



**Paisley**  
Housing Association



# ANNUAL REPORT TO TENANTS 2022/23

This report contains information relating to the Association's performance against the Scottish Social Housing Charter for the period 2022/23

Paisley Housing Association Ltd. is a registered charity. Registered Scottish Charity No. SC035589  
Registered address of charity: Paisley Housing Association Ltd, Assurance House, 2 Lawn Street, Paisley, PA1 1HA

# 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.

Please contact us if you would like this report in another language or an alternative format.

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 giving feedback i.e. complaints and 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.





# OUR PROPERTIES & RENTS

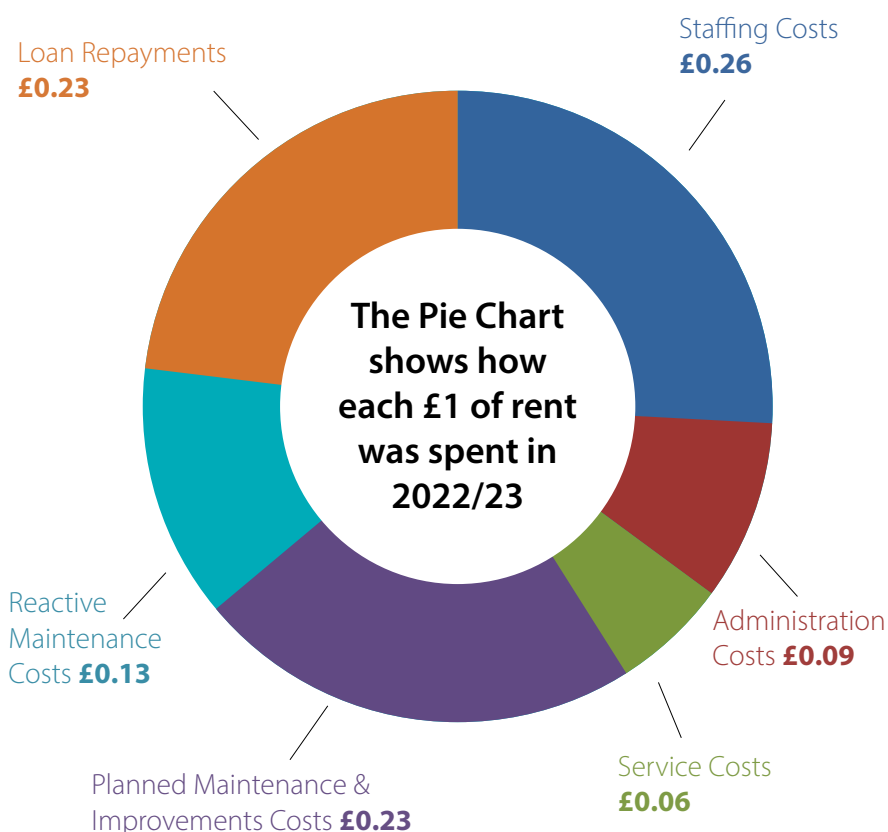
At 31 March 2023 PHA owned 1299 properties. 1214 are rented to tenants, 37 are leased to other agencies to provide temporary housing for different client groups, 1 of which is a flat used by a support provider and 48 are empty pending expected development works. In addition to these we also own 5 retail properties, which will be converted to residential during a planned development, and have part ownership in 2 shared ownership properties.

The total rent due for the year was £6,108,760. In 2022/23 we collected 99.69% of the total rent due compared to the Scottish Average of 99.03%  
In 2022/23 we lost 0.51% of rents due to properties being empty. This is a reduction on the previous year. The Scottish Average was 1.4%.

Size of Home	Number	PHA Average weekly rent(£)	Scottish Average (RSLs) Weekly Rent(£)	Scottish Average all (RSLs and Councils) Weekly rent(£)
1apt	13	69.15	73.79	78.26
2apt	439	91.07	86.83	83.46
3apt	577	97.29	90.30	86.28
4apt	248	105.24	99.07	93.96
5apt	22	114.91	107.35	103.72

For 2023/24 our rents increased on average by 5.5%. Only those tenancies 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 2022/23



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. If the difference between the Scottish Average and Paisley Housing Association was less than 0.5% we have treated this as an A.

