



ANNUAL REPORT TO TENANTS 2018/19

This report contains information relating to the Association's performance against the Scottish Social Housing Charter for the period 2018/19.

INTRODUCTION

This Annual Report to our tenants highlights how we have performed over the last year. It provides information on our performance, the Scottish Average and for comparison information for another Housing Association in Paisley, Williamsburgh Housing Association (WHA) & Renfrewshire Council. This year we are also showing our previous years figure for each indicator.

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 or contact us and we will extract the information for you.

Our tenants influence our performance through a variety of ways:

- Participating in our 3 yearly Satisfaction Survey
- Through making complaints and giving compliments
- Becoming a member of our Board which reviews the Association's performance
- Participating in our conversations with our Chief Executive which is currently being piloted to the end of the year.

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 just contact admin@paisleyha.org and a member of staff will be in contact with you.

Assurance Statement

This October we will publish on our website www.paisleyha.org.uk our first Assurance Statement. It is based on a self assessment of our performance against meeting the Scottish Social Housing Charter. We would welcome your views on whether we are addressing the right things.

Equal Opportunities

Paisley HA 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.

OUR PROPERTIES AND RENT

At 31 March 2019 PHA owned 1204 properties. 1169 are rented to tenants, 33 are leased to other agencies to provide temporary housing for different client groups, 1 is a flat used by a support provider and 1 is empty pending expected development works.

The total rent due for the year 2018/19 was £ 5,228,016. We lost 0.36% of rents due to properties being empty, the Scottish Average being 0.88%. We increased our weekly rent on average by 3.2% on the 28th March 2019.

Size of Home	Number	PHA Average weekly rent (£)	WHA Average weekly rent (£)	Renfrewshire Council Average weekly rent (£)	Scottish Average Weekly rent (£)	Difference % between our rent and Scottish average (last year)
1apt	6	58.59	56.47	60.74	70.22	-16.56% (-19.5%)
2apt	361	80.33	67.55	68.88	76.10	+5.56% (+7.7%)
3apt	543	85.96	76.34	77.81	77.70	+10.63 (+11.1%)
4apt	237	92.91	85.27	86.97	84.44	+10.03 (+10.3%)
5apt	22	107.00	97.39	93.62	93.49	+14.45 (+16.2%)
Total	1169	85.89	73.86	76.37	79.08	+8.61 (+9.6%)

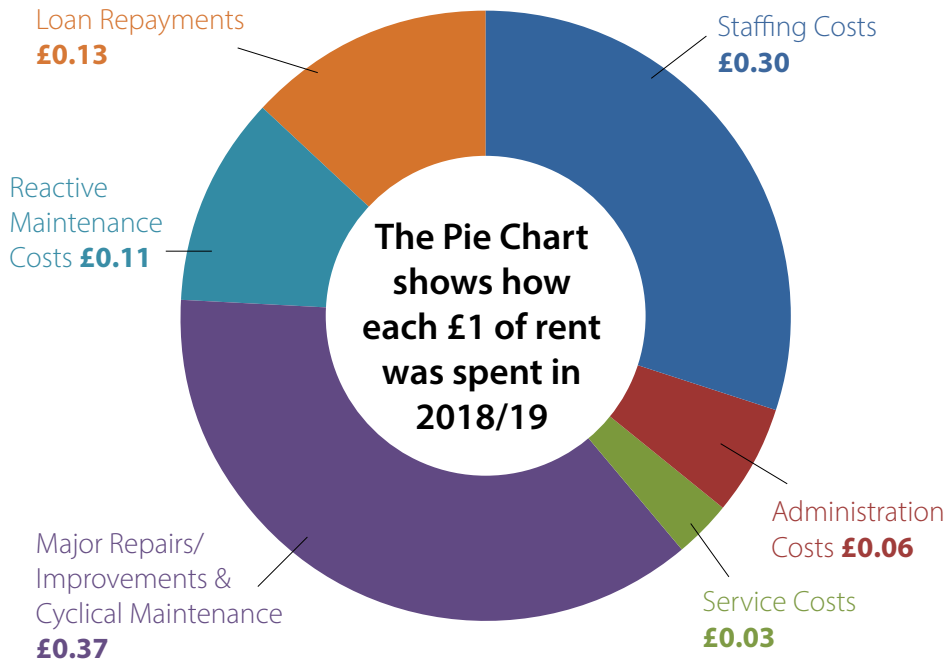
We are pleased to report the difference between our rents and the Scottish Average is reducing.

OUR PROPERTIES & RENTS


In 2018/19 we collected 100% of the total rent due; the Scottish Average is 99.1%

Maximising our rental income allows us to invest in the maintenance of our properties.

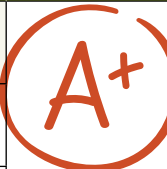
The Pie Chart below shows how each £1 of rent was spent in 2018/19



We will use the following symbols to demonstrate how we rate our performance in comparison to the Scottish Average. We have also included the performance figures for WHA & Renfrewshire Council for your information.

