

# Annual Report on the Charter (ARC) 2020/21

This annual report on the Scottish Social Housing Charter (SSHC) contains information about our performance during 2020/21, including how we compare with the average performance of all registered social landlords (RSLs), all social landlords (SLs) in Scotland and a benchmarking group known as the QEF which consists of 23 housing associations, including GWA. For further information about the SSHC, or to read the Scottish Housing Regulator's 2020/21 Landlord Report for GWA, visit: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

To comment on this report, or for more details on how to take part in our decision-making processes, please contact us on 0141 331 6650 or email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk).

## GWA Consumer Panel

GWA tenants who meet a few times a year to provide valuable feedback and help shape our services.

## Management Committee

Shareholding Members elected at our Annual General Meeting. Responsible for governance, policies, service standards, regulatory and performance compliance.

## Blythswood Letting Committee

GWA residents promoting the benefits of city centre living to prospective tenants, with the aim of delivering a balanced and sustainable community.

In this report we use traffic light indicators to illustrate our most recent performance.

- Peer Group are performing better than GWA
- GWA's performance is within the Peer Group parameters
- GWA's performance is better than (or equal to) Peer Group

## Stock Profile



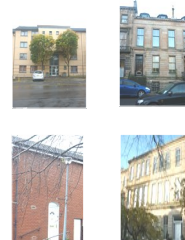
Tenement Flats  
671 (45.2%)



Deck Access  
325 (21.9%)



Multi Storey  
315 (21.2%)



Other Flats\*  
117 (7.9%)



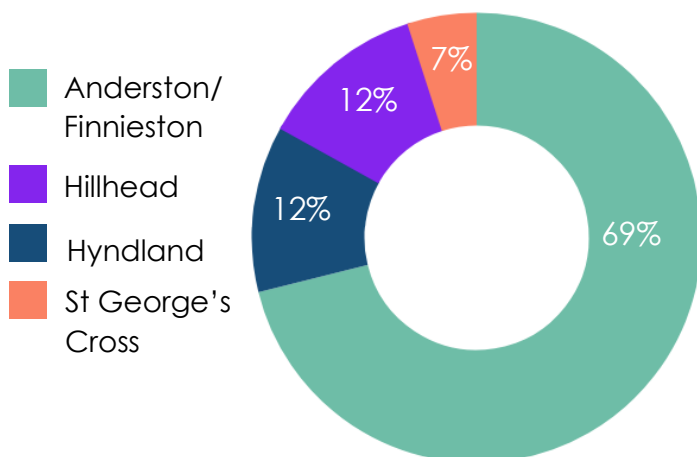
High Rise  
55 (3.7%)



Houses  
2 (0.1%)

\*'Other Flats' includes: Mezzanine, Maisonette, Townhouse & 1 Up, 1 Down

## Stock By Area



**Total Rent Due: £6,602,918**

## Average Weekly Rent

	No.	GWA	QEF	All RSLs	All SLs
Bedsit	58	£68.75	Not Reported	£78.96	£73.61
1 Bed	807	£82.80		£85.59	£79.48
2 Bed	503	£94.30		£88.15	£82.60
3 Bed	104	£107.02		£97.46	£89.81
4+ Bed	11	£115.39		£109.51	£99.97
Average Rent	-	£88.08		£89.74	£83.70

**Average Rent Increase: 1.5%**

# Tenancy & Repairs Services

Throughout 2020/21, some of our services were impacted by Scottish Government restrictions due to Covid-19. In particular, our Repairs Service was reduced to Emergency Repairs only for majority of the year. Our contractors resumed a routine repairs service from 26/04/21. We anticipate a continued impact on performance in 2021/22 as the backlog of repairs is addressed.



