



**Paisley**  
Housing Association



# ANNUAL REPORT TO TENANTS 2023/24

This report contains information relating to the Association's performance against the Scottish Social Housing Charter for the period 2023/24

Paisley Housing Association Ltd. is a registered charity. Registered Scottish Charity No. SC035589  
Registered address of charity: Paisley Housing Association Ltd, Assurance House, 2 Lawn Street, Paisley, PA1 1HA

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Our Annual Report highlights how we have performed over the last financial year (April 2023 to March 2024). It provides information not only on our performance but also the Scottish Average of all Registered Social Landlords in Scotland (RSLs). To give further context, we also show comparison information (where possible) for Renfrewshire Council & Williamsburgh Housing Association (WHA) who also provide social housing in Paisley.

We have also included the previous year's figures (for 2022/23) to show where we have improved or where performance has slipped.

If you want to compare us to any other Housing Association or Local Authority you can do this via the Scottish Housing Regulator's Website: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) or contact us and we will extract the information for you.

## Interested in Getting Involved?

We welcome our tenants views and if you would like to be more involved in influencing our performance we would like to hear from you. Please contact us via [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk) and a member of staff will get in touch with you.

Our tenants influence our performance through a variety of ways:

- Participating in our Satisfaction Surveys, this includes our main external survey which takes place every 3 years and other surveys.

- Through giving feedback i.e. complaints and compliments
- Becoming a member of our Board which reviews the Association's performance
- Small group sessions about particular topics and areas, which we are very keen to set up this year.

If you have received a digital copy of this report and would like to receive a paper copy, you can request this be emailing [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk) or by phoning us on 0141 889 7015.

## Equal Opportunities

Paisley Housing Association (PHA) is committed to providing equality of access to our services. Please contact us if you would like this report in another language or an alternative format.

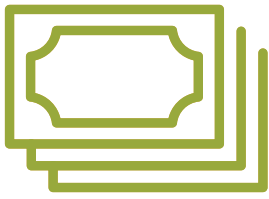
**Jeśli potrzebujesz tego dokumentu w innym języku lub formacie, skontaktuj się z nami.**

إذا كنت بحاجة إلى هذه الوثيقة بلغة أو تنسيق آخر، يرجى الاتصال بنا

اگر آپ کو یہ دستاویز کسی اور زبان یا فارمیٹ میں درکار ہے، تو براہ کرم ہم سے رابطہ کریں۔

# PERFORMANCE HIGHLIGHTS

## ✓ Where we are performing better than the Scottish average



**2.32%**

our Rent Arrears in 2023/24



**15.25 days**

our time to let from a tenancy becoming empty



**94.12%**

tenancies sustained for more than 1 year



**2.15 hours**

for emergency repairs to be completed



**3.66 days**

for non-emergency repairs



**98.55%**

repairs right 1st time

## Areas we would like to improve



**55%**

the number of complaints upheld



**85.2%**

tenants satisfied with opportunities to participate



**79.3%**

of tenants satisfied with neighbourhood.

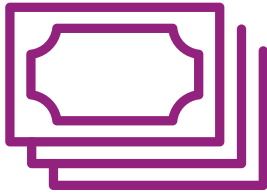
## Plans to improve performance in these areas

We will be taking the following actions to improve our performance in the areas where it is below the Scottish Average:

- Training for staff on communication standards to reduce levels of complaints having to be upheld.
- Through increasing the number of events and groups covered by these
- Implement an improved close and estates inspection process

At 31 March 2024 PHA owned 1302 properties. 1212 were rented to tenants, 41 were leased to other agencies to provide temporary housing for different client groups,(1 of which is a flat used by a support provider) and 49 are empty pending planned development works at Orchard Street.

In 2023/24:



