



Glasgow and West of Scotland
Forum of Housing Associations

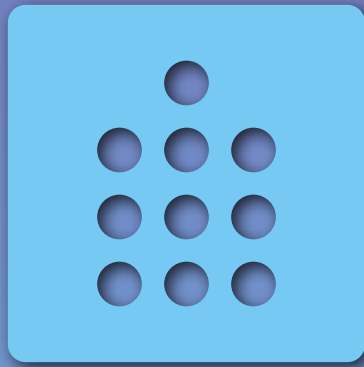


Scottish Social Housing Charter Performance 2016/17

November 2017

A report prepared by





GWSF



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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 66 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 66 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

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.

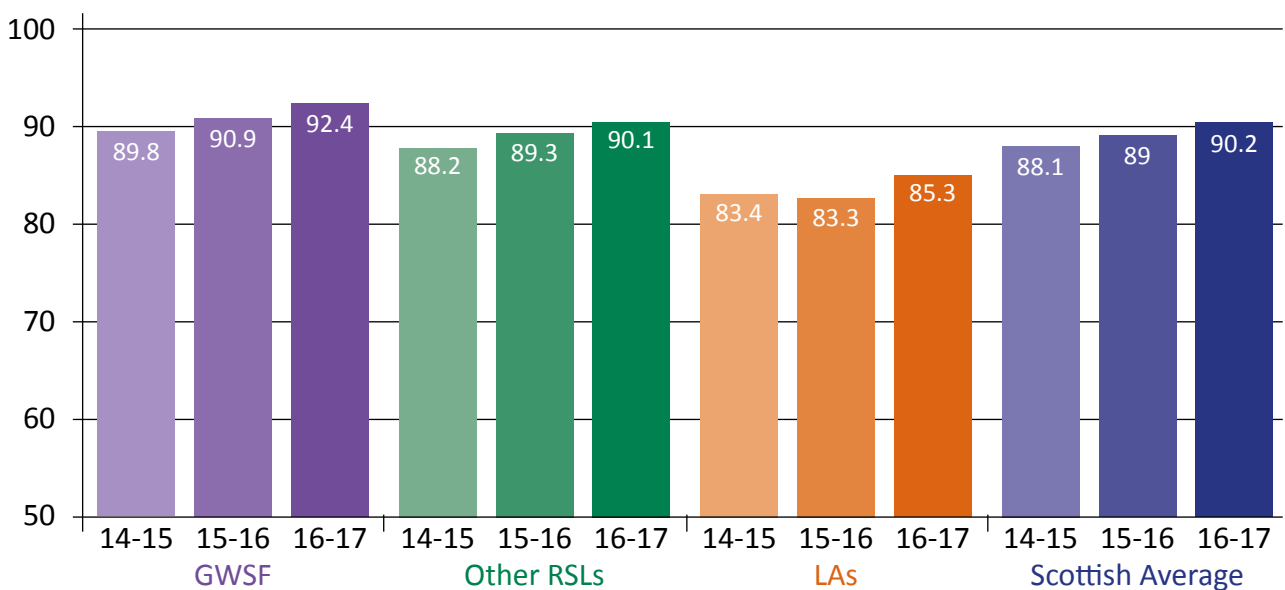
Size	Number of landlords
< 500	13
500 – 1000	25
1001 – 1500	10
1501 – 2000	7
2001 – 5000	9
> 5000	2

Overall stock numbers total 82,889; this represents around one in seven social rented houses in Scotland. There was a net increase of 365 for current members, but within this, there was a loss of 86 houses through RTB sales. As a result, compared to last year more members showed losses of more than five houses, while fewer showed gains.

3. Satisfaction

The key Charter indicator of tenant satisfaction with overall service continues to show GWSF members improving their performance, actually increasing the gap to other RSLs. Only seven members (1 in 10) were in the bottom quartile, while the best GWSF member reported 99% satisfaction. There were updated surveys for 40 members, a similar proportion to other landlords.

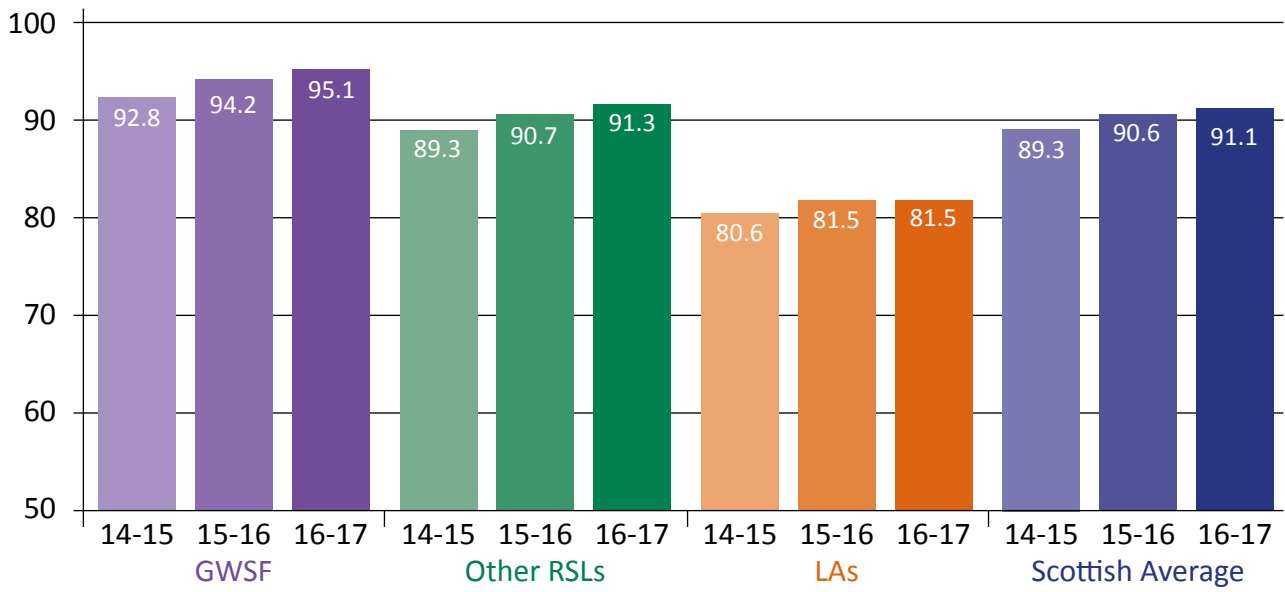
Satisfaction with overall service



Keeping tenants informed

GWSF members excel at keeping their tenants informed, with over 95% satisfaction. The improvement in the figure compared to 2014-15 is greater than the improvement shown by other RSLs and LAs.

