

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 2023-24

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 members of the Glasgow & West of Scotland Forum of Housing Associations (GWSF); and
- The members of our national “peer group”, which consists of 38 RSLs of a similar size to us which operate in an urban setting.

On reading this report you will see how we compare across a range of categories.

We have assessed 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**.

Housing Quality and Maintenance

Performance in emergency and non-emergency repairs compared to other organisations	Shettleston HA	GWSF Average	Peer Group
Average number of hours to complete emergency repairs	1.51	2.66	4.0
Average number of working days to complete non-emergency repairs	3.77	5.30	7.19
% of reactive repairs completed right first time.	96.46%	88.91%	86.70%

Performance in emergency and non-emergency repairs compared to other organisations	Shettleston HA	GWSF Average	Peer Group
% of properties meeting Scottish Housing Quality Standard (SHQS) at year end	91.74%	89.48%	89.88%
% of properties meeting the Energy Efficiency Standard for Social Housing (EESH).	91.86%	93.49%	95.39%

Although we continue to perform well in our repairs and maintenance functions we will ensure we remain focused on learning from feedback and improving services further where we can.

Customer/Landlord Relationship

Tenant Satisfaction

Satisfaction with:	Shettleston HA	GWSF Average	Peer Group Average
Overall Landlord Service	87.10%	88.85%	85.84%
Quality of home	86.30%	85.46%	84.58%
Repairs service within last 12 months	87.50%	87.89%	84.23%
Management of Neighbourhood	85.50%	88.37%	83.67%
Being kept informed	91.20%	94.27%	90.72%
Opportunities to participate in Landlord's decision making	79.70%	92.66%	87.57%

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	£91.03	£83.76	£92.48	£103.59	£126.51
Peer Group Average	£98.67	£90.57	£100.01	£110.09	£115.38

	Overall	2apt	3apt	4apt	5apt
Community-based RSLs (in Glasgow and the surrounding area) Average *	£94.76	£86.84	£95.07	£104.86	£110.27
Wheatley Homes Glasgow Ltd	£95.94	£88.06	£94.57	£109.91	£120.58

Average Rent Increase 2024

	Last average rent increase (April 2024)
Shettleston HA	5.22%
Peer Group Average (large urban RSLs)	6.22%
Community-based RSLs (in Glasgow and the surrounding area) Average	5.84%
Wheatley Homes Glasgow Ltd	7.50%

Our rents continue to compare favourably with other similar landlords. Similarly, our average rent increase was lower than our peer group. This demonstrates our commitment to keeping rents affordable for our tenants.

Rent collected, rent arrears and void rent loss

	Shettleston HA	GWSF Average	Peer Group Average
Rent collected as % of Rent due	99.34%	99.95%	99.84%
Current Tenant Arrears as % Rent due	2.51%	2.61%	3.01%
Gross Tenant Arrears as % Rent due	3.89%	3.85%	4.54%
% of Rent due lost through properties being empty	0.56%	0.57%	0.83%
% Tenants who feel rent offers value for money	73.12%	83.29%	80.50%

- Our rent collection rates remain consistent with the previous year and comparable with our peers.
- Our rent arrears performance has improved from 22/23 (gross rent arrears have reduced from 4.58%).
- The % tenants who feel their rent offers value for money is 73.12% (these are the figures from our 2023 Satisfaction Survey so have not changed from last year). We will be undertaking a review of our Rent Policy in 25/26 and this will consider value for money as part of this exercise. We will also continue to monitor tenants' views on this.

Neighbourhood & Community

	Shettleston HA	GWSF Average	Peer Group Average
% Tenancy Offers refused	40.07%	29.59%	27.27%
% Anti-social behaviour resolved	97.58%	97.69%	96.93%
Abandoned tenancies as % lettable stock	0.38%	0.42%	0.43%

- Our tenancy-offer refusal rate continues to be higher than our peers (and has increased from 32.34% last year). We are working with the homeless casework team and reviewing the information we provide pre-offer to try to address this.
- Performance in resolving anti-social behaviour stayed high and consistent with sector averages.
- The number of abandoned tenancies remains low (9 in year).

Access to Housing & Support

	SHA	GWSF Average	Peer Group Average
Average re-let time (days)	23.41	28.5	35.96
Turnover (%) of lettable stock	6.76%	6.52%	7.16%
% of new tenancies sustained for over a year.	92.92%	92.97%	92.64%
% of lets to homeless households	34.91%	37.68%	36.16%

- We continue to let our properties quickly and compare well to our peer group average.
- Tenancy sustainment remains a priority for our teams and our sustainment rates and turnover are comparable with other similar landlords.
- Whilst our lets to homeless households have increased from 21% in 22/23, we are working to increase this in recognition of the significant pressures in Glasgow in particular.

Service Improvement Action Plan

Having considered our performance above, feedback from our Tenant Satisfaction Survey, and actions identified from our Annual Assurance Statement, we have developed a Service Improvement Action Plan.

The full plan with our progress against these actions can be found [here](#). You will also be able to see the actions completed from last year's plan.

In summary, we plan to take the following action to improve our services in the coming year:

1. Housing Quality

- Develop a strategy to improve the prevention, identification and response to property condition issues at a much earlier stage.
- Investigate options to offer advice and assistance to tenants about home decoration.
- Carry out a programme of targeted home visits to sitting tenants.

2. Improvements to the repairs service

- Continue to focus on and learn from feedback received.
- Continue to survey satisfaction after each repair and aim to increase numbers responding (the use of QR codes and text messages will hopefully help to increase responses).
- Regularly publicise our repairs performance, and highlight action taken in response to feedback.

3. Information, listening & engaging

- 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.
- Analyse the reasons for refusals of offers and take actions to reduce the number of offers rejected.
- 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.
- Carry out a review of our Allocation’s Policy.

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.
- Review Satisfaction Survey and other tenant feedback on rent VFM by property type/size.
- 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 2023/2024– 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 2023/2024 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.