**£6,594,945**

Rent due in 2023/24



**99.6%**

Percentage rent due collected



**0.3%**

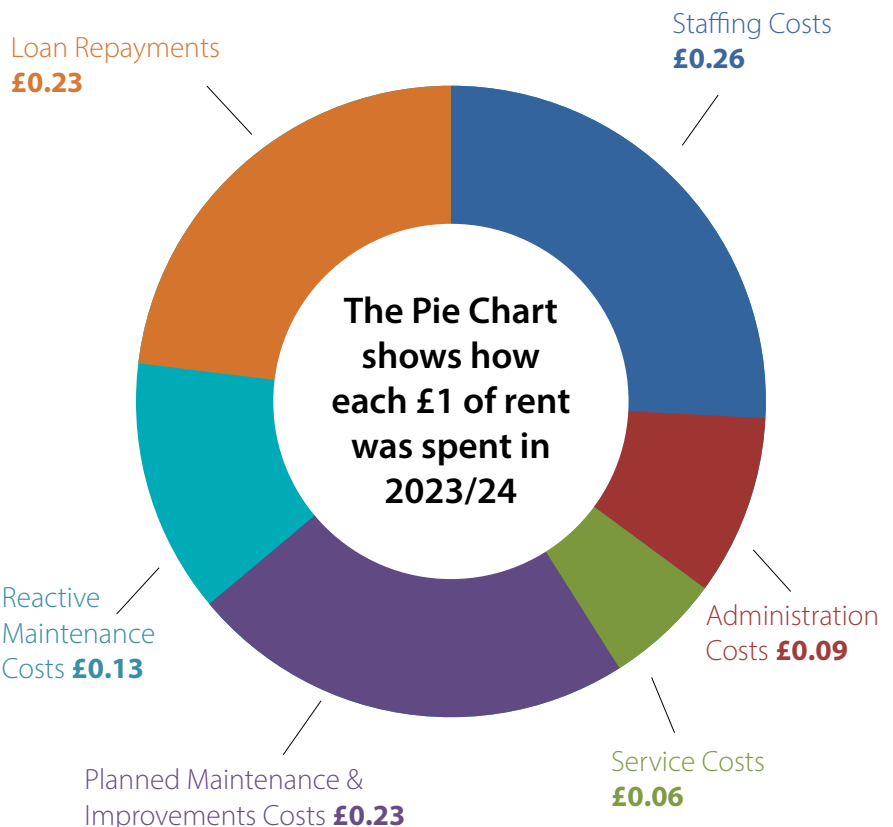
rent lost due to properties being empty

Size of Home	Number	PHA Average weekly rent (£)	Scottish Average (RSLs) Weekly Rent (£)	Scottish Average all (RSLs and Councils) Weekly rent (£)
1apt	13	77.05	88.36	82.24
2apt	442	97.27	96.32	87.87
3apt	577	104.84	97.65	90.29
4apt	248	113.41	107.46	98.30
5apt	22	121.98	118.66	108.29

For 2023/24 our rents increased on average by 5.5%, one of the lowest increases in Renfrewshire with the council increasing their rent by 6% and some other social landlords increasing their rent by 7.5%.

Only those tenancies still to finish our rent harmonisation saw a higher increase.





Maximising our rental income allows us to invest in the maintenance of our properties. The Pie Chart opposite shows how each £1 of rent was spent in 2023/24



# RATING OUR PERFORMANCE

We rate our performance for the year against the Scottish average.


We use a scoring system for ease of reading.

-  This means our performance was better than the Scottish Average
-  This means our performance was the same as the Scottish Average or within 0.5%
-  This means our performance was just below the Scottish Average
-  This means our performance was significantly below the Scottish Average

As well as rating our performance against the Scottish Average, we will also show you the figures for Renfrewshire Council and Williamsburgh Housing Association so you can compare our performance against our Local Authority and a neighbouring Housing Association in Paisley.



## CUSTOMER LANDLORD RELATIONSHIP

% of tenants satisfied with the overall service provided by their landlord		Result
Paisley HA (86.5% last year)	86.5%	
Scottish Average	86.5%	
Renfrewshire Council	72.02%	
Williamsburgh HA	86.9%	

Our tenant satisfaction score is based on our 3 yearly tenant satisfaction survey last carried out in 2022. Although our performance matches the Scottish Average we are working hard to improve this. We have made changes to our services to improve tenant satisfaction. Interim satisfaction surveys we have carried out since 2022 have shown we are on the right track but we want to hear from our tenants about ways we can continue to improve.

### Outcome 1: Equalities

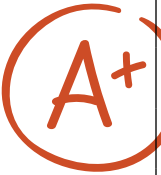
“Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.”

We try to keep our information regarding protected characteristics up to date and take this into consideration when making decisions. In addition, all policies that are created or reviewed undergo an Equalities Impact Assessment to ensure that we make reasonable adjustments to ensure equal opportunities.

## Outcome 2: Communications


“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.”

Our score is based on our 3 yearly tenant satisfaction survey last carried out in 2022 which was higher than the Scottish Average. Following the satisfaction survey in 2022 we moved to communicating by email and introduced a bi-monthly bulletin to keep tenants better informed about our services.

