



Glasgow and West of Scotland
Forum of Housing Associations

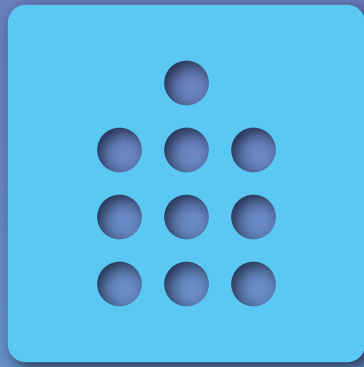


Scottish Social Housing Charter Performance 2018/19

November 2019

A report prepared by





GWSF



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Scotland’s Housing Network

Scotland’s Housing Network is the national benchmarking body for the housing sector across Scotland. Supporting landlords to improve their performance and services to their tenants through rigorous benchmarking of cost and performance , with a focus on sharing best practice, sector wide. The organisation also provides support to landlords to conduct peer review and self-assessment activities to assess the quality of the services offered. With a membership of 132 organisations, including all 32 local authorities, 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 67 members who together own almost 88,000 homes. Along with providing this decent, affordable housing CCHAs also deliver factoring services to around 33,000 owners, mostly in mixed tenure housing blocks. For over 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 social housing sector.

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

The 67 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 slightly 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, and in particular there are fewer large landlords compared to other RSLs.

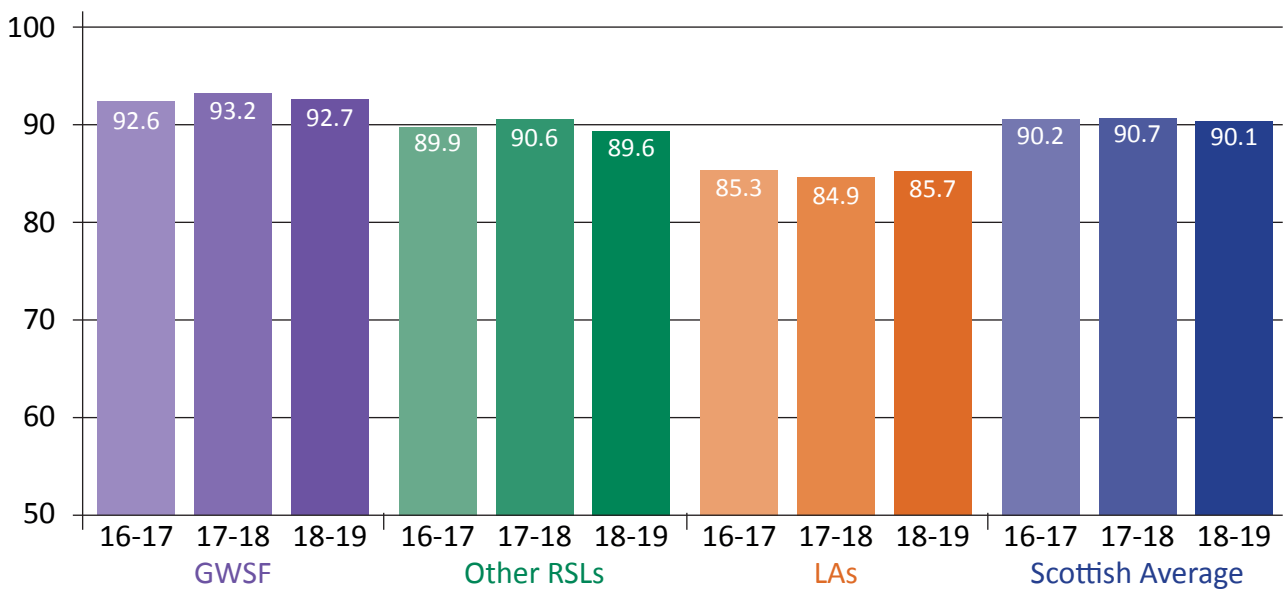
Size	Number of landlords - GWSF	Number of landlords - Other RSLs
< 500	13	21
500 – 1000	25	22
1001 – 1500	9	9
1501 – 2000	8	6
2001 – 5000	10	21
> 5000	2	8

Overall stock numbers total 87,637; this represents around one in seven social rented houses in Scotland. There was a net increase of 613 properties for current members, with 11 members building or acquiring more than 10 houses, but there was a loss of at least 91 houses through disposals, concentrated into four members losing stock.

3. Satisfaction

The key Charter indicator of tenant satisfaction with overall service shows an overall drop, in line with other RSLs, but with GWSF members maintaining their performance, around three percentage points above the national average. Only five members were in the bottom quartile, (against an expected 17) suggesting consistently strong results across all GWSF members. There were updated surveys for 34 members, averaging 91.6%, a higher performance compared to 88.1% for other RSLs.

