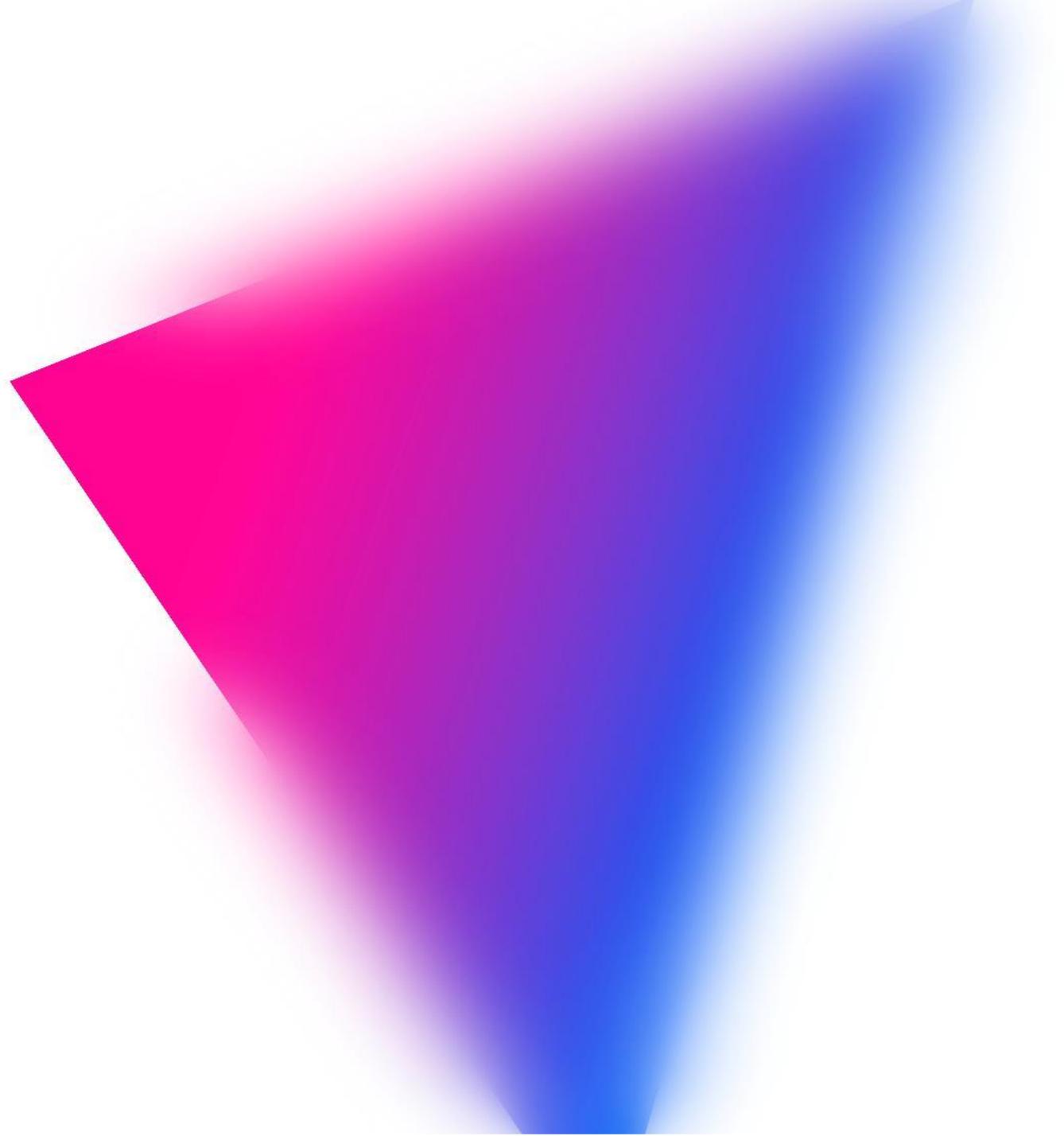


Data and Insight: making the future possible

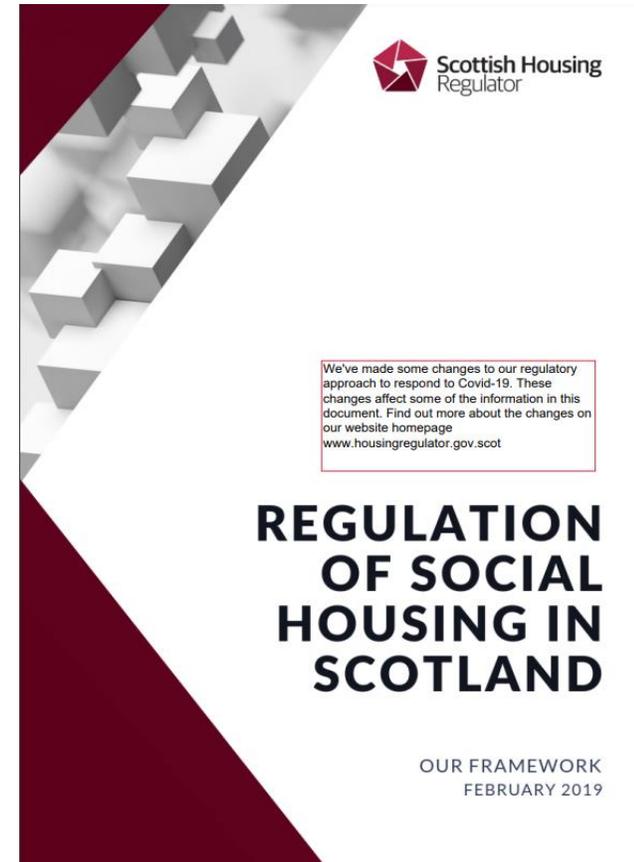
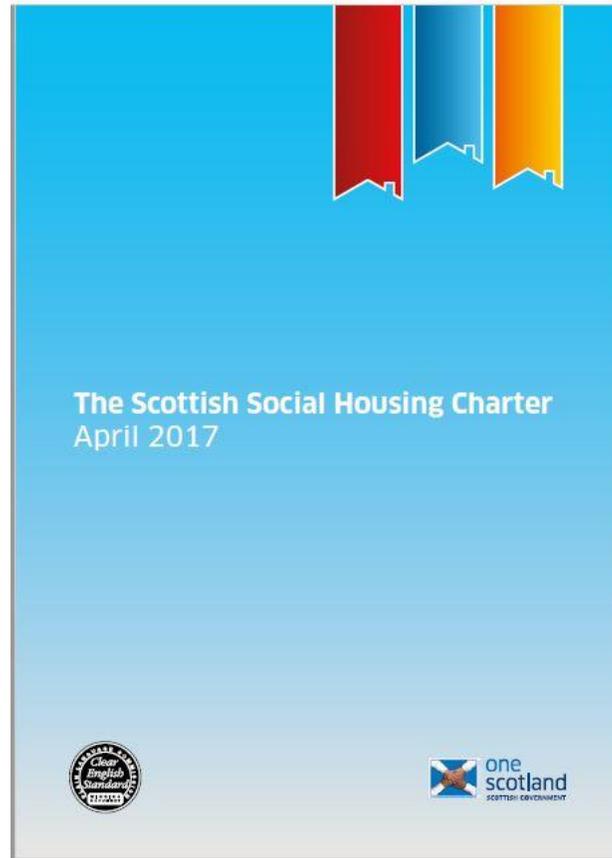
Kirsty Wells,
Head of Housemark Scotland and Devolved Nations

Housemark
Scotland

Housing Regulation in Scotland



The Scottish context: Housing (Scotland) Act 2010

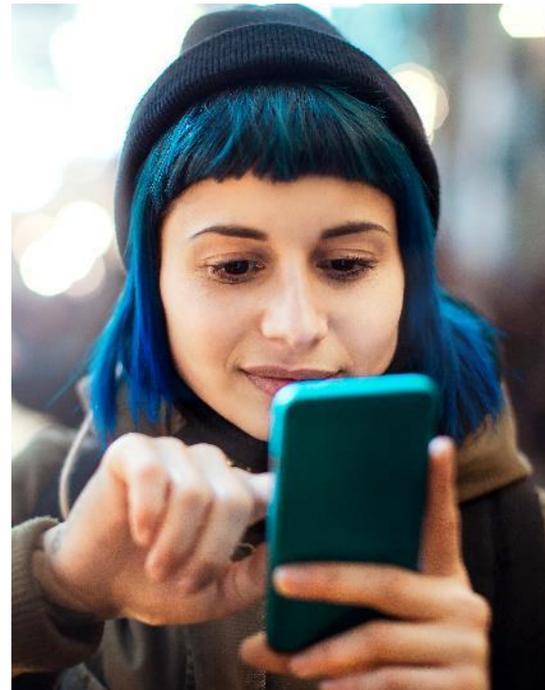
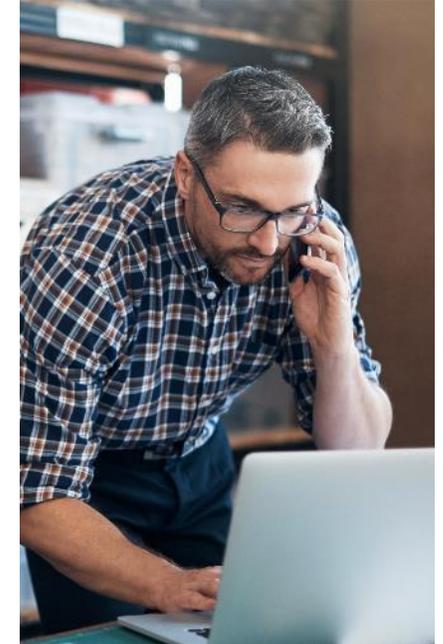


The Scottish Social Housing Charter

Sixteen Outcomes and Standards

Seven Key Areas

1. The customer/landlord relationship
2. Communication
3. Housing quality and maintenance
4. Neighbourhood and community
5. Access to housing and support
6. Getting good value from rents and service charges
7. Other Customers (gypsy/travellers)



The Scottish Housing Regulator

Statutory Objective

To safeguard and promote the interests of current and future tenants, people who are homeless, factored owners and gypsy/travellers

