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**ANNUAL REPORT TO OWNERS 2019.20**

Dear Owner,

I am pleased to provide you with the Annual Report to Owners for the year 2019.20. 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. For our 2019 survey we received 50 responses which represented 18% of factored owners.

We report on our factoring performance annually to the Scottish housing Regulator in our Annual Return on the Charter. The table below provides this information along with the Scottish Average and information from another Housing Association in Paisley, Williamsburgh Housing Association (WHA), who also acts 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).

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| --- | --- | --- | --- |
| **Performance**  | **PSPS**  | **Scottish Average****( all landlords)**  | **WHA** |
| The % of factored owners satisfied with the factoring service ( Reported in our Annual Return to the Scottish Housing Regulator)  | 89.36% | 68.1% | 77.69% |
| The % of owners that feel PSPS good at keeping you informed about their services and decisions?(Taken from our last satisfaction survey in 2019) | 96% | N/A | N/A  |
| The % of owners who, taking into account the services PSPS provides, think your management fee represents value for money? (Taken from our last satisfaction survey in 2019) | 76% | N/A | N/A |
| The Average Management fee per factored property ( residential only) (Reported within our Annual Return to the Scottish Housing Regulator) | £170.81 | £101.31 | £135.56 |

Our Management Fee reflects the costs for the delivery of our service. Unlike many appointed factors, we only have 287 factored owners so we do not benefit from the economies of scale that some others benefit from. Our focus is to provide a good quality service which represents value for money and we are pleased that our most recent owners’ satisfaction outcomes reflect this. We do recognise there is always room for improvement however and will therefore continue to look for efficiencies in our delivery of services.

**Participation**

We continue to issue quarterly newsletters 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 pleased that the level of complaints remains low.

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|  | Number of Complaints Made | Minor Complaints (Stage 1) | Complex Complaints( Stage 2) | Complaints Upheld | Completed within National Timescales |
| **2019.20** | **7** | **7** | **0** | **1 Partially** | **7 (100%)** |
| **2018.19** | **7** | **7** | **0** | **0** | **7 (100%)** |

For 2020.21 we will continue to develop our communication with factored owners moving more towards electronic communications.

**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**