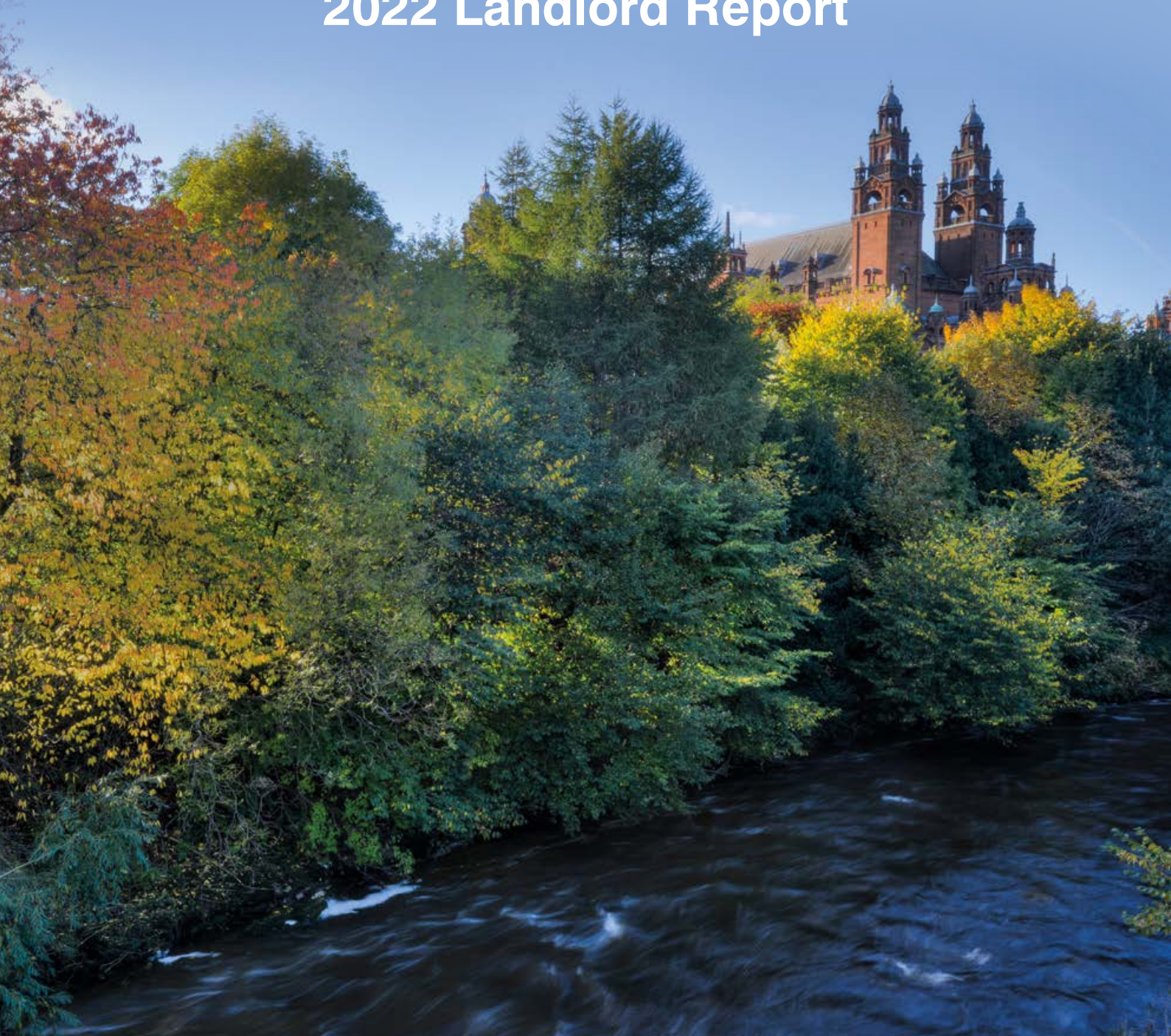




Yorkhill Housing Association Ltd

2022 Landlord Report



Introduction

After two years of operating under restricted conditions, it's good to be returning to normal service and engaging with our customers on a face- to- face basis once again.