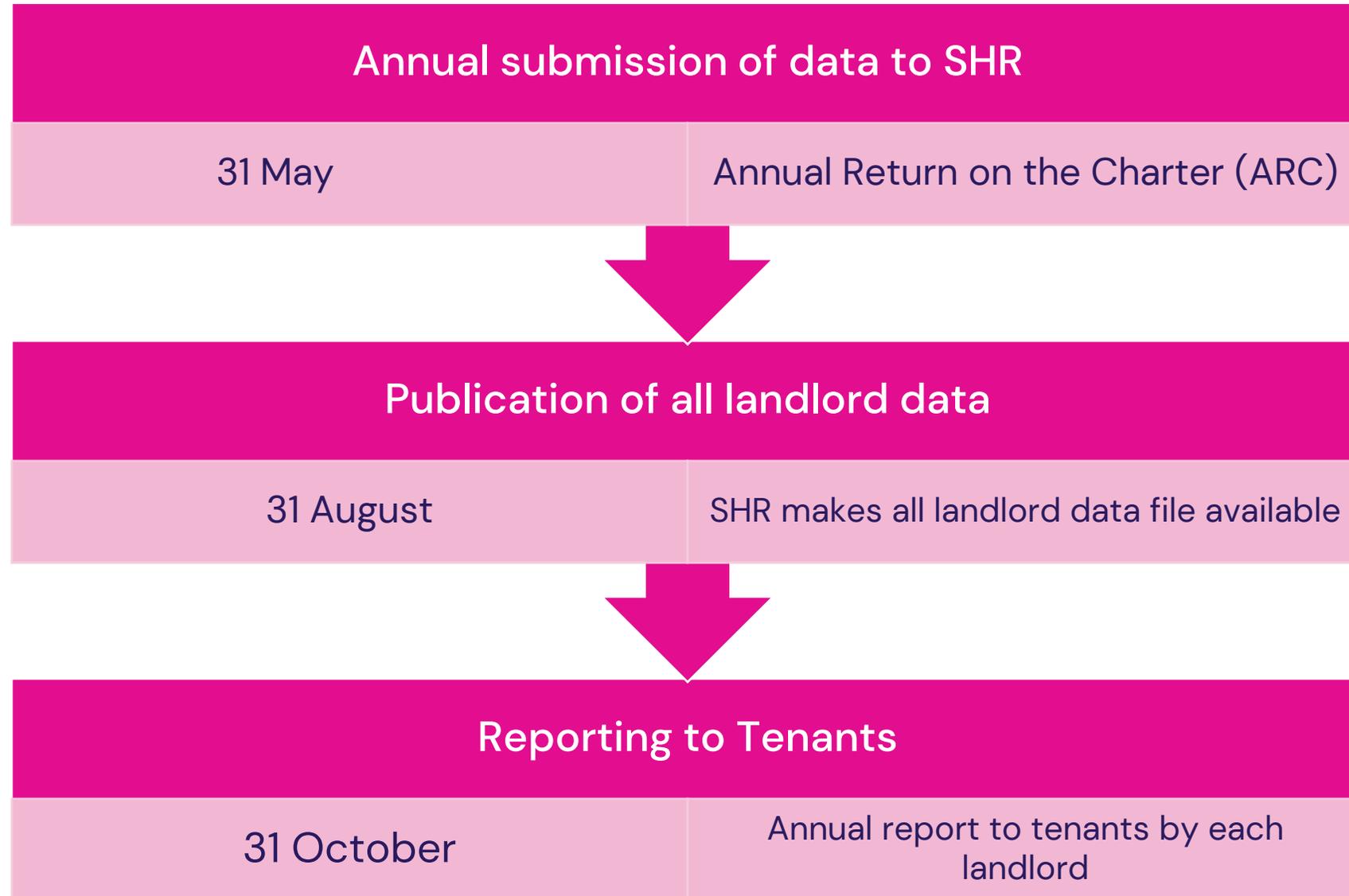


Functions

To monitor, assess report and intervene (as appropriate) in relation to social landlords' performance of housing activities and RSLs' financial wellbeing and standards of governance



Reporting on Charter Standards and Outcomes



New requirements from April 2019

Annual Assurance Statement

Submitted annually
between April and October

Tenants
consulted

Engagement
Plan

Regulatory
judgements

Tenants
informed

Making data accessible to tenants



Home [Landlord performance](#) For landlords For tenants About us Publications  Search

Landlord performance

Reports, data and analysis about social landlords in Scotland.

Landlord directory >

Find and compare landlord performance, read our engagement plans and see the public register of RSLs.

Engagement plans >

Find out how we are engaging with each Scottish social landlord.

Annual Assurance Statements >

See all social landlords Annual Assurance Statements.

National reports >

Read our reports about the performance of Scotland's social housing sector.

The risks we will focus on >

Find out about the risks we will focus on and the main reasons for our engagement with social landlords.

Statistical information >

Download data and read useful reports about RSLs in Scotland.

