GWSF

Glasgow and West of Scotland
Forum of Housing Associations

Scottish Social Housing Charter Performance 2015/16

November 2016

A report prepared by

Scotland's Housing Network
Your partner in housing

GWSF

Contents

Scotland's Housing Network

Scotland's Housing Network is the national benchmarking club in Scotland and supports landlords to improve services by benchmarking cost and performance results and sharing best practice. The organisation also provides support to landlords to conduct peer review and self assessment to assess the quality of services. With most social landlords in Scotland as members, Scotland's Housing Network plays an important role in driving up service standards across Scotland.

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Glasgow and West of Scotland Forum of Housing Associations (GWSF)

GWSF is the leading membership and campaigning body for local community-controlled housing associations and co-operatives (CCHAs) in the west of Scotland. The Forum represents 68 members who together own around 83,000 homes. Along with providing this decent, affordable housing CCHAs also deliver factoring services to around 14,000 owners, mostly in mixed tenure housing blocks. For around 40 years CCHAs have been at the vanguard of strategies which have helped improve the environmental, social and economic wellbeing of their communities.

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1. Introduction

This report follows on from the previous reports on the Charter indicators for GWSF, which showed very high performance standards compared to other landlords, and now looks at performance over three years. This report covers the same indicators, comparing GWSF members against other RSLs, stock-retaining councils and Glasgow Housing Association, (LAs), and the sector as a whole.

The indicators are those used in the Scottish Housing Regulator's (SHR) Landlord Report, with the addition of gross rent arrears.

The 68 GWSF members are listed in the Appendix, together with their stock numbers.

The charts show the indicators over the three years using these categories:

- GWSF members (note that this is based on current members, so comparisons with figures in previous reports may be different)
- Other RSLs (including specialist supported accommodation providers)
- LAs (note that this includes Glasgow Housing Association due to its size)
- All landlords

For this year, the report adopts the calculation of averages used by SHR, which weights the average according to the size of the landlord, (except for the satisfaction indicators, which use an unweighted average).

2. Stock Profile

The table below shows the variation in size of GWSF members. Most are relatively small, in comparison with other RSLs.

Size	Number of landlords
< 500	14
500 – 1000	26
1001 – 1500	10
1501 – 2000	7
2001 – 5000	9
> 5000	2

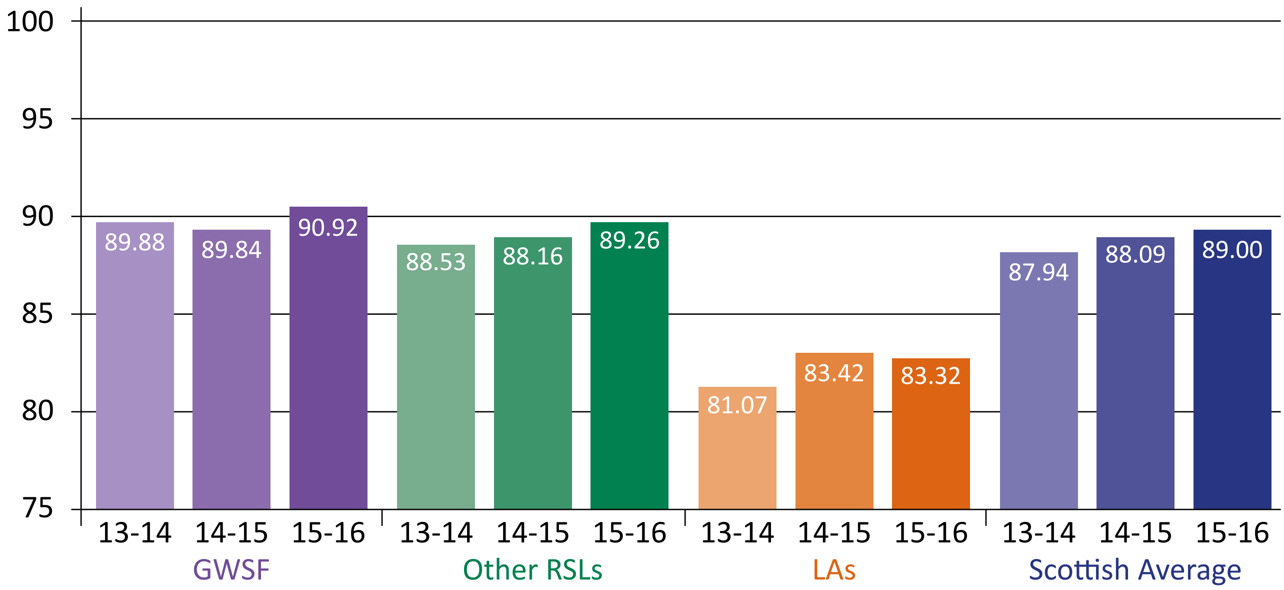
Overall stock numbers total 83,367, a rise of 641 from last year, and represents around one in seven social rented houses in Scotland. Twenty-four members increased their stock by more than 5, including three by 100 or more, two saw drops of 8 and 18, while the remainder saw stock numbers within five of last year's figure. Three members demolished a total of 430 houses, although all these increased their stock overall, with new-build programmes and acquisitions.

3. Satisfaction

The Charter indicator for overall satisfaction shows a small increase, but importantly takes the average for all GWSF members up to over 90% for the first time. The figure is similar to that for other RSLs, while substantially above the LA figure. The GWSF figure is based on survey responses from almost 30,000 tenants, about one in three.

Only one member has satisfaction below 80%, at 78.9%, while 13 have satisfaction levels above 95%.

