



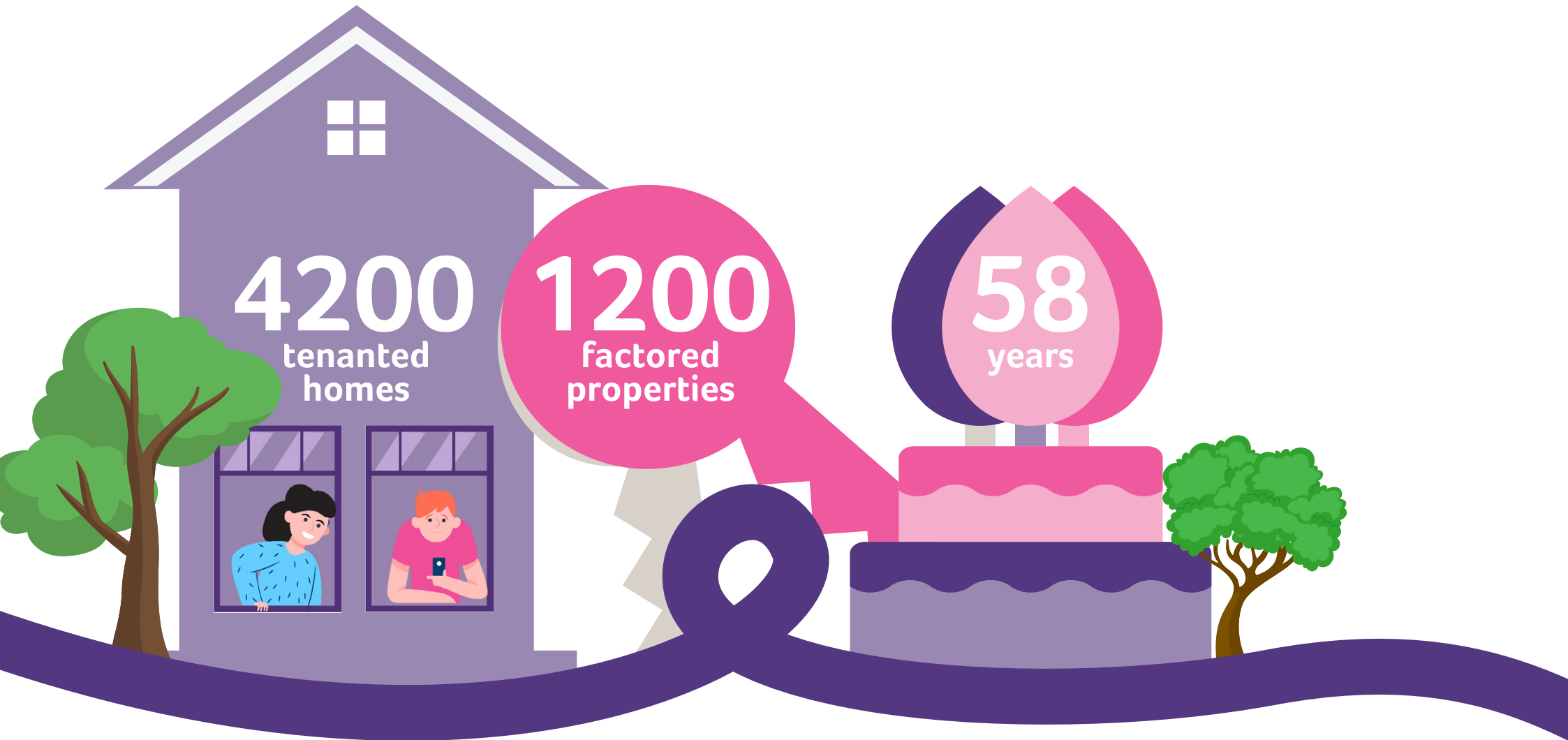
Housing You Call Home

Scottish Social Housing
Charter and Annual Report
for 2022/2023



Housing You Call Home

West of Scotland Housing Association (WSHA) strives to be more than just a landlord. With over 55 years of history, we provide around 4200 tenanted homes, and factoring services to an additional 1200 owner occupier homes, across the West of Scotland.



