

Glasgow West Housing Association Ltd

Annual Report on the Charter (ARC)

2016/17



This Annual Report on the Scottish Social Housing Charter (SSHC) contains important information about our performance during 2016/17. It reflects our annual return to the Scottish Housing Regulator (SHR) in May 2017 and it includes information on how our performance compares with the average performance of other social landlords across Scotland. For further general information on the SSHC or the ARC, or to read the Regulator's **2016/17 Landlord Report** for GWA, visit www.scottishhousingregulator.gov.uk. To comment on our ARC report, or for more details on how to take part in our decision-making processes, please contact Carly McFadyen on 0141 331 6650; or email admin@glasgowwestha.co.uk.



Alternatively, complete the online contact form via our website www.gwha.org.uk.

GW Consumer Panel

GW 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

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

STOCK PROFILE



Tenement Flats (exc main door flats) 674 / 45%



Deck Access 327 / 22%



Multi Storey 317 / 21%



Other Flats 116 / 8%



Mezzanine Townhouse

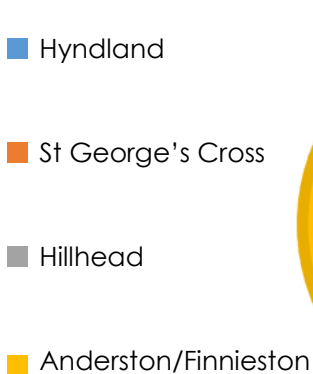


High Rise (not multi-storey) 55 / 4%



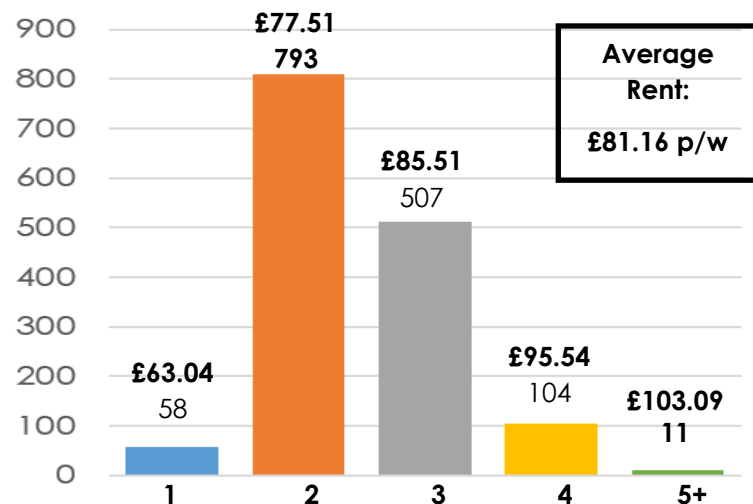
Houses 2 / <1%

STOCK BY AREA



Total Rent Due: £5,841,854

STOCK BY APARTMENT SIZE/WEEKLY RENT



Average Rent Increase: 2.5%




Registered with the Scottish Housing Regulator HEP 126.

Registered under the Co-operative and Community Benefit Societies Act 1955 RS. Registered as a Scottish Charity SC001667

SCOTTISH SOCIAL HOUSING CHARTER (SSHC)

GWHA performance is compared with the average performance of all registered social landlords (ALL RSLs) and all social landlords (ALL SLs) which includes local authorities. Performance information is also included for the QEF which is a bench-marking group of 26 housing associations (including GWHA) who share performance data and best practice. We have set challenging Action Plans and Performance Indicators to ensure our performance continues to improve.

Throughout this report we use traffic light indicators to illustrate our most recent (2016/17) performance.

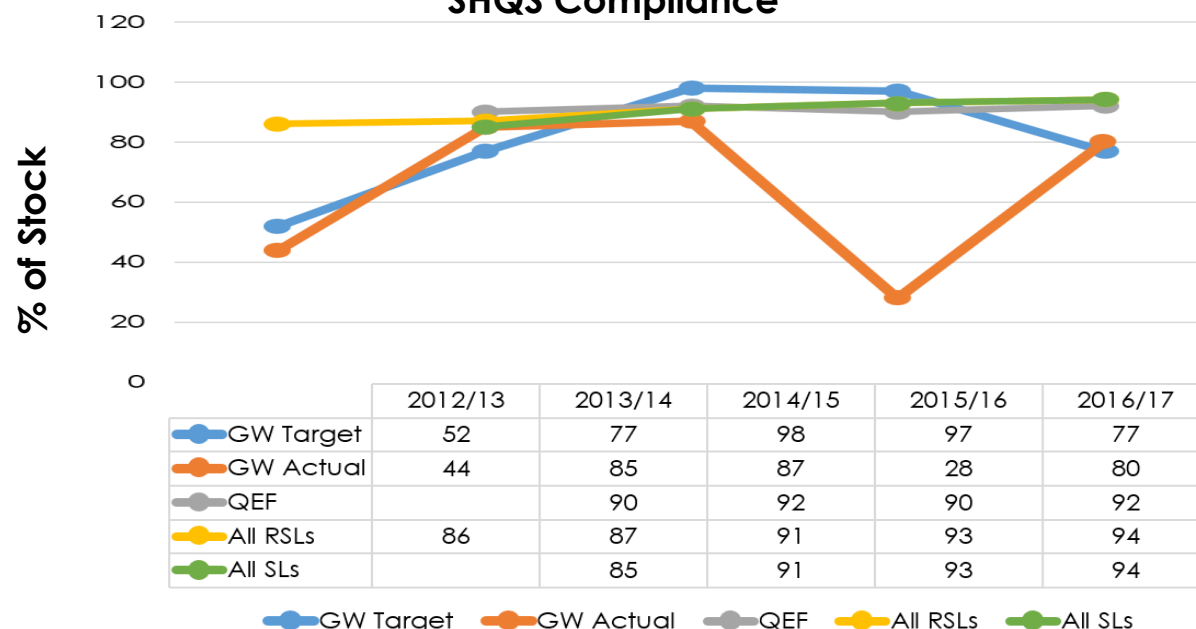
	Peer Group are performing better than GWHA
	GWHA's performance is within the Peer Group parameters
	GWHA's performance is better than (or equal to) Peer Group



