



ANNUAL REPORT TO TENANTS 2017/18

This report contains information relating to the Association's performance against the Scottish Social Housing Charter for the period 2017/18.

INTRODUCTION

This is Paisley Housing Association's (PHA) annual report to tenants about our performance in achieving the standards & outcomes of the Scottish Social Housing Charter.

Our report provides information on our performance, the Scottish Average and for comparison information for another Housing Association in Paisley, Williamsburgh Housing Association (WHA) & Renfrewshire Council.

If you want to compare us to any other Housing Association or Local Council you can do this via our website: www.paisleyha.org.uk and click on performance or contact us and we will extract the information for you.

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

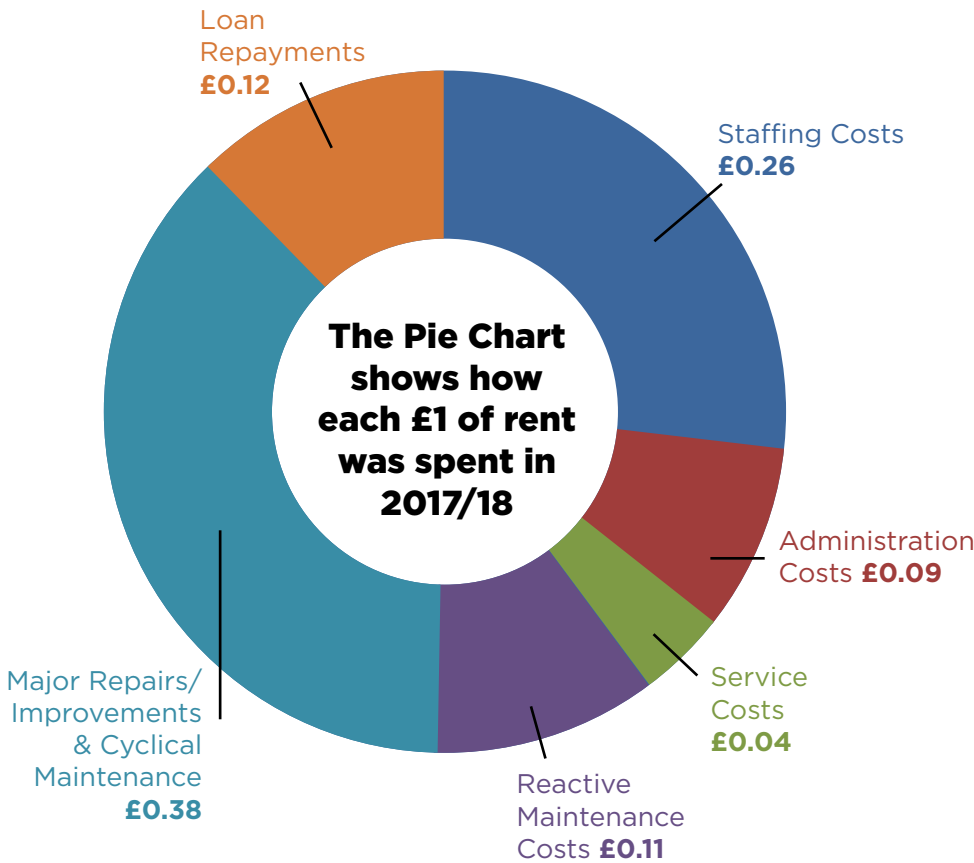
At 31 March 2018 PHA owned 1204 properties. 1173 are rented to tenants, 29 are leased to other agencies to provide temporary housing for different client groups, 1 is used by a support provider and 1 is empty pending expected development works.

The total rent due for 2017/18 was £5,087,073. We collected 98.82% of the total rent due, the Scottish average is 99.38%. We lost 0.43% of rents due to properties being empty, the Scottish average is 0.74%.

