

Scottish Social Housing **Charter and Annual Report 2017/18**



West of
Scotland
Housing
Association

Housing you call Home

West of Scotland Housing Association (WSHA) strives to be more than just a landlord. With over 50 years of history, what sets us apart is the way in which we go further to improve the lives of our tenants, innovatively responding to their needs as their lives change to provide housing you can call home.



Welcome

This past year was an exciting time for us with us starting our journey as a stand-alone housing association. In October 2017, we finalised our separation from the Gentoo Group and this report shows how we have already made progress with the pledges we made to you during the separation process.

During 2017/18, there were a number of highlights including an increase in satisfaction with our repairs service, with a significant improvement in the time taken to complete emergency repairs.



We demonstrated our commitment to meaningfully involving tenants in our decision making by recruiting our Tenant Engagement Officer and we are reassured to see an increase in tenants who feel they are given the chance for their views to make a difference. Our Tenant Engagement Officer has been working closely with our Tenant Advisory Group (TAG) and developed a Tenant Engagement Strategy which outlines how we will work with tenants to ensure they have a real influence in how we deliver services for them.

We also pledged to be more visible in the communities we serve and a staff restructure was fully implemented which allowed staff to dedicate more time to frontline work.

Whilst we are reassured with the progress made, we recognise there is still work to be done to fully deliver outstanding services. During 2018/19, tenants, staff and Board will work together to build on past successes by focusing on improving customer service, finding out what you need from us, improving the quality of our homes and delivering our new build development programme.

On behalf of everyone at West of Scotland Housing Association,

Anne Young, Chair, Tenant Advisory Group

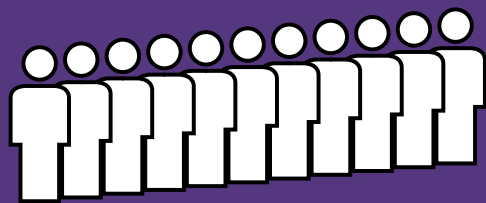
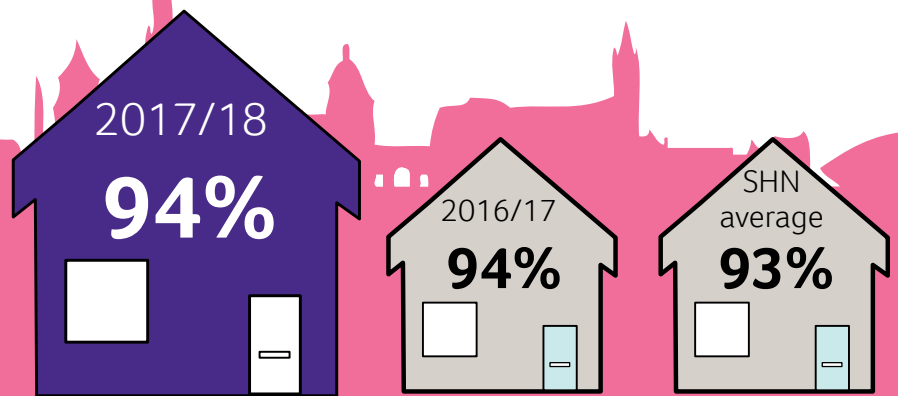
Ruth Simpson, Chair, WSHA Board

Lynne Donnelly, Chief Executive Officer

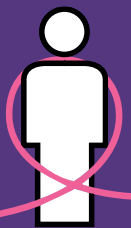
Going further...homes

We are proud to provide a home for life and we are committed to providing high-quality, safe and affordable homes that you are proud to call your own.

