



## **ANNUAL REPORT TO OWNERS 2021.22**

Dear Owner,

I am pleased to provide you with the Annual Report to Owners for the year 2021.22. If you require this Report in an alternative format please let us know.

Paisley South Property Services is a subsidiary of Paisley Housing Association (PHA). The Association, as a Registered Social Landlord, is required to provide its customers with information on its performance in achieving the standards & outcomes of the Scottish Social Housing Charter. PSPS factored owners fall under “customers” in respects to the Charter.

The Charter outcomes & standards which apply are:

### **Indicator 1 Equalities**

Every tenant and other customer have their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services

### **Indicator 2 Communication**

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

### **Indicator 3 Participation**

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

### **Indicator 13 Value for Money**

Tenants, owners and other customers receive services that provide continually improving value for their rent and other charges they pay.

To measure our performance in these areas we complete an owner's satisfaction survey, inviting all owners to participate every 3 years. For our 2019 survey we received 50 responses which represented 18% of factored owners. Please note we do not yet have the results of our 2022 survey so this will be included in the next years report.

We have also included information where available from the Charter on the Scottish Average and from another Housing Association in Paisley, Williamsburgh Housing Association (WHA), who also act as a factor. You can also compare us to any other Housing Association who provides a factoring service through the Scottish Housing Regulator's Website:

[www.scottishhousingregulator.gov](http://www.scottishhousingregulator.gov).

<b>Performance</b>	<b>PSPS</b>	<b>Scottish Average</b>	<b>WHA</b>
The % of factored owners satisfied with the factoring service	89.36%	65.38%	77.69%
The % of owners that feel PSPS good at keeping you informed about their services and decisions?	96%	N/A	N/A
The % of owners who, taking into account the services PSPS provides, think your management fee represents value for money?	76%	N/A	N/A
The Average Management fee per factored property (residential only)	£176.00	£104.67	£144.21

We continue to issue quarterly newsletters along with our Invoices. These are well received with owners contacting us in response to articles. There continues to be no appetite from owners to have an Owners Forum.

## **Complaints**

We are pleased that the level of complaints remains low. 4 were about the standard/cost/quality of repairs from our contractors and 1 was about our services and charges.

	Number of Complaints Made	Minor Complaints (Stage 1)	Complex Complaints (Stage 2)	Complaints Upheld	Completed within National Timescales
<b>2021.22</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>5 (100%)</b>

We remain committed to providing a quality factoring service. What we have learnt from our complaints

**I trust that you have found this information useful. If you have any questions or wish to comment on the Report please contact us on 0141 889 7105 or email [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)**