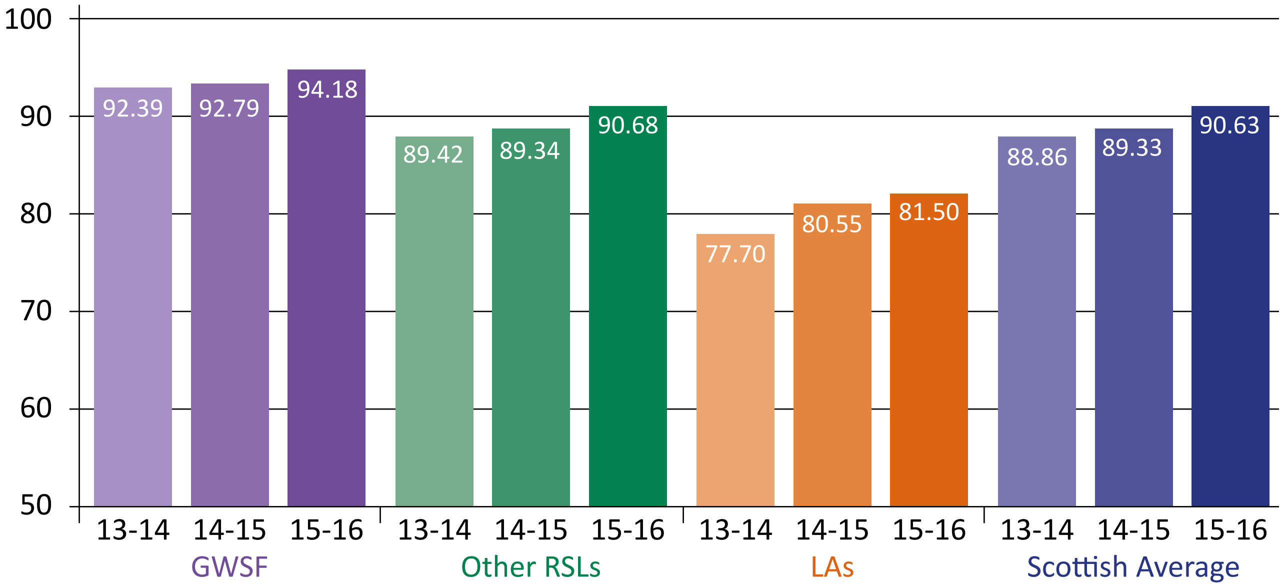
Table 2 Overall satisfaction with the service



Keeping tenants informed

Satisfaction with keeping tenants informed is particularly high, better than the comparison with other RSLs, and particularly compared to LAs and the Scottish average. Half of GWSF members report satisfaction above 95%, with the lowest being 83.3%.

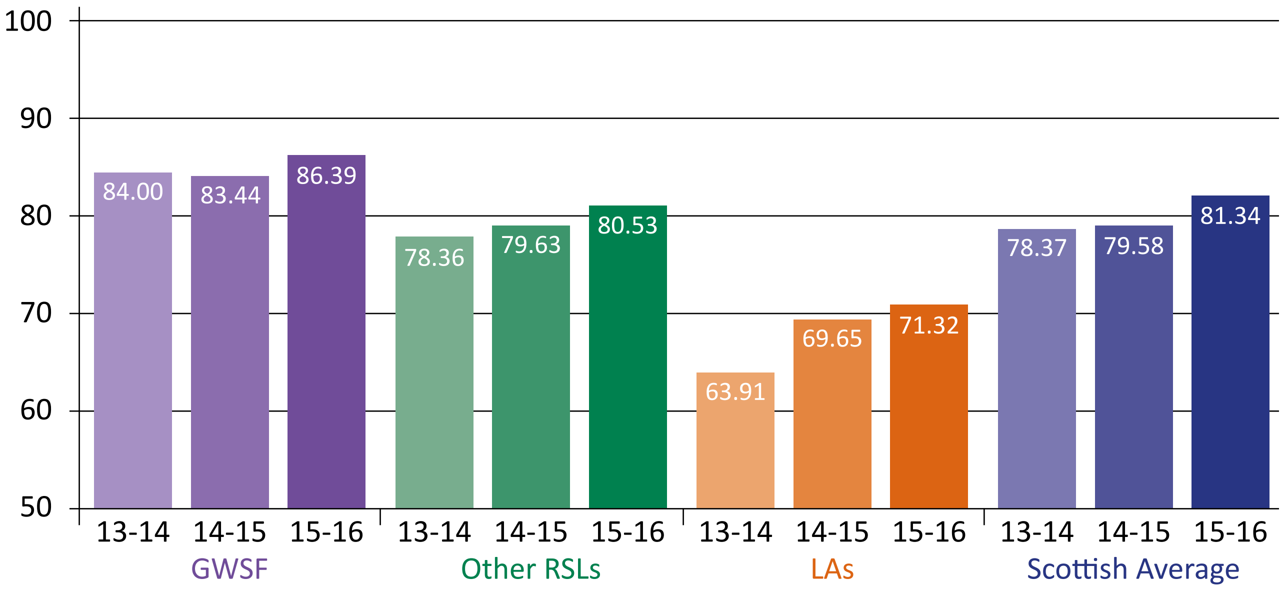
Table 3 Satisfaction with information



Opportunities to participate

Satisfaction with opportunities to participate shows an improvement from previous years, although for all landlords this indicator is lower than for keeping tenants informed. Five members report less than 70%, while 32 report over 90%.

