

# Glasgow and West of Scotland Forum

Performance Analysis Visit 2022/23  
September 2023

- **Satisfaction** has on average continued to reduce across the sector. Those who have carried out new surveys have tended to see a reduction in satisfaction compared to their previous survey
- Despite the challenges this year in achieving EICR and Fire Safety requirements, RSLs have on average seen an **improvement in achieving SHQS**. LA's have also seen improvement but less progress overall
- Based on our voluntary **ESSH** Return data, there's been an **upward trend in compliance for RSLs** post pandemic while LAs have remained at a similar level to last year
- **Emergency repairs timescales** have begun to level off for LAs, but RSLs on average have seen a continuing upward trend (although RSLs are about an hour quicker to respond)
- **Non-emergency repairs timescales** improving for RSLs, but LAs continuing to see timescales increase, albeit at a slower pace than last year

- Despite this, improvements in **repairs satisfaction** for LAs compared to last year, RSL satisfaction declining
- **Gas safety fails** not yet back at pre-pandemic levels but reducing. A small number of landlords – both Councils and RSLs - make up a large proportion of all fails
- **Tenancy sustainment** is improving for both LAs and RSLs, including lets to homeless households
- **Rent increases across the sector** - but less than inflation. More pronounced amongst RSLs.
- **Rent collected** as a percentage of rent due – improving for LAs, reducing for RSLs - but RSLs still collecting more
- **Continuing increase in arrears for LAs**, RSLs remaining approximately in a similar position to previous years
- **Increasing relet times** for LAs, RSLs remaining at a similar level to last year - marginal increase

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Abronhill Housing Association  
Ardenglen Housing Association  
Argyll Community Housing Association  
Atrium Homes  
Ayrshire Housing  
Barrhead Housing Association  
Bridgewater Housing Association  
Cadder Housing Association  
Calvay Housing Association  
Cassiltoun Housing Association  
Cathcart & District Housing Association  
Cernach Housing Association  
Cloch Housing Association  
Clydebank Housing Association  
Copperworks Housing Association  
Craigdale Housing Association  
Cunninghame Housing Association  
Drumchapel Housing Co-operative  
Dunbritton Housing Association  
East Kilbride and District Housing Association  
Easthall Park Housing Cooperative  
Elderpark Housing Association  
Ferguslie Park Housing Association

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Glasgow West Housing Association  
Glen Oaks Housing Association  
Govan Housing Association  
Govanhill Housing Association  
Hawthorn Housing Co-operative  
Hillhead Housing Association 2000  
Homes for Life  
Kingsridge Cleddans Housing Association  
Linstone Housing Association  
Linthouse Housing Association  
Lochfield Park Housing Association  
Maryhill Housing Association  
Milnbank Housing Association  
Molendinar Park Housing Association  
New Gorbals Housing Association  
ng homes  
North View Housing Association  
Oak Tree Housing Association  
Paisley Housing Association  
Parkhead Housing Association  
Partick Housing Association  
Pineview Housing Association  
Prospect Community Housing

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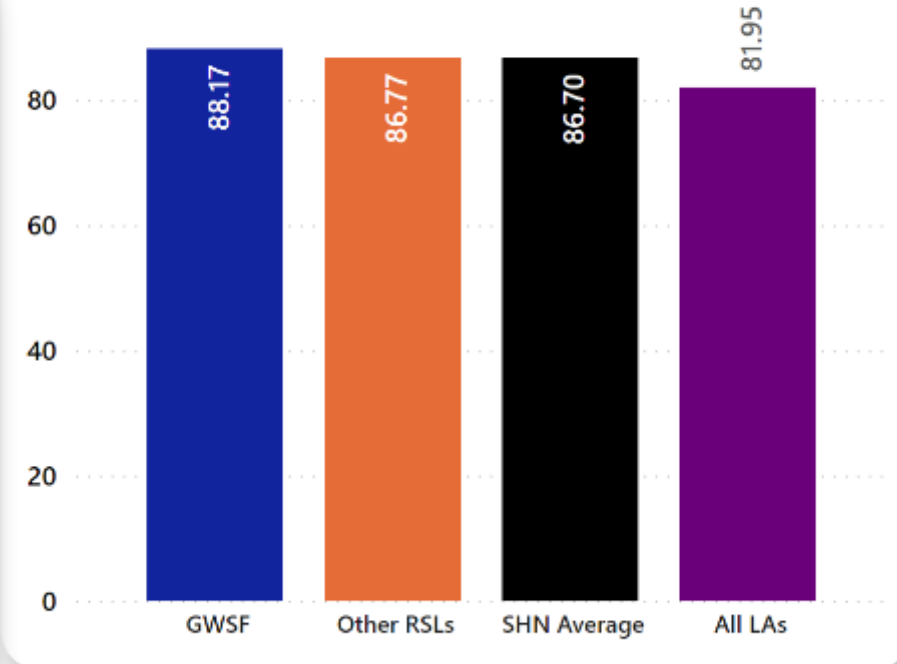
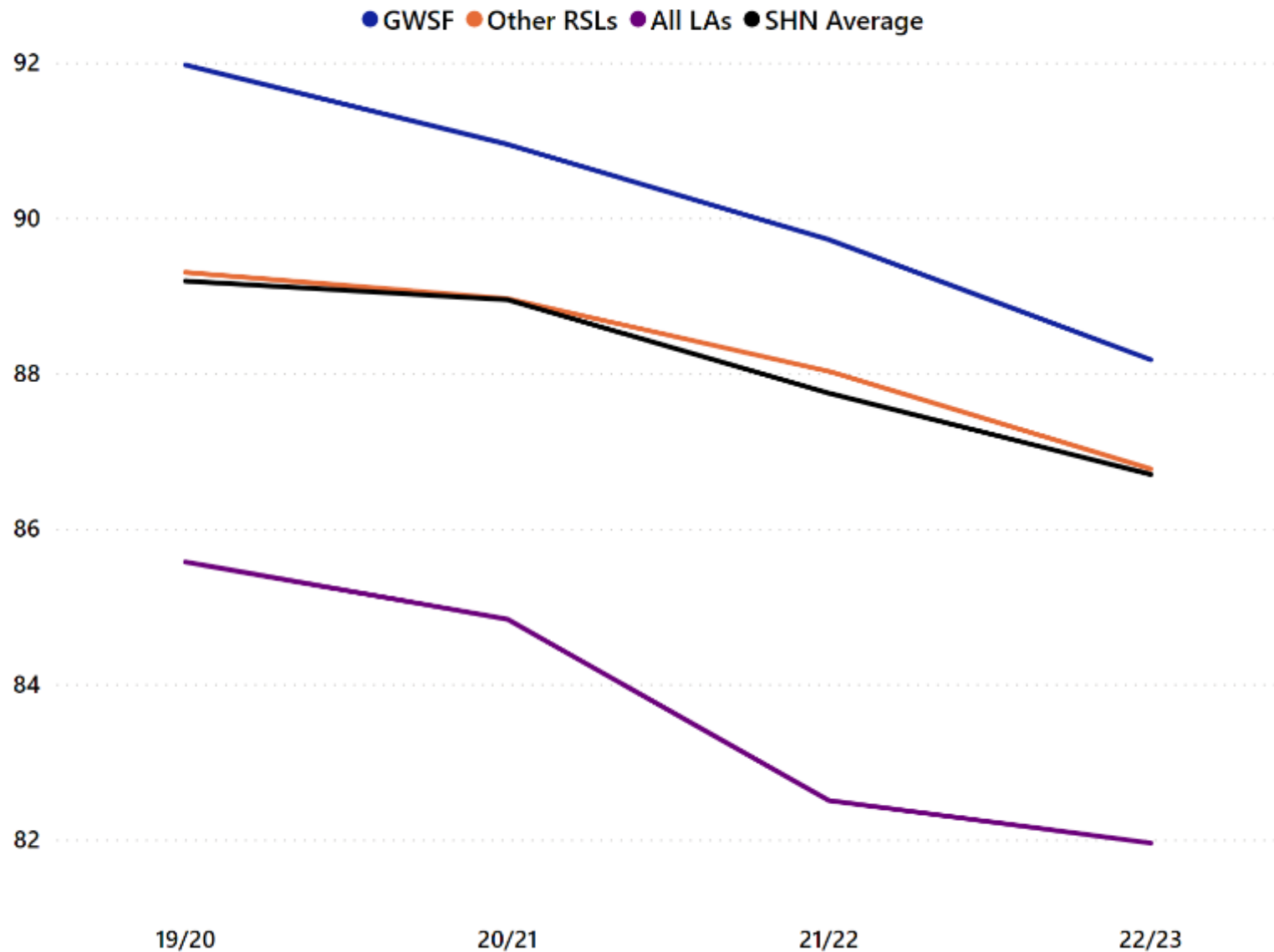
Queens Cross Housing Association  
Rosehill Housing Co-operative  
Ruchazie Housing Association  
Rutherglen and Cambuslang Housing Association  
Shettleston Housing Association  
Shire Housing Association  
Southside Housing Association  
Spire View Housing Association  
Thenue Housing Association  
Tollcross Housing Association  
Trafalgar Housing Association  
West of Scotland Housing Association  
West Whitlawburn Housing Co-operative  
Whiteinch and Scotstoun Housing Association  
Williamsburgh Housing Association  
Yorkhill Housing Association

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# Tenant Satisfaction

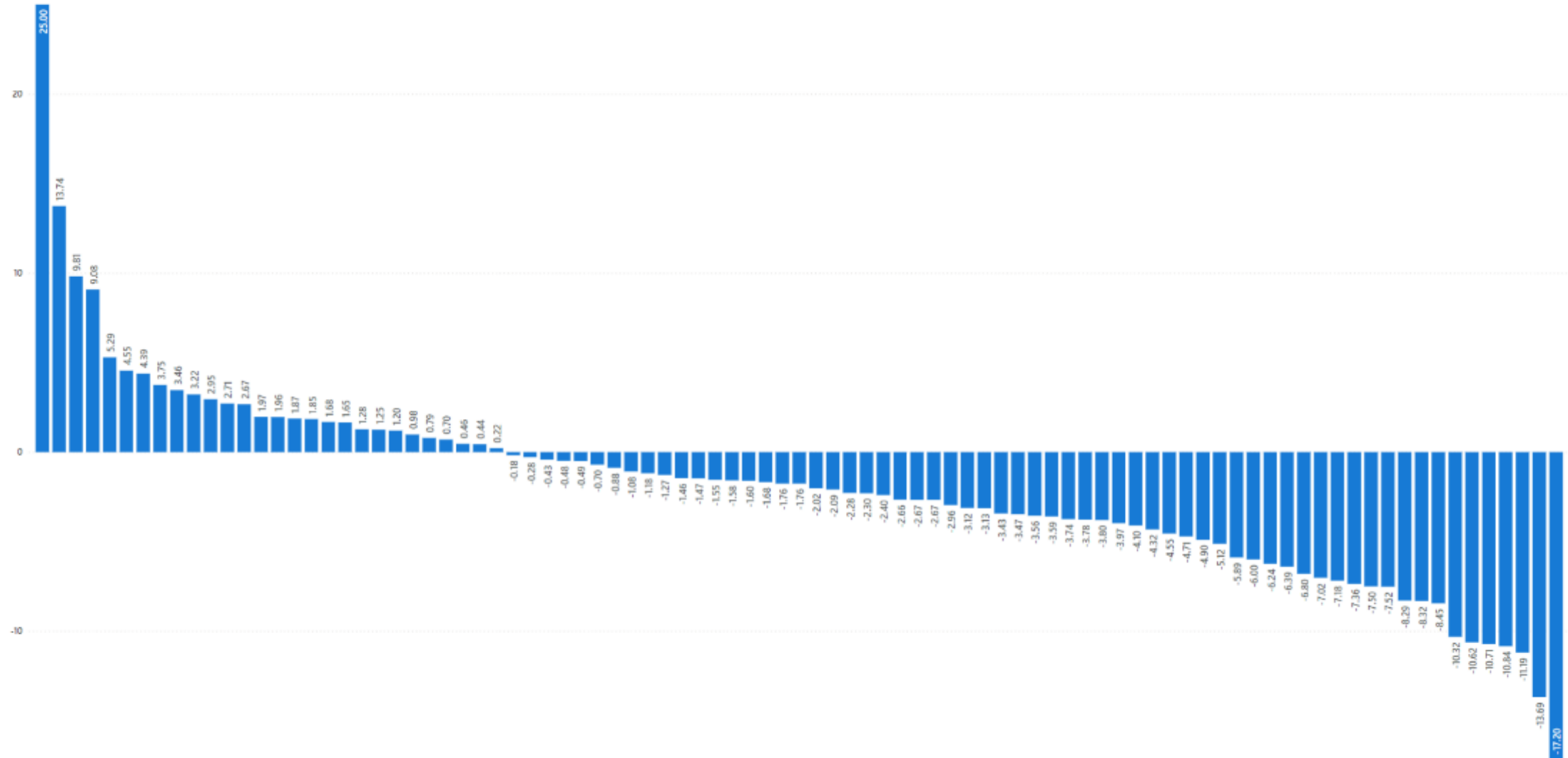
# Overall Satisfaction

11 Percentage satisfied with overall service



Organisation Name	20/21	21/22	22/23
GWSF	90.95	89.72	88.17
Other RSLs	88.96	88.03	86.77
All LAs	84.84	82.50	81.95
SHN Average	88.95	87.74	86.70

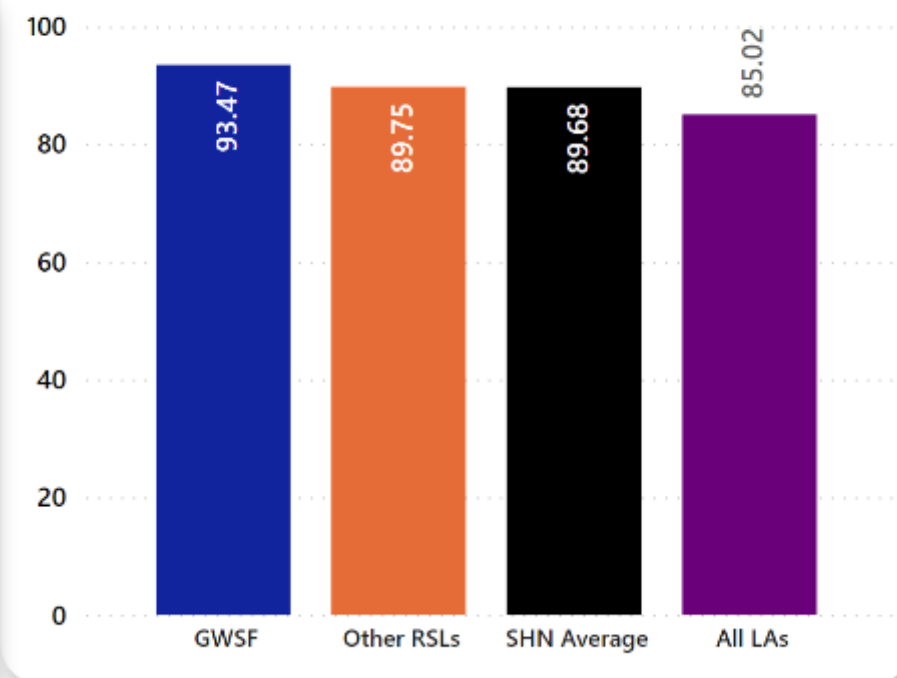
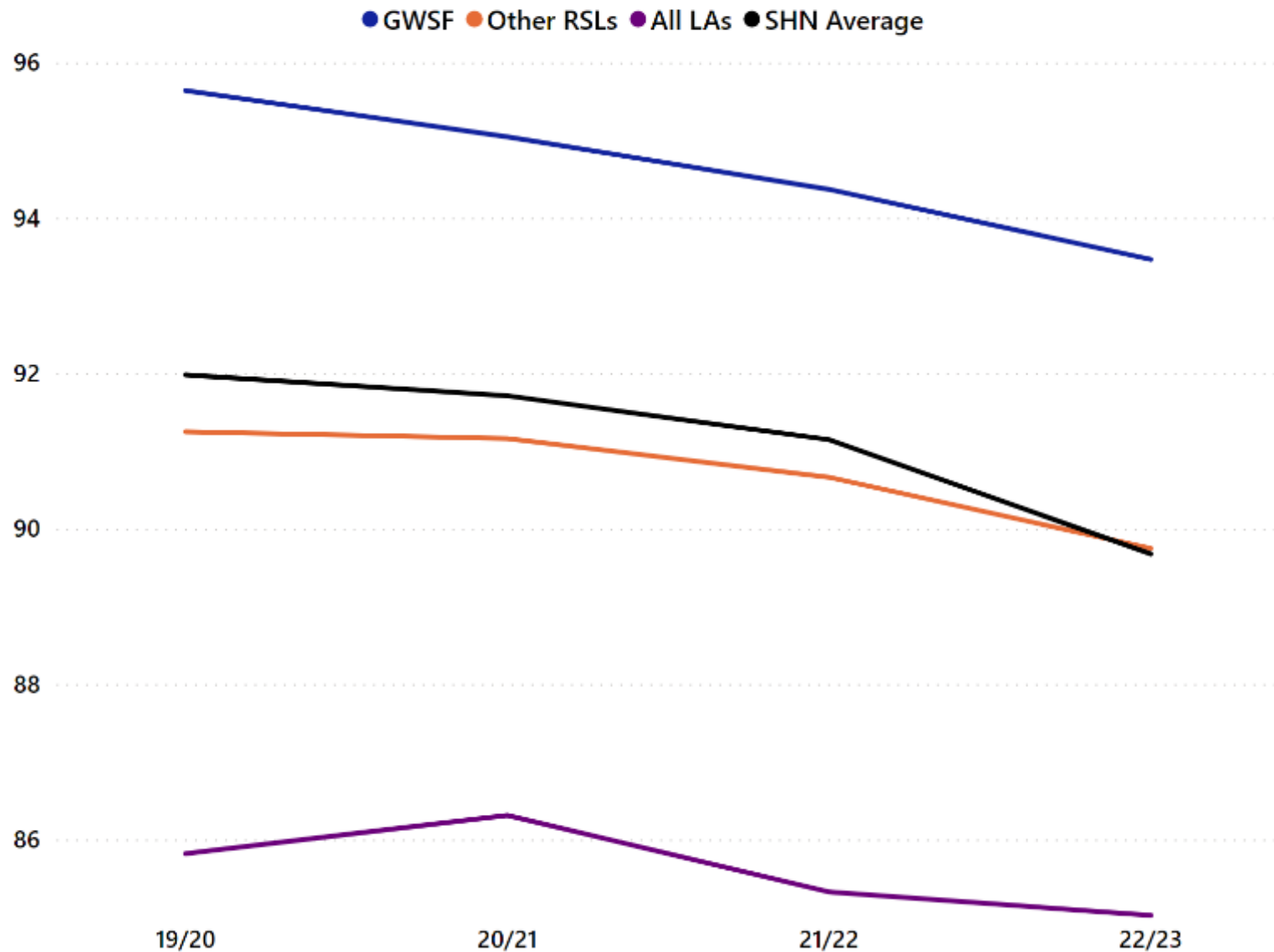
## Change from previous survey - all landlords





# Kept Informed

12 Percentage tenants who feel landlord is good at keeping them informed about services and decisions

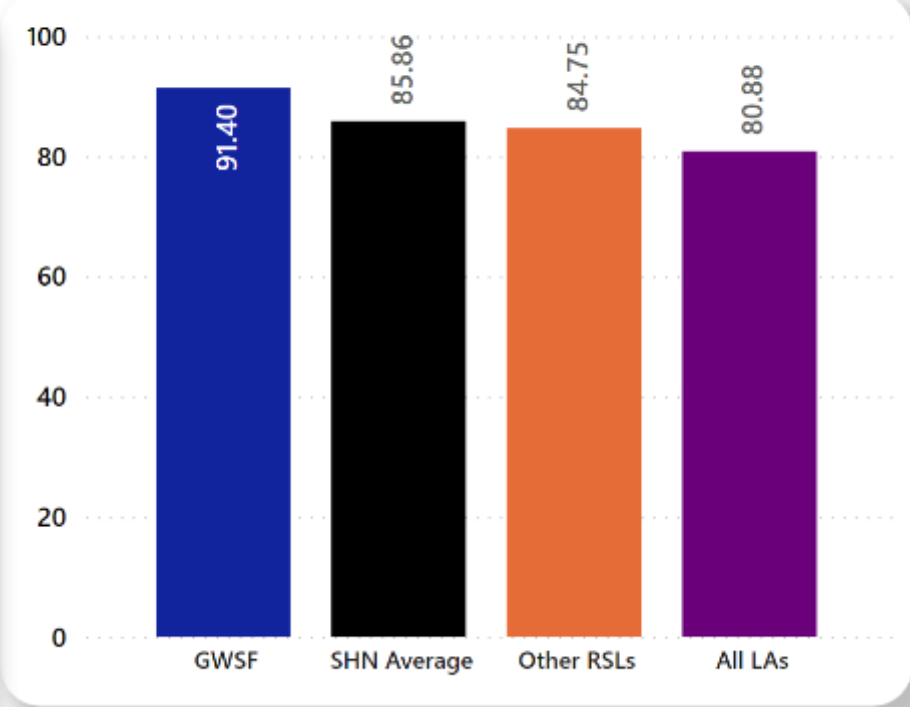
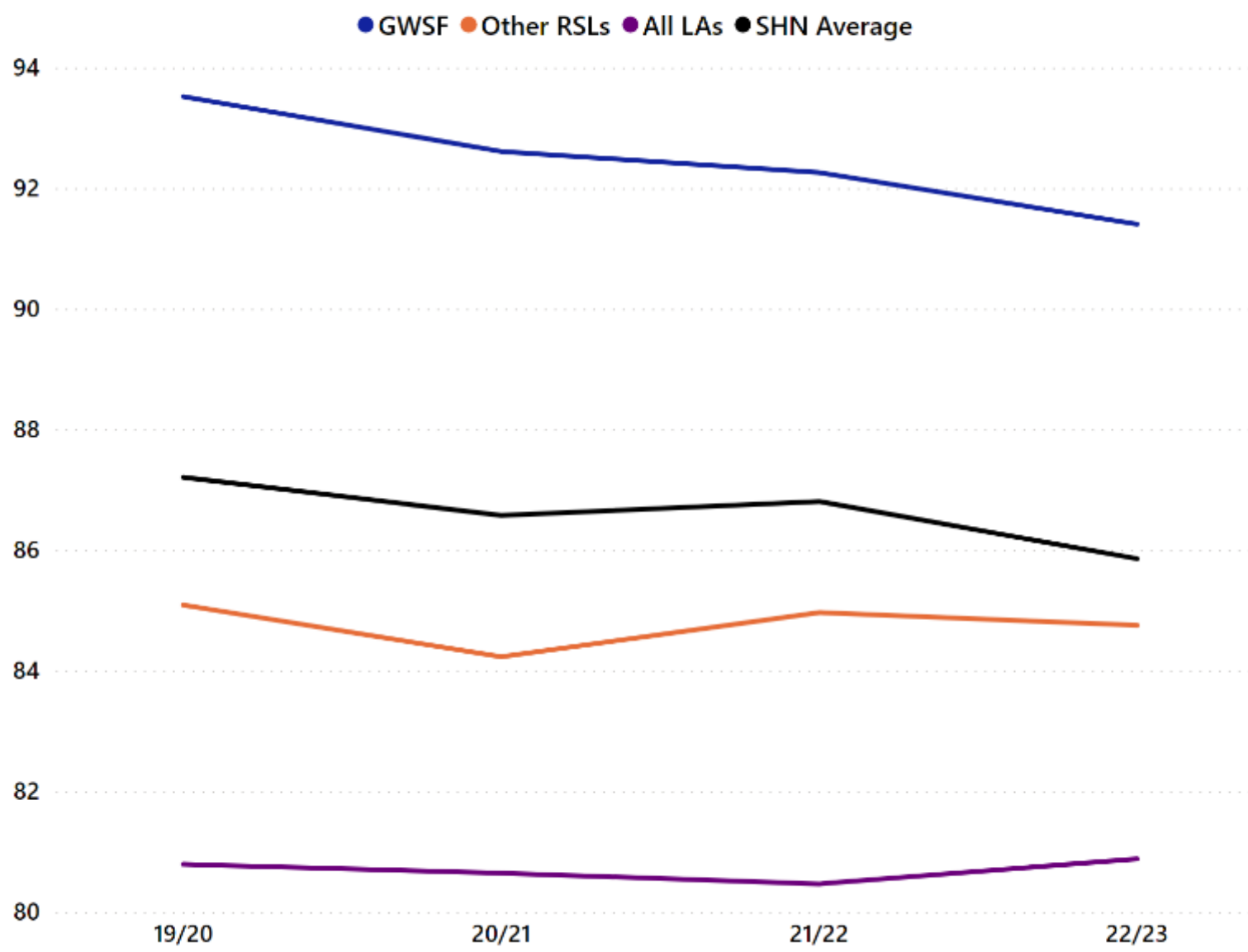


Organisation Name	20/21	21/22	22/23
GWSF	95.04	94.37	93.47
Other RSLs	91.16	90.66	89.75
All LAs	86.31	85.33	85.02
SHN Average	91.71	91.15	89.68



