



# Paisley

Housing Association



# ANNUAL REPORT TO TENANTS 2021/22

This report contains information relating to the Association's performance against the Scottish Social Housing Charter for the period 2021/22

# 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](http://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](mailto: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](http://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.

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

2021/22 saw us add 46 new properties with new developments in Glenburn and High Calside.

At 31 March 2022 PHA owned 1292 properties. 1213 are rented to tenants, 36 are leased to other agencies to provide temporary housing for different client groups, 1 of which is a flat used by a support provider and 43 are empty pending expected development works.

The total rent due for the year was £5,648,515. In 2021/22 we collected 98.67% of the total rent due compared to the Scottish Average of 99.28%

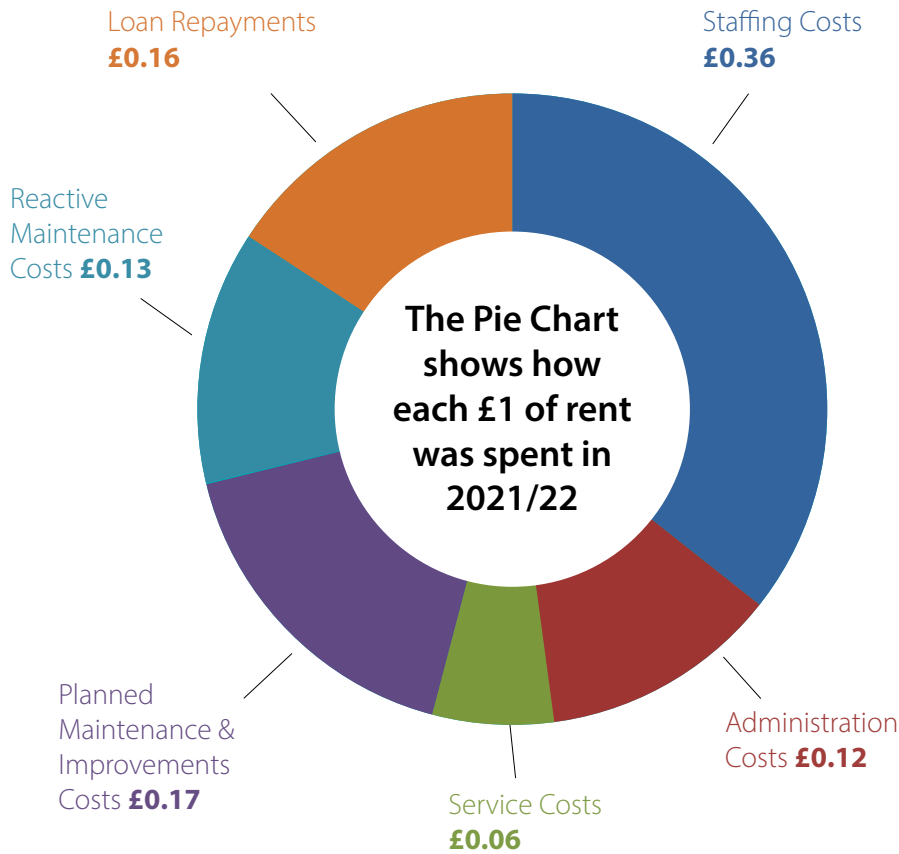
In 2021/22 we lost 0.83% of rents due to properties being empty. This is a reduction on the previous year. The Scottish Average was 1.43%.

Size of Home	Number	PHA Average weekly rent (£)	Registered Social Landlords Average weekly rent (£)	Scottish Average (all RSLs and Councils) Weekly rent (£)
1apt	13	65.76	80.86	75.95
2apt	432	86.30	87.79	81.32
3apt	577	91.96	89.82	84.18
4apt	248	99.58	99.08	91.48
5apt	22	110.51	109.33	100.74




# OUR PROPERTIES & RENTS

For 2022/23 our standard rent increase was 4.5%. Only those rents still to reach our rent harmonisation saw a higher increase.