INDICATOR	2015/16 GWHA	2016/17			
		GWHA	QEF	All RSLs	ALL SLs
Housing Quality and Maintenance					
Average time (hours) to complete Emergency Repairs	3.3	4.0	2.5	3.3	4.7
Average time (days) to complete Non-Emergency Repairs	4.4	3.9	4.2	5.5	7.1
% of reactive repairs carried out Right First Time	93	94	94	93	92
Repairs Appointment System Yes/No	No	No	-	-	-
Average Number of Repairs Per Property	3.6	3.3	3.6	3.5	3.5
% of properties where Annual Gas Service completed within 12 months	99.9	100	99.9	99.9	99.9
Neighbourhood and Community					
Number of cases of anti-social behaviour (ASB) reported	164	129	-	-	-
Number and % of ASB cases resolved in locally agreed targets	144 (88%)	122 (95%)	(93%)	(87%)	(87%)
% of tenancies created in 2015/16 that lasted at least 12 months	92	97	91	89	89
Getting Good Value from Rents and Service Charges					
Average length of time (days) to re let properties	12	10	17	27	32
Percentage of rent lost through properties being empty	0.2	0.2	0.5	0.8	0.9
Rent collected from tenants as a percentage of total rent due	99.9	100.2	-	99.8	99.6

SCOTTISH HOUSING QUALITY STANDARD (SHQS)

SHQS Compliance



80% our properties meet the SHQS which is less than the average for other landlords. Our target for 2017/18 is 88% and our focus on energy efficiency and stonework repairs will ensure continuous improvement in this performance area.

Contact our Property Services Team or refer to our Newsletters and website for details of our ambitious 5-year investment programme.

SERVICE SATISFACTION

We carry out independent monthly satisfaction surveys to ensure we are alert to current issues in your area, and we continue to learn from your feedback and experience of our services. Whilst we are out-performing our peers in core services (page 2), satisfaction levels do not reflect this. Our performance has improved in all areas in the last year, and we are working hard to keep up this trend.