Better than the Scottish Average =



Same as Scottish Average =



Just Below the Scottish Average =



Significantly Below the Scottish Average =



Although our performance is similar to the Scottish Average we recognise that our tenants feedback was they were less satisfied than previous years. We are working through all the comments provided to ensure that we have taken action to improve tenant satisfaction.

% of tenants satisfied with the overall service provided by their landlord		Result
Paisley HA (94.83% last year)	86.5%	<b>A</b>
Scottish Average	86.7%	
Renfrewshire Council	82.4%	
Williamsburgh HA	86.9%	

## 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.”

In the last year, we have updated the information that we hold about our tenants to include more information in regards to protected characteristics (such as age, disability, gender etc.). In addition all policies that are created or reviewed now undergo an Equalities Impact Assessment to ensure that we make reasonable adjustments to ensure equal opportunities.

## 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.”

Although our satisfaction was higher than the Scottish average, it was less than previous years. We have now introduced a bi-monthly bulletin to keep tenants better informed about our services.

% of tenants who feel their landlord is good at keeping them informed about their services and decisions		Result
Paisley HA (last year 100%)	92.1%	<b>A+</b>
Scottish Average	89.7%	
Renfrewshire Council	91.1%	
Williamsburgh HA	95.8%	

## 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.”

% of tenants satisfied with the opportunities given to them to participate in their landlords decision making process		Result
Paisley HA (99.31% last year)	85.2%	<b>A-</b>
Scottish Average	85.9%	
Renfrewshire Council	99.0%	
Williamsburgh HA	97.8%	

We recognise that our performance on this is close to the Scottish average but has dropped from previous years. We have introduced more ways for tenants to get involved and make their views known. Examples of this are:

- Developing a ‘your views network’ which will give tenants an opportunity to give detailed opinions on arising issues.
- Increasing the numbers of people who respond to our rent consultations by using a text message survey, in addition to traditional methods of response (online, email, post and phone)
- Increasing the use of digital surveys when we are sending out communications. You will find a link to our first use of this method attached on the email or letter you received with this report.

## 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 94.83%)	87.8%	A+
Scottish Average	79.0%	
Renfrewshire Council	68.0%	
Williamsburgh HA	95.8%	

The drop in performance is due to the purchase of the 48 flats which are empty and in poor condition. These are awaiting comprehensive refurbishment. Additionally there are a number of properties that are due various component replacements.

## 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 2.08hrs)	2.41 hrs	A+
Scottish Average	4.17 hrs	
Renfrewshire Council	9.81 hrs	
Williamsburgh HA	1.61 hrs	

Average length of time taken to complete non-emergency repairs		Result
Paisley HA (last year 2.8 days)	2.2 days	A+
Scottish Average	8.7 days	
Renfrewshire Council	6.1 days	
Williamsburgh HA	4.2 days	





# HOUSING QUALITY & MAINTENANCE

% of tenants satisfied with the repairs service. Repairs reported within the last year		Result
Paisley HA (last year 92.78%)	83.9%	<b>B</b>
Scottish Average	88.0%	
Renfrewshire Council	73.3%	
Williamsburgh HA	88.7%	