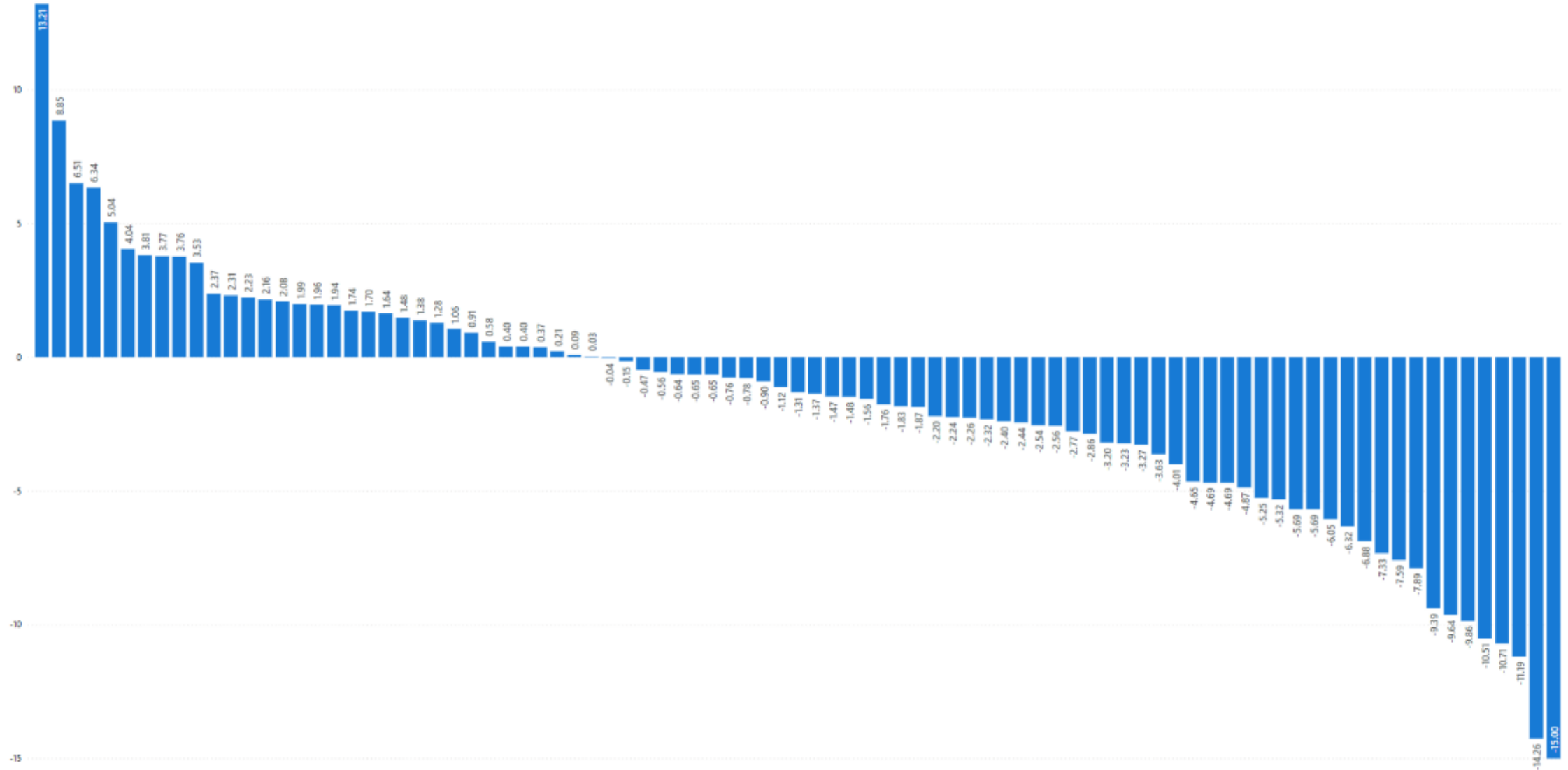
# Opportunities to Participate

15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



Organisation Name	20/21	21/22	22/23
GWSF	92.61	92.26	91.40
Other RSLs	84.23	84.96	84.75
All LAs	80.64	80.46	80.88
SHN Average	86.57	86.81	85.86

## Change from previous survey - all landlords

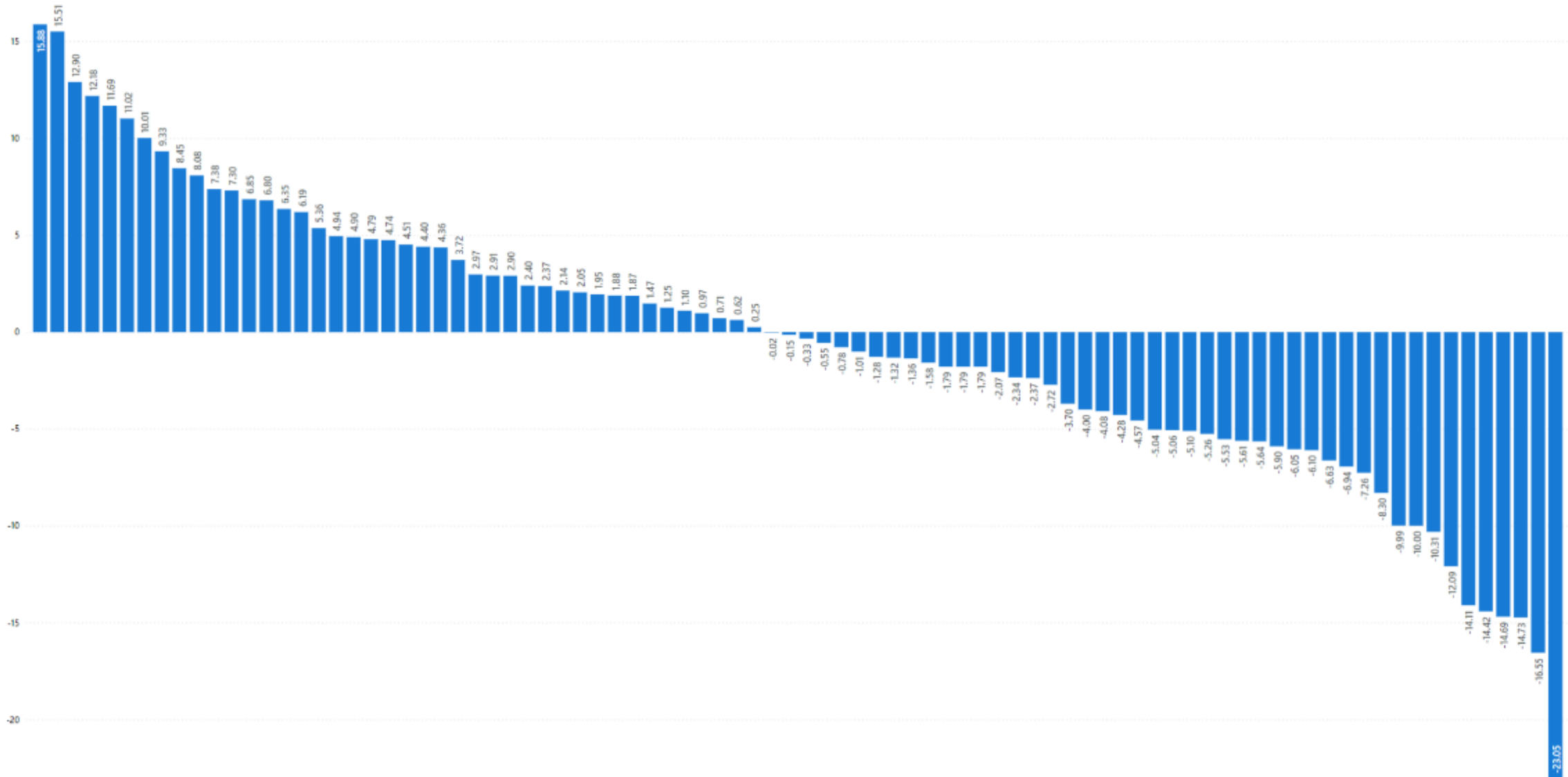


# Opportunities to Participate

15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



## Change from previous survey

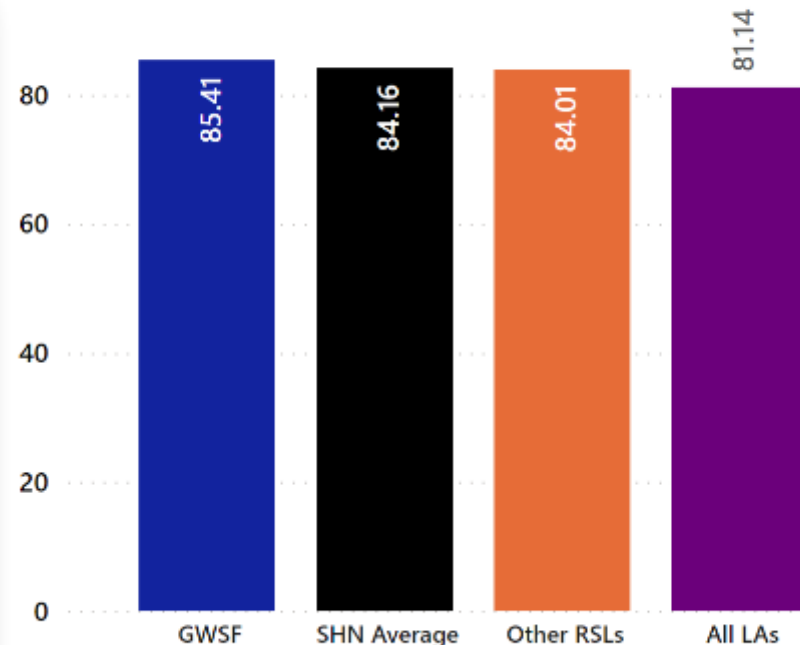
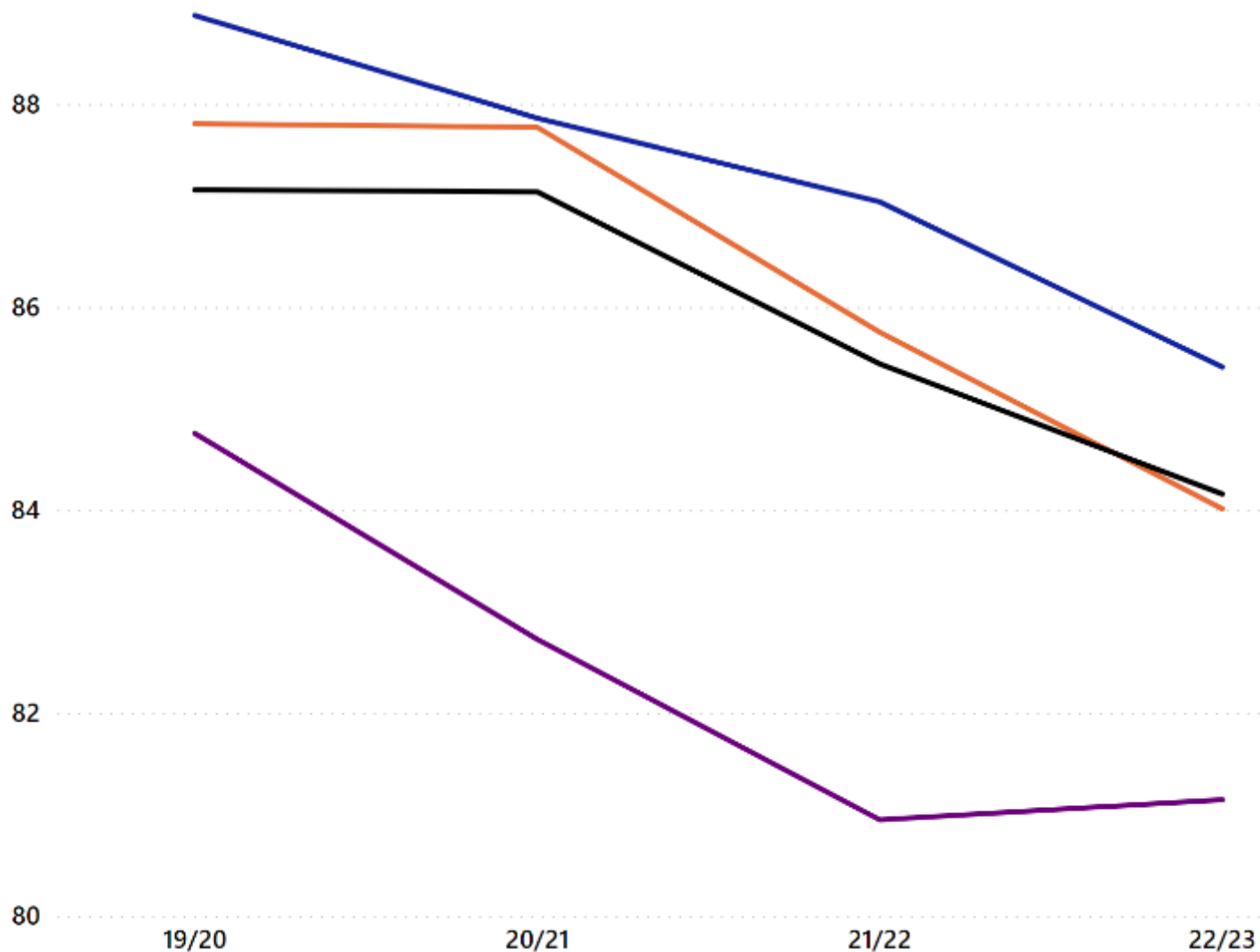


# Quality of Home (All Tenants)

17 Percentage tenants satisfied with quality of home

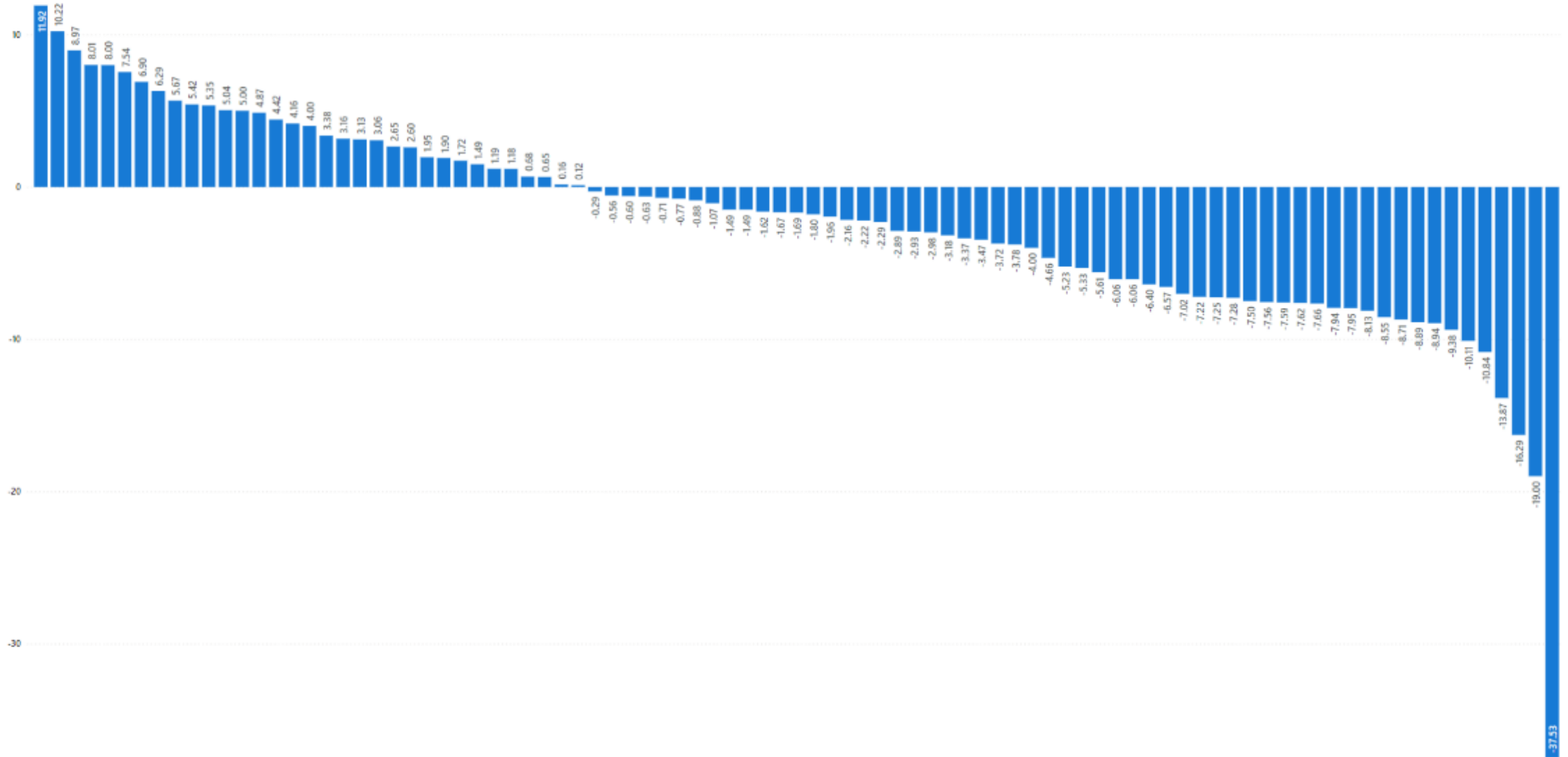


● GWSF ● Other RSLs ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
GWSF	87.86	87.04	85.41
Other RSLs	87.77	85.75	84.01
All LAs	82.73	80.95	81.14
SHN Average	87.14	85.44	84.16

## Change from previous survey

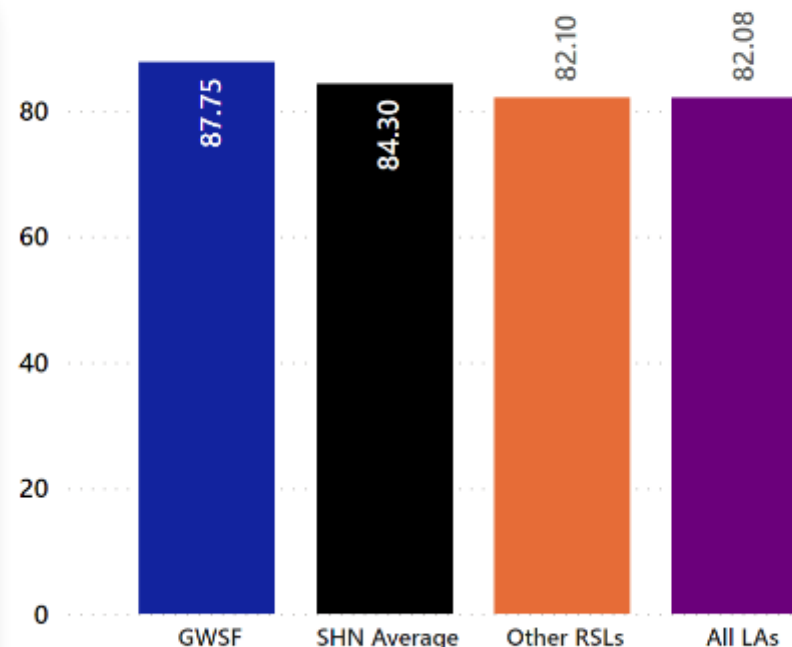
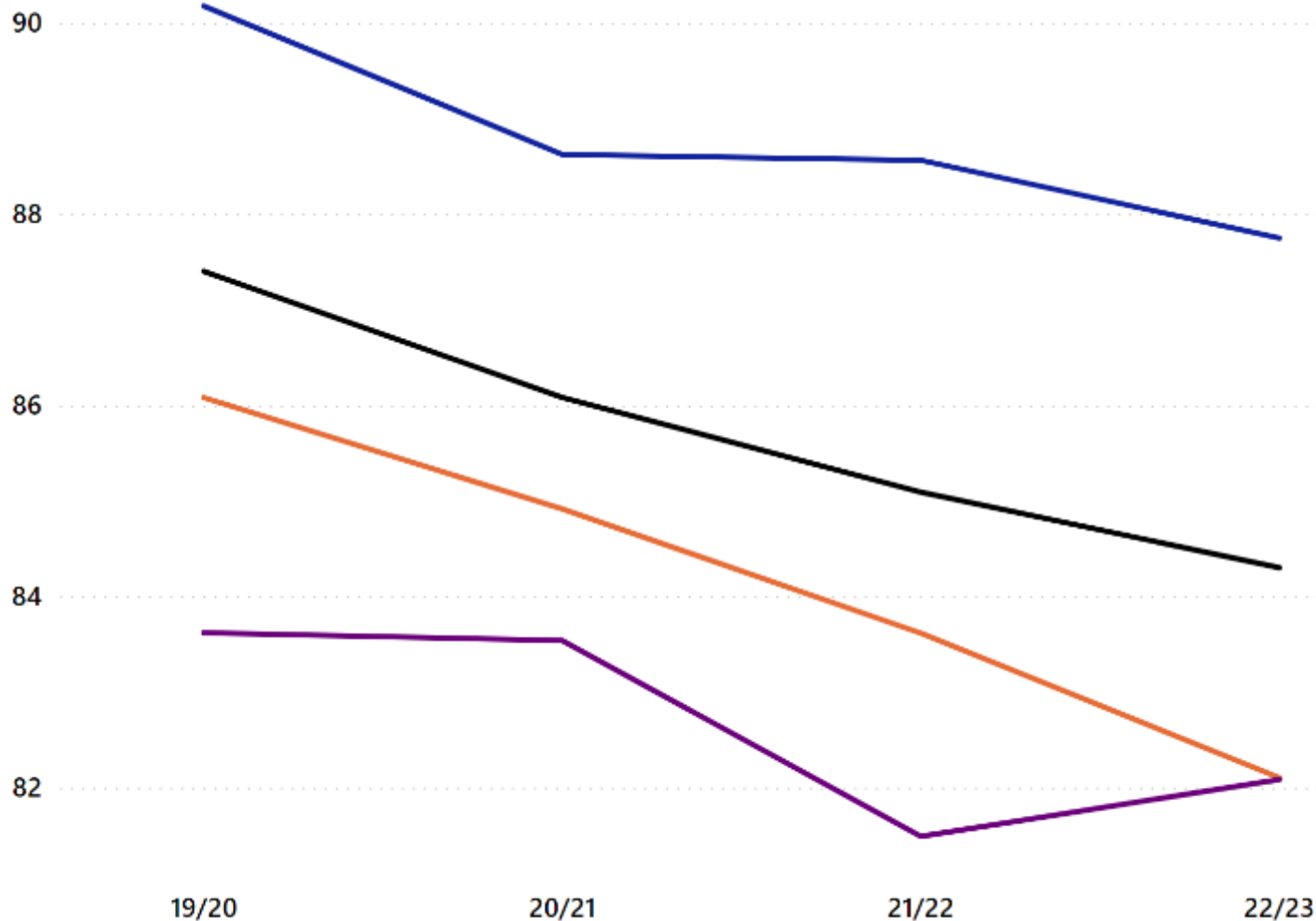


# Management of Neighbourhood

113 Percentage tenants satisfied with management of neighbourhood



● GWSF ● Other RSLs ● All LAs ● SHN Average



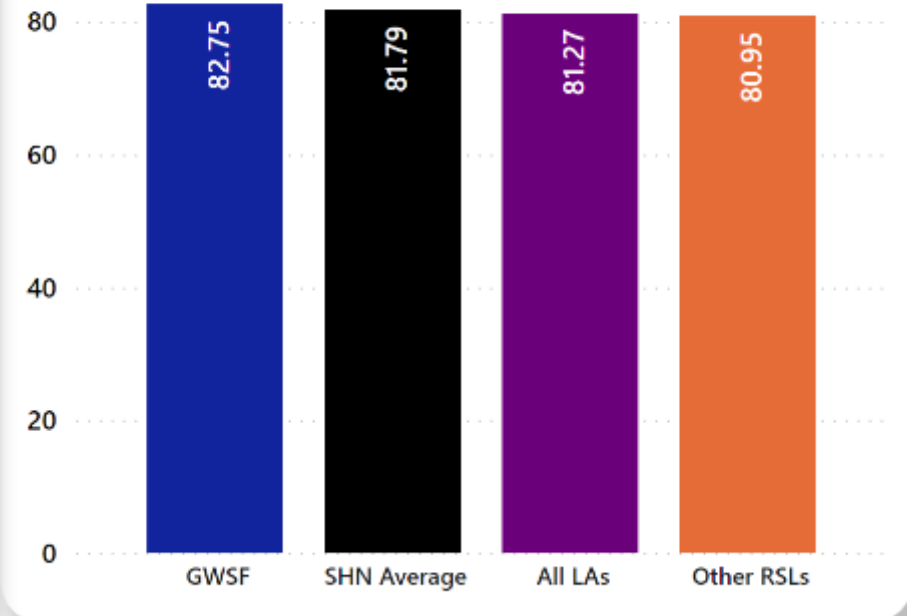
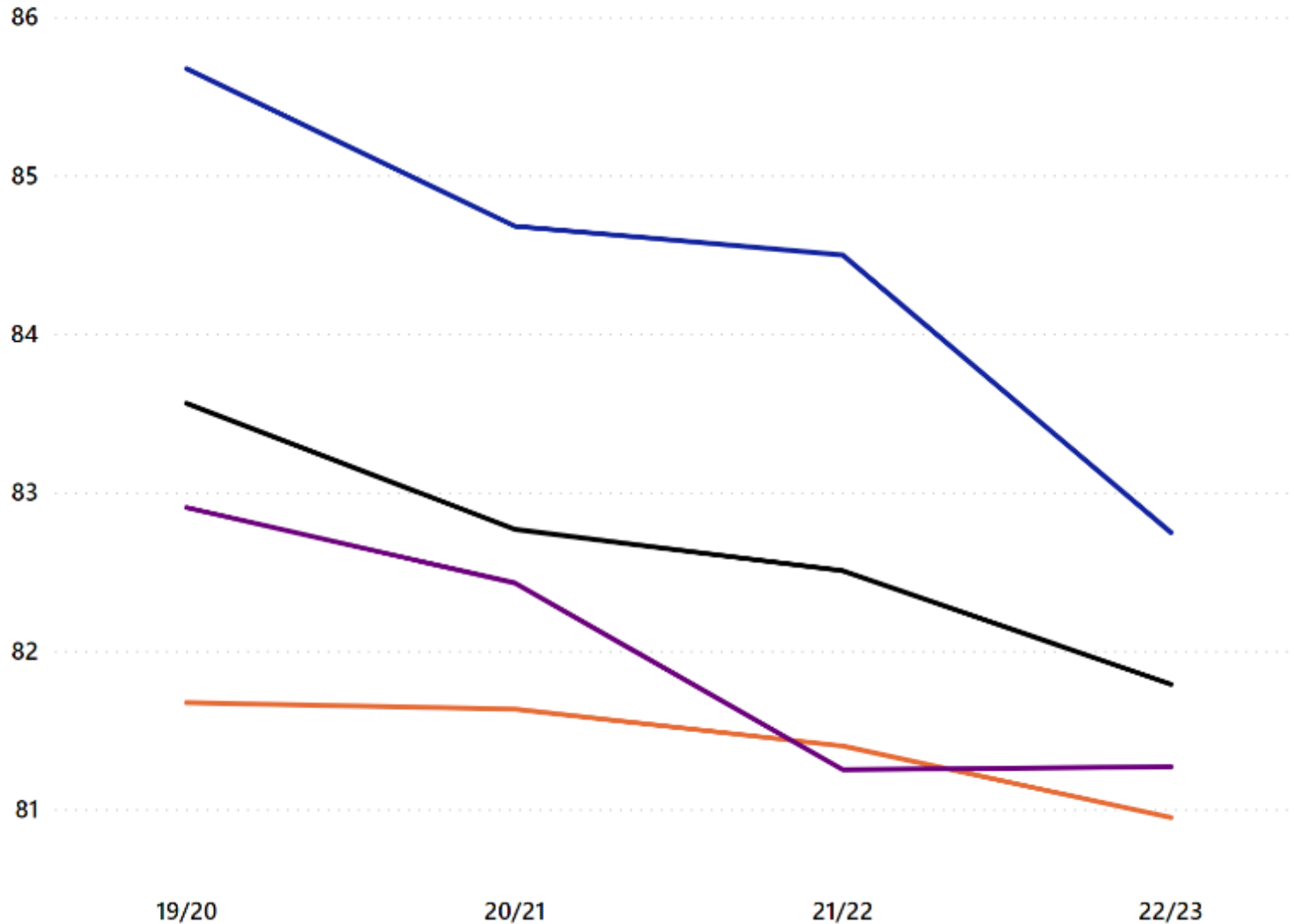
Organisation Name	20/21	21/22	22/23
GWSF	88.62	88.56	87.75
Other RSLs	84.92	83.62	82.10
All LAs	83.54	81.49	82.08
SHN Average	86.08	85.09	84.30