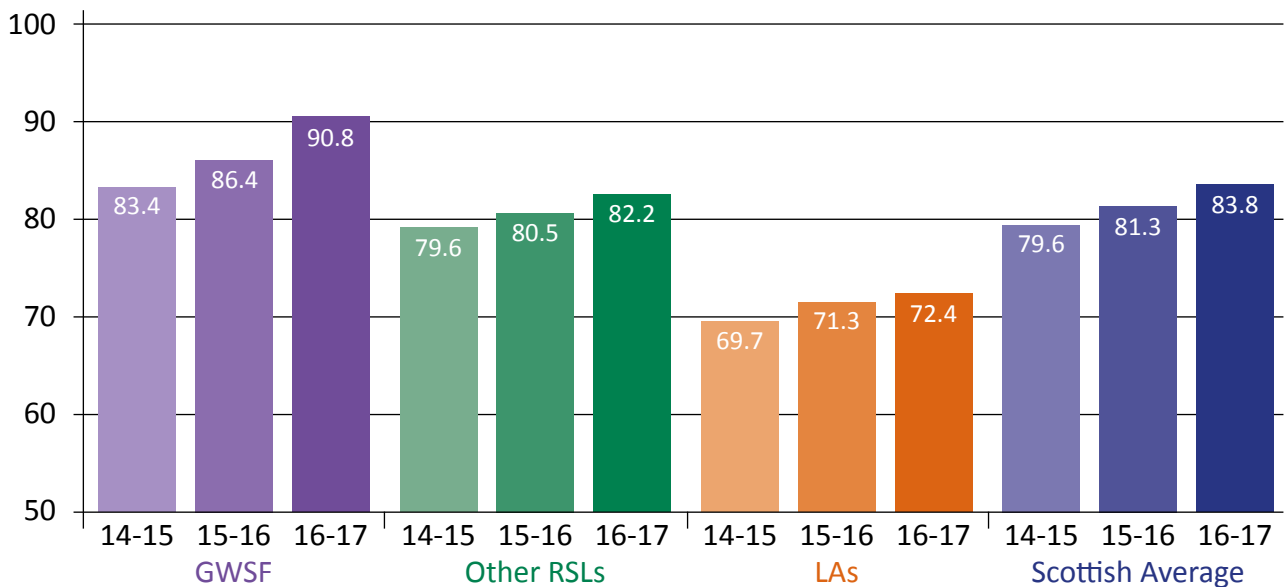
Satisfaction with keeping tenants informed



Opportunities to participate

Satisfaction with opportunities to participate shows GWSF members performing much better than other landlords. Performance on this indicator is generally much poorer than on 'keeping tenants informed', but the difference for GWSF is only one-third of the level experienced by other landlords. The improvement on previous years is also substantial.

Satisfaction with opportunities to participate



4. Housing quality and maintenance

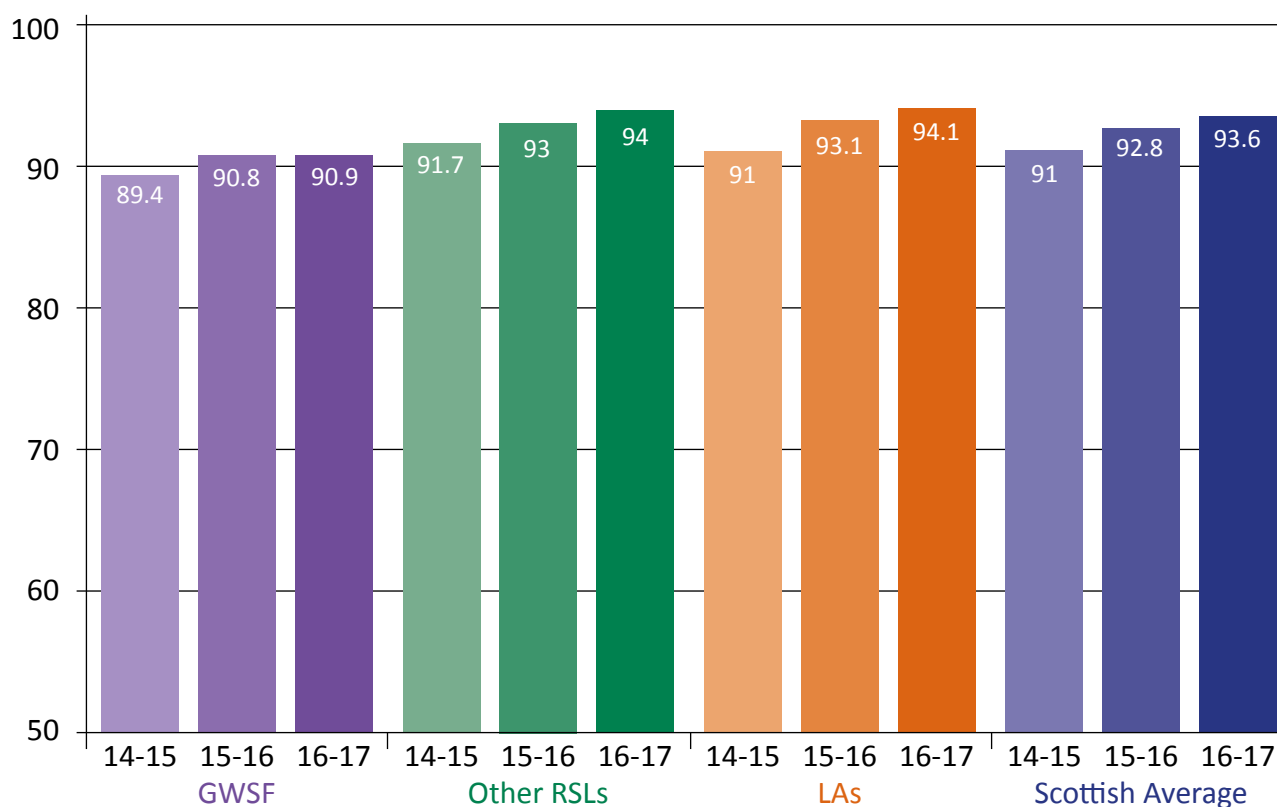
Scottish Housing Quality Standard (SHQS)

The percentage of stock meeting SHQS has improved slightly, but remains lower than for other landlords. Exemptions are twice the national level, probably reflecting the age profile of the housing stock, with almost half of GWSF members in the top quartile for pre-1919 stock, while also having a lower percentage of new-build properties.

