

# **ANNUAL REPORT**

## TO TENANTS 2019/20

This report contains information relating to the Association's performance against the Scottish Social Housing Charter for the period 2019/20.

# INTRODUCTION

We apologise for the delay in getting this years report to you but like everything it has been impacted by the pandemic. The Scottish Housing Regulators submission date for performance returns was pushed back to July so this has had a knock on effect on us being able to publish the outcomes.

Our Annual Report highlights how we have performed over the last year. It provides information on our performance, the Scottish Average and for comparison, where possible, information for another Housing Association in Paisley, Williamsburgh Housing Association (WHA) & Renfrewshire Council. We have also included last year's figures to show where we have improved or where performance has slipped.

This year the Scottish Housing Regulator has removed some of the Charter Indicators we have previously reported on so we have adapted this report to reflect these changes.

If you want to compare us to any other Housing Association or Local Authority you can do this via the Scottish Housing Regulator's Website: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) or contact us and we will extract the information for you.

Our tenants influence our performance through a variety of ways:

- Participating in our 3 yearly Satisfaction Survey
- Through making complaints and giving compliments

- Becoming a member of our Board which reviews the Association's performance

We welcome our tenants' views and if you would like to be more involved in influencing our performance we would like to hear from you. Please just contact [admin@paisleyha.org](mailto:admin@paisleyha.org) and a member of staff will be in contact with you.

As well as our Annual Report we will also make our Assurance Statement available on our website [www.paisleyha.org.uk](http://www.paisleyha.org.uk). It is based on a self assessment of our performance against meeting the Scottish Social Housing Charter. For both our Annual Report and our Assurance Statement we would welcome your views on whether we are addressing the right things.

## Equal Opportunities

Paisley Housing Association (PHA) is committed to providing equality of access to our services. Please contact us if you would like this report in another language or an alternative format.

## OUR PROPERTIES AND RENT

At 31 March 2020 PHA owned 1204 properties. 1169 are rented to tenants, 33 are leased to other agencies to provide temporary housing for different client groups, 1 is a flat used by a support provider and 1 is empty pending expected development works.

The total rent due for the year was £5,404,586. In 2019/20 we collected 99.4% of the total rent due compared to the Scottish Average is 99.3%

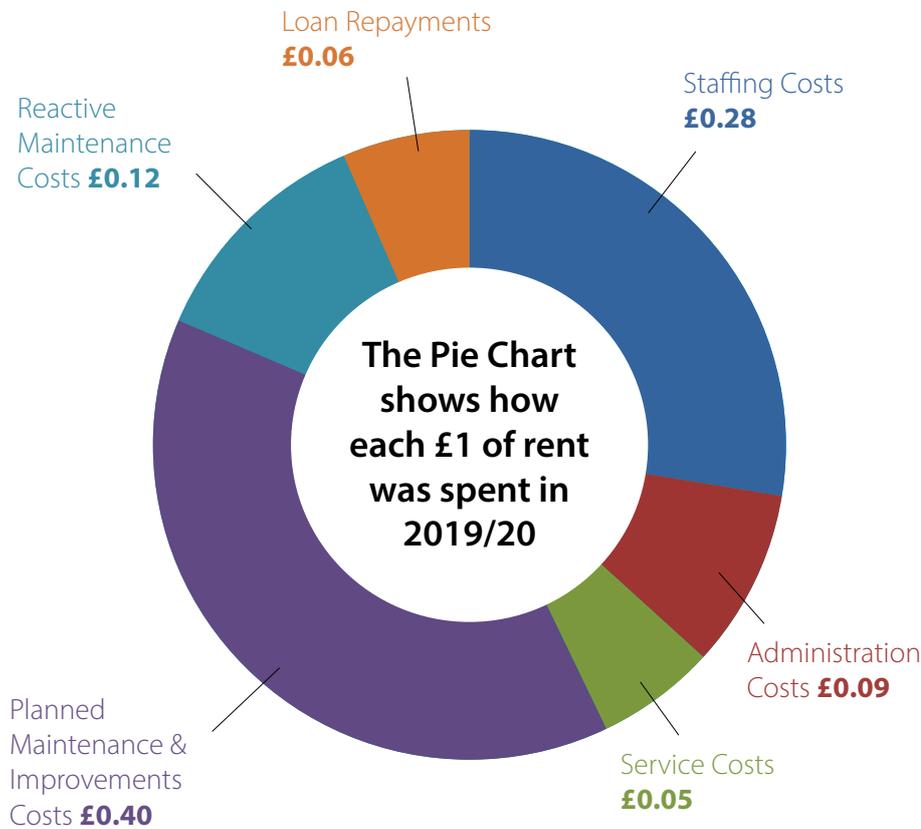
In 2019/20 we lost 0.58% of rents due to properties being empty, the Scottish Average is 1.2%.

