



cairn

2019 Highlights Report

3,289

properties across Scotland

62

new homes built

35

new kitchens installed

44.9

days on average to re-let properties

332

properties available to rent this year

£14,562,111

in rent due

9,773

repairs were completed

£487,000

spent on planned maintenance

1.4 HOURS

on average to complete emergency repairs

5.1 DAYS

on average to complete non-emergency repairs

84.1%

of tenants are satisfied with our repairs service

10
YEAR

anniversary for our Handyperson service

497 webchat conversations

43,897

calls to our contact centre

98.3% of the rent due to us collected

282

people were helped by our welfare benefits and money advice service, with a total gain of £548,194 for our tenants

13

fantastic projects funded through our Community Fund

2%

of our income lost through properties being empty

84%

of tenants are satisfied with the overall service they receive from us

94.1%

of our homes meet the Scottish Quality Housing Standard

★★★★★

464

tenants are signed up to My Cairn

2ND YEAR

in a row we achieved the 'Best Companies Top 100 Best Not-For-Profit Companies to Work For'

94%

of tenants voted yes to the ANCHO partnership

Hello!

Welcome to the highlights of our 2019 Annual Report.

This report provides 'Cairn in numbers' and shows some of our highlight figures from the last financial year.

If you would like to find out more about our performance then please go to **cairnha.com** where you can view our online interactive report. This includes all of our performance information, how we compare with the Scottish average, and information on why our performance is good or bad in particular areas.

You can also visit www.scottishhousingregulator.gov.uk to find out in more detail how Cairn compares to other housing associations and local authorities.

go to **cairnha.com** to see more of our performance information in our brand new interactive report

Jump online today at **cairnha.com** and find out what you can do.

Web chat
Pay your rent
Report a repair
And much more...

It's quick.
It's easy.
It's safe.



 **MYCAIRN**

www.cairnha.com

PART OF THE
cairn
HOUSING GROUP

cairn

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This document is available on CD, in Braille, large print and community languages from Cairn, Citypoint, Bellevue House, 22 Hopetoun Street, Edinburgh EH7 4GH.
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