Table 4 Satisfaction with opportunities to participate



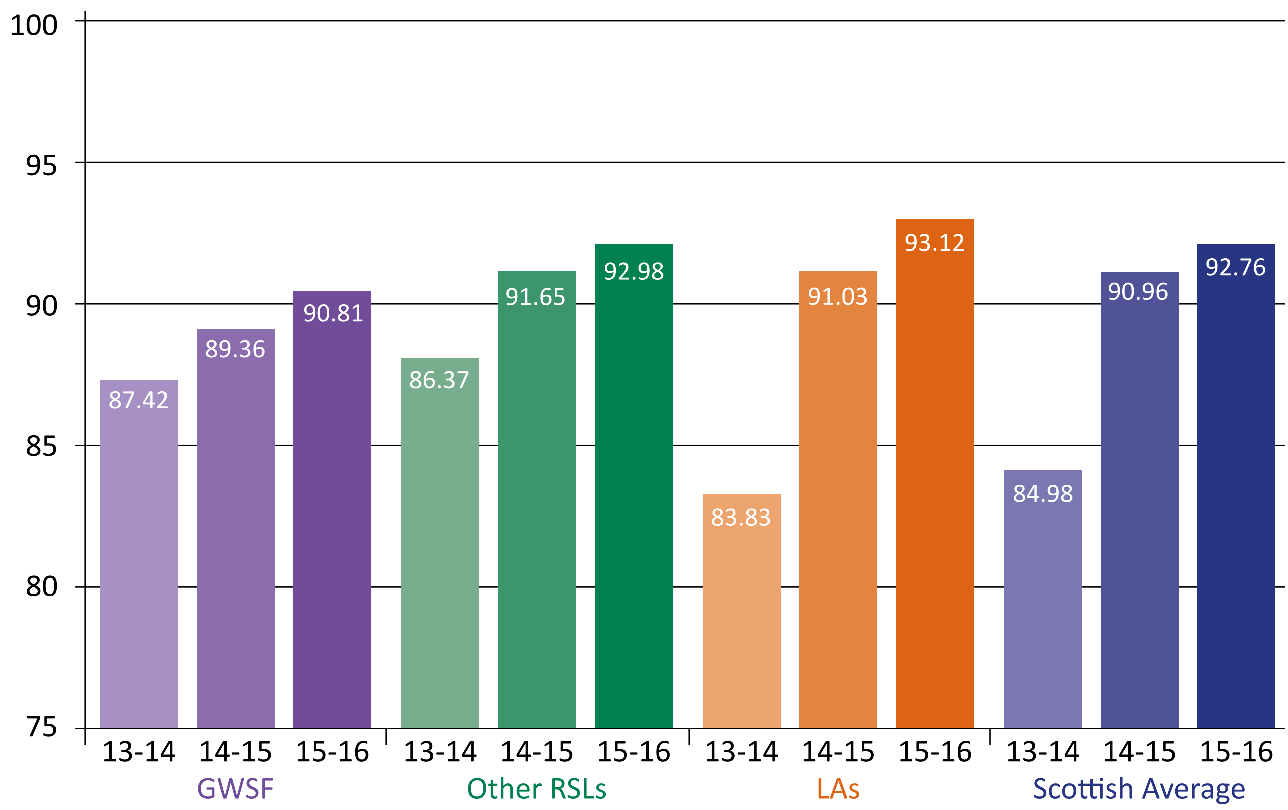
4. Housing quality and maintenance

Scottish Housing Quality Standard (SHQS)

The percentage of stock meeting SHQS continues to increase, and is now above 90%, although remaining below other RSLs and LAs. The main reason for stock not meeting SHQS is exemptions, at 5.2%, while abeyances are 2.1% and stock failing SHQS is 1.9%. Exemptions are higher than for other RSLs and LAs, perhaps reflecting the age profile of GWSF members' stock: more was built pre-1919 than in any other age category, unlike other RSLs or LAs.

Twenty members fully meet SHQS, while a further 24 achieve above 95%. Four members report less than 70% of their stock meeting SHQS; three of these (all in pre-1919 tenement areas) have much higher exemption levels, while the other has programmed work for 2016-17 to improve their stock to meet the standard.

Table 5 Meeting the Scottish Housing Quality Standard

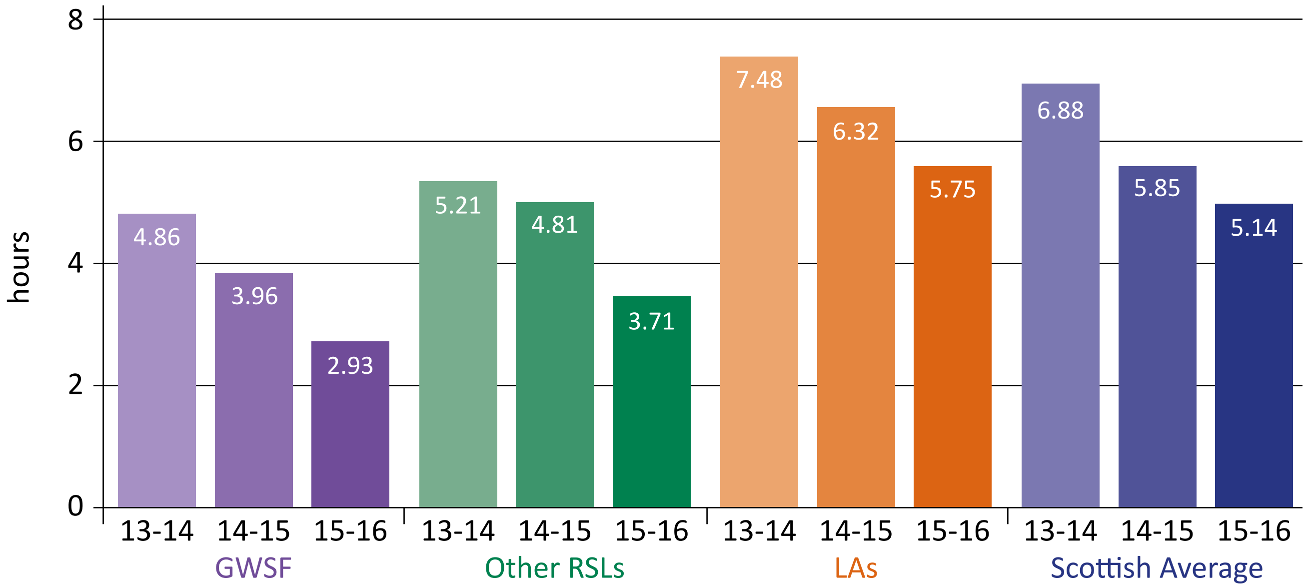


Energy efficiency is now measured against the Energy Efficiency Standard for Social Housing – 67% of GWSF members' stock meets EESSH, compared to 69% for Scotland. GWSF members invested £21m improving energy efficiency last year, of which £9m came from grants, while the remainder was met from landlords' own financial resources.