Our Values



INCLUSIVE

we aim to meet individual needs and recognise diversity



RESPECT

we treat everyone with empathy and kindness

SUPPORT

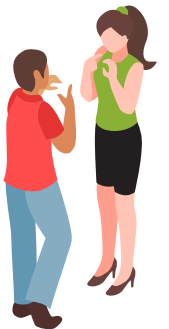
we will be supportive in our approach with customers, staff and stakeholders

IMPROVEMENT

we aim to continuously improve what we do to benefit our customers, staff and stakeholders

INTEGRITY

we act with integrity and honesty at all times





Welcome to our 2022/23 Scottish Social Housing Charter and Annual Report



This is the first year since 2019 that our service delivery has not been impacted by the pandemic and it has been good to be in the position that we can report on a year of being able to deliver the full range of services our tenants expect from us.

We know we have improvements to make—our key improvement area being around our repairs and maintenance service—and you will find out more about our plans for 2023/24 to improve and develop what we do.

One of the key achievements for West of Scotland Housing Association in 2022/23 was the transfer of engagements from Charing Cross Housing Association to WSHA. This took place on the 1st August 2022, following a consultation period with tenants and factored owners and a tenant ballot in June 2022. This transfer has increased our stock size significantly and we were pleased to welcome new tenants and factored owners to WSHA. We have made good progress on our transfer promises and will be holding a “One Year On” event in the community in September this year.


There continues to be significant challenges for all Registered Social Landlords in the coming years. One of these key challenges is the cost of living crisis, which is impacting many of our tenants. In March this year, we issued a Cost of Living survey to our tenants and a key priority for 2023/24 will be implementing the action plan developed following this survey to provide further support to our tenants during this crisis. The cost of living crisis has also impacted WSHA in terms of increasing our costs to deliver services and invest in our homes. Over the coming months, we will be consulting with our tenants in respect of what their priorities are and how we manage these increased costs, continue to invest in our properties and ensure that rents remain affordable.

Sustainability also remains a key priority for us in terms of how we operate, both in the energy efficiency of our homes and how we deliver services. We have a new Sustainability Strategy in place now and will be implementing this over the next few years.

*On behalf of everyone at West of Scotland Housing Association,
Kelly Adams, Chair, WSHA Board*



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.

EESSH The Energy Efficiency Standard for Social Housing (EESSH) 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 a survey of the condition of homes which helps us identify maintenance and improvements needed in our homes.

