THIS is our report to tenants on how we have performed on the standards set out in the Scottish Social Housing Charter (‘Charter’).

As a social landlord, we have to report to the Scottish Housing Regulator (SHR), who regulates what we do, on how we have performed each year.

This information, which has to be backed up by evidence, was given to the SHR in May 2015. The SHR assesses our performance against the standards in the Charter. The report on our performance is called the Annual Return on the Charter (ARC).

**Background**
The SHR asks us to report to our tenants on a range of indicators. This includes information on:

- landlord profile
- satisfaction
- housing quality and maintenance
- neighbourhood and community
- getting good value from rents and service charges.

The full list of indicators is available on the SHR website: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) – Scottish Social Housing Charter.

GHA has performed very well and is now in the top quarter of performers.

Highlights include customer complaints being responded to more quickly, with 90% now responded to within required timescales.
Looking at our evidence

In addition to GHA Board’s ongoing scrutiny of performance against agreed targets, the Scrutiny Panel has reviewed the process and evidence of how we collect our performance data and tenant feedback. This is a group of independent tenants and customers who are not involved with us in other ways. They are individuals who have an interest and/or skills in reviewing and assessing performance.

The Panel was set up in 2012 and now have a great deal of insight into the Charter. They know what is needed and understand how GHA and Wheatley Group gather and report details of how they perform.

Landlord profile

GHA is the biggest social landlord in Scotland and has almost 41,000 homes. The number of lettable units is slightly lower as it takes into account properties which are mainly due for demolition.

Over 2014/15, the total rent due was £152,389,453. Over this period, GHA showed good rent collection with 99.57% of rent due collected. The rent increase for 2014/15 was 3.5%.

Housing Quality Standard

EVERY social landlord in Scotland has to comply with the Scottish Housing Quality Standard (SHQS) by 2015. This means making sure homes are upgraded to the standard set out. 93% of GHA’s homes meet the standard and we are well on the way to meeting the target by 2015.

How satisfied are you with the service you received for your last repair?

GHA 88% satisfaction

REPAIRS appointments have improved from 94.5% to 97%. This means that out of almost 100,000 appointments, fewer than 3,000 were not kept.

In 95% of cases we have completed repairs right first time, well ahead of our 90% target. We have completed emergency repairs in just over five hours on average and taken an average of 5.5 days to do non-emergency repairs.

GHA measures emergency repairs to full completion, not just to make safe as required by Scottish Housing Regulator (SHR). This means that GHA results are not comparable with those submitted by many other landlords.

Being part of making decisions

How satisfied are you with the opportunities to participate in decision-making?

GHA 82% satisfaction

THERE are now more ways than ever for tenants and customers to influence decisions.

We worked closely with tenants to define service excellence and what value for money means to you.

An engagement event attracted over 100 tenants who said they felt they had “been listened to” and that their views counted.

Satisfaction with the opportunities to participate is largely high. This shows a significant rise from 60% in the survey carried out in 2013.

Also, the rent setting consultation at the end of last year demonstrated how customers can influence GHA’s decisions. An impressive 11% of all GHA’s tenants gave us their views.

GHA’s Board took full account of feedback and other factors which emerged during the consultation, including making additional savings through paying less interest on the money we borrow.

The Board therefore decided to limit the rent increase to 2.7% in 2015/16, rather than the 3.9% originally proposed.

Quality of our homes

How good or poor do you feel GHA is at keeping you informed about their services and decisions?

GHA 84% satisfaction

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In our neighbourhoods

THE work done by the Neighbourhood Environmental Teams has resulted in high neighbourhood satisfaction for GHA.

Tenants’ satisfaction with the management of the neighbourhood they live in and with the quality of the home are also high at 90% and 92%.

In the last year, 2,731 cases of anti-social behaviour were reported. Over 88% of these were resolved within locally agreed targets.

Tenancy sustainment

GHA provides a range of support to help tenants stay in their homes. This includes welfare benefits advice to help tenants get all the benefits they’re due and free recycled furniture through our Home Comforts service.

Wheatley Group’s Scrutiny Panel made a commitment to review tenancy sustainment and looked at performance around new tenancies being sustained for more than a year. They noted that GHA’s performance in this area remained steady.

The Panel looked in detail at the resources staff have at their disposal to support tenants. They liked that support is provided as part of a broader, wraparound service. For example, a customer might receive help with food supplies at the same time as support to reduce energy costs.

The Panel concluded that GHA is providing a comprehensive and effective range of support and particularly noted services such as Money Advice and Home Comforts which provide practical support to tenants who may otherwise give up their tenancy.

The Scrutiny Panel also commended the Tenancy Support Service which provides practical support to help tenants manage their tenancies. This service is relatively new and The Panel aims to carry out a further review in 2015/16.

Looking forward – Investing In Our Futures

OUR five-year strategy ‘Investing In Our Futures’ has been shaped by listening to tenants’ feedback.

Our vision is to deliver outstanding personalised customer service and performance by responding to customers’ individual needs, developing innovative solutions and giving tenants more control. No GHA home will be unimproved by 2020 and all communities will be places our customers are proud to live in. Over the next five years we will:

• Maintain outstanding levels of customer satisfaction above 90%;
• Keep rents affordable with annual rent rises at a maximum of RPI plus 0.5%;
• Invest £200m in improving existing homes;
• Continue to improve repairs, increasing customer satisfaction;
• Develop flexible products that meet the changing needs of older and vulnerable customers;
• Deliver 3900 new affordable homes to widen the choice for customers;
• Work with customers to improve services, giving them more choice, control and flexibility.

Significant improvements have been made to housing management processes meaning that homes become vacant less often and are let much more quickly than in past years. Rent arrears levels have reduced from 5.07% last year to 4.96%.

This represents steady improvement in arrears levels over a number of years and in a challenging environment of welfare reform.

In 2013/14 GHA already had the second best rent arrears level compared to the six large urban local authorities.

We will continue to provide support to our tenants who need help to pay their rent. We also worked closely in 2014/15 with tenants to understand what value for money means for you in relation to rents and service charges.

Want more details?

Contact the Community Governance Team on Freephone 0800 011 3816 or email: consultation@wheatley-group.com