<https://www.housingregulator.gov.scot/landlord-performance>

Making data accessible to tenants: SHR

Comparison tool

What social landlords told us about their performance in 2019/2020

Hillcrest Homes (Scotland) Limited

Compare up to 4 landlords

[Reset comparison](#)

Link Group Ltd

Castle Rock Edinvar Housing Association Ltd

Sanctuary Scotland Housing Association Ltd

North Glasgow Housing Association Ltd

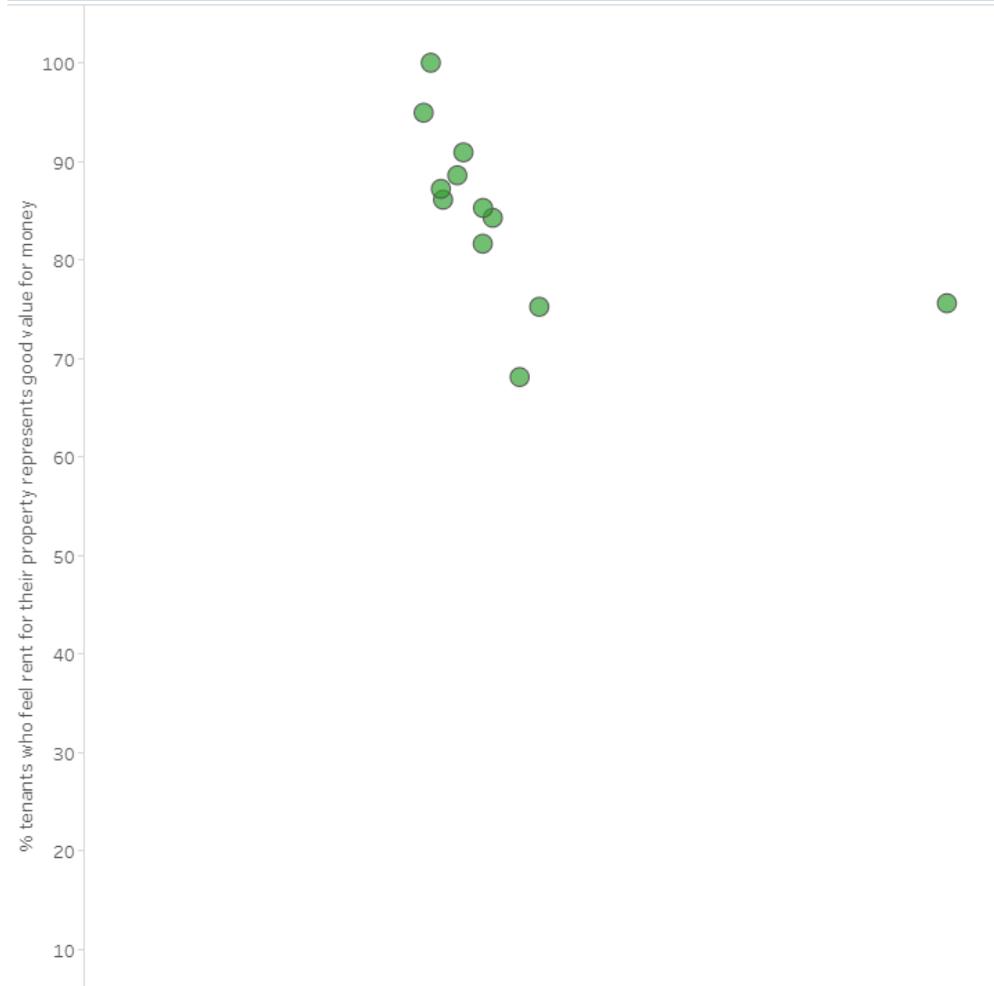
| | Hillcrest Homes (Scotland) Limited | Average of compared landlords | Difference from the average | Link Group Ltd | Castle Rock Edinvar Housing Association Ltd | Sanctuary Scotland Housing Association Ltd | North Glasgow Housing Association Ltd |
|--|------------------------------------|-------------------------------|-----------------------------|----------------|---|--|---------------------------------------|
| Home and rents | | | | | | | |
| Total number of homes Previous years > | 6,317 | 6,488 | -170 | 6,865 | 6,750 | 6,944 | 5,391 |
| Total rent due to be collected Previous years > | £27,688,269 | £28,885,325 | −£1,197,056 | £30,402,856 | £29,133,494 | £33,321,158 | £22,683,793 |
| Percentage average weekly rent increase to be applied Previous years > | 1.5% | 2.7% | -1.2% | 2.5% | 2.4% | 2.7% | 3% |
| Total number of 1 apartments Previous years > | 214 | 103 | 112 | 238 | 37 | 56 | 79 |

Making data accessible to tenants: Housemark

Rent levels and tenant satisfaction that rent provides value for money

| Landlord | Return Year | % satisfaction with value for money | Average weekly rent |
|---|-------------|-------------------------------------|---------------------|
| Castle Rock Edinvar Housing Association Ltd | 2018/19 | 88.6% | £89.00 |
| Castle Rock Edinvar Housing Association Ltd | 2017/18 | 88.6% | £86.66 |
| City of Edinburgh Council | 2018/19 | 68.1% | £103.83 |
| | 2017/18 | 79.0% | £99.10 |
| Dunedin Canmore Housing Limited | 2018/19 | 85.2% | £95.12 |
| | 2017/18 | 86.9% | £90.89 |
| Hunters Hall Housing Co-operative Ltd | 2018/19 | 87.2% | £85.09 |
| | 2017/18 | 87.2% | £83.07 |
| Lister Housing Co-operative Ltd | 2018/19 | 94.9% | £80.98 |
| | 2017/18 | 94.9% | £78.73 |
| Manor Estates Housing Association Ltd | 2018/19 | 84.2% | £97.43 |
| | 2017/18 | 84.2% | £95.56 |
| Muirhouse Housing Association Ltd | 2018/19 | 86.1% | £85.61 |
| | 2017/18 | 86.1% | £83.92 |
| Port of Leith Housing Association Ltd | 2018/19 | 81.6% | £95.06 |
| | 2017/18 | 90.3% | £91.50 |
| Prospect Community Housing | 2018/19 | 90.9% | £90.45 |
| | 2017/18 | 90.9% | £88.40 |
| Viewpoint Housing Association Ltd | 2018/19 | 75.2% | £108.50 |
| | 2017/18 | 76.6% | £107.09 |
| West Granton Housing Co-operative Ltd | 2018/19 | 100.0% | £82.68 |
| | 2017/18 | 96.5% | £80.58 |
| Scottish Veterans Residences | 2018/19 | 75.6% | £205.53 |
| | 2017/18 | 79.2% | £200.25 |