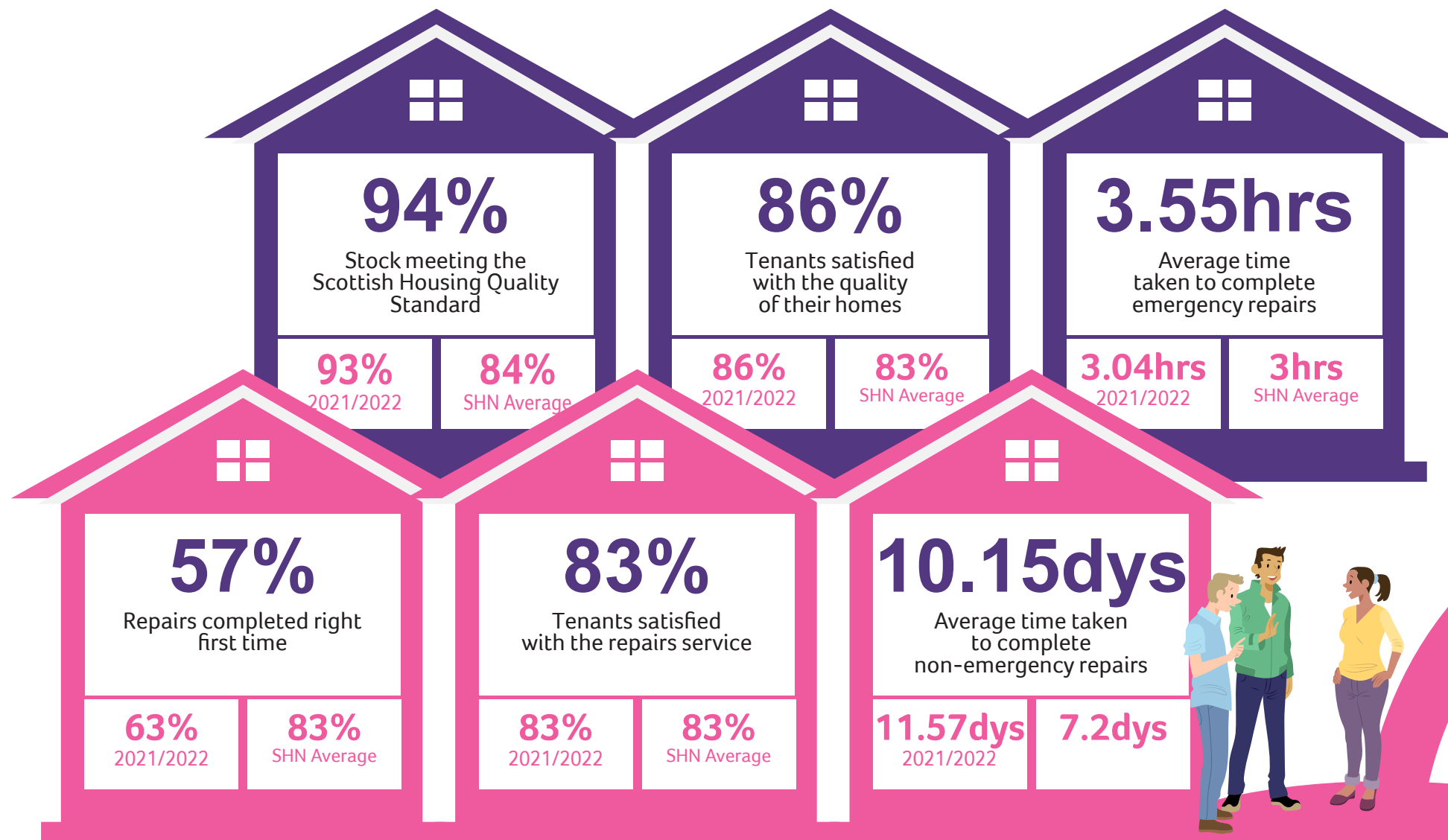


Planned Maintenance every year we carry out a programme of work to improve our homes. This can include new bathrooms, windows, kitchens and roofs.

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.

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.



Going forward



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.

In 2022/23, we changed our reactive repairs contractor due to the existing contractor terminating the contract. Our new contractor, Everwarm, began working with us in July last year. We have been working in partnership with the contractor in respect of improving systems and processes to improve service delivery. Due to the change in contractor, our repairs performance in 2022/23 has been significantly below our targets and the standard we would wish in respect of this key service to our tenants. One of WSHA's key business objectives for 2023/24 is to work with the contractor to improve our reactive repairs service to our tenants. We have introduced follow-up satisfaction surveys to our tenants for every repair to assist with this service improvement.

We will continue with our programme to make improvements to tenants' homes and in 2023/24 we will invest around £6m in our homes. We are also carrying out an in-house programme of stock condition surveys which will assist us to plan for future investment in our homes.