Indicator	19/20 GWAH	2020/21			
		GWAH	QEF	RSLs	SLs
<b>Repairs and Maintenance</b>					
Average time (hours) to complete Emergency Repairs	2.9	4.2	3.0	3.3	4.2
Average time (days) to complete Non-Emergency Repairs	4.1	7.0	5.6	6.3	6.7
% of reactive repairs carried out Right First Time	98.3	72.5	89.6	90.5	91.5
No. of properties where Annual Gas Service (AGS) was <b>not</b> completed within 12 months	1	105	-	26	51
% of properties where AGS completed within 12 months	99.9	92.9	97.3	-	-
<b>Neighbourhood and Community</b>					
No. of cases of anti-social behaviour (ASB) reported	146	142	115	160	286
% of ASB cases resolved in the year	87.7	97.8	94.6	96.1	94.4
% of tenancies created in 19/20 that lasted at least 12 months	93.7	94.3	93.0	91.7	91.5
<b>Getting Good Value from Rents and Service Charges</b>					
Average length of time (days) to re-let properties	10.7	78.9	43.6	53.4	56.3
% of rent lost through properties being empty	0.19	1.02	0.95	1.4	1.4
% gross rent arrears	2.19	2.59	3.39	4.3	6.1
% rent collected	99.8	98.5	100.0	99.5	99.1

## Quality of Housing

- Our main investment area during 2020/21 was the modernisation of 4 Passenger Lifts.
- We invested in CCTV infrastructure to enhance neighbourhood safety across 3 concierge site.
- 4 cyclical maintenance contracts have also been awarded.
- Complex issues surrounding the full height glass corridors at a deck access development has impacted our SHQS performance and works have been carried forward to 2021/22 with an anticipated investment of £2,000,000.
- The appointment of Project Management consultants has meant key projects such as Electrical Compliance, and Window replacement contracts will be awarded in Autumn 2021.



Indicator	19/20 GWAH	2020/21			
		GWAH	QEF	RSLs	SLs
% of properties meeting the Scottish Housing Quality Standard (SHQS)	90	60.7	92.0	91.7	91.0
% of properties meeting the Energy Efficiency Standard for Social Housing (ESSH)	71	72.2	94.7	92.0	89.0

# Service Satisfaction

Our monthly independent surveys were carried out by phone interview in 2020/21 due to Covid-19 restrictions. We will resume face-to-face surveys subject to emerging guidance.



% of Tenants very or fairly satisfied with:	19/20 GWAH	2020/21			
		GWAH	QEF	All RSLs	All SLs
Overall service provision	89.0	<b>86.3</b>	91.8	89.8	88.9
Being kept Informed about services/activities	94.3	<b>93.0</b>	96.3	92.8	91.7
Overall quality of home	82.5	<b>84.0</b>	89.2	87.8	87.1
Management of neighbourhood	85.0	<b>78.9</b>	90.1	86.5	86.1
Opportunities for Decision Making	94.0	<b>95.6</b>	93.1	92.8	91.7
Repairs/ Maintenance service in last year	86.0	<b>83.3</b>	96.6	90.3	90.1
Rent represents 'Value for Money'	86.8	<b>89.2</b>	85.5	82.9	82.8

We are focused on continually improving our services and our 2021/22 plans include:

- Getting your feedback in our Future Services Survey
- Consumer Panels about our Welfare Rights Service, Save with Rent Scheme and our Sign Up Packs.
- Continuing with our ambitious property investment programme.

To find out more about our service engagement plans for 2021/22, please see our Service Engagement Plan on our website: [www.gwha.org.uk](http://www.gwha.org.uk). Paper copies available on request.

## Complaint Handling

We manage complaints in line with the Scottish Public Services Ombudsman 2-stage Complaints Handling Procedure. In 2020/21, a total of 139 complaints were received, 46 less than in 2019/20.

