



Our Vision:

Thriving and prosperous local communities where all residents enjoy great homes and services, an attractive physical environment, and good life chances.

Annual Return on the Charter (ARC)

2019-2020

We received our seventh landlord report from the Scottish Housing Regulator and in this report we want to share our results. We will show you how we performed, compare our results against the Scottish Average as reported by the Regulator and, on occasions our “peer group”, which consists of 38 registered social landlords that are of similar size and operate in an urban setting. On reading this report you will see how we compare across a range of categories. Overall, we believe we compare favourably against the Scottish average and our peers across the majority of measured indicators. However, we will continue to make every effort to keep improving our services.

Housing Quality and Maintenance

Performance in emergency and non-emergency repairs compared to other organisations:

	Shettleston H.A.	Scottish Average	Peer Group
Average number of hours to complete Emergency repairs	2.1 ☆	3.6	2.5
Average number of days to complete Non-emergency repairs	4.4 ☆	6.4	5.6
% of non-emergency repairs completed “right first time” and “on time”	95% ☆	92%	92%
% homes that met Scottish Quality Standard	92%	94%	93%

☆ - represents better than average performance

Customer/Landlord Relationship

Tenant satisfaction:

Satisfaction with:	Shettleston HA	Peer group average	Scottish Average
Overall landlord service	94%★	90%	89%
Quality of home	90%★	88%	87%
Repairs carried out in last 12 months	95%★	90%	91%
Management of neighbourhood	92%★	87%	87%
Being kept informed	97%★	93%	92%
Opportunities to participate in landlord's decision-making	96%★	89%	87%

Getting Value from Rents and Service Charges

Average weekly rent:

	1 apt	2 apt	3 apt	4 apt	5 apt
Shettleston HA	£33.91	£69.44	£77.15	£87.27	£109.64
Scottish Average	£73.47	£78.02	£80.10	£87.08	£96.18
Tollcross HA	N/A	£63.78	£71.74	£89.88	£100.52
Parkhead HA	£55.20	£68.50	£84.61	£93.64	£115.46

Rent collected, Gross Rent arrears and Value for money as at 31st March 2020:

	Shettleston HA	Scottish Average	Peer Group Average
Rent collected as % of Rent Due	99.2 %	99.3%	99.5%
Current Tenant Arrears as % Rent Due	2.6% ★	3.8%	3.3%
% Tenants who feel rent offers Value for money	87% ★	83%	82%

£230,572 was amount of rent owed by current tenants as at 31.3.2020.

6 court action cases were initiated in 2019/2020. **No tenants were evicted.**

It is in the interest of both tenants and the Association that tenants experiencing difficulty with their rent make a repayment arrangement and avoid court action.



Neighbourhood & Community

	Shettleston H.A.	Scottish Average	Peer Group
% Tenancy Offers refused	36%	34%	34%
% Anti-social behaviour resolved	99% ☆	94%	94%
Abandonments as % lettable stock	0.43% ☆	0.57%	0.57%

Access to Housing & Support

Average re-let time (days):

	2017/18	2018/19	2019/2020
Shettleston HA	21 days ☆	19 days ☆	18 days ☆
Scottish Average	31 days	32 days	32 days
Peer Group Average	23 days	26 days	23 days

Turnover (%) of lettable stock:

	2017/18	2018/19	2019/2020
Shettleston HA	8.4% ☆	7.4% ☆	8.7% *
Scottish Average	8.6%	8.6%	8.4%
Peer Group Average	8.7%	8.6%	8.6%

**turnover higher during 2019/2020 as two newbuild schemes came offsite*

Tenancy sustainment (tenancies sustained for over a year by source of let):

	Existing Tenants	Statutory Homeless	Waiting Lists
Shettleston HA	100% ☆	93% ☆	92% ☆
Scottish Average	93%	88%	88%
Peer Average	93%	89%	89%

We Want Your Feedback

Performance Report 2019/20 – we’d like your feedback

We would appreciate your feedback on how we reported the information to you as this will be taken into account when producing next year's report. This year’s report was shorter than usual due to the timing of the report's publication and in a bid to keep costs down. If you would like more information on our performance please let us know.

In order to make responding as convenient as possible you can complete an online survey at <https://www.shettleston.co.uk/2020/12/09/feedback/>.

If you would prefer a paper copy please do not hesitate to contact our office and we will arrange to send one out to you.

You can view the Association’s Landlord report 2019/2020 from the Scottish Housing Regulator (SHR) on their website at www.scottishhousingregulator.gov.uk The Regulator’s website also has lots of further information on the performance of all landlords in Scotland and allows you to compare performance.

Thank you for taking the time to read this report and thanks to our consultation panel members for their feedback on the format of this year’s report.