



Performance Report for Customers 2023/2024

Background

Welcome to Clydebank Housing Association's 11th annual Performance Report for Customers, the content and style of which is chosen by tenants.

This report contains the performance information that tenants felt was 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 (RSLs) 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 and aims to improve the quality and value of the services that social landlords provide.

8 tenants got involved in shaping the report for 2023/24 and one topic has been added and one removed (court actions) on the performance reported on. We have followed the same format as feedback confirms it continues to be very well received by our tenants. Of the 38 feedback forms received following our last report, 100% felt the information was useful and all those who responded said it was presented clearly.

We have again included, for comparison, the Scottish average (from 169 housing associations/co-operatives and Councils) and the performance of West Dunbartonshire Council.

The average of the other community based housing associations also operating in Clydebank (Trafalgar, Dalmuir Park, Knowes HA) has been included.

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

Performance and Satisfaction

Overall, we are really pleased with our performance. We were grateful to receive such positive and improved results in so many areas in our 2022 tenant satisfaction survey, some of which are included in this report. Our next survey is due in 2025.

Feedback

We hope you find this information 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 - 96.3%

Where does this figure come from?

Our Tenants Satisfaction Survey was conducted by an independent company in 2022. 40% (456) of our tenants were

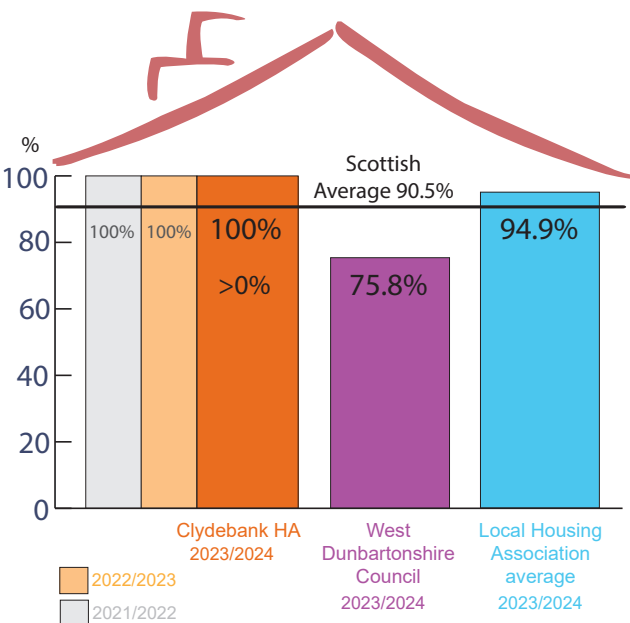
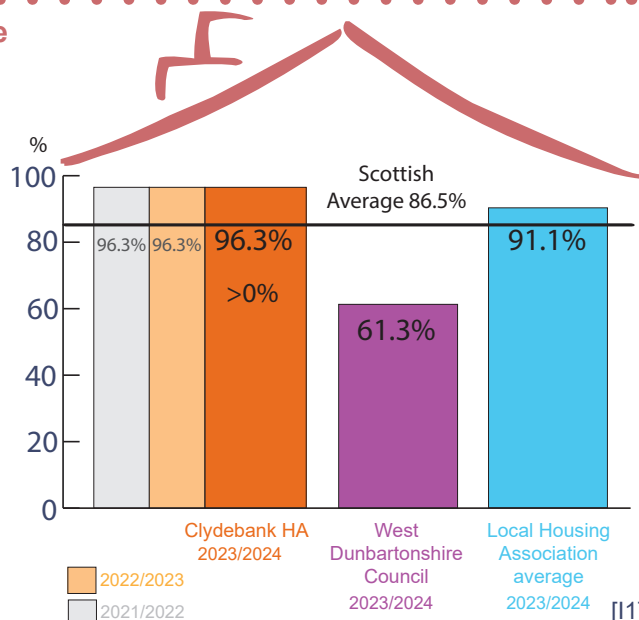
surveyed and 96.3% (439) were very or fairly satisfied with our overall service.

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 worked hard to address any themes of dissatisfaction which arose from the 2022 survey. The next survey is due in 2025. We actively encourage complaints and value feedback received from the process. Our staff team is dedicated to providing an excellent service and regular training takes place.



Tenants who feel their landlord is good at keeping them informed about their services and decisions - 100%

Where does this figure come from?