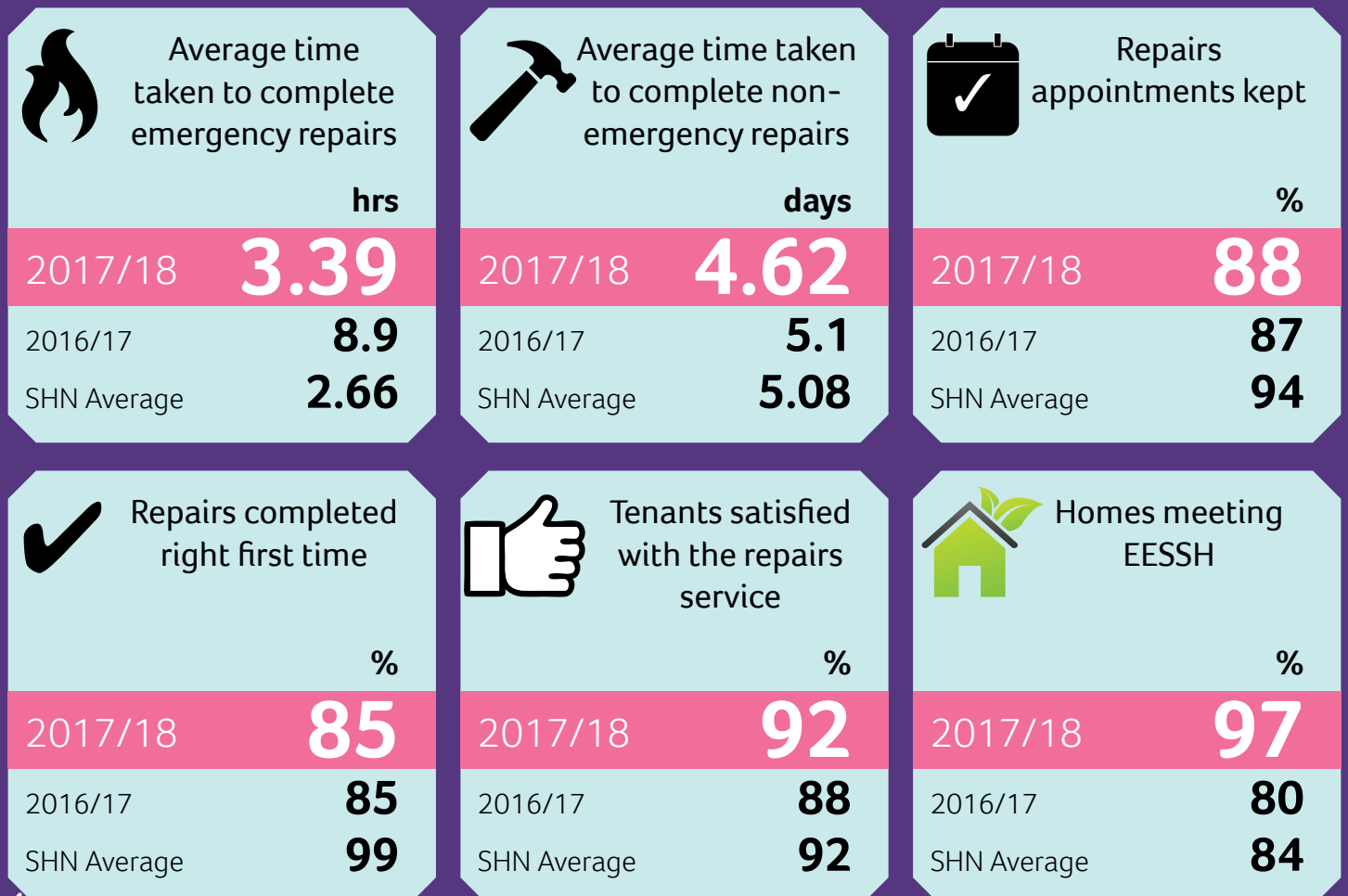
Stock meeting the Scottish Housing Quality Standard



Tenants satisfied with the quality of their homes



Repairs service



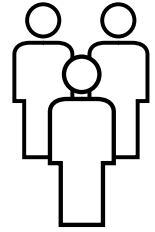
Construction began on 84 new homes with 16 completed by March 2018

Improvements for 2018/19

- Work with our new maintenance contractor, Robertson FM, to continue to make improvements to our repairs service.
- Use the findings of the Stock Condition Survey to develop our Asset Management Strategy which will outline how we deliver our planned maintenance programme to improve the quality of our homes.

Going further...people

People are at the heart of everything we do. We are committed to looking at new and innovative ways to deliver services that reflect the needs of our tenants and customers.



