



housing you call home

Scottish Social Housing
Charter and Annual Report for 2021/2022



Housing you call Home

West of Scotland Housing Association (WSHA) strives to be more than just a landlord.

With over 50 years of history, we provide around 3,600 tenanted homes and over 400 owner occupier homes across the West of Scotland and go further to provide housing you can call home.



*as at 31st March 2022



OUR VALUES

RESPECT

*we treat everyone
with empathy and
kindness*

INCLUSIVE

*we aim to meet
individual needs and
recognise diversity*

INTEGRITY

*we act with integrity
and honesty at all
times*

IMPROVEMENT

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

SUPPORT

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



Welcome

Welcome to our 2021/22 Scottish Social Housing Charter and Annual Report. As you will see the Coronavirus Pandemic continued to impact our service delivery for the first half of the year. However, we were pleased to reopen our office and services from September 2021 and return to our 'new normal'. We know we have improvements to make, and you will find out more about our plans for 2022/23 which our Board and staff are committed to achieving.

There are many significant challenges for all Registered Social Landlords in the coming years, not least the cost of living crisis for many of our tenants and how we invest in our homes to meet future energy efficiency upgrades. Our Subsidiary, Willowacre Trust's new separate Business Plan focuses on how we can support our more vulnerable tenants with the challenges they face in their daily life, particularly around poverty and tenancy sustainment, and we continue to make our contribution to tackling the Climate Emergency through our Green Strategy and the work of our Project Team of staff and tenants.

In August 2022, we completed the transfer of Charing Cross Housing Association which brings an additional 512 homes and 900 factored homes. We will work with tenants, customers and staff to ensure the transfer is carried out effectively and there is a seamless transition. We have committed to delivering our transfer promises and we will create a residents group of tenants from the Charing Cross area who will work with us to monitor progress with our commitments.

The last two years have been extremely challenging for our customers and for our staff, but we have come out of the pandemic a better, more resilient organisation. In the last year we agreed a new set of values one of which is "improvement", which demonstrates our commitment to never standing still as an organisation to achieve our Strategic Objectives.

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



Jargon Buster

Depreciation of Homes

Depreciation is an accounting term used to recognise wear and tear on individual parts within a home. This ultimately reduces the value we have in our financial records for the house over time.

Some common examples of wear and tear are bathrooms, kitchens, boilers or even the bricks and mortar that hold the house together. It's very much like having a car, you buy the car and a couple of years later; due to mileage and minor damage the car is worth less.

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

A survey of the condition of homes which helps us identify maintenance and improvements needed in our homes.

Planned Maintenance

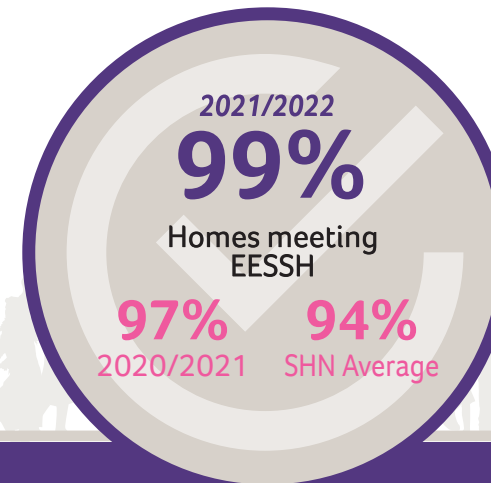
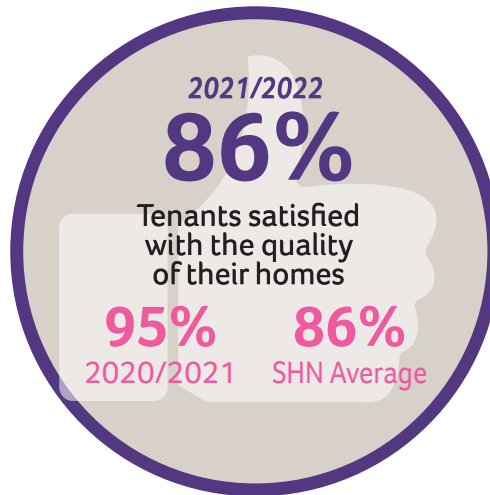
Every year we carry out a programme of work to improve our homes. This can include new bathrooms, windows, kitchens and roofs.

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...