During our Tenants Satisfaction Survey, 40% (456) of our tenants were surveyed

and 100% 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 and why we make decisions.

How can we improve?

We remain pleased with this result. We continue to provide a wide range of high quality publications, up-to-date website and active social media accounts and a variety of regular, popular events. We recently introduced WhatsApp as another way for customers to communicate with us.



Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making - 99.8%

Where does this figure come from?

99.8% (455) of tenants surveyed in our

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

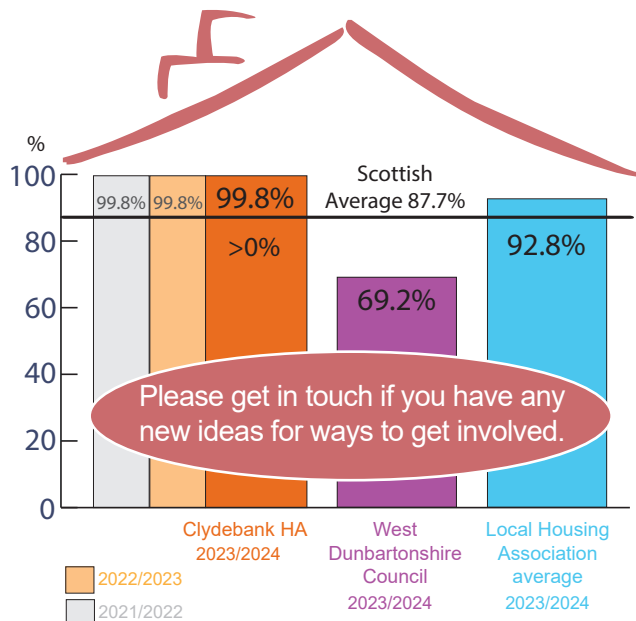
Why is it important?

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 have worked hard to promote the ways you can get involved following a previous survey. We continue to have a 'Get Involved' newsletter section to encourage involvement and hold a wide range of events. We also attend various external events and commit to Senior Staff attending tenants' group public meetings.

Clydebank Housing Association





Percentage of all complaints responded to in full - 100%

What does this mean?

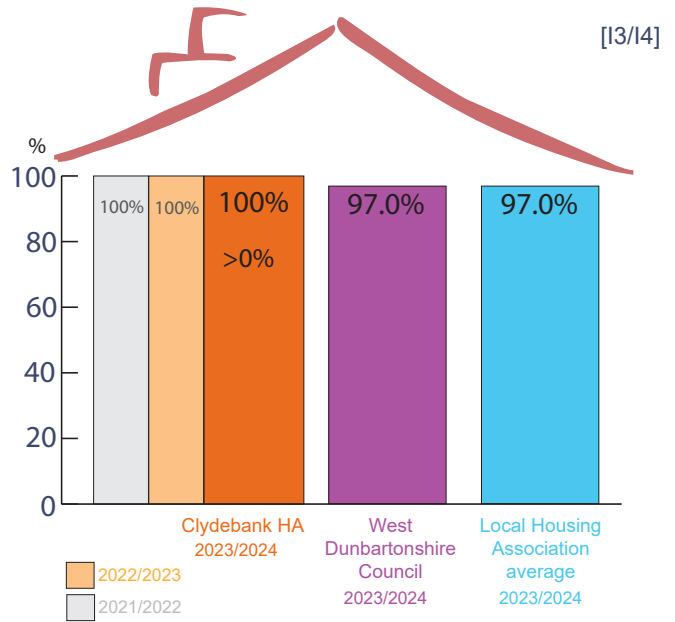
This shows that we have responded to all 55 complaints in full in the year. The average time for Stage 1 complaints was 2.54 days and at Stage 2 was 14.6 days.

Why is it important?

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

How can we improve?

We will aim to maintain this high performance by continuing to prioritise complaints to ensure that timescales are met or indeed exceeded. We use the model Scottish Public Services Ombudsman complaints handling procedures and carry out regular group and 1-to-1 staff training on 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.