Tenants satisfied with overall service

2017/18

93%

2016/17

89%

SHN Average

91%



Tenants who feel we are good at keeping them informed about services and outcomes

2017/18

98%

2016/17

98%

SHN Average

93%



Tenants satisfied with the opportunities given to them to participate in our decision making

2017/18

99%

2016/17

96%

SHN Average

88%



New tenants sustaining tenancy for more than 12 months

2017/18

88%

2016/17

78%

SHN Average

91.2%



Number of complaints received

2017/18

204

2016/17

337



Complaints responded to within timescale

2017/18

202

2016/17

337



Complaints upheld

2017/18

142

2016/17

198

Improvements for 2018/19

- Continue to support our Tenant Advisory Group to actively influence our decisions.
- Implementation of Tenant Scrutiny Programme
- Develop a Digital Inclusion Strategy



Going further...communities

We don't just provide homes, we create communities. We want you to live in safe, happy and healthy communities and we recognise that we have a role in achieving this.





Number of cases of anti-social behaviour reported

2017/18 **251**

2016/17 **247**



Number of cases resolved within locally agreed targets

2017/18 **90**

2016/17 **89**

SHN Average **83**



Tenants satisfied with how we manage their neighbourhood

2017/18 **93**

2016/17 **89**

SHN Average **88**



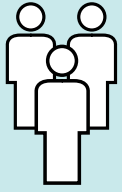
Improvements for 2018/19

- Review our approach to anti-social behaviour and harassment.
- Launch our Good Neighbour Charter which will be created in consultation with tenants.
- Roll-out of our Rate Your Estate Scheme to give you the opportunity to identify improvements needed in your community.
- Delivery of Supporting Communities Strategy

TAG members going on stock tour

Going further...value for money

Achieving value for money is important to us and we want to ensure we provide high-quality and cost efficient services that meet your aspirations.