However, stock failing SHQS is also higher, mainly due to significant levels for five members, but with no single reason for this.

For the Energy Efficiency in Scottish Social Housing (ESSH), the proportion of stock meeting the Standard is 75%, the same as the performance of other landlords. Similar issues to SHQS are likely to affect progress towards the target by December 2020.

Meeting the Scottish Housing Quality Standard



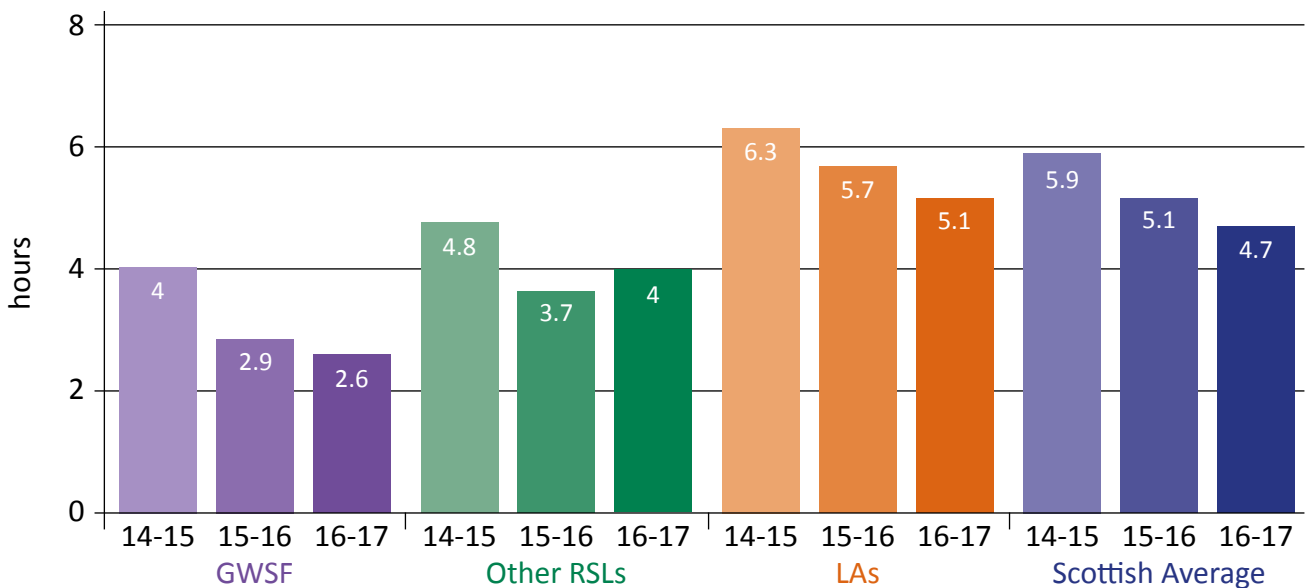
Repairs timescales are key indicators for tenants. Performance is still improving on emergency repairs, whereas other RSLs have experienced an increase in the time taken, and GWSF members are now clearly performing better: only four members take longer than the average for other RSLs, and only one is higher than the Scottish average.

For non-emergency repairs, performance is still much better than other landlords, with the average exactly four working days, but the improvement is now slowing down.

Repairs timescales

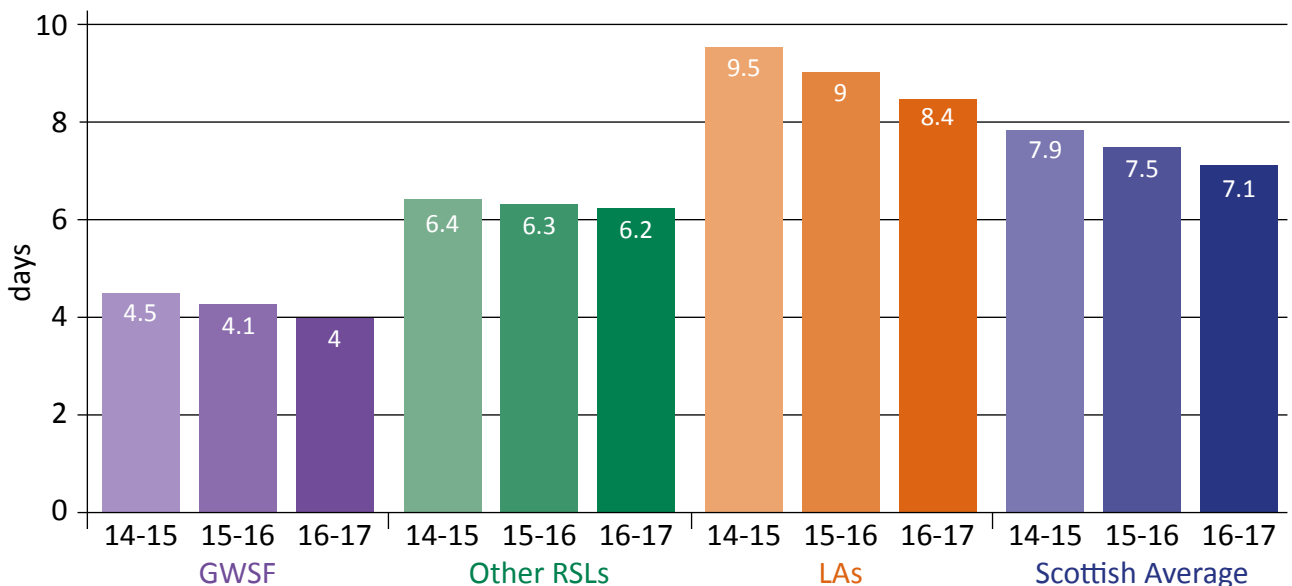
As with the sector as a whole, timescales for completing repairs have decreased during the three years of measuring the Charter. GWSF members now complete emergency repairs in under three hours on average, and have cut the time taken by a third, compared to 2013-14. Only four members report a time above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

Time to complete emergency repairs (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.

