SHETTLESTON HOUSING ASSOCIATION

Performance Report 2025

Introduction

Welcome to our Annual Performance Report for 2024/25. Inside you can see information about our activities and services during the year – all aimed at benefitting our tenants and the local community.

Each year we report on how we have delivered against the standards and outcomes set down in the Scottish Government's Tenant Charter. The Report shows how we performed and compares our results against that of other social landlords in Scotland.

As I hope you agree, it was a successful year but these statistics don't cover everything and we know that there is always room for improvement. The report also identifies our priority actions for improvement in the coming year.

I hope you find the Report interesting. Please take the opportunity to feedback your views and any suggestions for changing the report format next year.

Tracey Kernahan,
Chairperson

Investment in homes

£4.6 million invested

In 2024/25 we invested almost **£4.6 million** in the Association's existing housing stock. Along with cyclical works, reactive and void property repairs we undertook capital works totalling **£2.09 million**. This included:

New windows for **30** homes

72 new flat entrance doors

New heating/ hot-water boilers in **316** homes

Installation of **40** new kitchens

Replacement of **20** bathrooms

New heating systems in **14** homes

We also carried out medical adaptation works in 51 homes with City Council grant funding to meet tenants' changing health/mobility circumstances.

We launched a feasibility study into the possibility of building up to 48 new homes at a vacant site on Old Shettleston Road. In the meantime, we continued to grow the social rented housing stock by buying two homes on the open market with grant funding (and bought back a shared ownership home). This is an increasingly important way for us to meet housing needs in the area and our target is to buy at least ten more in 2025/26.

A shared flat was converted into two one-bedroom self-contained homes to provide more suitable, energy-efficient, accommodation for homeless young people, run by our partner agency.

We also bid for SHNZ grant funding for a de-carbonisation pilot project to install air source heat pumps, solar pv's and battery storage in 15 two storey houses. We've recently heard that this was successful.

647 **We have replaced a total of heating and hot-water boilers**

in the past three years and fulfilled our plan to ensure that all tenants can benefit from a modern energy efficient system and lower fuel bills.

We worked with a specialist architect to improve the specification for window and door replacements, to improve energy efficiency. We started work on the window replacement contract for 36 homes at Old Shettleston Road.

Operations and Services

During the year we made progress to improve the quality and effectiveness of our housing and maintenance service delivery.

We made changes to our Customer and Community Service team to create two area teams, each led by an Area Housing Manager. Housing Officer patches were also changed with each now managing a more locally focused area. This also allows for better joint working with maintenance officers. One aim is to ensure that housing officers know, and are known, in their areas and can better deliver services and respond to and help solve local issues.

We also reviewed and refreshed our website to improve design and information content and are embracing new technologies by introducing our AI assistant to help users navigate the website.

We also took further steps on the digital journey with the creation of our new Tenant Portal and made significant progress towards the introduction of Pay 360 to improve rent payment options.

We continued to meet with our Tenant Forum to discuss key areas of service delivery and progress against our Service Improvement Action Plan.

Our wider role in the community...

- We continued to support local community organisations including Shettleston Community Growing Project (SCGP), the Men's Shed and Shettleston Keen-agers (amongst others).
- Our shop premises at 981 Shettleston Rd (the Shettleston "HUB") continued to host services – including the Food Pantry (now closed) and Shettleston Does Digital.
- A very successful Shettleston summer Gala was held in conjunction with SCGP.
- English as a Second language (ESOL) classes were successfully established.
- We actively participated in the Shaping Shettleston Locality Planning process and proposed a range of ways to improve the local area.
- We continued to support our tenants and the local community through the "cost of living crisis" with targeted information and advice and tenancy sustainment support.
- We successfully raised external funding to boost local incomes and assist with fuel bills throughout the year.
- At Christmas 2024 we were able to provide added support to very many tenants in conjunction with Cash for Kids; the Celtic Foundation and local businesses Spruce Carpets and Lennon Butchers. More than 200 families were supported across these initiatives
- We were also able to provide 160 Panto tickets in partnership with Glasgow Life and Tollcross Housing Association.