Tenants who felt their rent represents good value for money

2017/18

84%

2016/17

76%

SHN Average

84%



Rent lost through properties being empty

2017/18

0.57%

2016/17

0.43%

SHN Average

0.63%



Average number of days to let a property

2017/18

29

2016/17

22

SHN Average

24



Rent collected from tenants as % of total rent due

2017/18

99.3%

2016/17

99.52%

SHN Average

99%



Gross rent arrears

2017/18

£728,739

2016/17

£590,131



Rent arrears as % of due

2017/18

5.18%

2016/17

4.52%

SHN Average

4.54%



Owners satisfied with factoring service

2017/18

74%

2016/17

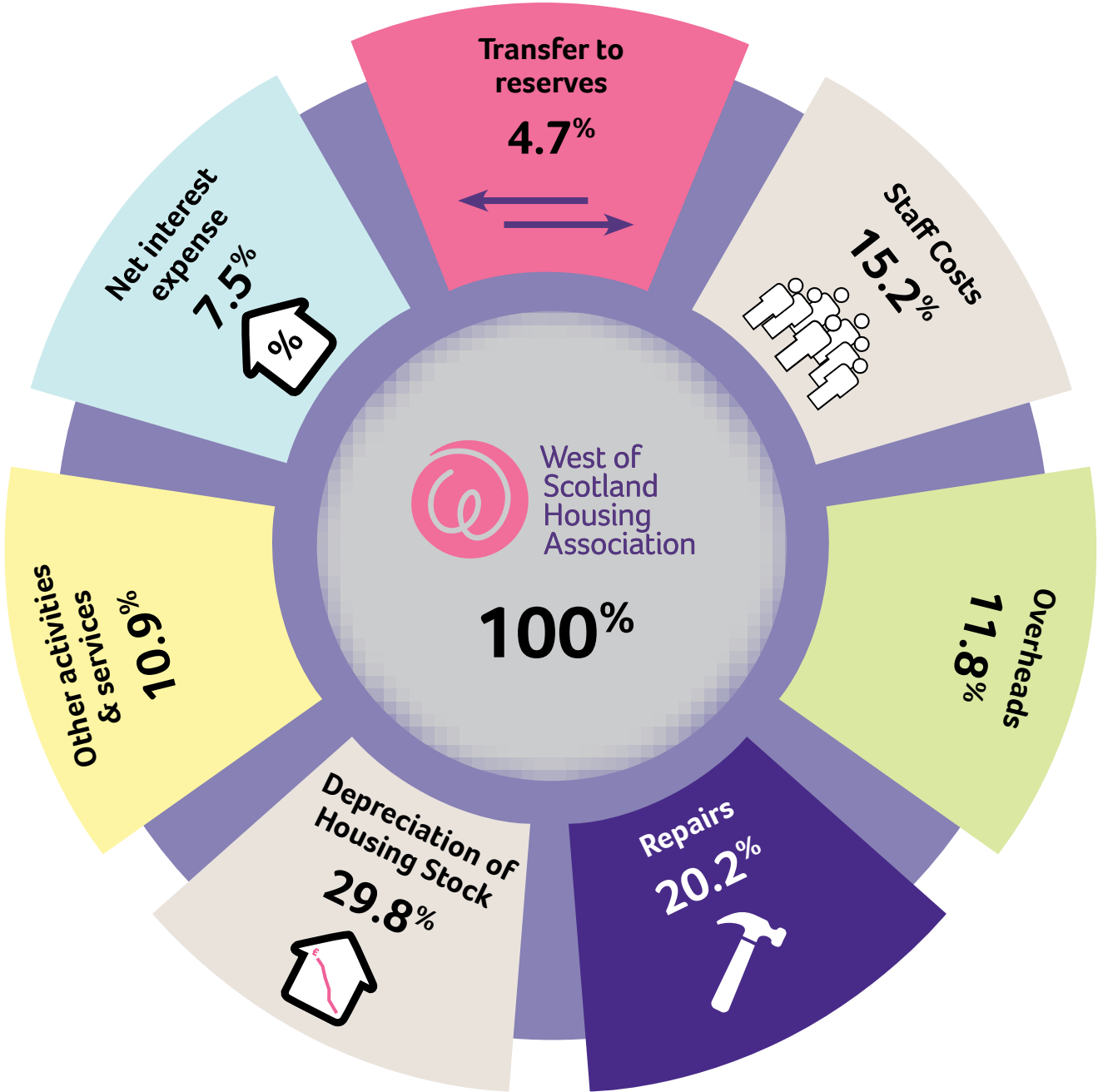
73%

Improvements for 2018/19

- Develop a Value for Money Strategy which will outline how we can be more efficient and reduce unnecessary costs.
- Revise our Arrears Policy to maximise our rental income whilst supporting tenants facing financial difficulties.
- Review our Rent Setting Policy to ensure it is fair and reflects the quality of homes we provide.
- Undertake a full review of void process and work with our new void contractor, Turner Property Management Ltd, to meet new targets for re-letting homes.

