



Glasgow and West of Scotland
Forum of Housing Associations

Scottish Social Housing Charter Performance

2014/15

October 2015

A report prepared by





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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 67 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 last year's analysis of the Charter indicators for GWSF, which showed very high performance standards compared to other landlords. 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 67 GWSF members are listed in the Appendix, including the four new members who have joined since last year.

The charts show the indicators for 2013-14, then 2014-15, using these categories:

- GWSF members (note that this is based on current members, so the 13-14 figures may differ slightly from those in last year's report)
- Other RSLs (including specialist supported accommodation providers)
- LAs (note that this includes Glasgow Housing Association due to its size)
- All landlords

In all cases, the average of each landlord's figure within these categories is used, so it is an unweighted average, reflecting the focus on landlords, and does not take account of the size of the landlord. As a result, some of the averages for the sector may differ from the SHR Scotland 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	27
1001 – 1500	11
1501 – 2000	6
2001 – 5000	8
> 5000	2

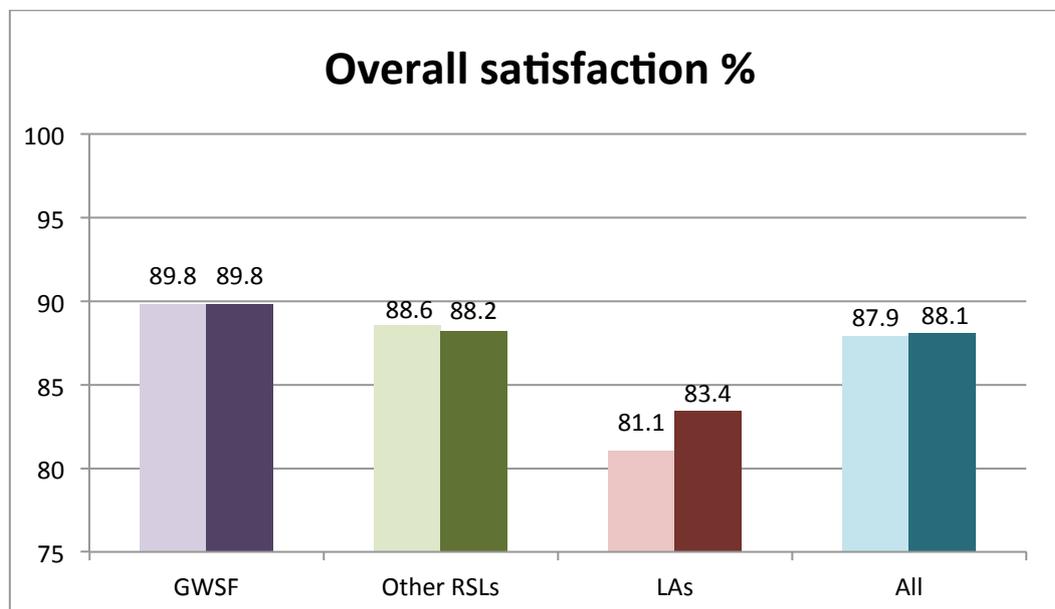
Overall stock numbers total 82,726, a rise of 857 from last year, and represent around one in seven social rented houses in Scotland. Twelve members increased their stock by more than 20, another 13 had a smaller increase, while stock numbers reduced for 31 members, although 26 had a fall of 5 or less. Twenty houses were demolished, by one landlord.

3. Satisfaction

Overall satisfaction

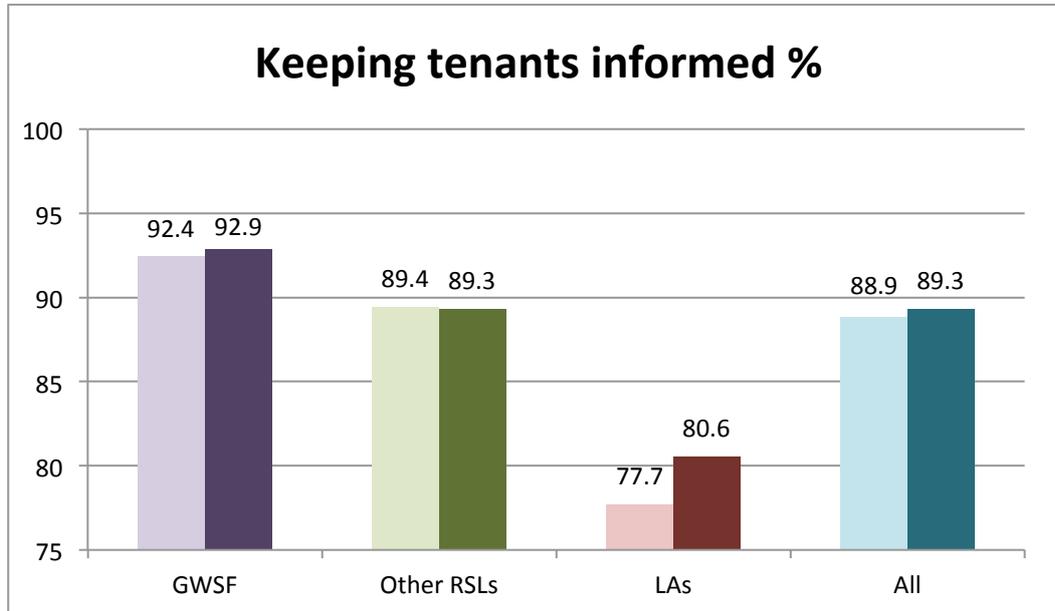
For satisfaction with the overall service, there may be no change for many landlords who carried out surveys for the first year of the Charter, but have not updated their figures. Other landlords may have more recent results, particularly if their results were based on a small sample or were thought to be unrepresentative.