# Value For Money

125 Percentage tenants who feel rent for their property represents good value for money



● GWSF ● Other RSLs ● All LAs ● SHN Average



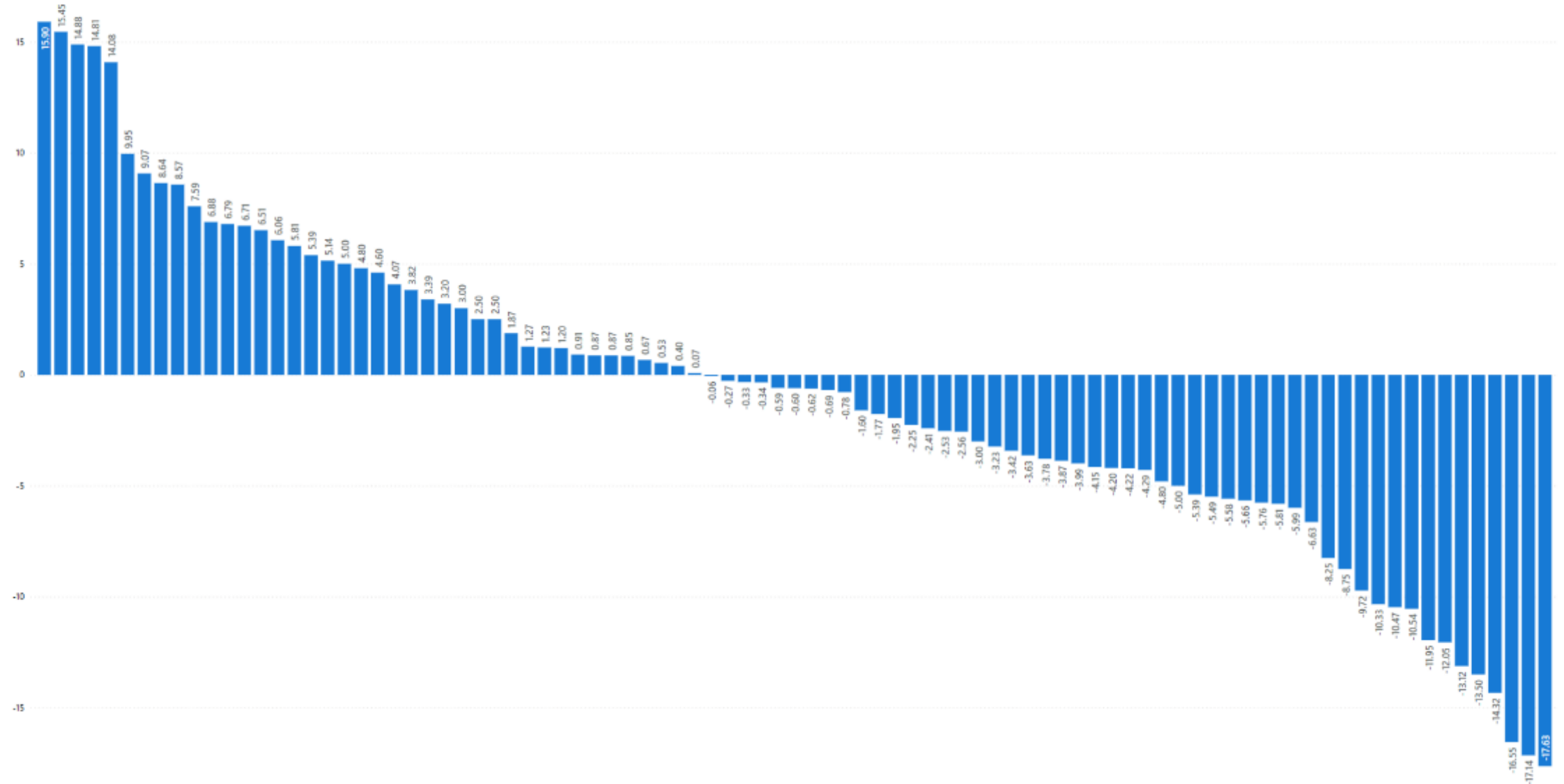
Organisation Name	20/21	21/22	22/23
GWSF	84.68	84.50	82.75
Other RSLs	81.63	81.40	80.95
All LAs	82.43	81.25	81.27
SHN Average	82.77	82.51	81.79



# Value for Money

125 Percentage tenants who feel rent for their property represents good value for money

## Change from previous survey

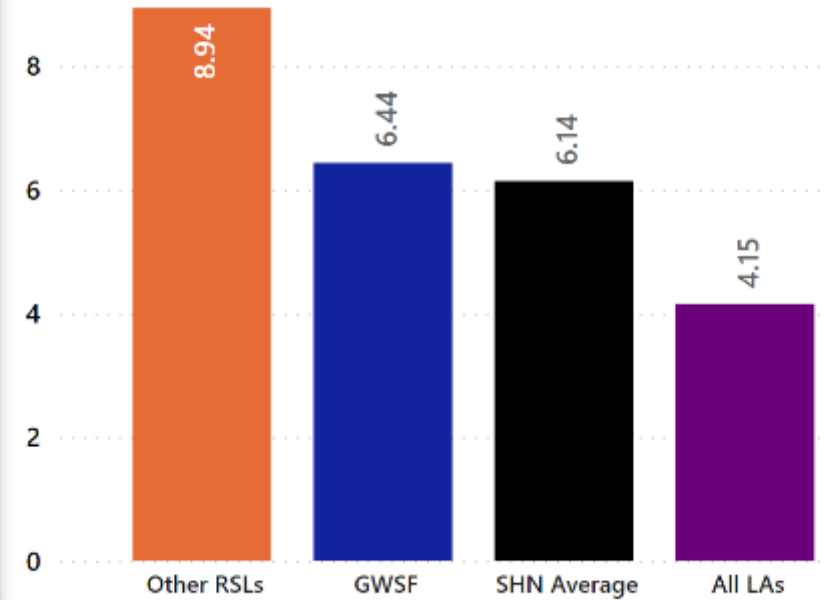
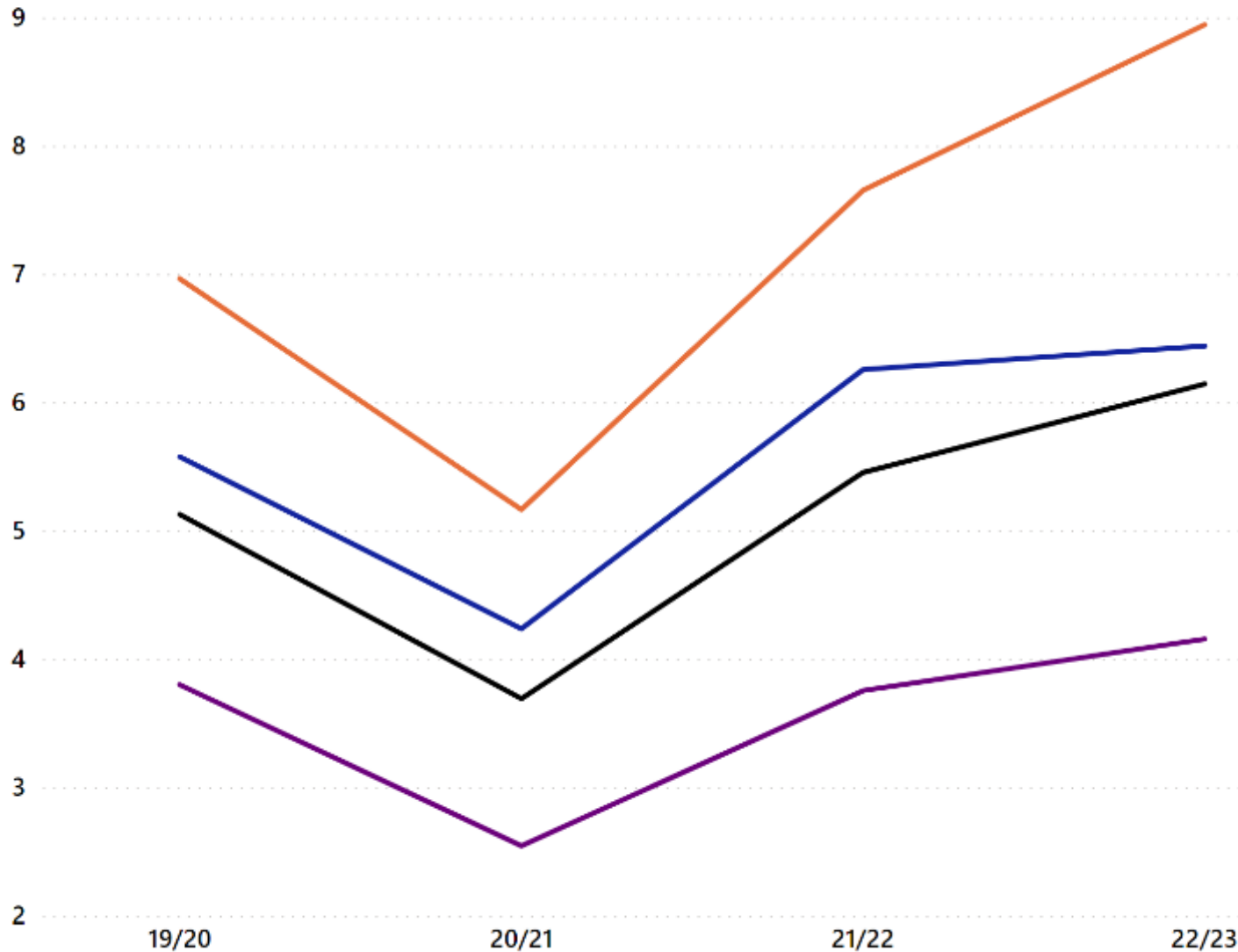


# Complaints

13 complaints per 100 homes



● GWSF ● Other RSLs ● All LAs ● SHN Average



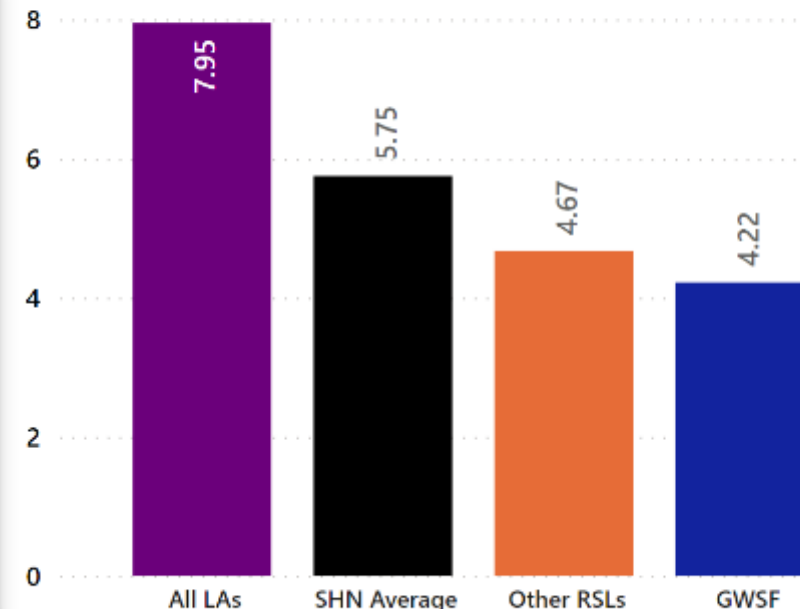
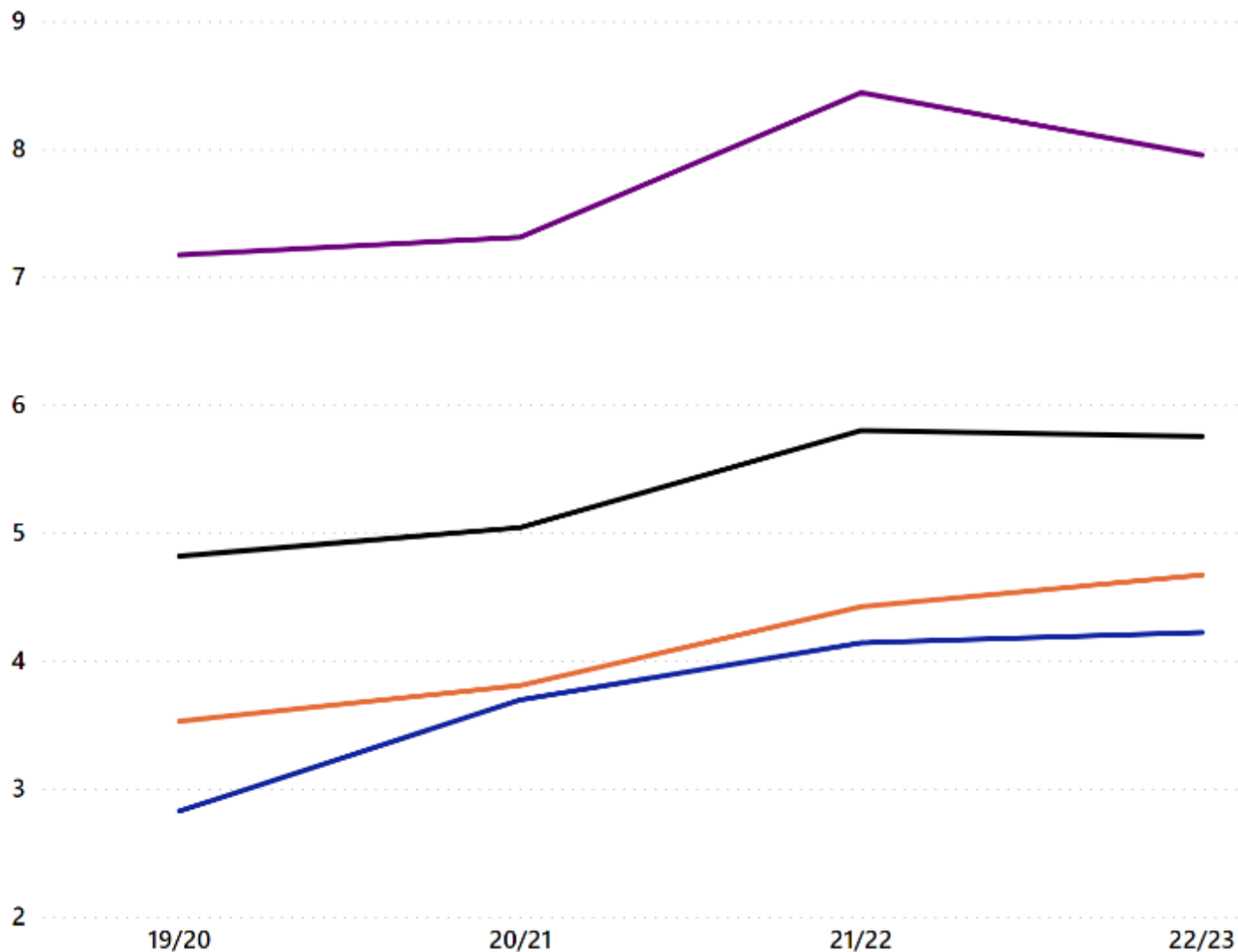
Organisation Name	20/21	21/22	22/23
GWSF	4.23	6.26	6.44
Other RSLs	5.16	7.65	8.94
All LAs	2.54	3.75	4.15
SHN Average	3.69	5.45	6.14

# 1st Stage Complaints

14 Stage 1 complaints average time to respond



● GWSF ● Other RSLs ● All LAs ● SHN Average



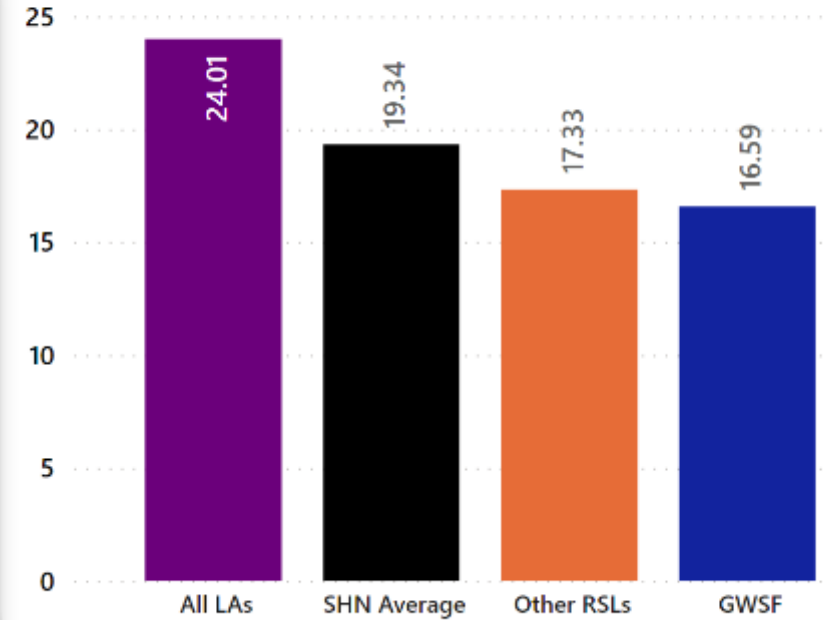
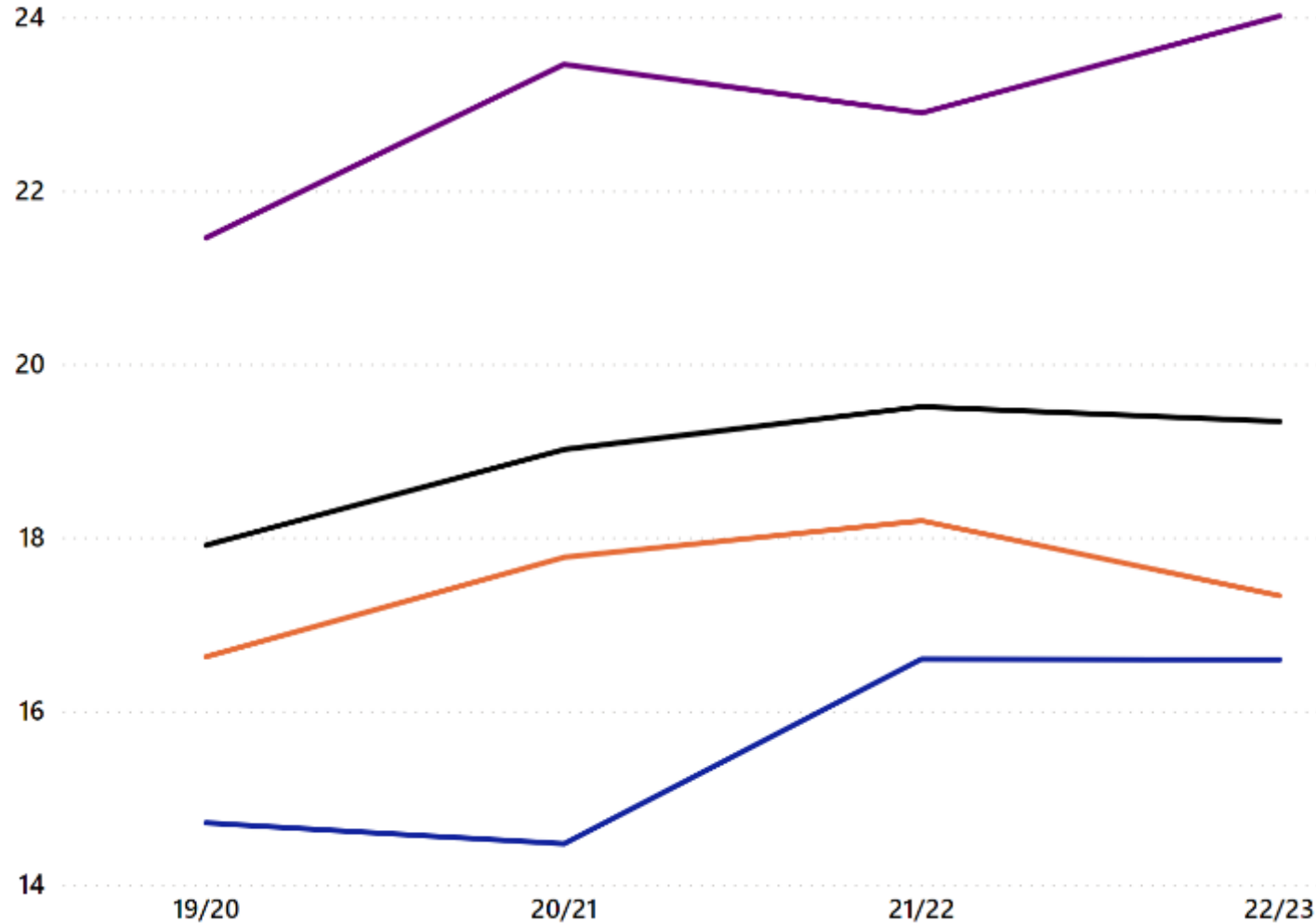
Organisation Name	20/21	21/22	22/23
GWSF	3.69	4.14	4.22
Other RSLs	3.81	4.42	4.67
All LAs	7.31	8.44	7.95
SHN Average	5.04	5.80	5.75

# 2nd Stage Complaints

14 Stage 2 complaints average time to respond

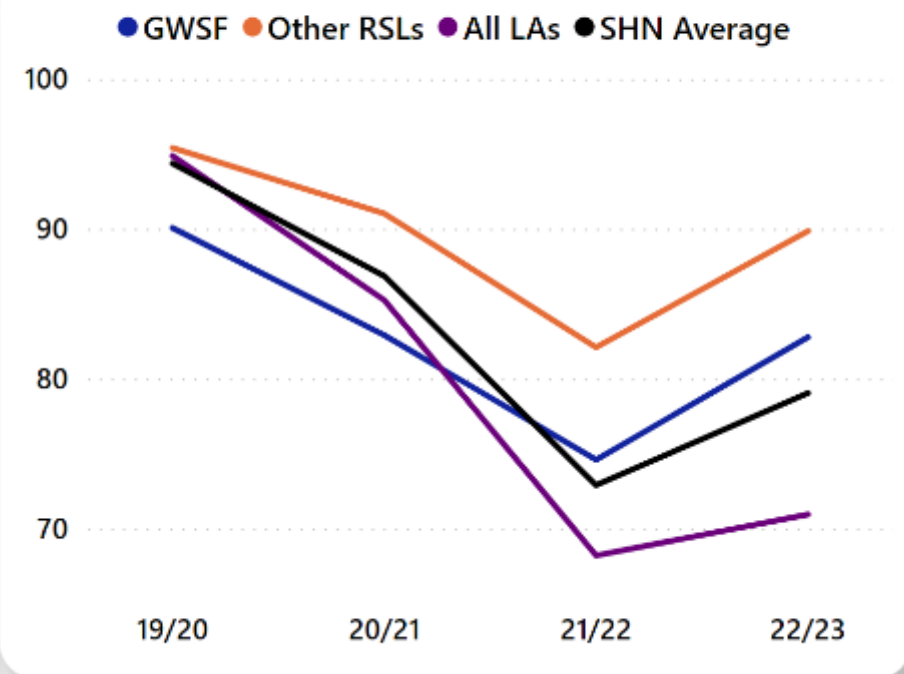
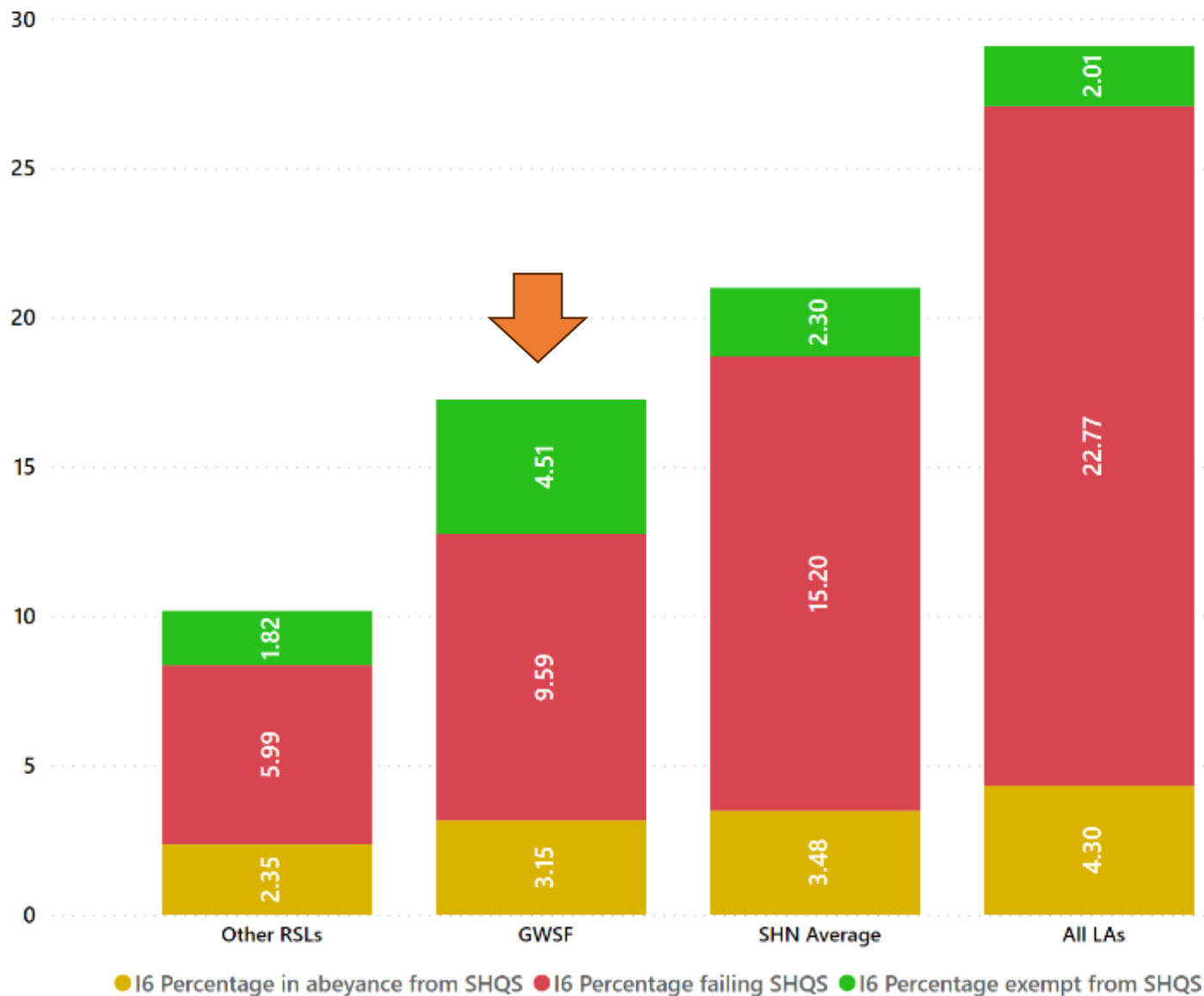