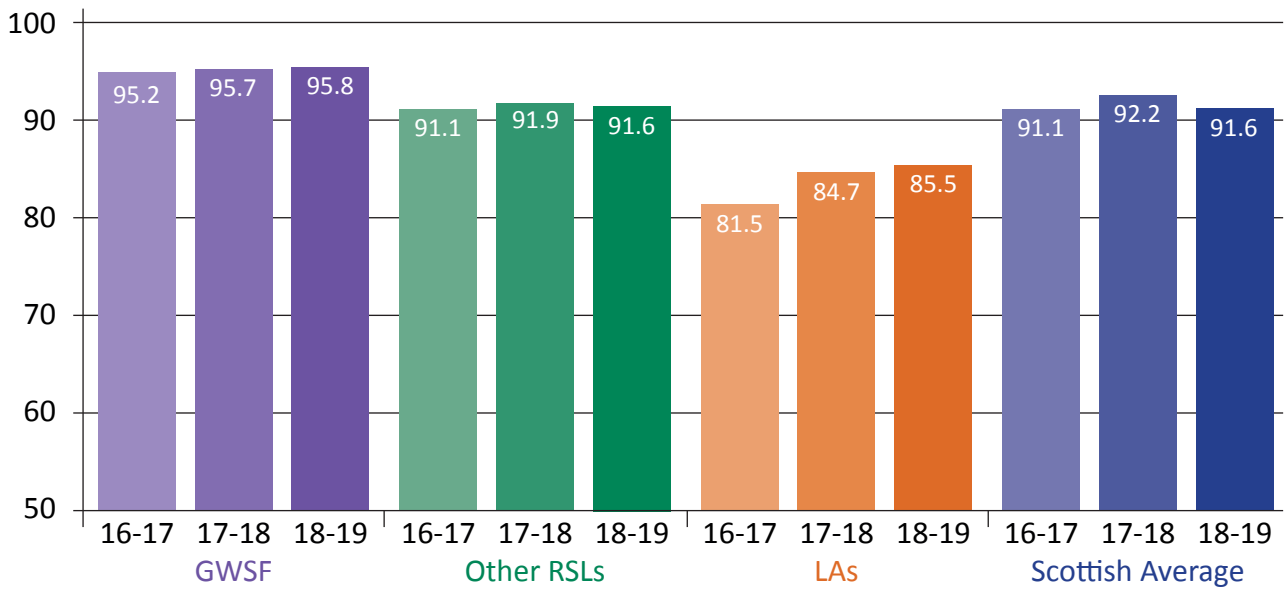
Satisfaction with overall service



Keeping tenants informed

GWSF members continue to excel at keeping their tenants informed, with over 95% satisfaction. Only four are in the bottom quartile of all landlords, indicating consistently strong performance across the membership.

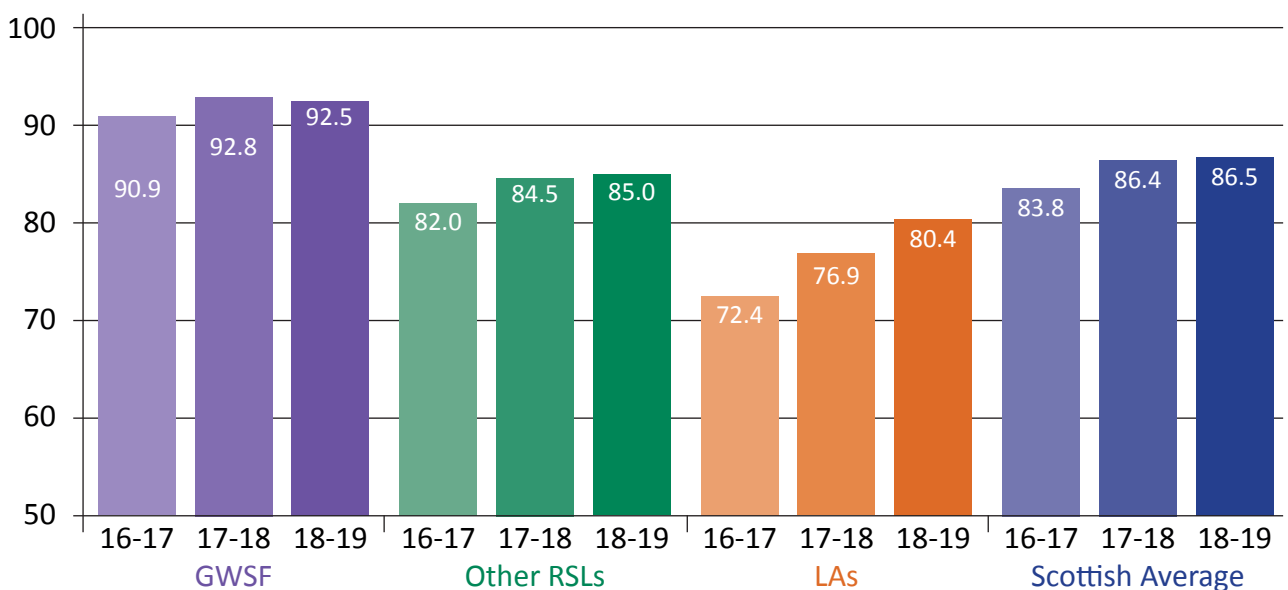
Satisfaction with keeping tenants informed



Opportunities to participate

GWSF members perform much better on satisfaction with opportunities to participate, compared to other landlords, with only two in the bottom quartile.

Satisfaction with opportunities to participate



4. Housing quality and maintenance

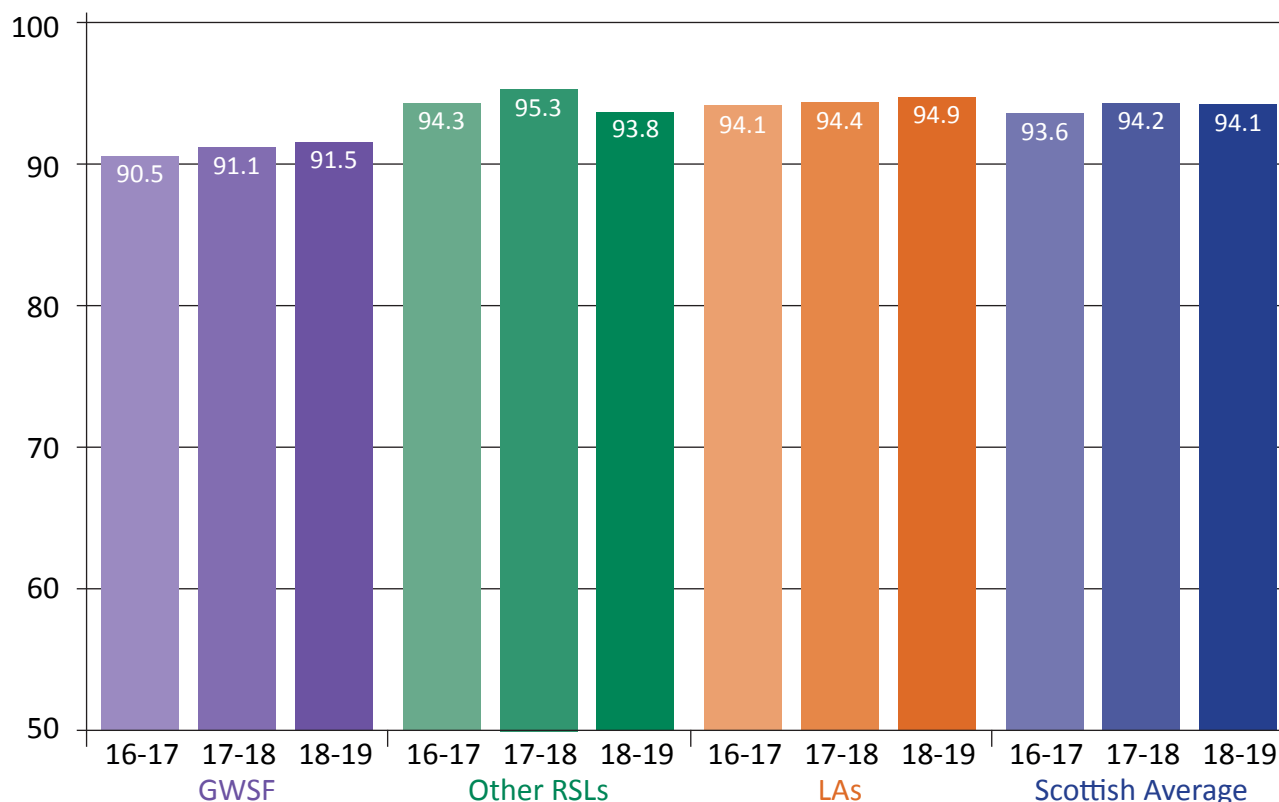
Scottish Housing Quality Standard (SHQS)