Repairs timescales

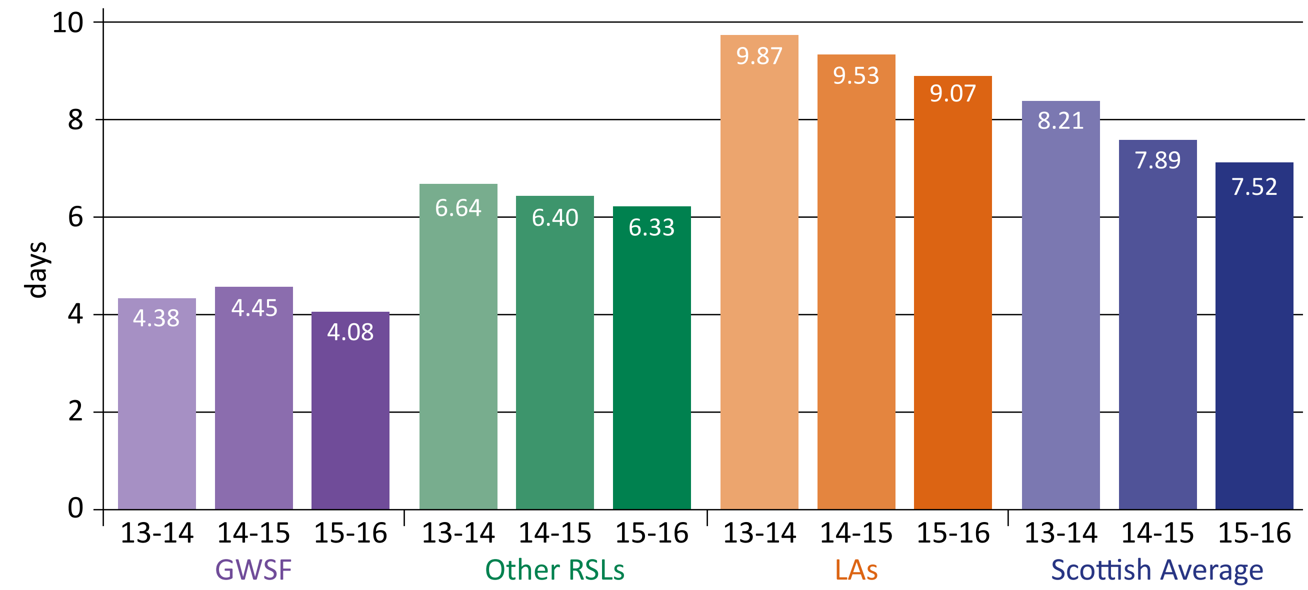
As with the sector as a whole, timescales for completing repairs have decreased during the three years of measuring the Charter. GWSF members now complete emergency repairs in under three hours on average, and have cut the time taken by a third, compared to 2013-14. Only four members report a time above four hours.

Table 6 Emergency repairs timescale (hours)



For non-emergency repairs, the improvement is not as marked, but at four days is almost half the national average, and remains much better than other RSLs and LAs. Only one member reports a figure slower than the national average.

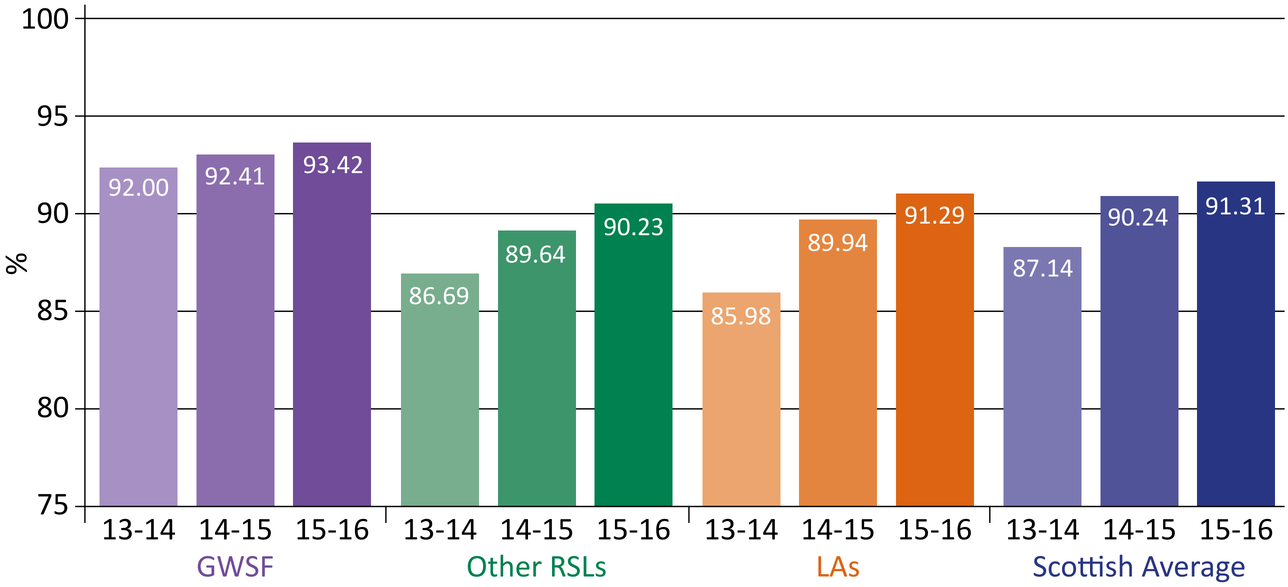
Table 7 Non-emergency repairs timescale (days)



Repairs right first time

The right first time indicator shows a year-on-year improvement, and is higher than other RSLs and LAs. Only 13 GWSF members are below the national average of 91.3%.

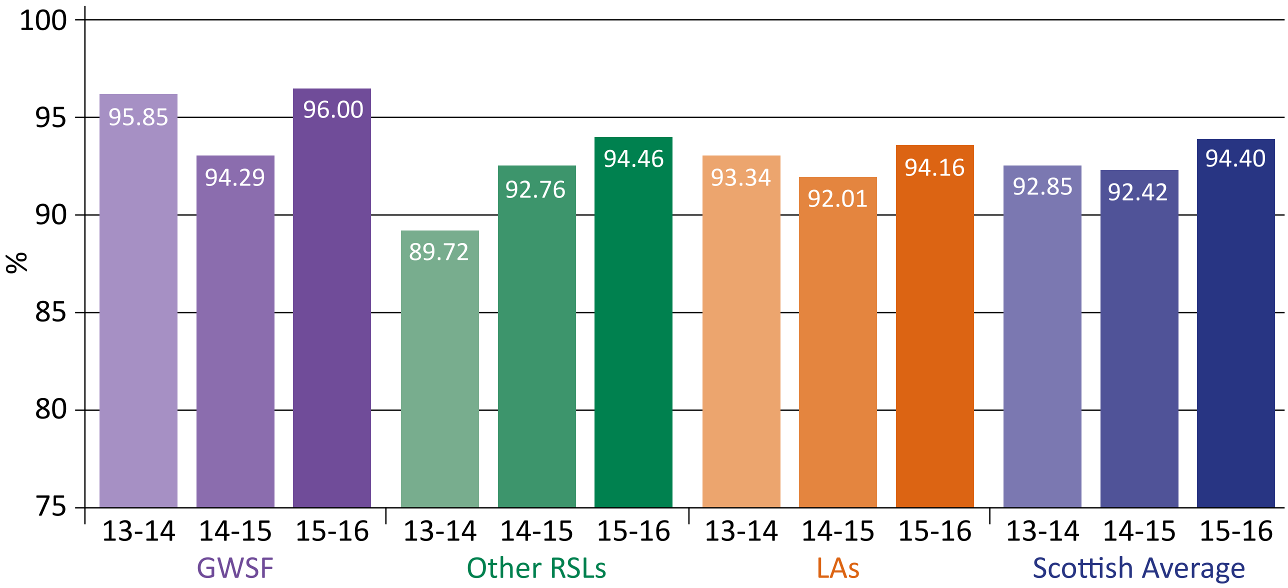
Table 8 Repairs right first time



Repairs appointments kept

More than half of GWSF members now offer appointments, (39 out of 68), but this proportion is slightly lower than other parts of the sector. However, for members with an appointments system, the percentage of appointments kept is higher than other RSLs and LAs, and is again at the level reported for 2013-14 after a dip last year.