● GWSF ● Other RSLs ● All LAs ● SHN Average

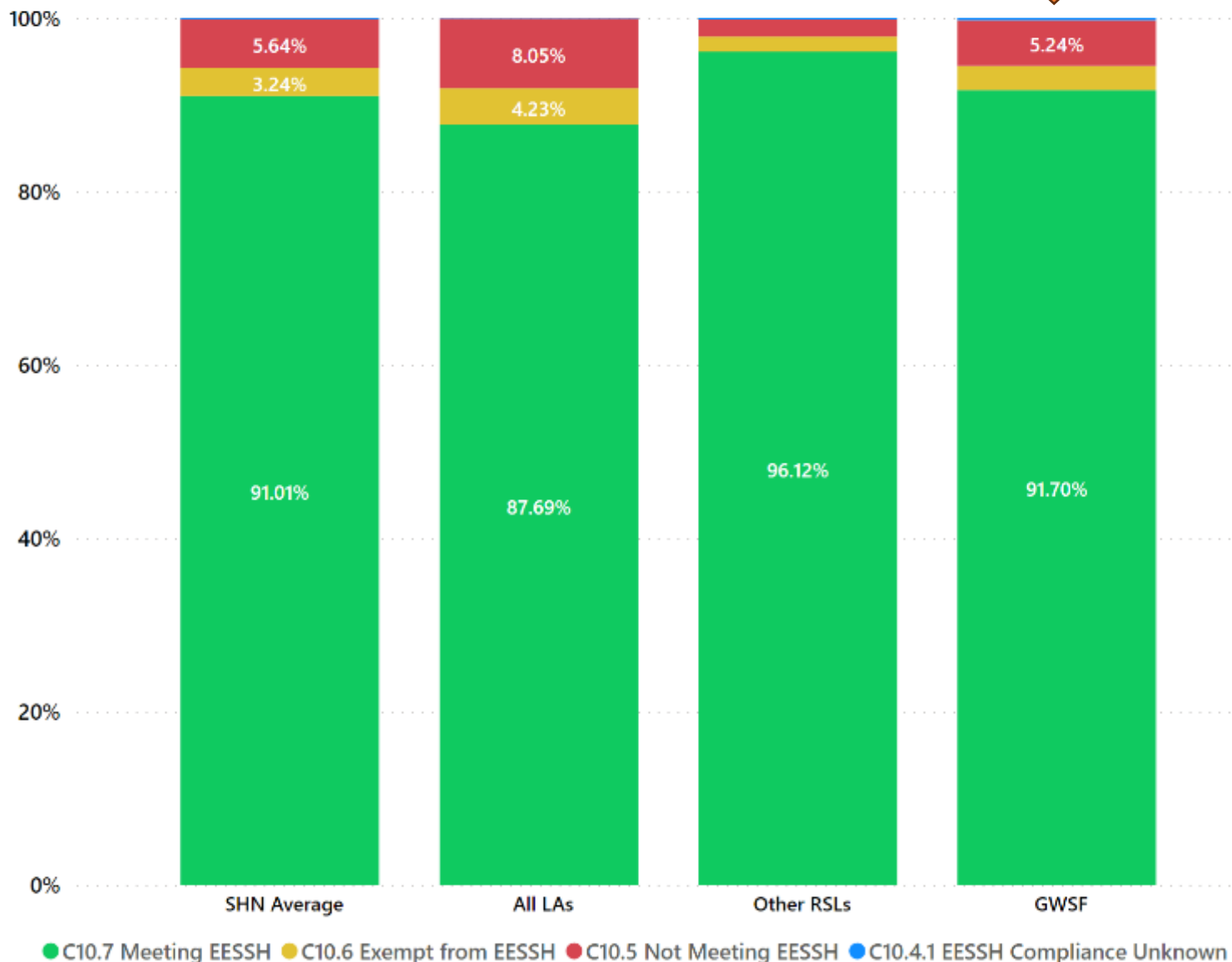


Organisation Name	20/21	21/22	22/23
GWSF	14.47	16.60	16.59
Other RSLs	17.77	18.19	17.33
All LAs	23.45	22.89	24.01
SHN Average	19.01	19.51	19.34

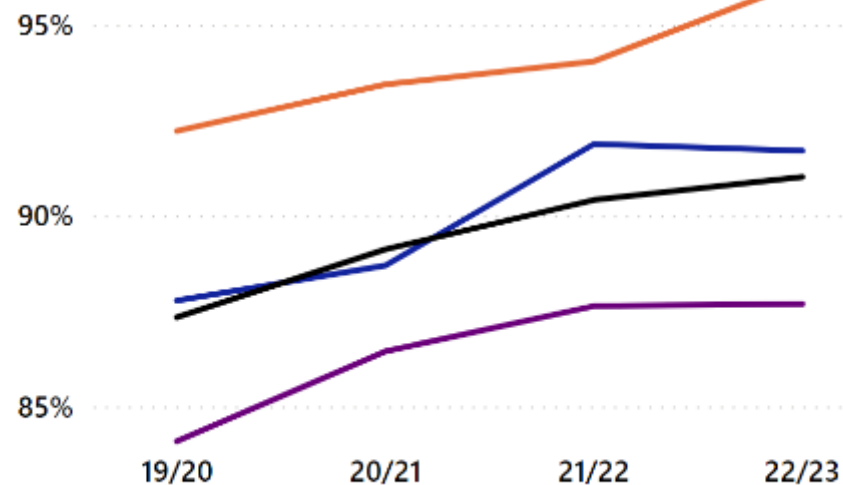
# Housing Quality & Maintenance



Organisation Name	20/21	21/22	22/23
GWSF	82.89	74.57	82.75
Other RSLs	91.01	82.08	89.83
All LAs	85.23	68.17	70.91
SHN Average	86.84	72.87	79.02



● GWSF ● Other RSLs ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
GWSF	88.69%	91.87%	91.70%
Other RSLs	93.43%	94.04%	96.12%
All LAs	86.45%	87.63%	87.69%
SHN Average	89.12%	90.41%	91.01%

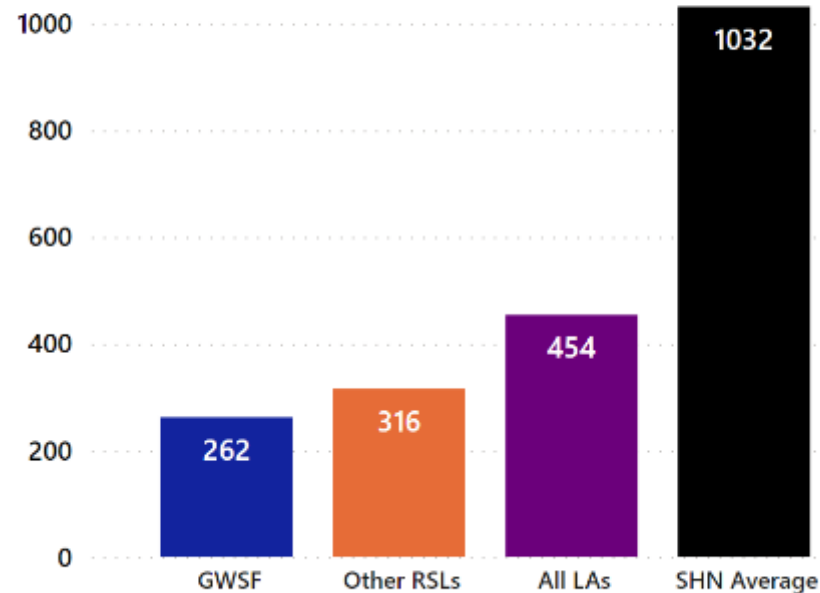
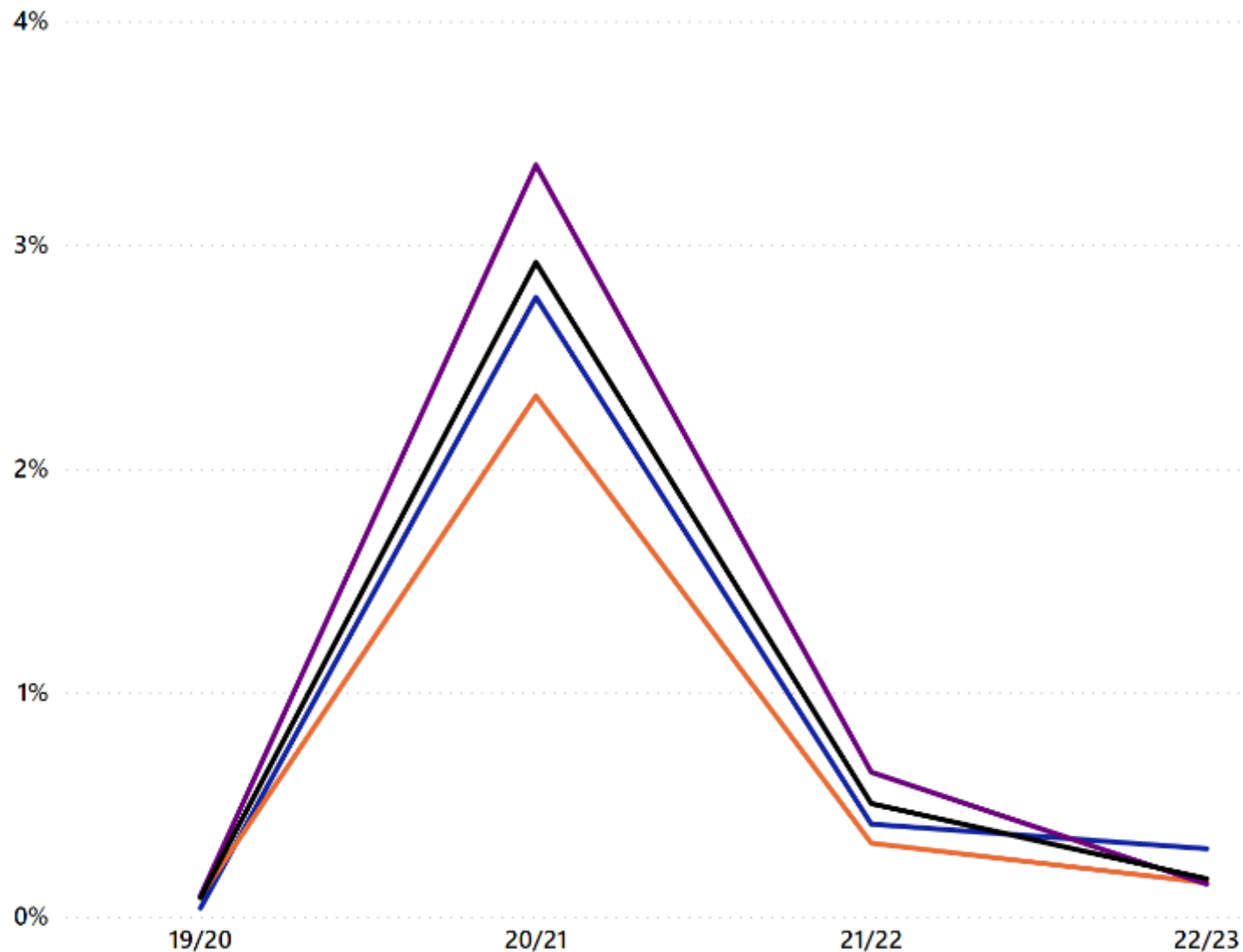


# Gas Safety

## I11 Gas safety fails count



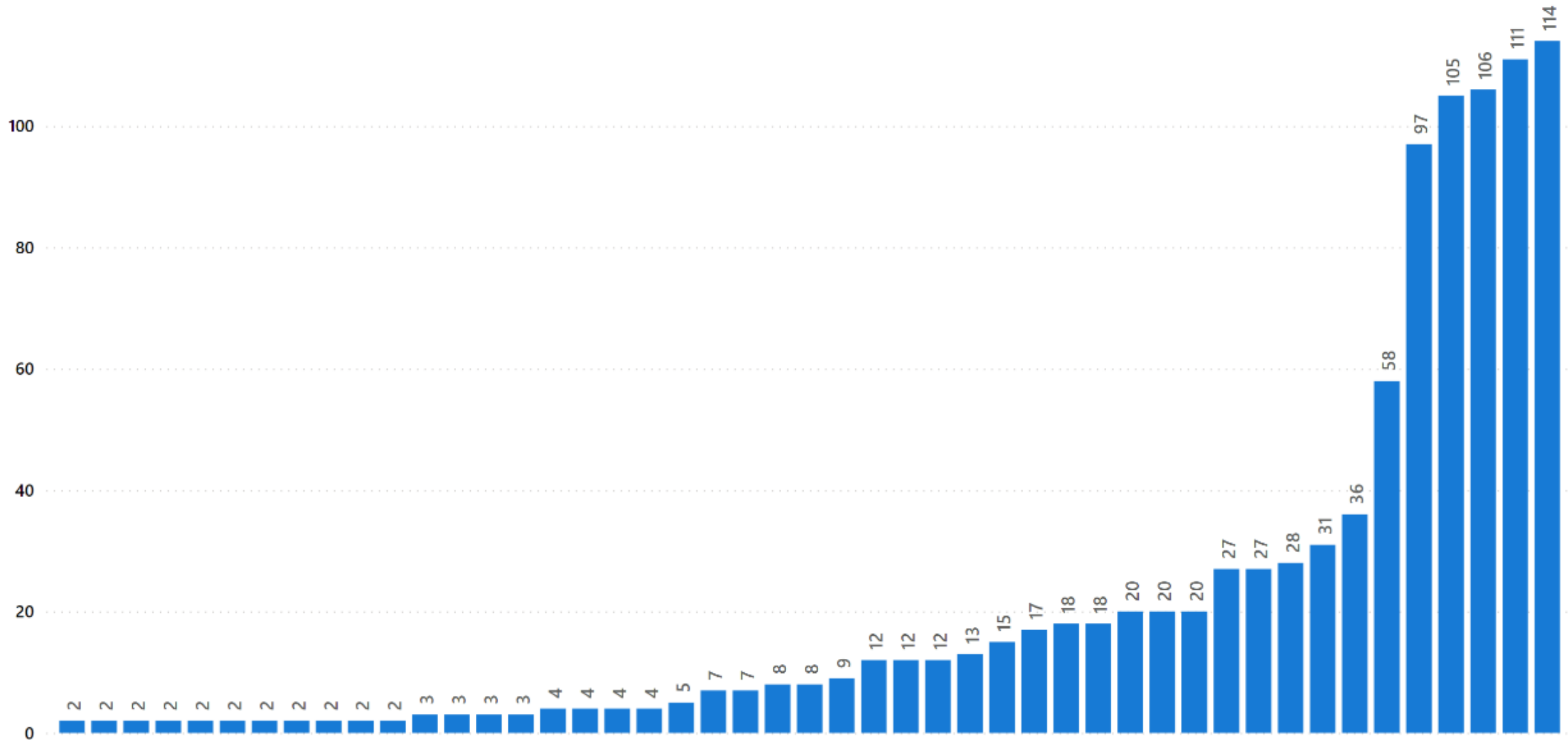
● GWSF ● Other RSLs ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
GWSF	2.77%	0.41%	0.30%
Other RSLs	2.33%	0.33%	0.15%
All LAs	3.36%	0.64%	0.14%
SHN Average	2.92%	0.50%	0.17%

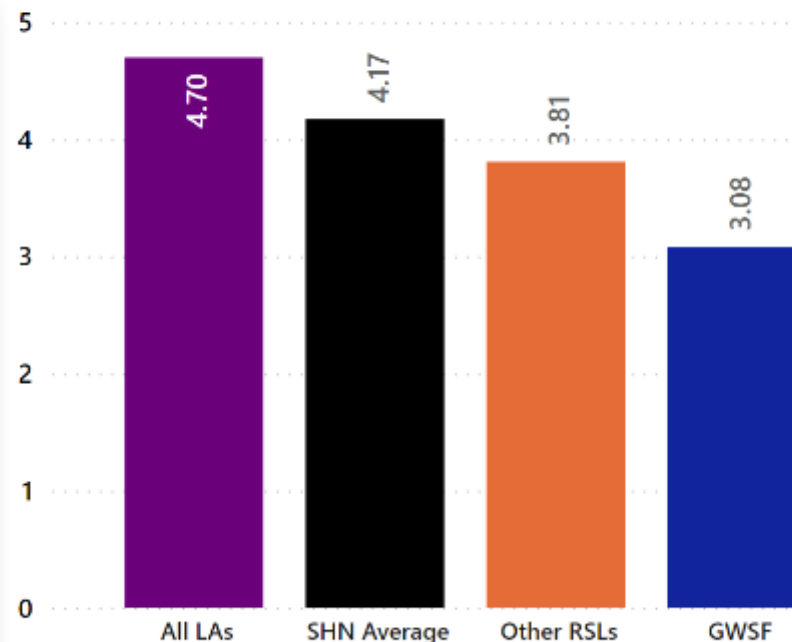
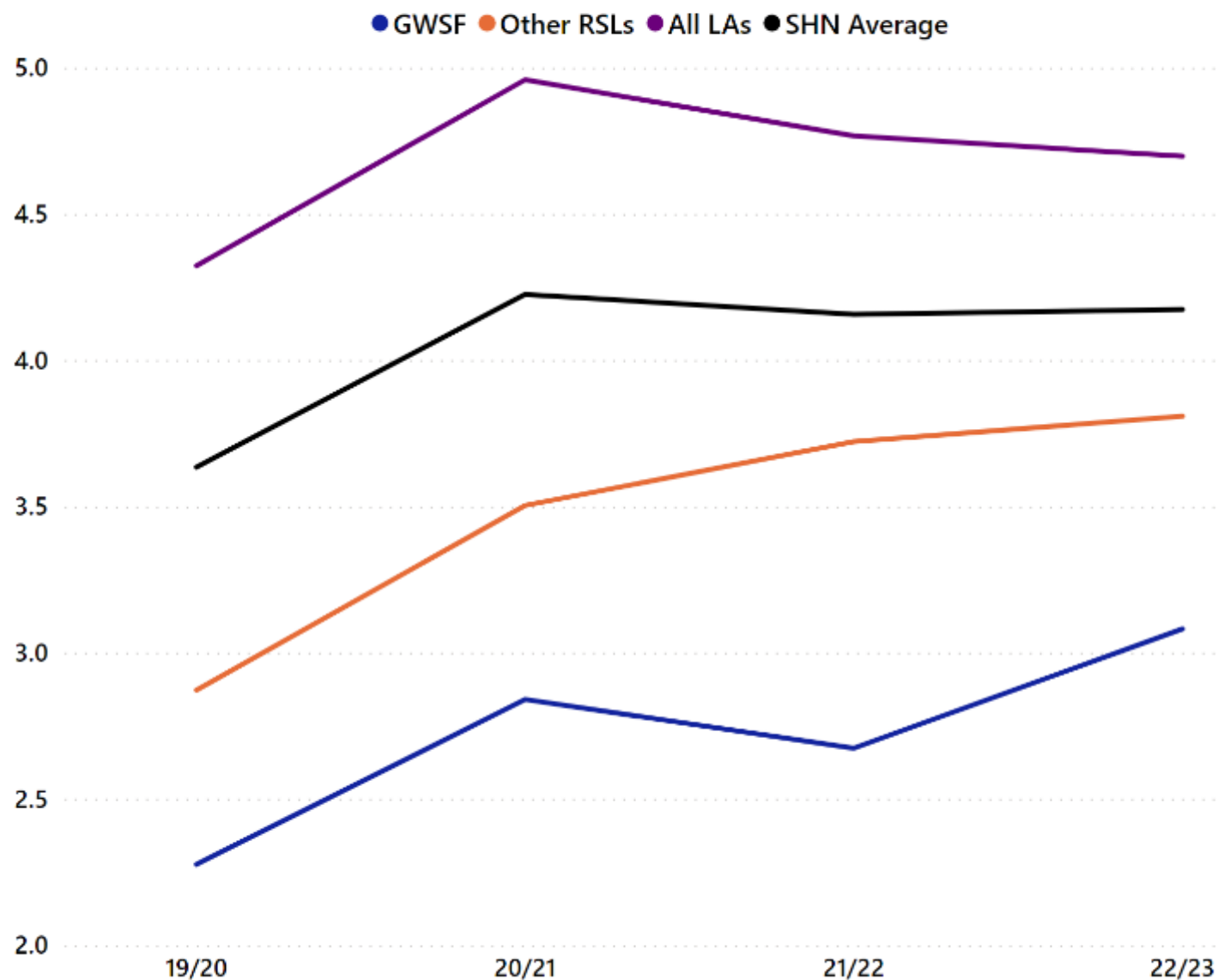
# Gas Safety

111 Gas safety regulations not met



# Emergency Repairs

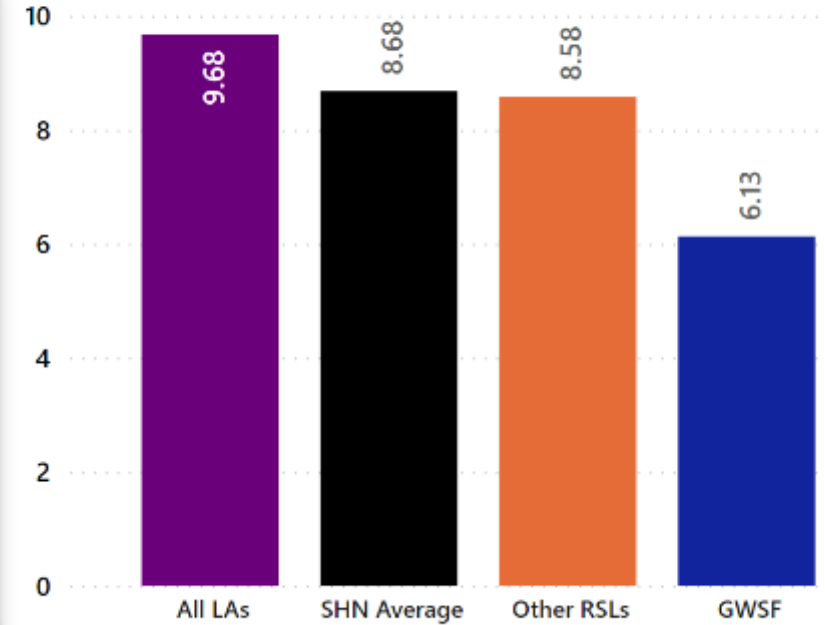
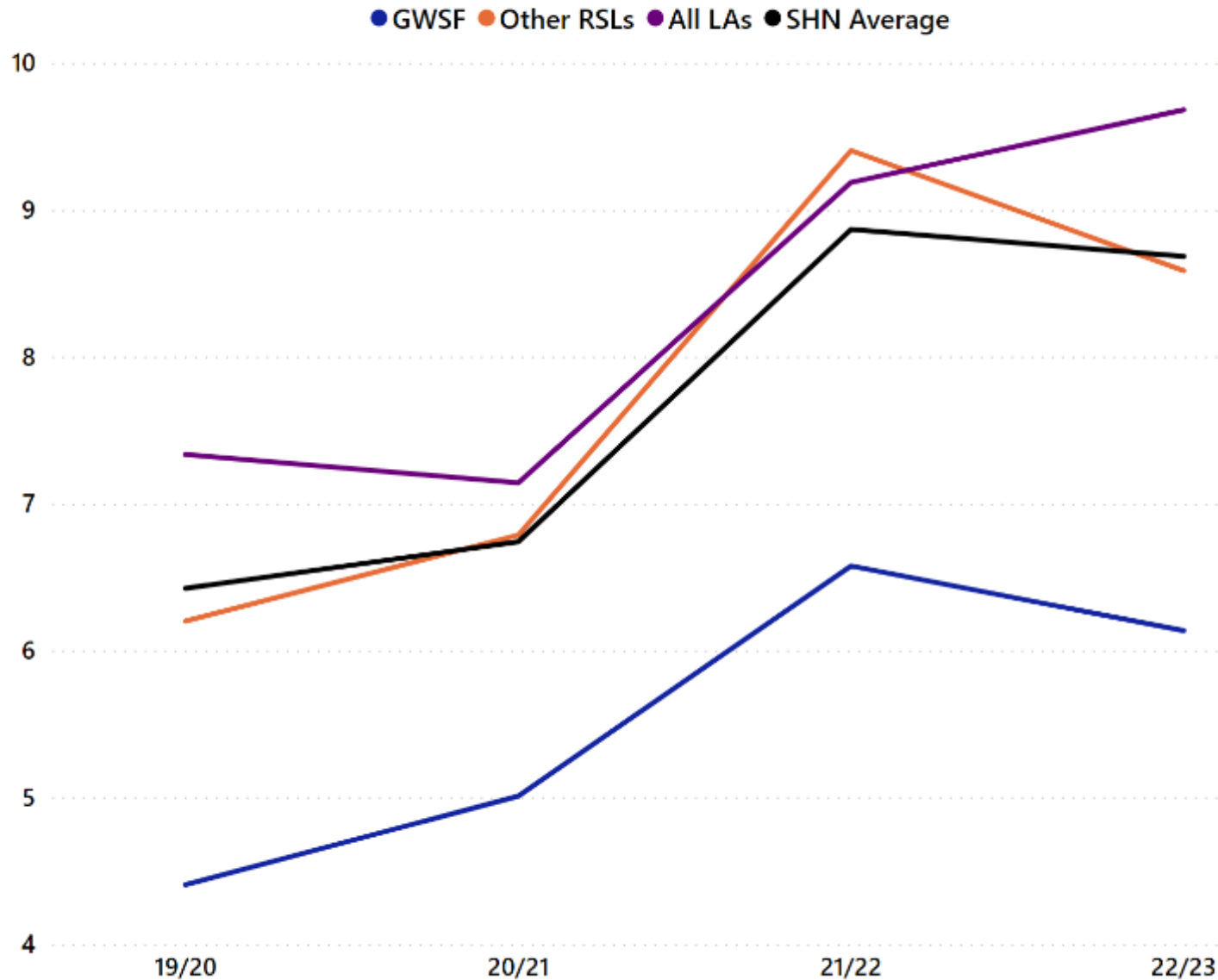
18 Average hours to complete emergency repairs



