



Glasgow and West of Scotland
Forum of Housing Associations

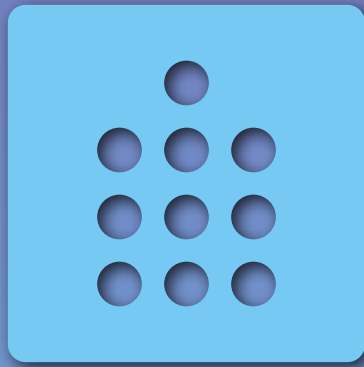


Scottish Social Housing Charter Performance 2017/18

November 2018

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 64 members who together own almost 86,000 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 member associations, which showed very high performance standards compared to other landlords, and looks at performance over the last three years. This report covers the same indicators, comparing GWSF members against other RSLs, stock-retaining councils, (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 64 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 social 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, with fewer large landlords compared to other RSLs.

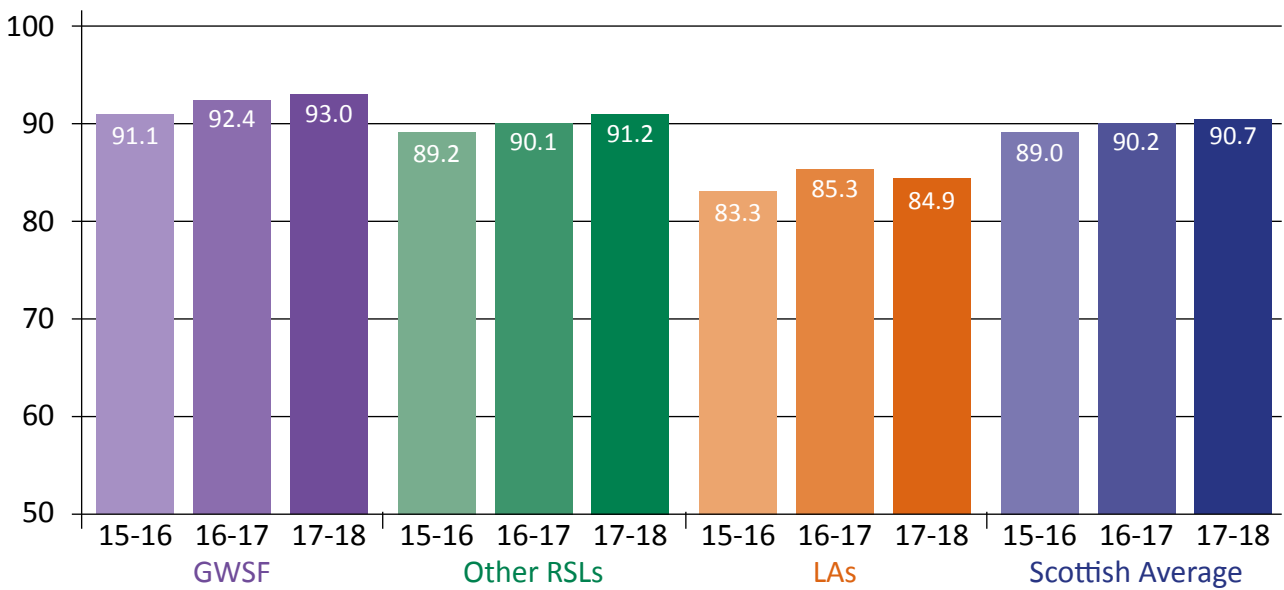
| Size | Number of landlords |
|-------------|---------------------|
| < 500 | 11 |
| 500 – 1000 | 24 |
| 1001 – 1500 | 9 |
| 1501 – 2000 | 8 |
| 2001 – 5000 | 10 |
| > 5000 | 2 |

Overall stock numbers total 85,791; this represents around one in seven social rented houses in Scotland. There was a net increase of 363 properties for current members, with nine members building more than 10 houses, but there was a loss of at least 76 houses through RTB sales, with 24 members losing some stock.

3. Satisfaction

The key Charter indicator of tenant satisfaction with overall service continues to show GWSF members improving their performance, around two percentage points above the national average. Only four members were in the bottom quartile, three of which have not updated their results for this year, suggesting consistently strong results across all GWSF members. There were updated surveys for 30 members, a higher proportion compared to other RSLs.

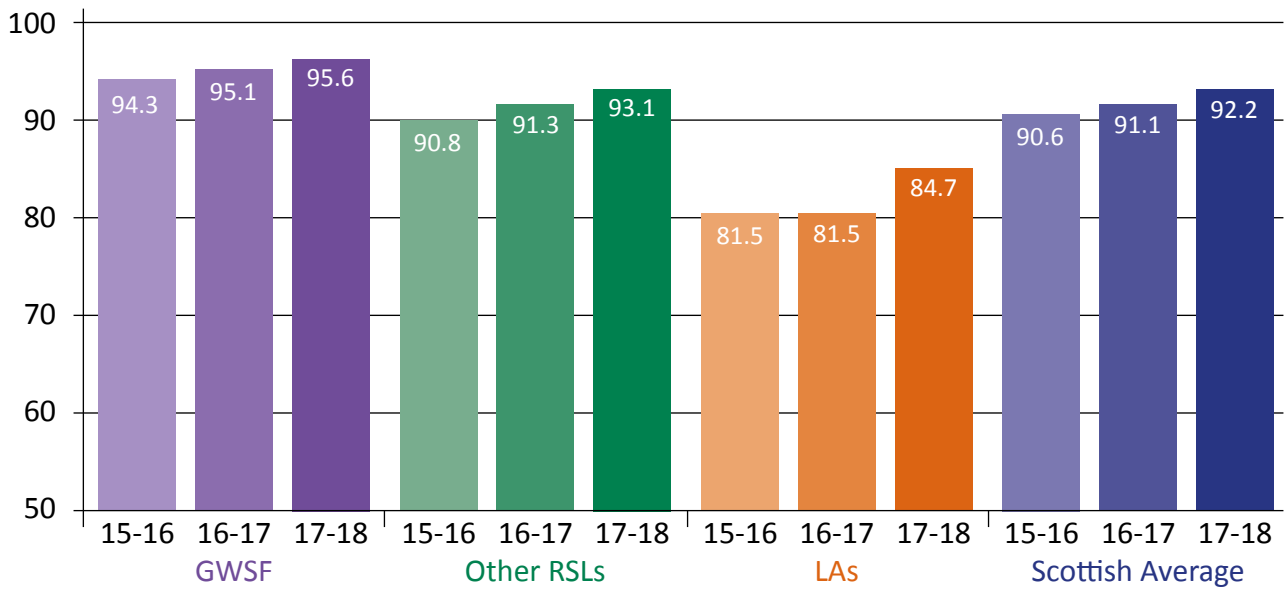
Satisfaction with overall service



Keeping tenants informed

GWSF members continue to excel at keeping their tenants informed, with over 95% satisfaction. Again, as in previous years, very few (six) are in the bottom quartile of all landlords, indicating consistently strong performance across the membership.