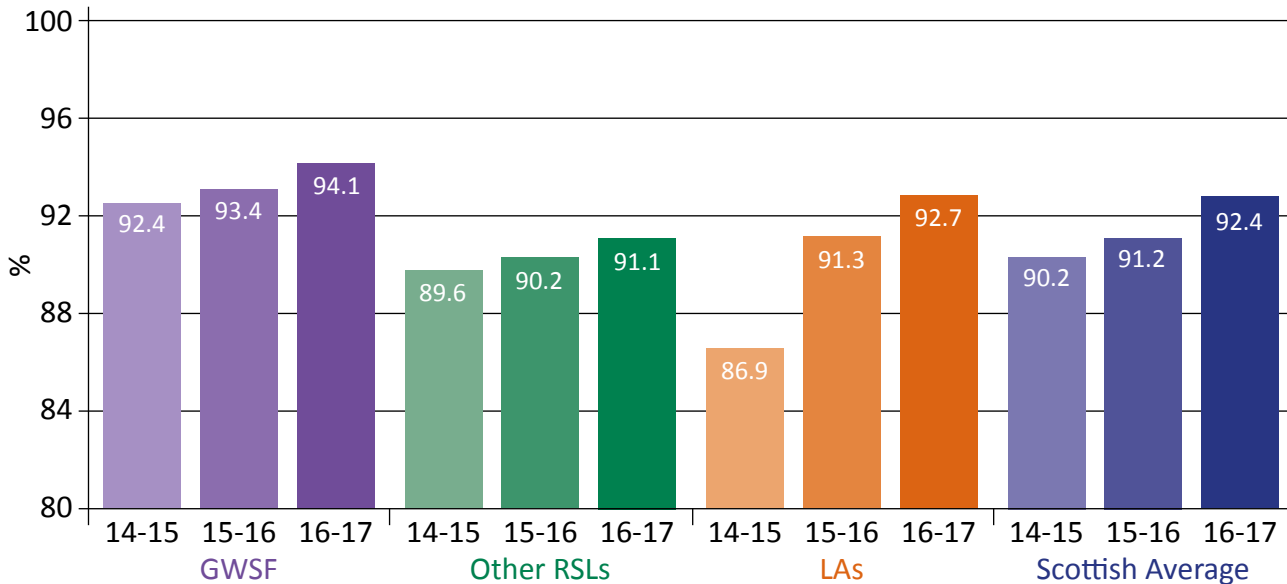
Time to complete non-emergency repairs (days)



Repairs right first time

Repairs completed right first time, on target, without recall, show improving performance, remaining better than other landlords.

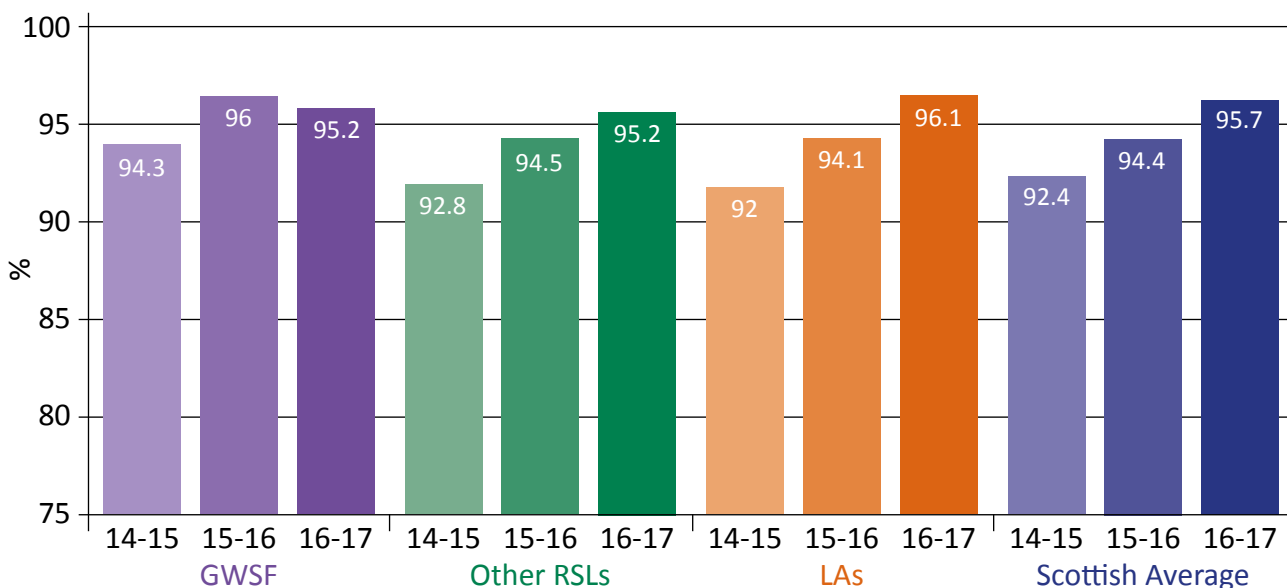
Repairs right first time



Repairs appointments kept

Thirty-eight of the 66 GWSF members offer repairs by appointment, a slightly higher proportion than other RSLs, but less than for LAs. Performance has dropped slightly, and is now at the same level as other RSLs, and just below the LA and Scottish average. However, only three members kept less than 90% of appointments.

