



## Performance Report for Customers

### Background

Welcome to Clydebank Housing Association's 8th annual Performance Report for Customers, the content and style of which is chosen by tenants.

This report contains the performance information that tenants feel is the most important from all the information we are required to report to the Scottish Housing Regulator each year.

The Regulator asks for this performance information from all Registered Social Landlords (RSL) to find out how we all performed against the standards and outcomes they have set out in their Scottish Social Housing Charter. It also allows tenants to make comparisons between each RSL. The Charter has 7 sections containing 16 outcomes and standards that apply to social landlords like ourselves. Only 14 apply to us as 2 are only applicable to Councils (regarding Gypsy/Travellers and Homeless People).

### Consultation

We again consulted with tenants and 11 tenants got involved. The following changes have been made:

*Content* - The views of tenants changed the content of this report, so you will note 1 new area reported on (repairs completed right first time), and 1 has been removed (rent arrears).

*Style* - We received several comments on the style of the report during the consultation which were positive. This, coupled with the positive feedback received in 2020 and 2019 (of 101 feedback forms 99% of those

who answered the question (98) said the information was presented clearly. We have therefore kept the same style.

*Comparisons* - Tenants have again been satisfied that we should continue to include, for comparison, the Scottish average (from 183 housing associations/co-operatives and Councils), the performance of West Dunbartonshire Council and the average of the other 4 community based housing associations also operating in Clydebank (Trafalgar, Dalmuir Park, Knowes and Faifley HA).

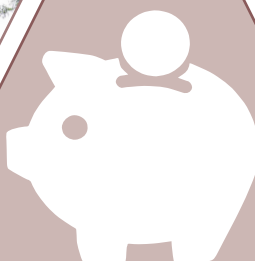
### Covid-19

Please note that performance in some areas will have been adversely affected by the Covid-19 Pandemic and associated Lockdowns. As the impact of Covid-19 reduces, performance levels should improve.

We have again included our previous 2 years' performance to help you see how we are getting on.

### Feedback

We hope you find the content beneficial. We welcome your views and feedback on the content, style and format of the report. Please complete and return the enclosed survey form to help us improve.



# Tenant satisfaction and communication



**Tenants satisfied with the overall service provided by the landlord - 93.3%**

**Where does this figure come from?**

Our last Tenants Satisfaction Survey was conducted by an independent company in 2019. 40% (450) of our tenants were

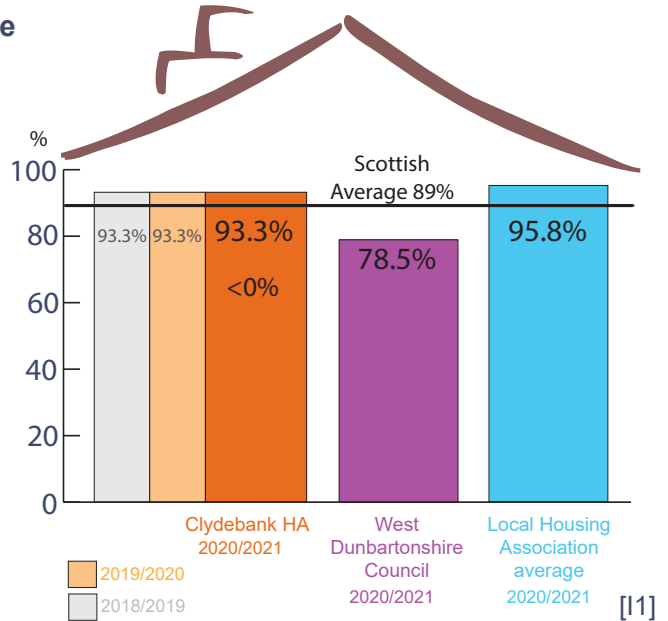
surveyed and 93.3% (420) were very or fairly satisfied with our overall service.

