



2024 Landlord Report

Introduction

This report contains the Association's performance figures for 2023-24. Almost all 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

This report demonstrates that the Association has high levels of tenant satisfaction generally, and in comparison, with Scottish averages.

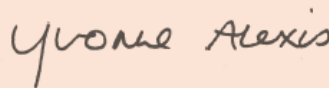
Although we scored above the Scottish average for tenant satisfaction with the overall service provided, two indicators, 'keeping tenants informed about services and outcomes' and 'satisfaction with the opportunities to participate decision making', scored below the Scottish average.

Although there has been an improvement on last year's reported performance on the two indicators that scored below the Scottish

average, we are keen to improve further and hope that our Customer Engagement Strategy roll-out will help us to do that.

Engagement through focus groups, held following the resident survey, led to two new members joining the Association's management committee where they will have the opportunity to be involved in the decision-making process (one new Committee Member was elected at the Annual General Meeting and one has been co-opted).

We welcome your feedback on this report. You can provide feedback by contacting any member of the staff team or through email at administration@yorkhillha.org



Yvonne Alexis
Chairperson



Tony Mallaghan
Chief Executive

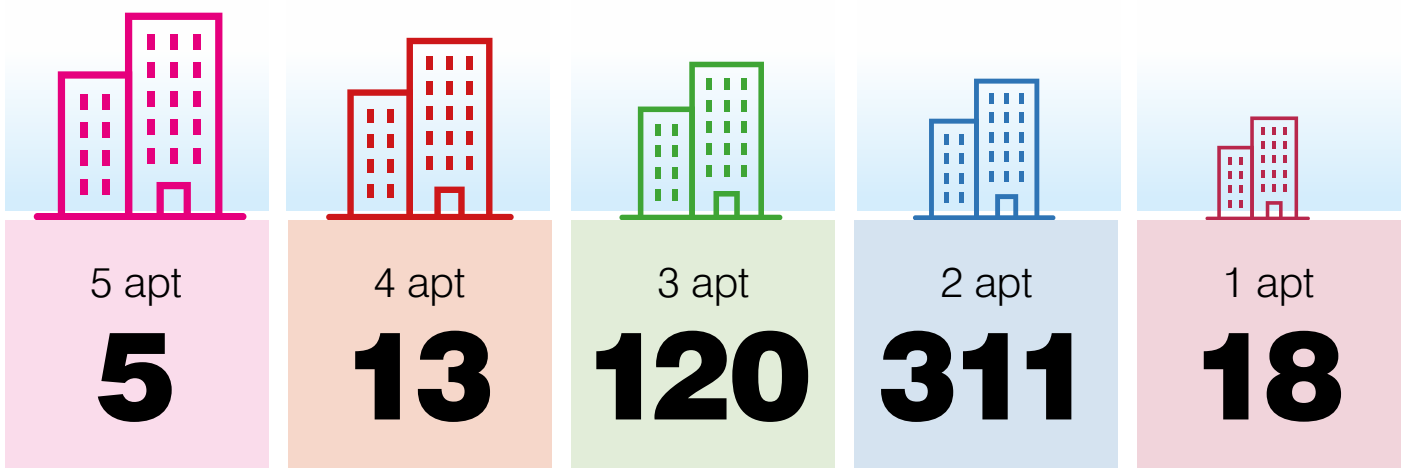
Homes and Rents

At 31 March 2024 Yorkhill Housing Association owned

467 homes



Yorkhill Housing Association flats by size:



Rents and Value for Money



Total rent due was

£2,076,930



Yorkhill Housing Association (YHA) increased its weekly rent by

5.6%



The amount of money YHA collected for rent was

100.1%



YHA did not collect

0.2%

of rent because homes were empty

YHA Average weekly rents as at 31st March 2024



1 apt

£72.57

Scottish average
£82.24



2 apt

£79.69

Scottish average
£87.87



3 apt

£88.59

Scottish average
£90.29



4 apt

£105.24

Scottish average
£98.30



5 apt

£107.44

Scottish average
£108.29

Allocations

During 2023/24 we allocated a total of **36 flats**.

Allocations by source and size 2023-24

	Waiting List	YHA transfer	Section 5/GCC	Total
1 apt	-	-	-	-
2 apt	7	6	20	33
3 apt	-	1	1	2
4 apt	-	-	1	1
	7	7	22	36

It took an average of **8.39 days** to **re-let homes** compared with the Scottish Average of 56.7 days.

Applications

During the year the list was reviewed, and **254** applications were cancelled.

At 31/03/24 there were **580** applications on the waiting list.

There were **381** applications received in 23/24.

Size	Waiting List	Transfer	Totals
2 Apt	320	34	354
3 Apt	133	13	146
4 Apt	55	4	59
5 Apt	17	1	18
Totals	525	52	577

Homelessness

52.7% of all allocations were made to homeless applicants or referrals.