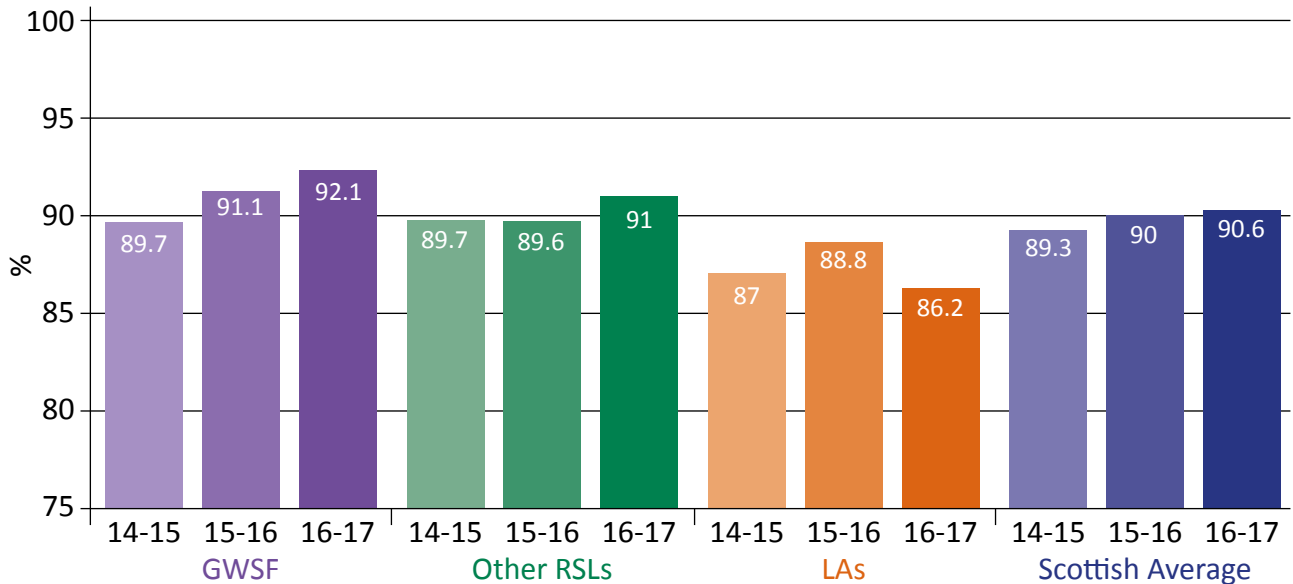
Repairs appointments kept



Repairs satisfaction

Repairs satisfaction continues to improve, while other RSLs have improved to over 90% as well. The drop in performance for LAs is more due to the way SHR calculates this average.

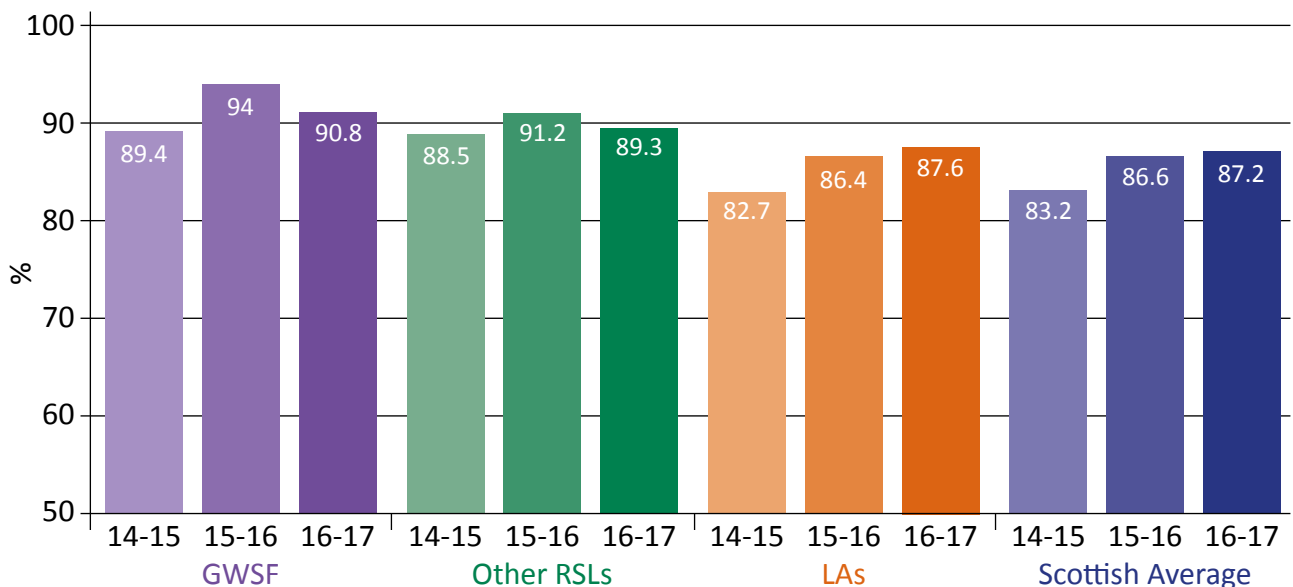
Satisfaction with the repairs service



5. Dealing with anti-social behaviour

The anti-social behaviour indicator shows a decline in performance for GWSF members and other RSLs, although performance remains better than other landlords. A correct calculation of resolved cases completed within target gives a figure of 93.1% completed within the landlord's target, better than for other RSLs, and just below the LA performance.

