

MAKING A HOUSE INTO

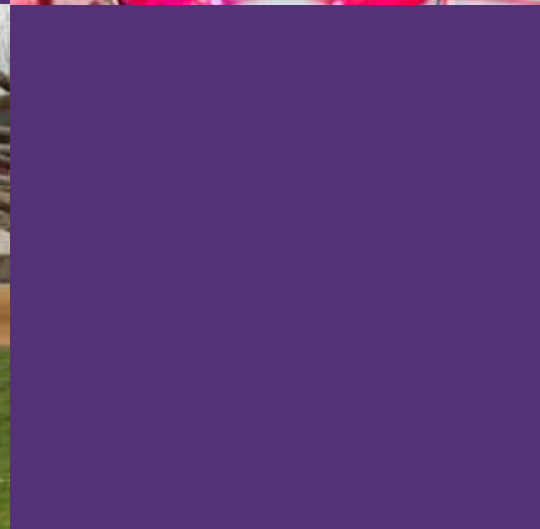
Scottish Social Housing **Charter** and **Annual Report** for 2018 /2019

YOUR HOME

Housing you call home



West of
Scotland
Housing
Association



LISTENING CARING SUPPORTING



Welcome to our Scottish Social Housing Charter and Annual Report for 2018/2019.

This report highlights how we performed in relation to the outcomes from the Scottish Housing Regulator.

We are pleased to see improvements in most areas which are a reflection of the hard work of staff and their commitment to putting tenants first. We recognise there is still some work to be done with regards to how we handle complaints and addressing some tenants concerns about the quality of their homes.

We would like to take this opportunity to thank Lynne Donnelly who retired as our Chief Executive Officer in June 2019. During her time here she implemented a number of key projects including the establishment of an ambitious new build programme and a refocus on putting tenants' needs at the heart of service delivery. We wish her well for her retirement.

During 2019/2020 we will start to deliver our five year Corporate Plan which sets out the key aims and objectives we aim to achieve by 2024. It will be reviewed each year and updated to reflect new and emerging issues to ensure we continue to focus on meeting your needs. We will begin to work on the priorities outlined in our Asset Management Strategy so that we provide homes where you are happy to live and call home.

We will continue to put tenants and their views at the heart of service delivery and will explore new ways to get them involved including creating a Readers Panel and encouraging younger tenants to share their views with us.

We look forward to being part of another exciting year at WSHA.

On behalf of everyone at West of Scotland Housing Association,

Ruth Simpson (WSHA Chair)

Lynn Clark (Chair, Tenant Advisory Group)

GOING FURTHER... HOMES

we created **68** new homes in
2018 /2019 and started work on **31**

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.

We created 68 new homes in 2018/2019 and started work on 31.

Going forward...

- We will begin to deliver the priorities in our Asset Management Strategy which ensures that we have the right homes in the right areas that provide value for money for our customers.
- We will continue to create new homes that meet the needs of a variety of tenants.



2018/2019

96%

Stock meets the Scottish Housing Quality Standard

94%
2017
2018

94%
SHN
AVERAGE



2018/2019

4.36 DAYS

Average time taken to complete non emergency repairs

4.62 DAYS
2017
2018

5 DAYS
SHN
AVERAGE



2018/2019

2.66 HRS

Average time taken to complete emergency repairs

3.39 HRS
2017
2018

2.7 HRS
SHN
AVERAGE



2018/2019

88%

Tenants satisfied with the quality of their homes

87%
2017
2018

87%
SHN
AVERAGE



2018/2019

97%

Homes meeting EESSH

97%
2017
2018



2018/2019

86%

Repairs completed right first time

85%
2017
2018

91%
SHN
AVERAGE



2018/2019

92%

Repairs appointments kept

88%
2017
2018

95%
SHN
AVERAGE



2018/2019

90%

Tenants satisfied with the repairs service

92%
2017
2018

92%
SHN
AVERAGE



2018/2019

92%

Tenants
satisfied
with
overall service

93%
2017
2018

90%
SHN
AVERAGE



2018/2019

93%

New tenants
sustaining tenancy
for more than
12 months

88%
2017
2018

89%
SHN
AVERAGE



2018/2019

93%

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

99%
2017
2018

87%
SHN
AVERAGE



2018/2019

97%

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

98%
2017
2018

93%
SHN
AVERAGE



2018/2019

139

Number
of
complaints
received

204
2017
2018



2018/2019

120

Complaints
responded to
within
timescale

202
2017
2018



2018/2019

61

Complaints
upheld

142
2017
2018



GOING FURTHER... PEOPLE

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

Going forward...