Organisation Name	20/21	21/22	22/23
GWSF	2.84	2.67	3.08
Other RSLs	3.50	3.72	3.81
All LAs	4.96	4.77	4.70
SHN Average	4.22	4.16	4.17

# Non-Emergency Repairs

19 Average working days to complete non-emergency repairs



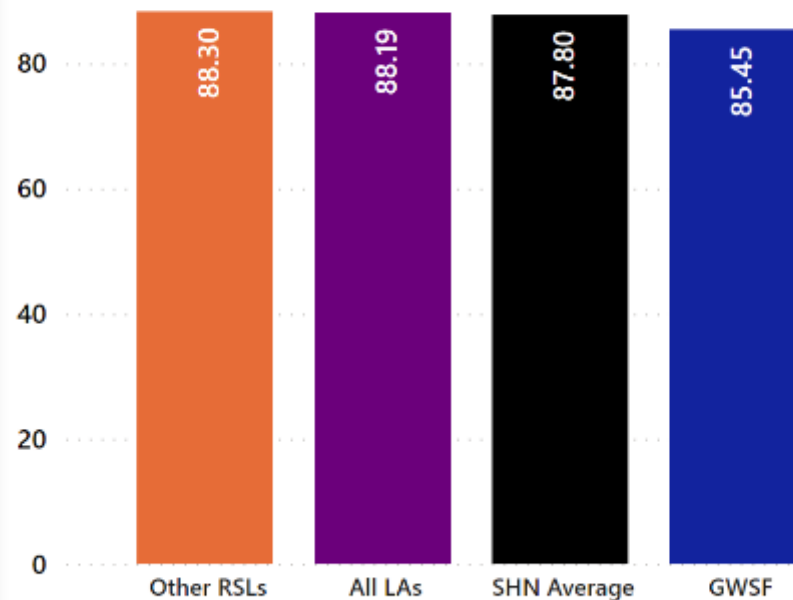
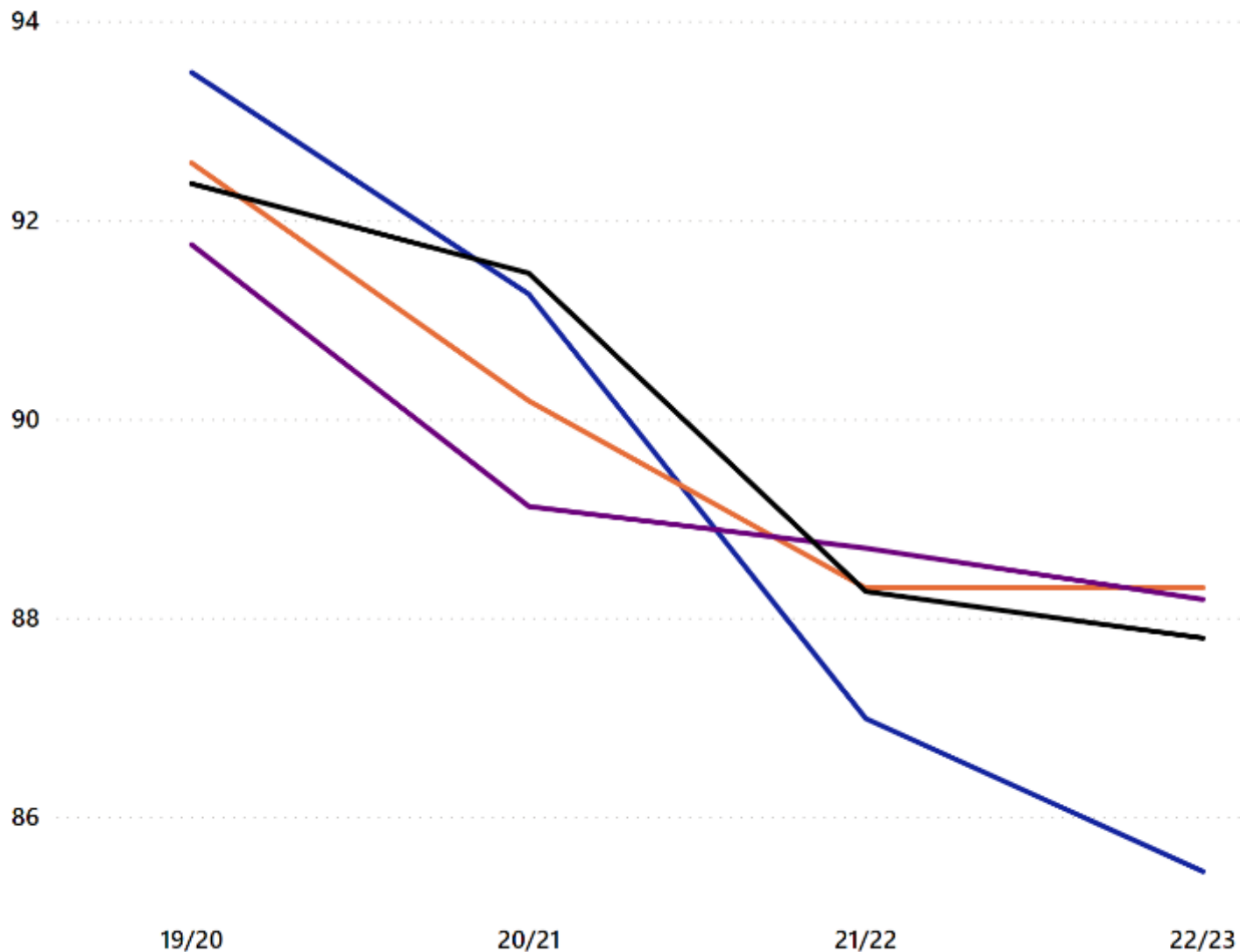
Organisation Name	20/21	21/22	22/23
GWSF	5.01	6.57	6.13
Other RSLs	6.78	9.40	8.58
All LAs	7.14	9.19	9.68
SHN Average	6.74	8.87	8.68

# Repairs Right First Time

110 Percentage reactive repairs completed right first time



● GWSF ● Other RSLs ● All LAs ● SHN Average



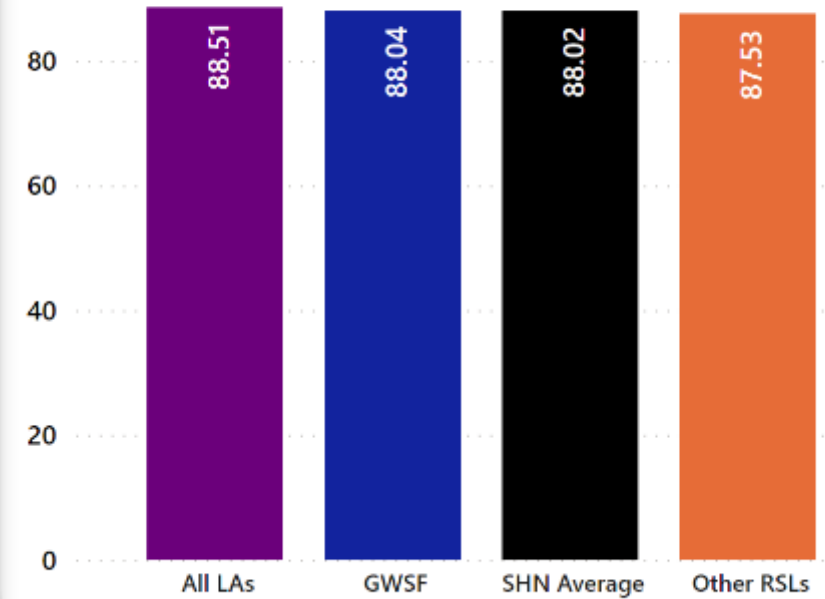
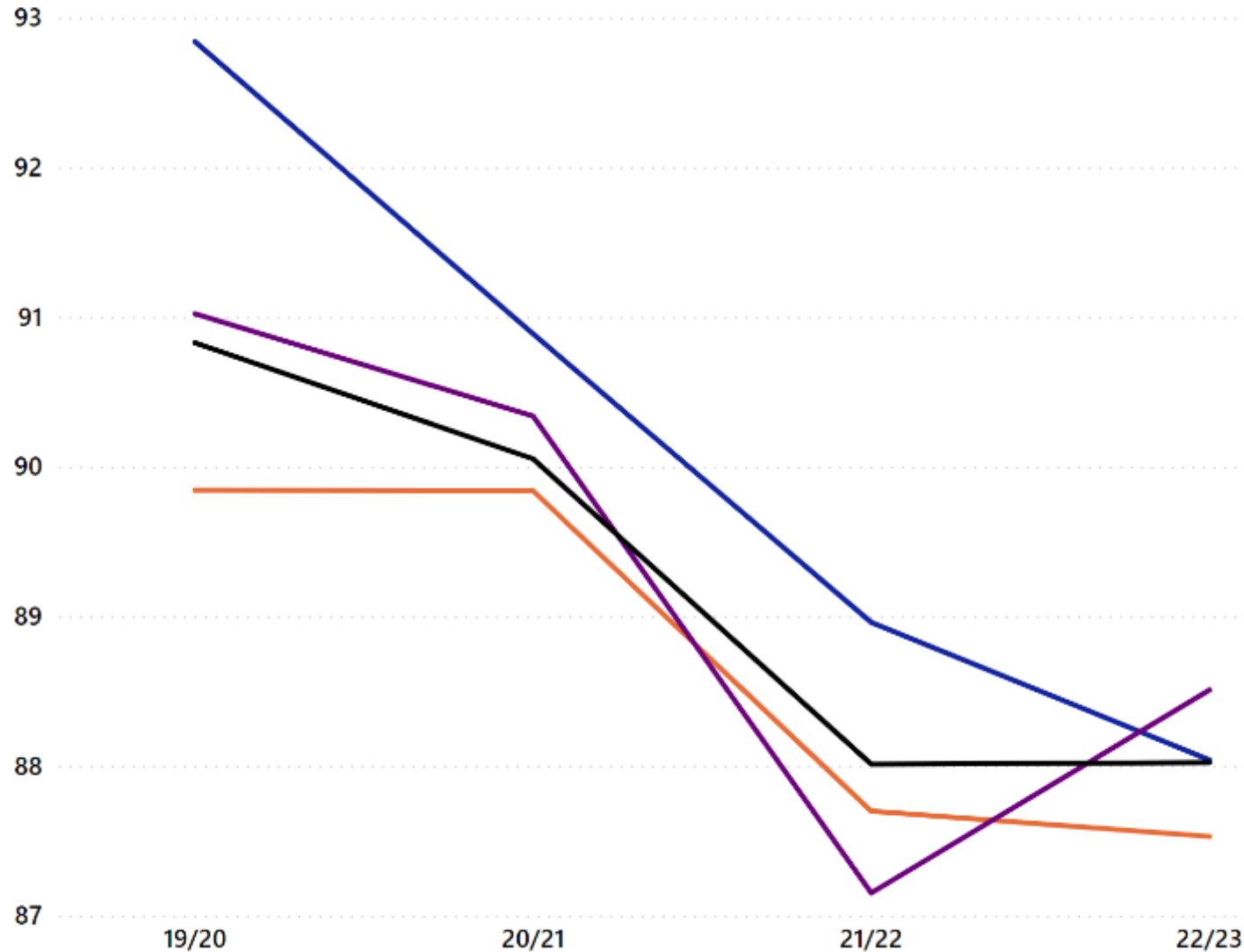
Organisation Name	20/21	21/22	22/23
GWSF	91.25	86.99	85.45
Other RSLs	90.18	88.30	88.30
All LAs	89.12	88.70	88.19
SHN Average	91.46	88.27	87.80

# Repairs Satisfaction

112 Percentage tenants satisfied with repairs service



● GWSF ● Other RSLs ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
GWSF	90.89	88.96	88.04
Other RSLs	89.84	87.70	87.53
All LAs	90.34	87.15	88.51
SHN Average	90.05	88.01	88.02

Access to Housing



# Access to Housing

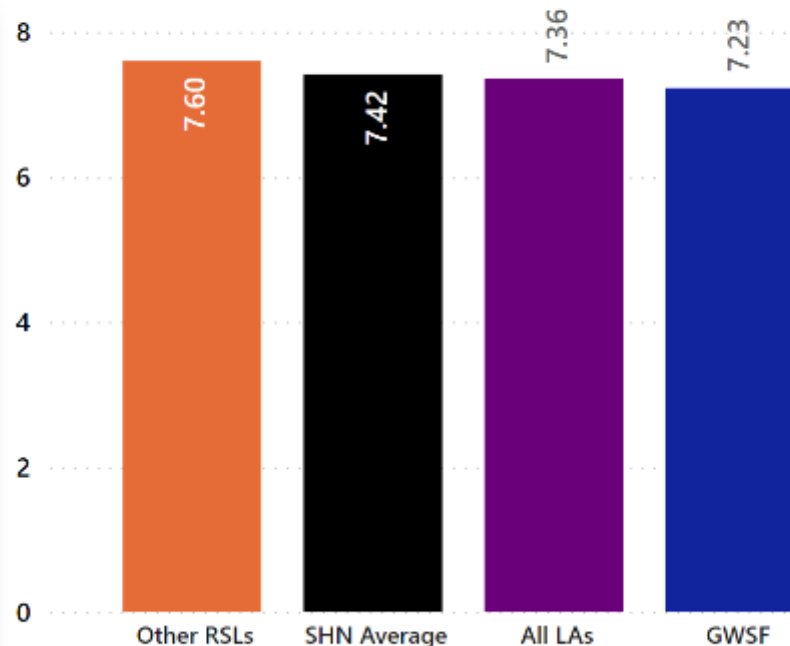
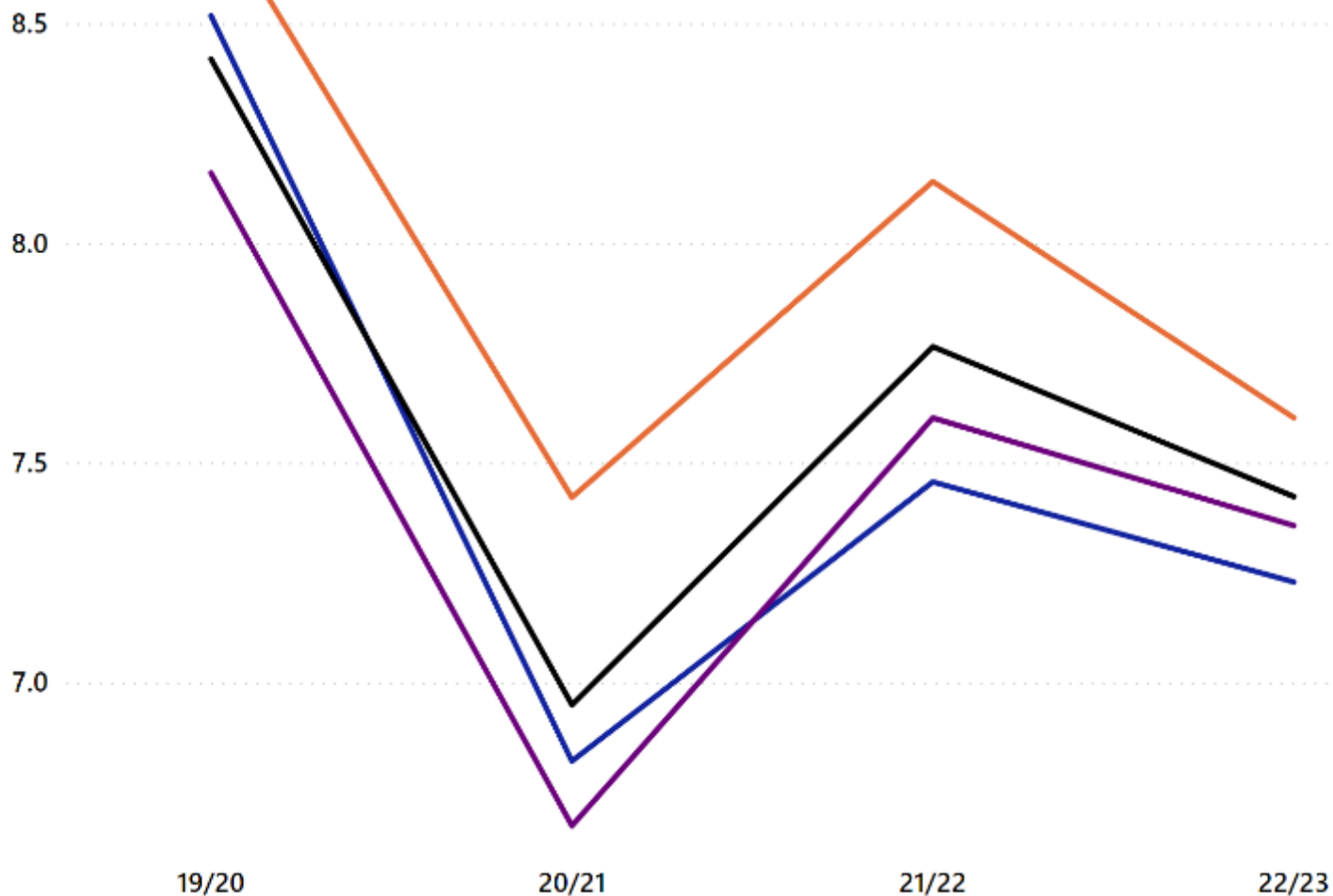
<b>Organisation Name</b>	<b>C2.1 The number of lets to existing tenants</b>	<b>C2.2 The number of lets to housing list applicants</b>	<b>C2.3 The number of mutual exchanges</b>	<b>C2.4 The number of lets from other sources</b>	<b>C2.5 The number of lets to homeless applicants</b>	<b>C2.6 Other nominations from local authorities</b>	<b>C3.1 General needs lets</b>	<b>C3.2 Supported housing lets</b>
<b>GWSF</b>	1,481	3,561	260	167	2,162	95	6,888	578
<b>Other RSLs</b>	2,779	8,252	1,038	743	7,304	799	14,987	4,890
<b>All LAs</b>	5,123	6,332	1,378	675	11,520	0	20,942	2,708
<b>SHN Average</b>	9,383	18,145	2,676	1,585	20,986	894	42,817	8,176

# Turnover

117 Percentage lettable self-contained houses that became vacant in year



● GWSF ● Other RSLs ● All LAs ● SHN Average



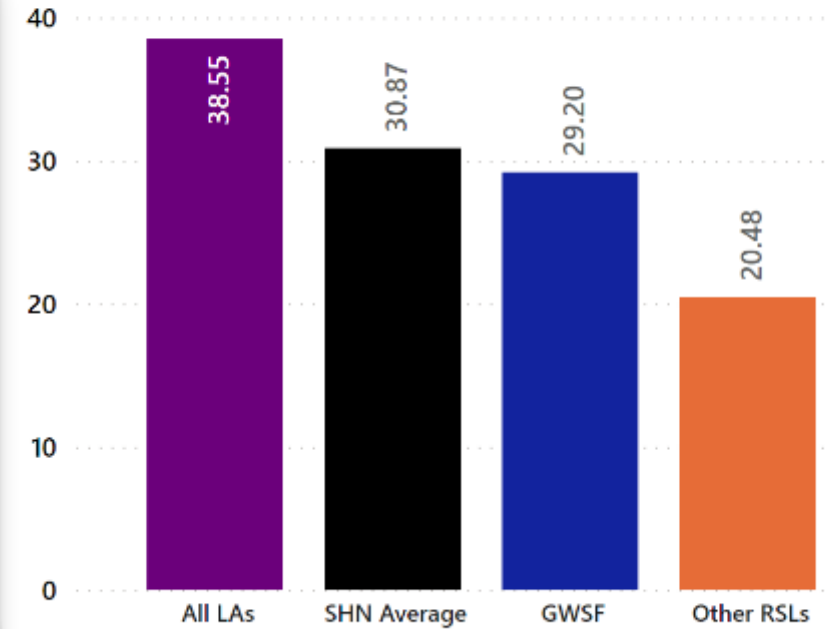
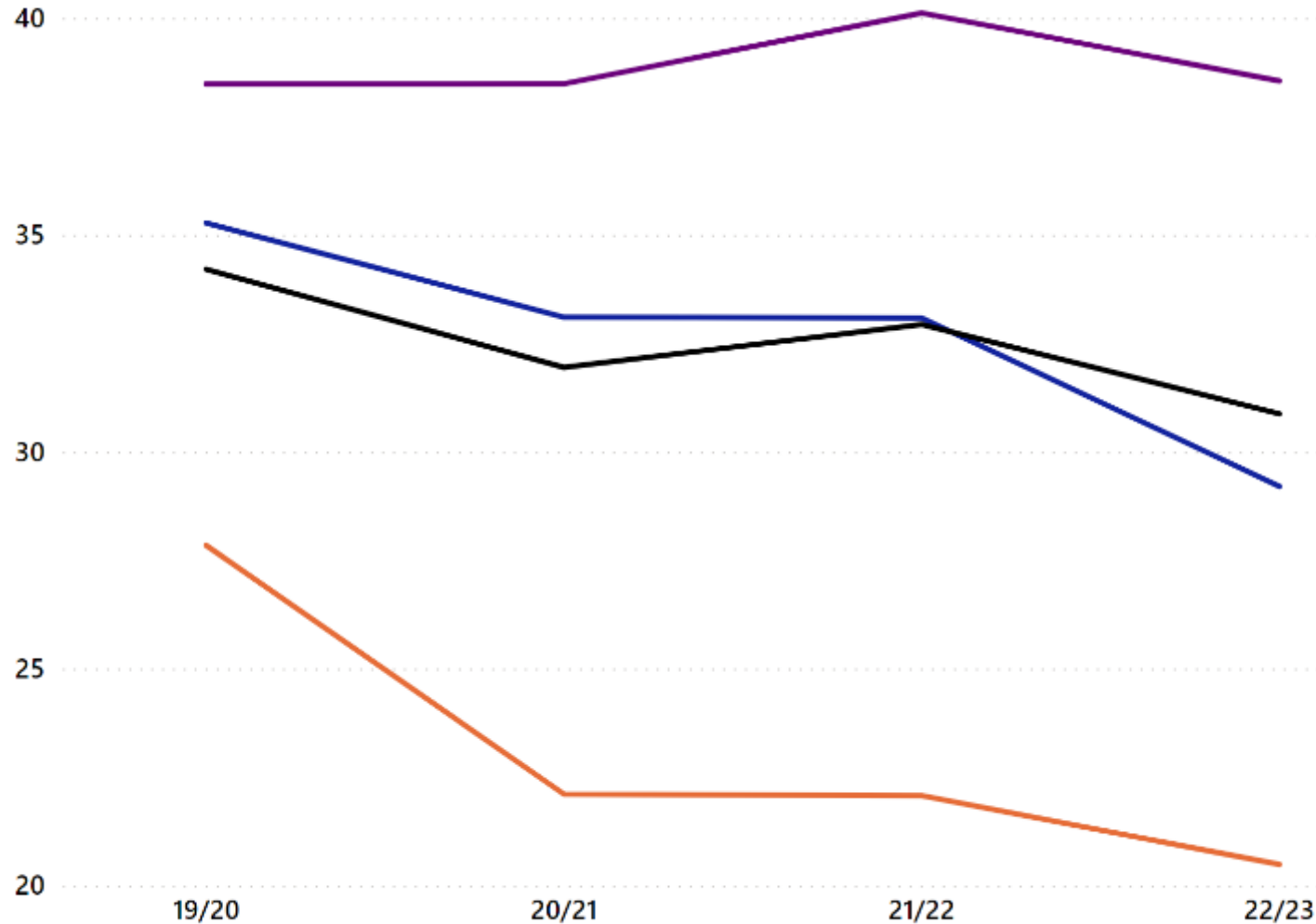
Organisation Name	20/21	21/22	22/23
GWSF	6.82	7.46	7.23
Other RSLs	7.42	8.14	7.60
All LAs	6.67	7.60	7.36
SHN Average	6.95	7.76	7.42

