

# Glasgow West Housing Association Ltd

## Annual Report on the Charter (ARC)

### 2015/16



This is our 3rd Annual Report on the Scottish Social Housing Charter (SSHC) and it contains important information about our performance during 2015/16. It reflects our annual return to the Scottish Housing Regulator (SHR) in May 2016 and it includes information on how our performance compares with the average performance of other social landlords across Scotland (housing associations and local authorities) For further general information on the SSHC or the ARC, or to read the Regulator's **2015/16 Landlord Report** for GWHA, visit [www.scottishhousingregulator.gov.uk](http://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](mailto:admin@glasgowwestha.co.uk). Alternatively, complete the tear off slip in our Newsletter or the online contact form via our website [www.gwha.org.uk](http://www.gwha.org.uk).



#### 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

#### 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 and regulatory compliance

### STOCK PROFILE



Tenement Flats (exc main door flats) 676 / 45%



Deck Access 330 / 22%



Multi Storey 319 / 21%



Other Flats 116 / 8%



1 up, 1 down Maisonette



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

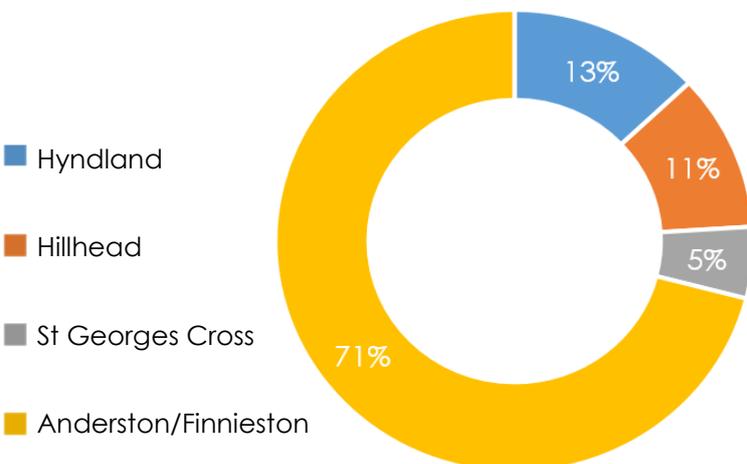


Houses 2 / <1%



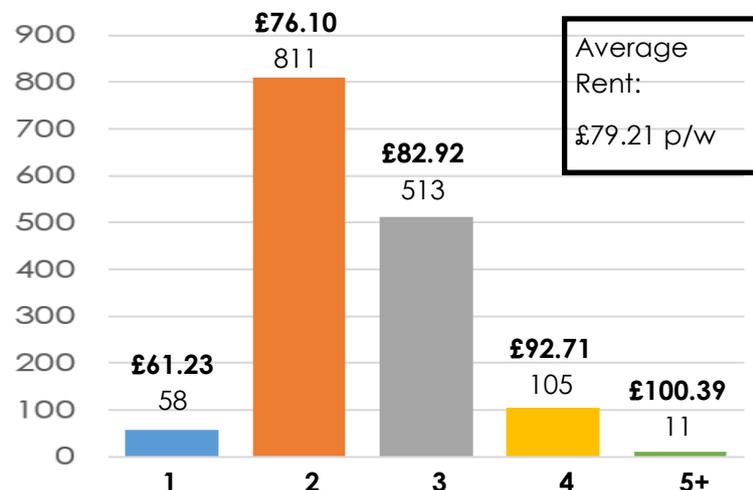
Mezzanine Townhouse

#### STOCK BY AREA



**Total Rent Due: £5,800,893**

#### STOCK BY APARTMENT SIZE/WEEKLY RENT



**Average Rent Increase: 1.8%**

# SCOTTISH SOCIAL HOUSING CHARTER (SSHC)

GWHA performance is compared with the average performance of all social landlords (ALL SLs) submitting a performance return to the SHR. Performance information is also included for the QEF which is a bench-marking group of 30 housing associations (including GWHA) who share performance data and best practice. We have set challenging Action Plans and Performance Indicators for 2016/17 to ensure we continue to improve upon our performance.