Anti-social behaviour cases resolved within target

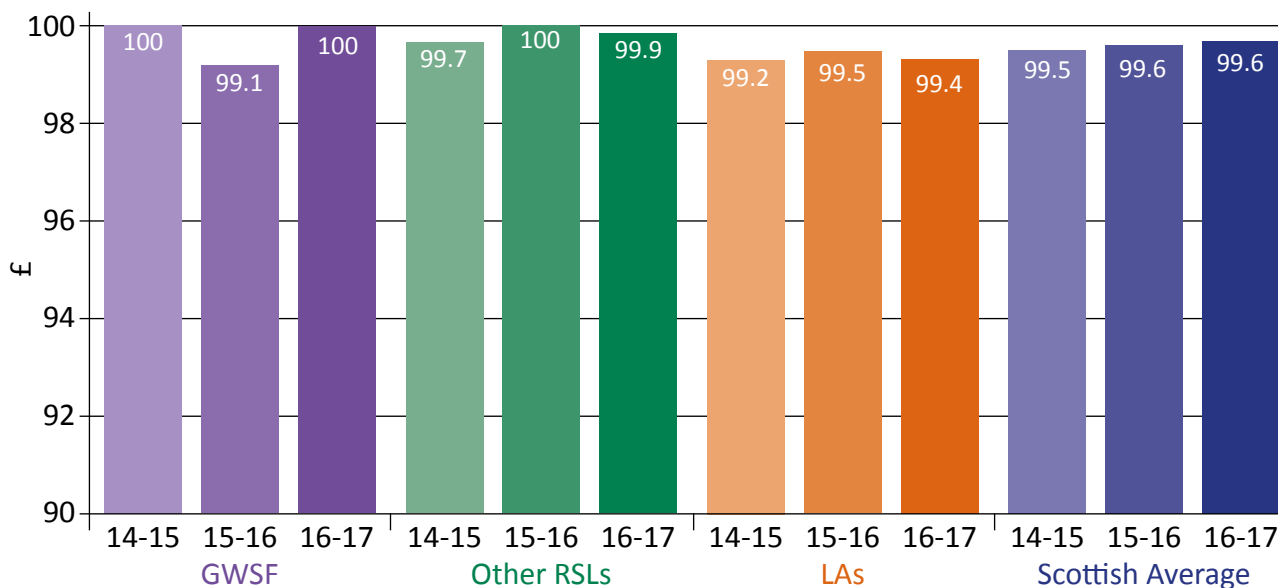


6. Rent indicators

Rent collection and arrears

Rent collected shows an improvement on the previous year, back to the 2014-15 level, and now slightly better than other RSLs. Because the indicator includes collection of outstanding arrears as well as rent due, 29 members collected over 100%, indicating that their arrears should be falling.

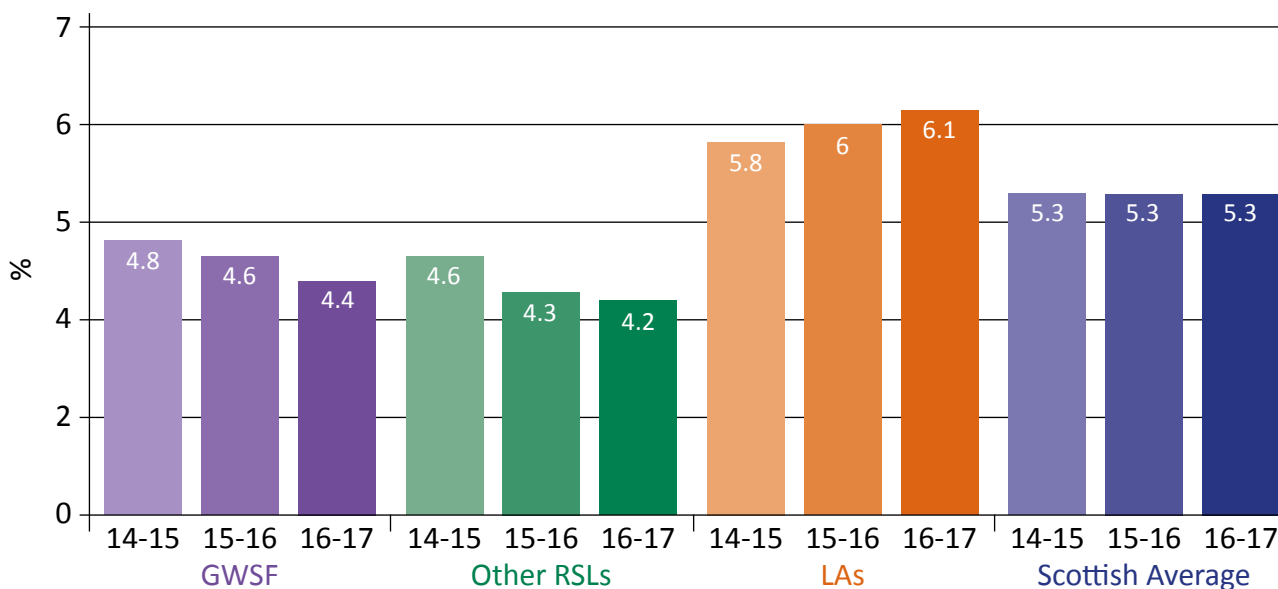
Rent collection



Despite the challenges faced by landlords as Universal Credit is rolled out, gross rent arrears have fallen for GWSF members, as they have done for other RSLs, while LAs have seen arrears increase. For current arrears, GWSF members also show better performance, at 2.6%, compared to 2.8% for other RSLs, and 3.3% across Scotland.

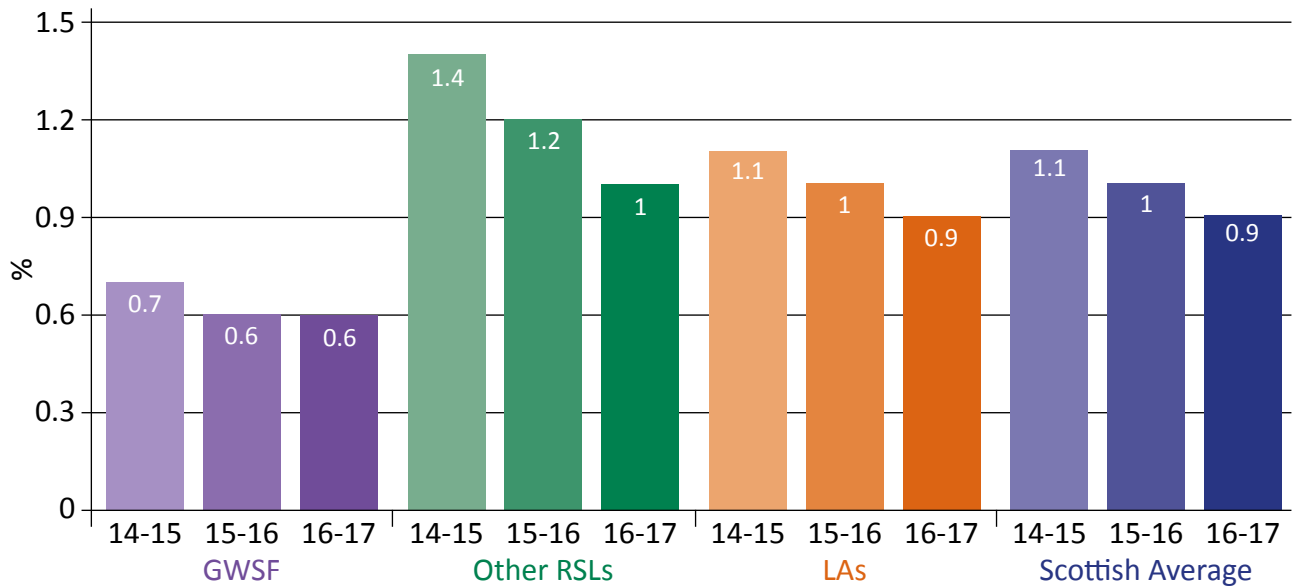
The full rollout of Universal Credit in 2018 is a major risk, but GWSF members are well-placed to face this.