[13/14]

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 96.7% and 2nd stage was 90.7%

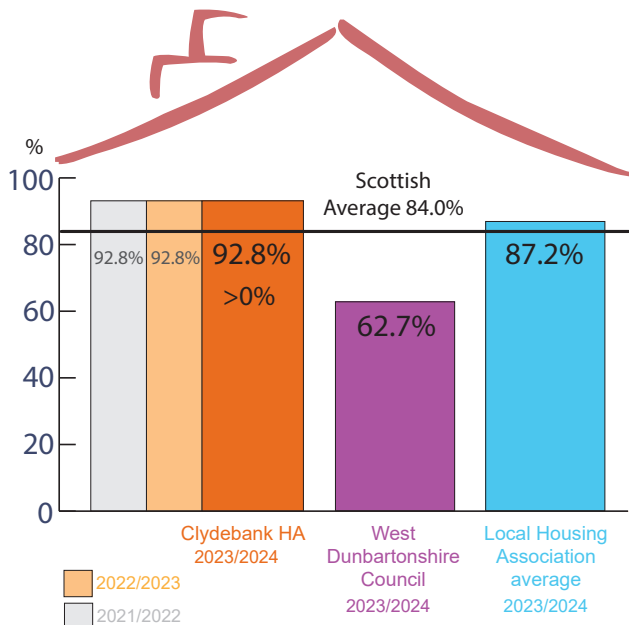


96.3% of tenants are satisfied with our overall service



Our dedicated staff team and out of hours contractors dealt with 1,341 emergency repairs in the year

Housing quality and maintenance of your home



Percentage of tenants satisfied with the quality of their home - 92.8%

Where does this figure come from?

In our last Tenants Satisfaction Survey 92.8% (423) 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?

The year saw us continue with our major repair investment programme despite the increased costs to deliver such programmes which is being seen across the sector. Over £4m was spent on Major Repair contracts in the year. We prioritised work relating to Health and Safety, our landlord obligations and work which we believe will help our tenants with their energy costs.

[17]



Average hours to complete emergency repairs - 2.6 hours

What does this mean?

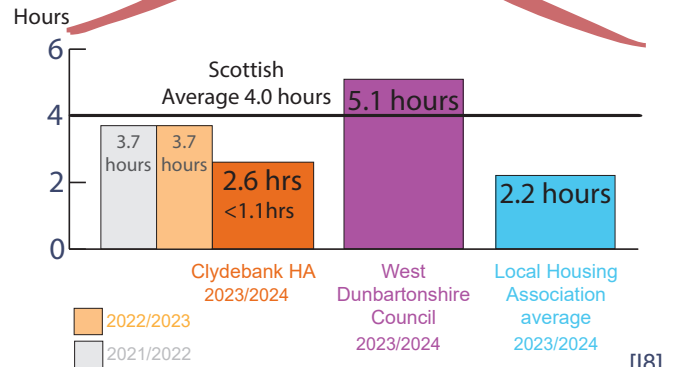
We aim to carry out/attend to emergency repairs within 4 hours to make safe. On average, for the 1,341 emergency repairs reported, we did this in 2.6 hours.

Why is it important?

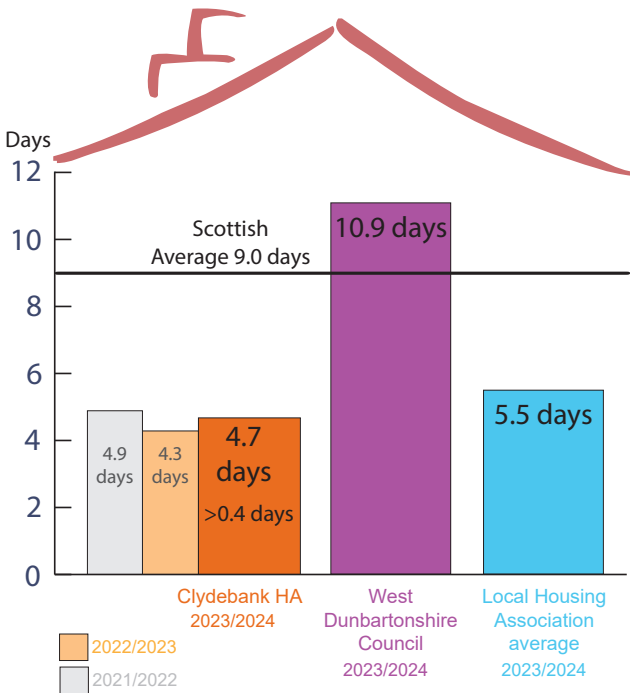
We want to ensure your safety and protect your homes/our properties. We class a repair as an emergency where there is an imminent risk to the health and safety of the person or property.