**Why is it important?**

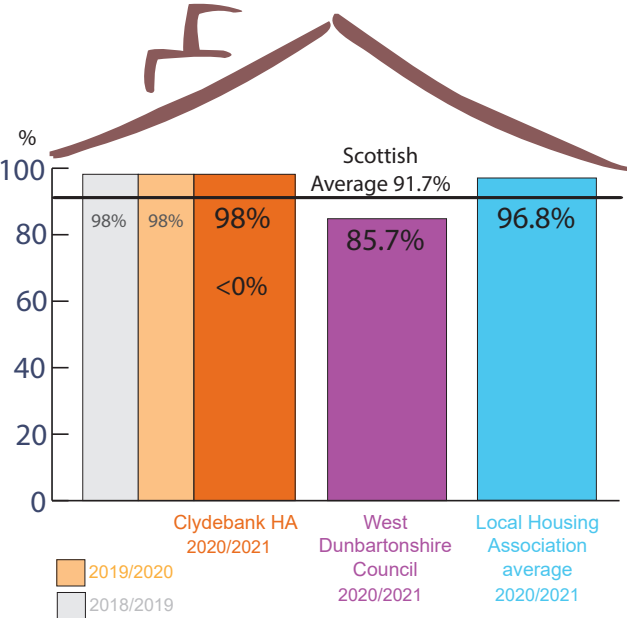
This is important as it shows us that, on the whole, we are providing services that you are satisfied with.

**How can we improve?**

We have and continue to address themes of dissatisfaction which arose during the survey. We also actively encourage complaints and value feedback received from the process. Our next survey is due in 2022.



[11]



**Tenants who feel their landlord is good at keeping them informed about their services and decisions - 98%**

**Where does this figure come from?**

During our Tenants Satisfaction Survey in 2019, 40% (450) of our tenants were surveyed and 98% (441) felt we were very or fairly good at this.

**Why is it important?**

It is important to us that you find it easy to get the information you need about us including what services we provide and how we make decisions.

**How can we improve?**

We continue to provide a wide and expanding range of good quality publications, an up-to-date website and social media channels and a variety of tenant events and focus groups, in person and online. We welcome and constantly learn from any feedback received on these methods.

[12]



**Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making - 89.8%**

**Where does this figure come from?**

89.8% (404) of tenants surveyed (450)

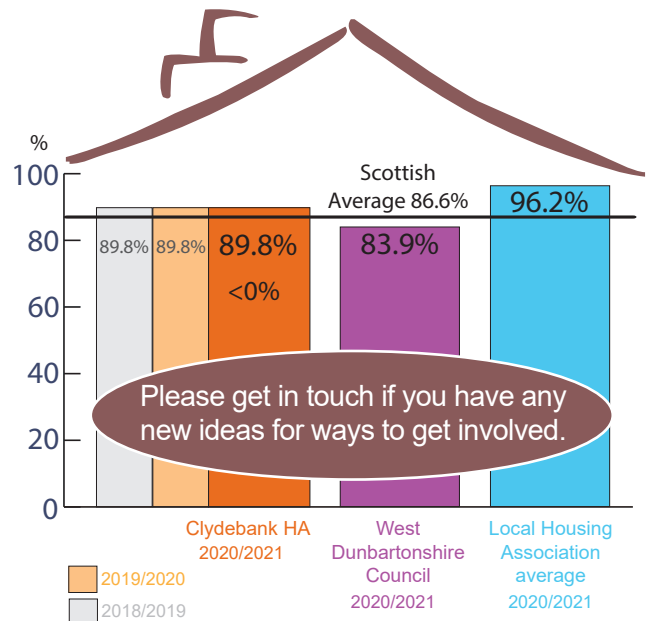
in our Tenant Satisfaction Survey in 2019 were satisfied with the different ways you can currently participate in and influence our decision making such as surveys, focus groups, consultation register, residents groups, Tenant Panel etc.

**Why is it important?**

It's important as we want you to be aware of the opportunities available for you to participate in our decision making so that you can get involved. We want to be delivering services that tenants have shaped and influenced.

**How can we improve?**

We now include a 'Get Involved' highlight on the front page of each newsletter, have expanded our 'Get Involved' newsletter section to help encourage involvement and added ways to get involved to our Annual Calendar.



Please get in touch if you have any new ideas for ways to get involved.

We meet regularly with our Tenant Panel and our 2 registered tenants groups. Meetings moved online during the Pandemic.