Forty-one members reported no change on this indicator, and consequently the figure for GWSF members has not changed; 11 show a drop, while 15 show an increase. GWSF performance remains higher than other RSLs or LAs, despite the latter's noticeable increase on this indicator.



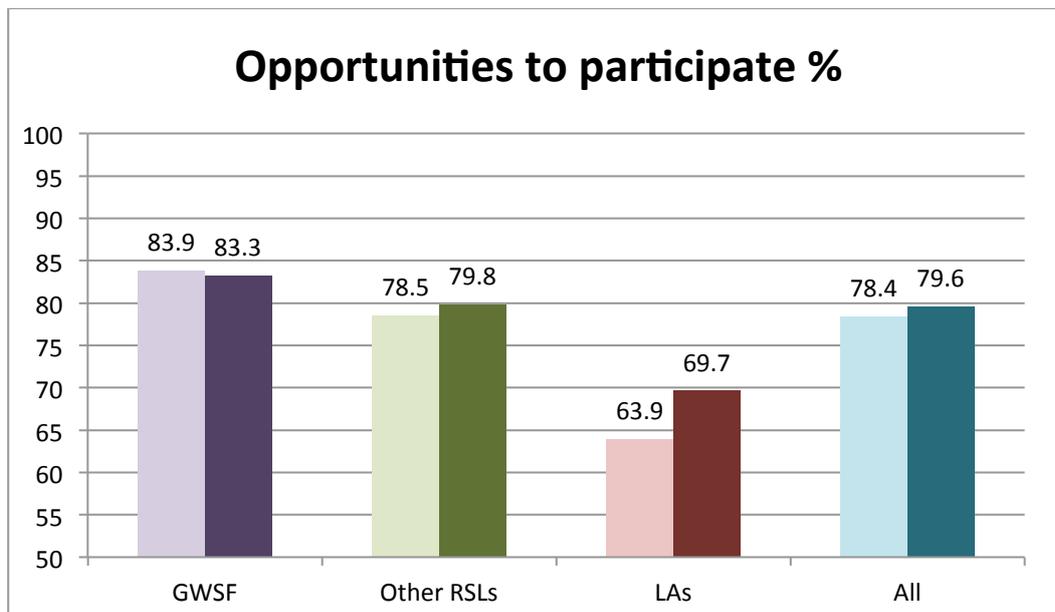
Keeping tenants informed

GWSF members show a small increase this year, though again for many members there is no update from last year, and remain higher as a group than other landlords. Sixteen members show an increase, while seven show a fall.



Opportunities to participate

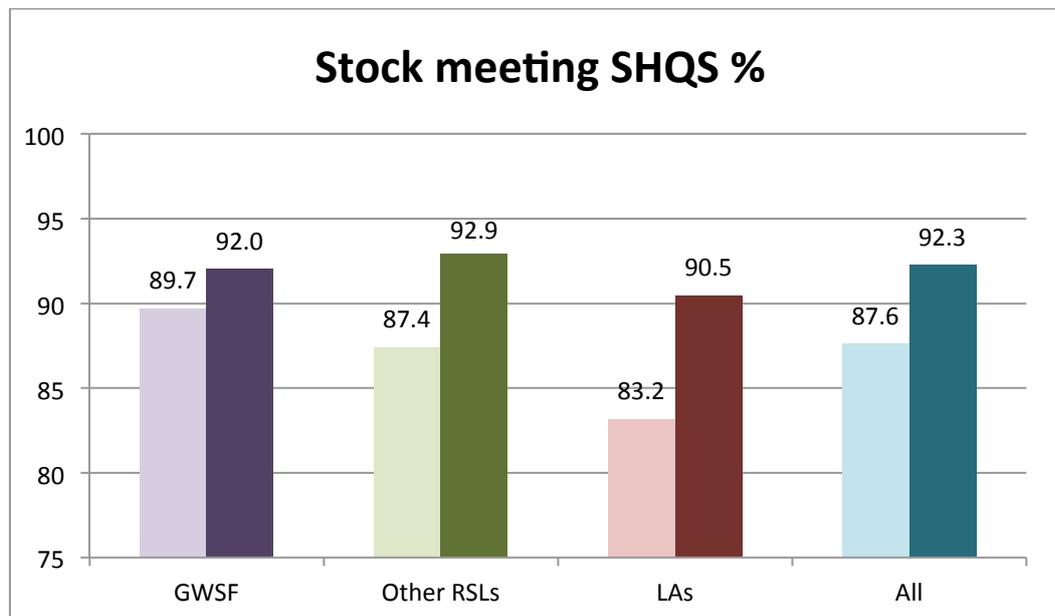
As with the other satisfaction indicators on tenant communication, many (44) GWSF members show the same performance as last year, while more show a fall (14) than a rise (8). There is a small drop on this indicator, whereas other landlords show a rise, substantially so for LAs, but GWSF members maintain their higher performance than other RSLs and LAs.



4. Housing quality and maintenance

Scottish Housing Quality Standard (SHQS)

Perhaps the most important indicator for the Charter this year is the extent to which the SHQS has been met, since 31 March 2015 was the date set for achieving this. The chart shows that for GWSF members, there has been an increase from just under 90% to 92%, now very similar to the level in other sectors. Surprisingly, 12 show a drop from last year, while 16, who were all at or close to 100%, remain the same; 18 report 100% achievement of the Standard, and 39 improve from last year.



