

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 2021-22

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 RSLs and for 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.

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 favourably against the RSL 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 HA	RSL Average	Peer Group
Average number of hours to complete emergency repairs	2.1	3.1	3.2
Average number of working days to complete non-emergency repairs	3.8	8.2	8.4
% of reactive repairs completed right first time.	95%	85%	82%
% of properties meeting Scottish Housing Quality Standard (SHQS) at year end	53.9%*	78.8%	74.2%

* Our SHQS figure now takes account of compliance with the new requirement to have an electrical safety inspection completed in each property every five years. We had previously begun a 10 year cycle for these and now have plans in place to ensure full compliance by March 2023.

Customer/Landlord Relationship

Tenant satisfaction

Satisfaction with:	Shettleston HA	RSL Average	Peer Group Average
Overall Landlord Service	93.9%	89.1%	87.5%
Quality of home	90.3%	86.7%	85.5%
Repairs service within last 12 months	92.7%	87.9%	84.6%
Management of Neighbourhood	91.9%	86.2%	83.8%
Being kept informed	96.9%	92.3%	90.9%
Opportunities to participate in Landlord's decision making	96.3%	87.2%	83.8%

* Our Tenant Satisfaction Survey results are from December 2019. We will be carrying out a full tenant satisfaction survey in 2022/2023, in the meantime we have undertaken independent surveys of tenants and owners during 2019/2020 and they showed high levels of satisfaction. We also monitor new tenant and repair satisfaction rates and regularly achieve above target.

Getting Value from Rents and Service Charges

Average Weekly Rent (includes service charges)

	1 apt	2apt	3apt	4apt	5apt
Shettleston HA	£42.43	£73.57	£81.80	£91.15	£114.17
Wheatley Homes Glasgow Ltd	£73.64	£83.96	£89.63	£103.98	£113.92
Tollcross HA	N/A	£67.65	£75.94	£92.02	£102.89
Parkhead HA	£56.58	£70.29	£87.28	£95.89	£118.28
Scottish RSL Average	£70.73	£82.19	£88.13	£97.39	£108.06

* Our average weekly rents compare favourably with the Scottish RSL averages. Our overall average rent was £80.13 per week compared with a Scottish RSL average of £90.53.

Rent collected, Gross Rent arrears and Value for money as at 31st March 2022

	Shettleston HA	RSL Average	Peer Group Average
Rent collected as % of Rent due	98.1%*	99.9%	99.2%
Current Tenant Arrears as % Rent due	3.2%	2.7%	3.3%
% Tenants who feel rent offers value for money	87%	83%	82%

- * Rent collected as a percentage of rent due is lower than RSL & Peer Group average. The Housing team will be prioritising rent collection and promoting alternative payment methods & offering help and support to our customers to ensure rental income is maximised.

Neighbourhood & Community

	Shettleston HA	RSL Average	Peer Group Average
% Tenancy Offers refused	42%*	25%	27%
% Anti-social behaviour resolved	97%	96%	95%
Abandonments as % lettable stock	0.7%*	0.4%	0.5%

- * Tenancy offers refused is higher than RSL and Peer Group average. We are reviewing our Allocations Policy during 2022/2023 and reducing refusal rates will be included as part of the review.

Abandonments equate to six properties recovered throughout the year and has been a reduction on eight properties recovered in 2020/2021.

Access to Housing & Support

Average re-let time (days)

	2021/2022	2020/2021	2019/2020
Shettleston HA	28 days*	50 days	18 days
RSL Average	42 days	55 days	27 days
Peer Group Average	33 days	51 days	23 days

- * Although our figures are better than RSL Average and our Peer Group it is still above pre-pandemic levels. In 2022/2023 this figure is much improved and is currently at 20 days.

Turnover (%) of lettable Stock

	2021/2022	2020/2021	2019/2020
Shettleston HA	8.3%	7.4%	8.7%
RSL Average	8.0%	7.3%	8.8%
Peer Group Average	7.8%	7.2%	8.6%

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

	Existing Tenants	Statutory Homeless	Waiting Lists
Shettleston HA	100%	95%	94%
RSL Average	93%	91%	89%
Peer Group Average	94%	91%	90%

We Want Your Feedback



Performance Report 2021/2022– 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 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://forms.office.com/r/WMxsdn9M2W>

You can view the Association's Landlord report 2021/2022 from the Scottish Housing Regulator (SHR) on their website at:

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

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