[15]





## Percentage of all complaints responded to in full - 100%

### What does this mean?

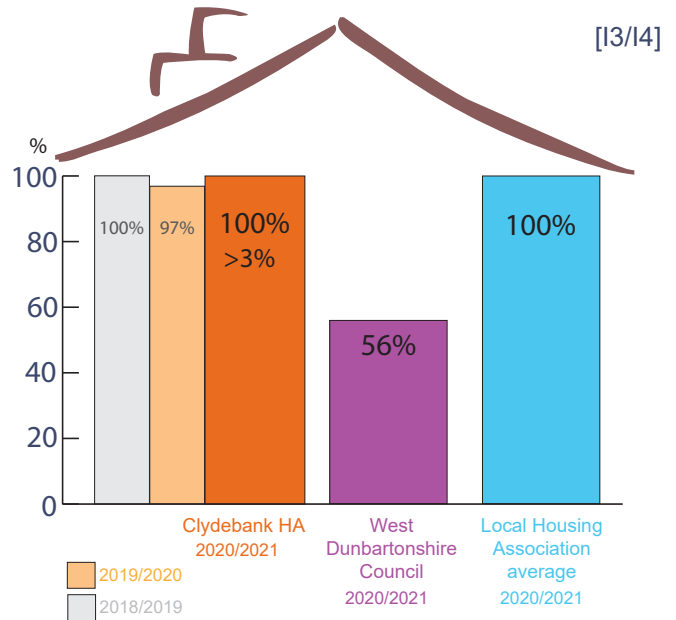
This shows that we have responded to all complaints in full in the year. All 71 complaints were responded to within our published timescales.

### Why is it important?

It is important to us that you know when you complain we will respond to your complaint in full.

### How can we improve?

We will continue to prioritise complaints to ensure that timescales are met or indeed exceeded. We have adopted new Scottish Public Services Ombudsman complaints handling procedures and carried out initial thorough training with staff and Management Committee but will also continue this on a regular basis as required by the procedures. We will continue to record and report complaints performance to our Management Committee, the Scottish Housing Regulator, Scotland's Housing Network and to benchmark performance against other organisations.



Please note that rounding of figures has been used here as this graph involved merging 2 results from each organisation. Merged Scottish Average unavailable but 1st stage was 97% and 2nd stage was 92.6%



Our Annual General Meeting 2020

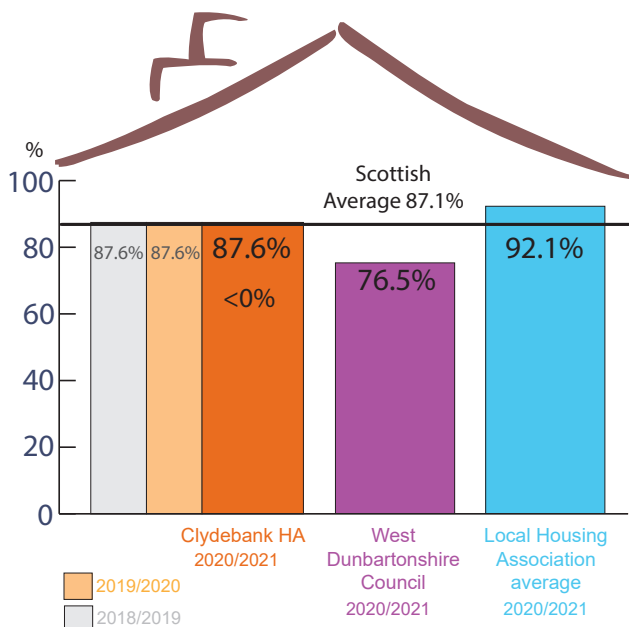
During Covid we moved lots of our activity online, including a special general meeting, annual general meeting, tenant panel and residents group meetings and property viewings.



One lucky winner, Ms Macphee

A competition was held to celebrate the 80th edition of our newsletter 'ChitChat'. We were delighted to have 2 prize winners for £80 grocery vouchers.

## Housing quality and maintenance of your home



## Percentage of tenants satisfied with the quality of their home - 87.6%

### Where does this figure come from?

In our Tenants Satisfaction Survey 2019 87.6% (394) of our tenants were very or fairly satisfied with the quality of their home (*general state of repair and the standard of kitchen units and bathroom suites*).