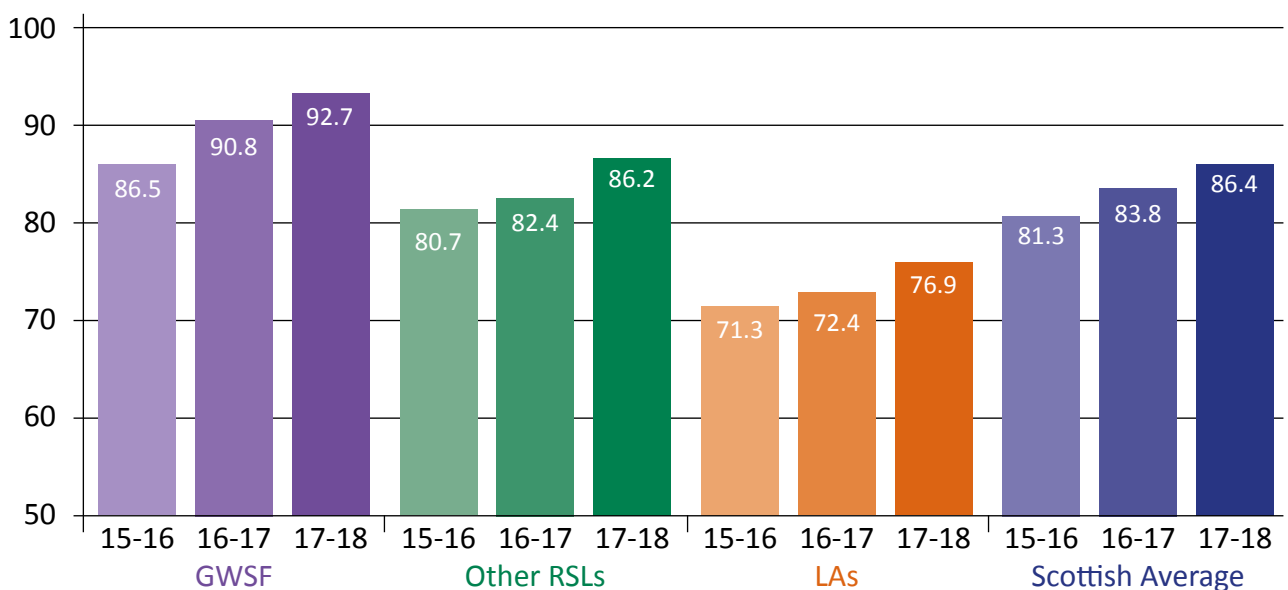
Satisfaction with keeping tenants informed



Opportunities to participate

GWSF members perform much better on satisfaction with opportunities to participate, compared to other landlords. Performance also continues to improve.

Satisfaction with opportunities to participate



4. Housing quality and maintenance

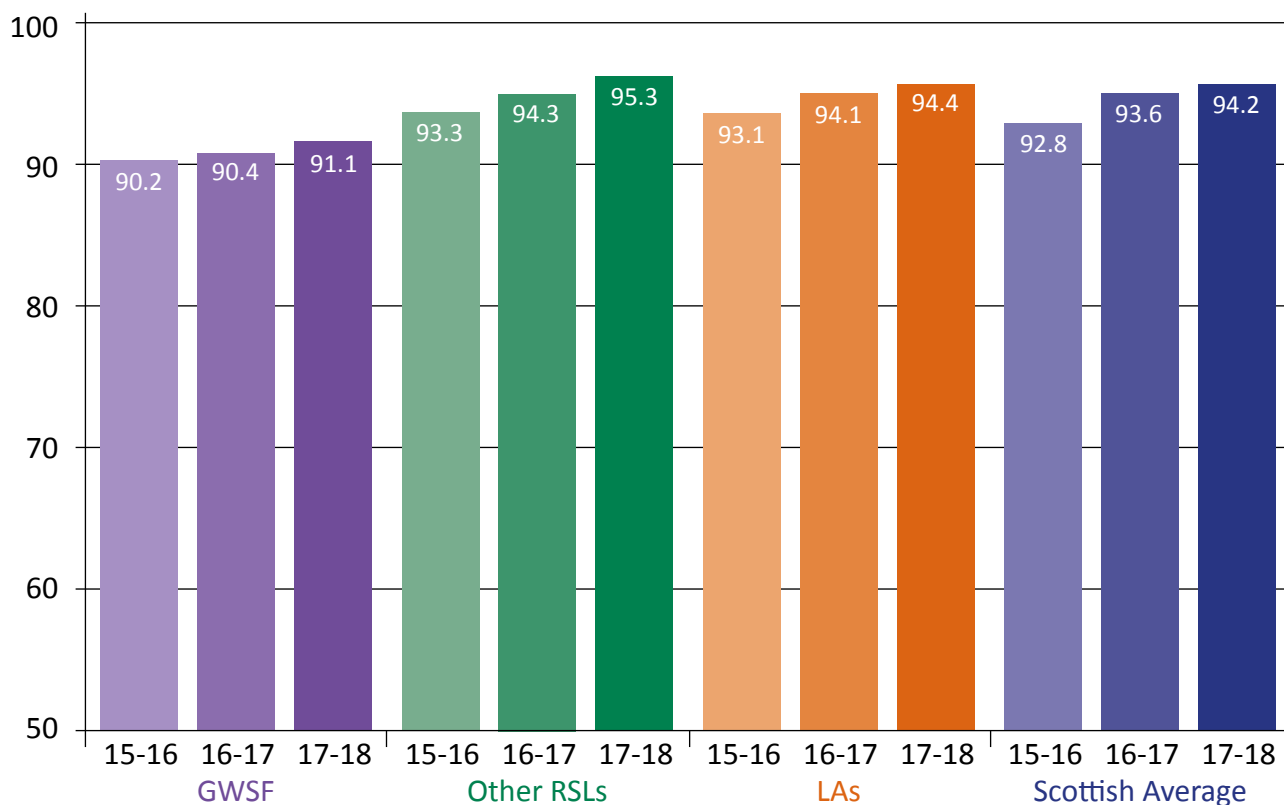
Scottish Housing Quality Standard (SHQS)

The percentage of stock meeting SHQS has improved but remains lower than for other landlords. Exemptions are much higher than average, probably reflecting the age profile of the housing stock: GWSF members have four times the percentage of pre-1919 stock compared to other RSLs, and also have a lower percentage of newer properties.