- Better than the Scottish Average = 
- Same as Scottish Average = 
- Just Below the Scottish Average = 
- Significantly Below the Scottish Average = 

CUSTOMER LANDLORD RELATIONSHIP

% of tenants satisfied with the overall service provided by their landlord		Result
Paisley HA (same as last year)	93.18%	
Scottish Average	90.12%	
Renfrewshire Council	87.97%	
Williamsburgh HA	94.23%	



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.”

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.”

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.”

CUSTOMER/LANDLORD RELATIONSHIP

% of tenants who feel their landlord is good at keeping them informed about their services and decisions		Result
Paisley HA (same as last year)	97.23%	A+
Scottish Average	91.6%	
Renfrewshire Council	82.18%	
Williamsburgh HA	99.68%	

% of tenants satisfied with the opportunities given to them to participate in their landlords decision making process		Result
Paisley HA (same as last year)	90.83%	A+
Scottish Average	86.48%	
Renfrewshire Council	87.81%	
Williamsburgh HA	99.68%	

HOUSING QUALITY AND MAINTENANCE

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 (same as last year)	99.75%	A+
Scottish Average	94.09%	
Renfrewshire Council	94.49%	
Williamsburgh HA	100%	

% of tenants satisfied with the standard of their home when moving in		Result
Paisley HA (89.84% last year)	93.14%	A+
Scottish Average	90.79%	
Renfrewshire Council	93.29%	
Williamsburgh HA	95.06%	

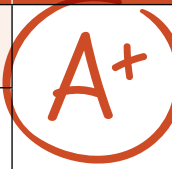
We are pleased to report that our performance in this area has improved from last year. The Association has a Letting Standard and all empty properties are brought up to ready to let using this standard. Sometimes however our new tenants expectations are higher than our Letting Standard.

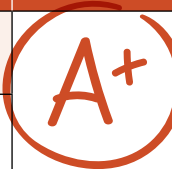
Outcome 5: Repairs, maintenance & improvements

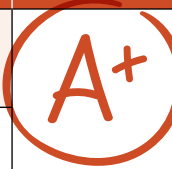
tenants’ homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

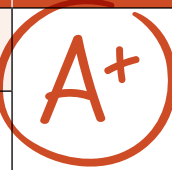


Average length of time taken to complete emergency repairs		Result
Paisley HA (2.21hrs last year)	2.07 hrs	A+
Scottish Average	3.65 hrs	
Renfrewshire Council	5.14 hrs	
Williamsburgh HA	1.82 hrs	

Average length of time taken to complete non-emergency repairs		Result
Paisley HA (3.18 days last year)	2.88 days	
Scottish Average	6.56 days	
Renfrewshire Council	6.9 days	
Williamsburgh HA	3.85 days	

% of tenants satisfied with the repairs service		Result
Paisley HA (same as last year)	93.8%	
Scottish Average	91.66%	
Renfrewshire Council	92.5%	
Williamsburgh HA	93.35 %	

% of repair appointments kept		Result
Paisley HA (99.46% last year)	98.74%	
Scottish Average	95.57%	
Renfrewshire Council	99.83%	
Williamsburgh HA	n/a	

% of reactive repairs "right first time"		Result
Paisley HA (96.64% last year)	97.16%	
Scottish Average	92.52%	
Renfrewshire Council	88.11%	
Williamsburgh HA	94.71%	

Helping our Communities, Investing in our Properties

We carried out 24 adaptations with our grant this year of £61,000. This work was evenly split between bathroom work like installing low level showers & wet floor shower rooms and various work to help access such as handrails & a ramp.

£1.22M spent on home improvements

- 86 with new bathrooms including shower
- 25 with new windows
- 31 with new boilers/heating systems
- 69 rewired including upgraded fire detection
- 128 with new front doors upgraded to '60 minute' fire protection
- 48 with internal doors including fire doors
- 24 adaptations-low level showers, wet floor shower rooms & various works to help access such as handrails and a ramp.

Fire Safety

Our investment in fire protection is year one of a significant three year programme upgrading fire detection in all homes to meet new legislation.

Training and employment

Our investment brings training and employment opportunities as a 'community benefit' for working with us.

- Frews our Gas Contractor now has 2 modern apprentices and has done two Renfrewshire educational events to promote gas apprenticeships
- CCG has done educational training and taken on an apprentice bricklayer
- GD Chalmers employed an electrician who completed his apprenticeship working with them

The Association is also improving the communities where we have property. Our West End Transformation project, a joint Scottish Government/ EU and Association funded project, has been working closely with residents to plan improvements to their back courts. Enhancements so far include:

- The development of a garden with our partners Blue Triangle Housing Association
- Refreshing residents secret garden at George Street

The project also provides 4 training opportunities to develop landscape skills. It comes to an end in December 2019 and thereafter we will be looking to develop environmental improvements to other areas.

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”

At the end of March 2019 624 tenants received close cleaning service and 680 tenants received garden maintenance.

