

FHIG

at 25

Annual Report 2021/22

25 things we achieved during our 25th year

FHIG
at
25

1.

We celebrated our anniversary

by producing a commemorative book and undertaking **25 acts of kindness** to benefit our tenants, communities, colleagues, local charities and the environment.



2.

Achieved the Investors in People Platinum Award

INVESTORS IN PEOPLE™
We invest in people Platinum

3.

Re-opened our office after Covid restrictions were lifted (twice!)



4.

Recommenced delivery of non-essential repairs and maintenance

5. Introduced hybrid working and were named as one of Scotland's Top 10 Flexible Employers by FlexibilityWorks



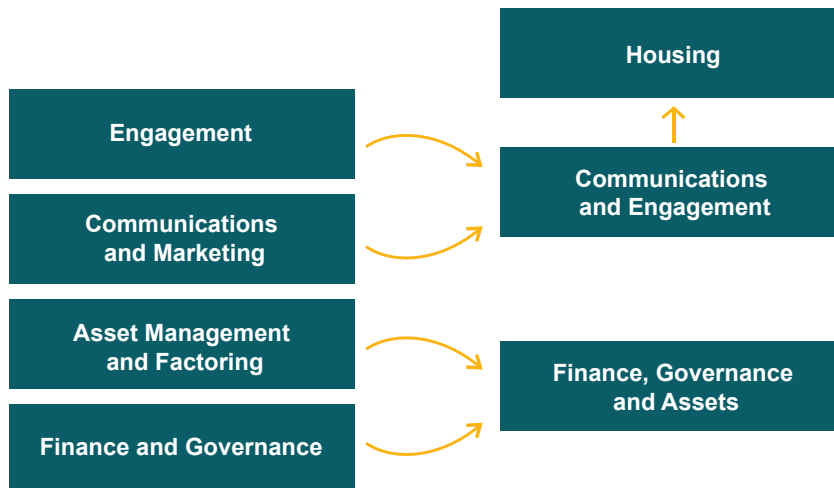
6.

Undertook climate emergency training and launched our Carbon Strategy Group

7. Delivered equality, diversity and inclusion training to all colleagues and appointed a new working group to focus on this

8.

Refined our organisational structure to streamline delivery of our services and improve our customers' experience



9.

Supported our tenants by:

- Making **95** referrals to external agencies
- Providing **22** foodbank vouchers
- Attending **176** partner agency meetings
- Launching the Fife Voices Housing Advocacy project as part of the Fife Housing Association Alliance and making **33** referrals to them
- Beginning work on a new rent affordability project
- Working with the Social Housing Fuel Support Fund and Scottish Federation of Housing Associations Winter Fuel Fund to deliver energy-saving support and advice in partnership with Greener Kirkcaldy, processing **84** referrals, issuing **£12,376** of fuel vouchers and spending a further **£13,000** on energy-saving equipment and assets to help tenants struggling with rising fuel costs