# Offers Refused

114 Percentage tenancy offers refused



● GWSF ● Other RSLs ● All LAs ● SHN Average



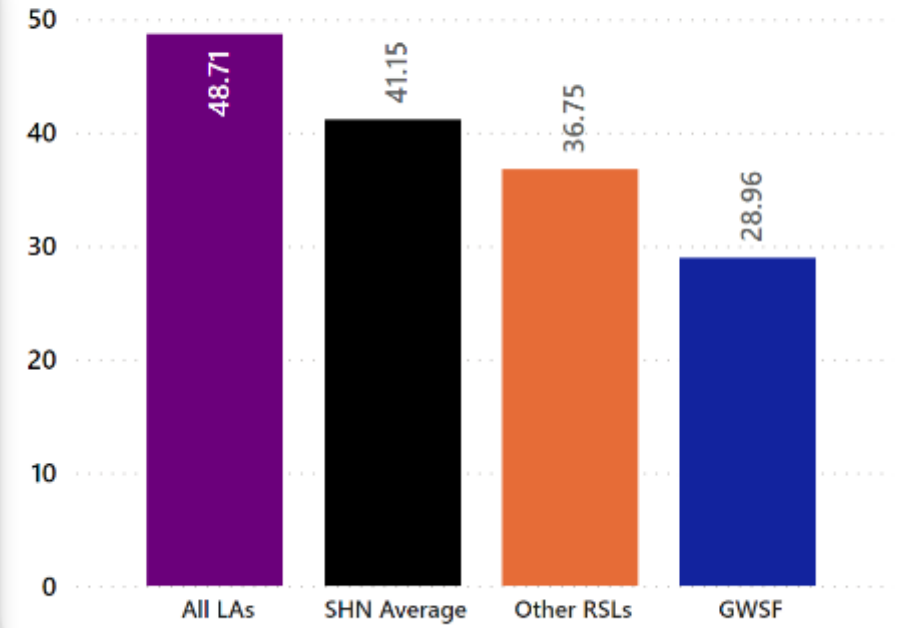
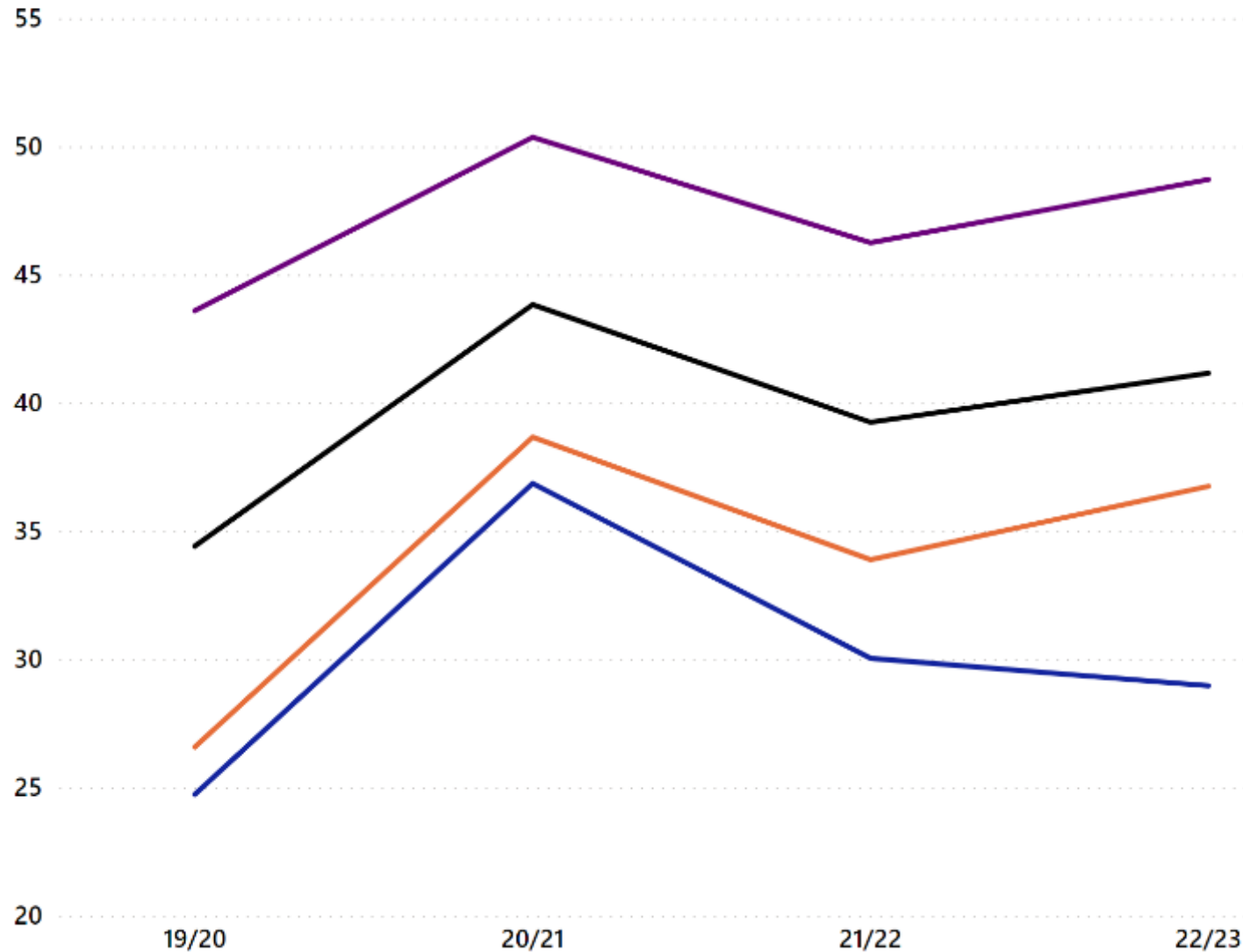
Organisation Name	20/21	21/22	22/23
GWSF	33.10	33.08	29.20
Other RSLs	22.10	22.07	20.48
All LAs	38.48	40.11	38.55
SHN Average	31.94	32.93	30.87

# Lets to Homeless

## C2 Percentage of lets to homeless applicants



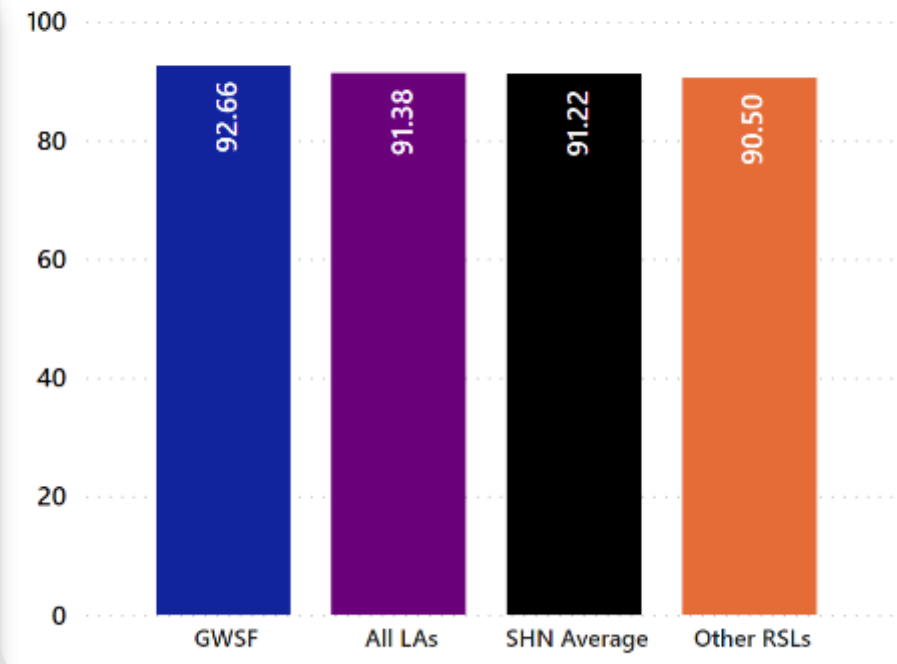
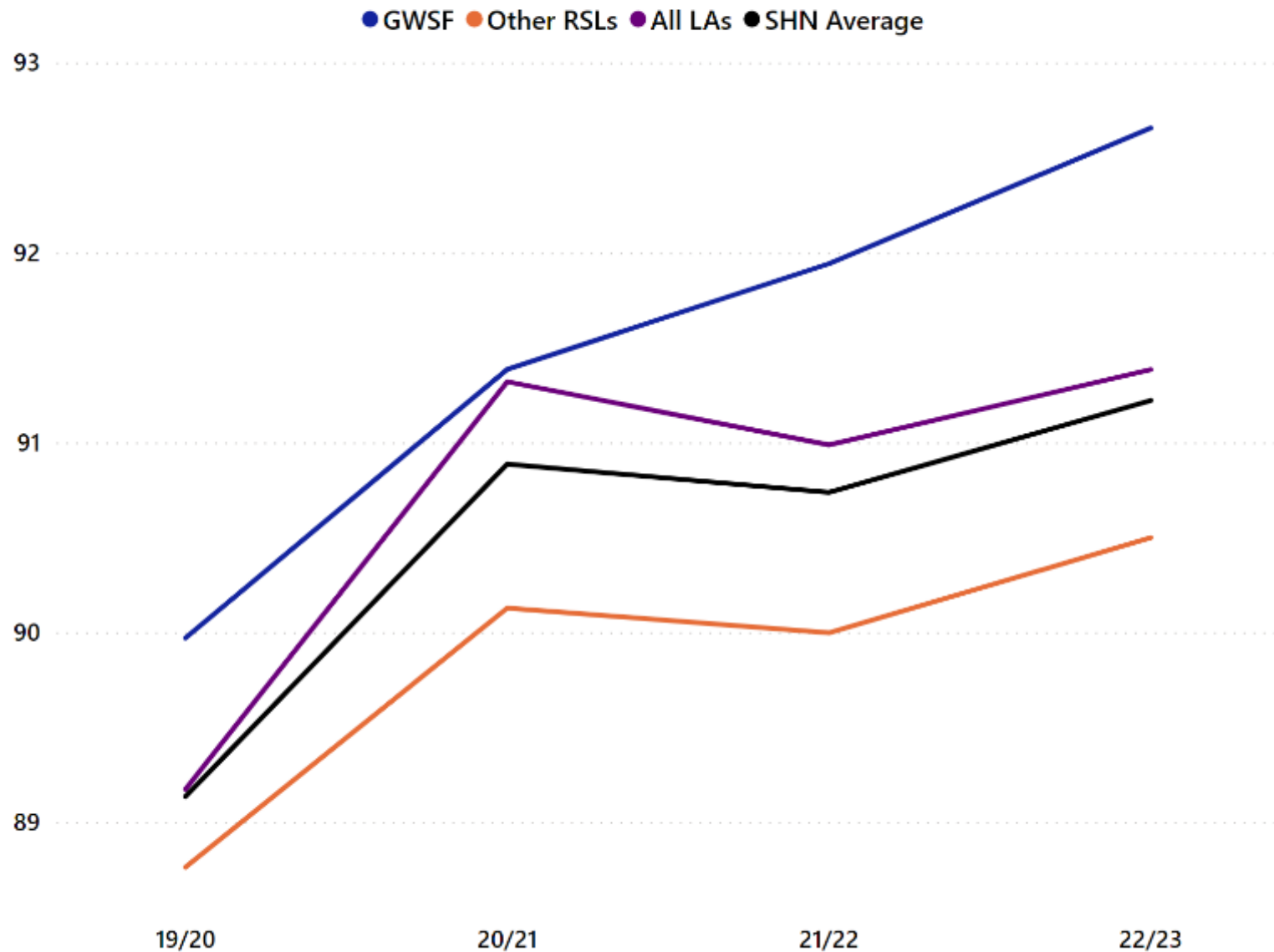
● GWSF ● Other RSLs ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
GWSF	36.85	30.03	28.96
Other RSLs	38.66	33.88	36.75
All LAs	50.36	46.25	48.71
SHN Average	43.83	39.24	41.15

# Tenancy Sustainment

116 Percentage tenancies began in previous year remained more than a year - all



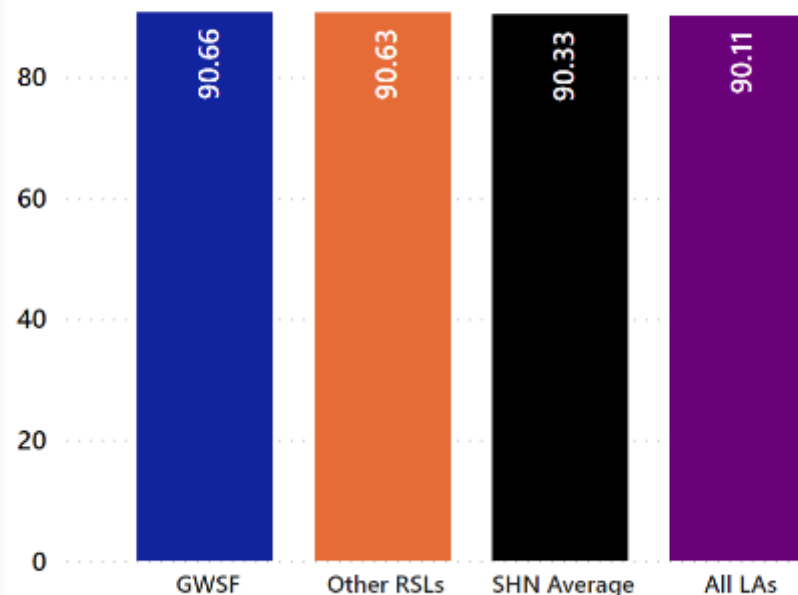
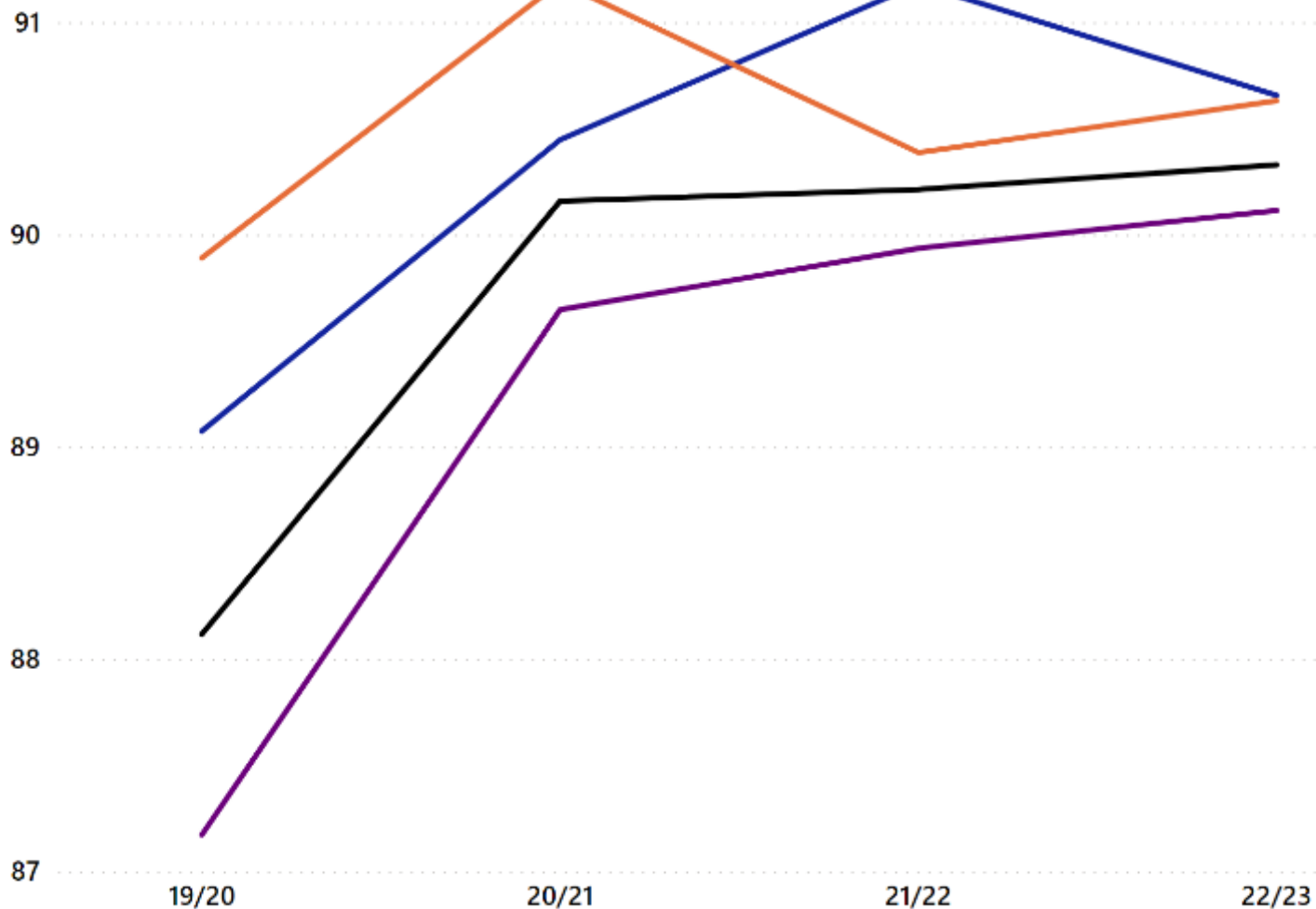
Organisation Name	20/21	21/22	22/23
GWSF	91.38	91.94	92.66
Other RSLs	90.13	90.00	90.50
All LAs	91.32	90.99	91.38
SHN Average	90.89	90.74	91.22

# Tenancy Sustainment (Homeless)

116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



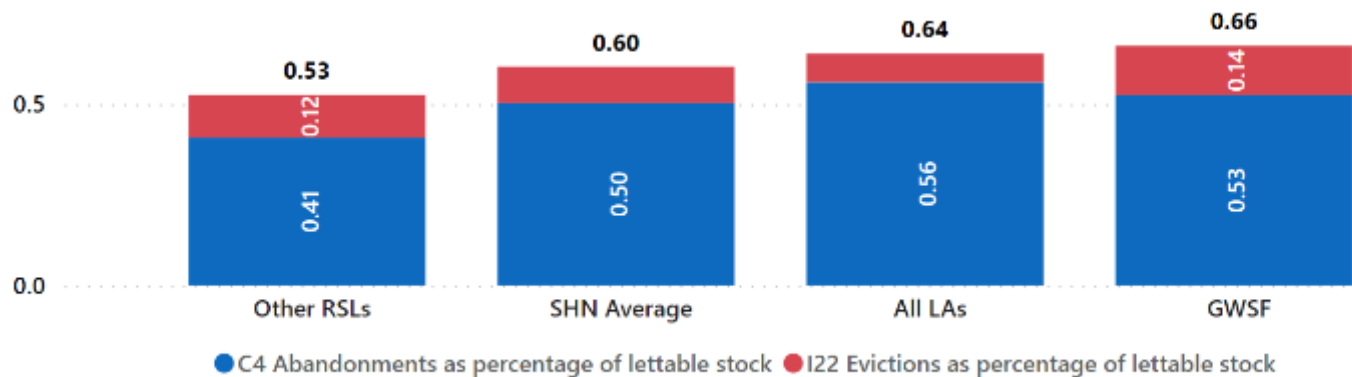
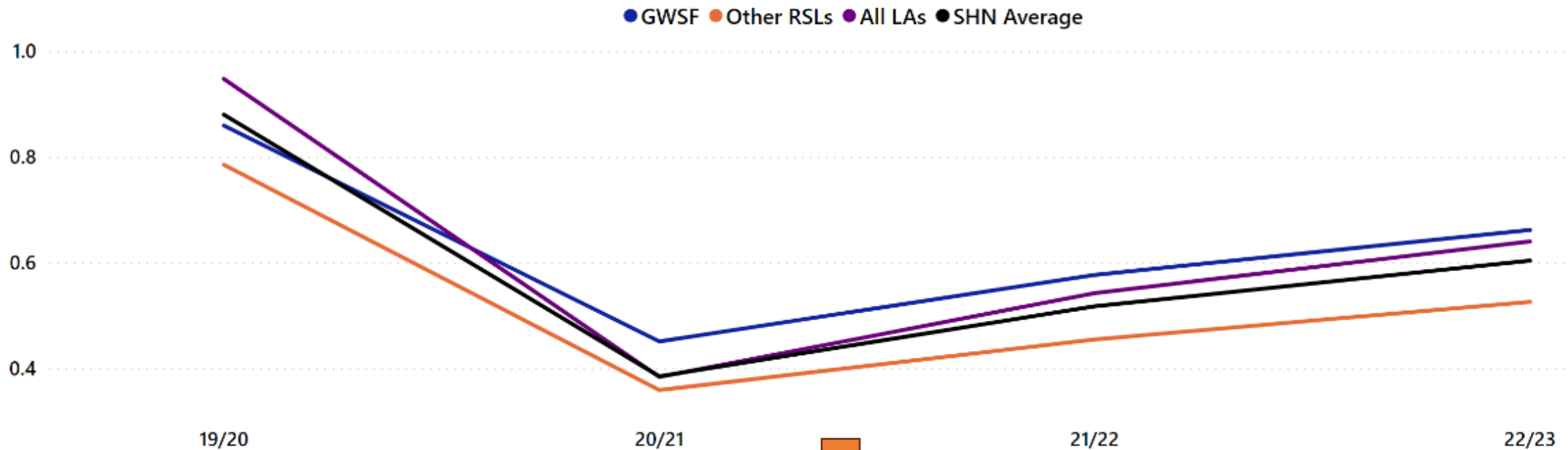
● GWSF ● Other RSLs ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
GWSF	90.45	91.18	90.66
Other RSLs	91.19	90.39	90.63
All LAs	89.65	89.94	90.11
SHN Average	90.16	90.21	90.33

# Abandonments and Evictions

C4 Abandonments & I22 evictions as a percentage of stock



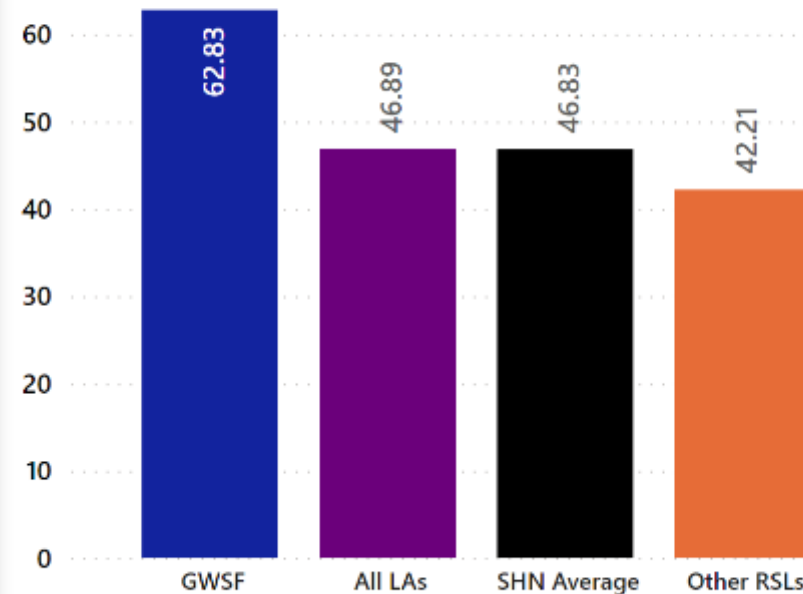
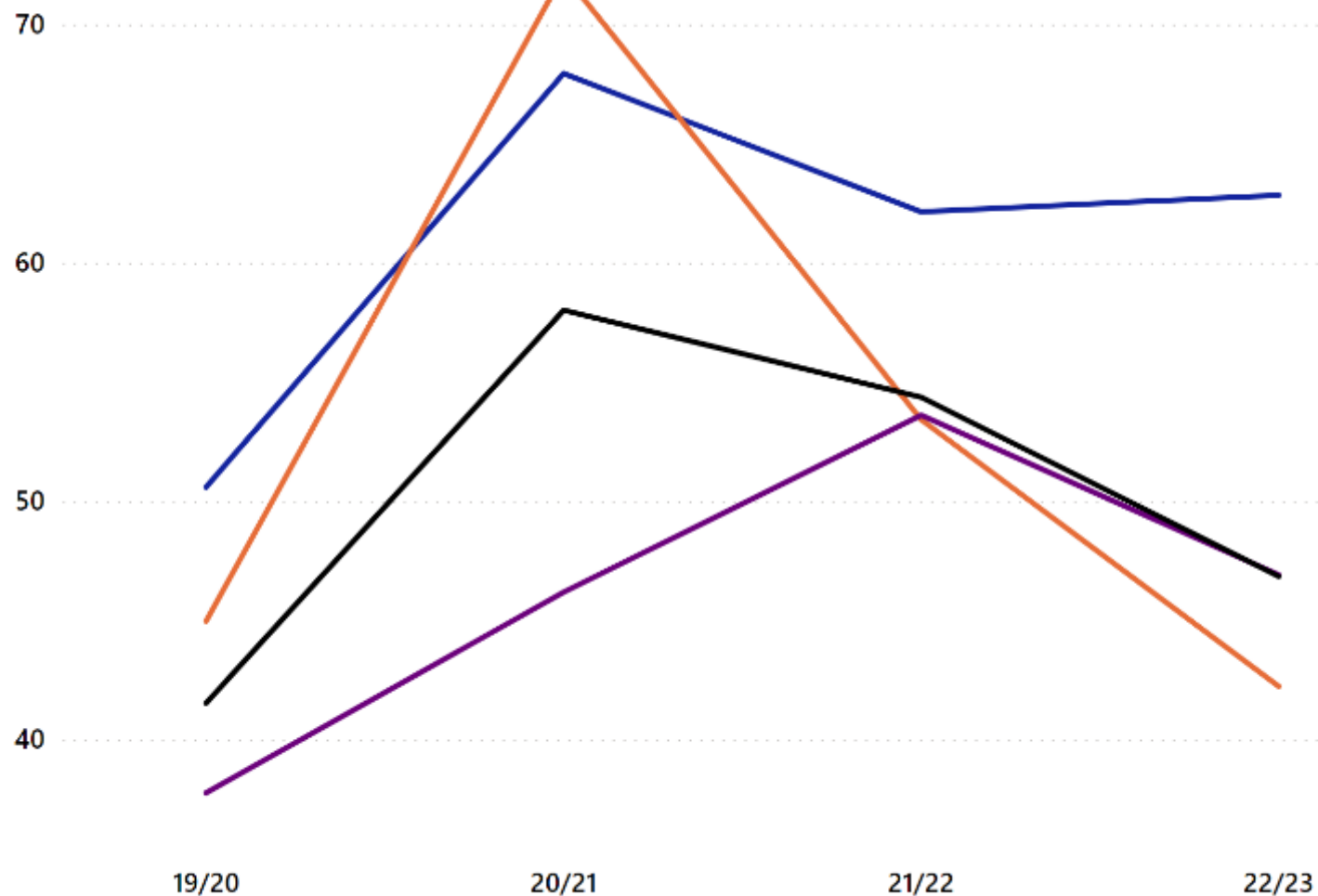
Organisation Name	20/21	21/22	22/23
GWSF	0.45	0.58	0.66
Other RSLs	0.36	0.45	0.53
All LAs	0.38	0.54	0.64
SHN Average	0.38	0.52	0.60

