

cairn

SUPERHEROES

2020

THIS YEAR HAS BEEN INCREDIBLY DIFFICULT FOR US ALL. LIFE AS WE KNOW IT HAS BEEN TURNED UPSIDE DOWN. WE KNOW THAT MANY OF YOU HAVE BEEN PROFOUNDLY AFFECTED BY THE CRISIS, WHETHER THROUGH IMPACT TO YOUR HEALTH, EMPLOYMENT CHANGES, FAMILY AND CARING RESPONSIBILITIES, OR THE ISOLATION CAUSED BY NO LONGER BEING ABLE TO SEE FAMILY OR FRIENDS.

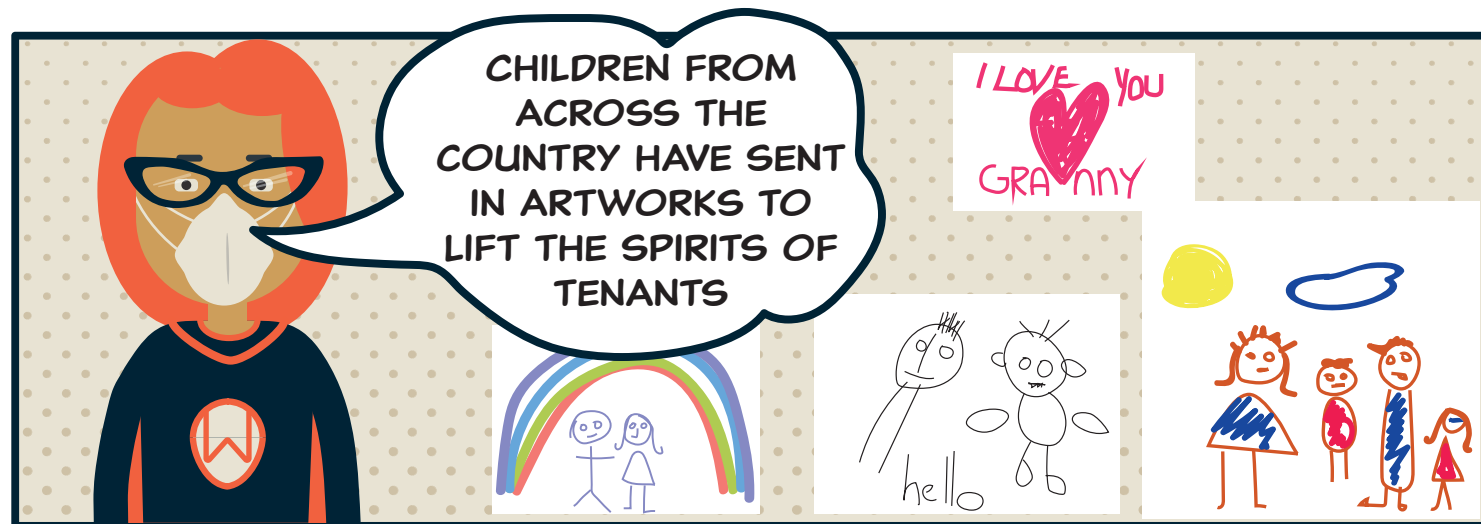
THROUGH THIS CRISIS, **EVERYONE HAS BEEN A HERO AND DONE THEIR PART**, WHETHER THAT WAS HELPING A NEIGHBOUR OUT, GETTING YOUR JOB DONE UNDER LOCKDOWN OR SIMPLY BY FOLLOWING **GOVERNMENT GUIDANCE** TO STAY AT HOME.



HERE ARE JUST SOME OF THE **GREAT THINGS** THAT HAVE BEEN GOING ON IN OUR COMMUNITIES THROUGHOUT CAIRN THIS YEAR.

ANNUAL PERFORMANCE
2020





CHILDREN FROM ACROSS THE COUNTRY HAVE SENT IN ARTWORKS TO LIFT THE SPIRITS OF TENANTS

I LOVE YOU GRANNY

hello



GUYS, I'M TRYING TO WORK!!

AHHHH HHH!!!

OUR STAFF HAVE BEEN WORKING AT HOME WITH KIDS RUNNING AROUND, AND HAVE **TRIED** TO HOME SCHOOL



AND, OUR CLEANERS HAVE BEEN ON THE FRONTLINE KEEPING OUR TENANTS SAFE...

Please keep this door closed



OUR STAFF MADE WELFARE CALLS TO CHECK IN ON SOME OF OUR MORE ISOLATED AND VULNERABLE TENANTS

AND HELPED TENANTS WHO HAVE FOUND THEMSELVES IN FINANCIAL DIFFICULTY CLAIM FOR BENEFITS

AND AFTER SO MANY LONG MONTHS, FAMILIES AND FRIENDS WERE FINALLY REUNITED





AND,
A MASSIVE SHOUT OUT TO ALL
KEY WORKERS ACROSS SCOTLAND
WHO HAVE WORKED TIRELESSLY
TO LOOK AFTER US AND KEEP
THE COUNTRY RUNNING.