This report contains our performance figures for 2021-22. They show our performance during very difficult circumstances stood up well against other social landlords. Almost all of the figures reported here can be compared with any other Scottish Registered Landlord using the comparison tool on the Scottish Housing Regulator's website. www.scottishhousingregulator.gov.uk

During the pandemic our priority was to keep residents and staff safe while meeting our legal and regulatory obligations. These are still important objectives but now we are also looking forward to resuming our full range of services and providing the best value we can from our rental income and management fees.

We would welcome your feedback from this report which you can provide by contacting any member of the staff team or via email at administration@yorkhillha.org

Malcolm Green
Chairperson

Marion Menabney
Chief Executive

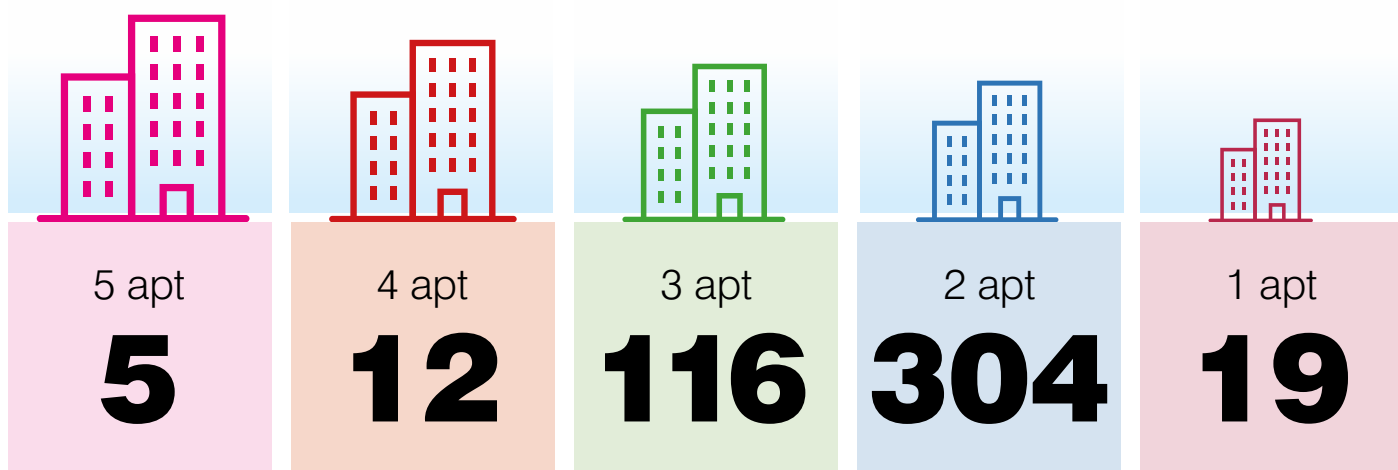
Homes and Rents

At 31st
March
2022 YHA
owned

456
homes



YHA flats by size



Rents and Value for Money

81.97%

tenants surveyed thought their rent represented **value for money**.



The total rent due to YHA for the year was **£1,834,702**



YHA increased its weekly rent on average by **4.2%** from the previous year.

During 2020-21 there was no increase.



The amount of money YHA collected for current and past rent was equal to **100.6%** of the **total rent** it was due in the year, compared to the Scottish average of 99.3%.



YHA did not collect **0.5%** of rent due because **homes were empty**, compared to the Scottish average rent loss of 1.4%.

YHA Average weekly rents as at 31st March 2022

£

1 apt

£65.50

Scottish average
£75.95

£

2 apt

£76.95

Scottish average
£81.32

£

3 apt

£85.17

Scottish average
£84.18

£

4 apt

£96.58

Scottish average
£91.48

£

5 apt

£98.25

Scottish average
£100.74

Allocations

During 2021-22 the Association allocated a total of **26 flats**. In addition there were six mutual exchanges.

Allocations by source and size 2021-22

	Waiting List	YHA transfer	Section 5/ GCC	total
1 apt	-	-	1	1
2 apt	4	5	12	21
3 apt	2	2	-	4
4 apt	-	-	-	-
	6	7	13	26

Due to pandemic restrictions, properties were empty far longer than usual. Across the sector all social landlords experienced long periods with vacant homes. It took an average of **43.7 days** for YHA to **re-let homes**, compared to the Scottish average of 51.3 days.