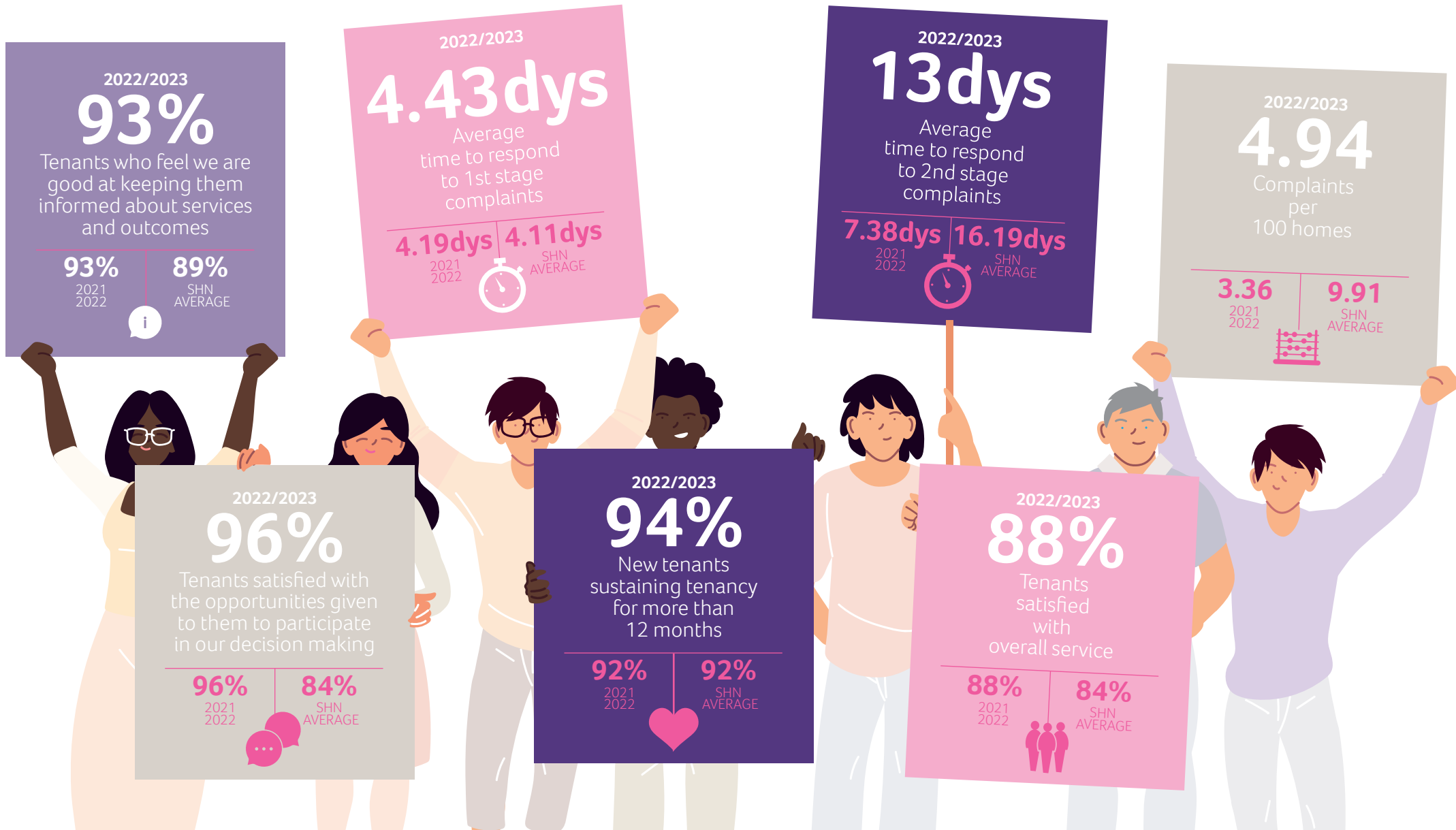
We will continue to progress our ambitious new build programme and welcomed tenants to our first Passivhaus development in Dalmarnock in November 2022. The development, the largest of its kind in Glasgow, comprises 36 flats, and the ultra-low energy buildings require little energy for heating or cooling, meaning low energy use for tenants which, in turn, helps address fuel poverty. We are currently working with the tenants in these homes to ensure that they maximise the efficiency and health benefits of the building. Our new development at Greenan Phase 3, Ayr, delivered our first fully low carbon heating system, providing 32 of our homes with "clean" energy efficient heating and hot water. This demonstrates our commitment to reducing our carbon footprint and delivering on our sustainability priorities.

Our subsidiary, Westscot Living, will also manage their first mid-market rent homes at Dalmarnock Station, Glasgow and Dundashill from Autumn this year. This will provide 144 affordable homes for those households with low to moderate income. Dundashill, when complete, will be the largest Passivhaus project in Scotland consisting of a mix of ninety 1, 2 & 3 bed flats.



Going further...people

People are at the heart of everything we do, whether it is our tenants or 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 work on the objectives we outlined in our Customer Engagement Strategy including providing a wide range of opportunities and methods for customers to be involved in our decision making.

In particular, we will be consulting with our tenants in respect of their priorities for the next year and how we balance investment in homes, increasing costs and ensuring our rents remain affordable. This consultation begins in August and will form a key part of our rent consultation process.

We will also consider how we involve younger people and look at ways we can improve how we gather the views of Factored Owners and our new mid-market rent tenants.

A key focus for our tenants in 2023/24 will be to implement the action plan that has been developed based on feedback from the tenants Cost of Living survey, to ensure we provide support to our tenants where possible during the ongoing cost of living crisis.