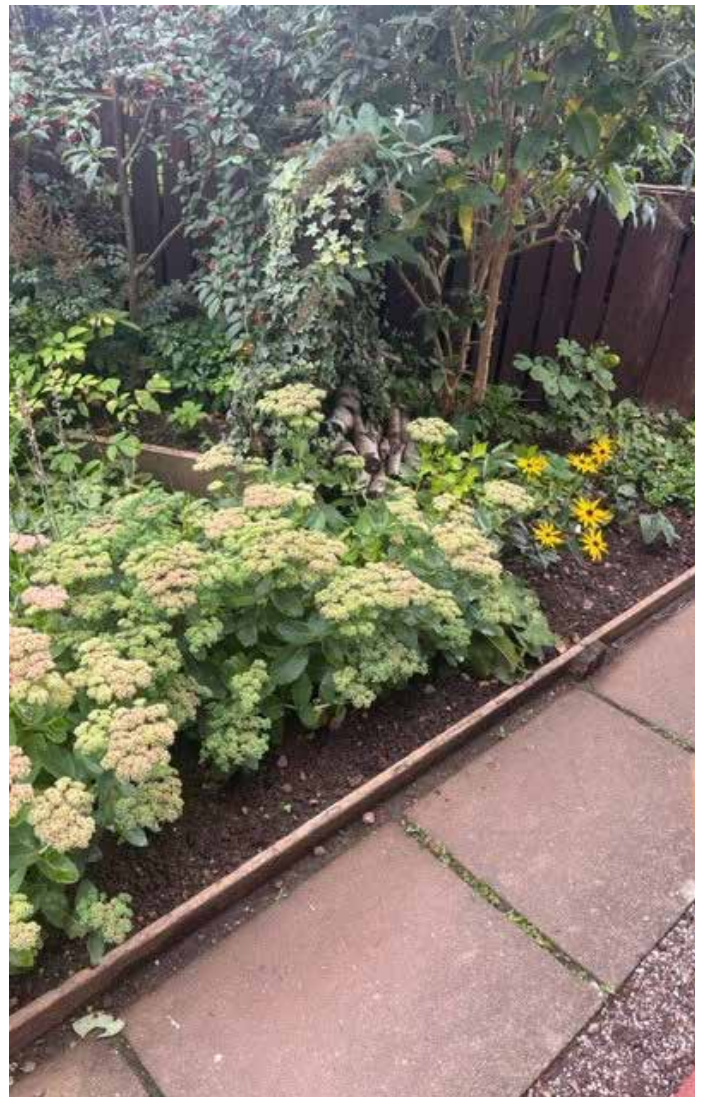
% of repairs which were carried out right first time		Result
Paisley HA (last year 97.6%)	96.5%	<b>A+</b>
Scottish Average	87.8%	
Renfrewshire Council	90.0%	
Williamsburgh HA	86.5%	

We improved our response times to complete non-emergency repairs from 2.8 days in 21/21 to 2.2 days in 22/23, whilst the average for completing emergency repairs remained just over 2 hours, well above the Scottish average. In 22/23 Over £700k spent in repairs service to tenants and owners and over £300k in cyclical maintenance.

22/23 remained a difficult year in relation the delivering our typical investment programme. Contractors continued to have labour issues and the inflationary

increases within the construction sector caused number of contractors to become insolvent. A number of contracts had to be retendered and are now on track to be delivered in 23/24. We are hopeful that the labour and inflation issue begin to ease, as we anticipate new energy efficiency standards in the coming year.

We hope that these measures will result in improvement in the level of tenant satisfaction with repairs.





## 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 2023, 683 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 (last year 96.21%)	79.3%	<b>B</b>
Scottish Average	84.3%	
Renfrewshire Council	87.0%	
Williamsburgh HA	93.3%	



We returned fully to our normal services in April 2022 following covid restrictions. To keep tenants better informed on our management of their neighbourhoods, we introduced in 2023/24 email updates advising of when regular close and service inspections are carried out.



% of anti social behaviour complaints resolved		Result
Paisley HA (last year 97.67%)	94.0%	<b>A</b>
Scottish Average	94.2%	
Renfrewshire Council	98.0%	
Williamsburgh HA	100%	

In 2022/23 we received 84 anti social behaviour complaints. This is a marginal reduction on the previous year from 86. Of these complaints 79 (94%) were resolved and the remainder were open cases at the year end. Cases still open at year end include complaints only received in March 2023 that were still being investigated.

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.

Through our Tenancy Support service, we are also providing an enhanced level of support to vulnerable tenants, which we believe will help reduce the number of 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.”

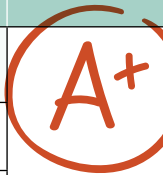
“People at risk of losing their homes get advice on preventing homelessness.”

### 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 2022/23 we let 102 properties. This covered all sources of lets including existing tenants transferring to another property.