**GWAH
Current
Performance**

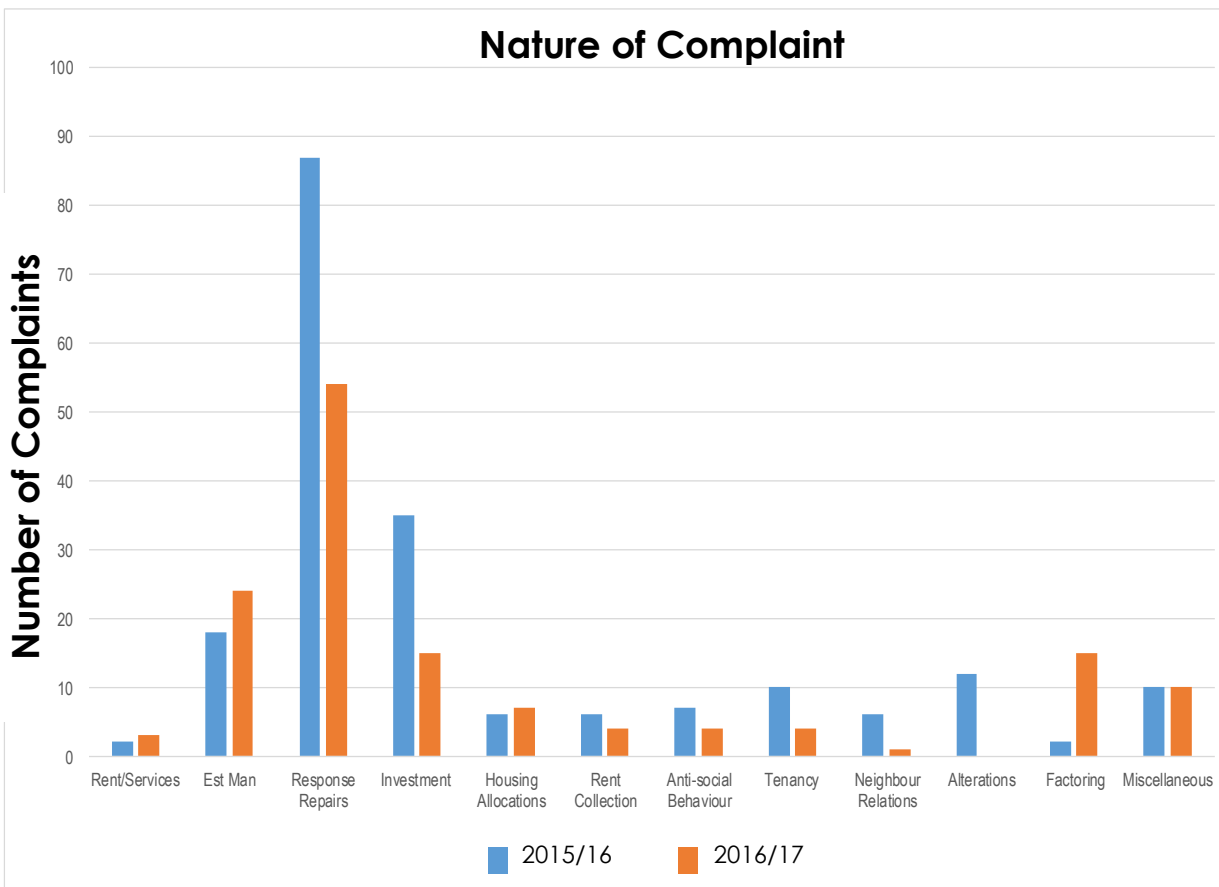
% of Tenants very or fairly satisfied with:	2015/16	2016/17			
		GWAH	QEF	All RSLs	All SLs
Overall service provision	81	89	93	91	90
Being kept Informed about services/activities	92	92	96	93	91
Overall quality of home	68	72	87	88	87
Management of neighbourhood	75	77	90	88	87
Opportunities for Decision Making	94	95	92	86	84
Repairs/Maintenance service in last year	73	75	93	91	91
Standard of Home when moving in (new tenants)	60	82	90	91	90
Rent is Value for Money	80	81	83	83	82

COMPLAINT HANDLING

We comply with the 2-stage Complaints Handling Procedure introduced by the Scottish Public Services Ombudsman in April 2013

In this procedure ALL "expressions of dissatisfaction" are recorded which means if you sound unhappy about something we have said or done, we will record a complaint

- 187 complaints were recorded during 2016/17, 32% less than the previous year. The majority of complaints were "low risk".
- We are progressing initiatives to improve our repairs, maintenance and estate management services.



COMPLAINTS PERFORMANCE

A total of 187 complaints were received, which is 32% less than in 2015/16. We strictly apply the model Complaints Handling Procedure introduced by the Scottish Public Services Ombudsman and we received positive feedback from the Scottish Housing Regulator, following our participation in their complaints handling thematic inspection (available from the SHR's website). Our challenging targets for 2017/18 focus on continuous improvement in the management of complaints.

STAGE 1: FRONT LINE RESPONSE	GWAH		QEF	ALL RSLs	ALL SLs	STAGE 2: INVESTIGATION	GWAH		QEF	ALL RSLs	ALL SLs
	No	%	%	%	%		No	%	%	%	%
Received	154					Received	33				
C/F from previous year	4					C/F from previous year	2				
Completed	155	98	99	99	98	Completed	32	91	100	94	95
Completed < 5 days	137	88	93	87	85	Completed < 5 days	24	75	91	85	83
Upheld	85	55	53	61	57	Upheld	18	56	53	53	49
Ave Time to Complete	3 w. days		-	-	-	Ave Time to Complete	12 w. days		-	-	-

External Investigations	Scottish Public Services Ombudsman	2 (repairs: informal investigation)
	Home Owner Housing Panel	0

LEARNING FROM COMPLAINTS

We conclude complaints with an Action Plan that identifies what we need to do to avoid similar mistakes in the future. These Action Plans, which are routinely discussed at Team Meetings, ensure we share learning.

YOU SAID:

We should have a better process in place for communicating with you during major works projects

WE DID:

Enhance our internal procedures as well as developing a more comprehensive Major Works Information Leaflet

YOU SAID:

We should provide more detail on Rechargeable Repairs and Emergency Call-outs

WE DID:

Include additional information in our 2016/17 calendar and on our website

YOU SAID:

The escalating cost of back-court/garden maintenance was concerning.

WE DID:

Provide additional context to the increase in our April newsletter; and committed to include Tenant Representatives in the retendering of the contract during 2017/18

COMPLIMENTS

Thank you for your compliments over the year, which included:

Thanks for the prompt response to the repair. Contractor attended and resolved first time.

I've always had good dealings with staff, irrespective of enquiry, thanks

I'm delighted with the work carried out within the estate, thank you.

My client is overwhelmed. The house has made a huge difference to her mental health and wellbeing.

(Support Worker)

Thanks for all your help during tenancy sign-up. The GW team made it a stress-free process.