

Report to: Virtual Management Committee 10th December 2020

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Subject: Landlord Performance 2019-20

Purpose and Context of Report

The purpose of this report is to enable the management committee to review and discuss the content of the Association's 2020 Landlord Report which covers the organisation's performance over 2019-20.

The role of the Scottish Housing Regulator (SHR) is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year SHR requires landlords to report on their performance against the Charter. YHA's 2019-20 Annual Report on the Charter (ARC) was submitted to the Regulator in July 2020.

The Regulator publishes key indicators from the Charter returns, and has a landlord comparison tool to allow performance outcomes to be compared across all RSLs.

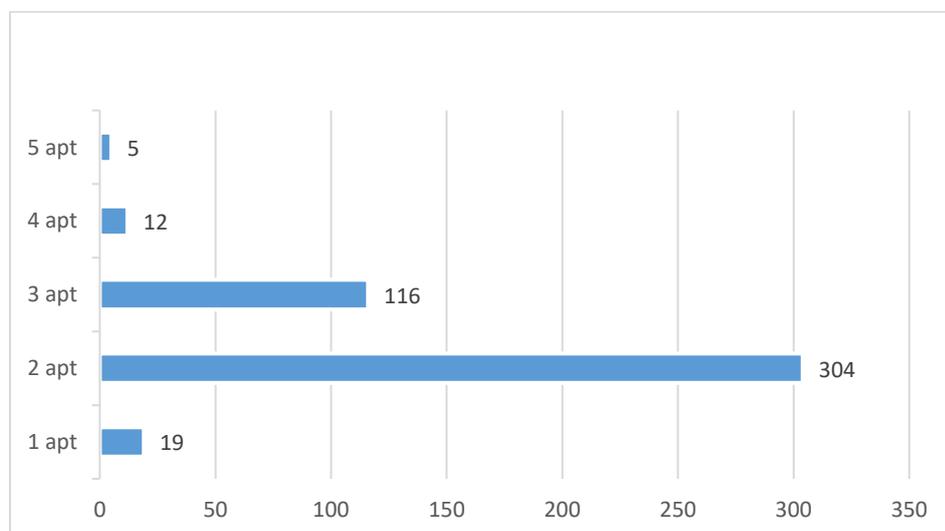
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Landlords are required to produce an annual report to inform tenants of key service and performance outcomes. This year, the report is to be issued in December.

Homes and Rents

At 31st March 2020 YHA owned **456** homes.

Table 1: YHA flats by size



Rents and Value for Money

The total rent due to YHA for the year was **£1,802,659**.

The amount of money YHA collected for current and past rent was equal to **99.9%** of the **total rent** it was due in the year, compared to the Scottish average of 99.3%.

It did not collect **0.1%** of rent due because **homes were empty**, compared to the Scottish average of 0.4%.

YHA increased its weekly rent on average by 2.1% from the previous year.

Table 2: 2019-20 rent increase rates from other associations in the north west:

Housing Association	% Increase in 20/21
Yoker	2.2%
Maryhill	3.0%
Partick	2.2%
Whiteinch & Scotstoun	0.0%
Charing Cross	3.1%
Glasgow West	2.2%

Table 3: YHA Average weekly rents as at 31st March 2020

Flat Size	Number	YHA rent	Scottish average
1 apt	19	£63.76	£73.47
2 apt	304	£74.22	£78.02
3 apt	116	£83.30	£80.10
4 apt	12	£95.33	£87.08
5 apt	5	£96.68	£96.18

Table 4: 2019-20 average weekly rents of associations in the north west

RSL	1apt	2apt	3apt	4apt	5apt
Yorkhill	£63.76	£74.22	£83.30	£95.33	£96.68
Yoker	-	£63.52	£71.00	£78.92	£93.75
Maryhill	£67.75	£78.27	£81.68	£85.90	£95.27
Partick	£57.39	£76.02	£85.52	£100.87	£108.56
Whiteinch & Scots	£81.22	£88.30	£95.52	£106.34	£118.85
Charing Cross	£65.38	£71.49	£78.06	£86.17	£96.84
Glasgow West	£68.69	£83.67	£93.70	£102.92	£115.39
Scottish Average	£73.47	£78.02	£80.10	£87.08	£96.18

Allocations

During 2019-20 the Association allocated a total of 41 flats.

Table 5: Allocations by source and size 2019-20

	Waiting List	YHA transfer	Section 5/GCC	total
1 apt	-	-	3	3
2 apt	12	8	12	32
3 apt	-	4	1	5
4 apt	-	1	-	1
	12	13	16	41

On 31st March 2020, there were **1149** applicants on the waiting list.

It took an average of **6.7 days** to **re-let homes**, compared to the Scottish average of 31.8 days.

Applications

Between 1st April and 30th June, the list was reviewed and **632** applications were removed.

Homelessness

The Association's commitment to **preventing and reducing homelessness** is reflected in the allocation statistics for 2019-20. **6** lets from the Transfer and Waiting Lists were to homeless applicants, **2** temporary tenancies were converted to permanent lets, and **14** homeless referrals resulted in allocations.

Table 6: Active Applications 1st July 2020

Flat size	Waiting List	Transfer List
2 apt	265	21
3 apt	102	17
4 apt	58	7
5 apt	22	0
<i>totals</i>	447	45

Adaptations

During 2019-20 there were **9 adaptation requests approved and completed**. The average time to complete from request to completion was **50** days.

The Association received **£22, 645 grant funding from GCC** to carry out the work.

Tenant satisfaction

Of the **249** tenants who responded to YHA's most recent tenant satisfaction Survey:

92% said they were satisfied with the **overall service** it provided, compared to the Scottish average of 89.2%.

