



Better homes, better lives

Report to tenants

Glasgow Housing Association
How we performed in 2016/17

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This is our report to tenants on how GHA has performed on the standards set out in the Scottish Social Housing Charter (Charter).

Each year, GHA reports how we have performed to the Scottish Housing Regulator (SHR) through the Annual Return on the Charter (ARC). After we submit this information, the SHR asks us to report this information to our tenants.

Our profile

At the end of March 2017, GHA has over 39000 homes across Glasgow. The number of lettable units is slightly lower as it takes into account properties which mainly due for demolition. The total rent due over 2016/17 was £154,515,838. Following consultation with tenants, rent increased by 2.4% from the previous year.

No. of lettable units		Average weekly rent £
1 apartment	2678	£60.57
2 apartment	7061	£72.20
3 apartment	19930	£77.56
4 apartment	7996	£90.62
5+ apartment	1265	£99.16

Size	1 Apt	2 Apt	3 Apt	4 Apt	5+Apt	Total
House	0	142	2636	2933	1082	6793
High-rise	258	3204	4479	189	0	8130
Tenement	102	2948	9325	2501	144	15020
Four-in-a-block	0	266	3620	2280	13	6179
Other flat/maisonette	2330	513	163	239	27	3272
Total owned	2690	7073	20223	8142	1266	39394
No of lettable units	2678	7061	19930	7996	1265	38930

Improving performance

During 2016/17, GHA performed strongly, with 18 of the 26 performance measures (69%) we reported to the SHR in the top quartile when benchmarked against similar Registered Social Landlords (RSLs).

The GHA Board has overall responsibility for how well we are delivering for tenants. Our Scrutiny Panel, made up of tenants and other customers, also looks at how GHA and the other landlords in Wheatley Group perform against the Charter. You'll see some feedback from the Scrutiny Panel throughout this report.

Our relationship with you

The percentage of tenants who are satisfied with the overall service they receive from GHA remains strong at 89%. We are pleased that 9 out of 10 tenants feel that we are good at keeping them informed. Tenants across GHA continue to influence our decision making and we will work hard to build on these opportunities.

If you would like to get involved and make sure services are inclusive, accessible and reflect the needs of all tenants, please contact our Community Engagement Team on 0800 011 3816.

Overall satisfaction

Tenants satisfied with the overall service



Keeping you informed

Tenants who feel their landlord is good at keeping them informed about their services and decisions



Decision making

Tenants satisfied with the opportunities to participate in their landlord's decision making





The panel believes there is more evidence of tenants both influencing and participating in decision making.

In the next 12 months, the panel will consider implementation of local engagement plans and whether they contribute to further improving satisfaction with opportunities to participate in decision making.



Homes and neighbourhoods



We've continued work to modernise our homes, investing £47.6m across our communities in 2016/17. A total of 142 new homes were completed, including homes specifically designed to help older people live independently for longer.

We are pleased to see an increase in the percentage of tenants satisfied with the standard of their home when moving in, up to 99%. Increasing satisfaction with the quality of their home for existing tenants will remain a priority for GHA.

Together with our partners in Wheatley Group, we invested £20m on strengthening environmental services across the Group, including recruiting over 200 new staff.

The percentage of GHA tenants who are satisfied with management of their neighbourhood remains strong at 87%.

We hope our new partnership with Keep Scotland Beautiful will help us improve this further, involving tenants in assessing and improving neighbourhoods.

Quality of tenants' homes

Existing tenants satisfied with the quality of their home



Standard when moving in

Tenants satisfied with the standard of their home when moving in



Meeting standards

Stock meeting the Scottish Housing Quality Standard (SHQS)



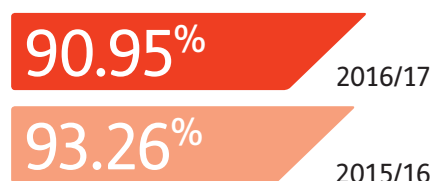
Neighbourhood management

Tenants satisfied with management of the neighbourhood they live in



Anti-social behaviour

Anti-social behaviour cases reported which were resolved within locally agreed targets



Repairs

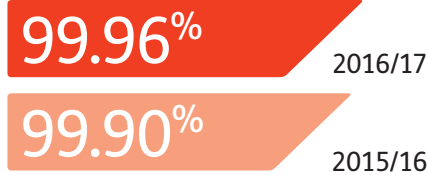


Once again, almost 100% of repairs appointments were kept. In 2016/17 we significantly reduced the time to complete emergency repairs, now at around 2.5 hours. We have also improved the percentage of reactive repairs completed right first time, up at 97.28%. The percentage of tenants satisfied with our repairs and maintenance service remains strong at 86%.