We successfully launched our Tenant App in July 2022 and as of writing 25% of our tenants are signed up. This year, we are looking to develop the app further to provide additional services, contributing to our larger aim of improving our online services.



Going further...communities



A community to us is more than just building and managing affordable homes; it is about creating safe, socially inclusive, thriving, vibrant communities where tenants want to live.

Number of cases of anti-social behaviour reported per 100 homes

2022/2023
7.33

7.47
2021/2022

9.76
SHN Average

Tenants satisfied with how we manage their neighbourhood

2022/2023
88%

88%
2021/2022

81%
SHN Average

Number of cases resolved within locally agreed targets

2022/2023
96%

96%
2021/2022

94%
SHN Average

Going forward

For the past 50 years, we have worked in partnership with our charitable subsidiary, Willowacre Trust, to provide support services to help tenants keep their homes and to improve their wellbeing.

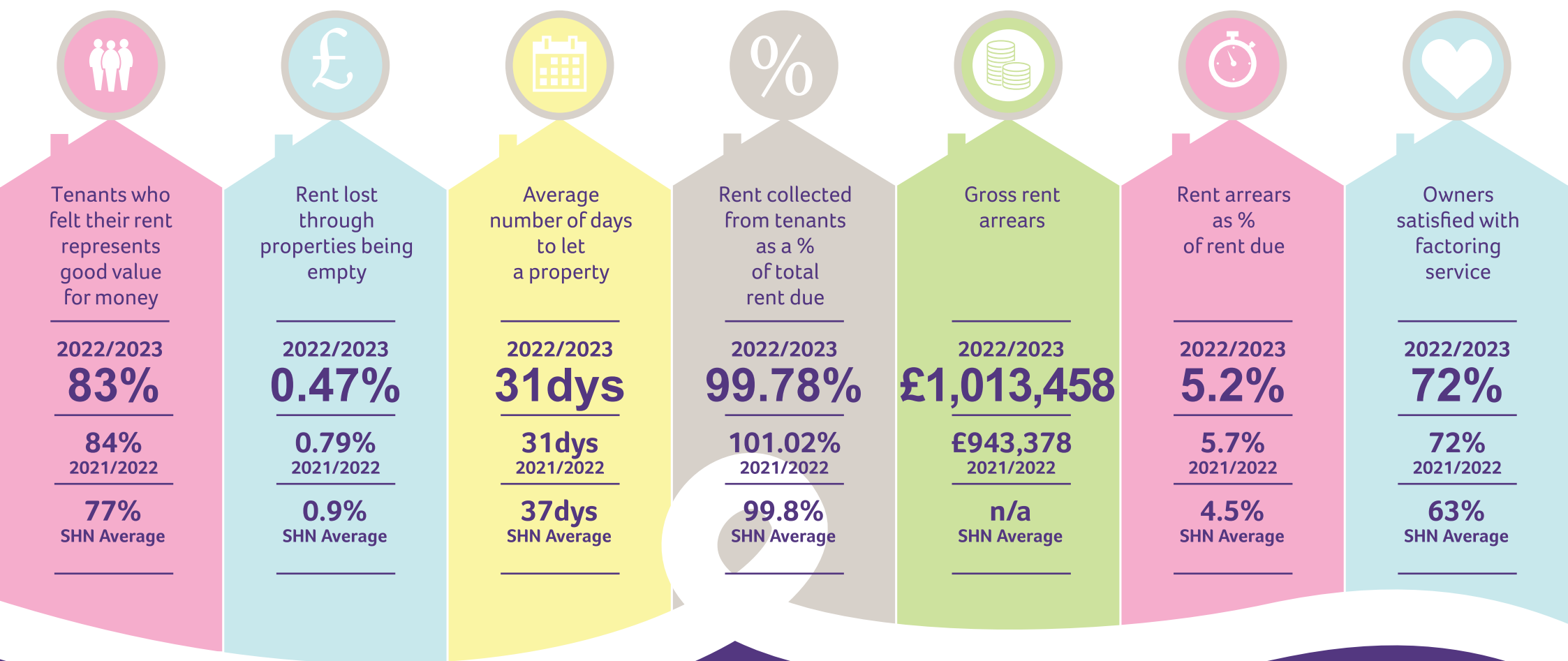
This partnership has never been more important as we deliver our Cost of Living Action Plan. We are working to expand the services that Willowacre Trust provides to our tenants to allow us to provide additional support during the cost of living crisis. We will also be doing more to promote these services to ensure that all of our tenants are aware of the support we can provide and how they can access this support.