% of tenants who feel their landlord is good at keeping them informed about their services and decisions		Result
Paisley HA (last year 92.1%)	92.1%	
Scottish Average	90.5%	
Renfrewshire Council	75.1%	
Williamsburgh HA	95.8%	

## Outcome 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.”

% of tenants satisfied with the opportunities given to them to participate in their landlords decision making process		Result
Paisley HA (85.2% last year)	85.2%	
Scottish Average	87.7%	
Renfrewshire Council	83.6%	
Williamsburgh HA	97.8%	

Our score is based on our 3 yearly tenant satisfaction survey last carried out in 2022. Since then we introduced more ways for tenants to get involved and make their views known. Examples of this are;

- Increased the use of digital surveys when we are sending out communications. We carried out 6 major surveys over the last year achieving good response rates.
- Increased the numbers of people who respond to our rent consultations by using a text message survey, in addition to traditional methods of response (online, email, post and phone)

We plan in the next year to get tenants more involved in small group sessions to find out their views and aspirations for our services and neighbourhoods.

In our interim Satisfaction Survey in July 2024 the satisfaction with opportunities to participate has increased slightly, although it is still below the Scottish Average it is moving in the right direction.



## Outcome 4: Quality of Housing

“Tenants’ homes, as a minimum meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when allocated, are always clean, tidy and in a good state of repair”

% of stock meeting the SHQS at the end of the reporting year		Result
Paisley HA (last year 87.8%)	94%	A+
Scottish Average	84.4%	
Renfrewshire Council	68.55%	
Williamsburgh HA	99.1%	

Our performance in this area increased by carrying out improvement works to properties that previously failed SHQS. Performance has also been complimented by our planned maintenance programme which has helped to improve the quality and efficiency of homes.

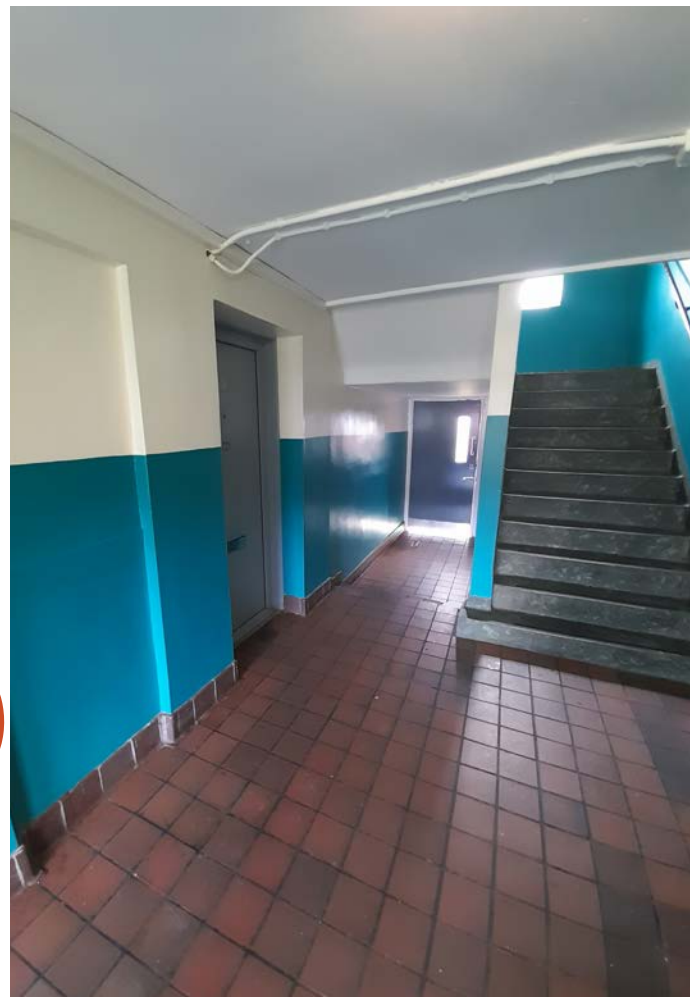
## Outcome 5: Repairs, maintenance & improvements

“Tenants’ homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.