The stock not meeting SHQS falls into three groups:

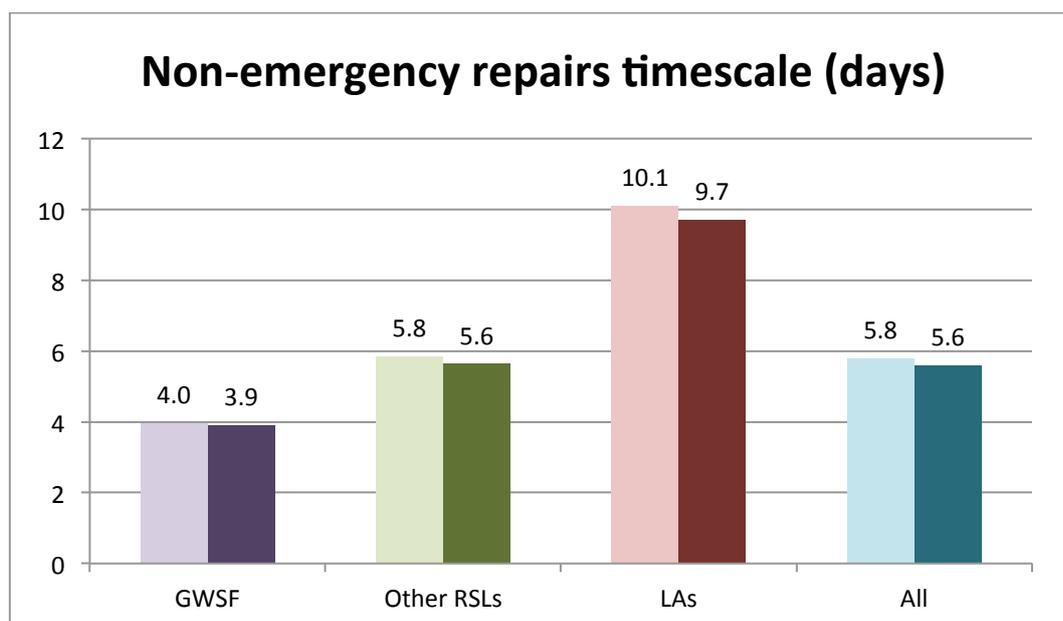
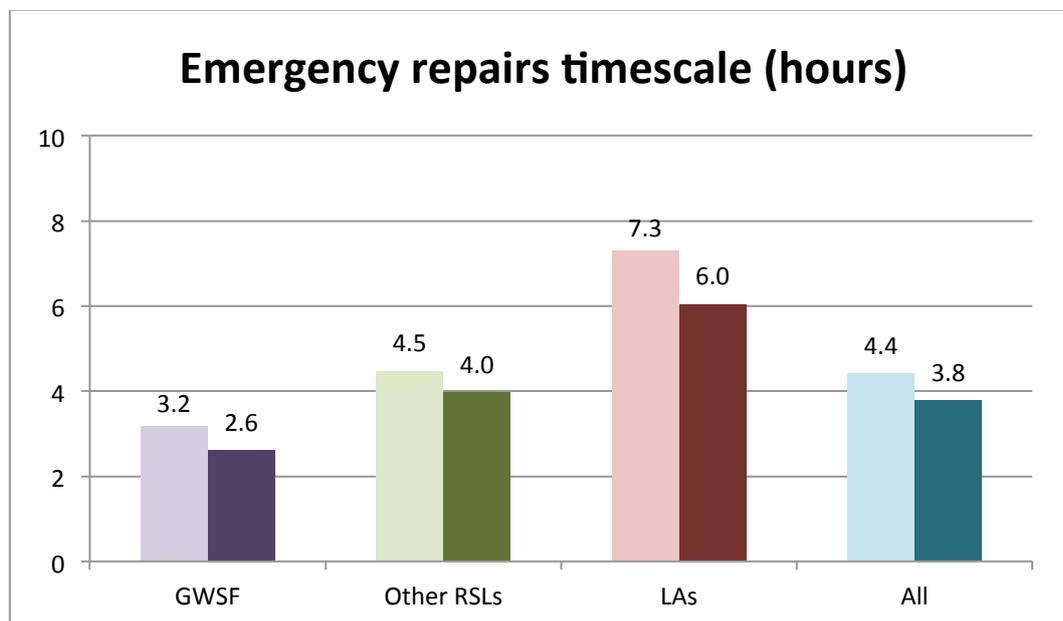
- Exempt, where the stock cannot meet the standard for specific reasons, e.g. it is not technically or economically feasible; for GWSF members, there are 4,684 exempt properties, with 12 reporting over 100, and 37 reporting no exemptions.
- In abeyance, where the stock should meet the standard, the landlord is unable to do so by the target date, but should be able to when circumstances change, e.g. if the sitting tenant is unwilling to allow the work to proceed; GWSF members reported 2540 abeyances, three with over 100, and 28 with none.
- Failing, where the stock should meet the standard, but does not by March 2015; GWSF members report 1646 properties failing SHQS, for 23 landlords, with four of these reporting over 100 houses failing. It should be noted that some of those reported as failing are recent acquisitions to support Glasgow City Council's intervention in poor quality private sector housing.

Members report that 2433 properties are planned to meet SHQS during 2015-16, including stock currently failing and in abeyance, so the percentage meeting SHQS should increase by March 2016.

