

Our Vision:




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



Our Annual Performance Report 2022-23

Each year we report on how we have delivered against the standards and outcomes set down in the Scottish Government's Tenant Charter. We will show you how we performed, compare our results against the average for all Registered Social Landlords (RSLs) in Scotland and for our "peer group", which consists of 38 RSLs of a similar size to us and operate in an urban setting. On reading this report you will see how we compare across a range of categories.

We have set the criteria for comparing our performance using the traffic light system:

	We're happy with our performance
	Need to keep an eye on performance
	Improvement action needed



Overall, we believe we compare well against other RSLs. However, we aim to continuously improve and we have recently agreed a **Service Improvement Action Plan** in consultation with our Tenant Forum.

Housing Quality and Maintenance

Performance in emergency and non-emergency repairs compared to other organisations	Shettleston HA	RSL Average	Peer Group
Average number of hours to complete emergency repairs	2.12	3.6	3.37
Average number of working days to complete non-emergency repairs	3.4	7.9	6.77
% of reactive repairs completed right first time.	97.60%	87.50%	85.70%
% of properties meeting Scottish Housing Quality Standard (SHQS) at year end	76.90%*	87.80%	82.6%

* Our SHQS figure reflects the work still required at 31.3.23 to fully comply with the new requirement to have an EICR electrical safety inspection completed in each property every five years. We significantly improved our performance during 2022/23 and since the end of March have taken the action necessary to increase our EICR compliance to over 99%.

Customer/Landlord Relationship

Tenant Satisfaction

Satisfaction with:	Shettleston HA	RSL Average	Peer Group Average
Overall Landlord Service	87.10%	87.40%	84.80%
Quality of home	86.30%	84.60%	84.70%
Repairs service within last 12 months	87.50%	87.80%	84.80%
Management of Neighbourhood	85.50%	84.70%	82.70%
Being kept informed	91.20%	94.40%	90.00%
Opportunities to participate in Landlord's decision making	79.70%	87.80%	86.20%

These satisfaction figures are from our 2023 Tenant Survey. [Click here for full details.](#) The results show that we continue to compare well with other RSLs but also indicate an overall drop in satisfaction levels since the 2019 Survey. National statistics suggest that since Covid and the Cost of Living crisis there has been a reduction in RSL tenant satisfaction across Scotland and the UK. Our Service Improvement Action Plan has particular regard to the 2023 Survey findings and looks to address any issues of significant dissatisfaction reported. **See details below.**

Getting Value from Rents and Service Charges

Average Weekly Rent (includes service charges)

	Overall	2apt	3apt	4apt	5apt
Shettleston HA	£85.03	£78.02	£86.56	£97.04	£121.23
Scottish RSL Average	£96.60	£90.92	£92.67	£102.24	£113.15
Peer Group Average	£93.81	£83.57	£93.16	£103.81	£116.16
Community-based RSLs (in Glasgow and the surrounding area) Average *	£89.90	£81.94	£90.10	£99.98	£114.46
Wheatley Homes Glasgow Ltd	£111.75	£98.45	£106.35	£114.01	£124.21

* Based on research by SHN for the Glasgow and West of Scotland Forum of HAs (GWSF)

Our average weekly rents compare favourably with the Scottish RSL averages. Note that we have relatively few 5 apt properties and these are mainly new build and at higher rents.

Rent collected, Gross Rent arrears and Value for money as at 31st March 2023

	Shettleston HA	RSL Average	Peer Group Average
Rent collected as % of Rent due	99.47%	99.20%	99.63%
Current Tenant Arrears as % Rent due	3.41%	3.07%	2.95%
Gross Tenant Arrears as % Rent due	4.58%	4.46%	4.48%
% of Rent due lost through properties being empty	0.64%	1.13%	0.95%
% Tenants who feel rent offers value for money	73.10%	81.80%	79.10%

- SHA tenant rent arrears increased slightly during the year and was above sector averages.
- Our performance in minimising rent lost through empty properties remains very strong.
- The 2023 Satisfaction Survey findings indicate a significant reduction since 2019 in the proportion of tenants who feel that their rent represents value for money. That may in some way be related to the fact that the Survey took place in April just as the latest rent increase was implemented. We will continue to monitor tenants' views on this.

Neighbourhood & Community

	Shettleston HA	RSL Average	Peer Group Average
% Tenancy Offers refused	32.34%	22.95%	26.86%
% Anti-social behaviour resolved	92.98%	96.80%	94.90%
Abandoned tenancies as % lettable stock	0.7%	0.4%	0.5%

- Our tenancy-offer refusal rate was higher than average but improved from 42% the previous year.
- Performance in resolving anti-social behaviour stayed high but fell below sector averages.
- The number of abandoned tenancies remains low (10 in year) but increased in 2022/23.