However, stock failing SHQS is also higher, mainly due to significant levels for six members. Some of these are tenemental stock which is part of Glasgow's Property Acquisition & Repair programme, but other failures are due to ongoing programmes which are not completed,

For the Energy Efficiency in Scottish Social Housing (ESSH), the proportion of stock meeting the Standard is 83%, matching the performance of other RSLs, and better than the national average.

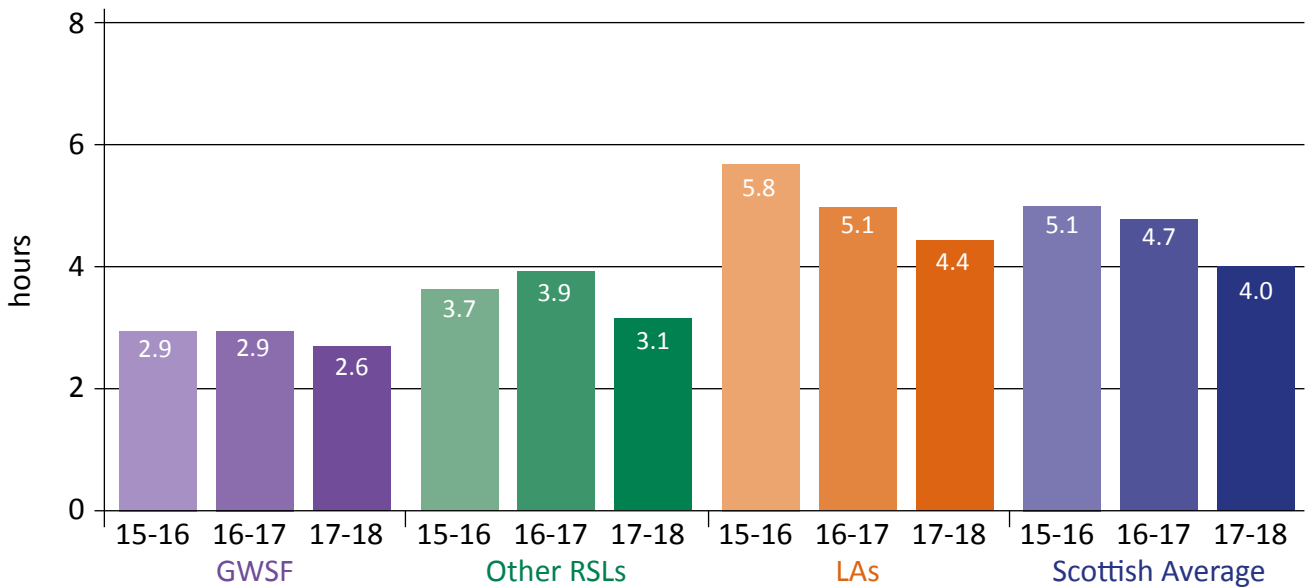
Meeting the Scottish Housing Quality Standard



Repairs timescales

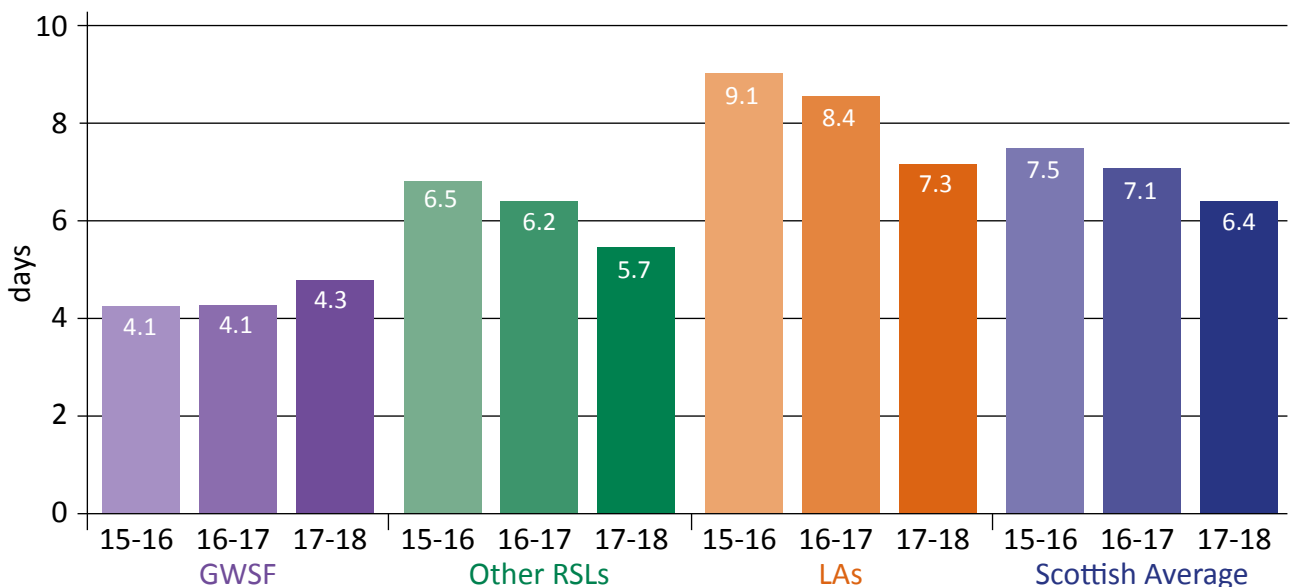
Repairs timescales are key indicators for tenants. Performance is still improving on emergency repairs, although other RSLs and LAs have reduced their average timescales substantially this year. GWSF members do clearly perform better: only seven members take longer than the average for other RSLs, and only three are higher than the Scottish average.