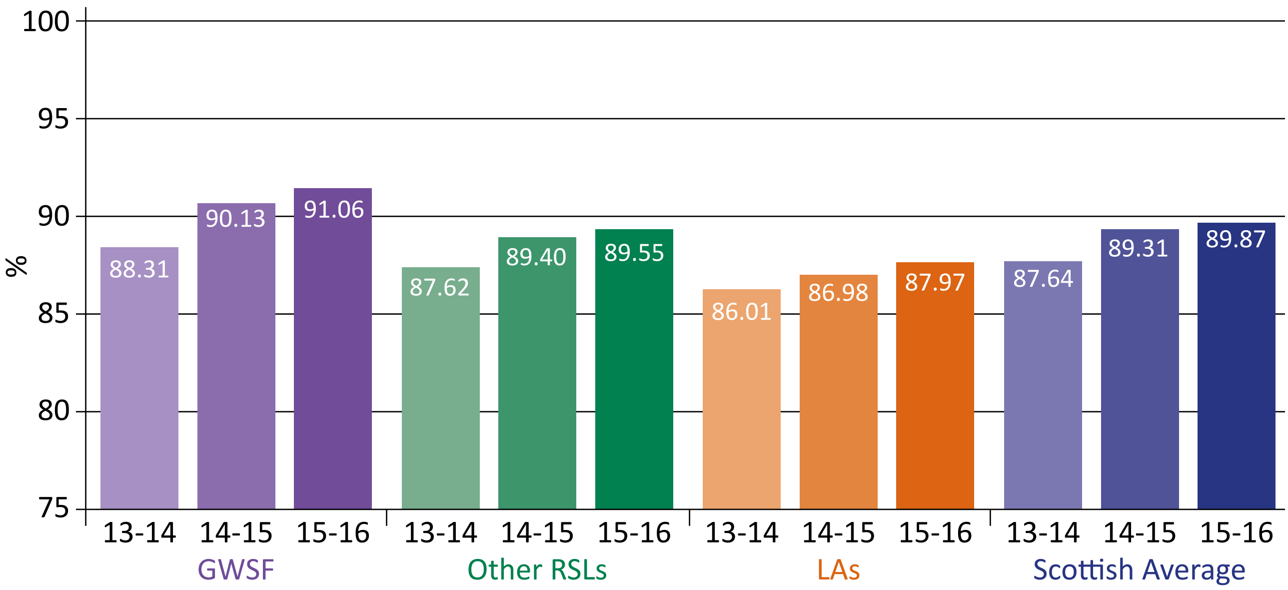
Table 9 Repairs appointments kept



Repairs satisfaction

Repairs satisfaction is continuing to increase, and remains higher than other RSLs and LAs. Satisfaction levels for GWSF members are more variable compared to other indicators, with 21 reporting levels below the national average.

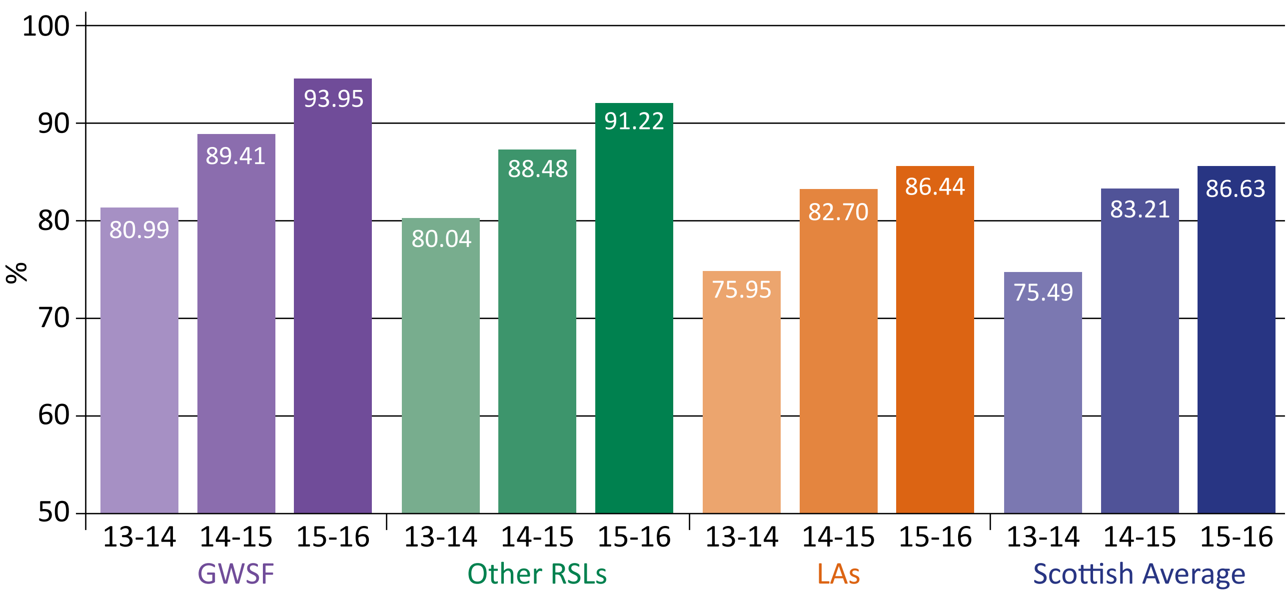
Table 9 Satisfaction with the repairs service



5. Dealing with anti social behaviour

The response to anti-social behaviour by GWSF members measures performance against locally agreed targets. GWSF members are performing well, showing year-on-year improvement, and remain higher than other RSLs and LAs.