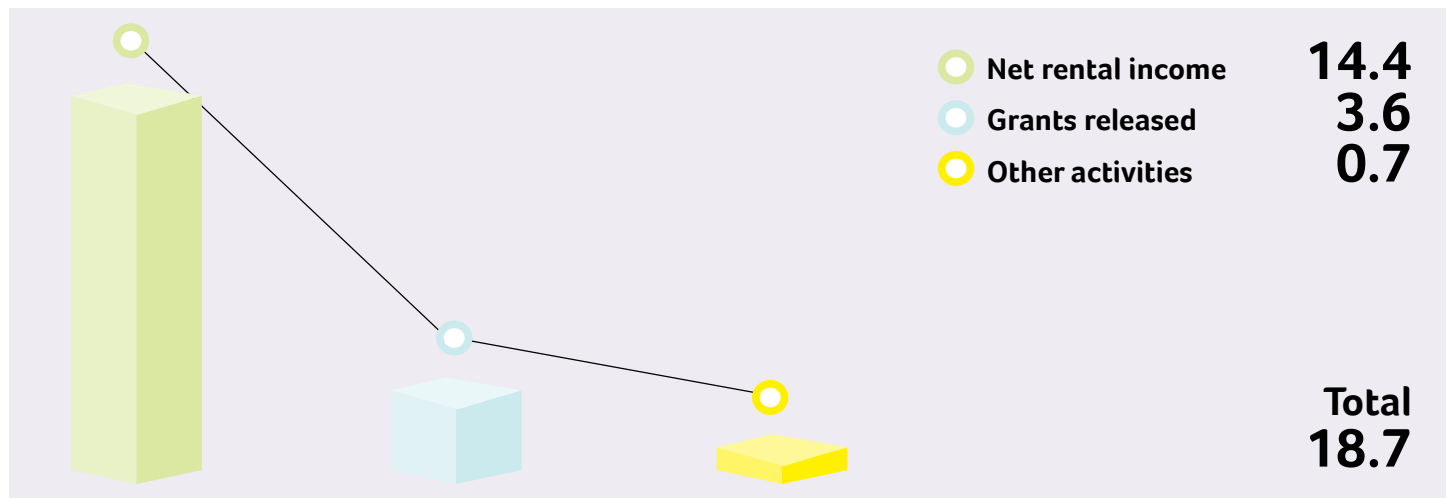


How every £1 is spent

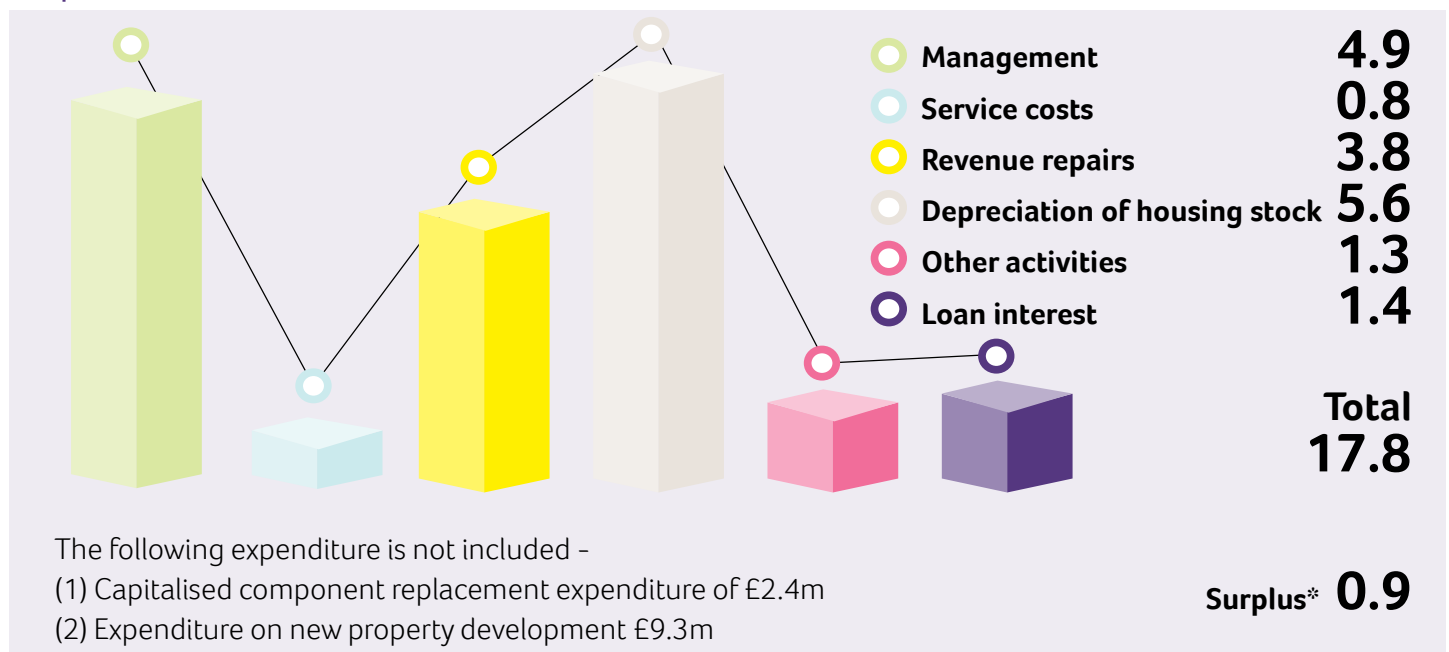


Summary of the 2017/18 income and expenditure account

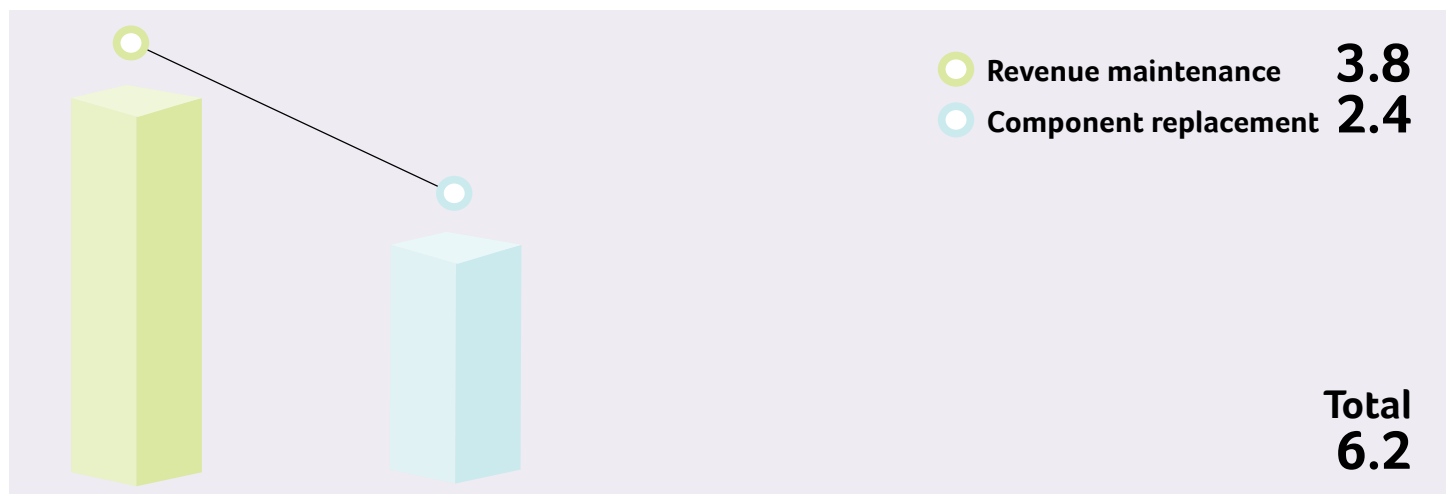
Income – £m



Expenditure – £m



Total repairs – £m



Our people...

Corporate Management Team

Our people are at the heart of our business and we support them to be their best when they are at work. Responsible business practice is core to our organisation and we believe being successful at this starts with healthy, happy and motivated staff.

Lynne Donnelly – Chief Executive Officer

Stewart Gibb – Director of Housing and Customer Services

Andrew Kubski – Director of Development and Asset Management

Colin MacCallum – Director of Finance and Corporate Services



WSHA Board 2017/18

as at July 2018

Our Board decides the policy and direction of WSHA. It is made up of volunteers and we have a mix of tenants and others who have specialist knowledge that they can bring to WSHA. This mix ensures we are clear about our tenants' priorities and have the technical knowledge to achieve them.

Ruth Simpson (Chair)

Elaine Davidson (Vice Chair)

Clare Newton

Ann Reid

Ena Hutchison

Kelly Adams

Paul MacAninch

Colin Menabney

John Shearer

Robert Higgins

Derek McGowan – appointed February 2018

Shona Gallagher – appointed February 2018

Katy McLeod – resigned May 2018

Rab Morrow – resigned February 2018

Ian McGibbon – resigned September 2017

Michelle Meldrum - resigned October 2017

Jargon Buster

Scottish Social Housing Charter – The Scottish Social Housing Charter requires Registered Social Landlords to show how they perform against a number of key outcomes.

SHN Average – The Scottish Housing Network (SHN) is a benchmarking group of Registered Social Landlords in Scotland. This allows us to compare our performance with similar sized housing associations.

Scottish Housing Quality Standard – the Scottish Government have set a minimum standard to ensure no home ever falls below this level. We must ensure homes are energy efficient, safe and secure, not seriously damaged and have kitchens and bathrooms that are in good condition.

EESHS - The Energy Efficiency Standard for Social Housing (EESHS) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases.

Stock Condition Survey – assists us in identifying maintenance and improvements needed in our homes.

Planned Maintenance – every year we have carry out a programme of work to improve our homes. This can include new bathrooms, windows, kitchens and roofs.

Rate your Estate – involves tenant inspectors visit communities and rating aspects of the estate. If the area is rated poorly then the inspectors will work with us to make required improvements.

Void Process – this is what we call the period between a home becoming empty and a new tenant moving in. This process can include carrying out repairs and identifying a suitable new tenant.

Component Replacement – this is when we update things like bathrooms, kitchens and boilers.



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Scottish Charity No. SCO18486