Time to complete emergency repairs (hours)



For non-emergency repairs, performance is still much better than other landlords, although the average for GWSF members has risen slightly this year.

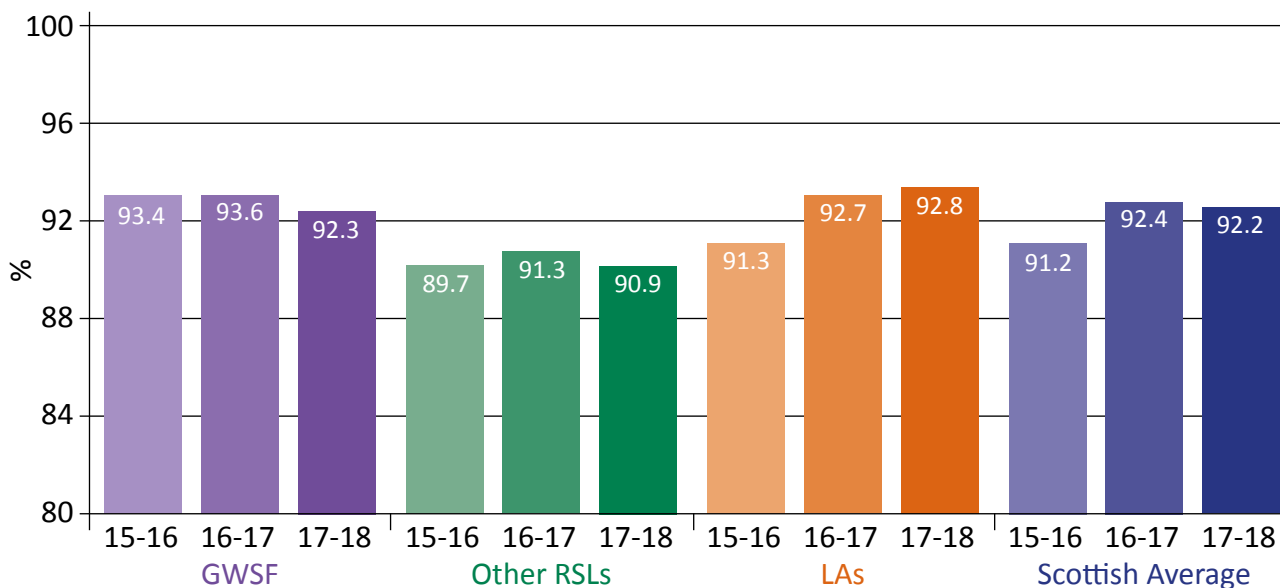
Time to complete non-emergency repairs (days)



Repairs right first time

Repairs completed right first time, on target, without recall, showed a drop in performance, after improving steadily in previous years. Two-thirds of GWSF members perform better than the national average, suggesting that smaller GWSF members tend to perform better than larger landlords on this indicator.

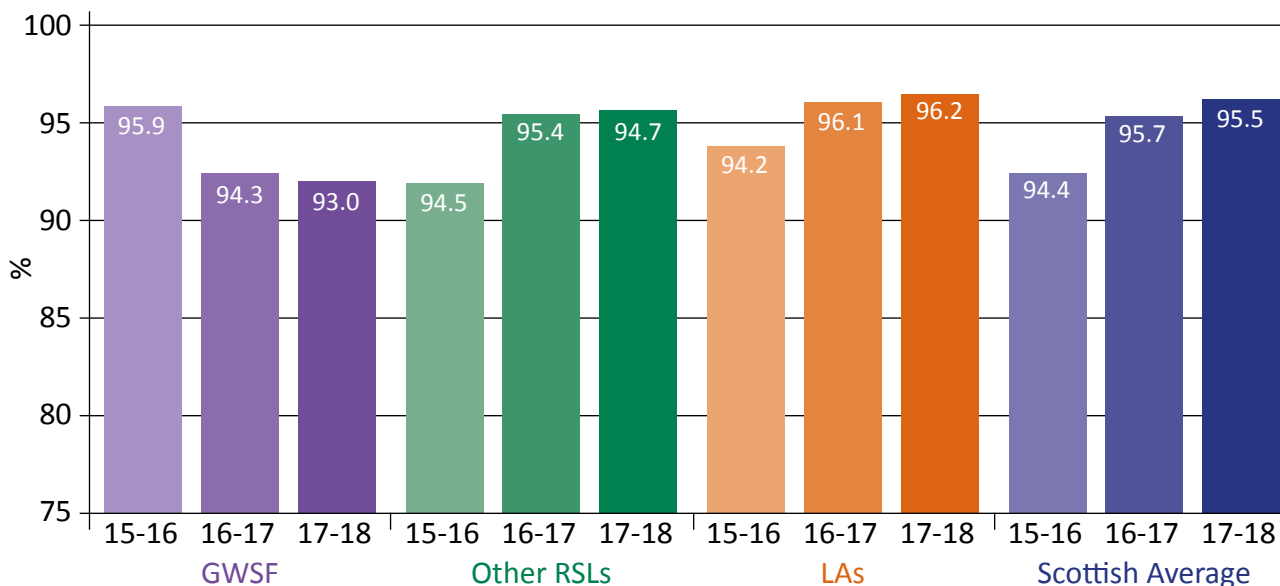
Repairs right first time



Repairs appointments kept

Thirty-five of the 64 GWSF members offer repairs by appointment, mainly the larger GWSF landlords, a similar proportion to other RSLs, but less than for LAs. Performance has dropped again, and is lower than other RSLs and LAs. It may be worth members looking at the reasons for this.