Repairs timescales

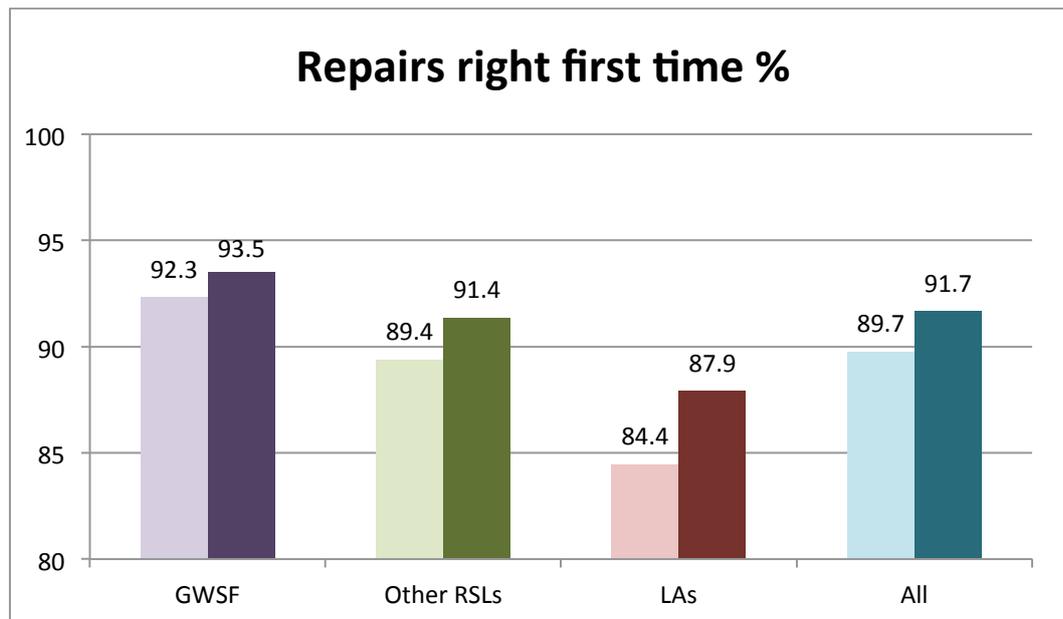
There are two Charter indicators covering the time taken to complete repairs – emergency and non-emergency. As key indicators, it is perhaps not surprising that these show improvement across the whole sector. For emergencies, the average time has dropped by half an hour overall, for both RSLs and LAs. For GWSF members, their average time has also dropped by around the same amount, maintaining their position as lowest in comparison with other RSLs and LAs. Twenty-nine reported an improvement, 15 reported around the same time, while 23 reported an increase in the time taken.

For non-emergencies, the improvement is less marked, but GWSF members remain as best performers. Similar numbers showed an increase in time taken to those showing a fall.



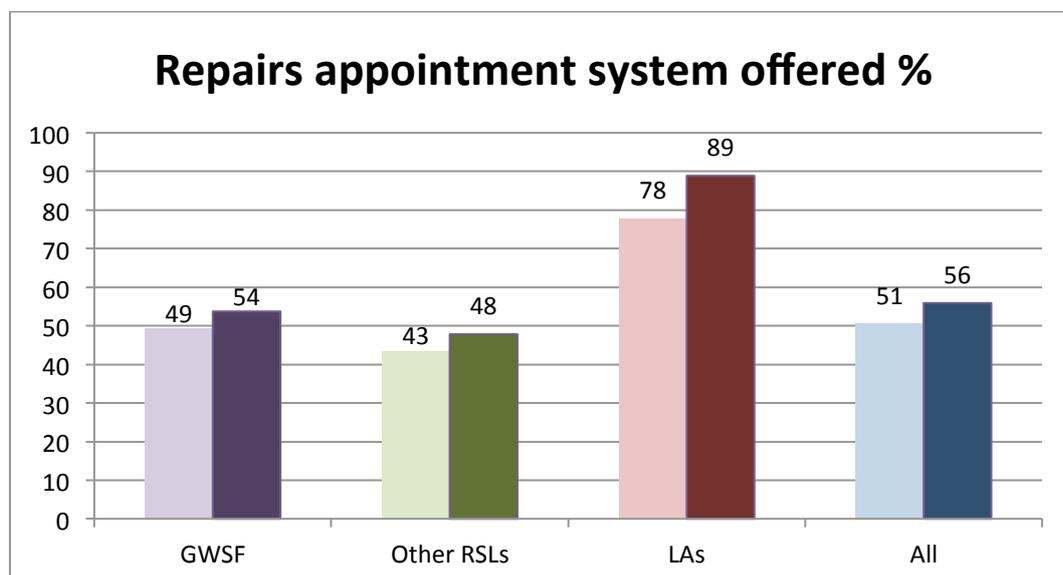
Repairs right first time

This indicator caused difficulties for landlords in interpretation and data collection, and the definition was simplified for 2014-15. Improvements are reported across the sector, with GWSF members remaining best performers. Some reported large changes from last year, suggesting that they are more accurately recording data for this indicator. Overall, 43 reported an improvement compared to 24 reporting a drop.