# Medical Adaptations

121 Average days to complete approved adaptations



● GWSF ● Other RSLs ● All LAs ● SHN Average

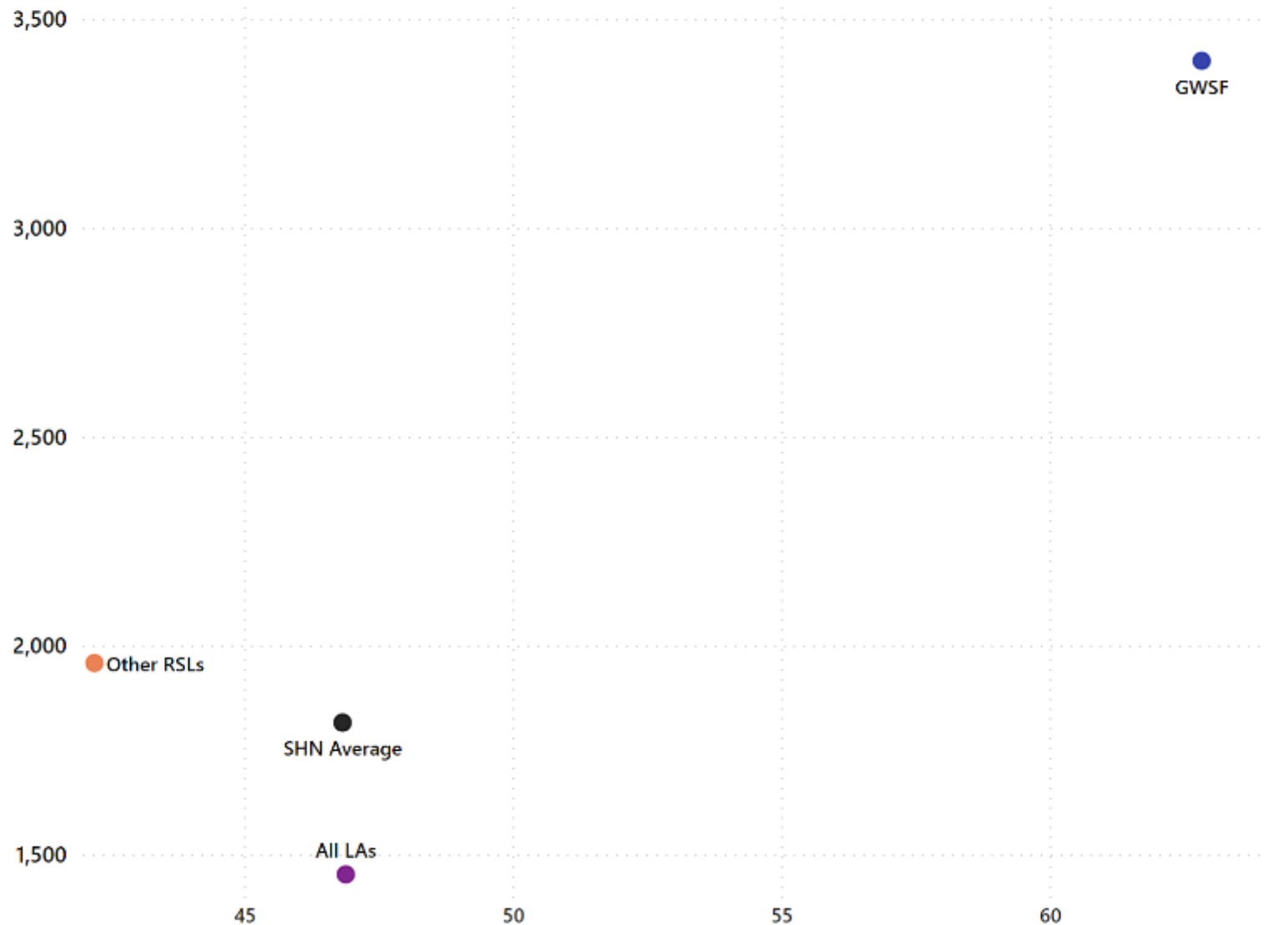


Organisation Name	20/21	21/22	22/23
GWSF	67.94	62.13	62.83
Other RSLs	72.12	53.41	42.21
All LAs	46.17	53.60	46.89
SHN Average	58.00	54.35	46.83



# Medical Adaptations

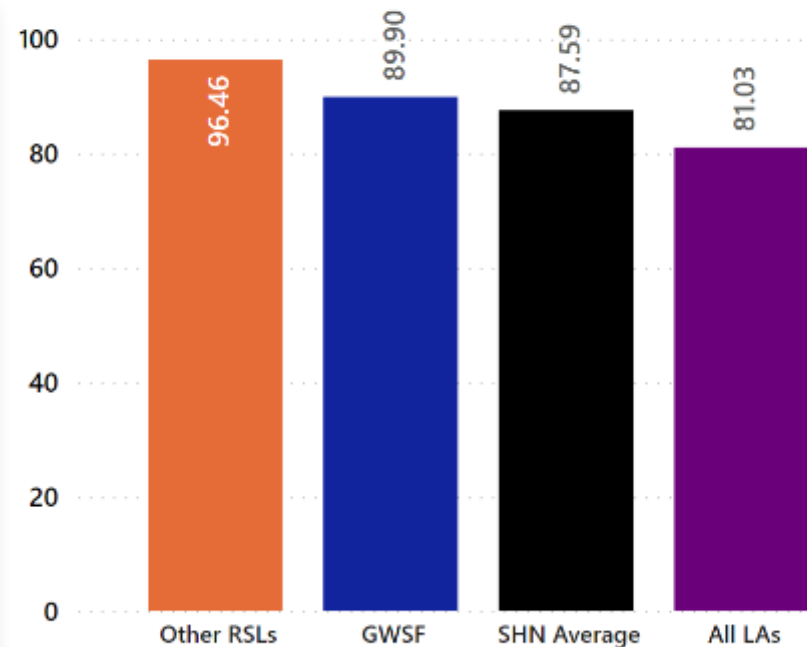
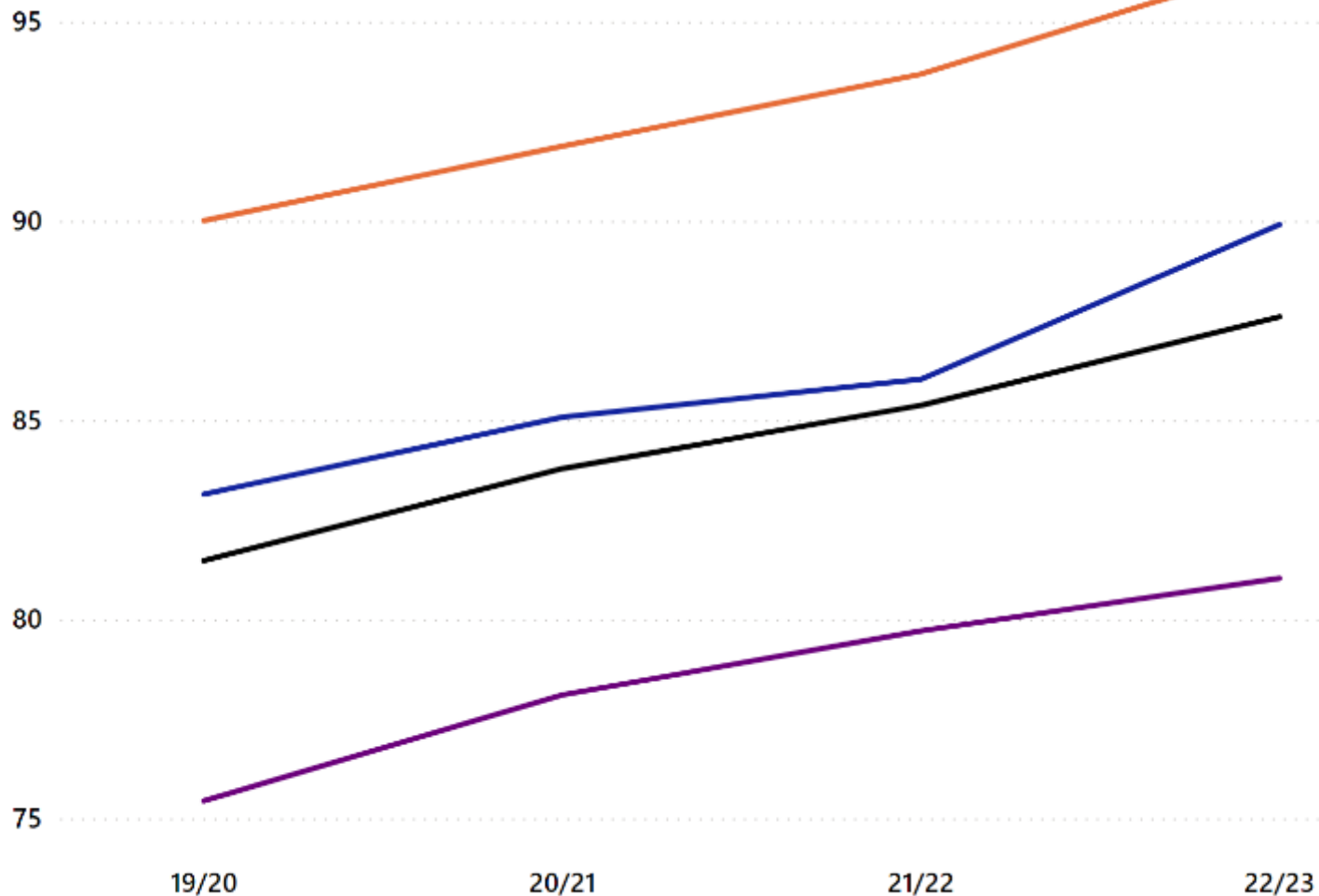
I21 Average cost of adaptation  
vs  
I21 Average days to complete  
approved adaptations



Organisation Name	I21 Average cost of adaptation	I21 Average days to complete approved adaptations
GWSF	3,400	63
Other RSLs	1,958	42
All LAs	1,452	47
SHN Average	1,815	47

Rents

● GWSF ● Other RSLs ● All LAs ● SHN Average



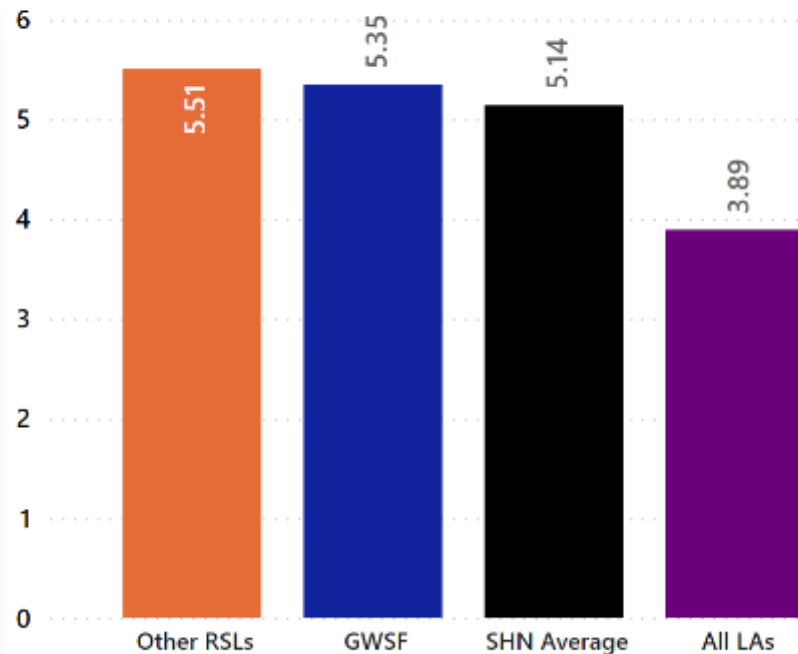
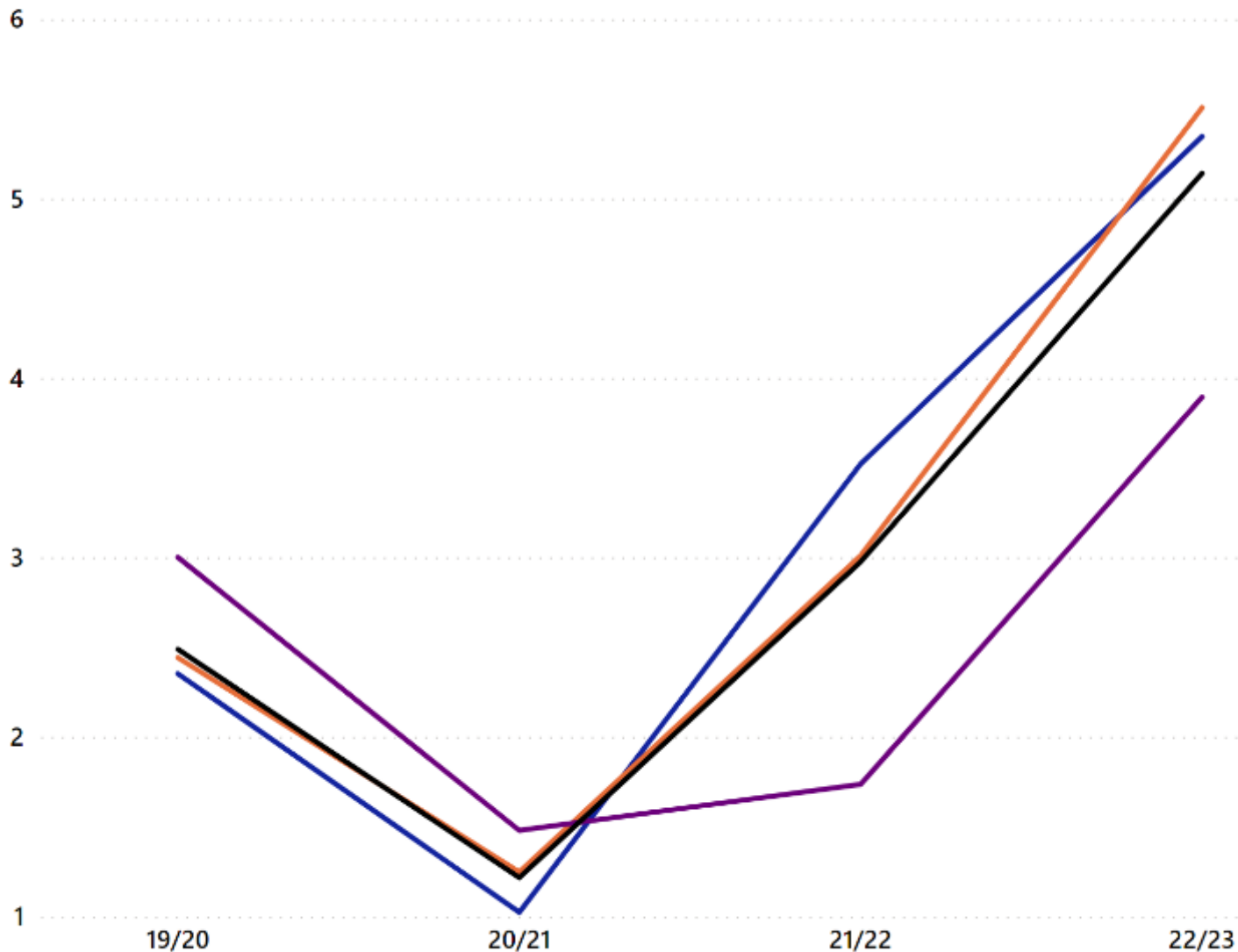
Organisation Name	20/21	21/22	22/23
GWSF	85.07	86.02	89.90
Other RSLs	91.87	93.68	96.46
All LAs	78.10	79.71	81.03
SHN Average	83.78	85.37	87.59

# Rents

C5 Percentage average weekly rent increase to be applied next year



● GWSF ● Other RSLs ● All LAs ● SHN Average



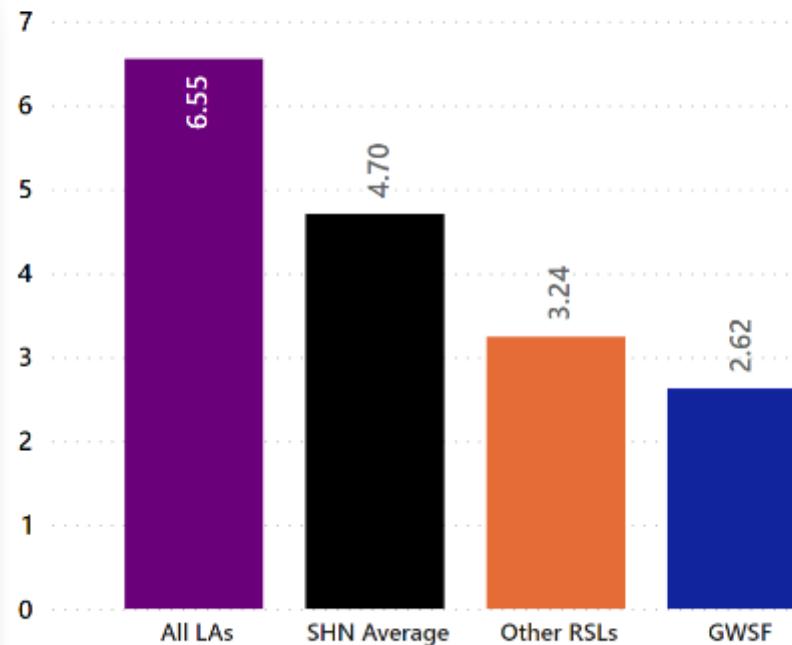
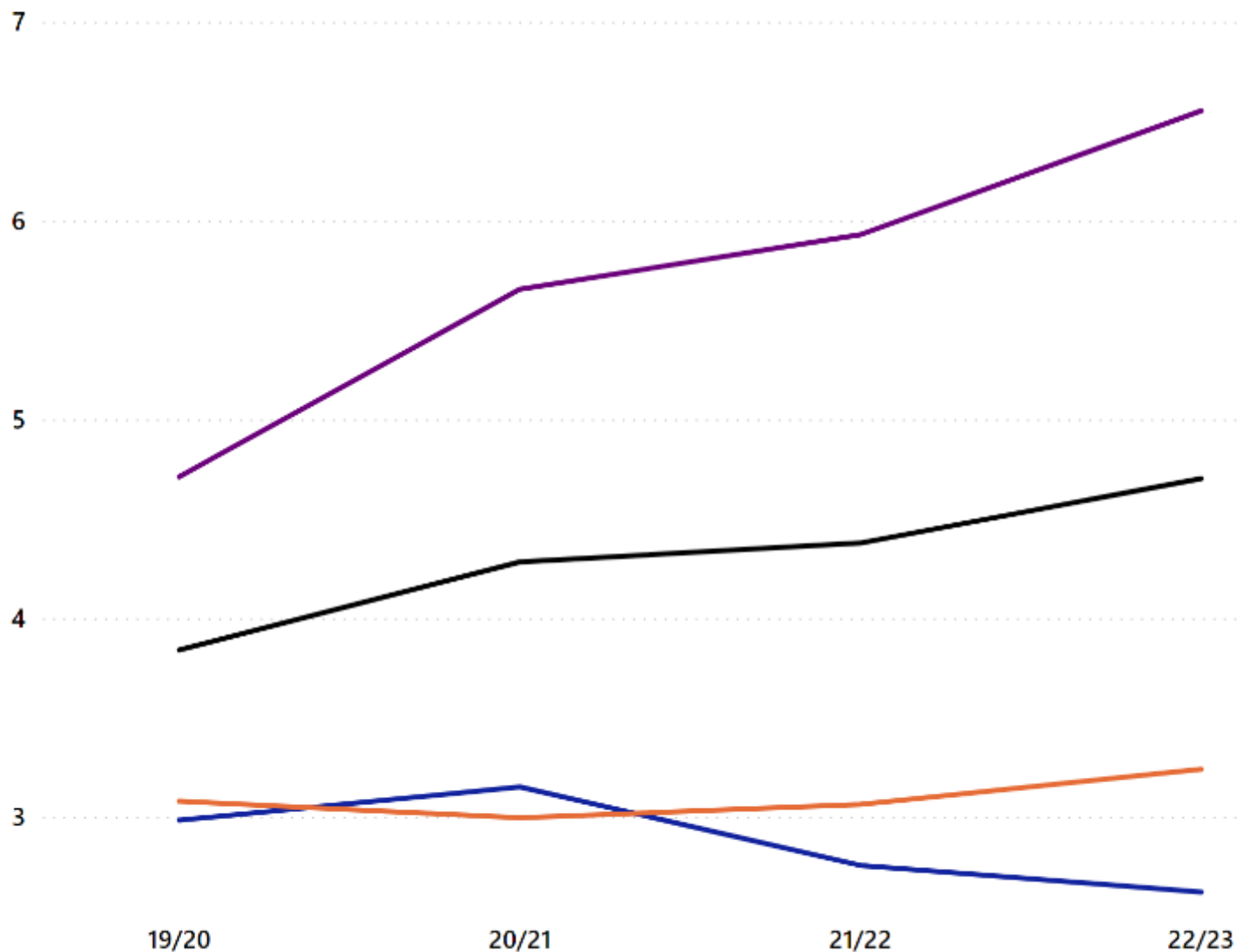
Organisation Name	20/21	21/22	22/23
GWSF	1.02	3.52	5.35
Other RSLs	1.25	3.01	5.51
All LAs	1.48	1.74	3.89
SHN Average	1.22	2.98	5.14

# Arrears

127 Current arrears percentage of rent due



● GWSF ● Other RSLs ● All LAs ● SHN Average



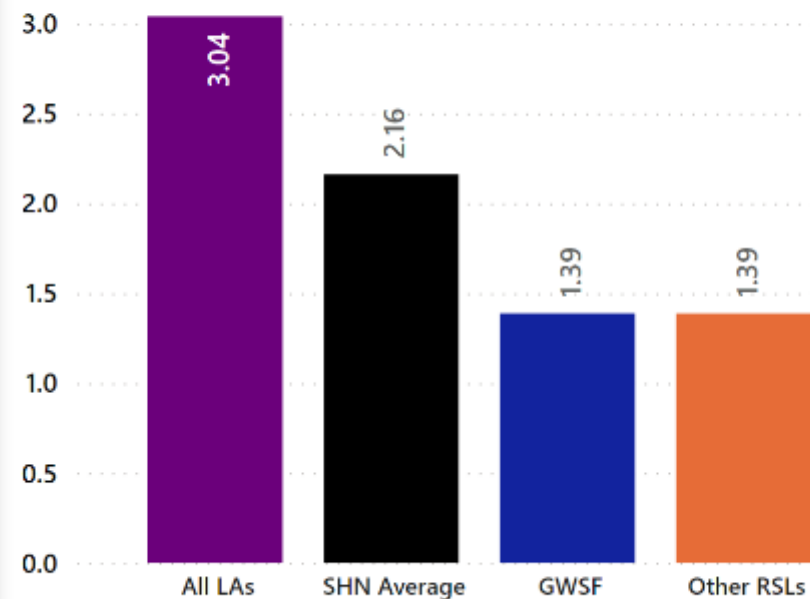
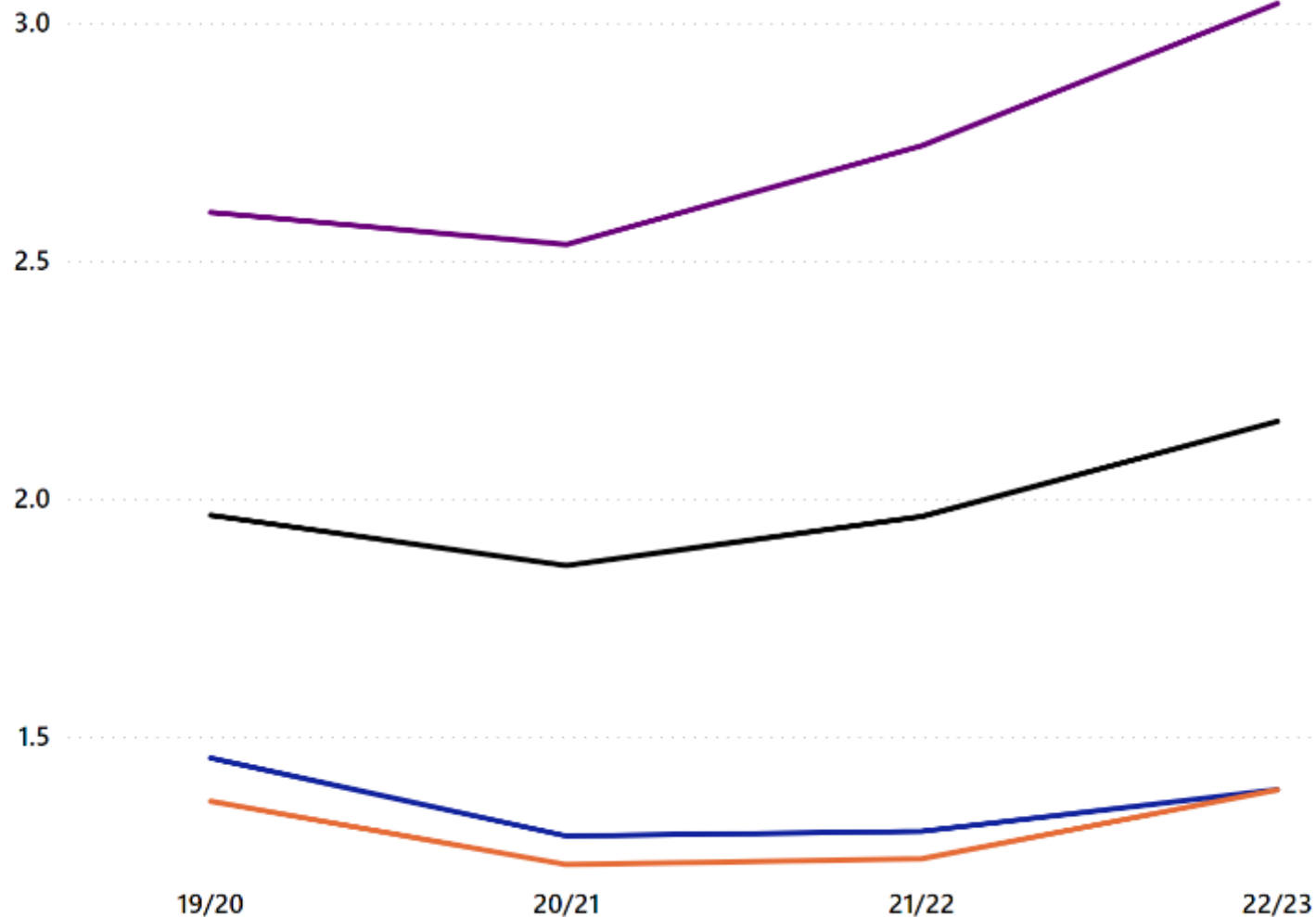
Organisation Name	20/21	21/22	22/23
GWSF	3.15	2.76	2.62
Other RSLs	3.00	3.06	3.24
All LAs	5.65	5.93	6.55
SHN Average	4.28	4.38	4.70

