



Performance Report for Customers

Welcome to Clydebank Housing Association's 5th annual Performance Report for Customers the content and design of which is chosen by tenants. Thank you to those who got involved.

The report contains some of the performance information that tenants felt was most important from all the information we are required to report to the Scottish Housing Regulator each year. The Regulator asks for this to find out how we performed against the standards and outcomes they have set out in their Scottish Social Housing Charter.

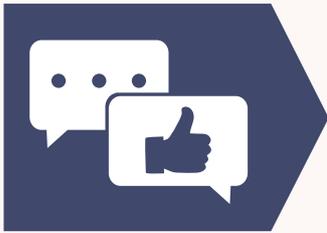
We have included our previous 2 years' performance to help you see how we are getting on.

We have also included for reference, the Scottish average (from 190 housing associations/co-operatives and Councils), the performance of West Dunbartonshire Council and the average of the other 4 community based housing associations also operating in Clydebank.

We hope you find the content beneficial and we always welcome any feedback.



Tenant satisfaction and communication



Tenants satisfied with the overall service provided by the landlord - 94%

Where does this figure come from?

The latest Tenants Satisfaction Survey (TSS) was conducted by an independent company in 2017. 40 %

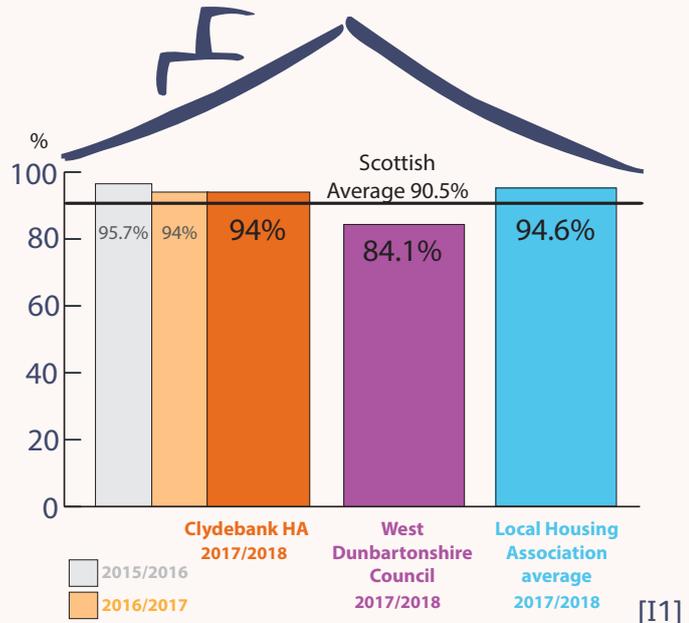
(430) of our tenants were surveyed and 94 % (404) were satisfied with our overall service. The next TSS survey is due in 2019.

Why is it important?

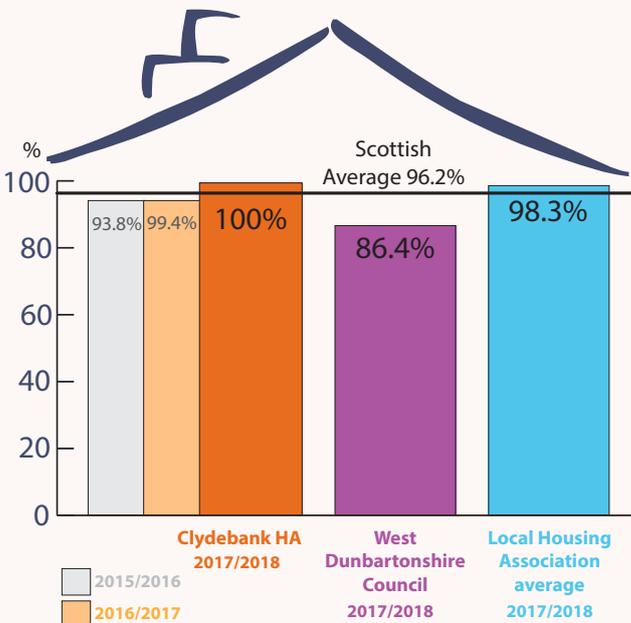
This is important as it shows us that, on the whole, we are providing services that you are satisfied with.