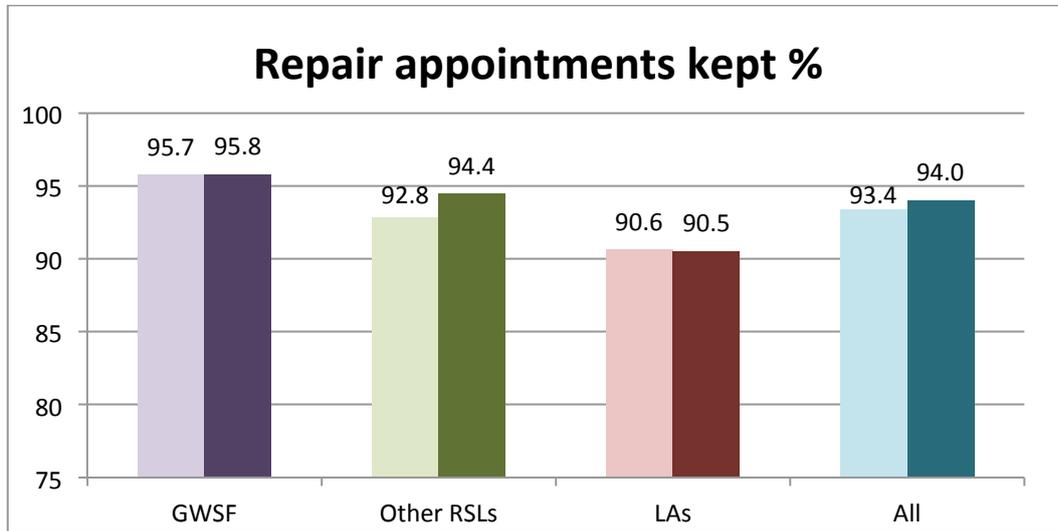


Repairs by appointment

Offering an appointment system is implied as a good thing in the Charter outcomes. However, this remains less likely for RSLs compared to LAs. The percentage of landlords offering an appointment system has risen to more than half of GWSF members (36 from 33), and is higher than for other RSLs, but still much lower than for LAs, where repairs by appointment are almost the norm. This suggests that this may be an area for GWSF members who do not offer appointments to consider.



For landlords who do offer appointments, the performance of GWSF members has dropped very marginally, but is higher than for other landlords. Eighteen reported better performance, while 14 reported lower performance.



Not shown in a chart, or in the Landlord Report, is the gas safety performance indicator, but it is worth mentioning that only 36 report 100% legal compliance – an issue SHR will raise with individual landlords.

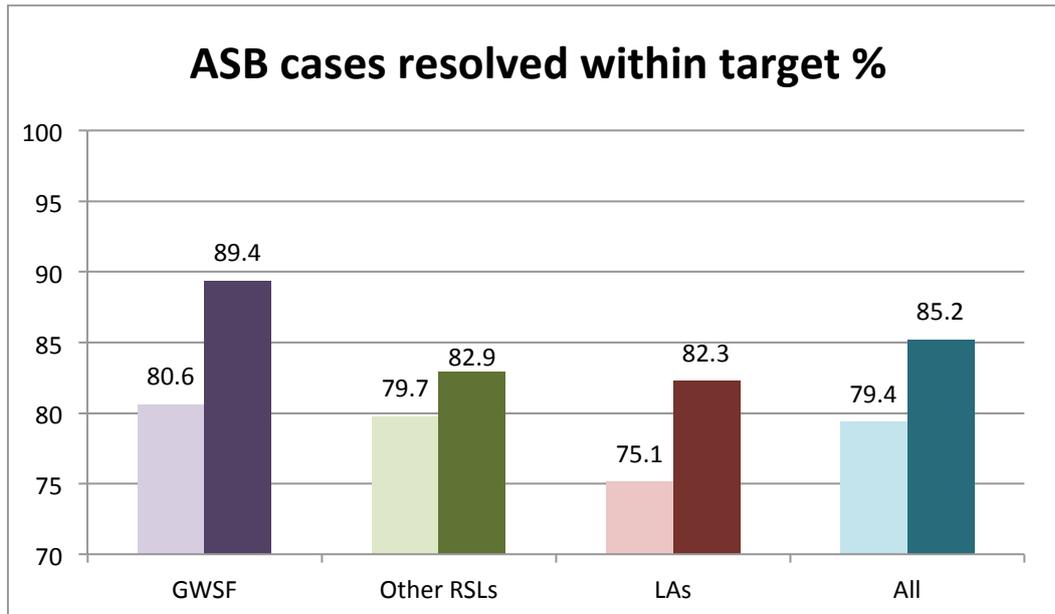
Repairs satisfaction

This indicator should reflect ongoing assessment of tenants' satisfaction with the repairs service; however, 19 members report no change on this indicator, suggesting that updated information is not available. For those that do report a change, 33 report higher satisfaction, while 15 have lower satisfaction. Overall, GWSF members report an increase, and sustain higher satisfaction levels compared to other landlords.



5. Dealing with anti social behaviour

The indicator on anti-social behaviour measures landlords against their own locally set targets for closing cases. GWSF members maintain their leading position, with 16 reporting 100% closure against their target, and a further 38 reporting improvement.