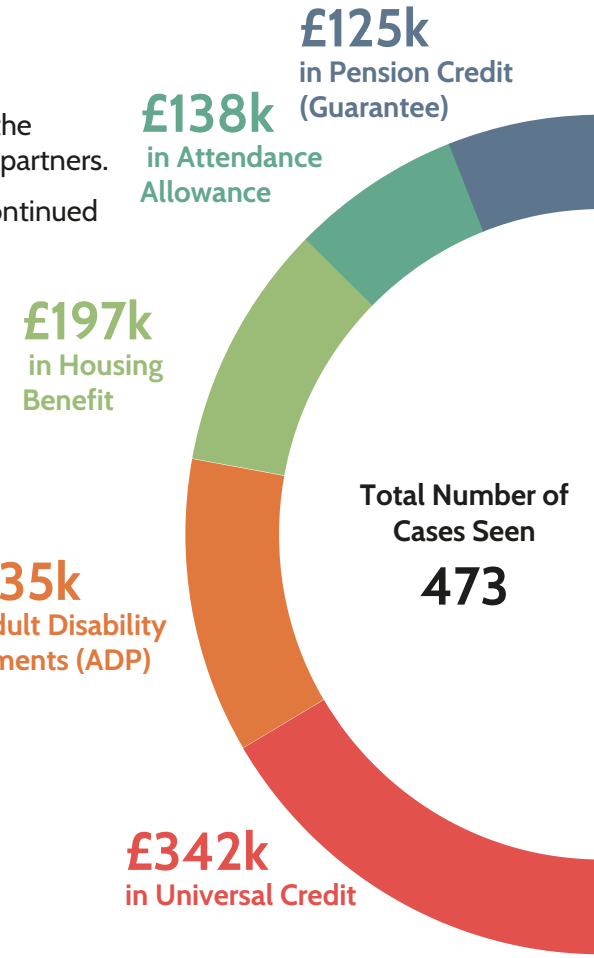
Advice and Support Services

We continued to deliver our own **Welfare Rights Service** and to operate the **Tollcross Shettleston Money Advice Service (TSMAS)** with our Tollcross partners.

Our **Energy Advice service** (shared with Tollcross Housing Association) continued to offer support to tenants (including providing emergency top-ups and assistance with energy debt).

Total Financial Gain

£1,304,265



TSMAS

Total Number of SHA Cases Seen	Total Debt Managed	Total Financial Gains
276	**£109,675**	**£519,947**

Energy Advice

Referrals **481**	Home Visits/Face to Face **262**	Phonecalls **776**
Events **12**	Energy Measures Issued (heated blankets, radiator foils, draught excluders etc. **134**	**£72k in** Warm Home Discount Accessed
£71k of debt dealt with	**£8k** of Fuelbank vouchers	**£6k** in savings from changing suppliers

Good governance

Our Board of Management continued to provide effective oversight and direction and continued to strengthen through new recruitment during the year.

One of its roles is to ensure that the Association is compliant with legal and regulatory requirements and its latest **Annual Assurance Statement** can be viewed on our website at www.shettleston.co.uk

The Association is committed to helping to make Shettleston a cleaner and greener place and in June 2024 the Board agreed to become an Adopter of the Sustainability Reporting Standard (SRS). Our self-assessment against this Standard, and other information about steps we are taking to improve the environment, can also be viewed on our website.

Our Charter Performance

The following statistics compare our performance with the average performance for all Registered Social Landlords (RSLs) in Scotland and for our "peer group", which consists of 38 RSLs of a similar size to us also operating in an urban setting.

The staff team responded well to the various challenges and high standards of performance were again achieved. The majority of our key service delivery targets/KPIs were met and our performance continued to compare generally well against sector averages.

How we performed in 2024/25

These figures just released by the Scottish Housing Regulator show SHA's performance compared with that of the average for all Registered Social Landlords (RSLS) and also the average for our peer group of "large, urban housing associations".