Size of Home	Number	PHA Average weekly rent (£)	Registered Social Landlords Average weekly rent (£)	Scottish Average (all RSLs and Councils) Weekly rent (£)
1apt	6	62.45	78.37	73.46
2apt	360	83.73	84.97	78.02
3apt	544	88.71	85.92	80.04
4apt	237	95.99	95.01	86.99
5apt	22	109.15	104.38	96.11

# OUR PROPERTIES & RENTS

We increased our weekly rent on average by 2% on the 28th March 2020.

Maximising our rental income allows us to invest in the maintenance of our properties. The Pie Chart below shows how each £1 of rent was spent in 2019/20



We will use the following symbols to demonstrate how we rate our performance in comparison to the Scottish Average. We have also included the performance figures for WHA & Renfrewshire Council for your information.

- Better than the Scottish Average = **A+**
- Same as Scottish Average = **A**
- Just Below the Scottish Average = **A-**
- Significantly Below the Scottish Average = **B**

## CUSTOMER LANDLORD RELATIONSHIP

% of tenants satisfied with the overall service provided by their landlord		Result
Paisley HA (last year 93.18%)	94.83%	<b>A+</b>
Scottish Average	89.2%	
Renfrewshire Council	88.8%	
Williamsburgh HA	93.25%	

### Outcome 1: Equalities

"Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services."

### Outcome 2: Communications

"Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides."

### Outcome 3: Participation

"Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with."

## CUSTOMER/LANDLORD RELATIONSHIP

% of tenants who feel their landlord is good at keeping them informed about their services and decisions		Result
Paisley HA (last year 97.23%)	100%	<b>A+</b>
Scottish Average	92%	
Renfrewshire Council	88.42%	
Williamsburgh HA	98.07%	

% of tenants satisfied with the opportunities given to them to participate in their landlords decision making process		Result
Paisley HA (last year 90.83%)	99.31%	<b>A+</b>
Scottish Average	87.2%	
Renfrewshire Council	93.68%	
Williamsburgh HA	99.04%	

## HOUSING QUALITY AND MAINTENANCE

### Outcome 4: Quality of Housing

"Tenants' homes, as a minimum meet the Scottish Housing Quality Standard ( SHQS) by April 2015 and continue to meet it thereafter, and when allocated, are always clean, tidy and in a good state of repair"

% of stock meeting the SHQS at the end of the reporting year		Result
Paisley HA (same as last year)	99.75%	<b>A+</b>
Scottish Average	94.4%	
Renfrewshire Council	94.65%	
Williamsburgh HA	100%	

### Outcome 5: Repairs, maintenance & improvements

"Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Average length of time taken to complete emergency repairs		Result
Paisley HA (2.07hrs last year)	1.95 hrs	<b>A+</b>
Scottish Average	3.6 hrs	
Renfrewshire Council	5.48 hrs	
Williamsburgh HA	1.64 hrs	

Average length of time taken to complete non-emergency repairs		Result
Paisley HA (2.88 days last year)	2.82 days	<b>A+</b>
Scottish Average	6.4 days	
Renfrewshire Council	7.76 days	
Williamsburgh HA	3.84 days	

# HOUSING QUALITY & MAINTENANCE

% of tenants satisfied with the repairs service. Repairs reported within the last year		Result
Paisley HA (last year 93.8%)	92.78%	<b>A+</b>  But dropped a little
Scottish Average	91.3%	
Renfrewshire Council	90.76%	
Williamsburgh HA	87.22%	

% of repairs which were carried out right first time		Result
Paisley HA (97.16% last year)	98.23%	<b>A+</b>
Scottish Average	92.4%	
Renfrewshire Council	82.55%	
Williamsburgh HA	92.86%	

Adaptations –we carried out 26 adaptations with our grant this year of £72,000. This year 73% of work was needed in bathrooms; installing low level showers, & creating wet floor shower rooms. We also helped with external work to help access such as handrails.