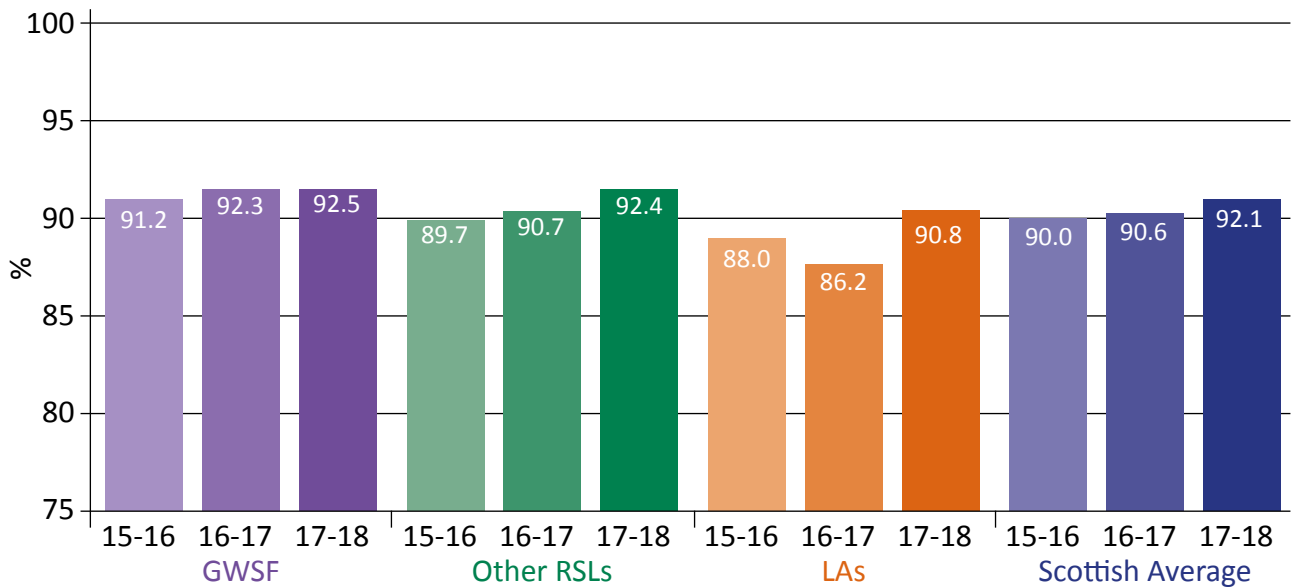
Repairs appointments kept



Repairs satisfaction

Although some indicators show a decline in performance, repairs satisfaction continues to improve, although only slightly from last year. Other RSLs have seen satisfaction improve, as have LAs, and the GWSF performance is above, but close to the national average.

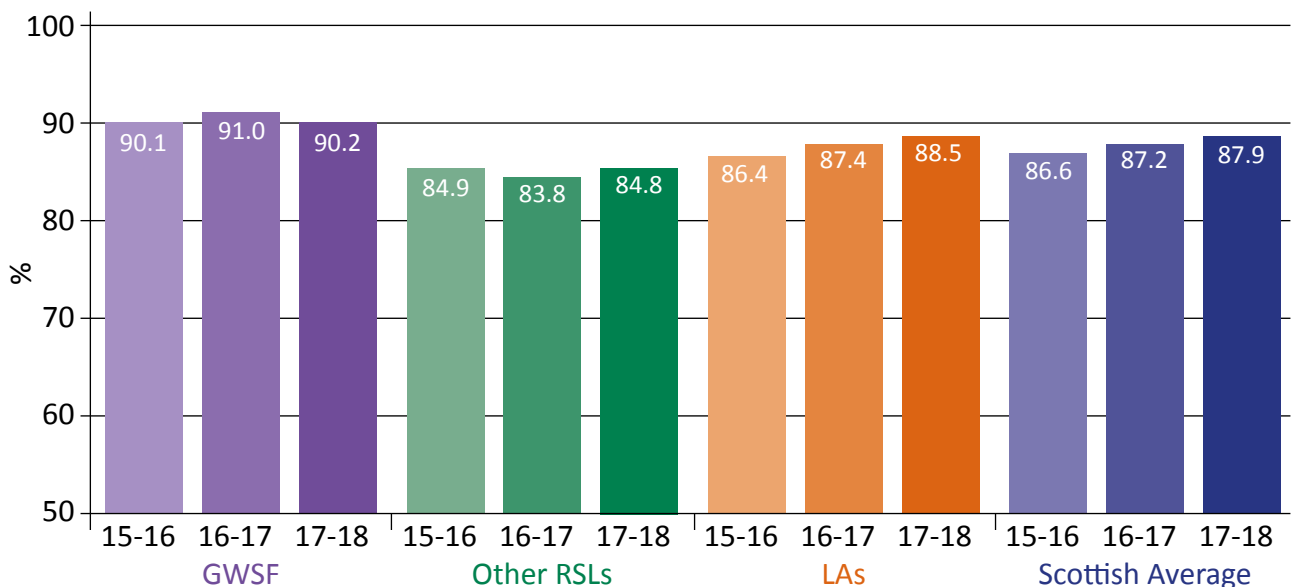
Satisfaction with the repairs service



5. Dealing with anti-social behaviour

The anti-social behaviour indicator shows a decline in performance for GWSF members, but remains much better than other landlords. A correct calculation of resolved cases completed within target gives a figure of 94% completed within the landlord's target, again better than for other RSLs, and the same as LA performance.