HOUSING QUALITY & MAINTENANCE

Average time (hours) to complete emergency repairs.	Average time (working days) to complete non-emergency repairs.	% of reactive repairs completed right first time.	% of homes meeting Scottish Housing Quality Standard (SHQS) at year end	% of homes meeting the Energy Efficiency Standard for Social Housing (EESSH).
2.1 hr	**4 days**	**95.6%**	**91.9%**	**98.8%**
RSL Average **4.0 hrs**	RSL Average **8.3 days**	RSL Average 87.1%	RSL Average 91.9%	RSL Average 95.9%
Peer Group **5.2 hrs**	Peer Group **7.5 days**	Peer Group 87.3%	Peer Group 90.5%	Peer Group 94.3%
2023/2024 Perf **1.51hrs**	2023/2024 Perf **3.77 days**	2023/2024 Perf **96.46%**	2023/2024 Perf **91.74%**	2023/2024 Perf **91.8%**

Customer / landlord relationship

Tenant Satisfaction with	Shettleston HA (*)	RSL Average	Peer Group
Overall Landlord Service	87.1%	88.1%	86.5%
Quality of Home	86.3%	85.9%	85.1%
Repairs Service within last 12 months	87.5%	87.1%	85.4%
Management of Neighbourhood	85.5%	85.7%	83.3%
Being kept Informed	91.2%	91.9%	90.9%
Opportunities to participate in Landlord's Decision Making	79.7%	85.5%	87.3%

(*) The SHA results in this section are from the 2023 Tenant Satisfaction Survey. Our next full tenant satisfaction survey will be carried out in early 2026.

Getting value from rents & service charges

Average Weekly Rent (incl. service charges) at 31/3/25	2 apt	3 apt	4 apt	5 apt	Overall average rent
Shettleston HA	£88.76	£97.70	£108.69	£136.44	£96.37
Scottish RSL Average	£102.72	£104.17	£114.78	£127.25	£106.43
Peer Group Average	£95.83	£106.35	£117.86	£131.98	£104.96

Average rent increase from 1st April 2025

Average rent increase over last 3 years

5.29% Shettleston HA	5.34% Scottish RSL Average	5.35% Peer Group Average

Rent collected, rent arrears & value for money at 31/03/2025

	Shettleston HA	RSL Average	Peer Group	2023/24 Perf
Rent collected as % of Rent due	100.06%	99.97%	99.77%	99.34%
Gross Rent Arrears as % Rent due	3.43%	4.05%	3.98%	3.89%
% Tenants who feel rent offers value for money	73.10%	82.00%	80.7%	73.10%

Access To Housing & Support

Lettings and Turnover of homes	Shettleston HA	RSL Average	Peer Group	2023/24 Perf
Average re-let time (days)	23.8 days	40.4 days	32.6 days	23.4 days
% of rent lost through homes being empty	0.49%	0.91%	0.65%	0.56%
% of tenancy offers refused	29.8%	27.8%	27.3%	40.1%
% of lets to homeless applicants	38.0%	42.0%	39.3%	34.9%
Tenancies sustained for over a year	93.3%	91.9%	92.7%	92.9%
Tenancy turnover rate	6.9%	7.0%	6.9%	6.8%
% Anti-Social behaviour cases resolved within locally agreed targets	99.14%	95.5%	92.0%	97.58%

Priority actions for the coming year

Fully embedding our new Area Housing Teams with close working between our Housing Officers, Maintenance Officers and their tenants – including through rolling out a programme of Annual House Visits.

Review of our rent policy and rent structure to ensure the rents that we charge to our tenants are fair, consistent and offer value for money.

Review our environmental services – particularly for flatted accommodation to ensure our neighbourhoods are well maintained and well managed. We are already working closely with Upkeep to review the service specification and improving how we ensure standards are maintained (and improved where required).

Delivering excellent service to our customers, however you choose to contact us. We will be measuring the impact of our recently adopted Customer Service Standards.

Implementing our new Allocations Policy to help meet local housing need and contributing to addressing the Housing Emergency in Glasgow City Council.

Continue to seek funding opportunities to deliver on our 'wider role' within the local community. This will include a commitment to exploring available funding to continue delivering our energy advice service.

Improve how we engage with tenants and residents – building on our existing tenant forum and exploring other ways to allow tenants to take part and share their views with us.

Undertake a full tenant satisfaction survey before the end of March 2026.

Continue to explore the options to grow our stock – through the assessment of development opportunities, or through the ongoing acquisition of private properties.

Undertake a stonework survey of our tenemental stock to ensure we fully understand the condition of these properties – and to help plan for future investment requirements.

Progress our decarbonisation pilot, in partnership with Warmworks to delivery energy efficiency measures with funding from the Social Housing Net Zero Fund.