Gross rent arrears



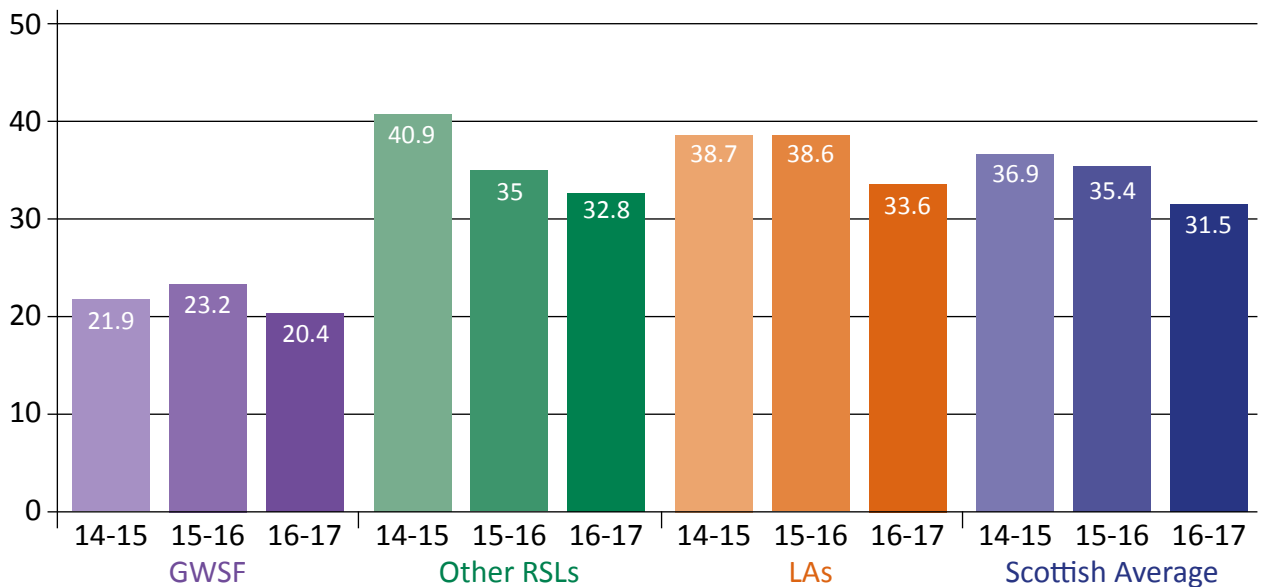
The loss of rent for empty properties has remained steady at 0.6%, still a better figure than other RSLs or LAs. Only six members report a figure higher than 1%, (the average for other RSLs), while one member reported no void rent loss at all, despite letting 16 houses!

Void rent loss



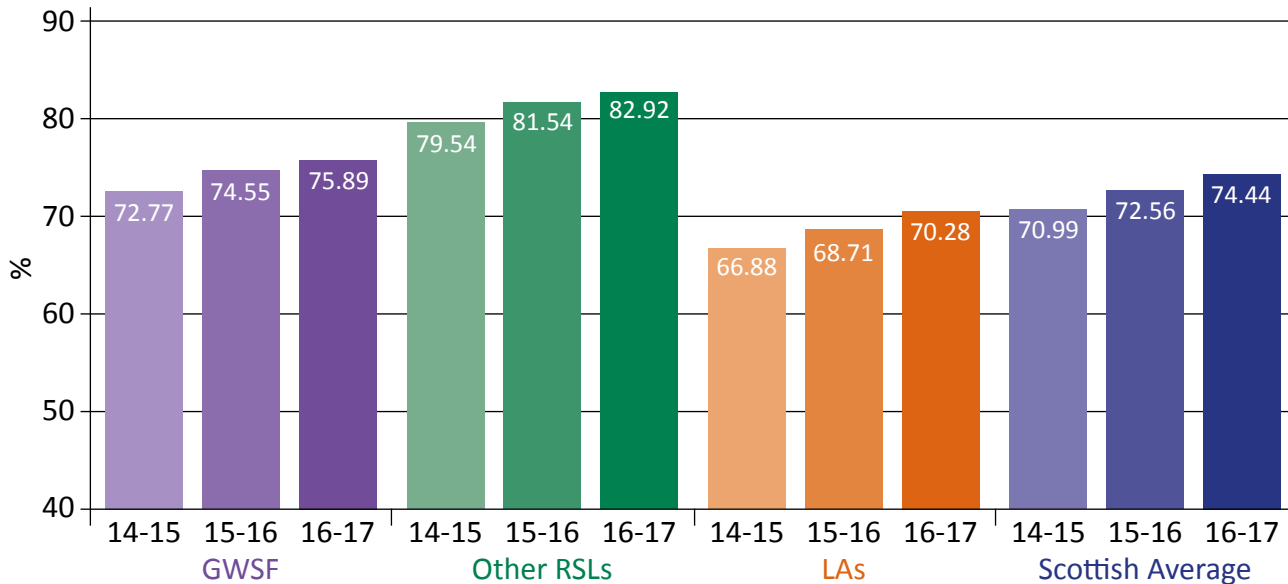
Although the void rent loss did not improve, the average days to re-let properties is better at just over 20 days, around two-thirds of the time taken by other landlords. Only six members averaged over 30 days to relet houses.