Anti-social behaviour cases resolved within target

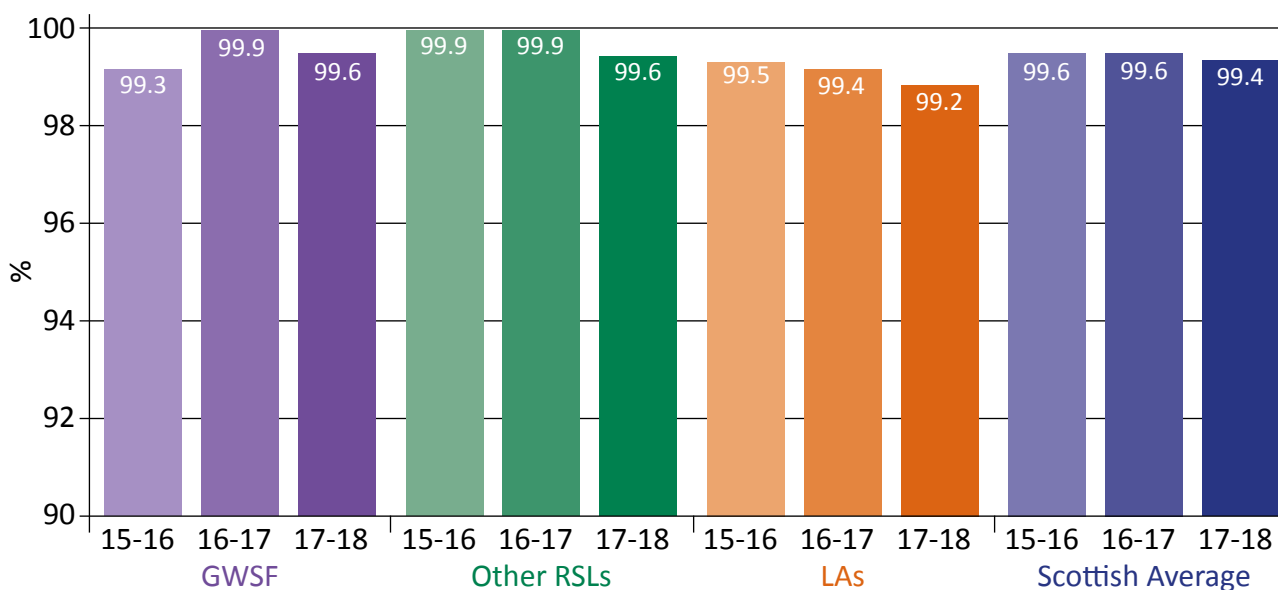


6. Rent indicators

Rent collection and arrears

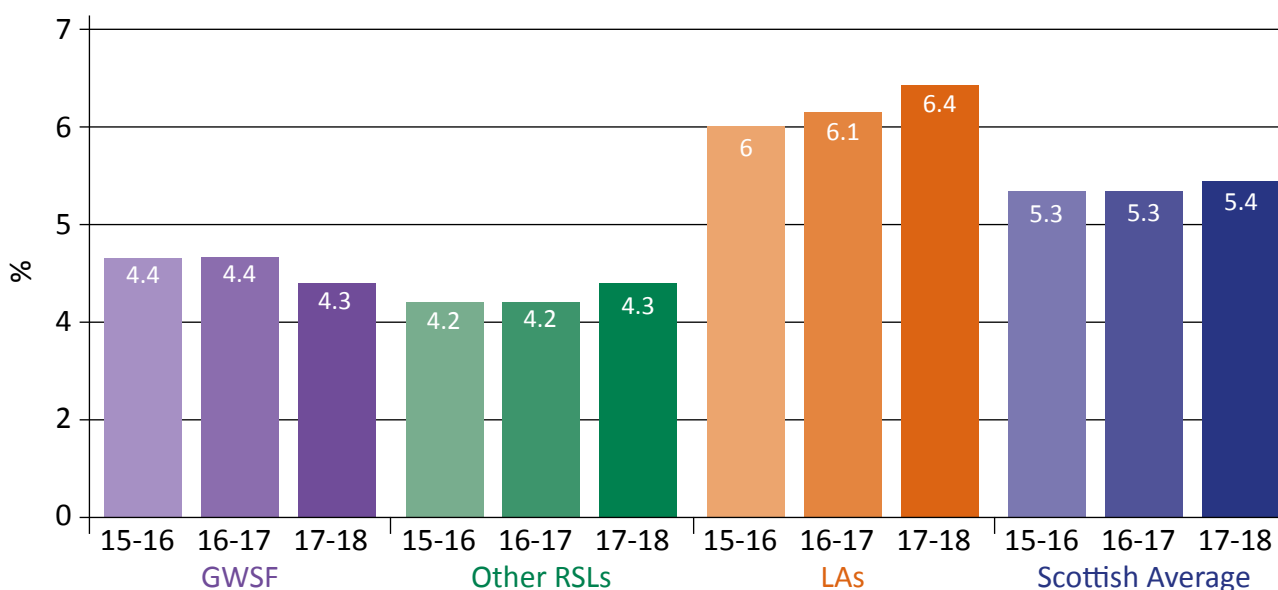
Rent collected shows a fall this year, an experience shared with other RSLs and LAs. Because the indicator includes collection of outstanding arrears as well as rent due, 24 members collected over 100%, indicating that their arrears should be falling – however, this number is also lower than last year.

Rent collection



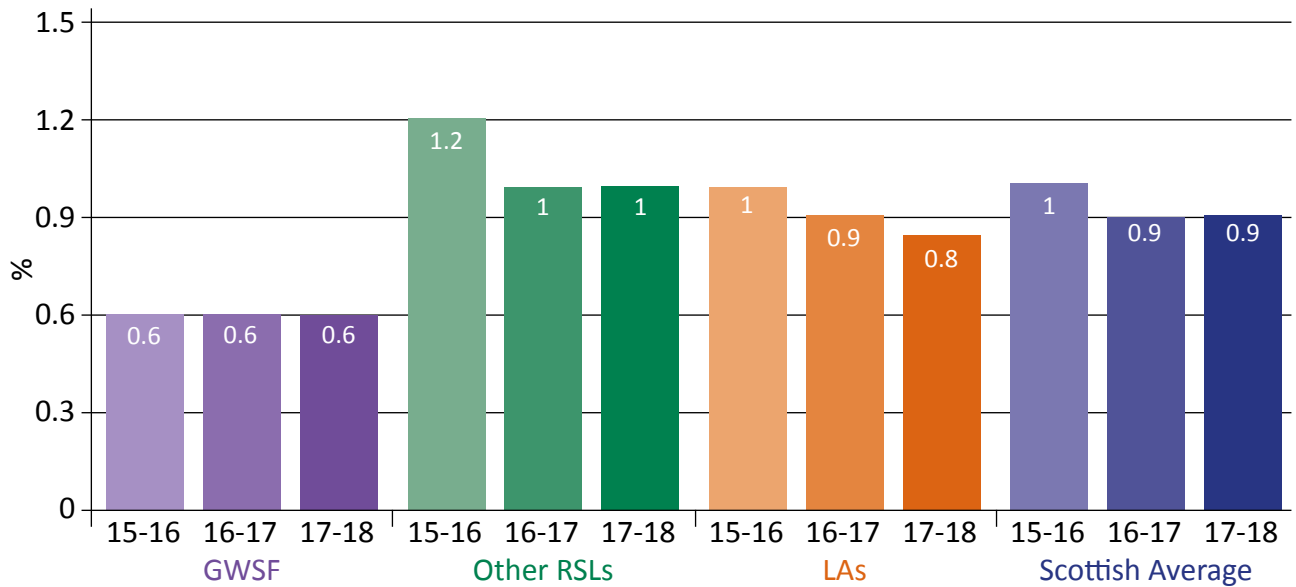
The decline in rent collection has not yet been translated into rent arrears, where GWSF members have seen a small fall, to a similar level to other RSLs. LAs have substantially higher gross and current arrears, and which have risen substantially.