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.

Stock failing SHQS is slightly lower than last year, but with significant levels for five members. Some of these are tenemental stock which are part of Glasgow's Property Acquisition & Repair programme, but others 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 88%, better than performance of other RSLs and the national average. Around 80% of stock currently has an EPC rating of 'C' or better, but only 15% are at 'B', so decisions about ESSH2 may have a large impact on GWSF members.

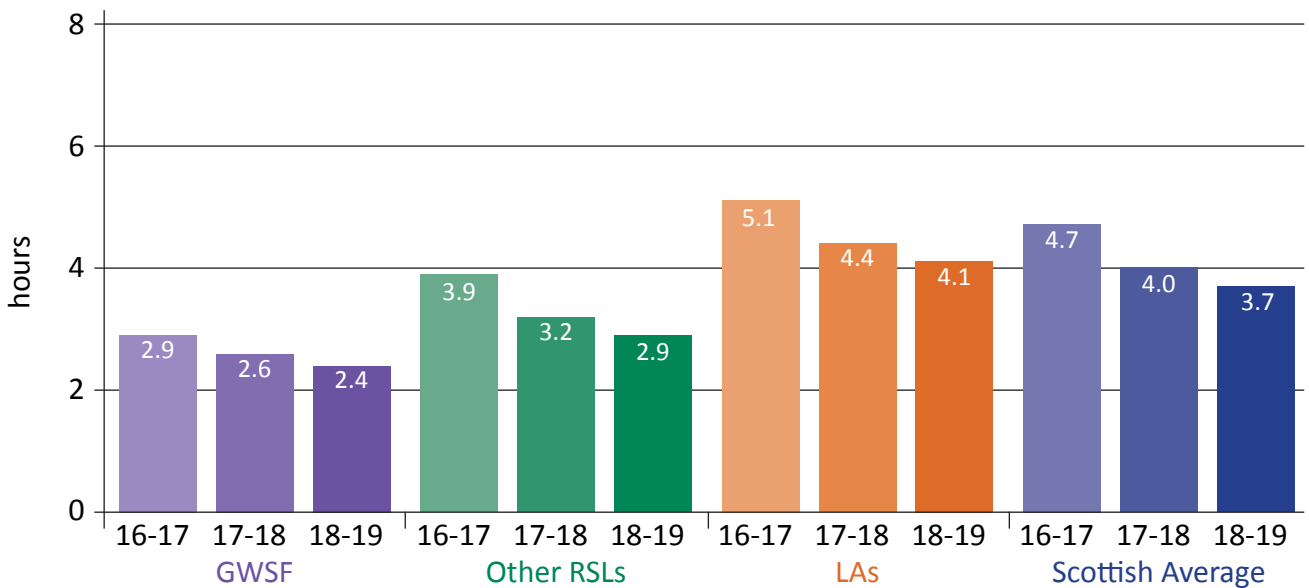
Meeting the Scottish Housing Quality Standard



Repairs timescales

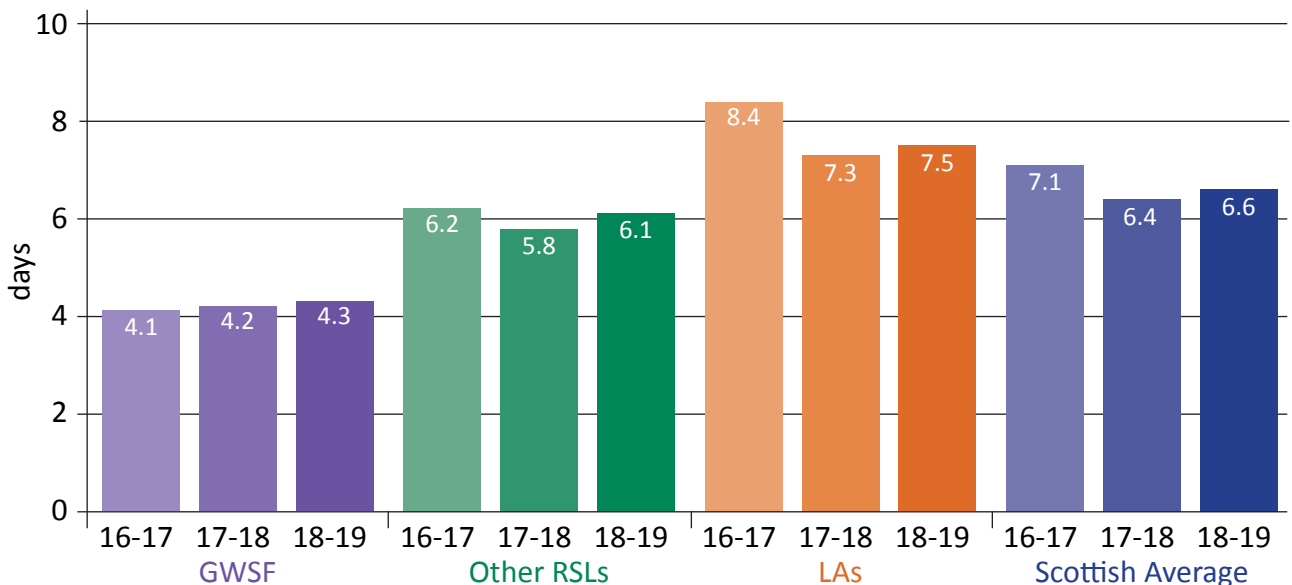
Repairs timescales are key indicators for tenants. Performance is still improving on emergency repairs, although other RSLs and LAs have continued to reduce their average timescales as well. GWSF members do perform better: nine members take longer than the average for other RSLs, with six higher than the Scottish average. However, there is less difference than in previous years, as a result of steady improvements on this indicator across the sector.