Rent levels v tenant satisfaction with VfM (2019)



Return Year
 (Multiple values) ▼

Landlord name
 (Multiple values) ▼

Landlord type
 (Multiple values) ▼

Stock size
 0 41,233

Average weekly rent
 78.7 205.5

Main local authority area of operation
 City of Edinburgh ▼

- (All)
- Aberdeen City
- Aberdeenshire
- Angus
- Argyll & Bute
- City of Edinburgh
- City of Glasgow
- Clackmannanshire
- Dumfries & Galloway
- Dundee City
- East Ayrshire
- East Dunbartonshire
- East Lothian
- East Renfrewshire
- Falkirk
- Fife

SHR Annual report on the sector's performance



National Report on the Scottish Social Housing Charter

Headline Findings

2018/19



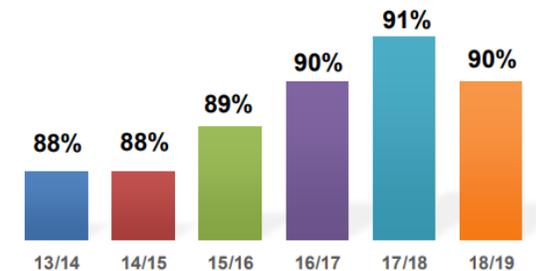
Tenant satisfaction

Overall tenant satisfaction remains high

Tenant satisfaction with the homes and services provided by social landlords remains high, albeit marginally down on the previous year. Overall satisfaction has increased from 88% to 90% since 2013/14. For RSL tenants satisfaction with their overall service fell slightly from 92% to 91% in 2018/19 while for local authority tenants it increased from 83% to 86%.



The percentage of tenants who said they were satisfied with the homes and services provided by their landlord 2013-2019



Reporting to Tenants



PERFORMANCE 365 2020

Welcome to our 2019-20 Performance 365. Each year we publish our performance figures, so you can see how well (or poorly) we're performing against the standards laid out in the [Scottish Social Housing Charter](#)

It's been an interesting year, we launched our My New Home service to ease the financial pressure of taking up a new tenancy, we started planning the expansion of our Head Office (more information on that coming in 2020-21), we got 100% of our properties compliant with the Energy Efficiency Standard for Social Housing (EESSH), we hit 1,000 followers on Facebook, and thanks to the fantastic work of our IT guys, who the tenants never hear about, our staff were almost seamlessly able to transition to home working during the lockdown.

Please note that Outcomes 12 and 16 only apply to Local Authorities, so we have intentionally not included any figures in relation to these.



OUTCOME 01
Equalities

OUTCOME 02
Communication

OUTCOME 03
Participation

OUTCOME 04
Quality of Housing

OUTCOME 05
Repairs, Maintenance & Improvements

OUTCOME 06
Estate Management, Antisocial Behaviour, Neighbour Nuisance & Tenancy Disputes

OUTCOME 07, 08 & 09
Housing Options

OUTCOME 10
Access to Social Housing

OUTCOME 11
Tenancy Sustainment

OUTCOME 13
Value for Money

OUTCOME 14 & 15
Rents & Service Charges

New tenants satisfied with the condition of their home **61%**

Number of applicants who refused a property after viewing it **0**

Number of properties with a gas supply **971**

Percentage of gas supplies serviced **100%**

Number of forced entries for gas serving **68**

Percentage of homes which meet the SHQS **97%**

Percentage of homes which meet the EESSH **100%**

OUTCOME 04

Quality of Housing

The Scottish Housing Quality Standards (SHQS) was introduced in February 2004, and all social housing landlord had to comply by 2015.

We have a small number of properties which do not meet the SHQS and these are:

- A number of older flats which do not have a controlled door entry system. This is because we do not own all the flats in the common stair, and the owners of the other flats have not agreed to installing a door entry system.
- A small number of properties with older heating systems. This is because the tenants have chosen not to agree to an upgraded heating system.

We're really pleased to be able to report that all our properties now meet the Energy Efficiency Standard for Social Housing (EESSH) - well ahead of schedule!

[Give feedback](#)

"tenants' homes as a minimum, meet the Scottish Housing Quality Standards by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair."