Table 10 Dealing with anti-social behaviour

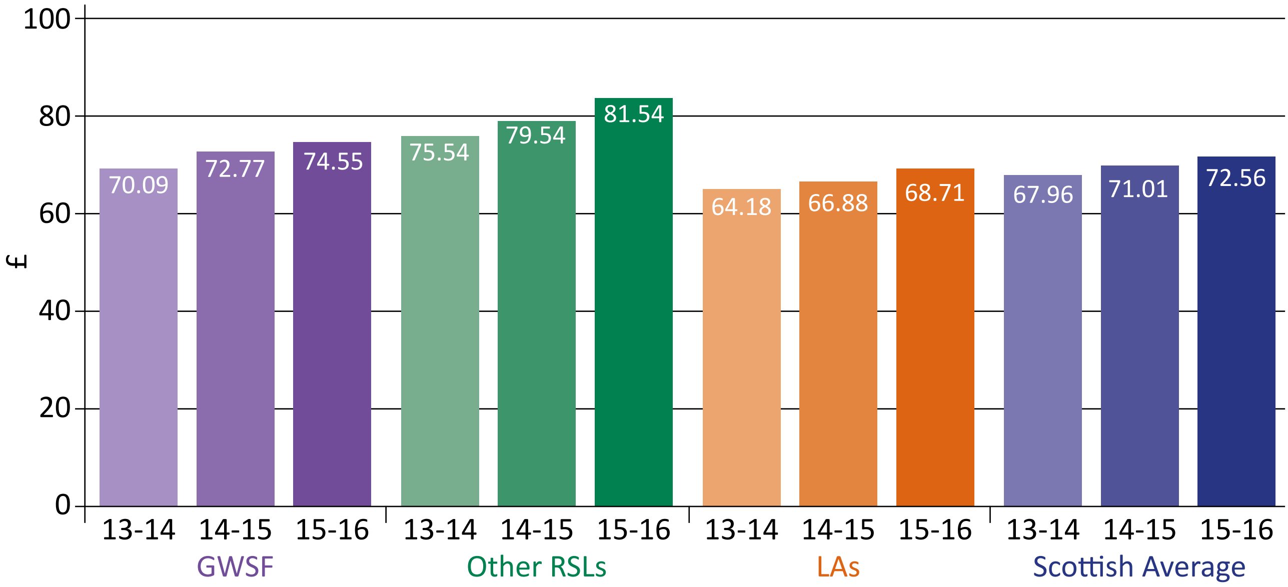


6. Rent and other value for money indicators

Rent

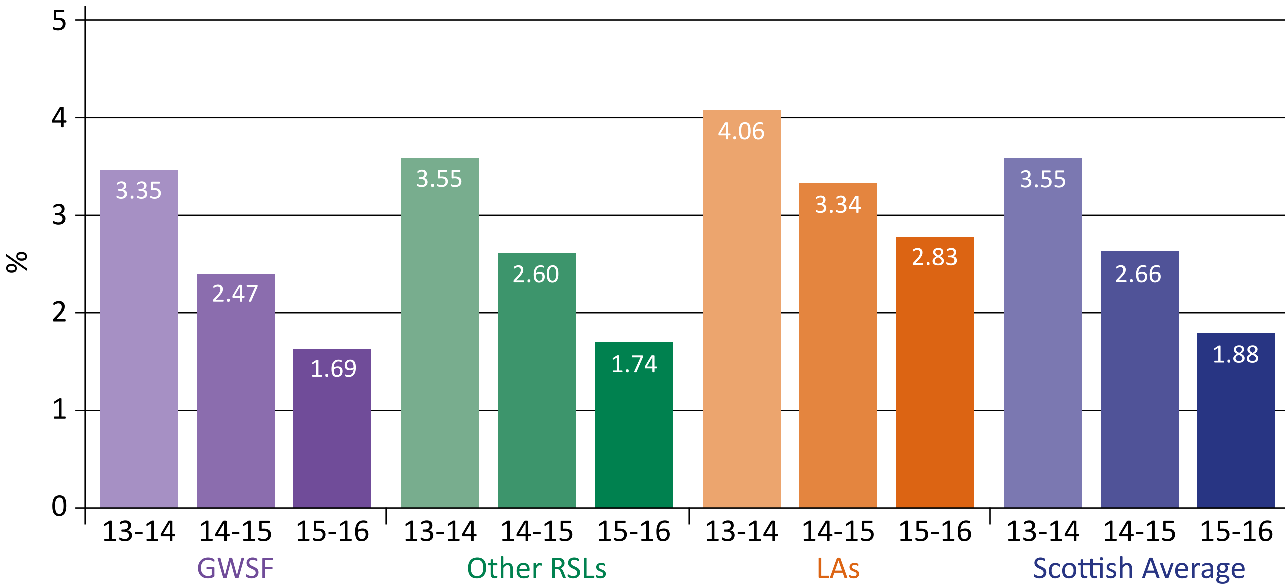
Rent levels for GWSF members are lower than other RSLs, by around £4 per week, but are about £6 higher than for LAs. Average rent levels are within £2 of the national average.

Table 11 Average weekly rent



The rate at which rents are increasing has dropped steadily, in line with other RSLs, and is slightly lower than for LAs.