We issue our draft Annual Investment Programme in February each year along with our Rent & Service Charge consultation and invite tenants to give us their views.

We invested £1.48m in planned works in 2019.20. Our key projects were;

- 123 new bathrooms including shower
- 131 rewired homes including upgraded fire detection to meet new legislation

- 35 new front doors upgraded to '60 minute' fire protection
- 132 new internal doors including fire doors

Unfortunately due to lockdown CCG has had to return in 2020 to complete their work. GD Chalmers will return in 2021 for rewiring, but is carrying out fire detection upgrading in 2020.

Community benefits this year, from our planned and cyclical framework, has again been all about providing training and employment opportunities. CCG has taken on one apprentice and four new employees. JS McColl our Cyclical painting contractor has taken on a second apprentice and GD Chalmers, their apprentice has now gone into full time study as she had completed her Digital Application apprenticeship.

## NEIGHBOURHOOD & COMMUNITY

### Outcome 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

“Tenants and other customers live in well-maintained neighbourhoods where they feel safe”

At the end of March 2020 643 tenants received close cleaning service and 734 tenants received garden maintenance.

% of tenants satisfied with the management of the neighbourhood they live in		Result
Paisley HA (last year 94.88%)	96.21%	<b>A+</b>
Scottish Average	87.5%	
Renfrewshire Council	84.54%	
Williamsburgh HA	89.39%	

In 2019/20 we received 118 anti social behaviour complaints. This is a significant decrease from the previous year and is a positive step towards tenants being happy in their homes and communities. Of these complaints 101 (85.59%) were resolved and the remainder were open cases at the year end. The Scottish Average is 94.1% resolved.

SHR no longer require landlords to report on cases resolved within locally agreed targets so this information is no longer in this report.

We continue to work in partnership with Renfrewshire Council using the services of the Renfrewshire Community Safety Partnership Team in dealing with anti social behaviour complaints.

## Outcomes 7, 8 and 9: Housing Options

“People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them”

“Tenants and people on housing lists can review their housing options.”

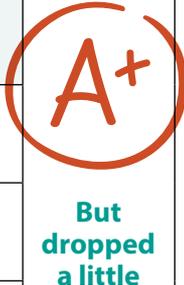
“People at risk of losing their homes get advice on preventing homelessness.”

## Outcome 10: Access to social housing

“People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.”

SHR no longer requires landlords to report on their housing lists and as a result this information is no longer included in this report. The Association is a partner to the Renfrewshire Common Allocations Policy and we allocate our properties through applying this and through a Nomination Agreement with the Council which enables us to assist the Council find settled accommodation for homeless people.

In 2019/20 we let 142 properties covering all sources of lets including existing tenants transferring to another property.

Average length of time taken to re-let properties in the last year		Result
Paisley HA (13.95 days last year)	16.01 days	 <b>A+</b> But dropped a little
Scottish Average	31.8 days	
Renfrewshire Council	45.38 days	
Williamsburgh HA	21.06 days	

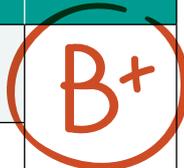
## Outcome 11: Tenancy sustainment

“Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations”

To support our tenants in maintaining their tenancy we offer Welfare Benefits Advice & Energy Advice. Our Welfare Benefits Officer assisted 276 tenants during the year and secured £195,567 in backdated benefit awards for clients and predicted awards over the next year of £1.04million.

There was a continuing focus on dealing with the impacts of Universal Credit, and as such little other than ad-hoc energy advice was carried out. There will be a significant increase in Energy Advice in 2020/21 due to the commencement of an Energy Advice Project.

We are sad to say our performance has slipped from 91.18% last year to 87.16% and that we are now below the Scottish Average. In looking at the source of let for failed tenancies we can see that those coming through homelessness have the highest failure rate.

% of new tenancies sustained for more than a year		Result
Paisley HA (91.18% last year)	87.16%	 <b>B+</b>
Scottish Average	89.1%	
Renfrewshire Council	88.55%	
Williamsburgh HA	98.62%	

We try to help tenants who find themselves struggling to manage their tenancy but sometimes this is not enough and tenancies fail for a wide range of reasons. We will continue to look at ways in which we can try to improve our performance in this area.

## Outcome 13: Value for money

“Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.”

## Outcome 14, 15: Rents and service charges

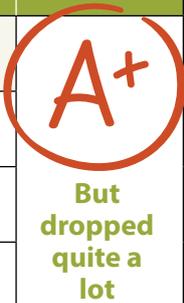
“A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.”

