

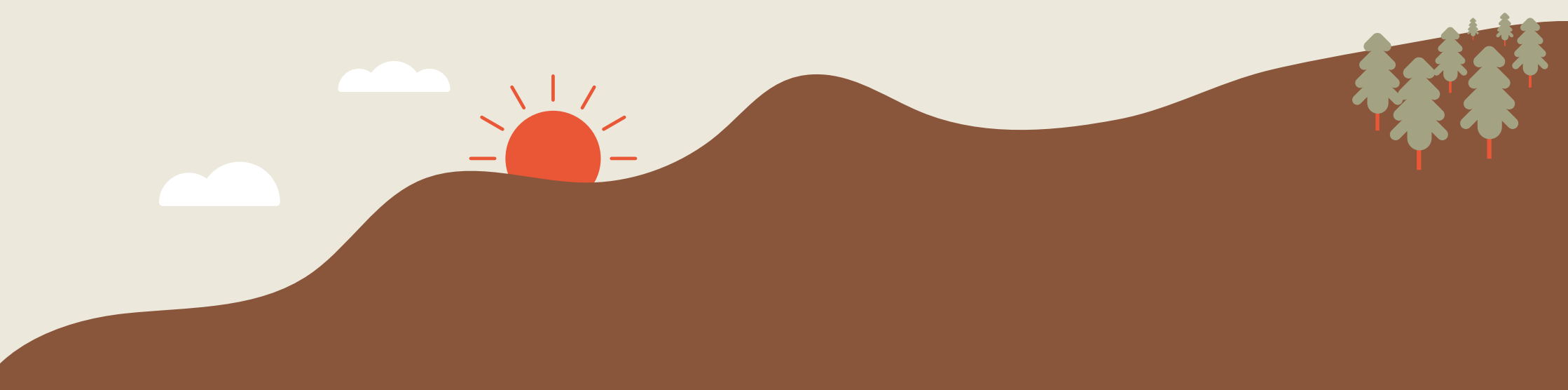


Here
for
you

cairn
Annual Report
2021

How Cairn supported tenants and staff over the last year





We phoned every vulnerable tenant to check how they were doing



We reduced the hours of the contact centre to support staff with young children at home



We provided support to tenants needing to claim for benefits and advice to those needing financial assistance



We changed the conditions of our Community Fund grants so that we could support projects providing much-needed support during the pandemic



We held an Out of Office Festival for all staff with a focus on wellbeing



We immediately moved to all staff working from home to keep them safe



We furloughed 49 staff who were unable to work during lockdown



We allowed staff to work flexibly to look after children and other family members in need



Enhanced cleaning arrangements put in place for sheltered and retirement housing



17 new homes built

£15.5 million in rent due

9,461 repairs completed

1,739 webchat conversations

£95.23 average weekly rent

30,384 calls to our contact centre

118 days on average to re-let properties

87 medical adaptations completed

1,795 tenants are signed up to My Cairn

We collected 102.1% of the rent due to us

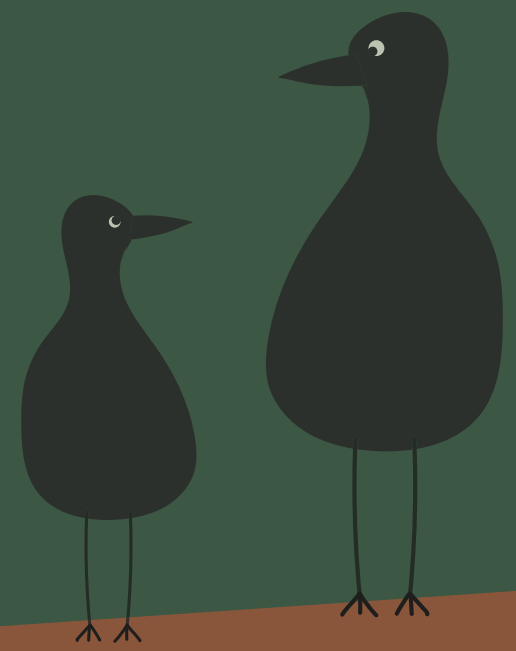
262 properties became available to rent this year

2.8 hours on average to complete emergency repairs

We lost 3.7% of our income through properties being empty

15.9 days on average to complete non-emergency repairs

909 people were helped by our welfare benefits and money advice service, with a total gain of £930,188 for our tenants



How staff and
tenants coped
over the last year





The last year has been a tough year for us all. At Cairn, lockdown and regional restrictions meant that for a considerable period we had to pause some of our services. This included not being able to carry out routine repairs, not being able to carry out work to your homes such as fitting new bathrooms or kitchens, not being able to rent out properties, and having to put down tools for building new homes. This has obviously had a significant impact on our performance.

This is a highlight of our performance from the last financial year. To see our full report, including analysis on our statistics and what impact the pandemic has had on them, please go to our website.





Despite the restrictions that were in place for a large part of last year, our priority remained providing services to you, our tenants, while keeping you and our staff safe.

Safety measures were put in place to allow for emergency repairs to be completed, deep cleans of our retirement courts were carried out regularly and, of course, the majority of our staff were able to support you safely from their homes.



Go to our
website to
see our full
performance
report

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A registered Scottish Charity No SCO16647
The Scottish Housing Regulator Registration
No 218 Property Factor Reg No PF000292

part of **cairn** HOUSING GROUP