Access to Housing & Support

	SHA	RSL Average	Peer Group Average
Average re-let time (days)*	27	44	39
Turnover (%) of lettable stock	7.30%	7.50%	7.70%
Tenancy Sustainment (new tenancies sustained for over a year)	93.5%	93.23%	92%

- * Our performance is significantly better than the RSL Average and our Peer Group and has continued to improve since the pandemic.

The proportion of all lets made to statutorily homeless households fell from 42% in 2021/22 to 21% in 2022/23. This was due to difficulties in securing sufficient numbers of referrals. Our target for this year is 40% and since 1st April we have improved to 36%.

Service Improvement Action Plan

Having considered the feedback from the latest Tenant Satisfaction Survey we plan to take the following action to improve our services in the coming year:

1. Housing Quality

1.1 Re-let Condition of empty properties:

- Review our Void Letting Standard to ensure a consistent quality for new lets.
- Aim to increase participation in our satisfaction survey of new tenants and consider feedback on an ongoing basis.
- Aim to reduce property condition problems at end of tenancies by:
 - Providing clearer information to tenants about their responsibilities.
 - Carrying out a programme of targeted home visits to sitting tenants.
 - Develop other advice & assistance to tenants about home decoration.

1.2 Improvements to the home:

- Analyse the Tenant Survey findings for any indication of tenant priorities that suggest that our major repairs and improvement plans should be amended.

2. Improvements to the repairs service

- Improve information (written and electronic) about our repair service standards and what tenants can expect.
- Contractors to start work on repairs earlier to ensure all actions necessary are complete within timescale.
- If repair work delayed always keep the tenants informed and updated.
- Continue to survey satisfaction after each repair and aim to increase numbers responding.
- Focus on and learn from feedback received.
- Regularly publicise our repairs performance, and highlight action taken in response to feedback.

3. Information, listening & engaging

3.1 Promote awareness of tenant engagement options:

- Continue to actively promote the Tenant Forum and highlight its role and how it has made a difference to services.

- Promote opportunities to join the Association and how to become a Board Member.
- Review how information is provided at start of tenancies and after about all ways to get involved.

3.2 Improve how responsive we are to enquiries from tenants

- Develop new Customer Service Standards.
- Ensure customer service training is provided to all staff on an ongoing basis.
- Always aim to follow through on what we say we are going to do.

4. Improve access to SHA services & information

- Develop a “digital portal” & improve our social media output to meet growing demand.
- At the same time, as part of our Communications Strategy, address the needs of the majority who still look to get their information in other ways. e.g. newsletter.

5. Improve satisfaction with our complaints handling

- Introduce follow-up phone surveys to track ongoing satisfaction with how complaints are dealt with and the reasons for any dissatisfaction.
- Ensure we are publicising overall information about complaints received, lessons learned and any action taken in response.

6. Improve our neighbourhood management

- Explore apparent high dissatisfaction with neighbourhood management and anti-social behaviour in Springboig and Greenfield.
- Review the service specification for caretaking services, ensure tenants have a clear understanding of what they can expect and monitor complaints with the service on an ongoing basis.
- Address concerns regarding the condition of the area: especially dog fouling and litter:
 - develop a pilot project through which residents will be supported to improve local cleanliness / condition of area and identify action for SHA.
 - work with partners to address lunchtime litter near Eastbank Academy.

7. Value for Money (VFM) of rents/service charges

- Review Satisfaction Survey and other tenant feedback on rent VFM by property type/size.
- Press ahead with the review of our Rent Policy and aim to introduce a “harmonised” rent structure (i.e. rents on all homes set on the same basis).
- Consider how we can introduce a rolling review of tenant views on rent VFM rather than just waiting every three years for next full Satisfaction Survey.

We Want Your Feedback



Performance Report 2022/2023– 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. 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://forms.office.com/r/WMxsdn9M2W>

You can view the Association's Landlord report 2022/2023 from the Scottish Housing Regulator (SHR) on its website at:

<https://www.housingregulator.gov.scot/landlord-performance/landlords/shettleston-housing-association-ltd>

The Regulator's website also has lots of other information on the performance of all landlords in Scotland and allows you to compare performance.

Finally, we regularly discuss our performance and ideas for service improvement with our **Tenant Forum**. If you would like more information about the Forum and how you can take part then contact either your housing officer or Jamie, our Community Regeneration Officer at jamie.sweet@shettleston.co.uk.