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 again risen slightly this year.

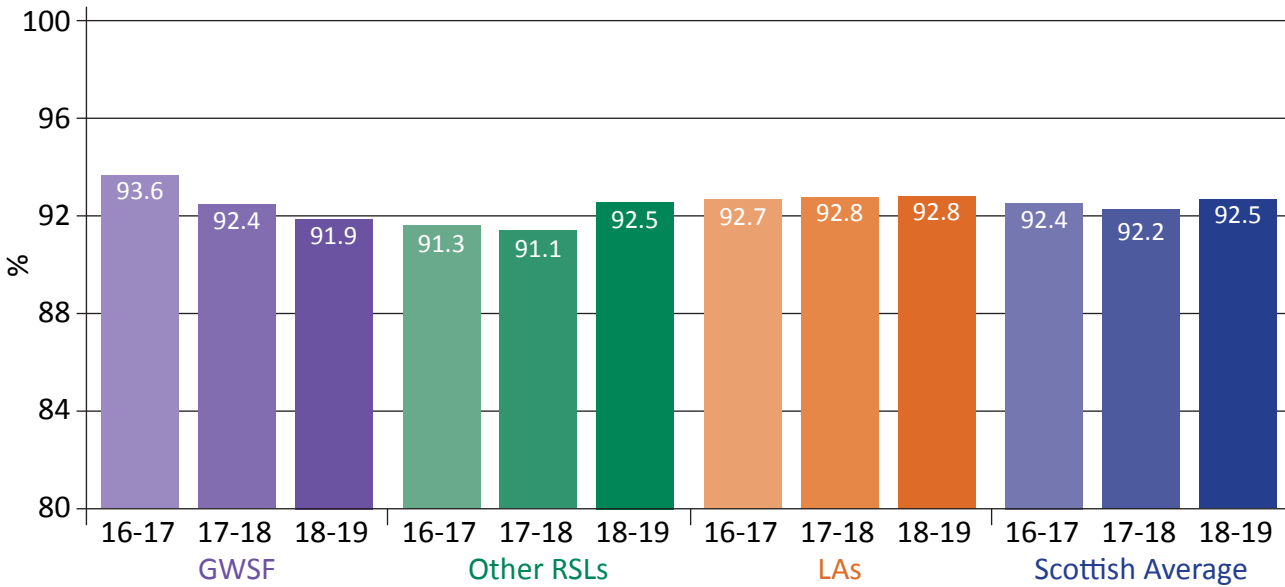
Time to complete non-emergency repairs (days)



Repairs right first time

Repairs completed right first time, on target, without recall, have continued to drop in performance, and are now lower than other RSLs and LAs. After improving steadily in previous years. Fifty-one of the 67 GWSF members perform better than the national average; the remainder's performance is generally much worse than average.

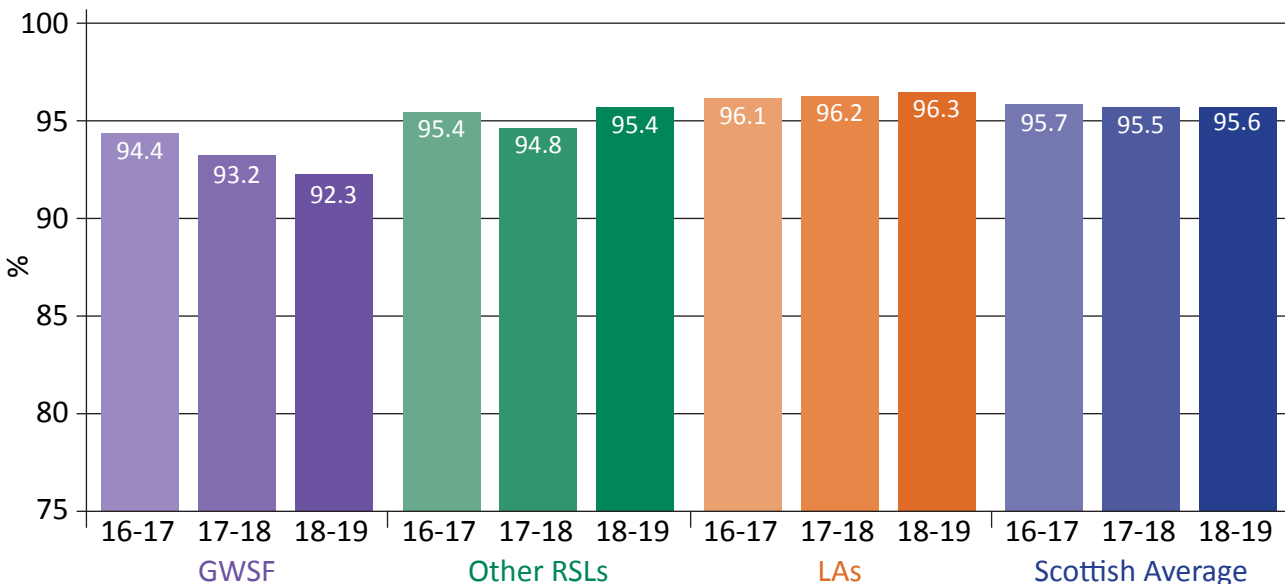
Repairs right first time



Repairs by appointment

Thirty-seven of the 67 GWSF members offer repairs by appointment, mainly the larger GWSF landlords, a similar proportion to other RSLs, but much less than LAs. Performance has dropped again, against improvements for other RSLs and LAs. For those members with appointment systems, it may be worth looking at the reasons for this fall.