Average length of time taken to complete emergency repairs		Result
Paisley HA (last year 2.41 hrs)	2.15 hrs	A+
Scottish Average	3.96 hrs	
Renfrewshire Council	5.59 hrs	
Williamsburgh HA	1.71 hrs	

Average length of time taken to complete non-emergency repairs		Result
Paisley HA (last year 2.2 days)	3.66 days	A+
Scottish Average	8.95 days	
Renfrewshire Council	7.92 days	
Williamsburgh HA	4.5 days	





# HOUSING QUALITY & MAINTENANCE

% of tenants satisfied with the repairs service. Repairs reported within the last year		Result
Paisley HA (last year 83.9%)	91.1%	<b>A+</b>
Scottish Average	87.3	
Renfrewshire Council	76.65	
Williamsburgh HA	89	

% of repairs which were carried out right first time		Result
Paisley HA (last year 95.5%)	98.55%	<b>A+</b>
Scottish Average	88.4%	
Renfrewshire Council	87.3%	
Williamsburgh HA	91.8%	

We experienced a small dip in average time to complete non-emergency repairs, however, we believe that this reflects our commitment to carry out repairs at a time that suits tenants circumstances. This is also reflected in increased performance in both % of tenants satisfied with the repairs service and % of repairs which were carried out 'right first time'. In addition, the average time taken to complete emergency repairs has also improved slightly.

## In 23/24 we spent over:



# £1M

on repairs to tenant's homes and common properties



# £380k

on cyclical maintenance, ensuring residents safety and maintaining our assets



# £1.5M

on investment projects, addressing tenants' priorities and improving the quality of homes

During 2023/24 feedback from our planned maintenance projects was extremely positive with **98%** of respondents happy or very happy with the completed work.

We also received a number of positive comments

*"New windows have made big difference and my flat feels warmer"*

*"I'm really happy with the new bathroom, looks modern and has a shower now"*

In 24/25 we will be delivering an ambitious planned maintenance programme, investing over **£3million** improving homes and continuing to focus on your priorities.



## Outcome 6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

“Tenants and other customers live in well-maintained neighbourhoods where they feel safe”

% of tenants satisfied with the management of the neighbourhood they live in		Result
Paisley HA (last year 79.3%)	79.3%	B
Scottish Average	84.7%	
Renfrewshire Council	75.1%	
Williamsburgh HA	93.3%	

In 2023 we had issues with our garden maintenance contractor that saw us having to put temporary arrangements in place for the year. We are pleased to advise that a new contractor was appointed in April 2024.

We also introduced a new close cleaning contractor in April 2024.

To keep tenants better informed on our management of their neighbourhoods, in 2023 we started sending email updates to tenants advising when we have carried out our regular close and service inspections.

At the end of March 2024:



689

tenants received our close cleaning service



731

tenants received our garden maintenance service.



% of anti social behaviour complaints resolved		Result
Paisley HA (last year 94.0%)	91.7%	A-
Scottish Average	94.3%	
Renfrewshire Council	99.3%	
Williamsburgh HA	100%	

In 2023/24:

- **72 anti social behaviour complaints** received in 2023/24. This included 6 cases that we opened from information gathered from attending police meetings. We are pleased to note this was a reduction on the number of complaints from the previous year (84).
- **91.7% (66 cases)** were resolved by end of March 2024, with the remaining 6 cases carrying over into the current year.

We continue to work in partnership with Renfrewshire Council using the services of the Renfrewshire Community Safety Partnership Team in dealing with anti social behaviour complaints.

Through our Tenancy Support service, we are also providing an enhanced level of support to vulnerable tenants, which we believe helps reduce the number of anti-social behaviour complaints.

## Outcomes 7, 8 and 9: Housing Options

“People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them”

“Tenants and people on housing lists can review their housing options.”

“People at risk of losing their homes get advice on preventing homelessness.”

## Outcome 10: Access to social housing

“People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.”

We have received very positive feedback from applicants about our Housing Options process, complimenting the level of information, guidance and support offered.

The Association is a partner to the Renfrewshire Common Allocations Policy and we allocate our properties through applying this and through a Nomination Agreement with Renfrewshire Council which enables us to assist the Council find settled accommodation for homeless people.

**85 properties let in 2023/24.** This includes lets to existing tenants transferring to another property and two newly acquired properties.

Average length of time taken to re-let properties in the last year		Result
Paisley HA (last year 25.1 days)	15.25 days	<b>A+</b>
Scottish Average	56.73 days	
Renfrewshire Council	50.42 days	
Williamsburgh HA	24.47 days	

### This is the lowest number of days to re-let for a Social Landlord based in Renfrewshire.

In 2023/24, we continued to perform significantly higher on this measure in comparison to the Scottish Average. We are committed to maintaining high performance in this area, to minimise rental loss from empty properties and to ensure that new tenants can move into their homes as quickly as possible.

