

# REPORT TO TENANTS

How we performed in 2013/14...



## How did we do?

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 2014. 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. There are 18 in total and include 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 are available on the Scottish Housing Regulator site: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) – Scottish Social Housing Charter.

GHA can show a strong trend of continued improvement. We met or exceeded the targets we set last year. Highlights include the highest ever tenant satisfaction with overall service at 91%.

Satisfaction with the management of the neighbourhood tenants live in is also high at 90%, as is satisfaction with the quality of their home at 92%.



**Better homes, better lives**

# Looking at our evidence

EVIDENCE of our performance has been checked by our Scrutiny Panel. This is a group of independent tenants who are not involved with us in other ways. They are customers who have an interest or skills in checking and assessing performance.

The Panel started 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 over 41,000 houses.

showed good rent collection with 99.55% of rent due collected. The rent increase for 2014/15 was 3.5%.

Over 2013/14, the total rent due was £149,363,709. Over this period, GHA

**GHA stock information below:**

No of lettable units	Average weekly rent £
1Apt – 2649	53.75
2Apt – 6851	64.85
3Apt – 19684	70.59
4Apt – 8006	82.83
5+ Apt – 1279	90.86
<b>Total – 38469*</b>	<b>71.63</b>

Size	1Apt	2Apt	3Apt	4Apt	5+Apt	Total
House	0	141	2563	2815	1079	<b>6598</b>
High-rise	386	3947	5686	277	0	<b>10296</b>
Tenement	104	2866	9220	2546	168	<b>14904</b>
4-in-a-block	0	189	3579	2318	12	<b>6098</b>
Other flat / maisonette	2391	514	163	241	28	<b>3337</b>
Total owned	2881	7657	21211	8197	1287	<b>41233</b>
<b>No of lettable units</b>	<b>2649</b>	<b>6851</b>	<b>19684</b>	<b>8006</b>	<b>1279</b>	<b>38469</b>

\* Does not include properties held for demolition and temporary lets



## Landlord satisfaction

How satisfied are you with the overall service provided by your landlord?

**GHA 91% satisfaction**

THIS is the key measure of how GHA is doing – what our tenants think of us as a landlord.

Most tenants are satisfied with the service and GHA has exceeded 90% satisfaction for the first time.

But there is still room for improvement and we will be working hard to see how we can improve this for tenants.

# Quality of our homes

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



## GHA 88% satisfaction

IN 95% of cases we have completed repairs right first time, well ahead of our 85% target. We have completed emergency repairs in just under five hours on average and taken an average of seven days to do non-emergency repairs. 95% of repairs appointments were kept.

At GHA, satisfaction has dropped 4% points to 88% from the previous 12 months. The biggest cause of dissatisfaction was around tenants feeling repairs had not been done right first time and not being kept up to date with progress.

We know repairs are a vital part of our service to tenants and we will focus on how we can improve in 2014/15.

# Being part of making decisions



SATISFACTION with the opportunities to participate is largely high. Satisfaction among GHA tenants has risen from 60% in the last survey.

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

How satisfied are you with the opportunities to participate in decision-making? **GHA 82% satisfaction**

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

**GHA 84% Satisfaction**



## In our neighbourhoods

THE work done by 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.**



## Good value from charges

IT took on average less than 20 days to relet properties in the last year.

We will be working hard to reduce this over the coming year to achieve our target of 16 days.

Only 0.52% of rent was lost through properties being empty in the last year. 99.55% of rent was collected from

tenants as a percentage of total rent.

We will continue to provide support to our tenants who need help to pay their rent. We will also be working closely with tenants to understand what value for money means for you in relation to rents and service charges. This will be an important piece of work throughout the coming year.



## 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.

### Want more details?

Contact the Community Governance Team on Freephone **0800 011 3816** or email at: [consultation@wheatley-group.com](mailto:consultation@wheatley-group.com)