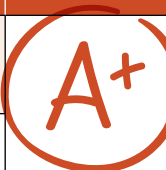
Maximising our rental income allows us to invest in the maintenance of our properties. The Pie Chart below shows how each £1 of rent was spent in 2021/22



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 (no change from last year)	94.83%	
Scottish Average	87.74%	
Renfrewshire Council	82.37%	
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%	<b>A+</b>
Scottish Average	91.15%	
Renfrewshire Council	91.11%	
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%	<b>A+</b>
Scottish Average	86.81%	
Renfrewshire Council	99.01%	
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 96.29%)	94.83%	<b>A+</b>
Scottish Average	74.57%	
Renfrewshire Council	57.11%	
Williamsburgh HA	82.62%	

The drop in performance is due to the purchase of the 43 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 2.1hrs)	2.08 hrs	<b>A+</b>
Scottish Average	4.16 hrs	
Renfrewshire Council	7.07 hrs	
Williamsburgh HA	1.77 hrs	

Average length of time taken to complete non-emergency repairs		Result
Paisley HA (last year 3.86 days)	2.8 days	<b>A+</b>
Scottish Average	8.87 days	
Renfrewshire Council	14.57 days	
Williamsburgh HA	5.39 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%	<b>A+</b>
Scottish Average	88.01%	
Renfrewshire Council	95.02%	
Williamsburgh HA	90.586%	

% of repairs which were carried out right first time		Result
Paisley HA (last year 94%)	97.6%	<b>A+</b>
Scottish Average	88.27%	
Renfrewshire Council	84.98%	
Williamsburgh HA	88.36%	

Last year we spent just under £600,000 on our repairs service to tenants and owners. Although 2021/22 did not pose as many restrictions, there continued to be some disruptions because of COVID-19.

Contractors continued to be affected by the pandemic and the shortage of materials for some contracts meant delays to completing works.

Despite all of this, we did spend over half a million pounds carrying out cyclical maintenance to our properties, for works such as gas servicing, gutter cleaning and electrical inspections.

For medical adaptations –we carried out 46 adaptations to tenants' homes. These works included installing low level showers and creating wet floor shower rooms. We also carried out external work to help access such as handrails, stair and path alterations.

For planned works we spent just under £400,000. This was replacing around 50 gas boilers, upgrading 272 properties with new smoke and carbon monoxide alarms. We also carried out around 100 electrical rewires.

## 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 2022, 727 tenants received our close cleaning service and 717 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%	<b>A+</b>
Scottish Average	85.09%	
Renfrewshire Council	87.01%	
Williamsburgh HA	89.39%	

% of anti social behaviour complaints resolved		Result
Paisley HA (no change from last year)	97.67%	<b>A+</b>
Scottish Average	94.67%	
Renfrewshire Council	99.71%	
Williamsburgh HA	100%	

In 2021/22 we received 86 anti social behaviour complaints. This is a reduction on the previous year from 118. Of these complaints 84 (97.67%) were resolved and the remainder were open cases at the year end.

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 2021/22 we let 171 properties which included 46 new build properties. This covered all sources of lets including existing tenants transferring to another property.

## 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 and Money Advice. In 2021/22 our Advice Team assisted 441 tenants, with 921 issues, and secured £225,800 in backdated benefit awards for tenants and predicted awards over the next year of £1.47million.

We supported 62 tenants with Money Advice, increasing their disposable income by £22,500 and 172 tenants with Energy Advice reducing their energy expenditure by £42,500

We have a Housing Support service, which is funded to December 2023, which has helped 96 tenants to date with practical support around their tenancies. In addition, this service has provided £2,000 of Crisis Payments, £10,000 of essential items, helped tenants access counselling services and worked in partnership with Impact Arts to help 9 families decorate a child’s bedroom to help make their house a home.

We also administered externally funded support schemes for Energy costs, which issued £25,000 of assistance in the year 2021/22. For our efforts in

Average length of time taken to re-let properties in the last year		Result
Paisley HA (last year 52.23 days)	28.48 days	A+
Scottish Average	51.57 days	
Renfrewshire Council	66.04 days	
Williamsburgh HA	34.82 days	

Our letting time improved significantly in 2021/22 despite our still having issues due to covid difficulties. We can see from the figures above that all landlords letting times while improved, continue to be affected.