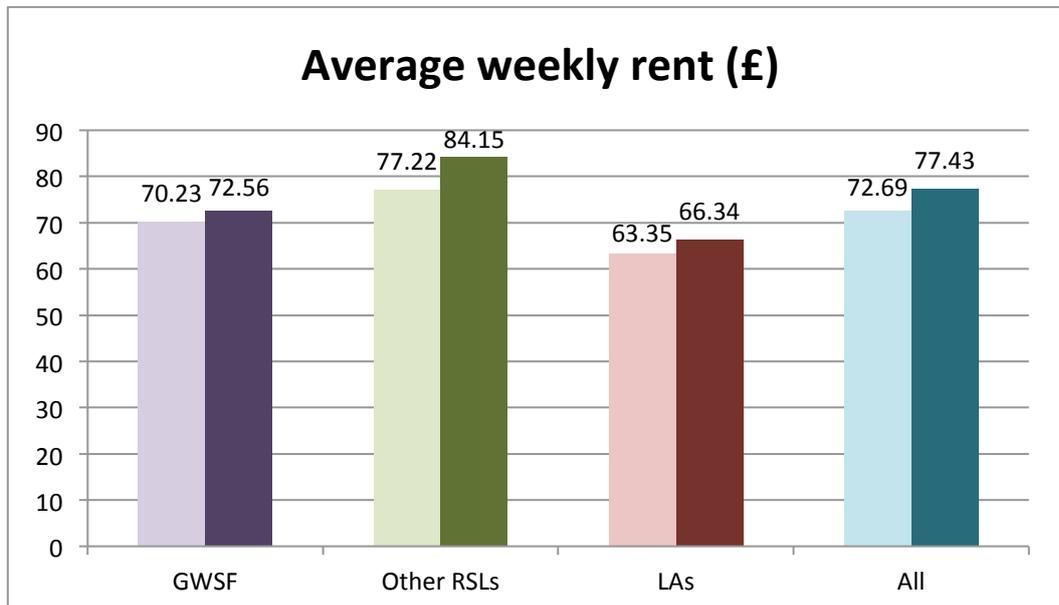


6. Rent and other value for money indicators

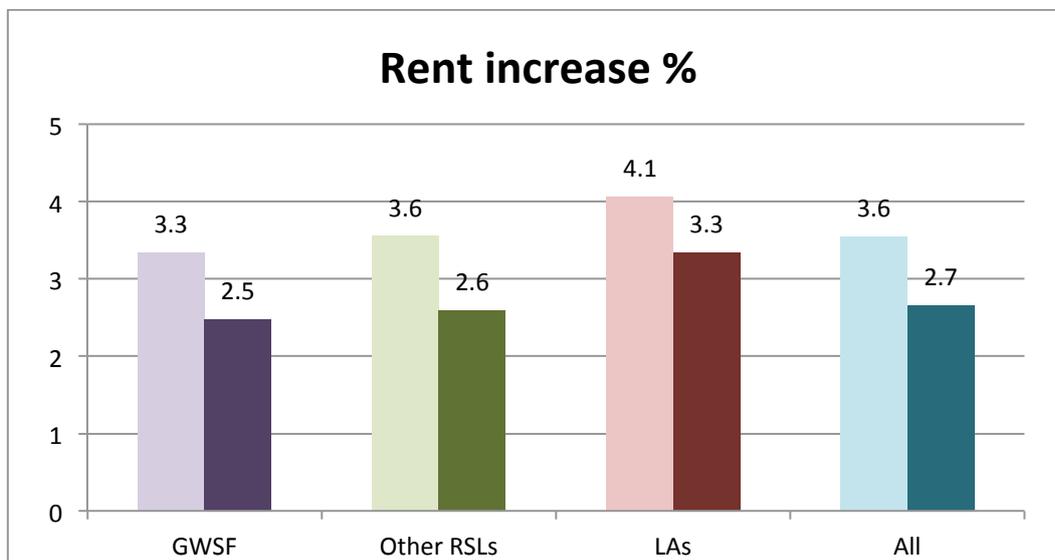
The vfm indicators included here are 'hard' measures, rather than tenants' perceptions.

Rent level and increase

Looking at rents first of all, the average weekly rent for all stock (not taking into account the variation in numbers of different house sizes) for GWSF members has risen by £2.33 to £72.56, but remains well below the level for other RSLs. This remains the case even if the specialist RSLs with high service charges are excluded from the comparison. Rents are higher than for LAs, though the difference has narrowed by around £1.



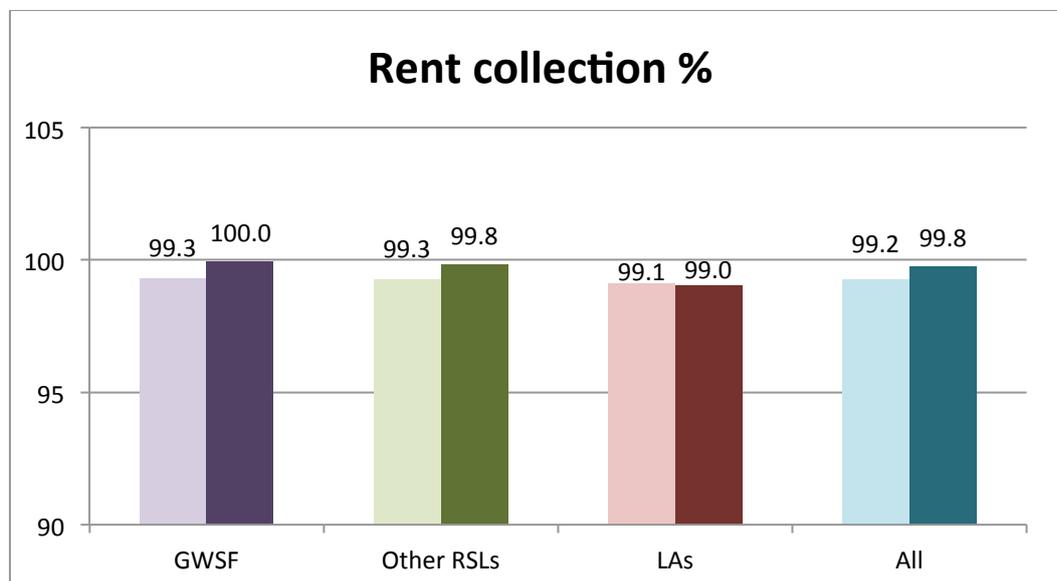
The level of rent increase for 2015-16 has fallen for all the categories of landlords, with GWSF members retaining the lowest level of increase. Only six report a higher increase than in 2013-14, while 61 report a lower increase and two report no increase in 2014-15.