*“The appointment was really detailed and I got a lot of good advice about the applications process and areas of properties”*

*“The support I got in applying for a home was friendly and helpful, a lot more information than I had received in other places”*



## Outcome 11: Tenancy sustainment

“Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations”

We have an Advice Team who support our tenants in maintaining their tenancies.

Our Advice Team supports tenants with Welfare Benefits Advice, Energy Advice, Money Advice and Tenancy Support.

### In 2023/24 our Advice Team



*“Thanks for your help with my UC claim, I was so anxious but your support helped me through this!”*

To help maximise this service we have secured:

- **£92,000** to deliver an additional Benefits Advice resource over 2023/24 and 2024/25, in partnership with Williamsburgh HA
- **£80,000** to fund a Home Energy Adviser who will work between Paisley HA and Williamsburgh HA over the next 18 months

We still have funding for our emergency Fuel Bank which has now been in operation continuously for 4 years through a variety of external funding. Tenants at risk of self disconnection can access this up to 3 times per year.

Our Advice Team, along with our thorough applications process, contributed to our increased levels of tenancies sustaining more than 1 year.

% of new tenancies sustained for more than a year		Result
Paisley HA (last year 91.8%)	94.1%	<b>A+</b>
Scottish Average	91.2%	
Renfrewshire Council	90.5%	
Williamsburgh HA	95.9%	

We are pleased to note our tenancy sustainment continued to improve in 2023/24. We are committed to maintaining high performance in this area and have a dedicated Tenancy Support Officer in place to assist this.

## Outcome 13: Value for money

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

## Outcome 14, 15: Rents and service charges

“A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.”

“Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.”

We have robust procurement procedures to ensure that any contract or service is delivered at the best value to our tenants. In doing this we take into account level of service as well as cost.

Our strong control on the financial side of the business, allowed us this year to deliver one of the lowest rent increases in Renfrewshire, with only one landlord delivering a lower increase. This will also allow us to deliver a planned maintenance program next year worth over **£3million**.

We also continued to support our tenants in meeting these challenging times by providing support, including obtaining financial support /grants for tenants, and developing strong relationships with tenants that are struggling. Particularly through our Advice Service which has provided Benefits, Energy and Money Advice to many of our tenants and our Tenancy Support service which provides support to our most vulnerable tenants.

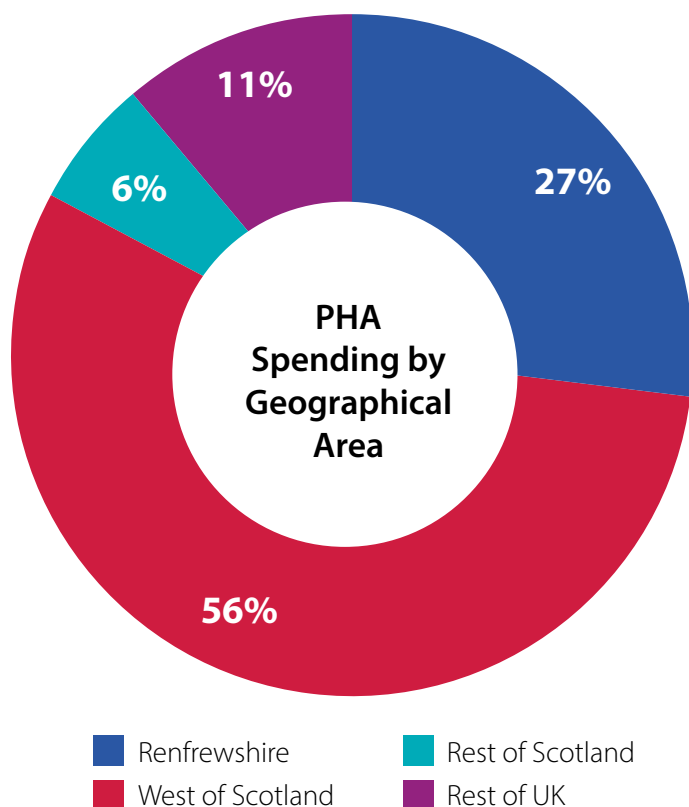
The Pie Chart below show the Association’s spend in 2023/24 based on the location of our contractors, service providers etc.