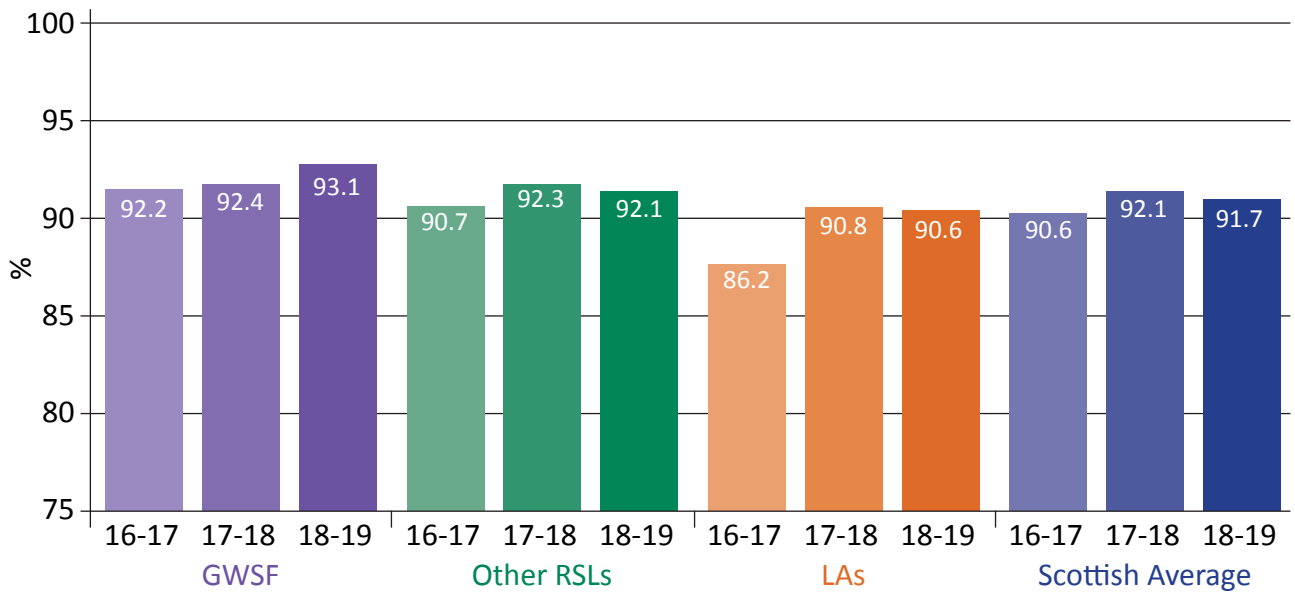
Repairs by appointment



Repairs satisfaction

Although some repairs indicators show a decline in performance, repairs satisfaction continues to improve. Other RSLs and LAs have seen a slight fall in satisfaction, despite their improvements across most repairs indicators.

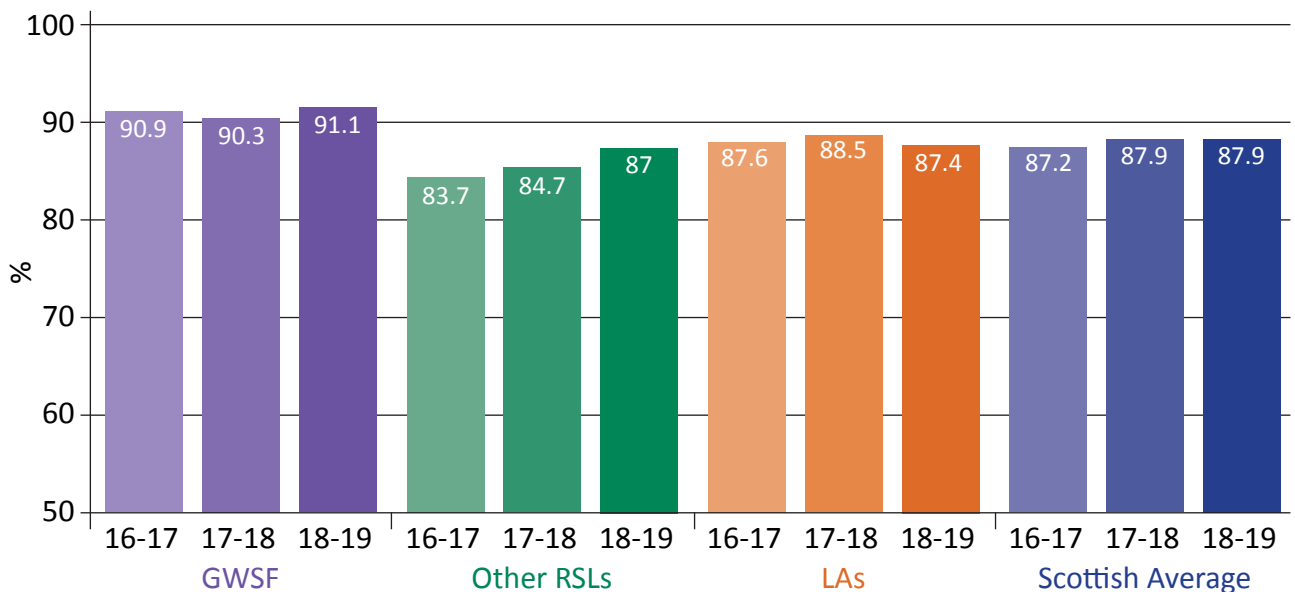
Satisfaction with the repairs service



5. Dealing with anti-social behaviour

The anti-social behaviour indicator shows an improvement after last year's decline in performance, but GWSF remain much better performers than other landlords.

