Voice' for tenants to provide feedback. It includes a section for tenants to put their name forward for the 'Your Voice' Group, with fields for Name, Address, Postcode, Phone, and Email. Below the form is a photograph of a group of people sitting around a table. To the right of the form is contact information for David Rae, Policy & Compliance Assistant at ACHA, including his address, phone number, email, and website. The ACHA logo is also present.

Full details are available on our website at [www.acha.co.uk/get-involved/](http://www.acha.co.uk/get-involved/)

## All about us



The ACHA group has 264 members of staff (163 work for ACHA and 101 for AHFA). In 2020/21 7.2%, or 18 members of staff left the Group, compared to the previous year's figure of 9.2%, this is a reduction and is well within our 14% threshold.



2.86% of staff were sick, which is an increase on the previous year's figure of 2.27%, but is still lower than our threshold of 3%.



## Our Commitment

Argyll Community Housing Association is committed to providing equal opportunities across all services and to avoid discrimination.

If you would like this report in larger print, an alternative language, on audio format, in paper or electronic format, or if you would like someone to read it or explain it to you please contact Corporate Services on 01546 605855, or [corporate.services@acha.co.uk](mailto:corporate.services@acha.co.uk).

Davaar Island, Campbeltown, taken by K Anderson whilst out and about on association business.



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Did you know that you can phone us on 0800 028 2755, or email us at [achacustomerservicecentre@acha.co.uk](mailto:achacustomerservicecentre@acha.co.uk) to report a repair, discuss your tenancy or your rent.

If you have any suggestions or comments to make about this landlord report you can email us at [communications@acha.co.uk](mailto:communications@acha.co.uk)