How can we improve?

We are very pleased that our performance in this area has improved. We can continue to work hard to identify local skilled contractors who are able to further enhance our performance in this area for the betterment of our customers.



[18]



Average working days to complete non-emergency repairs - 4.7 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 2,793 non-emergency repairs in the year. On average, we completed these in 4.7 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?

Whilst our performance has dipped slightly, we are still performing well. We dealt with nearly 500 more repairs than the previous year. The sector faces challenges of contractor and material availability and costs. We are in constant communication with contractors with a view to improving. We are carefully monitoring the quality of major repair contracts to try to limit some of the non-emergency repairs required going forward.

[19]



Percentage of reactive repairs carried out in the last year completed right first time - 82.9%

What does this mean?

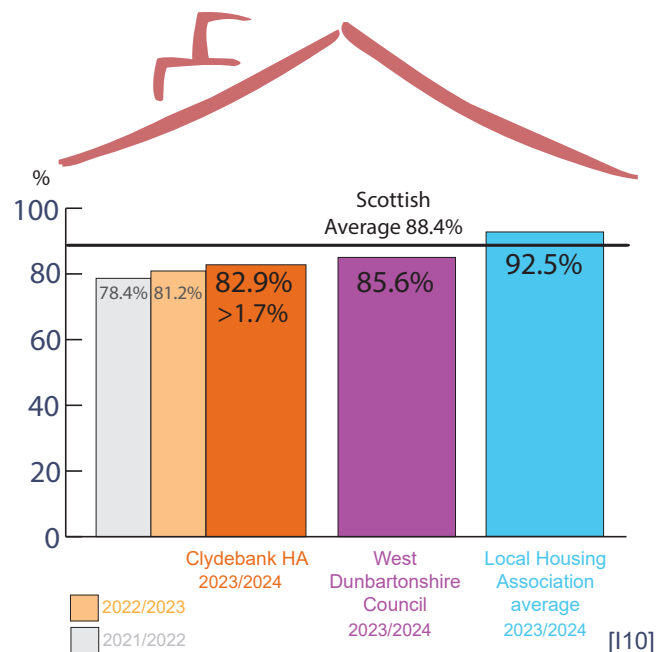
To be right first time, repairs have to be completed on time and not recalled for the same purpose during the same financial year.

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?

Although we have improved again, getting repairs 'Right First Time' continues to be a challenge. We have issues around the age of some buildings but also recognise further staff and contractor training is required on this. We will continue to regularly monitor contractor performance and review the specifications of materials/parts. We are committed to find ways to improve this, which impacts our customer care, and will focus on this over the next few years.



[110]



Percentage of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service - 93.7%

Where does this figure come from?

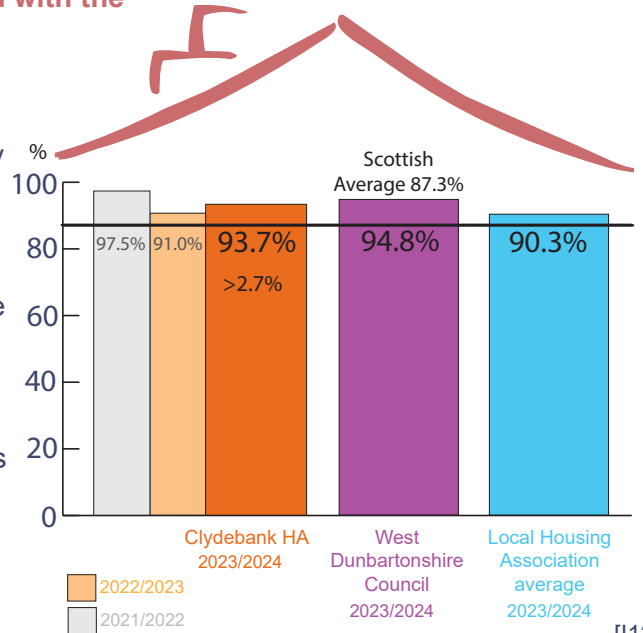
Of those surveyed who had a repair carried out in the last 12 months, 93.7% (267 of 285) were very or fairly satisfied with our repairs service.

Why is it important?