In 2023/24, we will continue to prioritise our ambitions around our response to the climate emergency through a key business objective of delivering the actions set out in our new Sustainability Strategy which was developed this year in partnership with Carbon Change. We have set carbon reduction targets and will report on performance against these targets to our customers.



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.

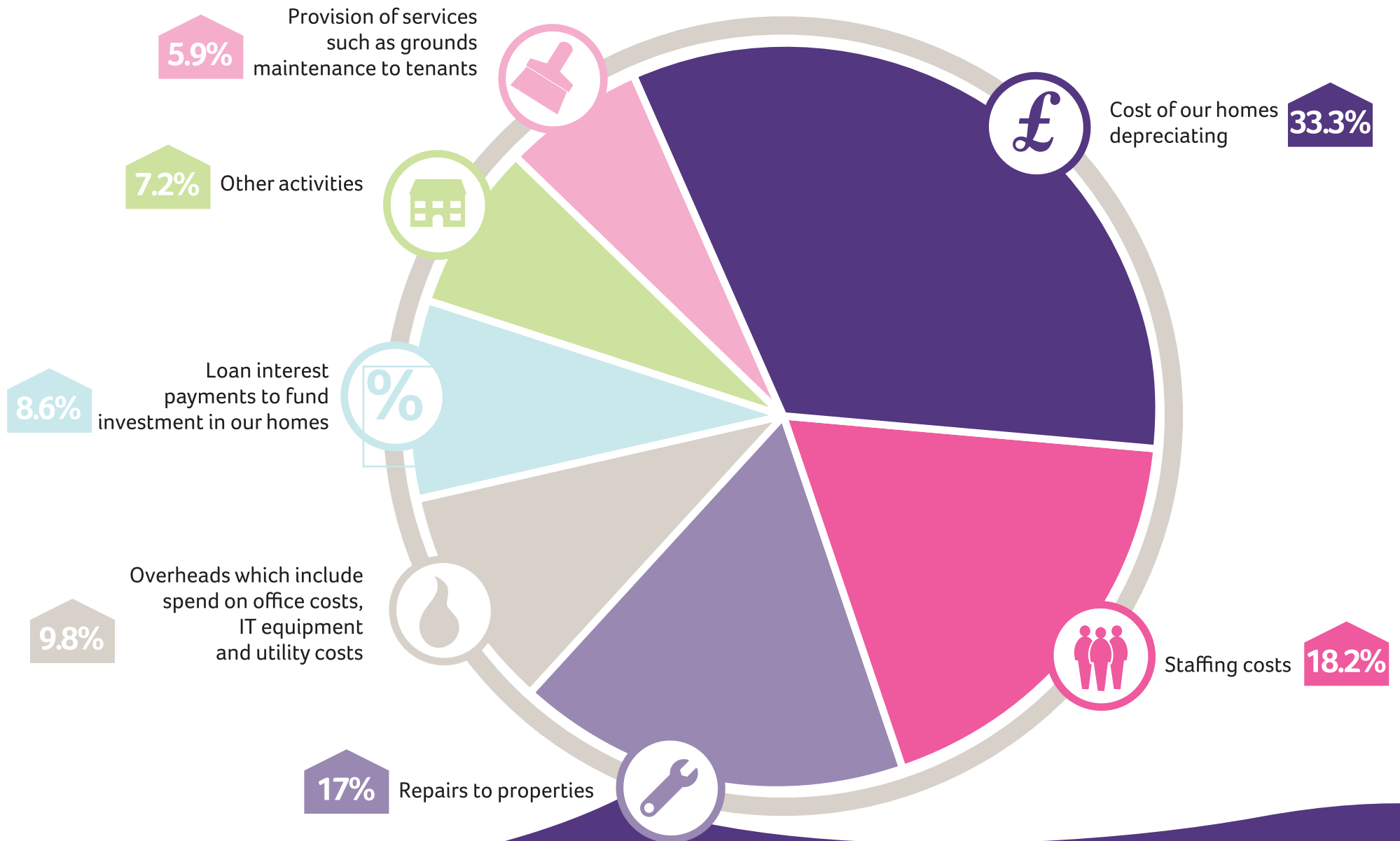


Going forward

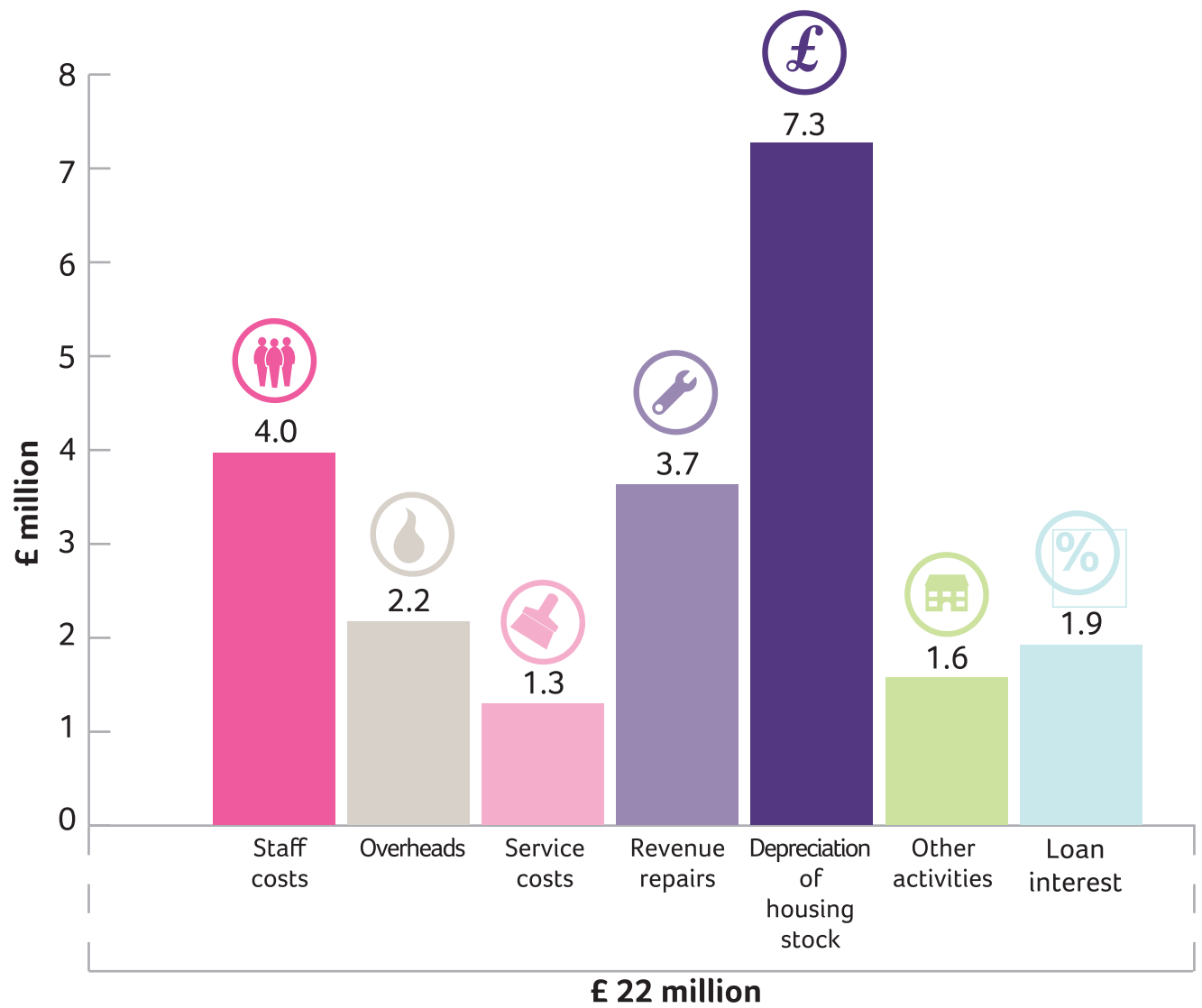
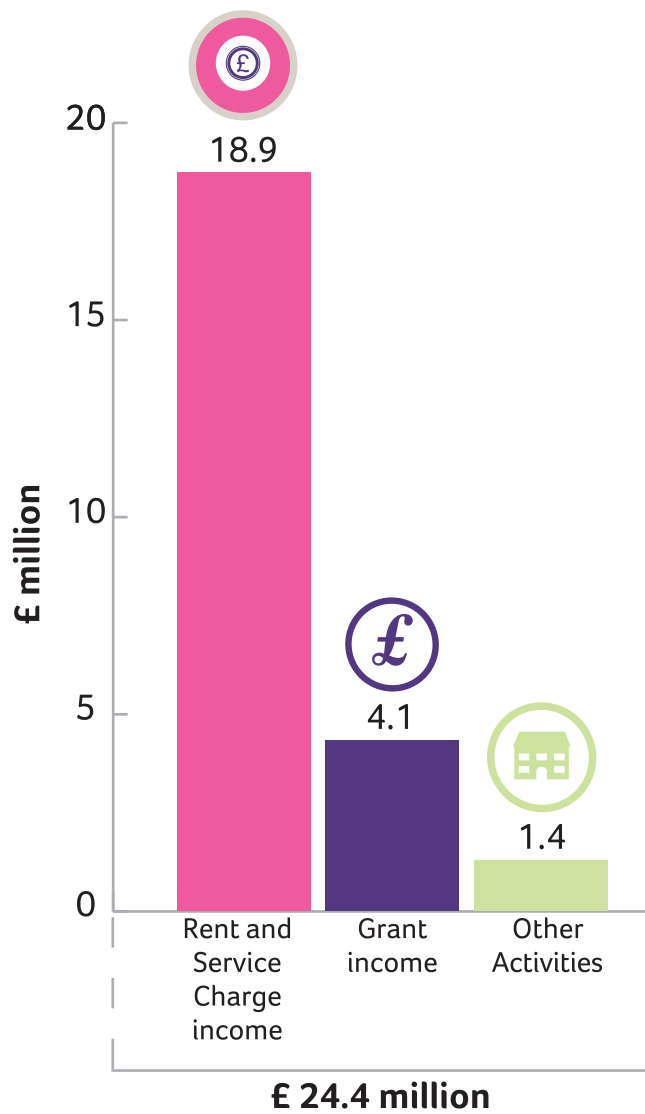
In 2022/23, we reviewed our Value for Money Strategy. Delivery of our annual efficiencies plan remains a key commitment for us, and we continue to look at where we can reduce costs without impacting on the quality of the services that we deliver to our customers.