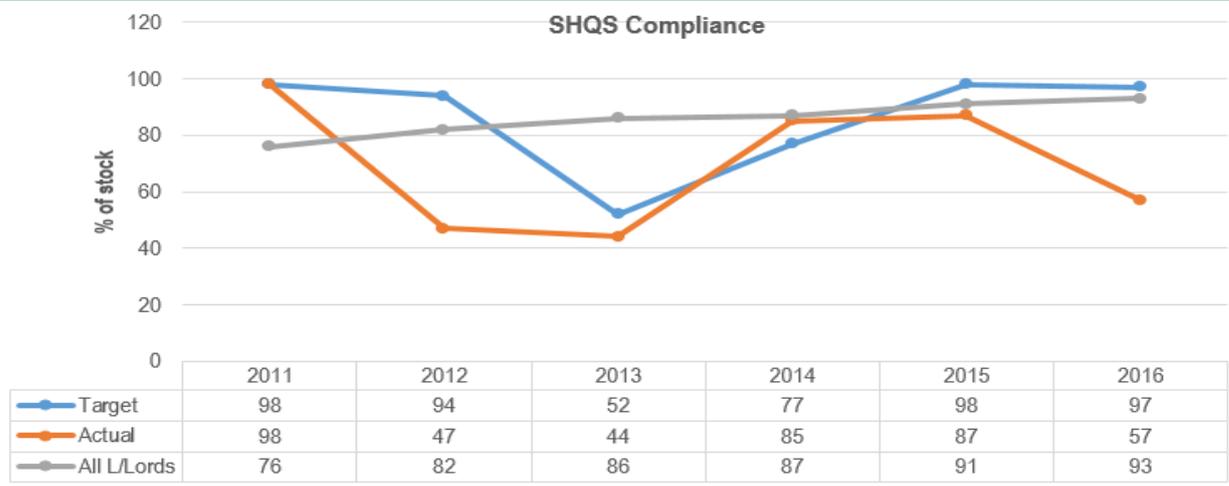
**Throughout this report we use traffic light indicators to illustrate our most recent (2015/16) performance.**

	The QEF and All Social Landlords are performing better than GWHA
	GWHA's performance is within the QEF and All Social Landlords
	GWHA's performance is better than the QEF and All Social Landlords

**GWHA  
Current  
Performance**

INDICATOR	2014/15 GWHA	2015/16		
		GWHA	QEF	ALL SLs
<b>Housing Quality and Maintenance</b>				
Average time (hours) to complete Emergency Repairs	3.5	3.3	2.5	5.1
Average time (days) to complete Non-Emergency Repairs	4.6	4.4	4.4	7.5
Percentage of reactive repairs carried out Right First Time	96	93	93	91
Repairs Appointment System Yes/No	No			
<b>Neighbourhood and Community</b>				
Number of cases of anti-social behaviour (ASB) reported	133	164		
Number of cases of ASB resolved within locally agreed targets	117 (88%)	144 (88%)	(89%)	(87%)
<b>Getting Good Value from Rents and Service Charges</b>				
Average length of time (days) to re let properties	11	12	21	35
Percentage of rent lost through properties being empty	0.2	0.2	0.6	1.0
Rent collected from tenants as a percentage of total rent due	101.4	99.9	99.5	99.5

## SCOTTISH HOUSING QUALITY STANDARD (SHQS)



Contact our Asset Management Team, or refer to our Newsletters and website for details of our ambitious 5-year investment programme.

Following review by the Scottish Housing Regulator, our compliance against the SHQS was revisited, with compliance increasing to 57% (from the 28% noted in our Annual Report 2015/16). Works programmes are in place to address the areas of non-compliances, primarily bin chute renewals and stonework.

# SERVICE SATISFACTION

We introduced monthly satisfaction surveys last year in response to your feedback, and we are continuing to learn from your experience of our services. This year we will be trialling new methods to make it easier for you to provide feedback through your mobile phone or computer and we thank you for taking the time to respond. Whilst we are out-performing our benchmarking group "QEF" and "ALL SLs" in core services (page 2), satisfaction levels do not always reflect this. Our performance has improved in a number of areas since 2014/15, and we are working hard to keep up this trend.