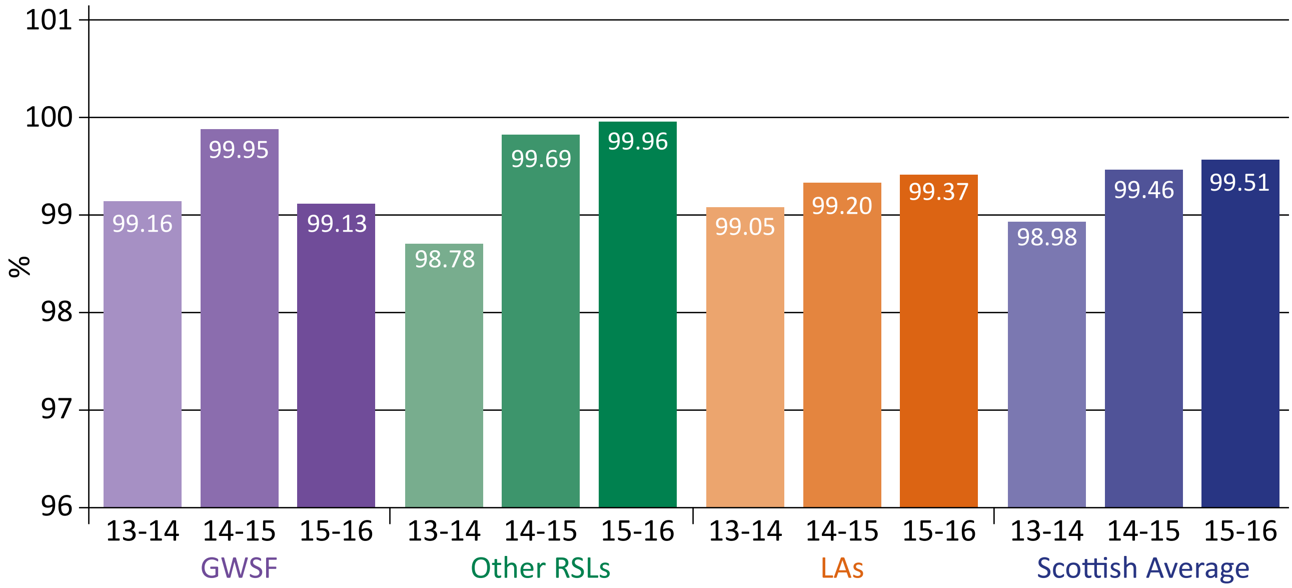
Table 12 Annual rent increase



Rent collection and arrears

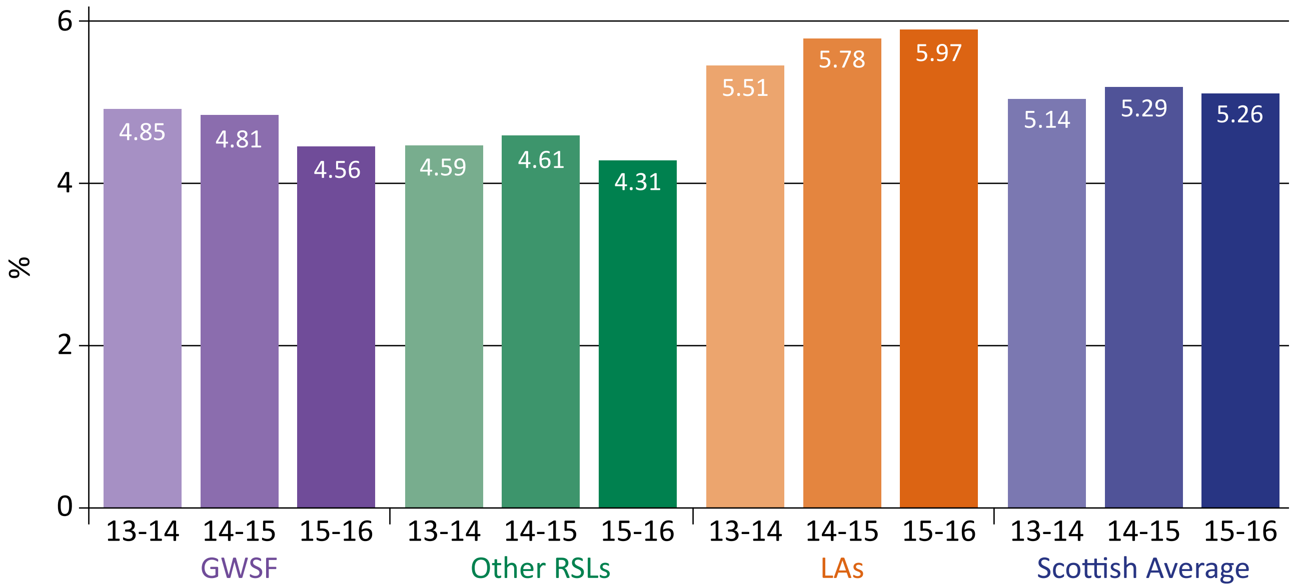
The rent collection indicator is unusual for GWSF members, in that it shows a drop in performance from the previous year, and is lower than other RSLs or LAs. It is unclear why this would be the case, although the level of current and former arrears may influence this from one year to the next. Twenty-five members do report collecting over 100%, indicating that they have reduced their current or former arrears carried forward from the previous year.

Table 13 Rent collection



On the other hand, the gross arrears indicator shows a reduction in arrears, in line with other RSLs, but in contrast to LAs, where arrears are rising. Gross arrears amongst members varies substantially, from 0.9% to 8.1%.

