



ANNUAL REPORT TO TENANTS 2020/21

This report contains information relating to the Association's performance against the Scottish Social Housing Charter for the period 2020/21

INTRODUCTION

Our Annual Report highlights how we have performed over the last year. It provides information on our performance, the Scottish Average and for comparison, where possible, information for Williamsburgh Housing Association (WHA) which is another Housing Association in Paisley & Renfrewshire Council. We have also included last year's figures 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 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

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 and a member of staff will get in touch with you.

As well as our Annual Report we will also make our Assurance Statement available on our website www.paisleyha.org.uk. It is based on a self assessment of our performance against meeting the Scottish Social Housing Charter. For both our Annual Report and our Assurance Statement we would welcome your views on whether we are addressing the right things.

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.

OUR PROPERTIES AND RENT

At 31 March 2021 PHA owned 1239 properties. 1166 are rented to tenants, 36 are leased to other agencies to provide temporary housing for different client groups, 1 is a flat used by a support provider and 36 are empty pending expected development works.

The total rent due for the year was £5,531,406. In 2020/21 we collected 98.2% of the total rent due

compared to the Scottish Average of 99.1%

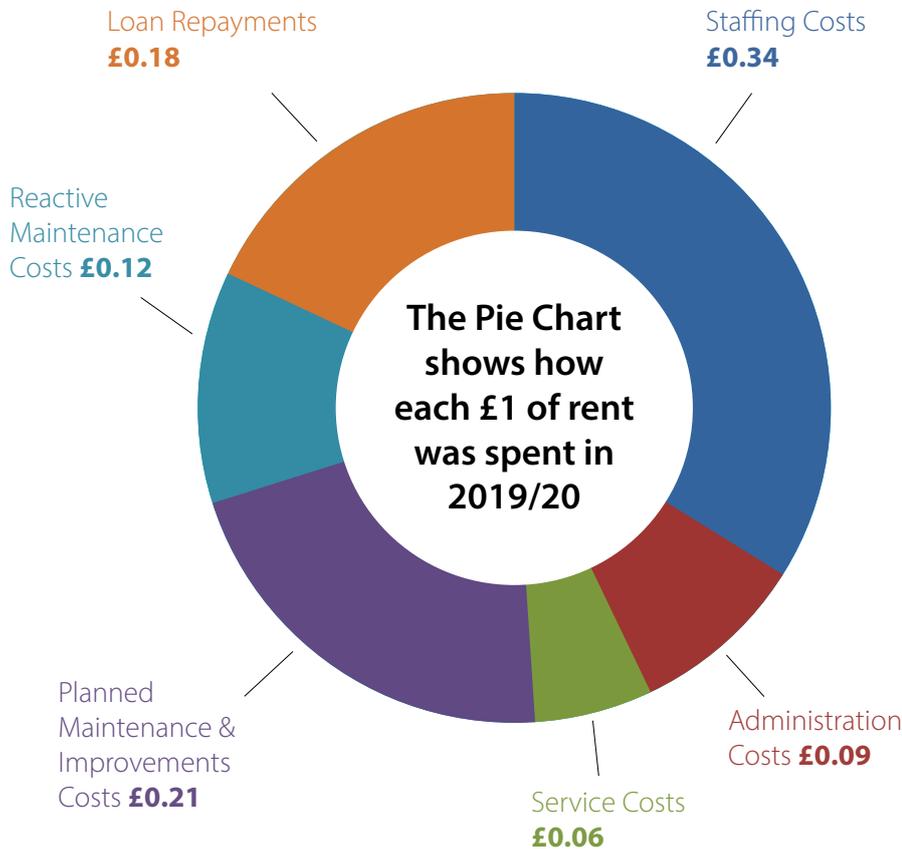
In 2020/21 we lost 1.4% of rents due to properties being empty, the Scottish Average was also 1.4%. This is an increase on the previous year which is due to not being able to let properties for the first few months of the year due to the pandemic.

Size of Home	Number	PHA Average weekly rent (£)	Registered Social Landlords Average weekly rent (£)	Scottish Average (all RSLs and Councils) Weekly rent (£)
1apt	13	66.09	78.96	73.61
2apt	409	85.95	85.59	79.48
3apt	557	91.08	88.15	82.60
4apt	238	98.66	97.46	89.81
5apt	22	110.49	109.51	99.97

OUR PROPERTIES & RENTS

We are pleased to advise that we were able to hold rents at 28th March 2021 to the previous year's rent levels. Only those rents still to reach our rent harmonisation programme saw any increase.

