

Kingsridge Cleddans Housing Association

This inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The Inspection of Kingsridge Cleddans Housing Association took place in October 2005.

Inspection Findings

Kingsridge Cleddans Housing Association own 238 new and modernised properties plus 18 shared ownership units in the Drumchapel area of Glasgow. Its stock consists of a balance of both flats and houses.

An experienced voluntary management committee governs the Association. It presently has seven committee members, of whom five are tenants. At the time of inspection, Kingsridge Cleddans had four full time staff and receives technical services from Failley Housing Association. The table shows some key facts on Kingsridge Cleddans.

Key Facts

	2002-2003	2003-2004	2004-2005
Houses owned	206	202	238
Employees	5	5	4.5
Annual turnover (£000's)	564	522	586
Total possible rental income (£000's)	432	506	554
Total Arrears (£'s)	37,849	44,874	54,998
Average weekly rent (£'s)	47.80	48.10	51.25
Houses re-let	42	21	61
Average days to re-let	9	12	18.2
Responsive repairs carried out	485	407	550

Source: Annual Performance & Statistical Returns (APSR) & Annual Accounts

We found that Kingsridge Cleddans is providing good access to its services. It is responsive to tenants and is committed to continuous improvement. The Association is meeting housing need. It performs well against it's responsive repairs targets.

Kingsridge Cleddans has identified rent arrears management, gas safety testing and the need to attract and retain new governing body members as areas for improvement.

Kingsridge Cleddans is financially viable at present. They carry out long term financial planning by preparing 30 year plans which are included in their internal management plan. The Association have an internal management plan in place and a Risk Management Strategy as well as a regular programme of internal audit. Key performance indicators are reported to the management committee on a monthly and annual basis.

Key strengths in Kingsridge Cleddans Housing Association Services are:

- it works well to sustain tenancies and staff have a good knowledge of individual tenant's needs;
- it operates an open housing list and allocates properties to those with the greatest need;
- it provides attractive homes in well maintained neighbourhoods
- it provides good access to all services; and
- it collects good information about the condition of its stock and tenant satisfaction levels.

The key areas for improvement in Kingsridge Cleddans Housing Association Services:

- its management of gas safety testing; and
- its management of rent arrears.

Next steps

We require Kingsridge Cleddans to give this summary of the inspection report to all its tenants.

How to get more information and contact details

If you would like to see Kingsridge Cleddans full inspection report you should contact the Chairperson at:

Kingsridge Cleddans Housing Association Ltd
Commercial Centre
Unit 2/2 Ladyloan Place
Glasgow
G15 8LB

Telephone: 0141 9443881
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The full report is on our website at <http://www.communitiesscotland.gov.uk>
This Summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5162 or email: janette.campbell@communitiesscotland.gsi.gov.uk

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی
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আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানিট ক্যাম্পবেল-কে 0131 479 5162 নম্বরে
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করবেন।

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