### Why is it important?

It is important to us that our properties are maintained to a high standard to ensure the comfort and safety of our tenants.

### How can we improve?

Our major repairs programme has been impacted by Covid but has recommenced from Apr-21. We are committed to addressing the backlog during 2021/2022 and will be putting longer term contracts in place with contractors to reduce delays caused by agreeing contracts. We will continue to involve you in all aspects of our service and provide a range of ways to report repairs easily.



## Average hours to complete emergency repairs - 3.9 hours

### What does this mean?

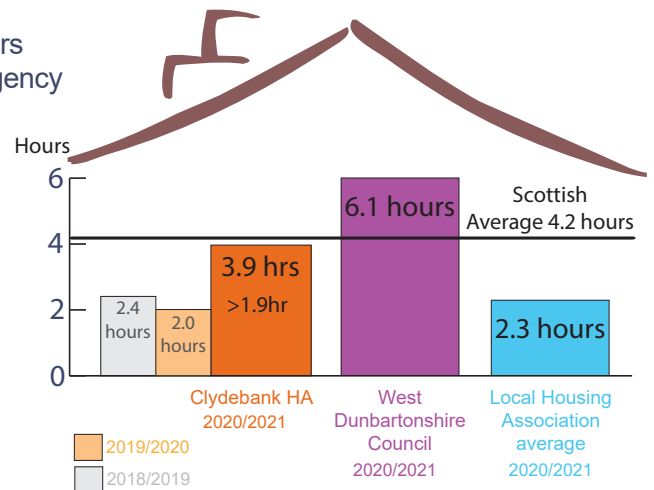
We aim to carry out/attend to emergency repairs within 4 hours. On average, for the 572 emergency repairs reported, we did this in 3.9 hours.

### Why is it important?

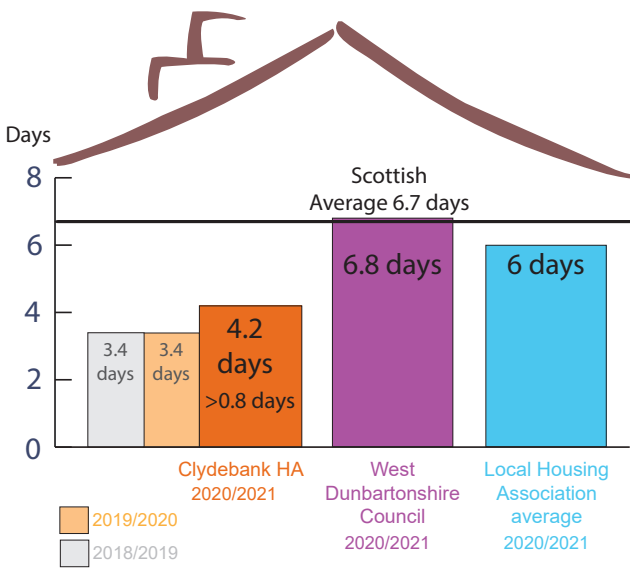
We want to ensure your safety and protect your homes/our properties.

### How can we improve?

Although this figure is still within our target, after improving on it for a number of years we were disappointed that it had increased due to Covid related challenges such as the availability of materials/contractors. In 2021/22 we expect to see a great improvement in this figure. We will continue to advise that a repair is only an emergency where it is likely to cause injury or death or substantial property damage.



[18]



## Average working days to complete non-emergency repairs - 4.2 days

### What does this mean?

Non-emergency repairs are known as reactive repairs and have target response times of either 3 days (urgent) or 10 days (routine) dependent on the fault. We attended 1,891 non-emergency repairs in the year. On average, we completed these in 4.21 days.

### Why is it important?

Carrying out non-emergency repairs within these timescales means that we can obtain value for money, protect our property and most importantly ensure your comfort.

### How can we improve?

After improving this performance over a number of years our timescale has increased as a direct result of Covid. We faced challenges in the year due to Lockdowns when we were unable to carry out non-essential repairs and had difficulties with contractors/materials. We will strive to achieve the best possible results for 2021/22.