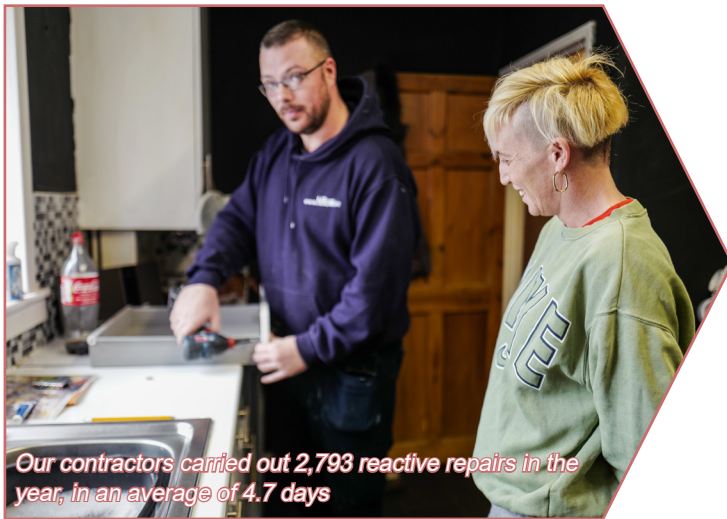
Keeping your home well maintained is important to you and to us so we strive to provide an excellent repairs and maintenance service.

How can we improve?

We were very pleased that our performance this year has improved. We will continue to embrace feedback on our repairs and maintenance service and put any identified improvements in place. 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 continue to be carried out quarterly to allow us to be more reactive to feedback.



[112]

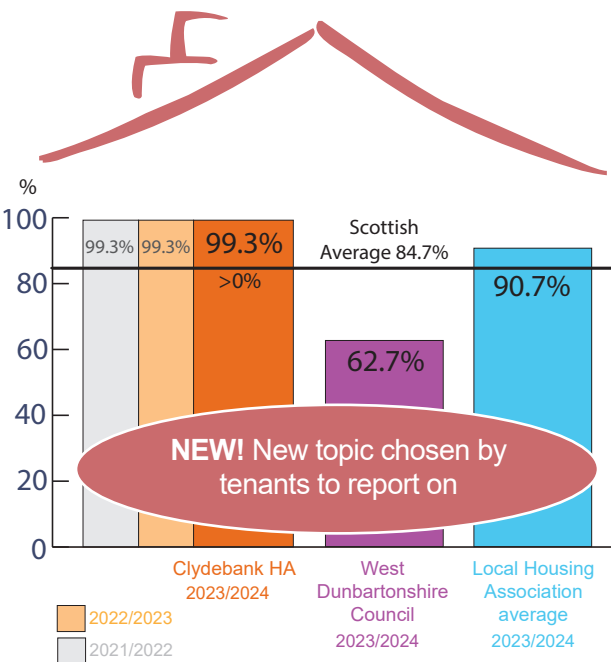


Our contractors carried out 2,793 reactive repairs in the year, in an average of 4.7 days



Our Estate Caretaking team positively contribute to the management of our neighbourhoods

Neighbourhood and community



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in - 99.3%

What does this mean? In our Tenants Satisfaction Survey, when 40% of our tenants were surveyed, 99.3% (453 of 456) were very or fairly satisfied with the role we play in looking after the street in which they lived, and the immediate surrounding area.

Why is it important?

We take our role as landlord very seriously and are committed to doing everything we can to ensure that our neighbourhoods are safe, well maintained and provide access to services that tenants need, either directly or through our partnership working.

How can we improve?

We have developed an Estate Caretaking team over the last few years, adding a new member this year, and will continue our large number of partnerships, including Police Scotland and West Dunbartonshire Council, to help our residents feel safe in their homes and to assist their day-to-day living and quality of life in general.

[113]



Percentage of anti-social behaviour cases report in the last year which were resolved - 100%

What does this mean?