In 2021/22, our repairs service was still significantly affected by Coronavirus restrictions with non-emergency repairs being suspended for much of the year. Now that we can deliver the service as normal, we hope to see improvements in satisfaction and response times.



We will make improvements to tenants' homes and in 2022/23 we will invest around £7m in our homes.

We know there are challenges in making our Pre-1919 tenemental homes more energy efficient. We are undertaking two pilot projects in Kilmarnock and Glasgow to look at the effectiveness of two options on how to improve energy efficiency in these tenemental properties.

We will continue to progress our ambitious new build programme and we will welcome tenants to our first Passivhaus development in Summer 2022 in Dalmarnock. The development, the largest of its kind in Glasgow, comprises 36 flats and the ultra-low energy buildings require little energy use for heating or cooling which means low energy use for tenants which, in turn, helps address fuel poverty.

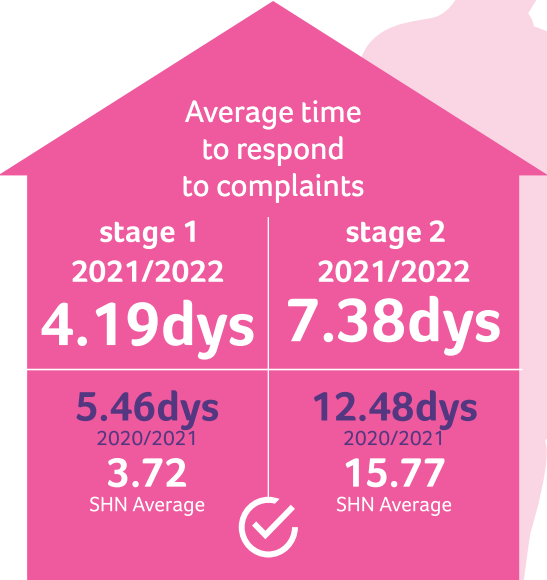
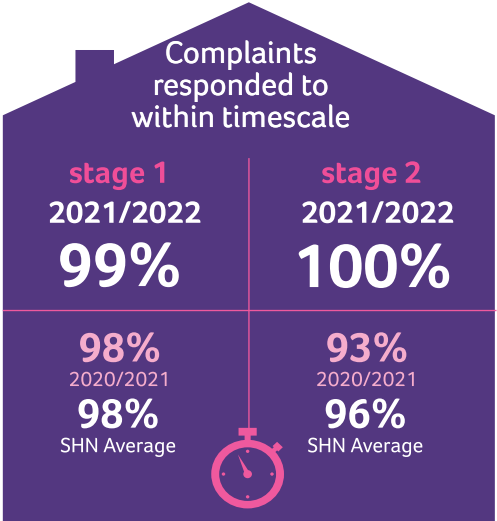
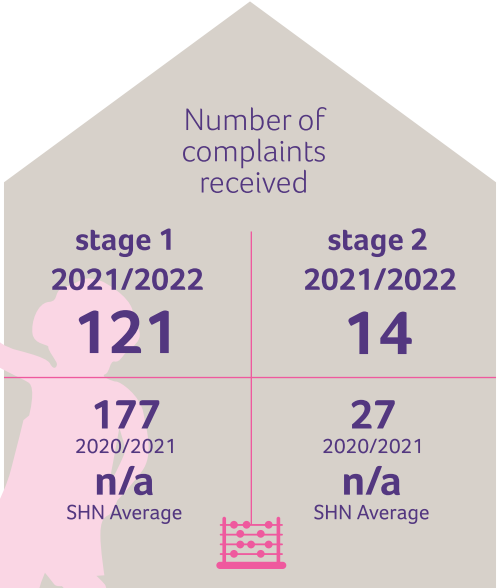
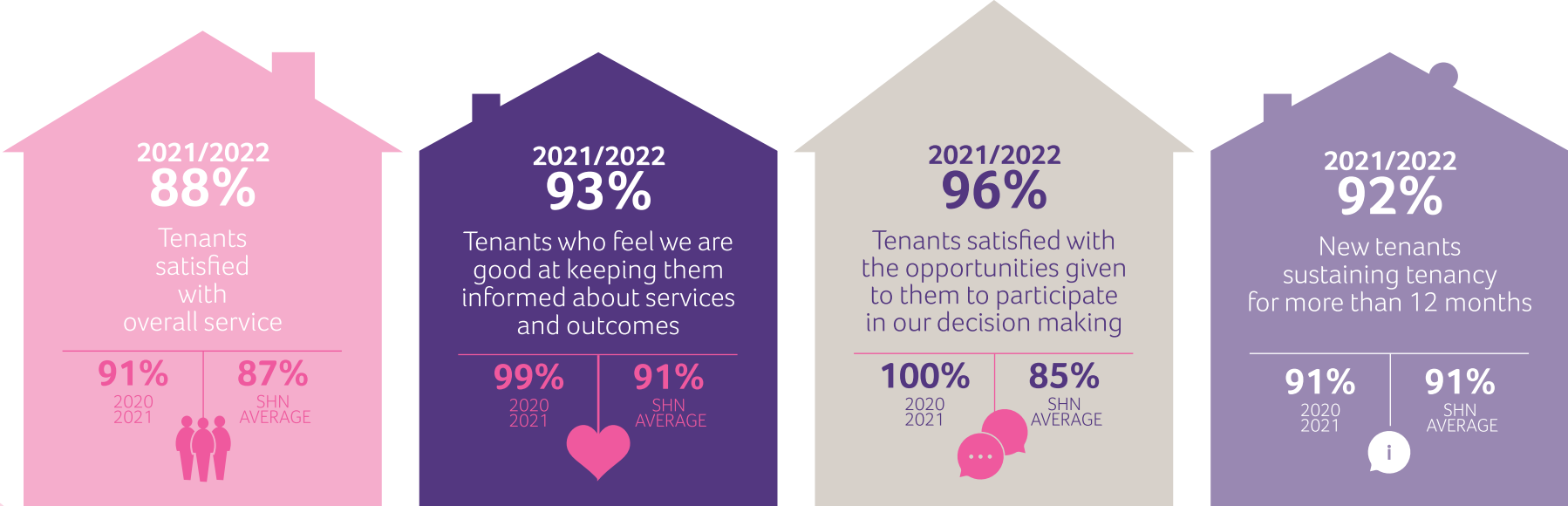
Our subsidiary, Westscot Living, will also deliver their first mid market rent homes at Dalmarnock Station, Glasgow. This will provide 60 affordable homes for those households with low to moderate income.