[19]



## Percentage of reactive repairs carried out in the last year completed right first time - 78.4%

### What does this mean?

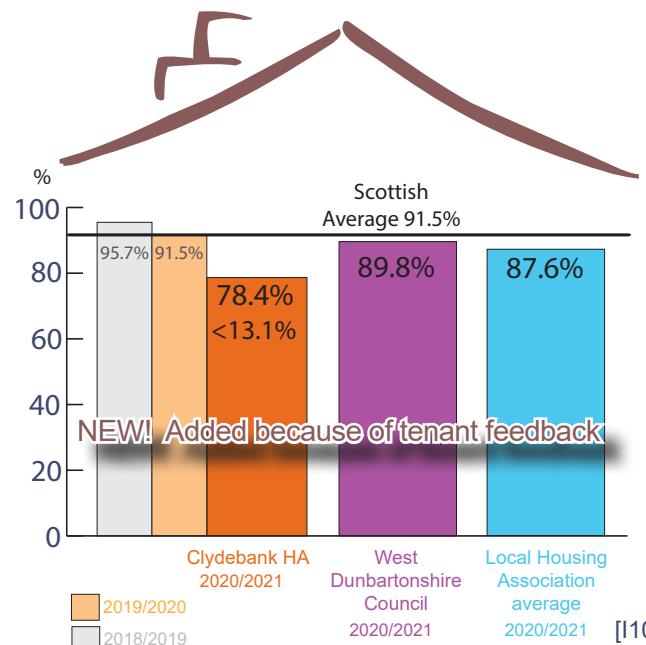
To be right first time, repairs have to be completed on time and not recalled for the same purpose during the same financial year.

### Why is it important?

We want to complete all repairs right first time to ensure value for money is achieved and to provide an excellent repairs service to you.

### How can we improve?

We were unable to attend to a lot of repairs on time due to Covid Lockdown guidance and this will impact into 2021/2022. However, we will continue to regularly monitor contractor performance and review the specifications of materials/parts. We will also maintain the standard of your homes through the major repairs programmes which should positively impact the need for repairs to be carried out.



[110]





**Percentage of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service - 87.7%**

**Where does this figure come from?**

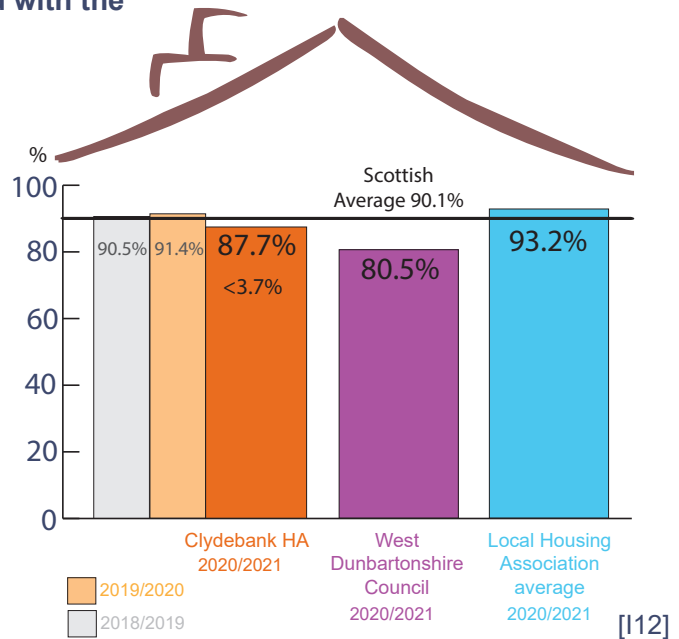
Of those surveyed who had a repair carried out in the last 12 months, 87.7% (193 of 220) were very or fairly satisfied with our repairs service.

**Why is it important?**

Keeping your home well maintained is important to you and to us so we strive to provide an excellent repairs and maintenance service.

**How can we improve?**

We were disappointed with this dip in performance. We have reviewed all feedback received and put an Action Plan in place to ensure improvement. We launched a contractor newsletter in Feb-21 to aid contractor/Association communication. Please let us know as soon as possible if you are not satisfied with our service and complete any surveys regarding your repairs, which will be helped by the launch of our Tenant Portal in 2021/22.



