



cairn

Annual Report 2022

The last few years have been eventful, to say the least. As your landlord, we are all too aware of the challenges being faced by our customers. Just as we think life is returning to normal following a series of lockdowns and significant disruption to services, we now have a cost-of-living crisis to contend with.

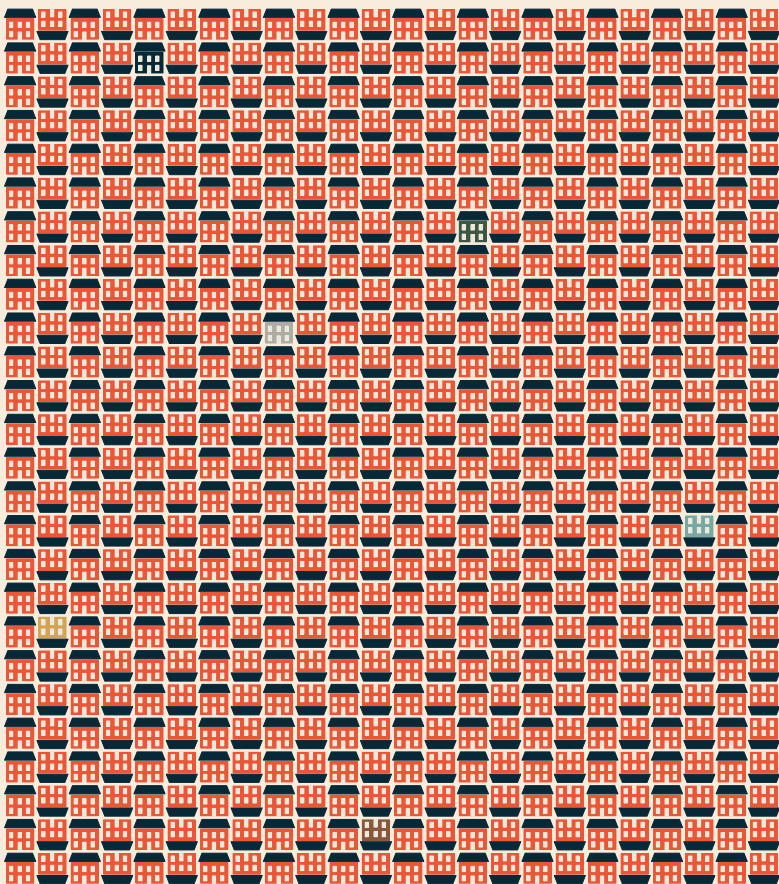
At Cairn, we have been working as hard as we can to help those struggling with their finances or worried about their tenancy. If you'd like to chat to a member of our team or want information of other organisations we can signpost you to, please get in touch. We are also regularly sharing important and informative resources over on our social media pages so please give us a follow if you haven't already.

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 go to cairnha.com where you can view our online report. This includes detailed information on how we are performing, how we compare to the Scottish average, and analysis of our performance.

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

We are committed to delivering quality services and affordable homes to you and looking forward to doing that in the year ahead.

Jason MacGilp Chief Executive
Don Jamieson, Chair



418 properties became available
to rent this year



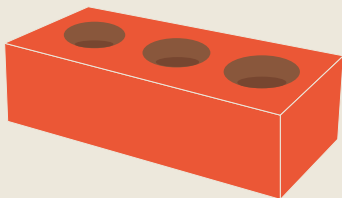
We collected 103.7% of the rent due to us



11 days on average to complete
non-emergency repairs



2,114 tenants are signed up for My Cairn



113 new homes built



455 people were helped by our welfare benefits
and money advice service, with a total gain
of £644,103 for our tenants



We lost 2.4% of our income through
properties being empty



20,500 calls to our contact centre



2.9 hours on average to complete
emergency repairs



11,015
repairs
were
completed

Welcome to your new home!



68.1 days on average to re-let properties



I'm happy I've been able to help today

Magic, thanks for sorting that for me



Is there anything else I can help with?

No, that's great thanks 😊

1,175 webchat conversations

16,
027,
666

£16 million in due rent

This is a highlight of our performance from the last financial year. To see our full report, including analysis on our statistics, please go to our website.

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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