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 work on the objectives we outlined in our Customer Engagement Strategy including providing a wide range of opportunities for customers to be involved in our decision making.

We will also recruit for new members of our Tenant Groups and look at ways we can improve how we get the views of Factored Owners and our new mid market rent tenants.

We are building on the success of our Tenant Portal and in June 2022, launched our new Customer App. The App allows tenants to access many of our services 24/7.



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

2021/2022

359

265
2020/2021

n/a
SHN Average



Tenants satisfied with how we manage their neighbourhood

2021/2022

88%

93%
2020/2021

84%
SHN Average



Number of anti-social behaviour cases resolved within locally agreed targets

2021/2022

96%

96%
2020/2021

96%
SHN Average

Going forward...

For five decades 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. Willowacre Trust Board approved a new Business Plan for 2022-24 and will work with communities and partners to implement it fully.

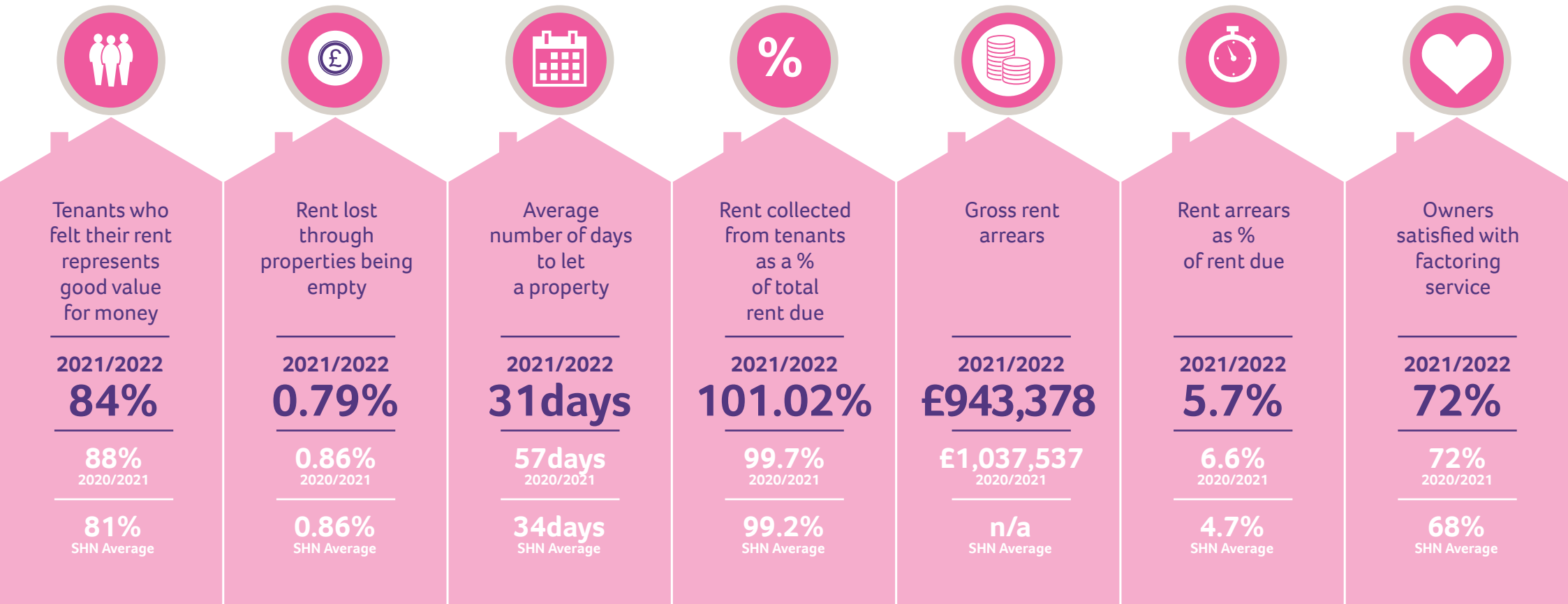
We will review our homelessness support and prevention services which will include working with others to improve how we can identify and support the needs of existing and new tenants.

In 2022/23, 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 Green Strategy Action Plan. We will review our Green Strategy as a result of our Carbon Footprint & Action Plan Report produced by Carbon Change and this will set out our first carbon reduction targets.



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 and keep rent increases to a minimum.