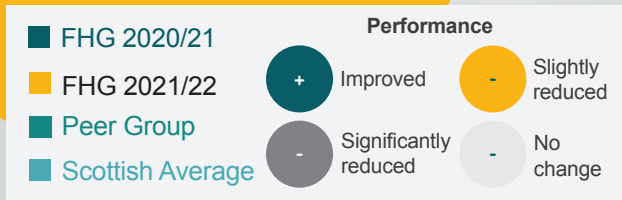


10. Managed our wider estates by:

Carrying out 163 improvements

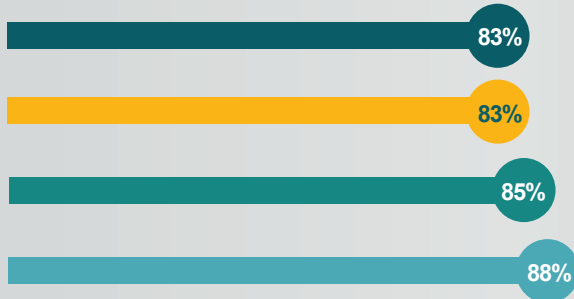
Conducting 20 inspections

ARC Indicators

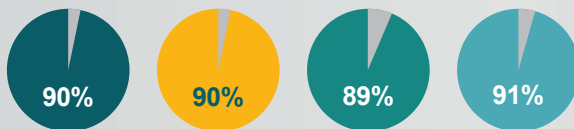


Tenant satisfaction

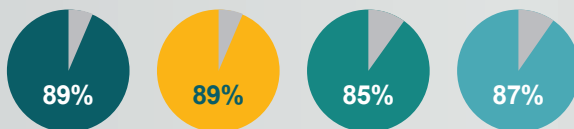
Tenants satisfied with the overall service provided by their landlord



Tenants who feel their landlord is good at keeping them informed about their services and decisions

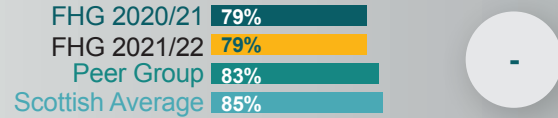


Tenants satisfied with the opportunities to participate in landlord's decision making processes



Quality and maintenance of homes

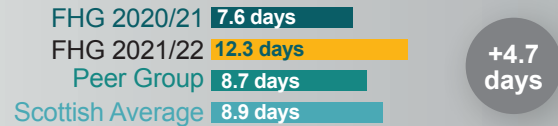
Tenants satisfied with the quality of their home



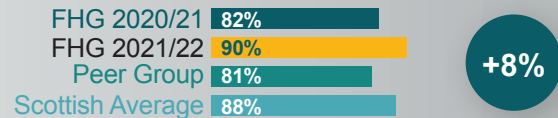
Average length of time taken to complete emergency repairs



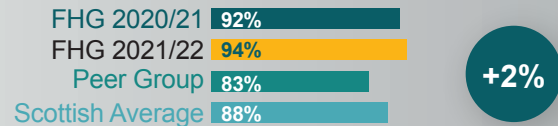
Average length of time taken to complete non-emergency repairs



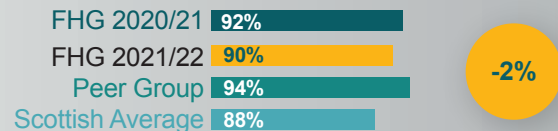
Reactive repairs completed right first time



Tenants who had repairs or maintenance carried out in the last 12 months, who are satisfied with the service



Percentage of properties meeting the EESSH



Neighbourhood and community

Complaints – Stage 1



Responded to in full

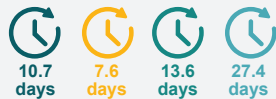


Average time for response

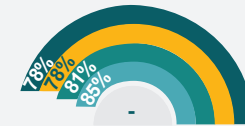
Complaints – Stage 2



Responded to in full



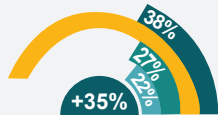
Average time for response



Tenants satisfied with the management of the neighbourhood they live in



Anti-social behaviour cases which were resolved



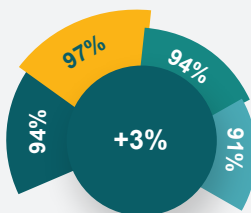
Court actions initiated which resulted in eviction

This increase was due to cases impacted by Covid restrictions being carried forward.