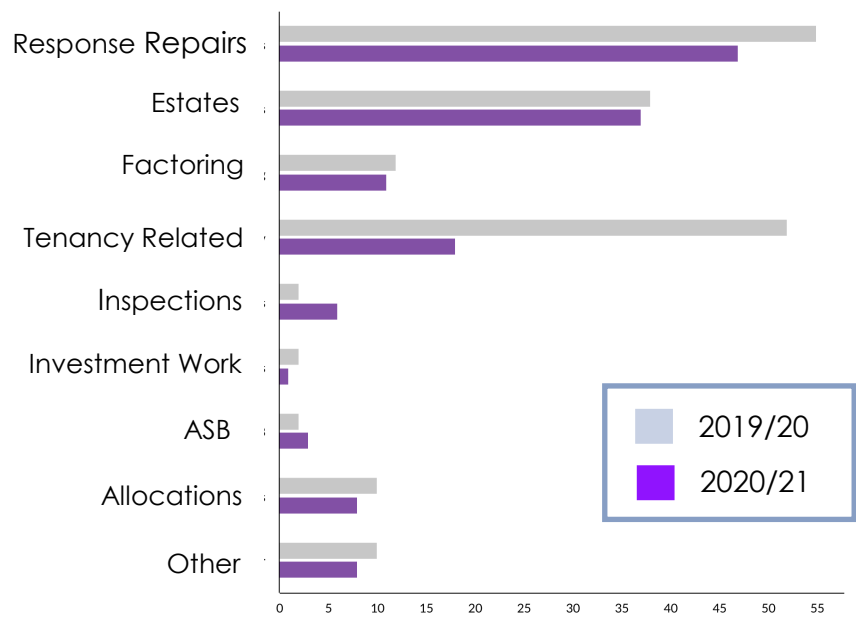
	Stage 1: Frontline					Stage 2: Investigation									
	Timescale: 5 working days					Timescale: 20 working days									
	GWAH		QEF	RSLs	SLs	GWAH (Escalated)		GWAH (Direct)		GWAH (Total)		QEF	RSLs	SLs	
	No.	%	%	%	%	No.	%	No.	%	No.	%	%	%	%	
Received	122	-	53	-	-	11	-	6	-	17	-	-	-	-	
c/f from 19/20	1	-	0	-	-	0	-	0	-	0	-	-	-	-	
Completed	123	<b>100</b>	99.1	98.6	96.9	11	<b>100</b>	6	100	17	<b>100</b>	87.5	94.1	92.6	
Complete in Timescale	119	<b>96</b>	-	-	-	11	<b>100</b>	6	100	17	<b>100</b>	-	-	-	
Upheld	78	<b>63</b>	-	-	-	8	<b>73</b>	3	50	11	<b>64.7</b>	-	-	-	
Av. Days to Complete	<b>2.7</b>		2.8	3.8	5.0	<b>15.4</b>		13.7		<b>14.7</b>		12.8	16.7	19.0	
<b>External Investigation by SPSO</b>										<b>0</b>					

# Nature of Complaints

We record all "expressions of dissatisfaction" as a complaint, even if you do not use the word "complaint".

In March we carried out refresher staff training, delivered by the SPSO, in alignment with the launch of GWha's revised complaints handling procedure, effective from 1 April 2021.

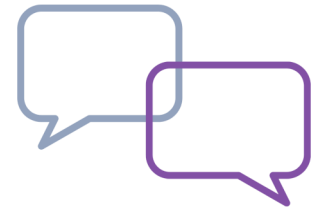
We also evaluate complaints handling at monthly team meetings. This allows us to identify any trends and potential areas of improvement.



**GWha's complaints handling guide can be found on our website: [www.gwha.org.uk](http://www.gwha.org.uk). Further information on complaints handling is available from the Scottish Public Services Ombudsman's website: [www.spsso.org.uk](http://www.spsso.org.uk)**

## You Said, We Did

We conclude complaints with an Action Plan that identifies what we need to do to avoid similar mistakes in the future. These are routinely reported in our newsletter.



### You Said:

You were unaware of upcoming tree removals and that you did not receive the letter from the contractor.

Screws and wood were left in close following void works.

An incorrect date was given to a resident for a meeting.

### We Did:

We updated our process to provide additional posters in closes ahead of works commencing, in addition to social media and website updates.

We apologised to the tenant for this. We also discussed this with our contractor to ensure mess is cleared after void and repair works.

We apologised for the inconvenience this mistake caused and will ensure dates offered to residents are available before proposing them.

### Thank you for your many compliments over the year, which include:

*Just wanted to say many thanks for your assistance, I really appreciate all your effort. Also thank you for all the effort you put into your duties around the building.*

*Thank you. You have been a great support these past few months.*

*Thank you for being patient and taking the time to explain and for listening to a frustrated tenant.*