- We will continue to look at new ways of getting our tenants views including the creation of a readers panel and youth forum.
- We will implement our new IT system which will allow us to collect the data we need to improve our ability to plan services and ensure we make the right investment decisions and can become more efficient.
- We will encourage staff to reach their potential to enable them to deliver excellent customer service to all our customers by implementing our HR Strategy which provides an overarching framework that supports us to be an excellent employer and create a positive staff culture.

in **2018/2019** our Welfare Rights Team secured over **1 million** for our tenants



GOING FURTHER... COMMUNITIES

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

Going forward...

- During 2019/20 we will work closely with Willowacre Trust to introduce Place Standard consultations throughout our communities. We will also work collaboratively within the community and in partnership with other organisations to support community development in any way we can.
- Our Tenant Advisory Group will continue to work closely with us on our Rate Your Estate scheme to identify improvements in our communities.



2018/2019

93%

Number of anti-social cases resolved within locally agreed targets

90%
2017
2018

86%
SHN
AVERAGE



2018/2019

278

Number of cases of anti-social behaviour reported

251
2017
2018



2018/2019

90%

Tenants satisfied with how we manage their neighbourhood

93%
2017
2018

86%
SHN
AVERAGE



2018/2019

74%

Tenants who felt
their rent represents
good value
for money

84%
2017
2018

82%
SHN
AVERAGE



2018/2019

99%

Rent collected from
tenants as a
% of total
rent due

96%
2017
2018

99%
SHN
AVERAGE

%



2018/2019

27 DAYS

Average
number of days
to let
a property

29 DAYS
2017
2018

28 DAYS
SHN
AVERAGE



2018/2019

0.52%

Rent lost
through
properties
being empty

0.57%
2017
2018

0.7%
SHN
AVERAGE



2018/2019

£825,043

Gross
rent
arrears

£728,739
2017
2018



2018/2019

5.63%

Rent
arrears
as %
of due

5.18%
2017
2018

5%
SHN
AVERAGE



2018/2019

56%

Owners satisfied
with
factoring
service

74
2017
2018



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.

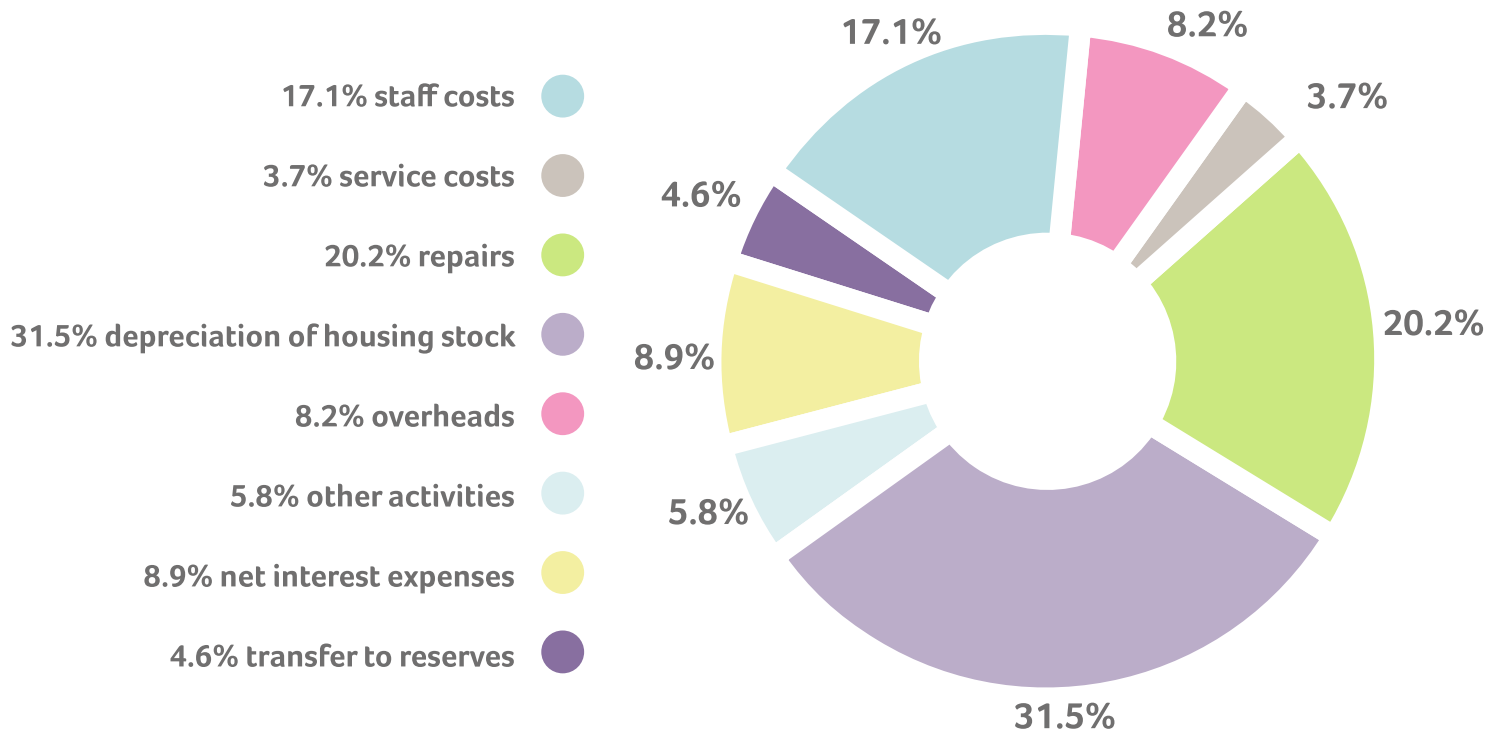
Going forward...