**THANK
YOU!**

**THANK
YOU!**

**THANK
YOU!**

**THANK
YOU!**

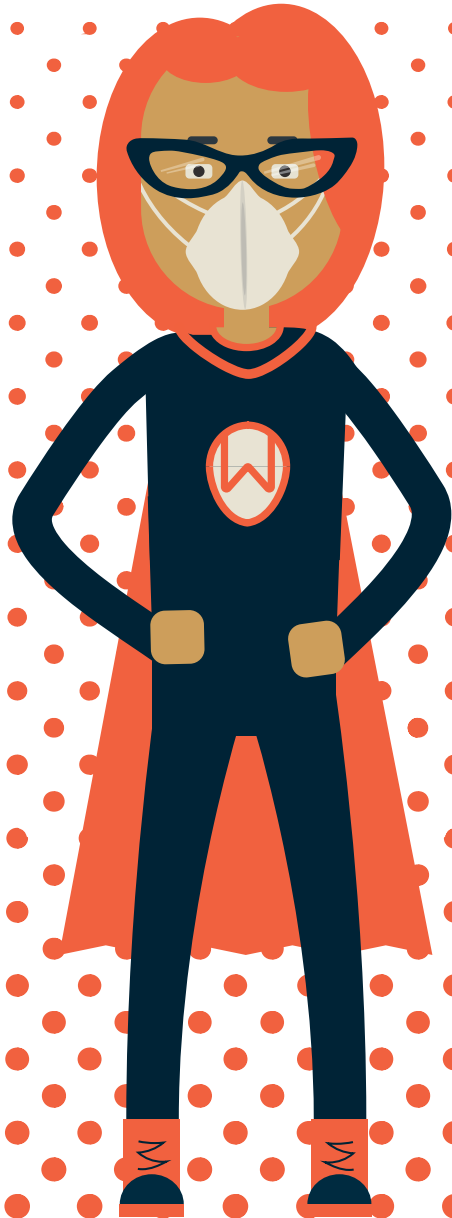
CAIRN STREET

**THANK
YOU!**

WOOF



WELFARE BENEFITS AND MONEY ADVICE SERVICE



DO YOU NEED HELP NAVIGATING THE BENEFITS SYSTEM?

WOULD YOU LIKE TO FIND OUT WHAT YOU'RE ENTITLED TO?

ARE YOU STRUGGLING TO MANAGE YOUR MONEY?

NEED A HAND WITH BUDGETING?

IF YOU ANSWERED YES...

TO ANY OF THESE QUESTIONS, GET IN TOUCH! OUR DEDICATED TENANCY SUSTAINMENT TEAM ARE HERE TO HELP WITH THEIR EXPERT ADVICE AND SUPPORT. WHY DELAY?

CALL TODAY! 0800 990 3405

ANNUAL REPORT 2020

HIGHLIGHTS

84% OF TENANTS ARE SATISFIED WITH THE OVERALL SERVICE THEY RECEIVE FROM US

10,352 REPAIRS COMPLETED

£15.7M IN RENT DUE

283 PROPERTIES BECAME AVAILABLE TO RENT THIS YEAR

5.5 DAYS ON AVERAGE TO COMPLETE NON-EMERGENCY REPAIRS

WE LOST 2.2% OF OUR INCOME THROUGH PROPERTIES BEING EMPTY

2.6 HOURS ON AVERAGE TO COMPLETE EMERGENCY REPAIRS

52.7 DAYS ON AVERAGE TO RE-LET PROPERTIES

£1.8M SPENT ON PLANNED MAINTENANCE TO TENANT'S HOMES

WE COLLECTED 103% OF THE RENT DUE TO US

42,732 CALLS TO OUR CONTACT CENTRE

1,150 WEBCHAT CONVERSATIONS

£93.95 IS AVERAGE WEEKLY RENT

16 NEW HOMES WERE BUILT

341 TENANTS ARE SIGNED UP FOR MY CAIRN

617 PEOPLE WERE HELPED BY OUR WELFARE BENEFITS AND MONEY ADVICE SERVICE, WITH A TOTAL GAIN OF £513,369 FOR OUR TENANTS

56 MEDICAL ADAPTATIONS COMPLETED

"MY CAIRN, BEST THING SINCE SLICED BREAD!"

Our online
portal:



JUMP ONLINE
TODAY AT

CAIRNHA.COM

and FIND OUT
WHAT YOU
can DO

**PAY YOUR RENT!
REPORT A REPAIR!
AND MUCH MORE...**

THIS REPORT 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 SEE ALL OF OUR PERFORMANCE INFORMATION.

YOU CAN ALSO VISIT WWW.SCOTTISHHOUSINGREGULATOR.GOV.UK TO FIND OUT IN MORE DETAIL HOW CAIRN COMPARES TO OTHER HOUSING ASSOCIATIONS AND LOCAL AUTHORITIES.

ADDRESS:

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22 HOPETOUN STREET,
EDINBURGH, EH7 4GH

CALL: 0800 990 3405

EMAIL: ENQUIRIES@CAIRNHA.COM

VISIT: WWW.CAIRNHA.COM

PART OF **cairn** HOUSING GROUP