Adaptations

During 2023/24 there were **9 adaptation requests approved and completed**. The average time to complete, from request to completion, was 50.56 days.

The Association received **£42,229 grant funding from Glasgow City Council** to carry out the work.

Tenant satisfaction



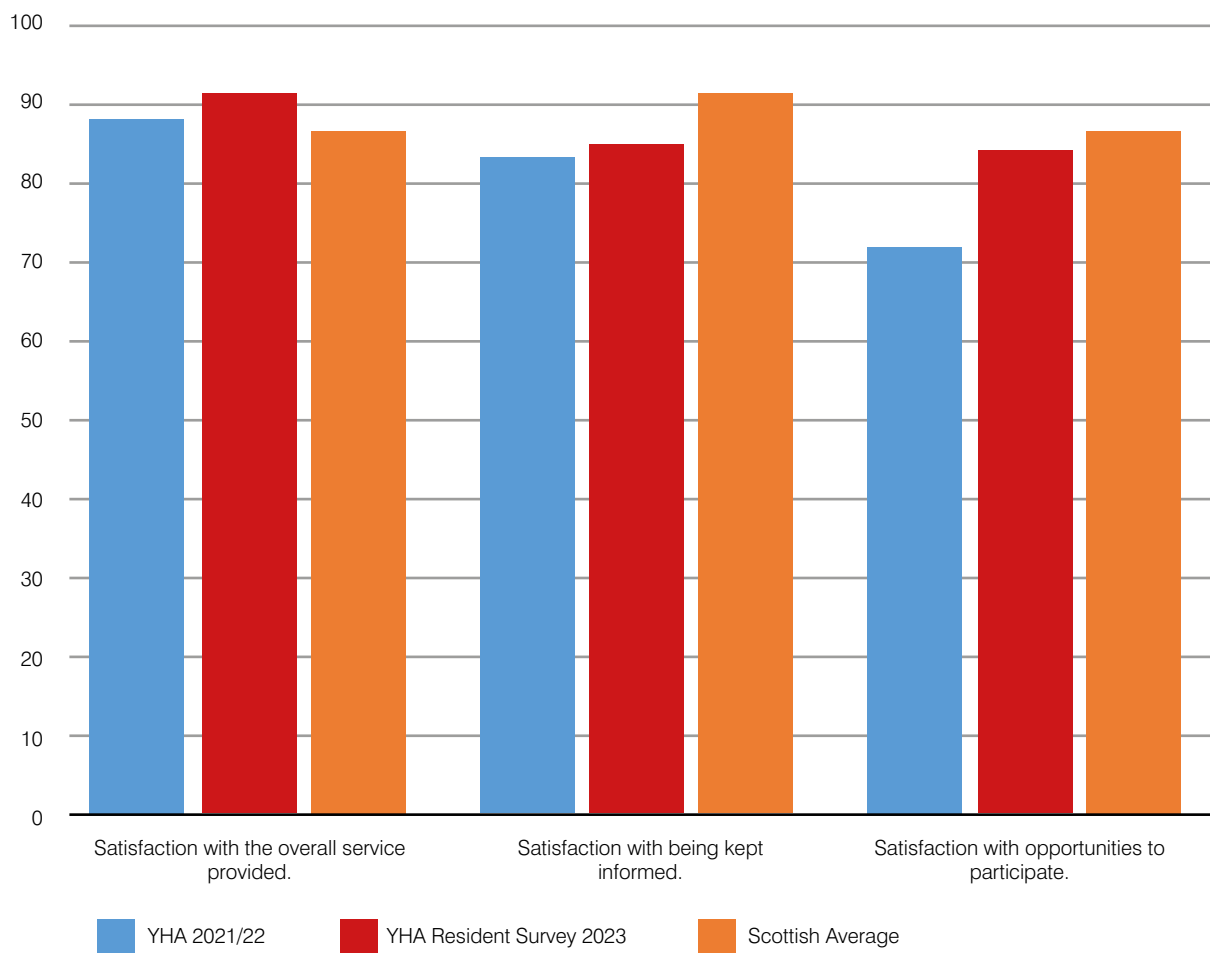
The Association's 2023 Resident Survey, tenant satisfaction indicators, showed that:

90.3% said they were satisfied with the overall service the Association provided, down from 92% last year. The Scottish Average is 86.5%.

90.3% felt that the Association was good at keeping them informed about its services and outcomes, up from 84.4% last year. The Scottish average is 90.5%.

85% of tenants were satisfied with the opportunities to participate in the Association's decision making, up from 83.5% last year. The Scottish average is 87.7%.

The Association's Customer Engagement Strategy is being rolled out and residents will be encouraged to participate in a range of policy and service reviews. We hope this will improve satisfaction levels for opportunities to participate.



Quality and Maintenance of Homes



76.02% of Yorkhill Housing Association's homes met the **Scottish Housing Quality Standard** compared with 71.2% last year. The Scottish average is 84.36%.