During 2016/17, our ambition to create a modern, local and more efficient repairs and maintenance service took a step forward with Wheatley Group's joint venture with Glasgow City Council to become 50/50 owner of City Building (Glasgow). Work is underway to redesign the service tenants receive based on priorities gathered through consultation.

Repairs appointments

Repairs appointments kept

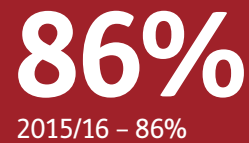


Emergency repairs

Average time to complete emergency repairs (hours)



Tenants satisfied with repairs or maintenance carried out in last 12 months – 2016/17



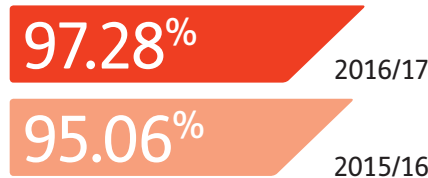
Non-emergency repairs

Average time to complete non-emergency repairs (working days)




Reactive repairs

Reactive repairs completed right first time

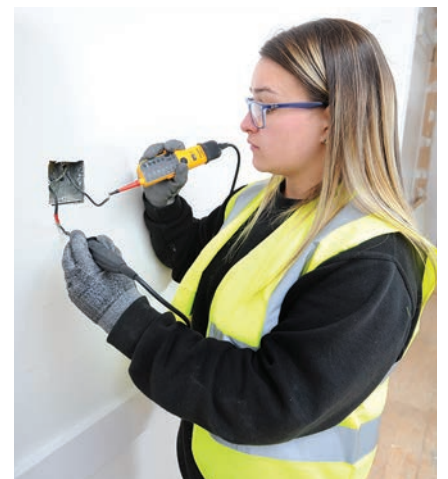


Properties requiring a gas safety record which had gas safety check by anniversary date – 2016/17





The panel noted GHA's significant improvement in the average time to complete emergency repairs and will review the impact of the joint venture during 2017/18.



Rent and value for money

We are happy to see the percentage of tenants who say they feel rent for their home represents good value for money has continued to increase, and now stands at 84%.

During 2016/17, GHA continued to perform strongly on housing management processes, including collection of rent and time taken to re-let properties. Our annual rent campaign contributed to a reduction in arrears, to just under 3.7%.

Our new website, designed in consultation with tenants and launched in February 2017, allows tenants to easily pay rent online. Over 1800 GHA tenants were registered for the new website by the end of 2016/17.



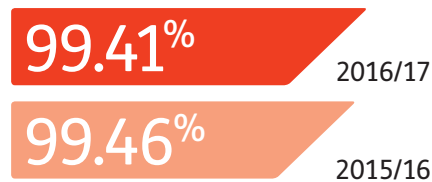
Value for money

Tenants who feel the rent for their property represents good value for money



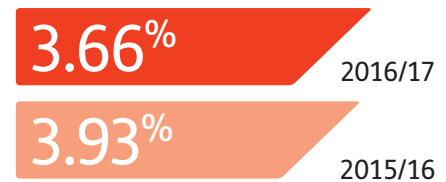
Rent collected

Rent collected as a percentage of total rent due



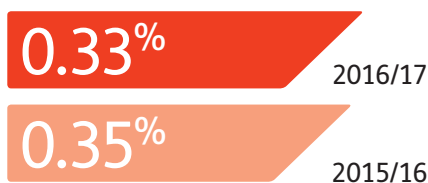
Rent arrears

Gross rent arrears



Rent lost

Rent lost through properties being empty



Re-let properties

Average length of time taken to re-let properties (calendar days)



Supporting tenants in their homes

We work closely with tenants and other partners to ensure we support people in their homes. The percentage of new tenancies sustained for more than a year has increased to 91%, while average time to complete medical adaptations is now under 23 days.

How we handle complaints

GHA works with the Scottish Public Services Ombudsman (SPSO) to improve complaint handling processes. Performance remains within the top quartile when benchmarked against similar RSLs.

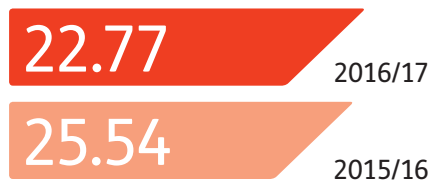
New tenancies

New tenancies sustained for more than a year – overall



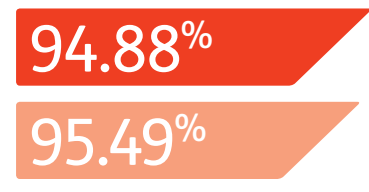
Medical adaptations

Average time to complete approved applications for medical adaptations (calendar days)



Complaints

Complaints responded to in full within SPSO timescales





The panel is very pleased to see an increase in the percentage of tenants who feel the rent for their property represents good value for money.

The panel believes the rent setting process should have a clear focus on demonstrating value for money and will provide direct feedback on the process in 2017/18.



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