Applications

During the year the list was reviewed and **632** applications were removed.

On 31st March 2022, there were **422** applicants on the waiting list.

Between 1st April 2021 and 31st March 2022 **195** new applications were received.

Homelessness

50% of all allocations were made to homeless applicants or referrals.

Active Applications 1st July 2022

Flat size	Waiting List	Transfer List
2 apt	256	13
3 apt	105	10
4 apt	48	4
5 apt	13	0
totals	422	27

Adaptations

During 2021-22 there were **8 adaptation requests approved and completed**. The average time to complete from request to completion was **229 days**, again far longer than in pre-pandemic times. During the year, there were very strict rules in place about the work

contractors were permitted to carry out and for much of the time only one trade at a time in a property.

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

Tenant satisfaction

Of the **122 tenants** who responded to YHA's most recent tenant satisfaction Survey:



88.5% said they were satisfied with the **overall service** it provided, compared to the Scottish average of 87.8%.

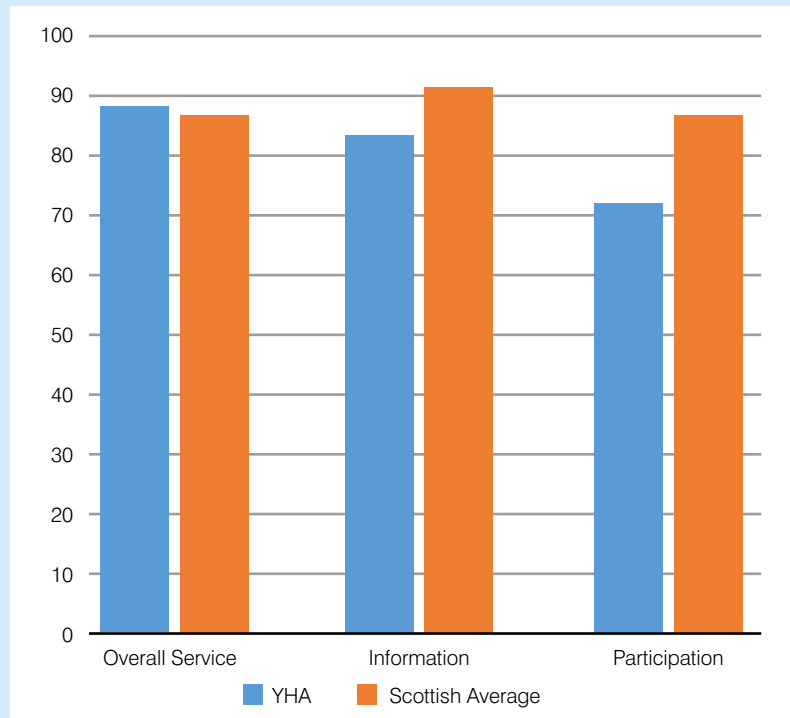
82.8% felt that YHA was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.2%.

71.3% of tenants were satisfied with the **opportunities to participate** in YHA's decision making, compared to the Scottish average of 87%.

The Association's satisfaction levels are not as good as the national averages, perhaps as a result of the pandemic restrictions. We hope to improve our communication with tenants during 2022-23 and increase satisfaction levels to the pre-covid rates.

A new Engagement Strategy has been introduced and residents will be encouraged to participate in a range of policy and service reviews.

Tenant Satisfaction 2021-22



Quality and Maintenance of Homes



Despite the many challenges that arose during the year, our Property Services Team and local contractors made sure that every emergency and urgent repair was attended to as soon as possible. Planned and Major works were postponed until pandemic restrictions were lifted, causing some inspection programmes to fall behind.

66% of YHA homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 73.2%.

298 units of the Association's stock meet the Standard. There are 40 flats which fail because the 5 yearly Electrical Installation Condition Reports (EICR) were overdue on 31st March. These overdue inspections are scheduled for completion during 2022-23.

109 flats are exempt from the requirements as they have narrow kitchens which cannot be modified. However, 9 of these have outstanding EICR inspections which must be completed before 31st March 2023.

Energy Efficiency

The Energy Efficiency Standard for Social Housing (ESSH) 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.

At 31st March 2022, the Association was **98.68%** compliant with the standard.

For **2022-23** there will be **5 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.