[12]



Contractor C Hanlon demonstrates the use of PPE

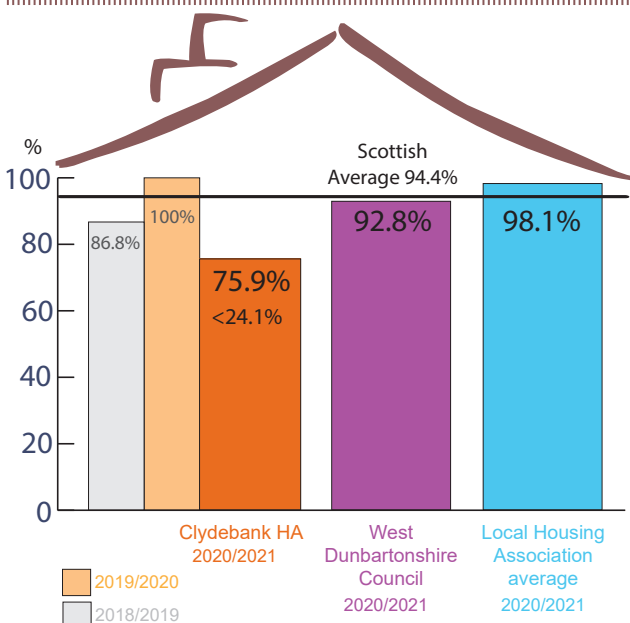
Contractors had to put safety precautions in place to carry out 2,500 repairs during the year. They wore PPE, wiped down surfaces and socially distanced during their visits.



A lovely picture courtesy of garden helper Craig Edward

Our Radnor Community Garden got some TLC during Lockdown as residents came together (socially distanced of course!) to use the garden to grow a variety of produce.

**Neighbourhood and community**



**Percentage of anti-social behaviour cases report in the last year which were resolved - 75.9%**

**What does this mean?**

This is how many of the anti-social behaviour cases reported to us that we managed to resolve.

**Why is it important?**

Resolving anti-social behaviour efficiently and effectively helps ensure our tenants feel safe in their homes and improves the neighbourhood.

**How can we improve?**

Of the 7 anti-social cases not resolved, 6 were reported to us during Mar-21 and one in mid Feb-21. These remained open cases for investigation/action at the end of the year and all cases were resolved in Apr-21. This is the reason why our performance is showing at 76%, down from last year. We will continue to work closely with our partners including Police Scotland and West Dunbartonshire Council.

[15]



**Percentage of the court actions initiated which resulted in eviction (0%) and the reasons for eviction (none)**

**Where does this figure come from?**

This figure is reported annually to the Scottish Housing Regulator and reported quarterly to our Management Committee. Please note due to the Pandemic restrictions, no evictions were carried out during the year.

**Why is it important?**

If all other enforcement and support avenues have been pursued and have failed, this is the only action available to us in order to limit the negative impact on rental income and ensure that we can keep the rent we charge as low as possible.

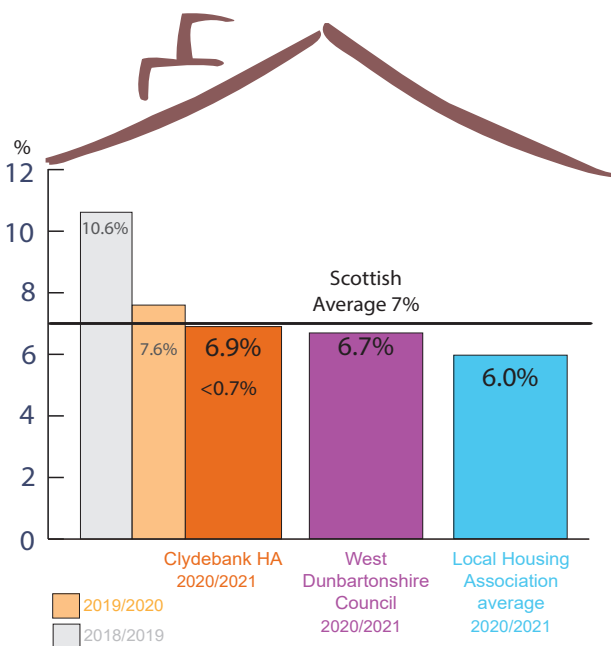
**How can we improve?**

We will continue to identify and support tenants with advice during their tenancy, including access to our Tenancy Sustainment Officer and Welfare Rights Officer. Where this fails, we will maintain our thorough debt recovery processes.