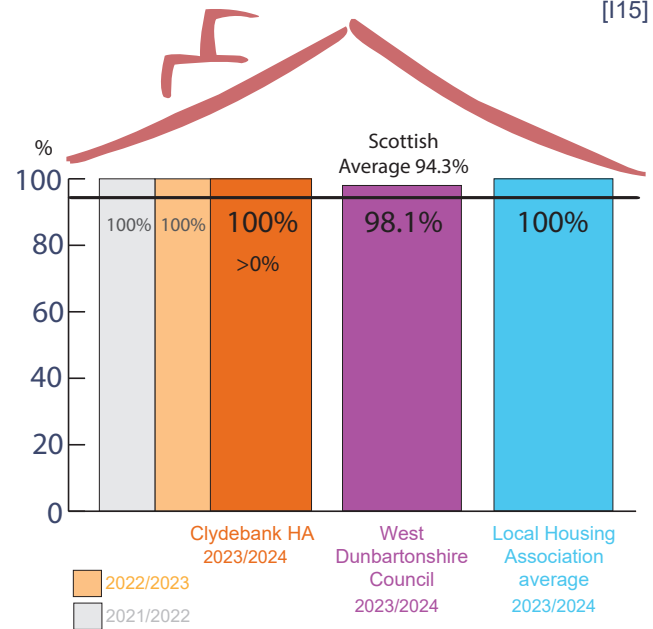
This is the amount of anti-social behaviour cases (34) reported to us that we managed to resolve.

Why is it important?

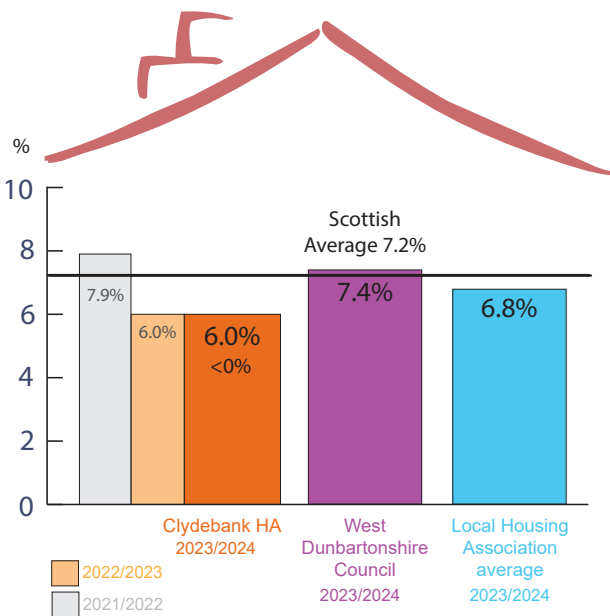
Resolving anti-social behaviour efficiently and effectively helps ensure our tenants feel safe in their homes and improves the neighbourhood.

How can we improve?

All of our 34 anti-social behaviour cases were successfully resolved within the year. We will continue to do all we possibly can to maintain high performance in this area. We will continue to work closely with our partners including Police Scotland and West Dunbartonshire Council.



Housing options and access to social housing



Percentage of our houses that became vacant in the last year - 6.0%

What does this mean?

There were 73 tenants who gave up their tenancy during the year, for a variety of reasons which included to live with/be near family and to buy a property.

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?

Through our tenancy sustainment initiatives, we have again worked hard during the year to reduce the number of empty homes. We will continue to offer a wide range of tenancy support measures to assist tenants in sustaining their tenancy, from the application stage and throughout their tenancy.



Average days to re-let empty properties - 12.6 days

What does this mean?

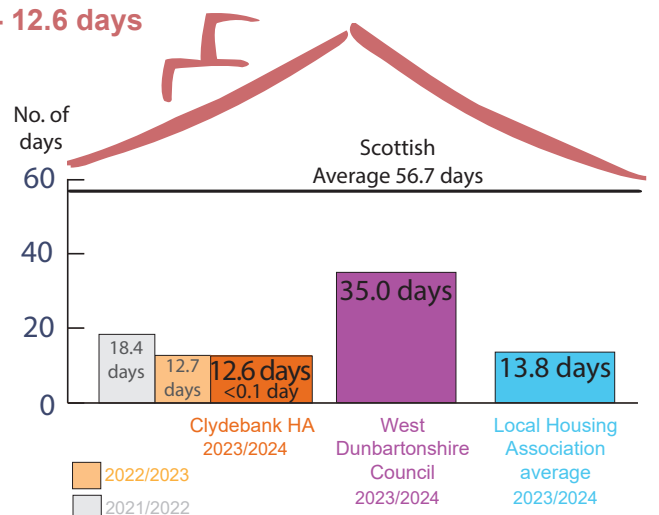
This is the average number of days (including weekends) it took to re-let 73 houses during the year, from carrying out any necessary repairs to the new tenancy agreement being signed.