**GWAH  
Current  
Performance**

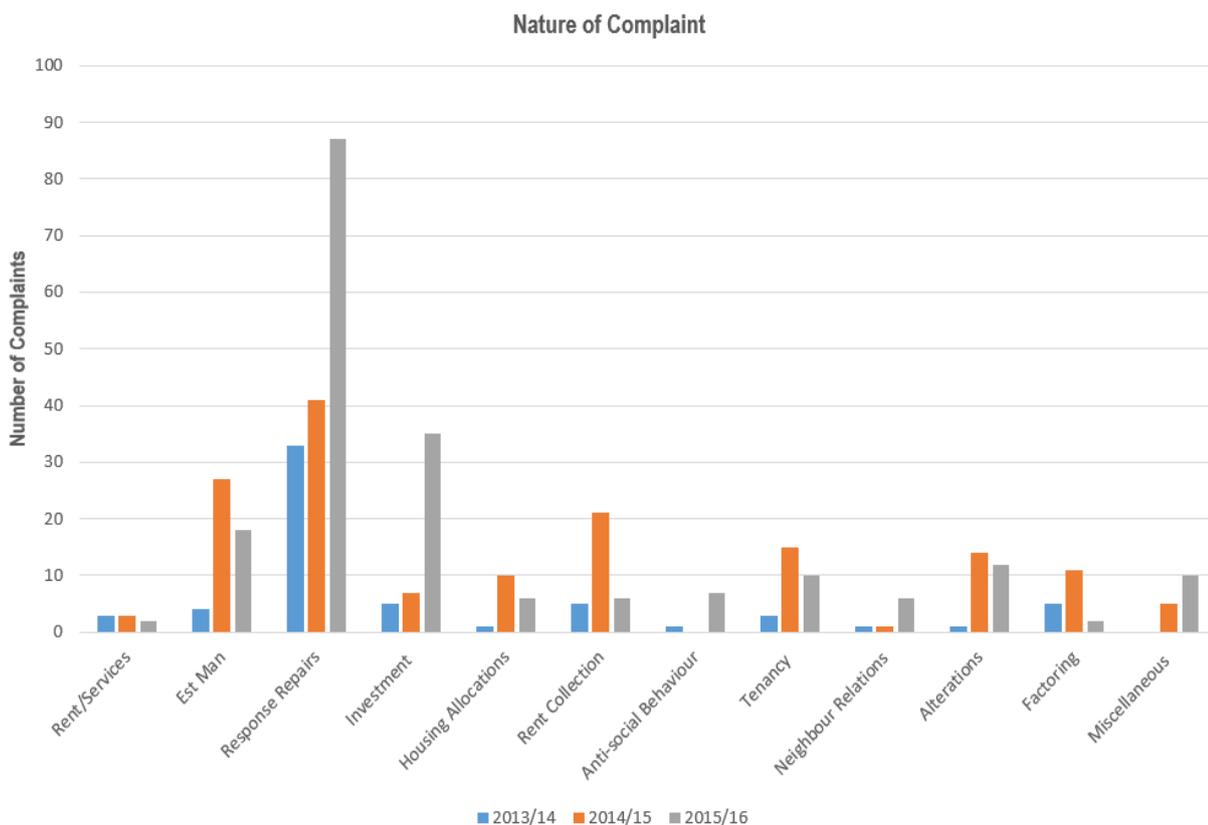
% of Tenants very or fairly satisfied with:	2014/15	2015/16		
		GWAH	QEF	All SLs
Overall service provision	80%	81%	90%	89%
Being kept Informed about services/activities	85%	92%	94%	91%
Overall quality of home	79%	68%	86%	86%
Management of neighbourhood	73%	75%	88%	86%
Opportunities for Decision Making	80%	94%	85%	81%
Repairs/Maintenance service in last year	61%	73%	90%	90%

# COMPLAINT HANDLING

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

In this new 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

- 247 complaints were recorded in 2015/16, a 5% reduction on the previous year. The majority of complaints were "low risk".
- We are progressing a number of initiatives to improve our repairs and maintenance services



# COMPLAINTS PERFORMANCE

We recorded a total of 247 complaints, which remains higher than the QEF average of 85 complaints, and may be due to our improved recording under the new Complaints Handling Procedure and our strict application of the Scottish Public Service Ombudsman guidelines. Our performance is significantly improved since last year and we have challenging targets for 2016/17.

STAGE 1: FRONT LINE RESPONSE	GWAH		ALL SLs	QEF
	No	%	%	%
Received	182			
C/F from previous year	5			
Completed	183	97	98	
Completed < 5 days	154	84	87	88
Upheld	120	64		
Ave Time to Complete	7			

STAGE 2: INVESTIGATION	GWAH		ALL	QEF
	No	%		%
Received	65			
C/F from previous year	9			
Completed	72	97	95	
Completed < 20 days	54	75	82	84
Upheld	47	64		
Ave Time to Complete	25			

<b>External</b>	Scottish Public Services Ombudsman	2 (not investigated)
	Home Owner Housing Panel	1 (Compliance April 15)

## 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:

Our Housing Allocations Area Selection Sheet was unclear.

### WE DID:

Reviewed the Form to provide additional guidance on selecting areas for rehousing.

### YOU SAID:

There are certain times in the year when bulk refuse in back-courts is more problematic.

### WE DID:

Introduced additional estate inspections to reflect these time frames.

## COMPLAINTS PROCESS: SATISFACTION SURVEY

For the second year running the response to these surveys was very low (13%), with similar feedback that you do not recall having made a complaint.

Clearly we need to review our approach in this area, and we will trial some new initiatives over the course of 2016/17.

Please let us know if you have any ideas.



## COMPLIMENTS

Thanks for all your hard work in rehousing this family. The children are much happier and the family more independent.  
(Support Officer)

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Thanks for the monthly text. It's a great reminder to pay rent.

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Thanks for a really great service. My health was deteriorating and staff helped me with benefits.

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Thanks for your assistance and reassurance during the medical adaptation.

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Thanks to staff who are really pleasant, friendly and helpful

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Thanks for the flat. It has allowed me to get my life back on track.