355 units of the Association's stock meet the standard compared with 341 last year. 104 flats are exempt and 5 fail due to Electrical Installation

Condition reports (EICRs) and 2 due to not meeting the Energy Efficiency Standard for Social Housing (ESSH1). The Electrical Installation Condition Reports that have not been completed are all due to access issues.

102 flats are exempt from the requirements as they have narrow kitchens which cannot be modified.

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 2024, the Association was **99.57%** compliant with the energy efficiency standard.

Fire Safety

The Association has made good progress working through the **Enhanced Fire Detection programme** with only two required installations now outstanding. Again, this is because of tenants failing to provide access to have the work undertaken.

100% of gas safety checks

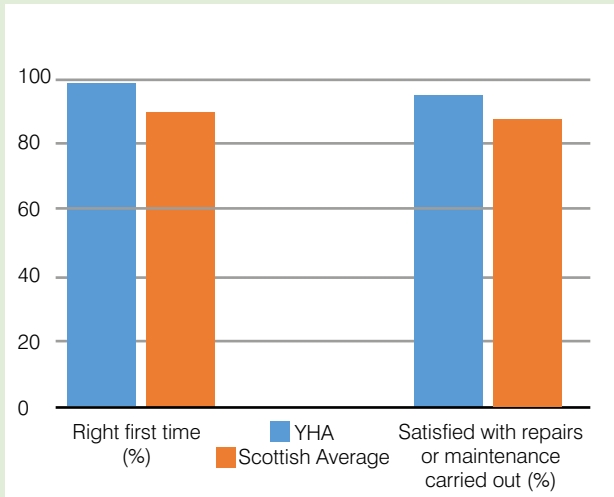
were complete by the anniversary date.



Repairs

Yorkhill Housing Association completed **98.1%** of reactive repairs 'right first time' compared to the Scottish average of 88.4%.

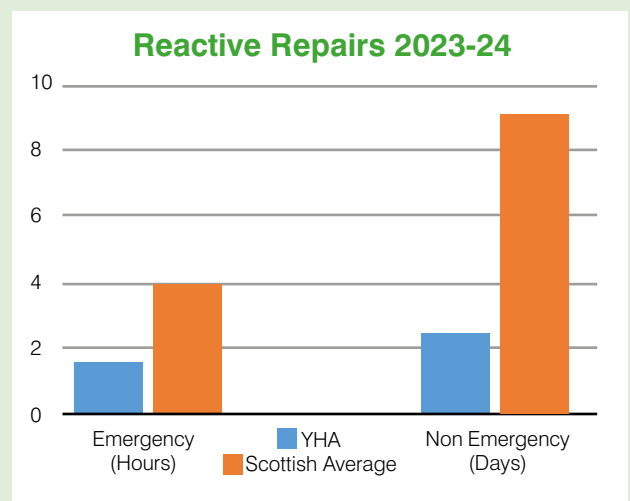
Repairs or maintenance satisfaction. **96.7%** of tenants who had repairs or maintenance carried out were **satisfied with the service they received**, compared to the Scottish average of 87.3%.



Average repair times

The average time Yorkhill Housing Association took to complete emergency repairs was **1.8 hours**, compared to the Scottish average of 4.0 hours.

The average time Yorkhill Housing Association took to complete non-emergency repairs was **2.2 days**, compared to the Scottish average of 9 days.



Investment Works

During 2023-24 we continued to catch up capital repair works like kitchens, bathrooms, boiler and radiators. We installed or replaced 26 kitchens, 14 bathroom suites and 8 adapted bathrooms, 29 new boilers and 12 full radiator replacements.

We also procured services to install new windows at Overnewton Court and 39 windows were upgraded.

Complaints

The Complaints Handling Procedure (CHP) is operated in accordance with the Scottish Public Services Ombusman's (SPSO) Model CHP. All complaints about a service provided directly by the Association are dealt with in accordance with the CHP.

- 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.

During 2023-24:



18 Stage 1 complaints,
13 were fully or partly upheld or resolved.



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

Complaints 2023-24	Stage 1	Stage 2
Received	18	3
Fully Upheld	10	2
Partly Upheld	3	1
Not Upheld	4	0
Withdrawn	1	0
Average days to complete	3.4 days	9.7 days

Complaints 2023-24	Housing Management	Factoring	Maintenance	Governance	Totals
Stage 1 received	5	1	8	1*	15
Stage 1 upheld	3	1	6	0	10
Stage 1 resolved	2	0	2	0	2
Stage 1 days to complete	6 av	3 av	2 av	1	3 av
Stage 2 received	1	2	1	0	3
Stage 2 upheld	1	2	1	0	3
Stage 2 resolved	-	-	-	-	
Stage 2 days to complete	10 av	10 av	18 av	0 av	10 av

*Withdrawn

As a result of these complaints the Association:



Reviewed and improved policies and processes



Improved instructions to contractors

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.

Most 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 if they consistently refuse access for essential work.



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