# Arrears

127 Former arrears percentage of rent due



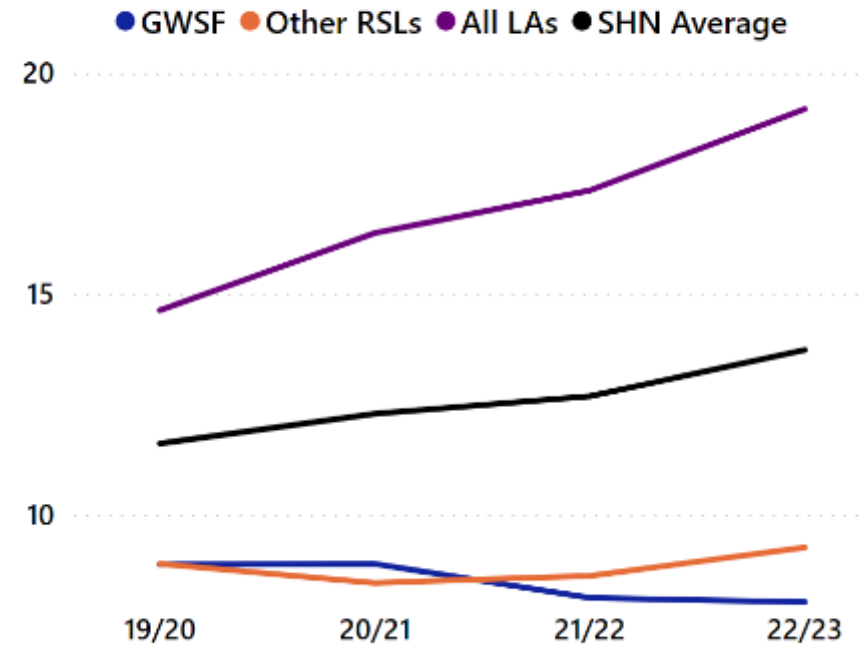
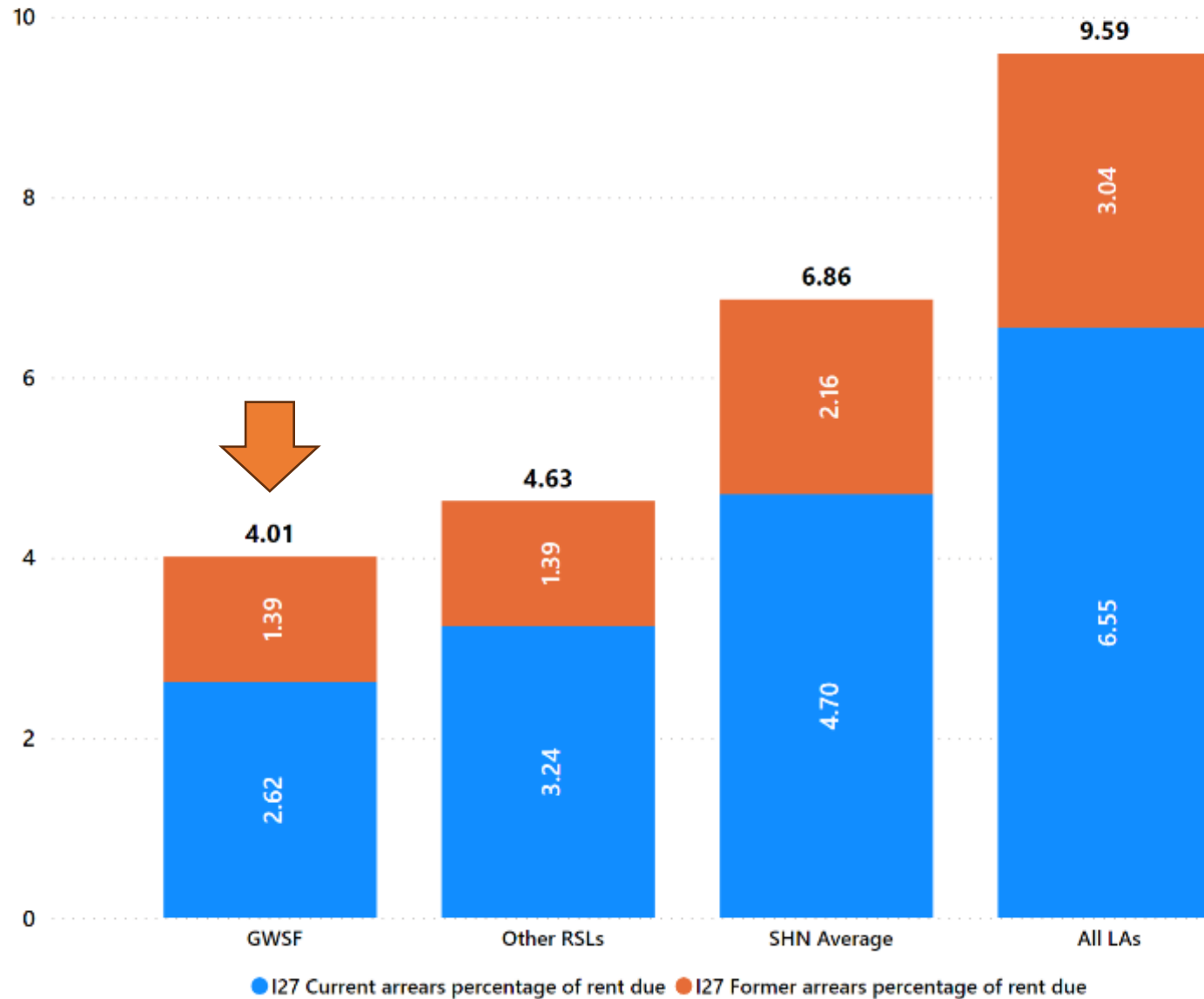
● GWSF ● Other RSLs ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
GWSF	1.29	1.30	1.39
Other RSLs	1.23	1.24	1.39
All LAs	2.53	2.74	3.04
SHN Average	1.86	1.96	2.16

# Arrears

## I27 Percentage gross rent arrears of rent due



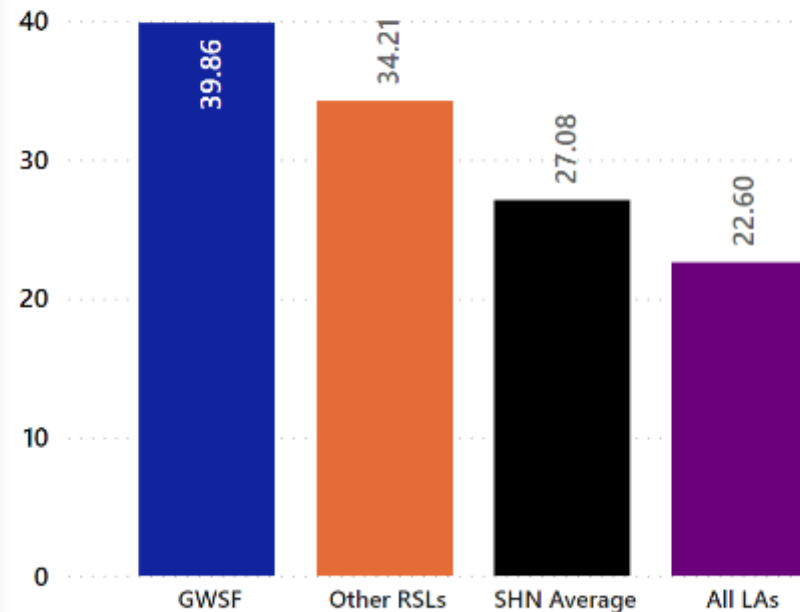
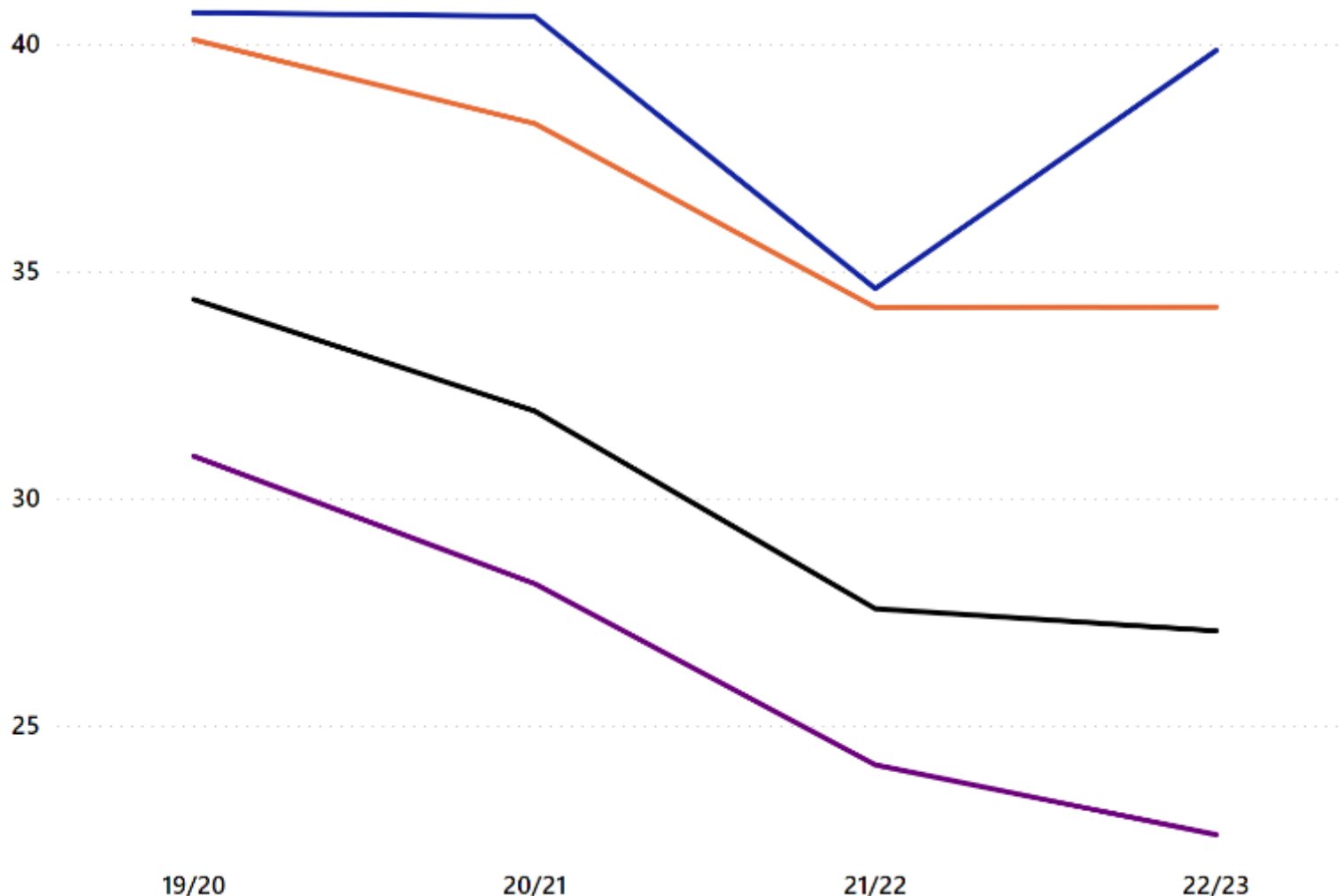
Organisation Name	20/21	21/22	22/23
GWSF	4.44	4.06	4.01
Other RSLs	4.23	4.31	4.63
All LAs	8.19	8.67	9.59
SHN Average	6.14	6.34	6.86

# Arrears Written Off

C7 Percentage former tenant rent arrears written off



● GWSF ● Other RSLs ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
GWSF	40.61	34.61	39.86
Other RSLs	38.25	34.20	34.21
All LAs	28.12	24.13	22.60
SHN Average	31.92	27.57	27.08



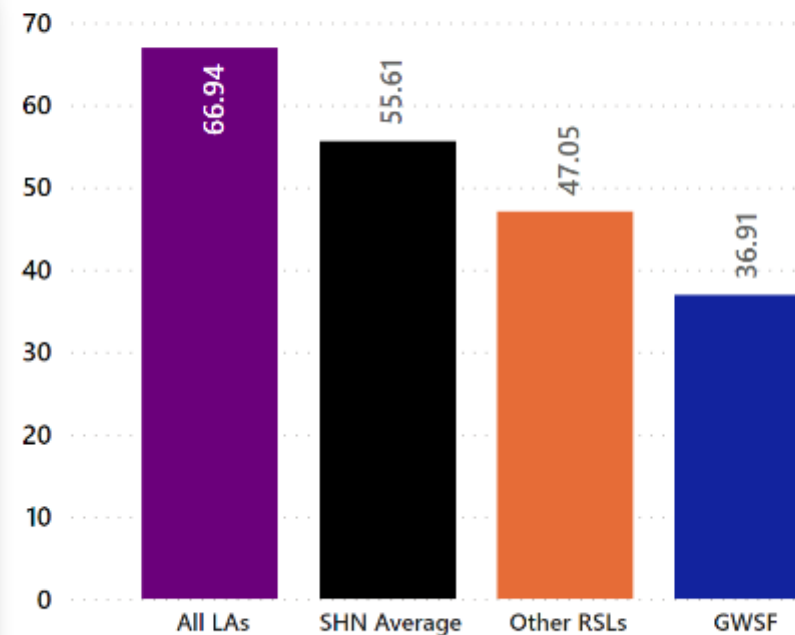
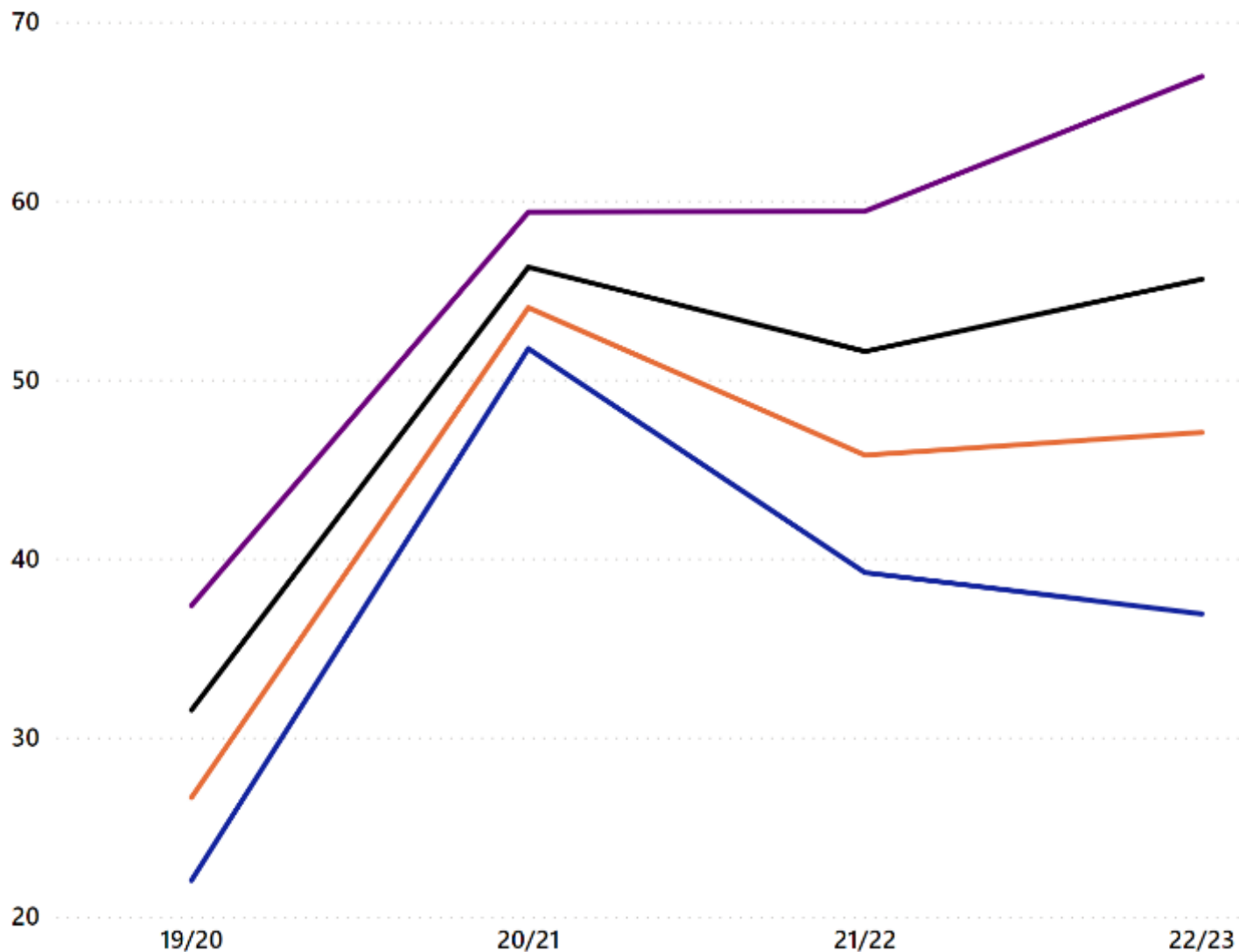
# Voids

# Relet Times

130 Average time to re-let properties




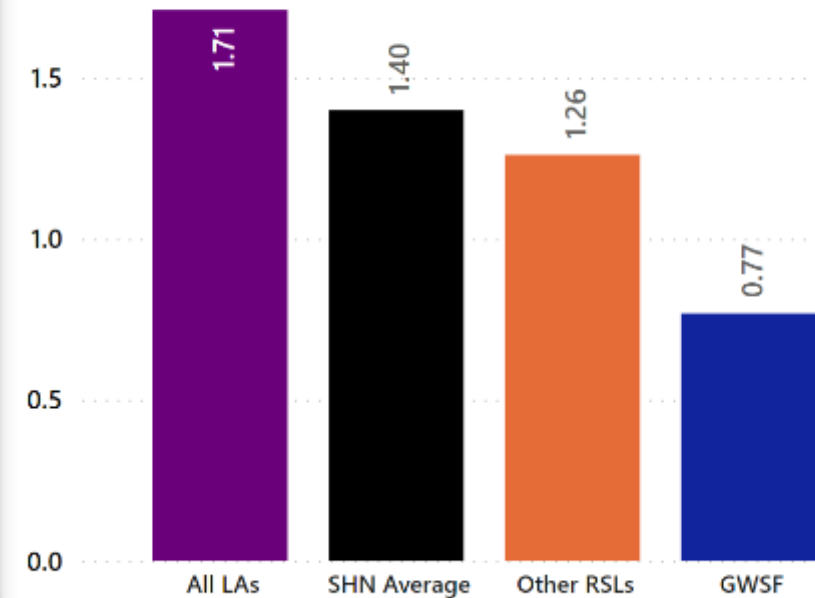
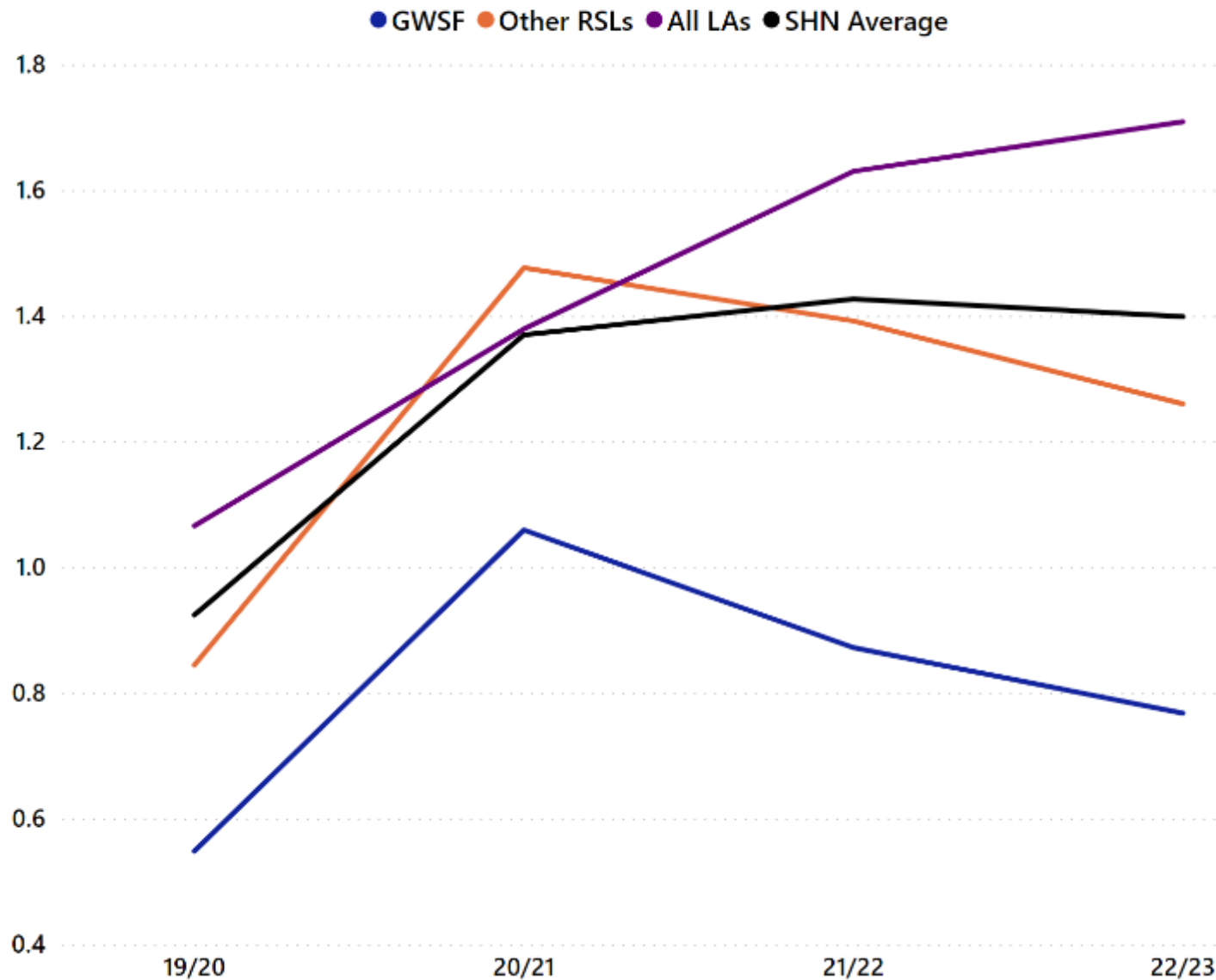
● GWSF ● Other RSLs ● All LAs ● SHN Average



Organisation Name	20/21	21/22	22/23
GWSF	51.73	39.21	36.91
Other RSLs	54.03	45.78	47.05
All LAs	59.36	59.42	66.94
SHN Average	56.29	51.58	55.61

# Void Rent Loss

118 Percentage of rent due lost through properties being empty 



Organisation Name	20/21	21/22	22/23
GWSF	1.06	0.87	0.77
Other RSLs	1.48	1.39	1.26
All LAs	1.38	1.63	1.71
SHN Average	1.37	1.43	1.40

# Membership Offer

- Communities of Practice
- Data Insights and Benchmarking
- Value for Money
- Development Value for Money
- Self-Assessment Tools
- Exclusive Publications and Guidance Documents
- Training
- Private Sector Services
- Welfare Reform Services
- Data Validation Services



- Asset Management, Maintenance and Development
- Homelessness
- PRS Homelessness
- Housing Management
- Local Housing Strategy
- Private Sector Service
- Service Improvement and Scrutiny
- Charter Preparation
- Mid-Market Rent
- Older Peoples Housing
- Tenant Participation
- SOLO and Link Officers
- Data Users






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