Percentage of the court actions initiated which resulted in eviction because:	Clydebank Housing Association			West Dun. Council	Local HA Average	Scottish Average
	2018/2019	2019/2020	2020/2021	2020/2021	2020/2021	2020/2021
Rent had not been paid	41.2%	27.3%	0%	0%	0%	14.7%
Anti-social behaviour	0%	0%	0%	100%	0%	6.5%
Other reasons	0%	0%	0%	0%	0%	0.9%
Percentage of the court actions initiated which resulted in eviction	41.2%	27.3%	0%	100%	0%	22.1%

**Housing options and access to social housing**

[I22]



**Percentage of our houses that became vacant in the last year - 6.9%**

**What does this mean?**

There were 78 tenants who gave up their tenancy during the year, for a variety of reasons. The main reasons included moving to live with/be near family, moving into residential care and to buy a home.

**Why is it important?**

Higher numbers of vacant properties cost more in terms of lost rent and maintenance costs. Low turnover can also increase the desirability of an estate and improve tenant satisfaction.

**How can we improve?**

We will continue to offer a range of tenancy support measures to assist tenants in sustaining their tenancy, from the application stage and throughout their tenancy. In the year we employed a shared Tenancy Sustainment Officer (through funding) and our own part-time Welfare Rights Officer which was already greatly assisting in this as we came towards the year end.

[I17]



**Average days to re-let empty properties - 32.3 days**

**What does this mean?**

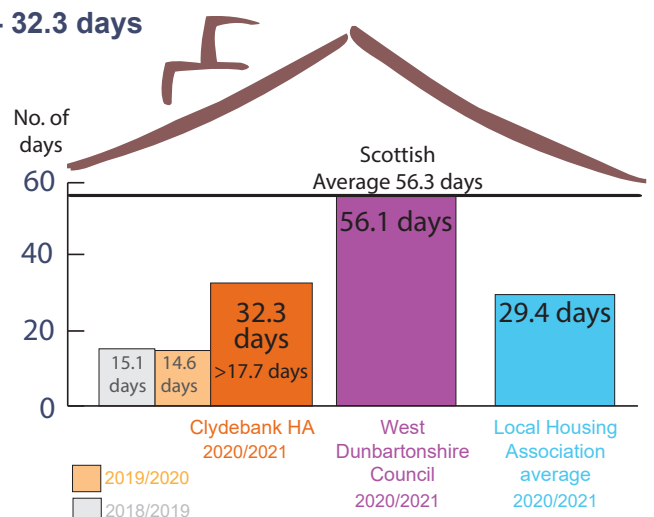
This is the average number of days (including weekends) it took to re-let 67 houses during the year, from carrying out any necessary repairs to the new tenancy agreement being signed.

**Why is it important?**

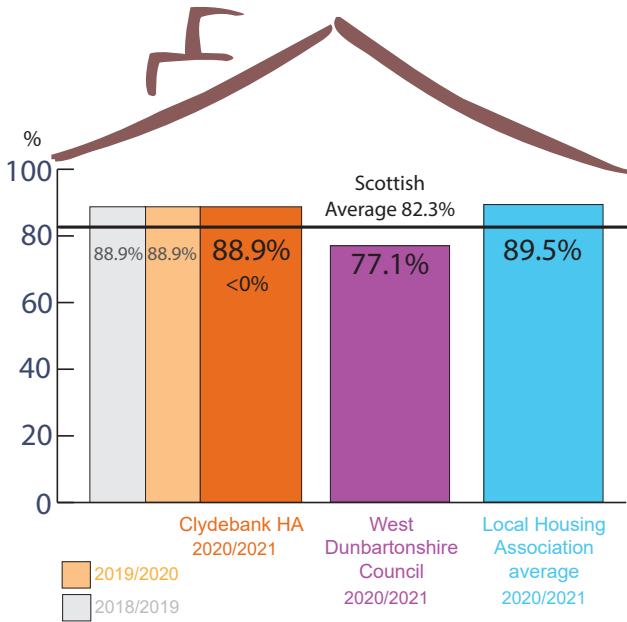
Quickly letting houses ensures we can minimise the amount of rent we lose and also saves properties lying empty so as not to attract anti-social behaviour.