Gross rent arrears



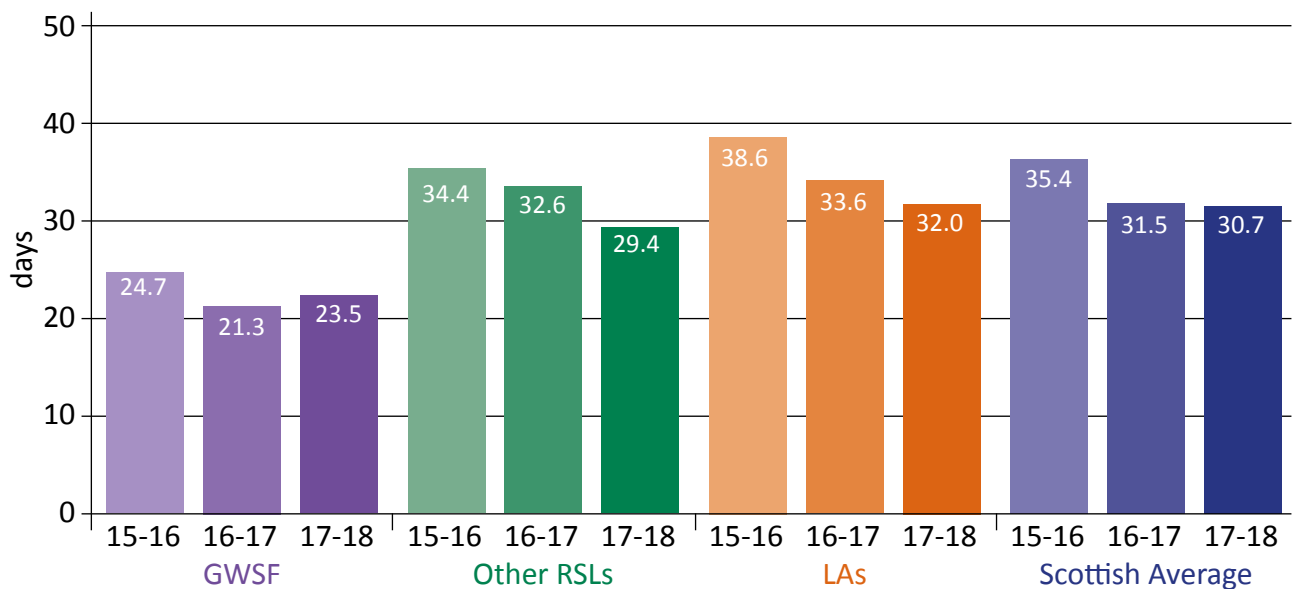
The loss of rent for empty properties has remained steady at 0.6%, still noticeably better than other RSLs or LAs, although this is partly due to the higher void rates of specialist RSLs. Only six members report a figure higher than 1% (the average for other RSLs).

Void rent loss



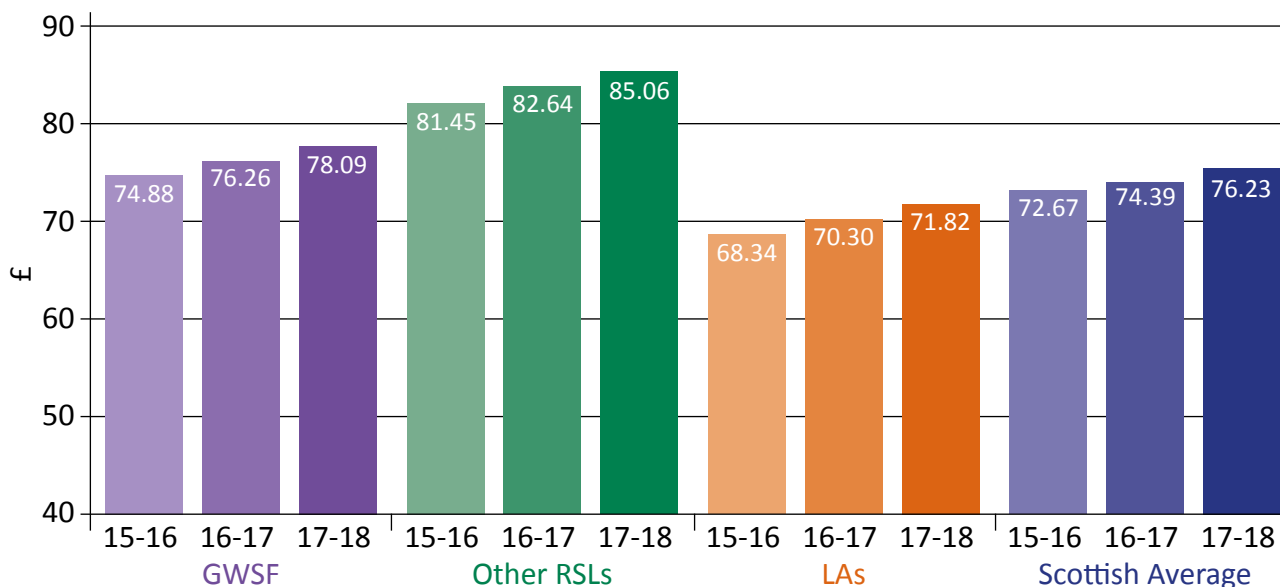
Although the void rent loss improved slightly, the average days to re-let properties rose, but is still a quarter less than the time taken by other landlords. Only eight members' average was longer than the average of other RSLs.