Average length of time taken to re-let properties in the last year		Result
Paisley HA (last year 28.48 days)	25.1 days	
Scottish Average	55.6 days	
Renfrewshire Council	60.59 days	
Williamsburgh HA	29.63 days	

Our letting time improved in 2022/23, continuing the post COVID trend of improvement. Our performance in this area shows that we continue to perform well against other organisations both locally and nationally.

### 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 that support our tenants in maintaining their tenancies.

Our Advice Team supports tenants with Welfare Benefits Advice, Energy Advice and Money Advice. In 2022/23 our Advice Team assisted 389 tenants with 775 issues relating to benefits and secured £252,950 in backdated benefit awards for tenants and predicted awards over the next year of £1.65million.

We supported 61 tenants with Money Advice, increasing their disposable income by £12,100 and 176 tenants with Energy Advice reducing their energy expenditure by £51,800.

We have secured an additional £42,000 of funding for 23/24 to expand this service with an additional member of staff, this member of staff will work between Paisley HA and Williamsburgh HA.

We have had a funded Homeless Prevention project running from 2020 to December 2023. 116 tenants have received practical support around their tenancies in the last year. In addition, this service has provided “£2,000 of Crisis Payments, £10,000 for essential items, helped tenants access counselling services and work in partnership with Impact Arts to help 9 families decorate a child’s bedroom to help make their house a home.

Recognising the need for practical support for our tenants, we have incorporated the Homeless Prevention project into our permanent services and created a Tenancy Support service from 2023/24.

We also administered externally funded support schemes for Energy costs, we have now managed to have this scheme run for 3 years, all of which has been through external funding. During 2022/23 we issued £10,000 of assistance and managed to secure funding to operate the scheme until December 2023.

We were also able to provide 18 air fryers to tenants in need, provided by Energy Action Scotland.



% of new tenancies sustained for more than a year		Result
Paisley HA (last year 85.84%)	91.8%	A+
Scottish Average	91.2%	
Renfrewshire Council	93.5%	
Williamsburgh HA	97.4%	



Our performance in sustainment in 2022/23 showed substantial improvement.

Amongst various measures to address sustainment, we have introduced a Tenancy Support Officer, whose role is to support vulnerable tenants, in particular within the 1st year of their tenancy to ensure that they have all the support that they need.



## 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.”

in 2022/23. This plus a further 19% being spent for reactive repairs and services, meaning 42% of your rent is reinvested directly into your properties. With 66% of the money spent on purchases, by the association, being spent in Renfrewshire and the West of Scotland.

We have also continued to support our tenants in meeting these challenging times by providing support, including obtaining financial support /grants for tenants, and developing strong relationships with tenants that are struggling. Particularly through our Advice Service which has provided Benefits, Energy and Money Advice to many of our tenants and our new Tenancy Support service which provides support to our most vulnerable tenants.

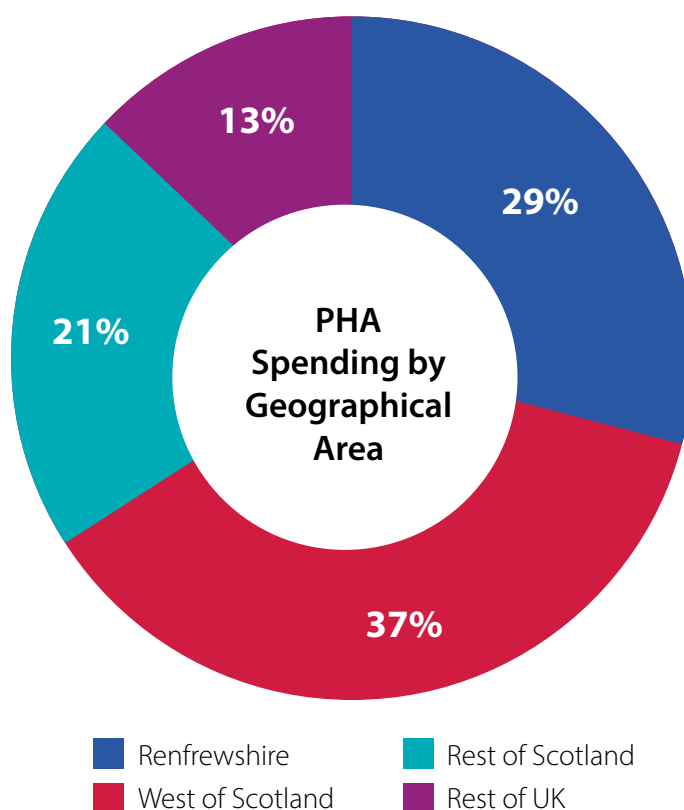
We hope that as inflation reduces, that these costs pressures on our services and our tenants will ease. We also plan to continue to support our tenants and review our procurement and contract management processes in the coming year as well as retender our key services. All with the aim this will improve our tenants view their rents represent Value for Money. The Pie Chart below show the Association’s spend in 2022/23 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 (last year 84.48%)	74.0%	B
Scottish Average	81.8%	
Renfrewshire Council	83.4%	
Williamsburgh HA	93.0%	