Time to relet properties



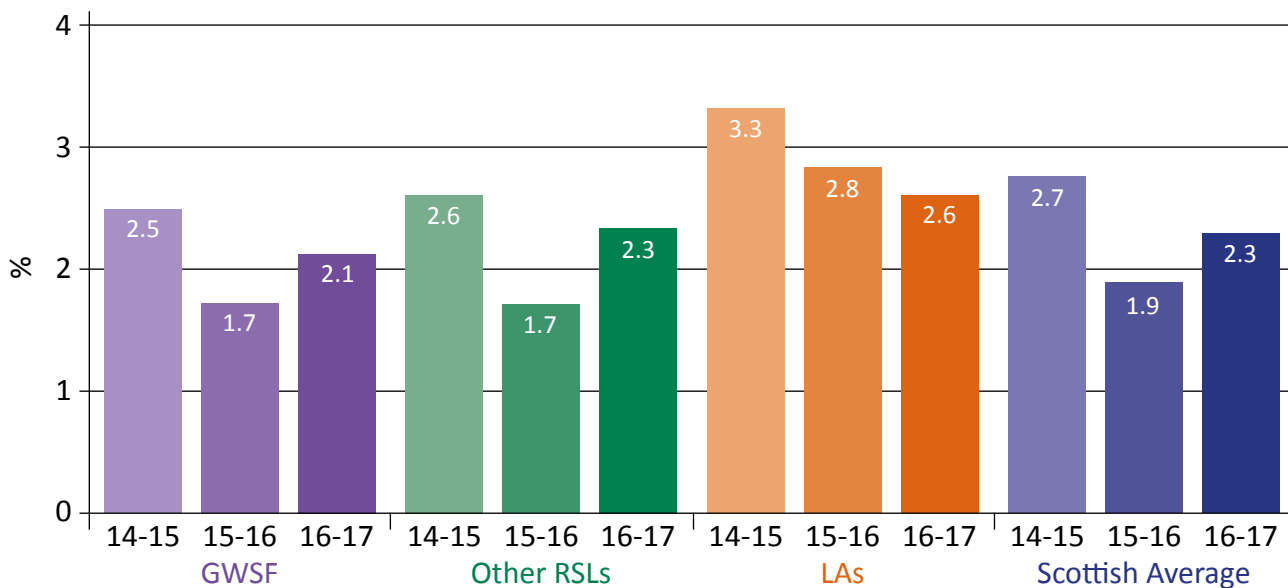
Rent levels for GWSF members are slightly above the Scottish average, but substantially less than other RSLs. Even allowing for the higher rents charged by specialist RSLs, rent levels are lower than for other RSLs by around £5 per week.

Average weekly rent



The rent increase agreed for rents for 2017-18 is higher compared to the previous year's increase, as with other RSLs as well. It is still below the increase approved by LAs, although this has fallen from previous years. Along with the lower rents compared to other RSLs, the rent differential is likely to be maintained for next year as well.

Rent increase



7. Overall summary

GWSF members continue to provide high levels of performance against the Scottish Social Housing Charter outcomes. They are particularly strong on satisfaction with keeping tenants informed and opportunities to participate, repairs timescales and efficiency in re-letting empty homes.

The only area where GWSF members perform less well is on meeting SHQS, partly due to the age profile of stock, but also because of the level of failures for a small number of members.

For most other Charter indicators that are not in the SHR Landlord Report, GWSF members also perform better than other landlords. This includes complaints responses, gas safety, tenancy sustainment and turnover, and the other satisfaction indicators. GWSF members perform less well on some indicators: these may be issues to consider when individual landlords review their own performance against all the Charter outcomes.

APPENDIX 1

GWSF members and stock numbers

Landlord	Total lettable self contained units	Landlord	Total lettable self contained units
ANCHO	673	Charing Cross HA	518
Ardenglen HA	956	Cloch HA	1365
Argyll Community HA	5150	Clydebank HA	1072
Arklet HA	357	Copperworks HA	271
Atrium Homes	1122	Cunninghame HA	2380
Ayrshire Housing	1498	Dalmuir Park HA	653
Barrhead HA	928	Drumchapel Housing Co-operative	479
Blairtummock HA	715	Dunbritton HA	802
Bridgewater HA	849	East Kilbride and District HA	519
Cadder HA	641	Easthall Park Housing Cooperative	692
Calvay HA	826	Elderpark HA	1257
Cassiltoun HA	982		
Cathcart & District HA	577		

Landlord	Total lettable self contained units
Faifley HA	332
Ferguslie Park HA	799
Gardeen HA	253
Glasgow West HA	1491
Glen Oaks HA	1293
Govan HA	1555
Govanhill HA	2533
Hawthorn Housing Co-operative	316
Hillhead HA 2000	815
Homes for Life	275
Linstone HA	1580
Linthouse HA	1156
Lochfield Park HA	491
Maryhill HA	3041
Milnbank HA	1676
Molendinar Park HA	495
New Gorbals HA	2501
ng homes	5411
North View HA	665
Oak Tree HA	1691
Paisley South HA	1176
Parkhead HA	1630

Landlord	Total lettable self contained units
Partick HA	1724
Pineview HA	533
Prospect Community Housing	882
Provanhall HA	489
Queens Cross HA	4280
Reidvale HA	901
Rosehill Housing Co-operative	961
Ruchazie HA	225
Rutherglen and Cambuslang HA	820
Shettleston HA	2285
Southside HA	2288
Spire View HA	556
Thenue HA	2826
Tollcross HA	2219
Trafalgar HA	300
Wellhouse HA	792
Whiteinch and Scotstoun HA	1298
Williamsburgh HA	1621
Wishaw and District HA	975
Yorkhill HA	457



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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 - Queens Cross Housing Association
Page 5 - Trafalgar Housing Association