## Value for Money (VFM)

% of tenants who feel that the rent for their property represents good value for money		Result
Paisley HA (last year 74%)	74.0%	B
Scottish Average	81.6%	
Renfrewshire Council	70.3%	
Williamsburgh HA	93.0%	

Our score is based on our 3 yearly tenant satisfaction survey last carried out in 2022. In our recent interim Satisfaction Survey in July 2024, the percentage of tenants who felt that their rent was good value for money increased to 78.3%. Although still less than the Scottish Average, shows significant improvement from the 2022 survey.

We strive to ensure Value for Money for the rents our tenants pay. There have been significant challenges in the last 4 years due to a turbulent economy and long term challenges from the pandemic and cost of living crisis. This had affected the availability of contractors and the costs involved. These pressures while still present have eased slightly and despite these challenges we feel that we have delivered Value for Money, but will continue to seek to deliver best value.





## Complaints 2023/24

SHR focus on the number of Stage 1 & Stage 2 complaints, the % responded to in full and the time it takes to respond. The table below details these.

	Number of Minor stage 1 complaints including c/fwd	Number of Complex stage 2 complaints including c/fwd	% of stage 1 complaints responded in full	% of stage 2 complaints responded in full	No. of days to respond stage 1	No. of days to respond stage 2
Paisley HA	55	6	98.2	100	3.65	15.5
Scottish Average			96.7	90.7	5.1	17.5
Renfrewshire Council	977	53	93.1	71.7	7.6	18.9
Williamsburgh HA	23	18	100	100	5.3	17.9

Our overall complaints reduced by 6 this year. The most complained about issue was in relation to our garden maintenance service. Unfortunately our contractor had to withdraw suddenly in 2023 and we had to put in temporary arrangements for the remainder of the year. A new contractor was appointed in April 2024 and we are monitoring this to ensure our service to tenants is much improved over the next year.



**to respond to stage 1 complaints. The target timescale for response is within 5 working days.**







**to respond to stage 2 complaints. The target timescale for response is within 20 working days.**

For both Stage 1 & stage 2 complaints we performed better than the Scottish average.



# CONCLUSIONS

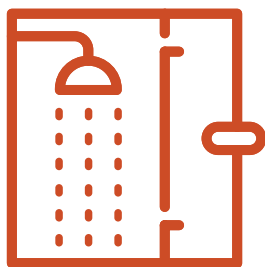
	<b>9</b>	Maintain Standard
	<b>1</b>	Maintain Standard
	<b>2</b>	Minor Improvements
	<b>2</b>	Investigate action to improve

We are generally pleased with our performance and there is a slight improvement when compared to last year's performance in terms of the number of categories scoring A+ (where we are above the Scottish Average).

We also show strong performance on Tenancy Sustainment, Rent Arrears and Repairs Satisfaction and Timescales.

We want to improve our position on Value For Money and improve on our overall tenant satisfaction. We are constantly striving on achieving Value For Money, we do this through operating a robust procurement strategy to achieve best value, and including Social Value clauses in our large value contracts. With increasing costs through inflation it is challenging to keep costs down, but we are satisfied that we are managing this.

**We also seek additional opportunities to gain external funding to supplement our services, such as:**



**£110,000**

**to deliver adaptations in properties for households with disabilities**



**£80,000**

**to deliver Home Energy Advice in 2024/25 and 2025/26**

We have had success in getting tenants to participate through online surveys and we will be making additional efforts to get tenants involved in face to face activities through the next year.

## SURVEY FEEDBACK

Last year we conducted a survey on the format of this report, while the feedback was overall positive in relation to the format there were some comments which we have taken on board in developing this year's report, in particular we have:

- Included a contents page
- Made more use of bullet points to make it easier to read
- Checked to ensure that the language that we are using meets the plain English guidelines



## TELL US WHAT YOU THINK

WIN A £50 SUPERMARKET  
VOUCHER Paisley Housing  
Association Annual Charter Report



**We would like to get your feedback again on the format of the report, we have created a short survey to get your views. By completing the survey you will be entered into a draw for a £50 Supermarket Voucher.**

**If you have been issued the report by email you will have been provided a link to complete the survey.**

**If you have been issued the survey by post you will have been provided a paper survey and a prepaid envelope.**

**You can also complete the survey by scanning the QR code below or by phoning us on 0141 889 7105.**

Should you wish to discuss any other aspects of this report or give feedback on the outcomes, you can do this via;

 [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)

 0141 889 7105

 [www.paisleyha.org.uk](http://www.paisleyha.org.uk)

 Paisley Housing Association

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Paisley PA1 1HA

If you would like any information on becoming more involved in the Association's decision making, please contact our Corporate Services Officer Sandra Marshall on **0141 583 4124**