How can we improve?

Many improvements were put in place following the TSS and reported in the June 2018 ChitChat newsletter, including, customer care training for staff and encouraging you to let us know if we are not meeting our customer care promises.



[I1]



Percentage of all complaints responded to in full - 100%

What does this mean?

This shows that we responded to all 74 complaints we received in full.

Why is it important?

It is important to us that we quickly put right service failures, to your satisfaction. We value your complaints and learn from them to ensure you receive the standard of service you expect. In the year we upheld 68 % of complaints.

What can we do next year?

We aim to continue to address your complaints in line with our complaints and other operational procedures and improve our performance through eg. staff training, monitoring contractor performance.

[I4]



Percentage of all complaints responded to within Scottish Public Services Ombudsman timescales - 100%

What does this mean?

This shows the percentage of these complaints we have resolved within

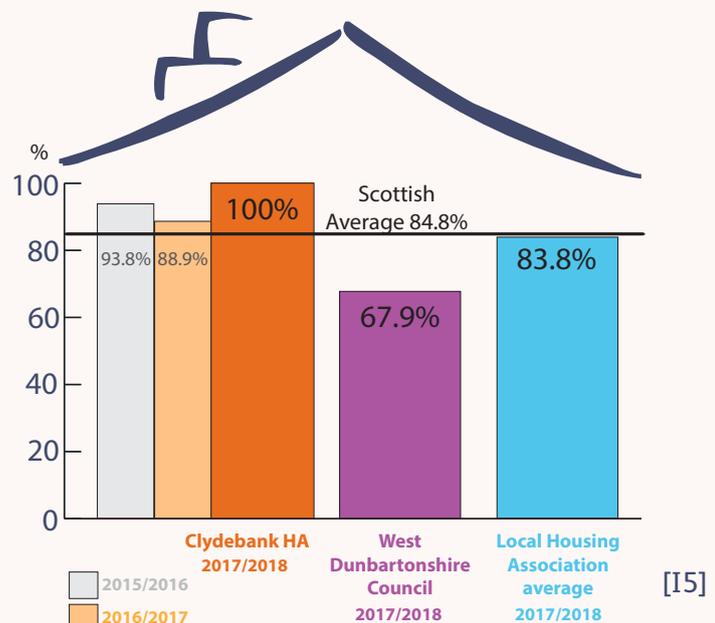
the timescales laid down in our complaints handling procedure. We responded to 88 complaints within these timescales.

Why is it important?

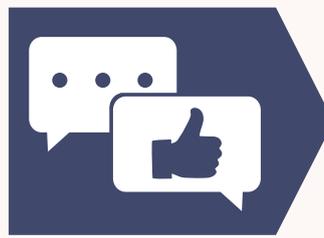
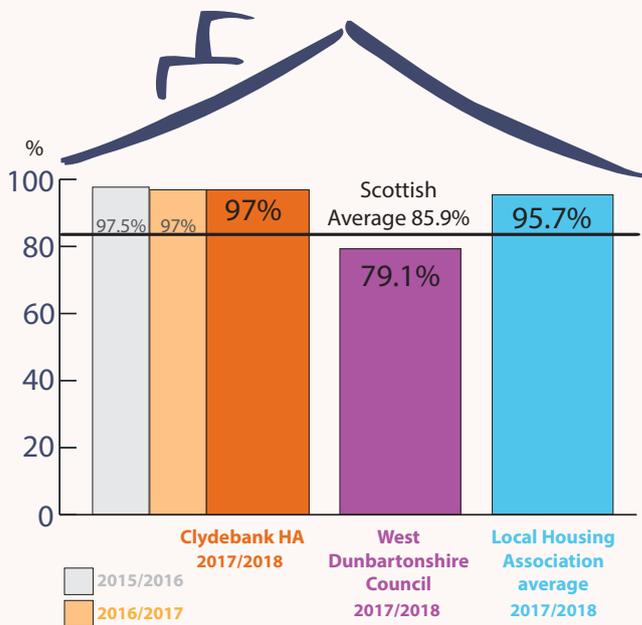
It is important to us that you know what to expect when you complain and we respond within the timescales as detailed in our complaints handling procedure.