Reporting to Tenants

Repairs, Maintenance and Improvements

Although our time to complete repairs has increased since last year, we are still well within our target of 4 hours to complete emergency repairs and 15 days to complete non-emergency repairs.



cairn

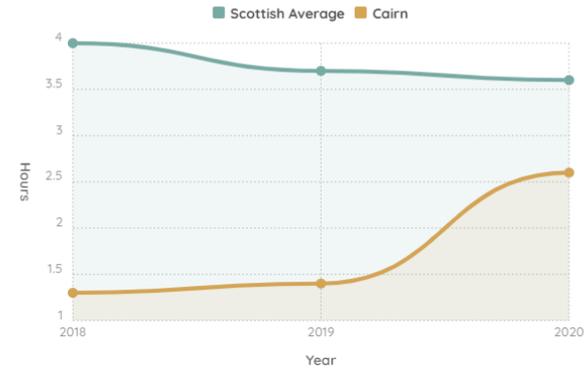
Rent and Money

We collected 103% of the rent due to us and our rent collection remains strong despite a small dip last year. This figure also includes former tenants who were in rent arrears, which is why this figure is above 100%.

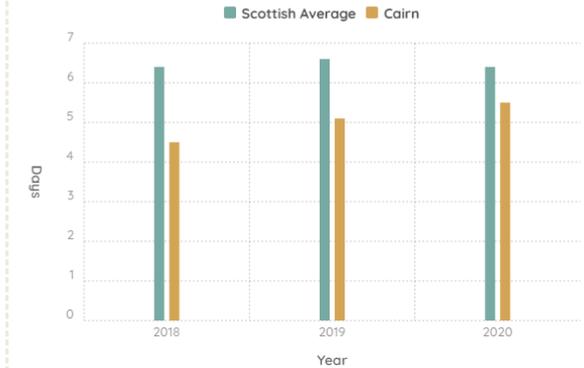
We lost a bit more money this year through our properties being empty. This is linked to our performance around the average time taken to re-let properties.



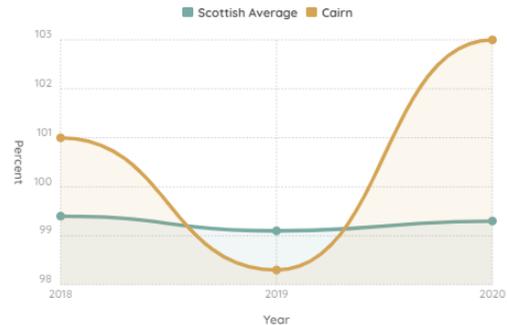
Average time taken to complete emergency repairs



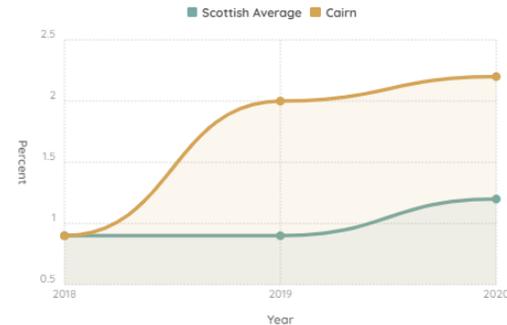
Average time taken to complete non-emergency repairs



Rent collected as percentage of rent due



Percentage of rent loss through properties being empty



Reporting to Tenants

Tenancy & Repairs Services

In this report we use traffic light indicators to illustrate our most recent performance.

- Peer Group are performing better than GWhA
- GWhA's performance is within the Peer Group parameters
- GWhA's performance is better than (or equal to) Peer Group



| Indicator | 18/19 GWhA | 2019/20 | | | |
|--|---------------|---------|------|------|------|
| | | GWhA | QEF | RSLs | SLs |
| Repairs and Maintenance | | | | | |
| Average time (hours) to complete Emergency Repairs | 2.9 | 2.9 | 2.4 | 2.7 | 3.6 |
| Average time (days) to complete Non-Emergency Repairs | 3.4 | 4.1 | 4.4 | 5.7 | 6.4 |
| % of reactive repairs carried out Right First Time | 97.5 | 98.3 | 91.6 | 92.8 | 92.4 |
| No. of properties where Annual Gas Service was not completed within 12 months | 2 | 1 | - | 1.4 | 2.8 |
| Neighbourhood and Community | | | | | |
| No. of cases of anti-social behaviour (ASB) reported | 111 | 146 | 102 | 128 | 248 |
| % of ASB cases resolved in the year | 82.8 | 87.7 | 96.2 | 94.9 | 94.1 |
| % of tenancies created in 18/19 that lasted at least 12 months | 93 | 93.7 | 94.5 | 89.1 | 89.1 |
| Getting Good Value from Rents and Service Charges | | | | | |
| Average length of time (days) to re-let properties | 22.5 | 10.7 | 14.9 | 25.7 | 31.8 |
| % of rent lost through properties being empty | 0.6 | 0.19 | 0.39 | 0.9 | 1.2 |
| % gross rent arrears | 1.87 | 2.19 | 3.86 | 4.4 | 5.8 |
| % rent collected | 99.4 | 99.8 | 99.7 | 99.3 | 99.3 |

You Said, We Did

We conclude complaints with an Action Plan that identifies what we need to do to avoid similar mistakes in the future. These are routinely discussed at Team Meetings and updated through our newsletter.



You Said:

Several people were unhappy with the standard of the close cleaning service provided.

One tenant was unhappy with the speed at which an arrears letter went out as their rent was up-to-date.