% of tenants satisfied with the management of the neighbourhood they live in		Result
Paisley HA (same as last year)	94.88%	A+
Scottish Average	87.77%	
Renfrewshire Council	83.24%	
Williamsburgh HA	84.94%	

In 2018/19 we received 166 anti social behaviour complaints. This is a significant increase from the previous year however it is due to how these complaints are recorded rather than an increase in anti social behaviour. The main reason for complaints is noise nuisance.

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.

% of anti social behaviour cases resolved within locally agreed targets		Result
Paisley HA (92.86% last year)	92.77%	A+
Scottish Average	87.86%	
Renfrewshire Council	96.03%	
Williamsburgh HA	90.46%	



ACCESS TO HOUSING & SUPPORT

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.”

At the end of March 2019 we had 642 applicants on our housing list and during the year we let 109 properties.

We continue to work in partnership with Renfrewshire Council taking nominations and homeless referrals for our property. In 2018/19 we allocated 37 properties through this partnership agreement.

Average length of time taken to re-let properties in the last year		Result
Paisley HA (14.05 days last year)	13.95 days	A+
Scottish Average	31.89 days	
Renfrewshire Council	38.46 days	
Williamsburgh HA	14.44 days	

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”

To support our tenants in maintaining their tenancy we offer Welfare Benefits Advice & Energy Advice. Our Welfare Benefits Officer assisted 350 tenants during the year and secured £241,384 in backdated benefit awards for clients and predicted awards over the next year of £1.3million. We also ran a small project to promote digital skills for people with health problems and assisted 20 tenants to improve their skills or access.

With our focus on supporting our tenants affected by Universal Credit this year our Energy Advice service reverted back to making referrals to the Council’s service

% of new tenancies sustained for more than a year		Result
Paisley HA (83.78% last year)	91.18%	A+
Scottish Average	88.82%	
Renfrewshire Council	88.44%	
Williamsburgh HA	90.99%	

for new cases. We have however continued to encourage and assist our tenants take up of Warm Home Discounts, to maximise their income.

VALUE FOR MONEY

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

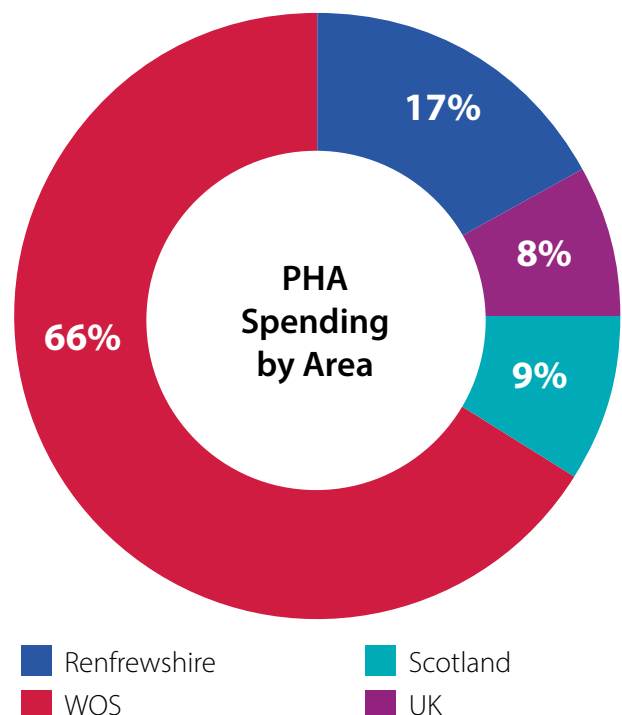
“a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.”

“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.”

Value for Money (VFM)

% of tenants who feel that the rent for their property represents good value for money		Result
Paisley HA (same as last year)	90.19%	A+
Scottish Average	83.21%	
Renfrewshire Council	75.78%	
Williamsburgh HA	91.99%	

The Pie Chart below shows what our tenants wanted to know about the Association’s spend, based on the location of our contractors, service providers etc.



COMPLAINTS

	Number of complaints made	Minor complaints (stage 1)	Complex Complaints (stage 2)	Complaints upheld	Completed within the National Timescales
Paisley HA	57	94.74%	5.26%	29.82%	92.98%
Renfrewshire Council	663+3 carried forward	97.90%	2.10%	37.84%	89.49%
Williamsburgh HA	36 +3 carried forward	41.03%	58.97%	35.90%	92.31%

We are pleased to report both a decrease in the number of complaints we received compared to last year and a reduction in the number of complaints upheld. For those upheld we have learned lessons and have incorporated these into what we do to reduce repeat complaints of the same nature.

CONCLUSIONS

A+	15 (last year 13)	Maintain Standard
A	0 (last year 0)	Maintain Standard
A-	0 (last year 2)	Minor Improvements
B	0 (last year 0)	Investigate action to improve

We are delighted to report that we have A+ across all indicators within our Report and our focus for the 2019/20 is to maintain this standard and where possible strive for continuous improvement.

Should you wish to discuss any aspects of this report please contact Kathleen McCutcheon, Chief Executive, on direct line number 0141 583 4108 or email kathleen.mccutcheon@paisleyha.org.uk

If you would like to give us your views on our report you can do this via our website www.paisleyha.org.uk or post them on our facebook page.



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