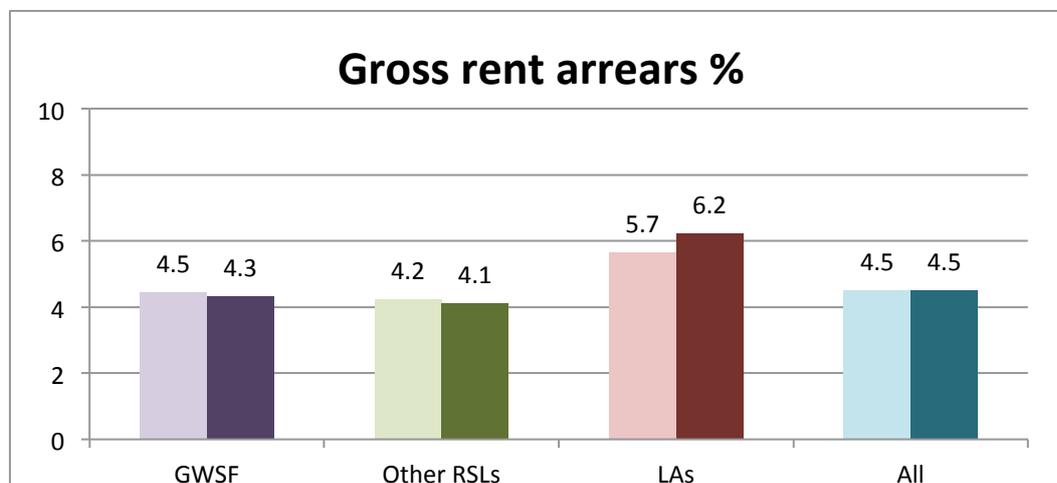
Rent collection and arrears

Rent collection levels reached 100% for GWSF members as a whole – unfortunately this does not mean that all the money due to be collected was received. The indicator measures the amount collected, which includes payments of rent as charged, and payments towards current and former tenant arrears, divided by the amount of rent charged. Values above 100% (achieved by 27 GWSF members) mean that current arrears and/or former tenancy arrears have probably reduced.

However, some members report a substantial change from last year, perhaps suggesting that the calculation method may be more accurate than last year. Forty members reported an increase in rent collection, while 27 report a fall. GWSF members are now the best performing as a group on this indicator.

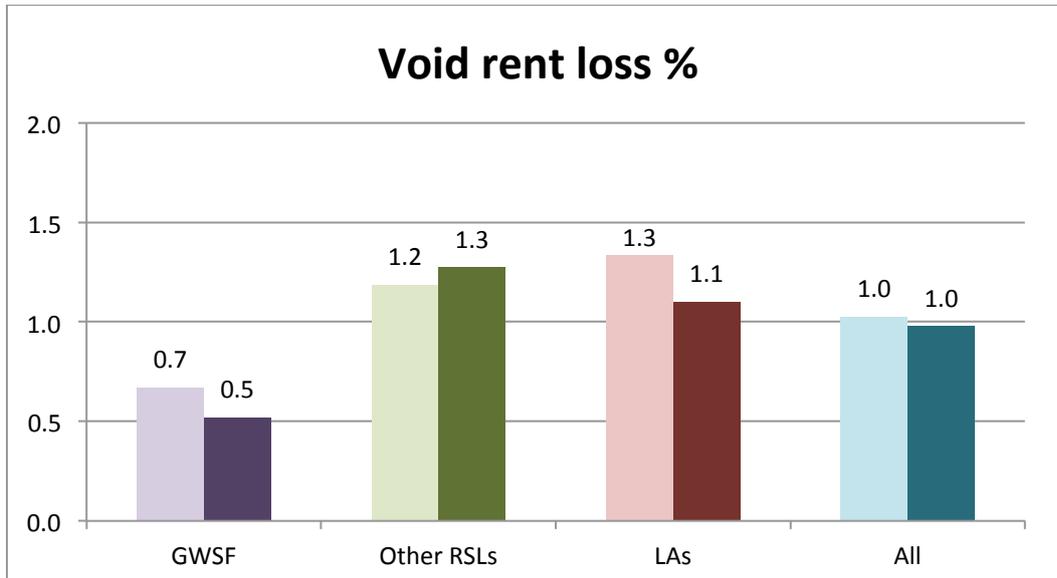


On arrears, GWSF members managed to reduce their gross arrears from 2013-14 (as did other RSLs), whereas LAs saw an increase. More members saw a fall (37), compared to 30 increasing. Current arrears also showed a drop, from 3.0% to 2.9%.