Fire Safety

The Association has made good progress working through the **Enhanced Fire Detection programme** and **451 properties** are now fully compliant with the required legislation. The five remaining homes will be prioritised for completion by March 2023.

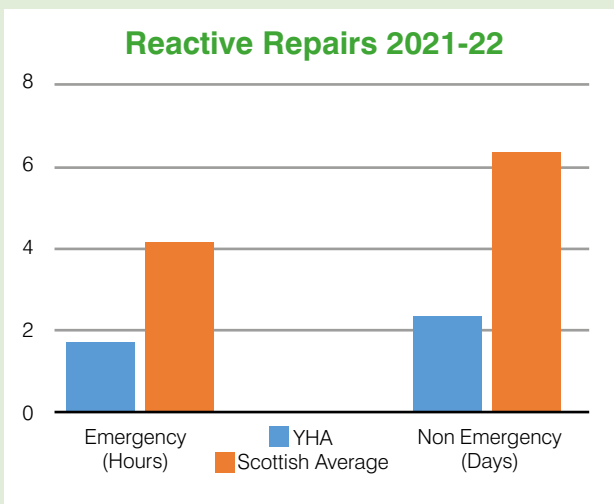
100% of Gas Safety checks

were completed on time.



Repairs

YHA completed **98.4%** of reactive repairs 'right first time' compared to the Scottish average of 88.4%.



95.6% of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 88.1%

67 emergency repairs were completed within an average time of **1.7 hours** compared to the Scottish average of 3.6 hours.

509 urgent repairs were completed within an average time of **1.6 days**.

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

Investment Works

During the pandemic the majority of planned investment contracts had to be paused.

Contracts were resumed when restrictions began to be lifted and we were able to upgrade 14 kitchens and 7 bathrooms. We replaced 27 boilers.

During 2022-23 we will continue to catch up on slippages and plan to upgrade 25 boilers, 10 kitchens and 10 bathrooms.

There are also three major window projects to be slotted into the investment programme when the necessary planning consents have been obtained. These will be planned according to staffing resources and consultancy availability between 2022 and 2024.

Tenants are respectfully reminded that it is a condition of tenancy that access is provided to allow the landlord to undertake essential work.

Yorkhill Housing Association has a legal obligation to comply with all safety legislation. All tenants have a legal obligation to permit such work to be completed.

The majority of our tenants understand and accept these obligations, and we do our best to consider and accommodate specific requirements.

However the Association will be instigating legal proceedings in relation to the small minority of residents that consistently refuse access for essential work.

Complaints

The complaints handling procedure (CHP) is operated in accordance with the SPSO's Model CHP. All complaints about a service provided directly by the Association are dealt with in accordance with the CHP

During 2021-22 the Association received:

- A complaint is any expression of dissatisfaction about the Association's service provision
- Target completion time for Stage 1 complaints is 5 working days
- Any member of staff can open and close a Stage 1 complaint.
- Target completion times for Stage 2 complaints is 20 working days
- Stage 2 complaints must be signed off by a manager.

23
Stage 1

23 Stage 1 complaints,
20 were fully or partly upheld.

9
Stage 2

9 Stage 2 complaints,
9 were fully or partly upheld.

Complaints 2021-22	Stage 1	Stage 2
Received	23	9
Fully Upheld	10	5
Partly Upheld	2	4
Not Upheld	3	0
Resolved	8	0
Average days to complete	2.9 days	16.5 days

Complaints 2021-22	Housing Management	Factoring	Maintenance	Finance and Admin	Totals
Stage 1 received	6	7	10	-	23
Stage 1 upheld	4	5	3	-	12
Stage 1 resolved	1	2	5	-	8
Stage 1 days to complete	3 av	4 av	2.2 av	-	2.9 av
Stage 2 received	2	3	2	2	9
Stage 2 upheld	2	3	2	2	9
Stage 2 resolved	-	-	-	-	
Stage 2 days to complete	28 av	17 av	10.5 av	10.5 av	16.5 av

As a result of these complaints the Association:



Increased its scrutiny and monitoring of close cleaning services



Reviewed and improved communication processes



Improved instructions to contractors



Increased training and awareness on GDPR procedures



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Scottish Registered Charity no SCO40346 , Property Factors Register no PF000220.