Anti-social behaviour cases resolved within target



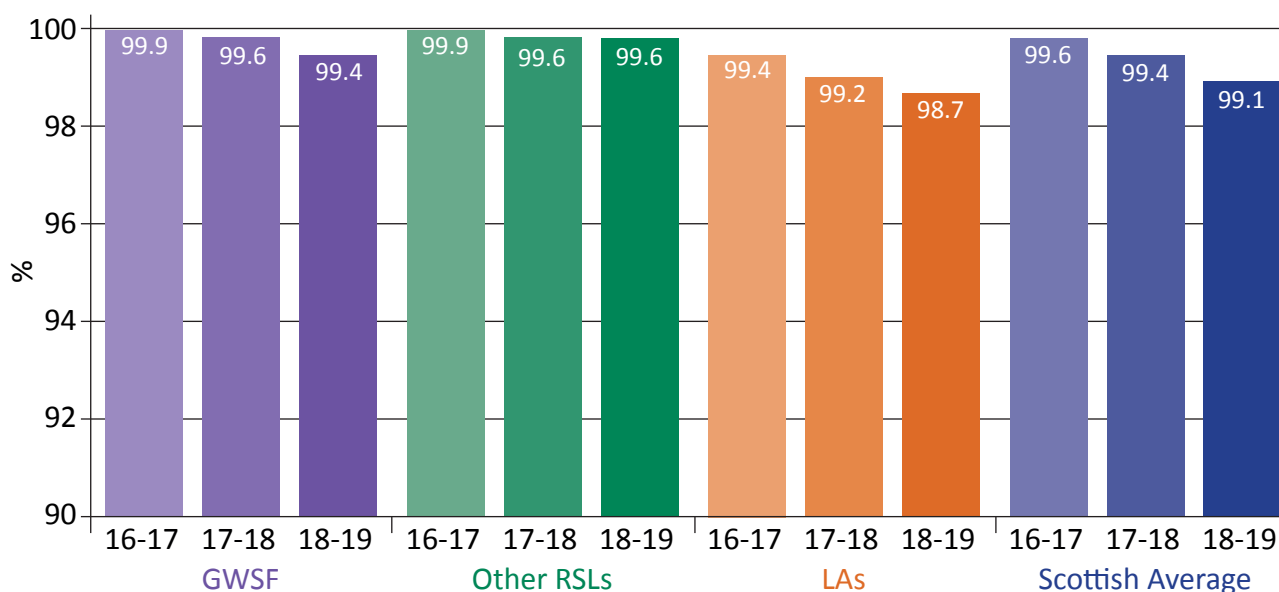
6. Rent indicators

Rent collection and arrears

Rent collected shows a fall this year, an experience shared with LAs, though not other RSLs. The timetable for roll-out of Universal Credit may have had an impact on this, as most landlords in Glasgow were at the end of this part of the process.

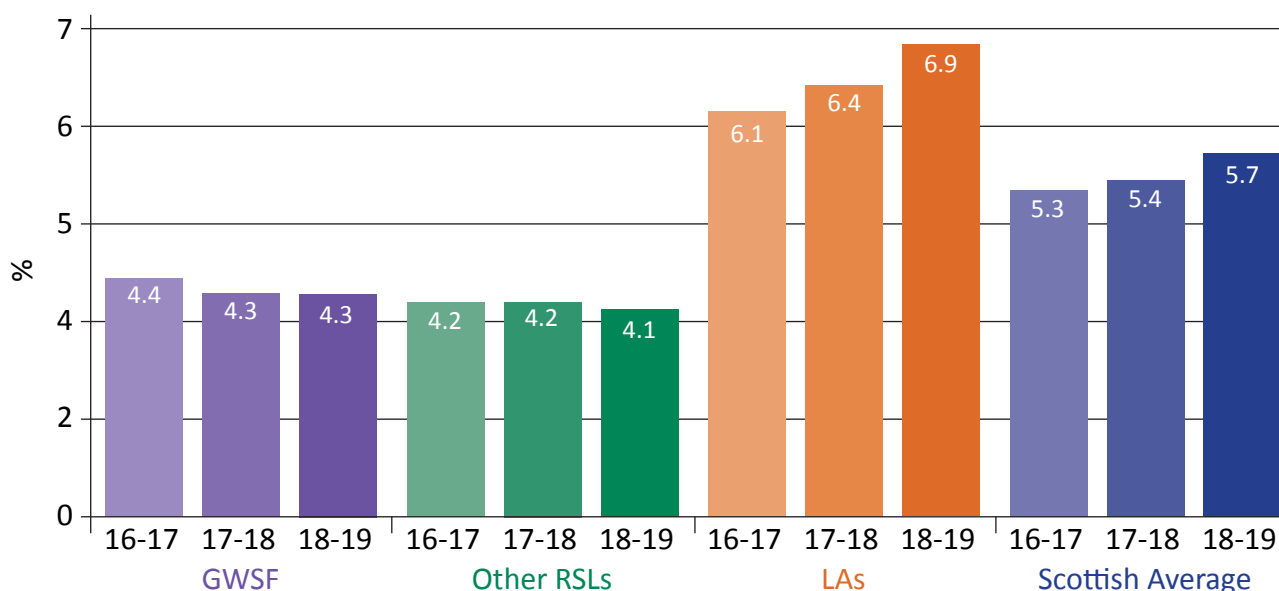
Because the indicator includes collection of outstanding arrears as well as rent due, 21 members collected over 100%, indicating that their arrears should be falling – however, this number is lower than the previous two years.

Rent collection



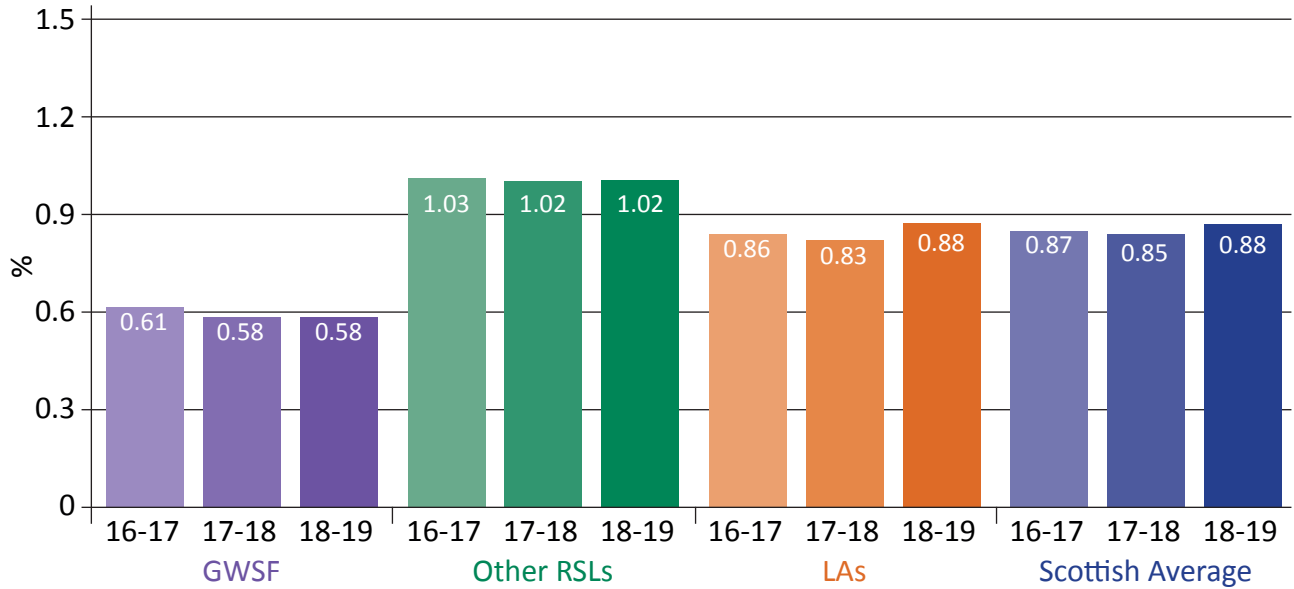
The decline in rent collection has not yet been translated into rent arrears, where GWSF members have remained steady, to a similar level to other RSLs. LAs have substantially higher gross and current arrears, which continue to rise.