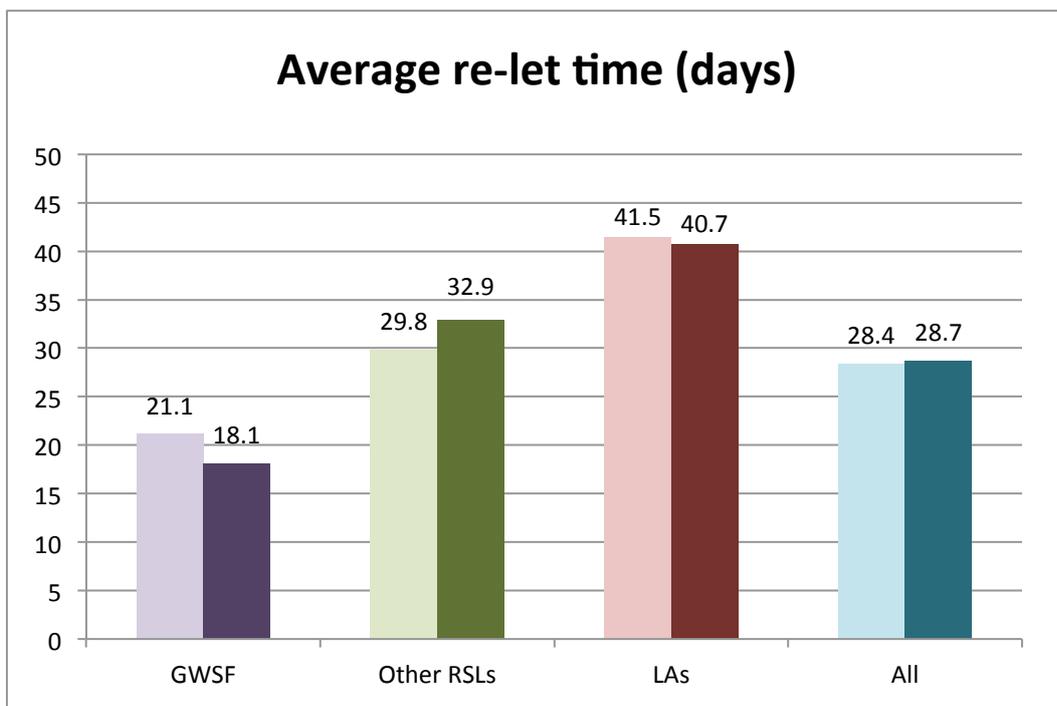


Void rent loss and re-let times

GWSF members continue to show excellent performance in re-letting houses, reducing the void rent loss compared to last year, even managing a reduction of £250,000 in the value. Most members saw relatively little change, while 24 reduced their void rent loss by more than 0.1% compared to 10 increasing by more than that.



Average re-let time showed a similar picture, dropping by three days, while other RSLs showed an increase. Thirty-three members improved by more than a day, while 21 reported an increase.



7. Overall summary

Last year's Charter report indicated that GWSF members provide a high level of service as measured by key Charter indicators. This year's report demonstrates that this has continued, and indeed improved. On twelve out of the 16 indicators, GWSF members as a whole show better performance than other RSLs or LAs. On 13 indicators, there is an improvement from the first year of the Charter.

It is important to point out that not every member shows this improvement – on all the indicators, some members report a drop in performance. Tenants are obviously more interested in their own landlord's performance, while the Regulator focusses on individual landlords rather than groupings such as GWSF.

Particular issues that may require consideration are:

- Achieving SHQS for some landlords
- Offering repairs by appointment, where this is not currently available

The social housing sector has responded to the Charter with improved performance, but GWSF has maintained its advantage over other landlords. This scrutiny of members' performance supports the view that this position should continue.

APPENDIX 1
GWSF members and stock numbers

Landlord	Total lettable self contained units
ANCHO Ltd	677
Antonine Housing Association	337
Ardenglen Housing Association	960
Argyll Community Housing Association	5082
Arklet Housing Association	359
Atrium Homes	1125
Ayrshire Housing	1438
Barrhead Housing Association	894
Blairtummock Housing Association	720
Bridgewater Housing Association	850
Cadder Housing Association	648
Calvay Housing Association	826
Cassiltoun Housing Association	988
Cathcart & District Housing Association	563
Charing Cross Housing Association	508
Cloch Housing Association	1360
Copperworks Housing Association	271
Cunninghame Housing Association	2361
Dalmuir Park Housing Association	654
Drumchapel Housing Co-operative	457
Dunbritton Housing Association	772
East Kilbride and District Housing Association	693
Easthall Park Housing Co-operative	515

Elderpark Housing Association	1248
Faifley Housing Association	337
Ferguslie Park Housing Association	802
Gardeen Housing Association	254
Glasgow West Housing Association	1480
Glen Oaks Housing Association	1245
Govan Housing Association	1478
Govanhill Housing Association	2265
Hawthorn Housing Co-operative	316
Hillhead Housing Association 2000	806
Linstone Housing Association	1579
Linthouse Housing Association	1122
Lochfield Park Housing Association	481
Maryhill Housing Association	3032
Milnbank Housing Association	1656
Molendinar Park Housing Association	498
Muirhouse Housing Association	514
New Gorbals Housing Association	2494
ng homes	5410
North View Housing Association	671
Oak Tree Housing Association	1686
Paisley South Housing Association	1174
Parkhead Housing Association	1474
Partick Housing Association	1737



Pineview Housing Association	535
Prospect Community Housing	883
Provanhall Housing Association	491
Queens Cross Housing Association	4217
Reidvale Housing Association	906
Rosehill Housing Association	951
Ruchazie Housing Association	213
Rutherglen & Cambuslang Housing Association	826
Shettleston Housing Association	2258
Southside Housing Association	1997
Spire View Housing Association	554
Thenue Housing Association	2783
Tollcross Housing Association	2185
Trafalgar Housing Association	301
Wellhouse Housing Association	763
West Whitlawburn Housing Co-operative	644
Whiteinch and Scotstoun Housing Association	1294
Williamsburgh Housing Association	1619
Wishaw & District Housing Association	980
Yorkhill Housing Association	466





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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