Time to relet properties



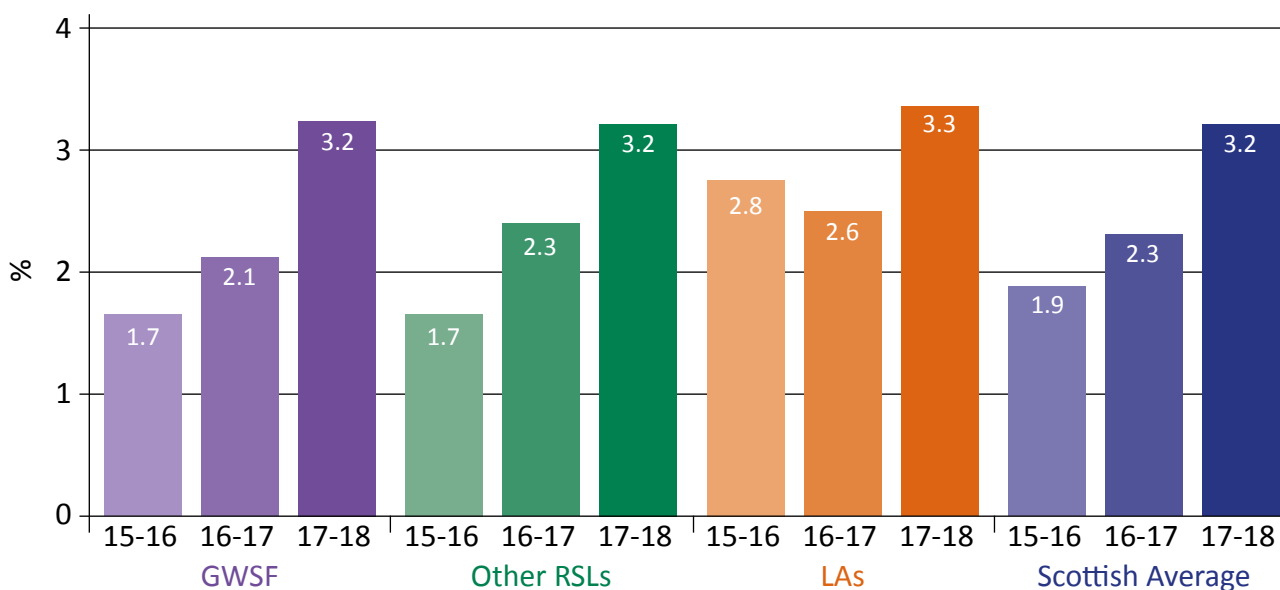
Rent levels for GWSF members are slightly above the Scottish average, due to the lower rents of LAs, but substantially less than other RSLs. Even allowing for the higher rents charged by specialist RSLs, rent levels for GWSF members are lower than for other RSLs by around £5 per week.

Average weekly rent



The rent increase agreed for rents for 2017-18 is much higher compared to the previous year's increase and is the same as other RSLs and LAs. Rents are continuing to rise faster than inflation, suggesting continuing strains on affordability for tenants.

Rent increase



7. Overall summary

As stated in reports from previous years, GWSF members continue to provide high levels of performance against the Scottish Social Housing Charter outcomes. They are particularly strong on satisfaction indicators, especially with opportunities to participate, repairs timescales, anti-social behaviour targets, and efficiency in re-letting empty homes.

The most significant 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, even allowing for acquisition of tenement flats in poor condition. There are now some other Charter indicators where other landlords have caught up, such as repairs right first time and appointments, and some areas where performance is declining slightly, such as rent collection and relet times, but is still much better than other landlords.

For other Charter indicators that are not in the SHR Landlord Report, GWSF members also perform very well. This includes gas safety, tenancy sustainment and the other satisfaction indicators. However, other landlords are catching up, and GWSF members will need to review their own performance against all the Charter outcomes to ensure their tenants continue to receive high quality services. The implications for value for money for tenants also need to be considered.

APPENDIX 1

GWSF members and stock numbers

| GWSF member | Number of properties | GWSF member | Number of properties |
|---|----------------------|--|----------------------|
| Ardenglen Housing Association | 958 | Cernach Housing Association | 794 |
| Argyll Community Housing Association | 5156 | Charing Cross Housing Association | 516 |
| Arklet Housing Association | 357 | Cloch Housing Association | 1368 |
| Atrium Homes | 1172 | Clydebank Housing Association | 1095 |
| Ayrshire Housing | 1511 | Copperworks Housing Association | 270 |
| Barrhead Housing Association | 931 | Cunninghame Housing Association | 2501 |
| Bridgewater Housing Association | 846 | Drumchapel Housing Co-operative | 479 |
| Cadder Housing Association | 641 | Dunbritton Housing Association | 802 |
| Calvay Housing Association | 825 | East Kilbride and District Housing Association | 523 |
| Cassiltoun Housing Association | 975 | Easthall Park Housing Cooperative | 694 |
| Cathcart & District Housing Association | 580 | Elderpark Housing Association | 1256 |



| GWSF member | Number of properties |
|-------------------------------------|----------------------|
| Faifley Housing Association | 332 |
| Ferguslie Park Housing Association | 799 |
| Glasgow West Housing Association | 1486 |
| Glen Oaks Housing Association | 1297 |
| Govan Housing Association | 1559 |
| Govanhill Housing Association | 2569 |
| Hawthorn Housing Co-operative | 316 |
| Hillhead Housing Association 2000 | 802 |
| Homes for Life | 275 |
| Linstone Housing Association | 1585 |
| Linthouse Housing Association | 1156 |
| Lochfield Park Housing Association | 493 |
| Maryhill Housing Association | 3036 |
| Milnbank Housing Association | 1668 |
| Molendinar Park Housing Association | 493 |
| New Gorbals Housing Association | 2492 |
| ng homes | 5409 |
| North View Housing Association | 665 |
| Oak Tree Housing Association | 1735 |
| Paisley Housing Association | 1174 |
| Parkhead Housing Association | 1642 |
| Partick Housing Association | 1718 |

| GWSF member | Number of properties |
|---|----------------------|
| Pineview Housing Association | 532 |
| Prospect Community Housing | 882 |
| Queens Cross Housing Association | 4335 |
| Reidvale Housing Association | 897 |
| Rosehill Housing Co-operative | 967 |
| Ruchazie Housing Association | 225 |
| Rutherglen and Cambuslang Housing Association | 818 |
| Shettleston Housing Association | 2285 |
| Shire Housing Association | 963 |
| Southside Housing Association | 2291 |
| Spire View Housing Association | 556 |
| Thenue Housing association | 2856 |
| Thistle Housing Association | 947 |
| Tollcross Housing Association | 2218 |
| Trafalgar Housing Association | 300 |
| West of Scotland Housing Association | 3421 |
| Whiteinch and Scotstoun Housing Association | 1297 |
| Williamsburgh Housing Association | 1621 |
| Wishaw and District Housing Association | 973 |
| Yorkhill Housing Association | 456 |



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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 - Cathcart and District HA
Page 5 - Reidvale HA