What can we do next year?

We can continue to monitor our complaints handling performance and take account of feedback from complainants via our surveys. We can also provide staff training and ensure awareness of the response timescales.



[I5]



Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making - 97%

Where does this figure come from?
97% (417) of those surveyed (430)

in our Tenant Satisfaction Survey were satisfied with the different ways you can currently participate in our decisions, surveys, focus groups, consultation register, Tenant Panel etc.

Why is it important?

It is important to us that you get involved as we want to be delivering the services you want rather than what we think you want.

How can we improve?

By continuing to offer you lots of opportunities for you to participate at a level that suits you and to remove barriers, for example, holding meetings at different times of the day.

[I6]

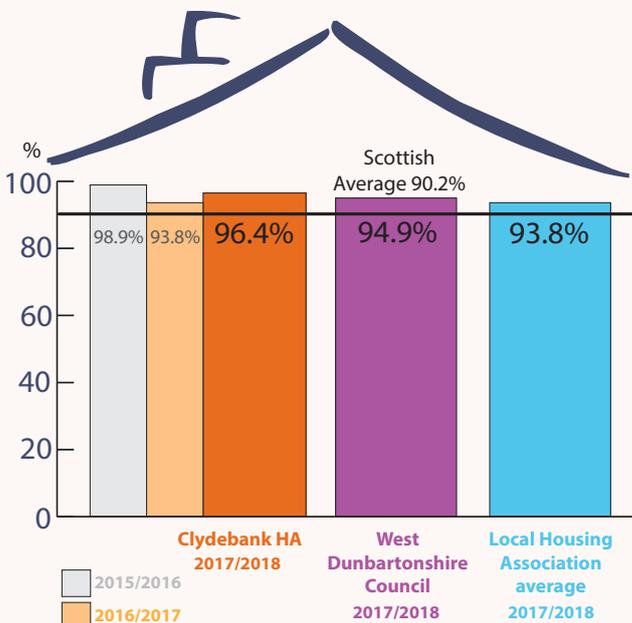
Housing quality and maintenance of your home



George from ETI is pictured carrying out an electrical check. We carry out gas and electric checks prior to each relet of an empty property



Robert from Mitie is pictured carrying out a post-work inspection of a new bathroom. We spent £1.26m million in the year on maintenance, including £0.5m on major repairs



Percentage of tenants satisfied with the standard of their home when moving in - 96.4%

Where does this figure come from?
We ask each new tenant to complete a survey to find out how satisfied they are with the standard of their home. 28 tenants returned the survey.

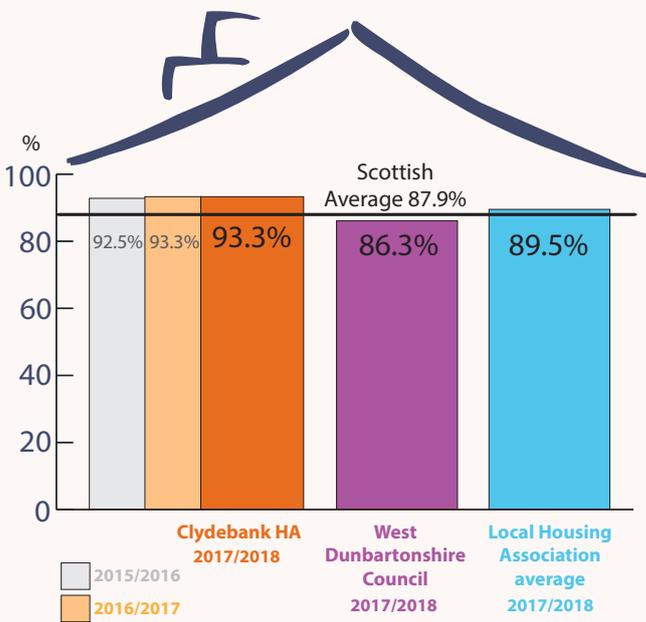
Why is it important?

We aim to provide all our new tenants with a home that is suitable for their needs and meets our lettable standard. It is good to know that our properties remain desirable.

How can we improve?