Gross rent arrears



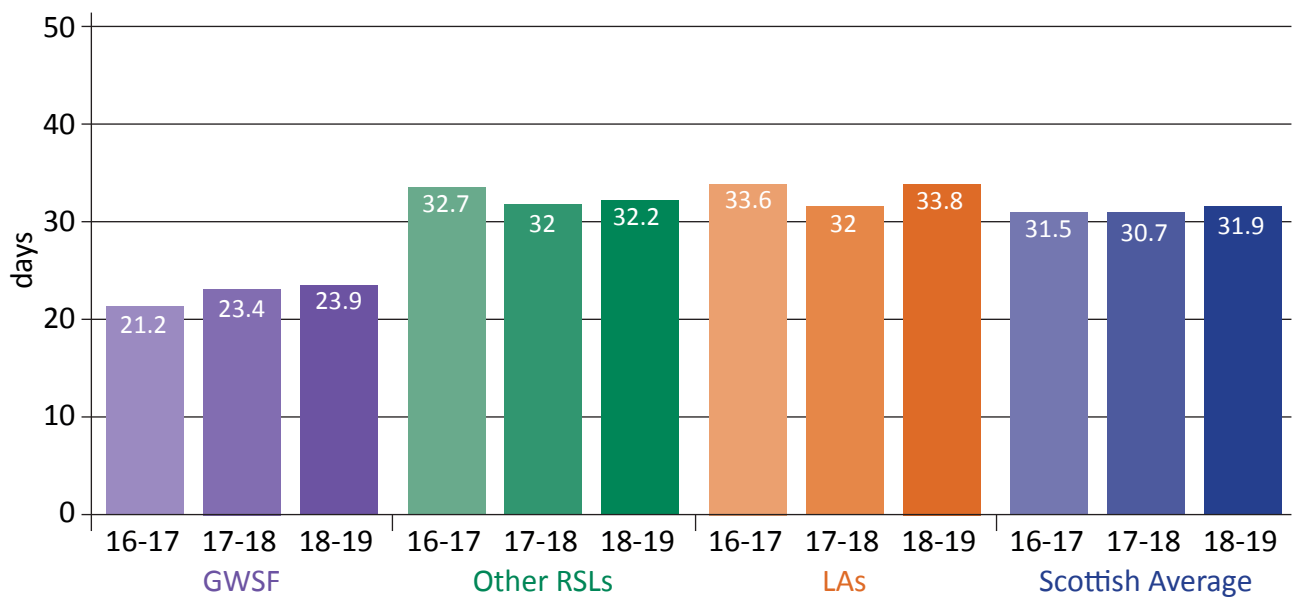
The loss of rent for empty properties has remained steady at 0.6%, still noticeably better than other RSLs or LAs, although this is partly due to the higher void rates of specialist RSLs. Only six members report a figure higher than 1% (the average for other RSLs).

Void rent loss



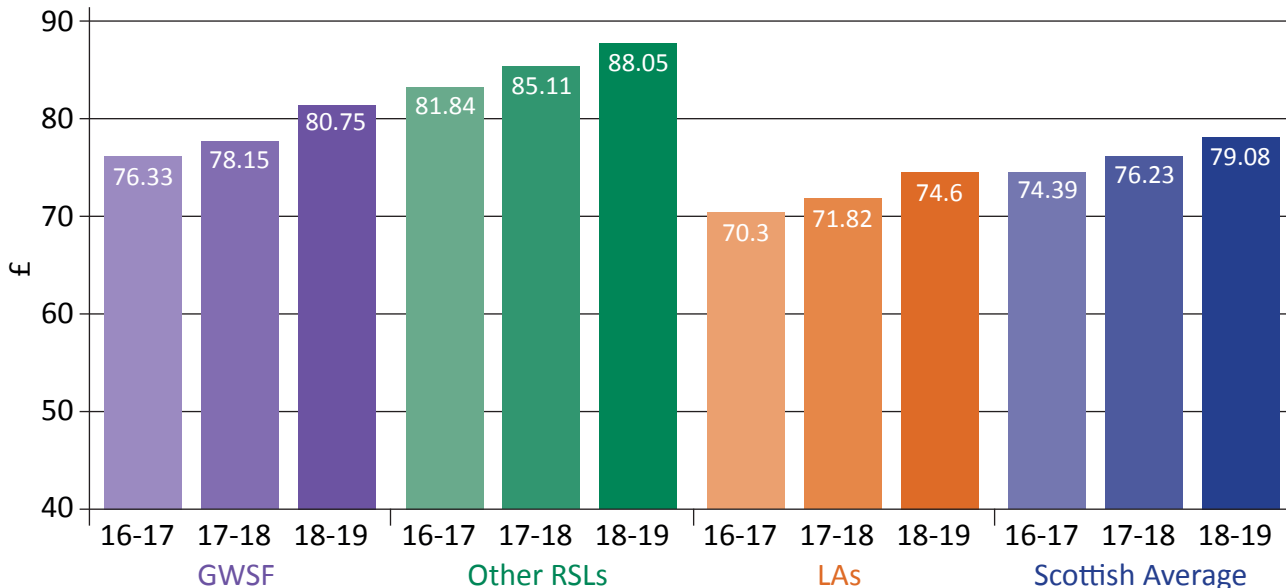
The average days to re-let properties rose again, but is still a quarter less than the time taken by other landlords. Only nine members' average was longer than the average of other RSLs.