% of new tenancies sustained for more than a year		Result
Paisley HA (last year 90.14%)	85.84%	B
Scottish Average	90.75%	
Renfrewshire Council	92.15%	
Williamsburgh HA	93.89%	

helping to mitigate against Fuel Poverty, Paisley HA was recognised as a Fuel Poverty Hero at Energy Action Scotland’s Annual Conference 2022.

We also obtained funding to help our tenants with digital access by providing them with 50 iPads, 15 chrome books and helping 35 households access the internet.

Further funding allowed us to deliver a scheme for key workers to fund bikes for five Key Workers to help them cycle to work.

Our performance in sustainment dropped in 2021/22. Tenancies can fail for a wide range of reasons but we were still seeing the effects of the pandemic with some tenancies ending due to changes in tenants circumstances 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."

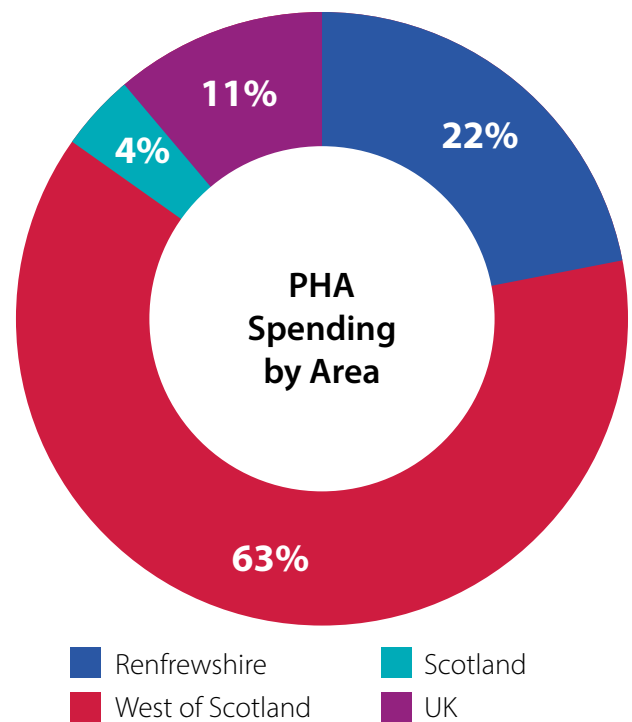
"Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants."

We strive to ensure VFM and have a Procurement Policy 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.

### 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	82.51%	
Renfrewshire Council	83.36%	
Williamsburgh HA	92.28%	



## COMPLAINTS

### Complaints 2021/22

The table below details the no. of Stage 1 and Stage 2 complaints, the % responded to in full and the time it takes to respond.







	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	6	98.31	83.33	3.98	34.2
Scottish Average			96.76	93.79	5.76	27.44
Renfrewshire Council	713	21	95.91	96.15	6.56	16.64
Williamsburgh HA	80	21	93.75	100	4.79	19.05

# COMPLAINTS

Our complaints increased by 2 this year. The most complained about issue was in relation to communication, such as a delay in receiving information. We will continue to look at how we communicate with our tenants to ensure improvement in our services.

For Stage 1 complaints we performed better than the Scottish average in responding to complaints with 98.31% and in our response times averaging 3.98 days. For Stage 2 complaints our performance in responding dropped a bit below the Scottish average with 83.33% and our average days to respond increased to 34.2 days. We will be working to improve this in 22/23.

# CONCLUSIONS

	<b>12</b>	Maintain Standard
	<b>0</b>	Maintain Standard
	<b>0</b>	Minor Improvements
	<b>2</b>	Investigate action to improve

Although we are pleased with our performance we do recognise there are a few areas where our performance has dropped. We will monitor this in the year ahead. We also want to retain our position for VFM and improve on our complaints.

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

Should you wish to discuss any aspects of this report or give feedback, 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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2 Lawn Street,  
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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**



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