Why is it important?

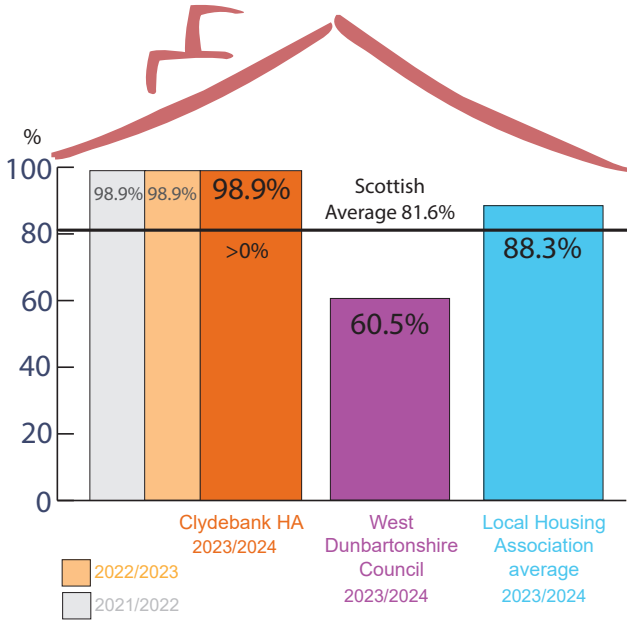
Quickly letting houses ensures we can minimise the amount of rent we lose and also saves properties lying empty so as not to attract anti-social behaviour.

How can we improve?

We have maintained greatly improved performance in this area. We will continue with our revised void and letting procedures, as well as continuing to improve how our contractors carry out void work. We will continue to work to maintain this performance.



Getting good value from rents and service charges



Percentage of tenants who feel that the rent for their property represents good value for money - 98.9%

Where does this figure come from?

In our last Tenant Satisfaction Survey 98.9%

(451 of 456) 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?

We are pleased at this high level of satisfaction. We will continue to promote how we spend rent money, take account of tenants' views and external and internal factors and strive for value for money. This will ensure any rent increases continue to be as affordable as possible whilst providing continual investment in your home.

[I25]



Amount and percentage of former tenant rent arrears written off at the year end - 29.9% (£17,771)

What does this mean?

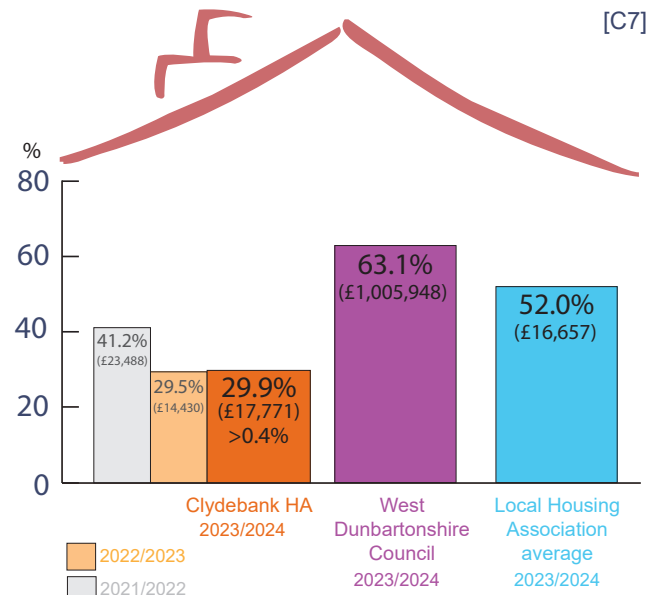
This is money owed to us that, in banking terms, we have written off, after all possible avenues for debt recovery have been exhausted.

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.

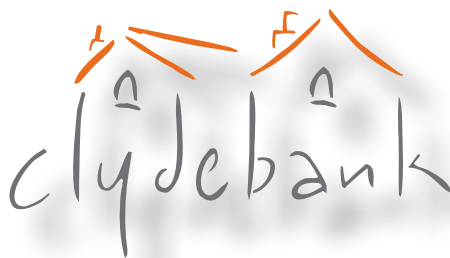
How can we improve?

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.



The Scottish average is not available for 2023/2024

[C7]



clydebank housing association

“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://www.housingregulator.gov.scot/landlord-performance>

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!



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