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
1apt	7	54.26	54.77	60.07	67.44	- 19.5%
2apt	360	78.98	65.05	68.18	73.33	7.7%
3apt	548	83.29	74.04	77.02	74.94	11.1%
4apt	237	89.75	82.53	86.06	81.37	10.3%
5apt	22	105.06	94.62	92.64	90.39	16.2%
Total	1174	83.51	71.38	75.58	76.23	9.6%

We increased our weekly rent on average by 3.5% on the 28th March 2018. Maximising our rental income allows us to invest in the maintenance of our properties.

OUR PROPERTIES & RENTS



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	93.18%	(A ⁺)
Scottish Average	90.48%	
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	97.23%	A+
Scottish Average	91.71%	
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	90.83%	A+
Scottish Average	85.92%	
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	99.75%	A+
Scottish Average	94.2%	
Renfrewshire Council	93.51%	
Williamsburgh HA	100%	

% of tenants satisfied with the standard of their home when moving in		Result
Paisley HA	89.84%	A-
Scottish Average	90.24%	
Renfrewshire Council	88.61%	
Williamsburgh HA	92.98%	



Our performance has reduced from last year. It reflects 3 new tenants being dissatisfied as some repairs were required after move in. The Association has a Letting Standard and all empty properties are brought up to ready to let using this standard. Very occasionally a repair can be missed and sometimes 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	2.21 hrs	A+
Scottish Average	3.96 hrs	
Renfrewshire Council	5.12hrs	
Williamsburgh HA	1.79hrs	

HOUSING QUALITY & MAINTENANCE

Average length of time taken to complete non-emergency repairs		Result
Paisley HA	3.18 days	A+
Scottish Average	6.38 days	
Renfrewshire Council	7.06 days	
Williamsburgh HA	3.3 days	

% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service		Result
Paisley HA	93.8%	A+
Scottish Average	92.13%	
Renfrewshire Council	98.26%	
Williamsburgh HA	93.51 %	

% of repair appointments kept		Result
Paisley HA	99.46%	A+
Scottish Average	95.45%	
Renfrewshire Council	98.87%	
Williamsburgh HA	not reported on	

% of reactive repairs "right first time"		Result
Paisley HA	96.64%	A+
Scottish Average	92.23%	
Renfrewshire Council	90.17%	
Williamsburgh HA	94.67%	

In 2017/18 we completed 25 adaptations to tenant's homes to assist them in meeting their changing needs. We received £46,000 in grants to carry out these works.



Number of Properties Improved in 2017/18 -Replacements	Numbers	Cost of Work
External Wall Insulation	137 homes	£1,550,000
Re roofing	24 closes	
Front Doors	5 homes	
Re render	29 homes	

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.

Community Benefits in 2017/18 from our planned and cyclical framework have been all about providing training and employment opportunities. Both Frews our Gas Contractor and McColls, who are doing our 5 year paint contract, are taking on an apprentice because of our level of investment.

In 2017/18 we also undertook environmental works to improve neighbourhoods. The areas we did work in were Thompson Brae, Orr St, 90-96 Causeyside St and 4 Stevenson Street. In 2018/19 our environment focus will be in the West End.

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 2018 625 tenants received the garden maintenance services and 599 received the close cleaning services. These services ensure common areas are maintained to a high standard.

% of tenants satisfied with the management of the neighbourhood they live in		Result
Paisley HA	94.88%	A+
Scottish Average	88%	
Renfrewshire Council	83.24%	
Williamsburgh HA	84.94%	

In 2017/18 we received 84 anti social complaints. The majority of these related to 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%	A+
Scottish Average	87.88%	
Renfrewshire Council	95.03%	
Williamsburgh HA	80.09%	



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 2018 we had 590 applicants on our housing list and during the year we let 136 properties.

We continue to work in partnership with Renfrewshire Council taking nominations and homelessness referrals for our property. In 2017/18 we allocated 50 properties through this partnership agreement.