We will be measuring the impact of the implementation of this strategy and will report on this to customers on an annual basis. Actions from the strategy include improving our rent collection and further reducing our void re-let times by working more efficiently and digitising processes where possible. The Strategy includes a quality assurance statement that was requested by our Tenant Advisory Group (TAG). They were insistent that we should not compromise the quality of materials used in our homes or service delivery to customers through making efficiencies. We have committed to this and have added a statement to the strategy making this commitment.





Where each £1 of income is spent



Surplus for the year* £2.4m

*The following items are not included in the surplus figure

1. Component replacement of £2.7m
2. New property development expenditure of £21.1m
3. Actuarial loss on pensions £1.2m
4. Gain on business combinations £11.8m
5. Fair value adjustment to housing properties £8.4m

The total expenditure on repairs and component replacements was £6.4m

Our People...

We have around **110 staff** who put tenants at the heart of everything they do and strive to provide excellent customer service.

Our Corporate Management Team

Brian Gannon • *Chief Executive Officer*

Jennifer Cairns • *Director of Corporate Services*

Robert Campbell • *Director of Housing and Community Services*

Andrew Kubski • *Director of Development and Asset Management*

Donna Paton • *Director of Finance*



*Corporate Management Team (L:R)
Donna Paton, Robert Campbell, Andrew Kubski,
Jennifer Cairns and Brian Gannon*

Our Board (as of 1st August 2023)

Kelly Adams • *Chair*

Irene McFarlane • *Vice Chair*

Ruth Simpson

Elaine Davidson

Ann Reid

Nick Farrell

George Kpodo

Paul McNeil

Kenneth Fee

Michael Sozansky

Alison Calder (appointed June 2022)

Paul McCandish (appointed November 2022)