Our phone message stated that we record all calls for training purposes, however this is only done occasionally.

We Did:

A new contractor, Caledonian Maintenance Service, started delivering this service in August 2020. We will closely monitor this for quality.

We have reviewed our process and have added in additional checks before mailing letters to ensure this does not happen in the future.

We have amended our phone message to reflect this.

You can find out more about our Complaints process online: www.gwha.org.uk. Further information on complaints handling is available from the Scottish Public Services Ombudsman's website: spsa.org.uk.

Thank you for your many compliments over the year, which include:

The contractors were very polite, courteous and done a fantastic & quick turn around. I am very happy with the outcome.

I really appreciate your welfare checks during this time.

I feel Glasgow West have gone above and beyond, to support myself in what is a truly difficult time.

Measuring Satisfaction

STATUS

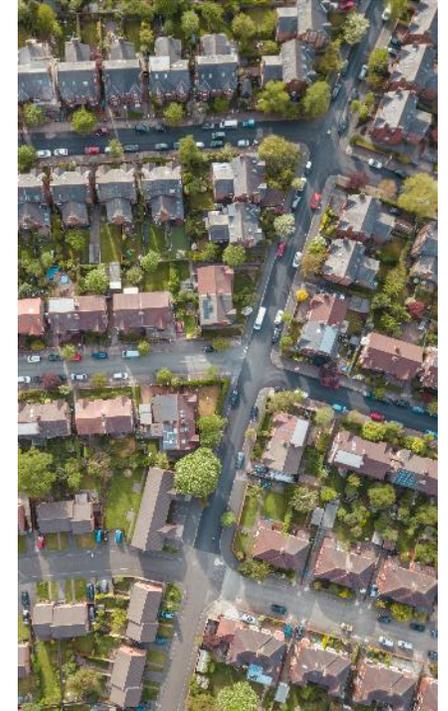
HouseMark
STAR



Ministry of Housing,
Communities &
Local Government

**The Charter for
Social Housing