Time to relet properties



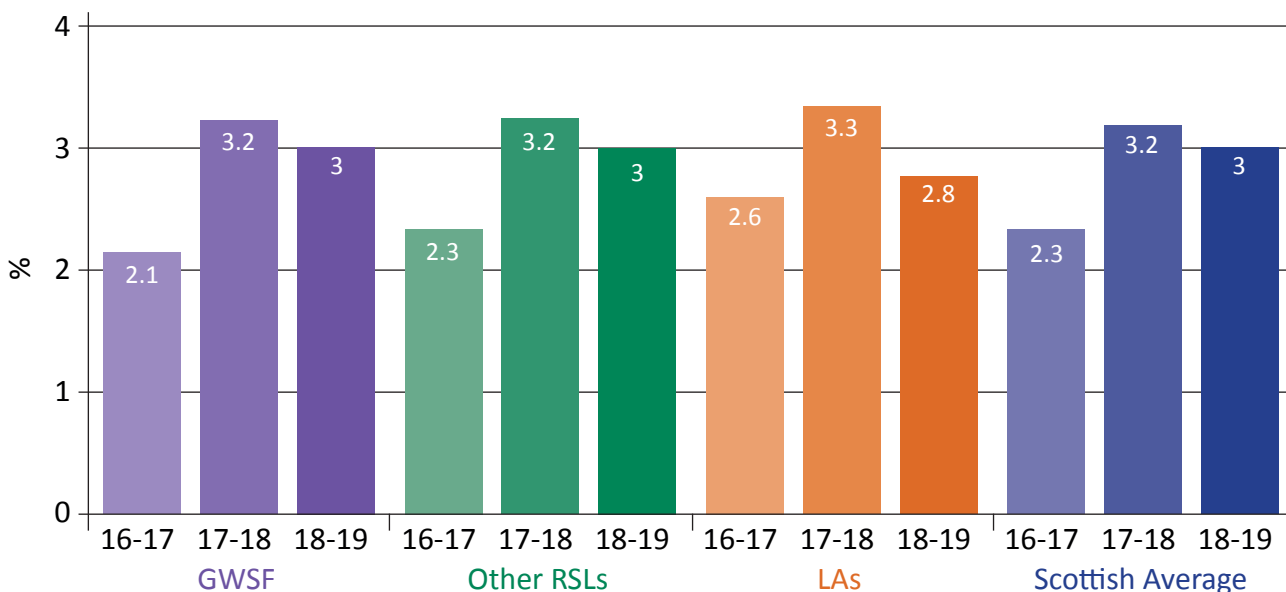
Rent levels for GWSF members are slightly above the Scottish average, due to the lower rents of LAs, but substantially less than other RSLs. Even allowing for the higher rents charged by specialist RSLs, rent levels for GWSF members are lower than for other RSLs by around £5 per week.

Average weekly rent



The rent increases agreed in 2018/19 for April 2019 are similar to other landlords, but continue to rise faster than inflation, suggesting continuing demands on rental income and continuing strains on affordability for tenants'. The Scottish Housing Regulator will focus more on this issue as it reviews the risk assessment levels of each landlord.

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 also 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 remains better than other landlords.

For other Charter indicators that are not in the SHR Landlord Report, GWSF members also generally perform better, including 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 of this also need to be considered against any costs to improve services, to ensure value for money for tenants from any changes.

APPENDIX 1

GWSF members and stock numbers

GWSF member	Number of properties	GWSF member	Number of properties
Abronhill Housing Association	222	Cathcart & District Housing Association	581
Ardenglen Housing Association	959	Cernach Housing Association	794
Argyll Community Housing Association	5140	Charing Cross Housing Association	515
Arklet Housing Association	338	Cloch Housing Association	1367
Atrium Homes	1174	Clydebank Housing Association	1122
Ayrshire Housing	1520	Copperworks Housing Association	270
Barrhead Housing Association	933	Craigdale Housing Association	367
Bridgewater Housing Association	846	Cunninghame Housing Association	2687
Cadder Housing Association	660	Drumchapel Housing Co-operative	479
Calvay Housing Association	825	Dunbritton Housing Association	828
Cassiltoun Housing Association	975	East Kilbride and District Housing Association	524



GWSF member	Number of properties
Easthall Park Housing Cooperative	695
Elderpark Housing Association	1256
Faifley Housing Association	332
Ferguslie Park Housing Association	799
Glasgow West Housing Association	1487
Glen Oaks Housing Association	1297
Govan Housing Association	1589
Govanhill Housing Association	2687
Hawthorn Housing Co-operative	316
Hillhead Housing Association 2000	808
Homes for Life	274
Linstone Housing Association	1588
Linthouse Housing Association	1155
Lochfield Park Housing Association	495
Maryhill Housing Association	3038
Milnbank Housing Association	1668
Molendinar Park Housing Association	495
New Gorbals Housing Association	2548
ng homes	5383
North View Housing Association	665
Oak Tree Housing Association	1737
Paisley Housing Association	1170

GWSF member	Number of properties
Parkhead Housing Association	1643
Partick Housing Association	1723
Pineview Housing Association	532
Prospect Community Housing	882
Queens Cross Housing Association	4335
Reidvale Housing Association	897
Rosehill Housing Co-operative	988
Ruchazie Housing Association	225
Rutherglen and Cambuslang Housing Association	818
Shettleston Housing Association	2291
Shire Housing Association	962
Southside Housing Association	2270
Spire View Housing Association	556
Thenue Housing Association	2922
Thistle Housing Association	947
Tollcross Housing Association	2260
Trafalgar Housing Association	300
West of Scotland Housing Association	3489
West Whitlawburn Housing Co-operative	644
Whiteinch and Scotstoun Housing Association	1298
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 – Govanhill HA
Page 5 – Tollcross HA