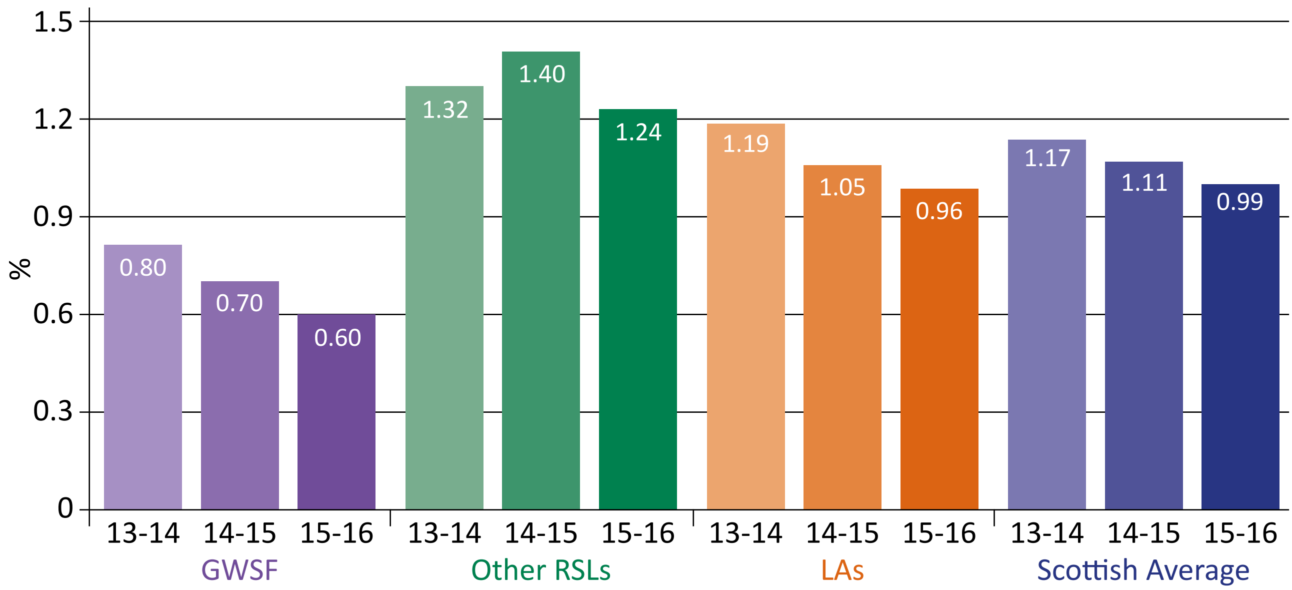
Table 14 Gross rent arrears



Void rent loss and re-let times

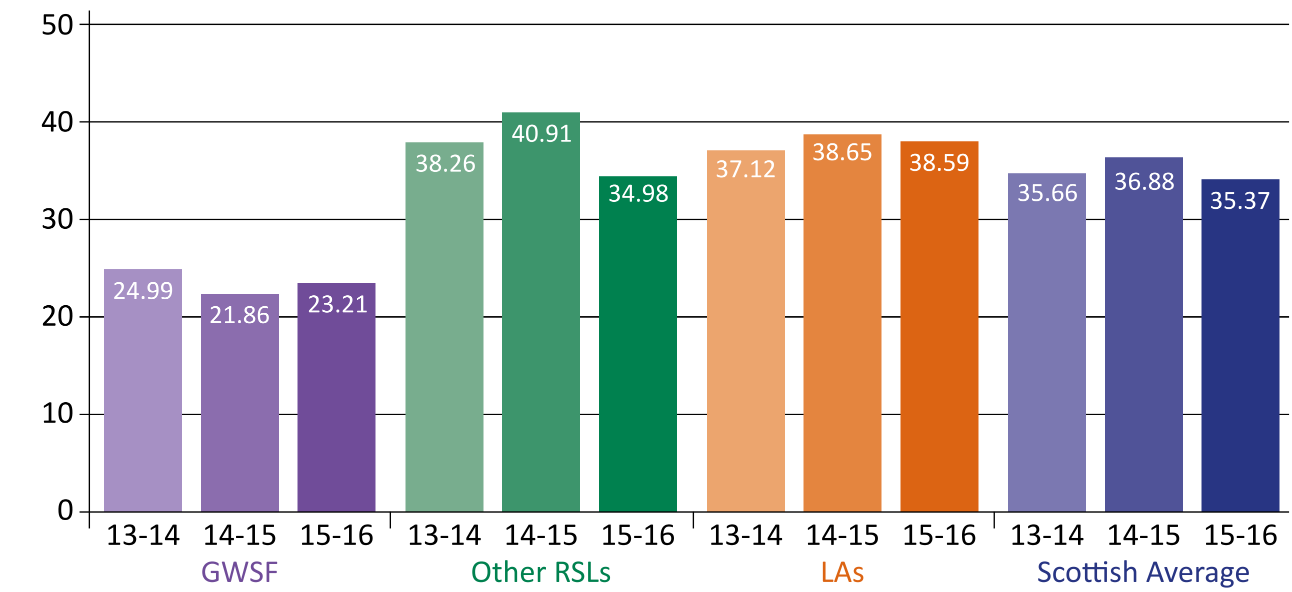
The void rent loss continues to reduce, and is at 0.6%; this is down by a quarter compared to 2013-14, and is substantially better than the Scottish average of 1%. Only six members are above the Scottish average.

Table 15 Void rent loss



The average relet time is up by a day compared to 2014-15, but is still a third lower than the Scottish average. Only 16 members (generally larger RSLs) are above the GWSF average, indicating that much of the GWSF average is due to their performance.

Table 16 Average relet time



7. Overall summary

This Charter report shows continuing high performance by GWSF members when compared with other RSLs and LAs, and with previous years of reporting against the Charter. For almost all indicators, there is improvement compared to 2014-15, the only exceptions being rent collection and void relet time. For eight of the indicators, there is year-on-year improvement.

The comparisons with other landlords are consistently better, the only exceptions being stock meeting SHQS, rent collection, and gross rent arrears against other RSLs.

These results show that GWSF members continue to provide high quality services and are generally more likely than other housing associations and local authorities to achieve more efficient services and better outcomes for tenants.

APPENDIX 1

GWSF members and stock numbers

Landlord	Total lettable self contained units
ANCHO	676
Antonine Housing Association	337
Ardenglen Housing Association	956
Argyll Community Housing Association	5150
Arklet Housing Association	361
Atrium Homes	1125
Ayrshire Housing	1476
Barrhead Housing Association	902
Blairtummock Housing Association	723
Bridgewater Housing Association	850
Cadder Housing Association	647
Calvay Housing Association	830
Cassiltoun Housing Association	988

Landlord	Total lettable self contained units
Cathcart & District Housing Association	574
Charing Cross Housing Association	518
Cloch Housing Association	1369
Clydebank Housing Association	1073
Copperworks Housing Association	270
Cunninghame Housing Association	2371
Dalmuir Park Housing Association	653
Drumchapel Housing Co-operative	476
Dunbritton Housing Association	773
East Kilbride and District Housing Association	517
Easthall Park Housing Cooperative	693

Landlord	Total lettable self contained units
Elderpark Housing Association	1255
Faifley Housing Association	334
Ferguslie Park Housing Association	803
Gardeen Housing Association	253
Glasgow West Housing Association	1498
Glen Oaks Housing Association	1250
Govan Housing Association	1518
Govanhill Housing Association	2451
Hawthorn Housing Co-operative	316
Hillhead Housing Association 2000	810
Homes for Life	275
Linstone Housing Association	1579
Linthouse Housing Association	1142
Lochfield Park Housing Association	486
Maryhill Housing Association	3046
Milnbank Housing Association	1677
Molendinar Park Housing Association	497
Muirhouse Housing Association	506
New Gorbals Housing Association	2495
ng homes	5428
North View Housing Association	669
Oak Tree Housing Association	1721

Landlord	Total lettable self contained units
Paisley South Housing Association	1176
Parkhead Housing Association	1574
Partick Housing Association	1719
Pineview Housing Association	534
Prospect Community Housing	883
Provanhall Housing Association	489
Queens Cross Housing Association	4281
Reidvale Housing Association	907
Rosehill Housing Co-operative	955
Ruchazie Housing Association	227
Rutherglen and Cambuslang Housing Association	824
Shettleston Housing Association	2261
Southside Housing Association	2200
Spire View Housing Association	554
Thenue Housing association	2819
Tollcross Housing Association	2186
Trafalgar Housing Association	300
Wellhouse Housing Association	796
Whiteinch and Scotstoun Housing Association	1299
Williamsburgh Housing Association	1623
Wishaw and District Housing Association	979
Yorkhill Housing Association	464

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GWSF's purpose is to promote and represent local community controlled housing associations and co-operatives in Glasgow and the west of Scotland

Photos:
Front cover - Shettleston Housing Association
Page 5 - Cadder Housing Association