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 2020/21



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 = (A⁺)
- Same as Scottish Average = (A)
- Just Below the Scottish Average = (A⁻)
- Significantly Below the Scottish Average = (B)

CUSTOMER LANDLORD RELATIONSHIP

% of tenants satisfied with the overall service provided by their landlord		Result
Paisley HA (no change from last year)	94.83%	(A ⁺)
Scottish Average	88.95%	
Renfrewshire Council	88.80%	
Williamsburgh HA	93.25%	

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 (no change from last year)	100%	A+
Scottish Average	91.71%	
Renfrewshire Council	88.42%	
Williamsburgh HA	98.07%	

% of tenants satisfied with the opportunities given to them to participate in their landlords decision making process		Result
Paisley HA (no change from last year)	99.31%	A+
Scottish Average	86.57%	
Renfrewshire Council	93.68%	
Williamsburgh HA	99.04%	

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 (last year 99.75%)	96.93%	A+ Dropped a little
Scottish Average	90.96%	
Renfrewshire Council	91.65%	
Williamsburgh HA	99.88%	

The drop in performance is due to the purchase of the 36 flats which are empty and in poor condition. These are awaiting comprehensive refurbishment.

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 1.9hrs)	2.1 hrs	A+ Dropped a little
Scottish Average	4.22 hrs	
Renfrewshire Council	6.23 hrs	
Williamsburgh HA	1.84 hrs	

Average length of time taken to complete non-emergency repairs		Result
Paisley HA (last year 2.82 days)	3.86 days	A+ Dropped a little
Scottish Average	6.74 days	
Renfrewshire Council	10.71 days	
Williamsburgh HA	2.26 days	

During lockdowns we were not allowed to carry out non emergency repairs. These had to be held, which increased the overall average.

HOUSING QUALITY & MAINTENANCE

% of tenants satisfied with the repairs service. Repairs reported within the last year		Result
Paisley HA (no change from last year)	92.78%	A+
Scottish Average	90.05%	
Renfrewshire Council	92.01%	
Williamsburgh HA	90.36%	

% of repairs which were carried out right first time		Result
Paisley HA (last year 98.23%)	94%	A+ Dropped a little
Scottish Average	91.46%	
Renfrewshire Council	85.07%	
Williamsburgh HA	91.23%	

During lockdowns we were not allowed to carry out non emergency repairs. As these had to be held, we were unable to always meet 'right first time' timescales.

Adaptations –we carried out 28 adaptations with our grant this year of £85,000.

65% of work was needed in bathrooms; installing low level showers, & creating wet floor shower rooms. We also carried out external work to help access such as handrails, stair and path alterations.

We issue our draft Annual Investment Programme in February each year along with our Rent & Service Charge consultation and invite tenants to give us their views.

Unfortunately due to the number of lockdowns we

had to defer year 3 of our rewiring, door and bathroom replacement into 2021.22.

Although contractors were very limited in permitted time to carry out planned works, we invested £524,000 in planned works in 2020.21. Our key projects were;

- 39 new bathrooms including showers
- 16 rewired homes including upgraded fire detection to meet new legislation
- 26 homes with new internal doors including fire doors
- progressing getting homes up to the Government's new fire detection safety standard and we are now at 74% compliance.

NEIGHBOURHOOD & COMMUNITY

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 2021, 820 tenants received our close cleaning service and 730 tenants received our garden maintenance service.

% of tenants satisfied with the management of the neighbourhood they live in		Result
Paisley HA (no change from last year)	96.21%	A+
Scottish Average	86.08%	
Renfrewshire Council	84.54%	
Williamsburgh HA	89.39%	

In 2020/21 we received 118 anti social behaviour complaints. This is comparable with the previous year. Of these complaints 104 (88.14%) were resolved and the remainder were open cases at the year end. The Scottish Average is 94.4% resolved.

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.

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.”

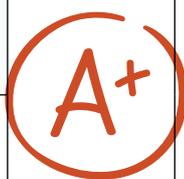
Outcome 10: Access to social housing

“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.”

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.

In 2020/21 we let 113 properties covering all sources of lets including existing tenants transferring to another property.

Our letting time increased significantly in 2020/21 as for the first few months Scottish Government suspended people being able to move due to the pandemic restrictions. We can see from the figures

Average length of time taken to re-let properties in the last year		Result
Paisley HA (13.95 days last year)	52.23 days	 Dropped a lot due to pandemic restrictions on letting
Scottish Average	56.29 days	
Renfrewshire Council	85.7 days	
Williamsburgh HA	46.29 days	

above that all landlords letting times were affected in the same way.

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 tenancy. Our Advice Team supports tenants with Welfare Benefits Advice, Energy Advice and Money Advice. In 2020/21 our advice team assisted 360 tenants, with 792 issues, and secured £195,603 in backdated benefit awards for tenants and predicted awards over the next year of £1.33million.