- We will launch a revised service charter for Owners which outlines the standards owners should expect from us.
- We will deliver the objectives within our Value for Money Strategy which is monitored by our Board. Our immediate priorities include improving the energy efficiency of our homes and supporting our scrutiny panel to assess the impact of our strategy.



ACCOUNTS

HOW EVERY £1 IS SPENT



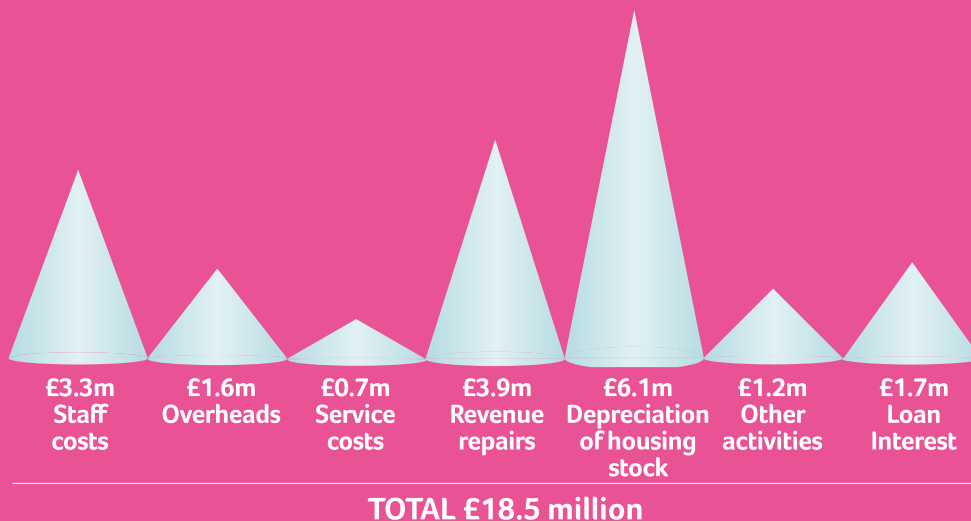
Income



Total Repairs



Expenditure



The following expenditure is not included -

- (1) Structural works and component replacements £2.5m
- (2) Expenditure on new property development £8.5m
- (3) Actuarial movements in pensions £2m

OUR

PEOPLE

We have around 90 staff who put tenants at the heart of everything they do and strive to provide excellent customer service.

Our Corporate Management Team

<i>Lynne Donnelly</i>	<i>Chief Executive Officer (Retired 30th June 2019)</i>
<i>Stewart Gibb</i>	<i>Director of Housing and Customer Services</i>
<i>Andrew Kubski</i>	<i>Director of Development and Asset Management</i>
<i>Colin MacCallum</i>	<i>Director of Finance and Corporate Services</i>

Our Board

<i>Kelly Adams</i>	<i>(Vice Chair)</i>
<i>Elaine Davidson</i>	<i>(Appointed 22nd May 2019)</i>
<i>Ryan Docherty</i>	<i>(Appointed 22nd May 2019)</i>
<i>Nick Farrell</i>	
<i>Shona Gallagher</i>	
<i>Robert Higgins</i>	<i>(Resigned 6th Feb 2019)</i>
<i>Ena Hutchison</i>	
<i>Paul Macaninch</i>	<i>(Resigned 13th August 2018)</i>
<i>Paul McCandlish</i>	<i>(Appointed 22nd May 2019)</i>
<i>Derek McGowan</i>	
<i>Colin Menabney</i>	<i>(Resigned on 20th March 2019)</i>
<i>Clare Newton</i>	
<i>Ann Reid</i>	
<i>John Shearer</i>	
<i>Ruth Simpson</i>	<i>(Chair)</i>



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.*

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.*

Customer Satisfaction Information – *all figures in this report relating to customer satisfaction are taken from our Annual Customer Satisfaction Survey which was undertaken by Research Resource, and involved face to face interviews with 801 tenants from across the communities where we have homes. The only exception is the New Tenant Satisfaction Surveys which are undertaken six to eight weeks after a tenant moves into a new home.*

Contact us

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HAPPY TO TRANSLATE