Access to housing and support



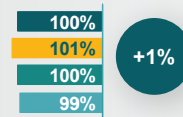
Average length of time to re-let properties



New tenancies sustained for more than a year

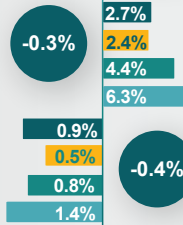
Value for money

Rent collected as percentage of total rent due

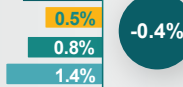


+1%

Rent due lost through properties being empty

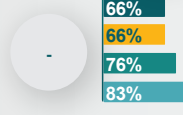


Gross rent arrears as a percentage of rent due

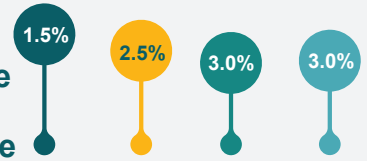


-0.4%

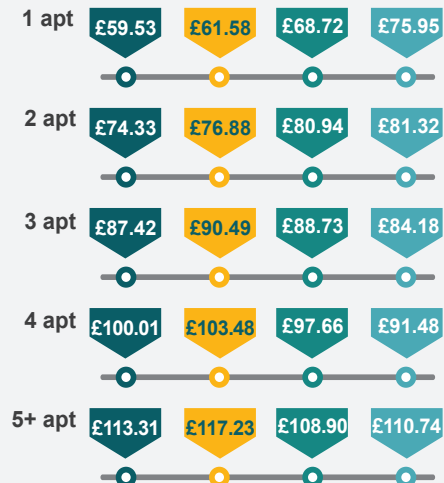
Tenants who feel that the rent for their property represents good value for money



Average rent increase



Average weekly rent





11.

Engaged with tenants and local communities through our:

- Three free skip days
- Spring craft competition
- Annual garden competition
- Christmas tree competition
- Santa deliveries of **750** selection boxes in **12** of our communities
- Resident VOICES scrutiny group
- Resident involvement training
- Mystery shopping
- Resident inspections

12.

Continued 'Giving Something Back' through:

- The launch of our new Giving Something Back Grants, distributing **£20k** to local projects and charities
- A further **£7,500** of charitable donations
- Fundraising for our Charity of the Year - Andy's Man Club



13.

Broke ground at our new 49-home development at Glen Albyn in Kirkcaldy

14.

Invested over £2m in stock upgrades including:

75 adaptations

33

24

358

- 75 adaptations
- 85 new kitchens
- 83 new bathrooms
- 33 roofs
- 114 replacement boilers
- Approximately 100 new electrical consumer units
- New external insulation for 24 homes
- 358 smoke and fire detection systems
- In the region of 450 electrical installation condition reports

85

83

114

100

450

15. Promoted Beverley Graham to Director of Housing and appointed Kathleen Menzies as Housing Manager

16.
Developed a new Wellbeing Strategy and trained six mental health first aiders



17.

**Re-launched
our Colleague
Consultation Group**



18.

**Approved
a new
Apprentice
Strategy**

19.

**Delivered a Leadership
Discovery Programme for our
Operational Leadership Team**

20.

**Created a new
Health and Safety
Working
Group**

21.

Refinanced our longer-term debt to stabilise and secure our future

22. Had four clear internal audits

23.

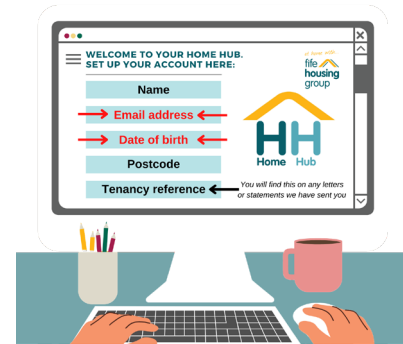
Achieved an unprecedented fourth clear external audit in a row



24.

Welcomed a new Chair and Board Members

25. Invested in our digital future through the development of a new website and customer portal



We're already looking forward to the the next 25 years!

Scottish Charity Number: SC025647
Scottish Housing Regulator Registration Number: 295
Registered Society under the Co-operative
and Community Benefit
Societies Act 2014 Registration Number 2476 R(S)
Property Factor Registration Number PF000142

at home with...

fife 
housing
group

Freephone: 08000 274 007

Text: 07520 632 740

Email: info@fifehg.org.uk

fifehg.org.uk



We'd love to hear your feedback on our Annual Report. You can call or email us with your comments or just scan the QR code below and complete our short survey to be in with a chance of winning £25 of shopping vouchers.