Residents**

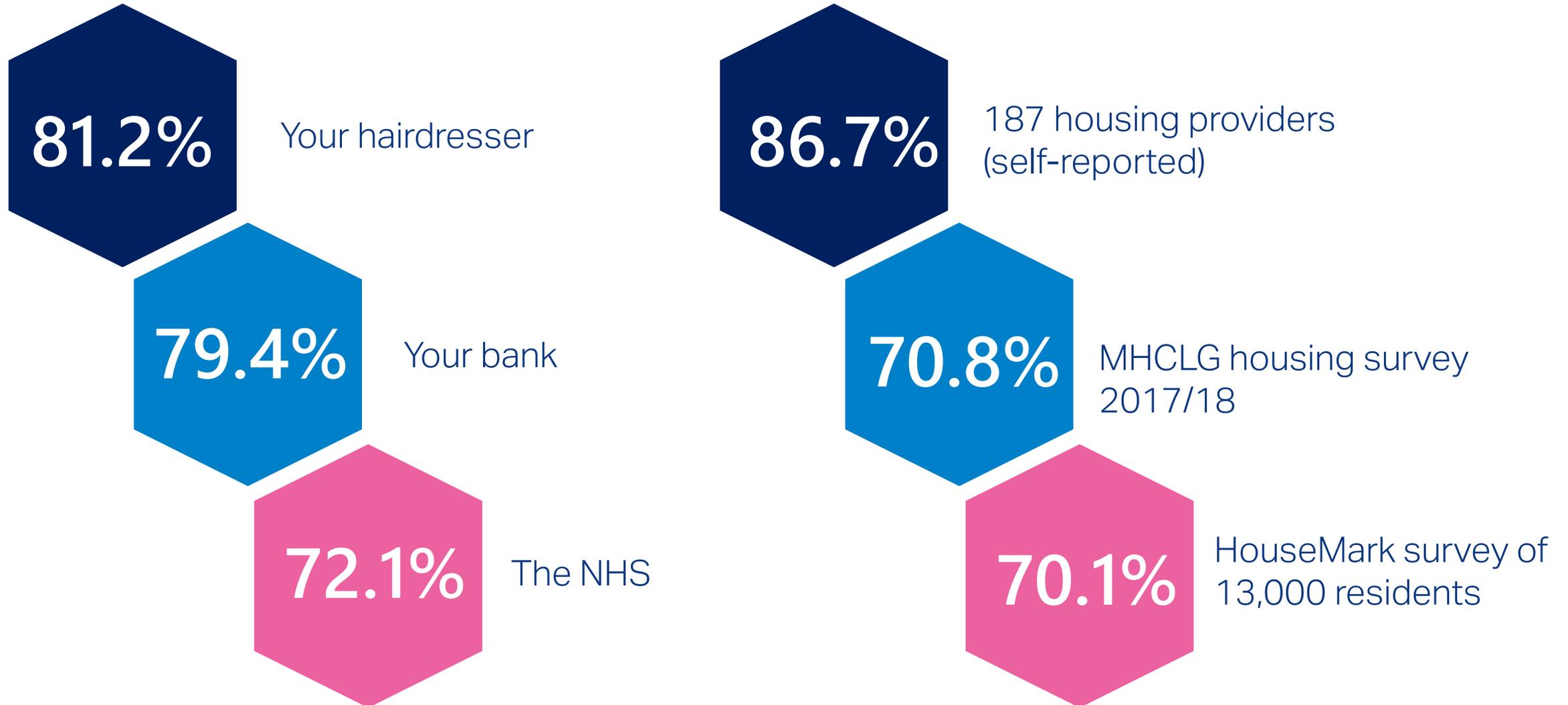
Social Housing
White Paper



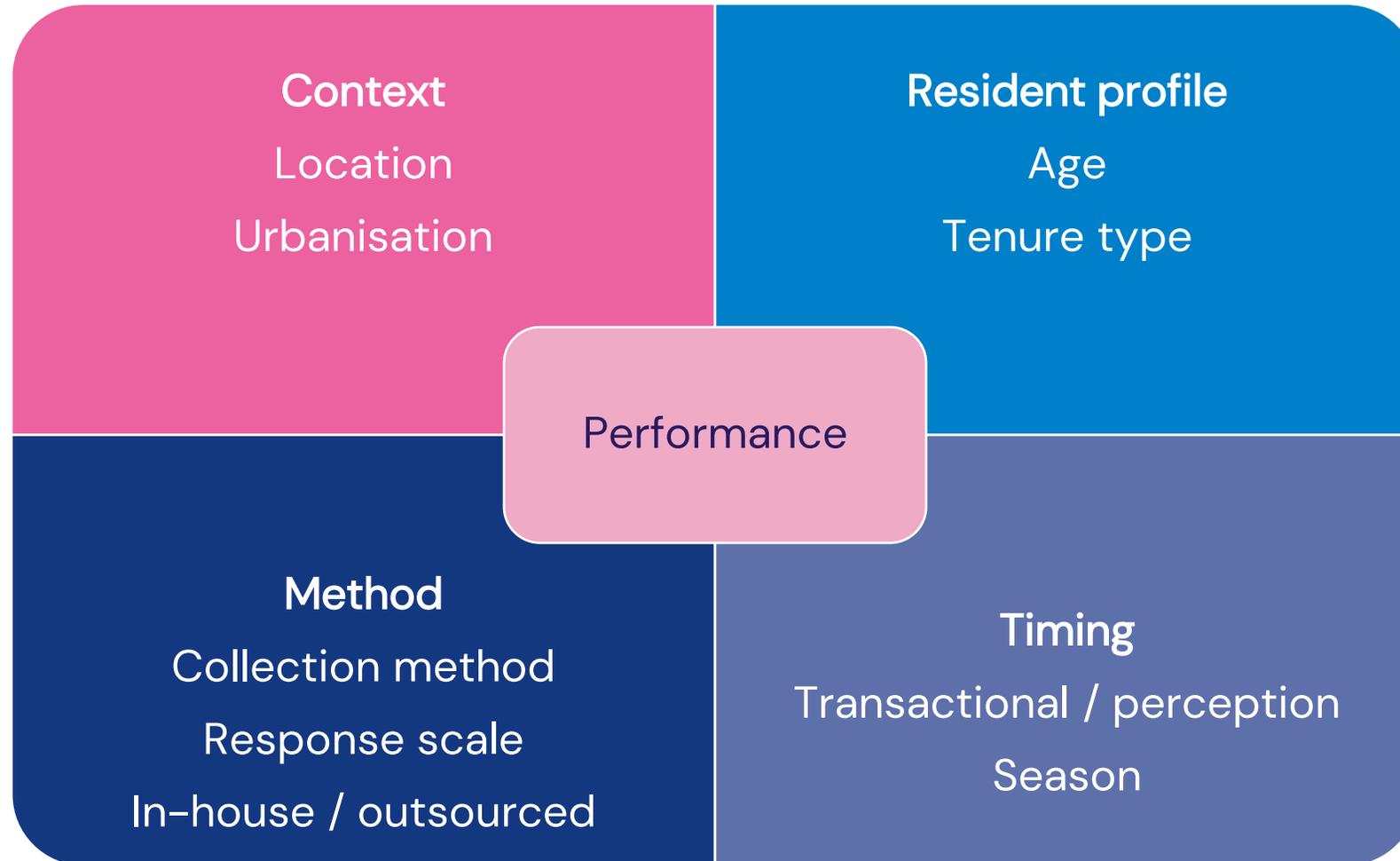
The case for regulation

- Grenfell disaster
- Tenant roundtables
- Ministry and Regulator scepticism of figures
- Landlords (especially large HAs) doing things differently

The case for regulation



Other variables



Don't be an Ostrich!

- Obsessing with
- Scores and
- Targets
- Rather than
- Improving
- Customer
- Happiness





Ostrich behaviour

- Strutting – reporting excellent Customer Satisfaction Score (CSAT) in annual reports without truly understanding how it was achieved.
- Running – Setting ambitious targets for improvement in CSAT without a clear plan on how this will happen.
- Head in sand – Ignoring resident feedback that doesn't fit the narrative and being unaware of methodological tricks!

Next steps for landlords

- Look out for RSH consultation in December 2021
- Understand where you truly sit on resident satisfaction now
- Take an organisation wide approach to resident surveys
- Make interactions as easy as possible
- Take complaints seriously
- Ensure you have a strong performance reporting framework

Housemark.co.uk