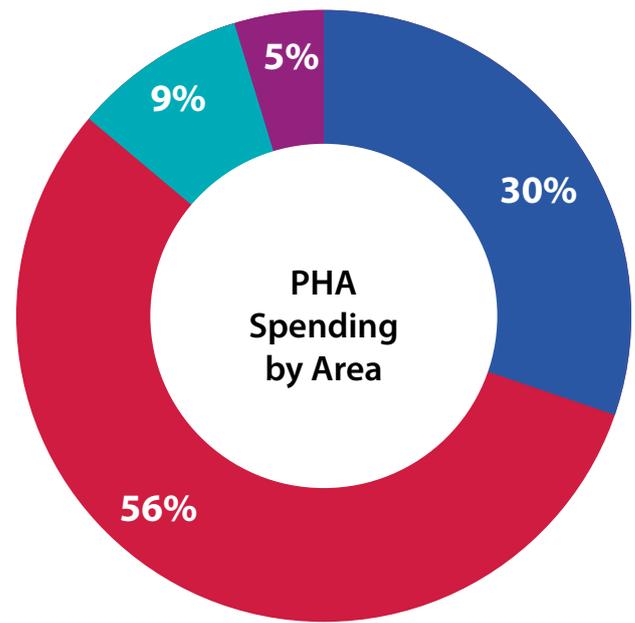
“Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.”

above the Scottish Average we are disappointed our performance has dropped in this area and will try to improve performance in the coming year.

The Pie Chart below show the Association’s spend based on the location of our contractors, service providers etc.

### Value for Money (VFM)

% of tenants who feel that the rent for their property represents good value for money		Result
Paisley HA (90.19% last year)	84.48%	
Scottish Average	83.6%	
Renfrewshire Council	78.22%	
Williamsburgh HA	92.28%	



We strive to ensure VFM and have a VFM Strategy which covers how we procure services. Although still

■ Renfrewshire      ■ Scotland  
■ WOS                      ■ UK

## COMPLAINTS

### Complaints 2019/20

SHR no longer require landlords to report on the % of upheld case but simply focuses on the number of Stage 1 & Stage 2 complaints, the % responded to in full and the time it takes to respond. The table below details these.

	Number of Minor stage 1 complaints including cfwd	Number of Complex stage 2 complaints including cfwd	% of stage 1 complaints responded in full	% of stage 2 complaints responded in full	No. of days to respond stage 1	No. of days to respond stage 2
Paisley HA	76	7	100	100	3	6
Renfrewshire Council	701	17	99.71	94.12	3.6	14.63
Williamsburgh HA	25	36	96	88.89	3.58	16.56

# COMPLAINTS

We are disappointed to report that the number of complaints this year has risen from 57 last year. The majority of complaints are in relation to the services and in how quickly we are resolving neighbour nuisance complaints.

For both stage 1 & 2 complaints we are higher than the Scottish average of 97.7% and 92.1% respectively for responding in full. We are also better than the Scottish Average of 4.8 days and 17.9 days respectively for the time taken to resolve complaints.

## CONCLUSIONS

	<b>11</b> (last year 15)	Maintain Standard
	<b>0</b> (last year 0)	Maintain Standard
	<b>0</b> (last year 0)	Minor Improvements
	<b>1</b> (last year 0)	Investigate action to improve

Although we are generally pleased with our performance we do recognise that there are a few areas where our performance has dropped. In particular tenancy sustainment is important to us as we want our tenants to be happy in their homes and want them to stay with us as a landlord. We also want our properties to be attractive for new tenants when properties do become empty. We will strive to improve

our sustainment identifying individual needs and supporting tenants through access to our housing and advice services.

We also want to resume our position for VFM and complaints and will do this for VFM through procurement and for complaints through listening to our tenants, learning from things we haven't got right and adapting our processes as required.

**At the time of issuing this report the pandemic continues to affect everyone's daily lives. We are continuing to deliver our housing services while operating in line with government guidelines.**

**Our focus is to continue doing this while keeping staff, customers and contractors safe.**

**Please stay safe and well!**

Should you wish to discuss any aspects of this report please phone us on **0141 889 7105** or email **admin@paisleyha.org.uk**  
Alternatively you can give us your views via our website **www.paisleyha.org.uk** or post them on our facebook page.



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