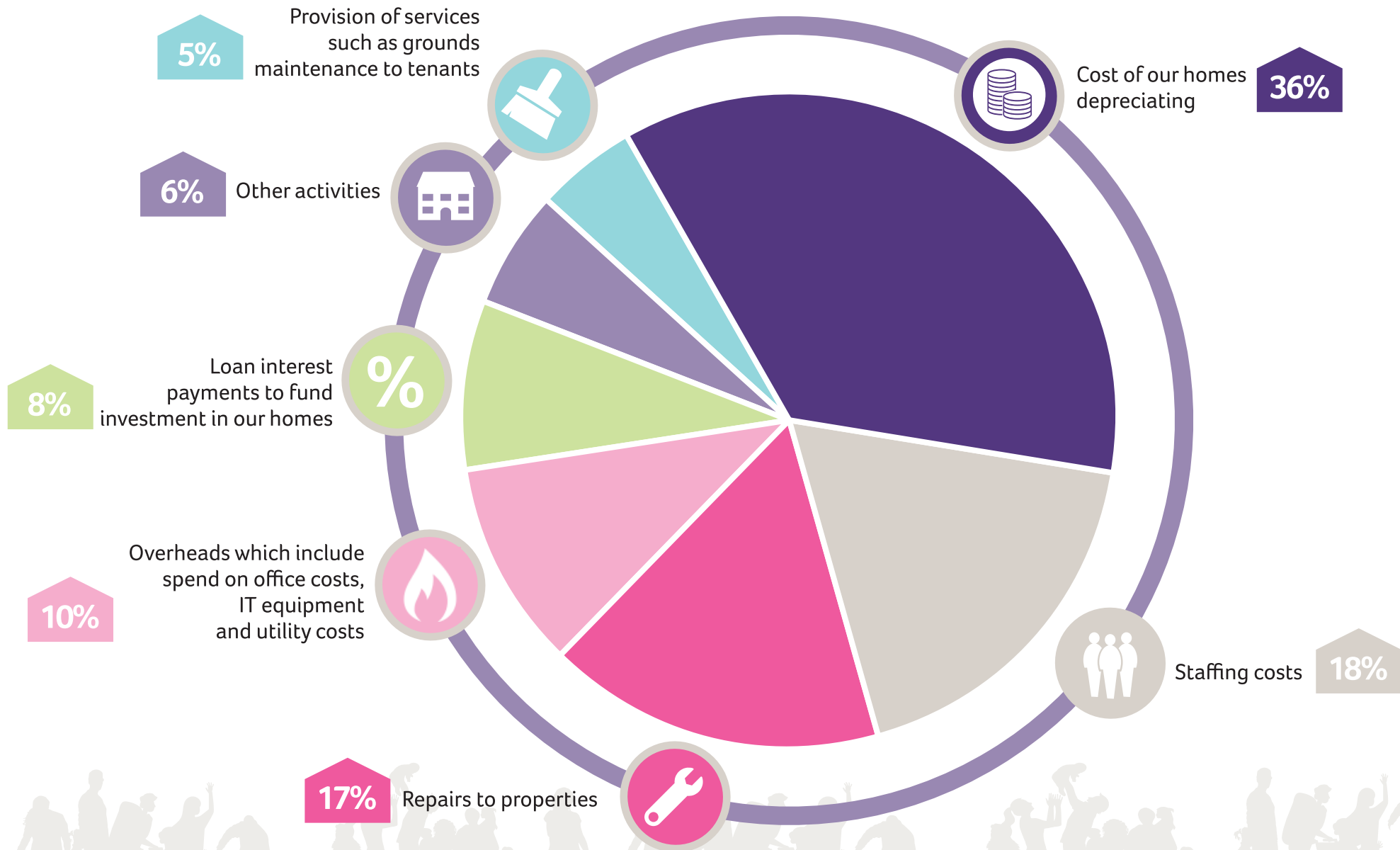


Going forward...