Although we strive to ensure VFM for the rents our tenants pay, there have been significant challenges in the last 3 years due to a turbulent economy and long term challenges from the pandemic. This has affected the availability of contractors and the costs involved. Tenants will have noticed this in their own pockets due to higher prices and this has impacted our business as well. Despite these challenges we feel that we have delivered Value for Money, but will always seek to deliver best value.

We have robust procurement procedures to ensure that any contract or service is delivered at the best value to our tenants. In doing this we take into account cost and also level of service. We have tried to ensure that a higher percentage of the rent that is paid goes to planned maintenance and improving our properties, this increased by 6% from 17% in 2021/22 to 23%





# COMPLAINTS



## Complaints 2022/23

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	61	6	98.4	100	3.5	11.17
Scottish Average			95.3	92.5	5.75	19.34
Renfrewshire Council	1050	26	98.0	84.6	5.76	14.5
Williamsburgh HA	16	13	93.8	100	7.2	9.31

Our overall complaints increased by 2 this year. The most complained about issue was in relation to our contractors/repairs such as the quality of work carried out. We will look to increase the number of post work quality inspections carried out by our Asset Officers. For stage 1 complaints the target timescale for response is within 5 working days. We achieved an

average of 3.5 days to respond.

For Stage 2 complaints the target timescale for response is within 20 working days. We achieved an average of 11.17 days.

For both Stage 1 & stage 2 complaints we performed better than the Scottish average.

## CONCLUSIONS

Although we are generally pleased with our performance we do recognise that there are a few areas where our satisfaction has dropped. We have introduced a number of improvements to how our services operate and will monitor this in the year ahead.

We want to improve our position on Value For Money and improve on our overall tenant satisfaction. We are constantly striving on achieving Value For Money, we do this through operating a robust procurement

strategy to achieve best value, and including Social Value clauses in our large value contracts. With increasing costs through inflation, it is challenging to keep costs down, but we are satisfied that we are maintaining this. We also seek additional opportunities to gain external funding to supplement our services, such as £110,000 to deliver adaptations in properties for households with disabilities and £67,500 to deliver our Fuel Bank and other additional support projects through 2022/23..

	<b>8</b>	Maintain Standard
	<b>3</b>	Maintain Standard
	<b>0</b>	Minor Improvements
	<b>3</b>	Investigate action to improve



## FEEDBACK – WIN £50 SUPERMARKET VOUCHER

WIN A £50 SUPERMARKET  
VOUCHER Paisley Housing  
Association Annual Charter Report



**We would like to get your feedback on the format of the report, we have created a short survey to get your views. By completing the survey you will be entered into a draw for a £50 Supermarket Voucher.**

**If you have been issued the report by email you will have been provided a link to complete the survey.**

**If you have been issued the survey by post you will have been provided a paper survey and a prepaid envelope.**

**You can also complete the survey by scanning the QR code to the left or by phoning us on 0141 889 7105**

Should you wish to discuss any aspects of this report, 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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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**