Average length of time taken to re-let properties in the last year		Result
Paisley HA	14.05 days	A+
Scottish Average	30.72 days	
Renfrewshire Council	38.24 days	
Williamsburgh HA	18.41 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 377 tenants during the year and secured £288,522 in backdated benefit awards for them. Our Energy Advice Service was also successful, assisting 77 tenants and secured £22,660 savings for them.

We are committed to working with our tenants to help them maintain their tenancies and continue to make referrals to various support agencies who offer advice and assistance.

% of new tenancies sustained for more than a year		Result
Paisley HA	83.78%	A-
Scottish Average	88.66%	
Renfrewshire Council	88.54%	
Williamsburgh HA	91.67%	

Our performance has reduced from last year. It reflects 26 tenants ending their tenancy within a year. There are various reasons why people move not all of them are for negative reasons. Of our 26 tenants only 4 left because they didn't like their property/ neighbour/area and 5 abandoned their tenancy giving no reason for leaving. Tenancy sustainment is important to us and we will strive to improve on our performance during 2018/19.

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

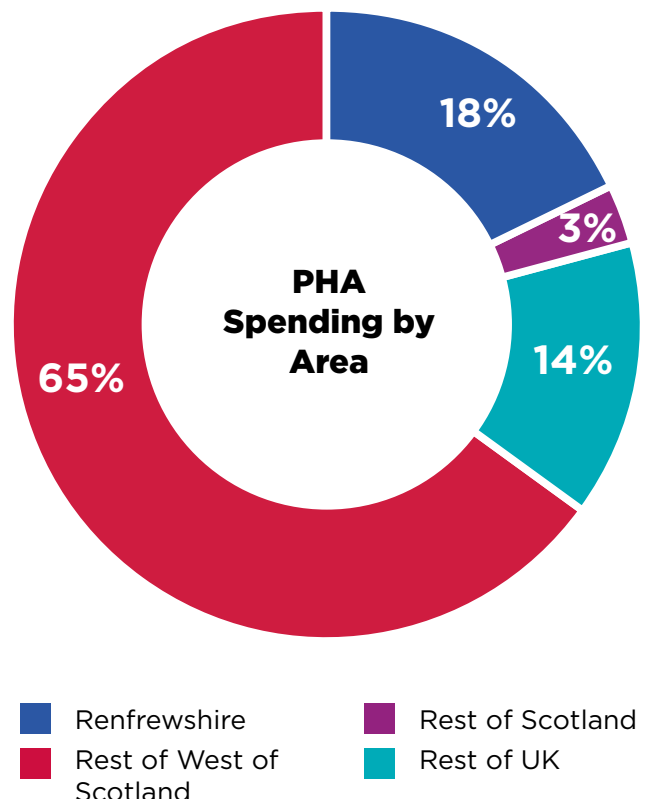
“a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.”

“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	90.19%	A+
Scottish Average	83.19%	
Renfrewshire Council	75.78%	
Williamsburgh HA	91.99%	

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



COMPLAINTS 2017/18

	Number of complaints made	Minor complaints (stage 1)	Complex Complaints (stage 2)	Complaints upheld	Completed within the National Timescales
Paisley HA	60	96.67%	3.33%	36.67%	95.00%
Renfrewshire Council	634	98.11%	1.89%	51.10%	88.17%
Williamsburgh HA	42	42.86%	57.14%	40.48%	64.29%

Our performance indicates a significant drop in the number of complaints from last year. This reflects appointing a new landscape contractor, better communication with complainants and ongoing staff training.

CONCLUSIONS

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

We are disappointed that our performance has dipped in 2 areas, namely new tenant's satisfaction with the standard of property when moving in and tenancy sustainment. Although the actual numbers are low we will be striving to recover our former position of meeting and exceeding the Scottish Average for these areas.

Should you wish to discuss any aspects of this report please contact Kathleen McCutcheon, Director, 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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 Paisley Housing Association is a recognised Scottish Charity No SC035589