Satisfaction levels have dropped from 94.6% last year, reflecting a similar sector reduction from 90.1%

90.7% felt that YHA was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 92%.

This figure has also decreased from 93% in the previous reporting year while the sector average increased from 91.6%

85.5% of tenants were satisfied with the **opportunities to participate** in YHA's decision making, compared to the Scottish average of 87.2%.

The Association's response to this question has improved from last year's 83.3% while the Scottish average has reduced from 86.5%



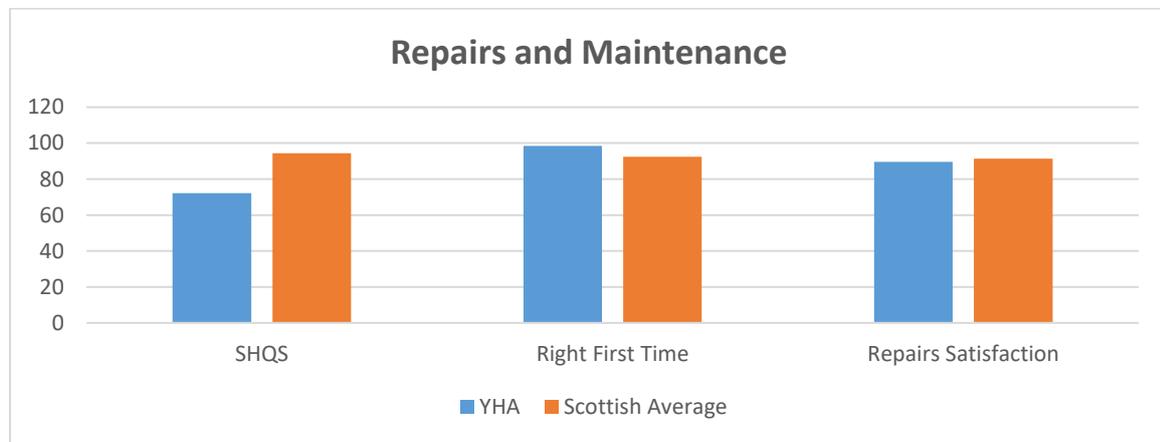
Quality and Maintenance of Homes

72.2% of YHA homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.4%.

338 units of the Association's stock meet the Standard. 109 flats are exempt from the requirements as they have narrow kitchens which cannot be modified.

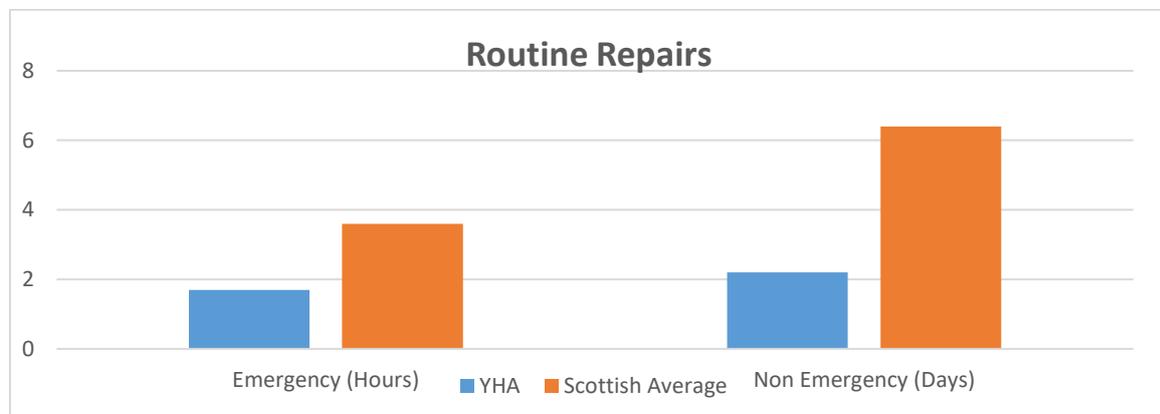
YHA completed **98.4%** of **reactive repairs 'right first time'** compared to the Scottish average of 92.4%.

89.6% of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 91.3%



The average time YHA took to complete **emergency repairs** was **1.7 hours** compared to the Scottish average of 3.6 hours.

The average time YHA took to complete **non-emergency repairs** was **2.2 days**, compared to the Scottish average of 6.4 days.



Energy Efficiency

The Energy Efficiency Standard for Social Housing (EESH) aims to encourage landlords to improve the energy efficiency of social housing in Scotland. This supports the Scottish Government's vision of warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.

The EESH was introduced in March 2014 and set a first milestone for social landlords to meet for social rented homes by 31 December 2020. The anticipated compliance rate across all Scottish Social Landlords is **89%**.

At 31st March 2020, the Association was **92.8%** compliant with the standard, with a total of **£33,750** invested in properties to achieve this.

Although progress in increasing compliance has been delayed by the pandemic, the current compliance rate of **94%** is anticipated to rise to **97%** when planned boiler replacement work in 16 properties is complete.

For **2021-2022** there will be **11** flats remaining that are not yet compliant. Tenant co-operation is essential to ensure that efficient boilers and heating systems are installed to meet the required standard.

Complaints

The Association's Complaints Handling Procedure is based on the Scottish Public Services Ombudsman's model. (SPSO)

All complaints about a service provided directly by the Association are dealt with in accordance with the CHP

During 2019-20:

35 Stage 1 complaints were received, **28** were **fully or partly upheld**.

The Association received **8 Stage 2** complaints, **4** were **fully or partly upheld**.

Subject	Stage 1	Upheld	Stage 2	Upheld
Close cleaning	2	2		
Bins/rubbish	4	3		
Contractors	16	12	2	0
Residents			2	0
YHA staff	4	3	3	2
Misc	9	8	1	2
totals	35	28	8	4