**How can we improve?**

The number of days to re-let was greatly impacted by Covid and particularly Scottish Government restrictions. We adapted our procedures to include more digital ways of working and worked closely with contractors and applicants to improve as the year went on. We aim to further improve from Apr-21.



# Getting good value from rents and service charges



**Percentage of tenants who feel that the rent for their property represents good value for money - 88.9%**

### Where does this figure come from?

In our Tenants Satisfaction Survey in 2019

88.9% (400 of 450) of our tenants surveyed said they felt their rent was very or fairly good value for money.

### Why is it important?

In keeping rents affordable we want to assist our tenants in affording all aspects of their home and daily life whilst receiving excellent services.

### How can we improve?

By striving to achieve value for money in everything we do so that any rent increases continue to be affordable whilst providing continual investment in your home, to offer rent options for tenants to choose from and by continuing to promote how we spend tenants' rent money.

[I25]



Katie McGhee, our Welfare Rights Officer

We brought on board our own part-time Welfare Rights Officer in December to support our tenants. 30 tenants helped between Jan-Mar-21 gained £9,676 from a range of benefits.



Tenant Mary Arogula collects her device

We assisted in the distribution of 39 iPads to our tenants with families and also launched a lending library with 19 tablet devices for residents, including some with data.



**Amount and percentage of former tenant rent arrears written off at the year end - 46.1% (£28,605)**

### What does this mean?

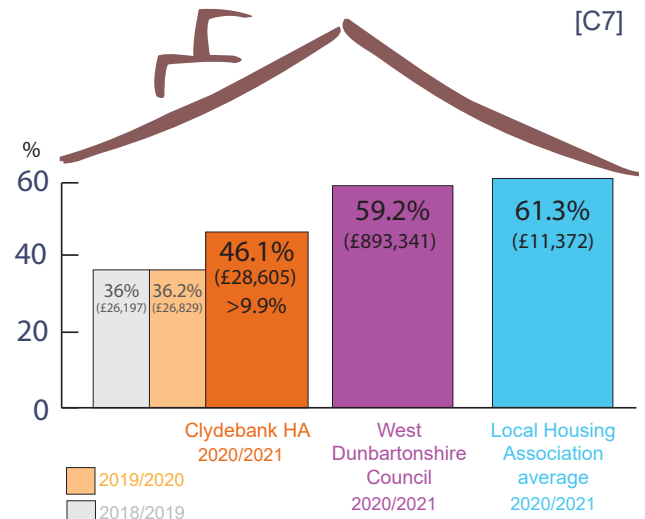
This is money owed to us that, in banking terms, we have written off, after all possible avenues for debt recovery have been exhausted.

### Why is it important?

It is imperative that we have strict debt management procedures that are followed so that money owed to us will be repaid. This is essential to keep the rent we charge as low as possible. Even when debt is written off, arrears continue to be pursued if possible.

### How can we improve?

We will maintain our current debt recovery processes to ensure that only the minimum amount requires to be written off but also continue to identify and support tenants with welfare advice and tenancy sustainment support during their tenancy.



[C7]

The Scottish average is not available for 2020/2021





*"Offering our community more than a home"*

You can access view our full Annual Return on the Charter and compare our performance with other Registered Social Landlords on the Scottish Housing Regulator's website

<https://directory.scottishhousingregulator.gov.uk/>

**OUR USUAL OPENING HOURS:**

Monday to Thursday - 9.00am to 5.00pm

Friday - 9.00am to 4.00pm

We close on the first Wednesday of each month until 2pm for staff training.



Please recycle this report if you have received it in paper format.

Please contact us to get involved in setting and monitoring our performance standards!



@clydebankha

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