Additionally, our Advice Team supported 44 tenants with Money Advice, increasing their disposable income by £17,000 and 53 tenants with Energy Advice reducing their energy expenditure by £4,603.

Our Advice Team also administered our Emergency Assistance Scheme, which issued £36,000 of assistance in the year 2020/21. This assistance was in the form of emergency fuel vouchers, supermarket vouchers and mobile phone top ups.

We are pleased to say our performance improved on last year and that we are just slightly below the Scottish average. In looking at the source of let for

% of new tenancies sustained for more than a year		Result
Paisley HA (last year 87.16%)	90.14%	
Scottish Average	90.9%	
Renfrewshire Council	92.04%	
Williamsburgh HA	96.55%	

failed tenancies we are happy to note an increased rate in sustainment from applicants referred to us through homelessness. Tenancies can fail for a wide range of reasons and in 2020/21 we did see some end due to changes in tenants circumstances due to the pandemic, such as loss of income. We try to help tenants who find themselves struggling to manage their tenancy but sometimes this is not enough. We will continue to look at ways in which we can try to improve our performance in this area.

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."

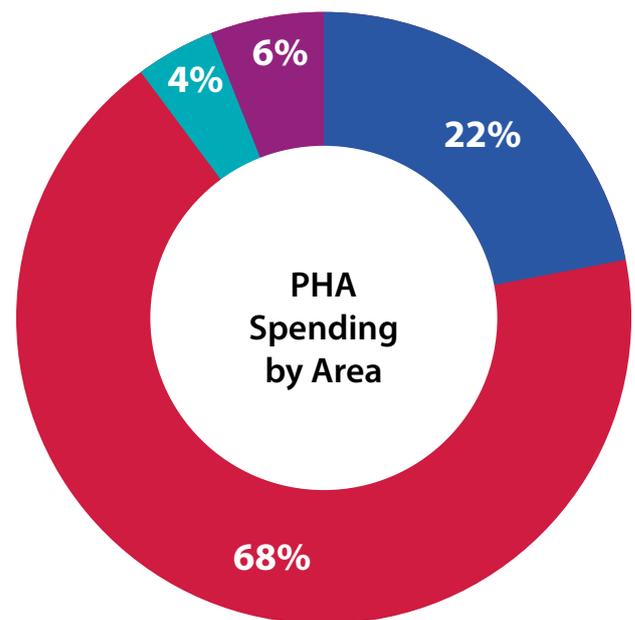
Outcome 14, 15: Rents and service charges

"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 strive to ensure VFM and have a VFM Strategy which covers how we procure services.

The Pie Chart below show the Association's spend based on the location of our contractors, service providers etc.



■ Renfrewshire ■ Scotland
■ West of Scotland ■ UK

Value for Money (VFM)

% of tenants who feel that the rent for their property represents good value for money		Result
Paisley HA (no change from last year)	84.48%	A+
Scottish Average	82.77%	
Renfrewshire Council	78.22%	
Williamsburgh HA	92.28%	

COMPLAINTS

Complaints 2020/21

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 cfwd	Number of Complex stage 2 complaints including cfwd	% 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	59	2	100	100	4	13
Renfrewshire Council	516	16	100	100	4.97	13.88
Williamsburgh HA	40	26	97.5	100	7.31	25.96

COMPLAINTS

We are pleased to report that the number of complaints reduced this year. The most complained about issue was in relation to the services provided such as close cleaning. There was some difficulty in the first part of the year with services not fully being carried out due to pandemic restrictions on contractors.

For both Stage 1 & 2 complaints we are higher than the Scottish average of 96.65% and 92.55% respectively for responding in full and our days to respond are better than the Scottish Averages of 5.04 days and 19.01 days respectively.

CONCLUSIONS

A+	14 (last year 14)	Maintain Standard
A	0 (last year 0)	Maintain Standard
A-	1 (last year 0)	Minor Improvements
B	0 (last year 1)	Investigate action to improve

Although we are generally pleased with our performance we do recognise there are a few areas where our performance has dropped mainly due to the pandemic. We will monitor this in the year ahead.

We also want to retain our position for VFM and complaints and will do this for VFM through procurement and for complaints through listening to our tenants, learning from things we haven't got right and adapting our processes as required.

At the time of issuing this report the pandemic continues to still affect everyone's daily lives. We are continuing to deliver our housing services while operating in line with government guidelines.

Our focus is to continue doing this while keeping staff, customers and contractors safe.

Please stay safe and well!

Should you wish to discuss any aspects of this report please phone us on **0141 889 7105** or email **admin@paisleyha.org.uk**
Alternatively you can give us your views via our website **www.paisleyha.org.uk** or post them on our facebook page.



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