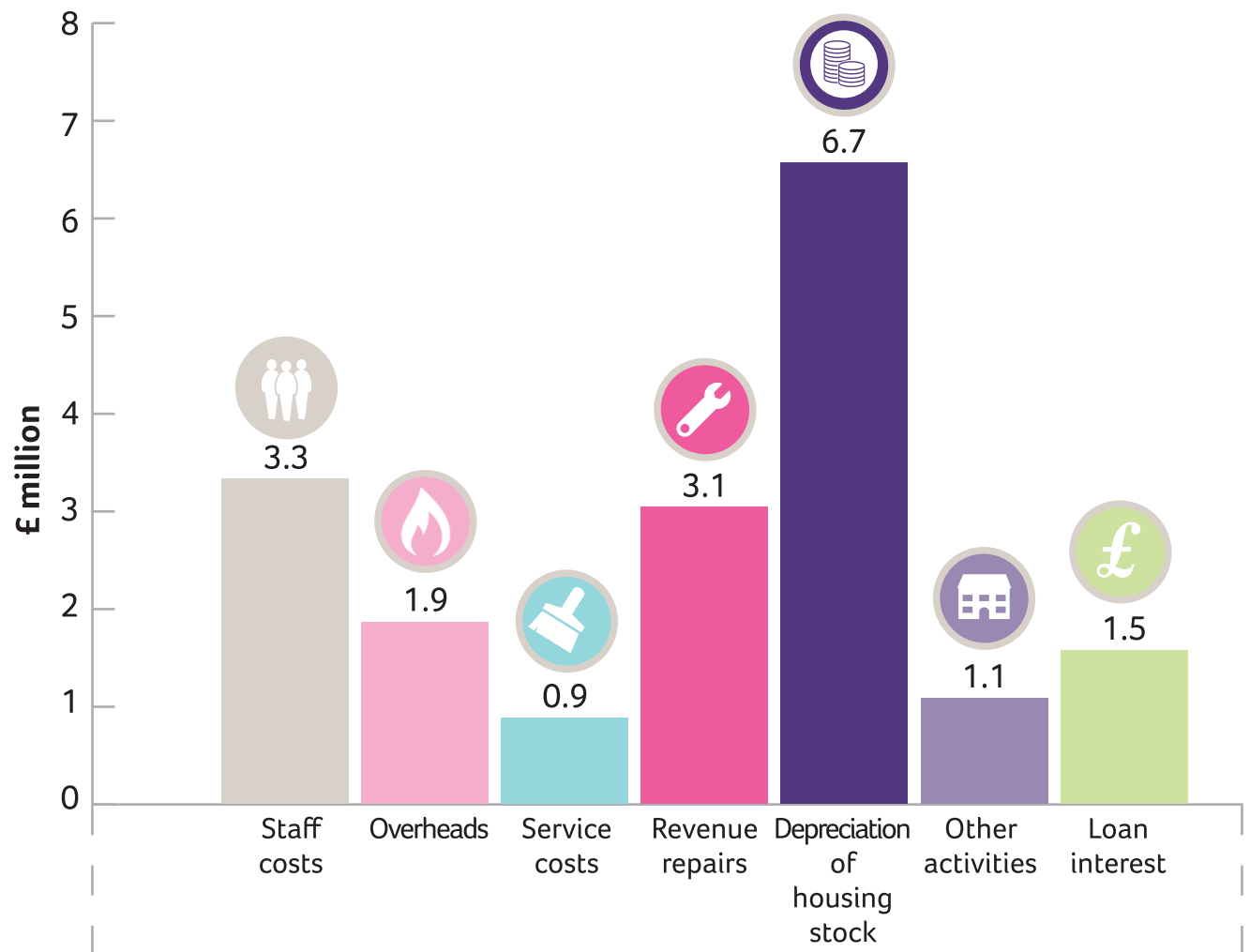
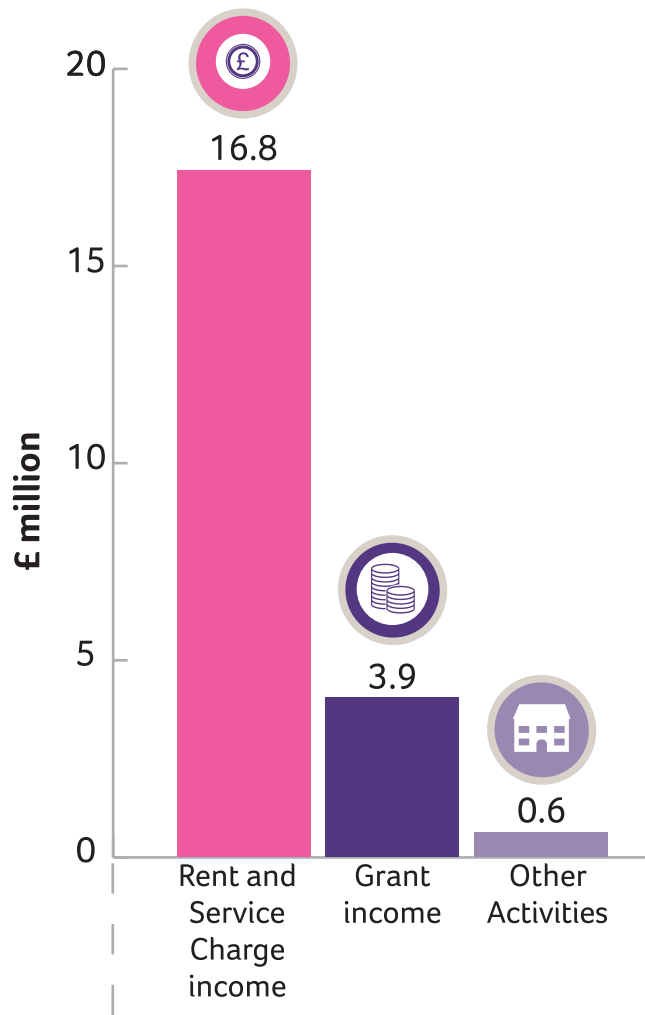
We remain committed to progressing our annual efficiencies plan to identify areas where we can reduce costs further without impacting on the quality of our service provision.

This highlights the drive for improvement in value for money in all aspects of what we do and will implement a new Value for Money Strategy.





Accounts...How every £1 is spent (%)



Surplus for the year* £2.8m

**The following items are not included in the surplus figure*

1. Component replacement of £1.8m
2. New property development expenditure of £18.5m
3. Actuarial gain on pensions £1.8m

The total expenditure on repairs and component replacements was £4.9m

Income

Expenditure

Our People...

We have around **100 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 at 31st March 2022)

Kelly Adams • *Chair*

Irene McFarlane • *Vice Chair*

Elaine Davidson

Nick Farrell

George Kpodo

Christine Musasa

Derek McGowan

Paul McNeil

Anne Reid

Ruth Simpson

Marc Sloan

Michael Sozansky

Kenneth Fee

Ian Wightman

