



ANNUAL REPORT TO OWNERS 2017.18

Dear Owner,

I am pleased to provide you with the Annual Report to Owners for the year 2017.18. 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 has 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. Our last survey was carried out in 2016. We received 84 responses which represents 29% of all of our factored owners. The performance is reported in the table below.

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.

Performance	PSPS	Scottish Average	WHA
The % of factored owners satisfied with the factoring service	80.95%	66.23%	73%
The % of owners that feel PSPS good at keeping you informed about their services and decisions?	82%	N/A	N/A
The % of owners satisfied with the opportunities given to you to participate in PSPS's decision making processes	72%	N/A	N/A
The % of owners who, taking into account the services PSPS provides, think your management fee represents value for money?	67%	N/A	N/A
The Average Management fee per factored property (residential only)	£163.04	£86.79	£135.60

We will be carrying out our next owners' satisfaction survey in 2019 and will include a comparison with these figures in our next annual report.

We continue to issue quarterly Information Sheets along with our Invoices and statements. 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 delighted that the number of complaints we receive from owners continues to decrease.

	Number of Complaints Made	Minor Complaints (Stage 1)	Complex Complaints (Stage 2)	Complaints Upheld	Completed within National Timescales
2017.18	6	6	0	1 partially upheld	6 (100%)
2016.17	15	15	0	6 (40%)	15 (100%)

For the complaint which was partially upheld our contractor removed a shrub in error. As a result we apologised and replaced the shrub.

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