From April we have developed a new method to encourage higher numbers of responses. We will continue to take on board feedback from tenants on how we can improve our standards.

[I9]



Percentage of tenants satisfied with the quality of their home - 93.3%

Where does this figure come from?

The latest Tenants Satisfaction Survey (TSS) was conducted by an independent company in 2017.

40 % (430) of our tenants were surveyed and 93.3 % were satisfied with the quality of their home - mainly the standard of kitchen units and bathroom suites.

Why is it important?

It is important to us that our properties are maintained to a high standard to ensure the comfort and safety of our tenants.

How can we improve?

By involving you in all aspects of our maintenance service delivery, keeping our major repairs programme up to date and ensuring we have contractors who are aware of our standards. [I10]



Average hours to complete emergency repairs

What does this mean?

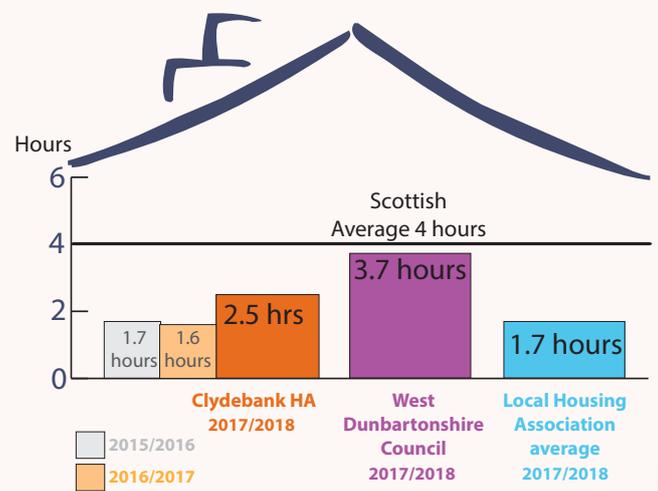
We aim to carry out/attend to emergency repairs within 4 hours. On average, for the 419 emergency repairs reported, we did this in 2.5 hours.

Why is it important?

We want to ensure your safety and protect your homes/our properties.

How can we improve?

By ensuring our contractors continue to respond within our agreed timescales and ensuring you know what types of repairs are classed as an 'emergency'.



Average working days to complete non-emergency repairs

What does this mean?

Non-emergency repairs are known as reactive repairs and have target response times

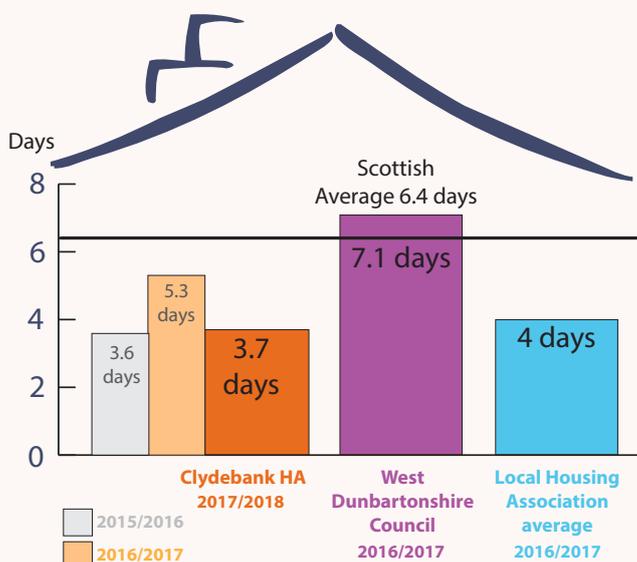
of either 3 days or 10 days dependent on the fault. We attended 2,881 non-emergency repairs this year. On average, we completed these in 3.7 days.

Why is it important?

Carrying out non-emergency repairs within these timescales means that we can obtain value for money, protect our property and most importantly ensure your comfort.

How can we improve?

By providing an efficient, cost effective service and by encouraging tenants to use our 'repairs by appointment' service as well as rigorously monitor the performance of our contractors to ensure we can drive down the number of days it takes to complete a repair. [I11]





Percentage of reactive repairs carried out in last year completed right first time - 79.8%

What does this mean?

This is the percentage of the 2,279 reactive repairs we carried out that were completed without the need for

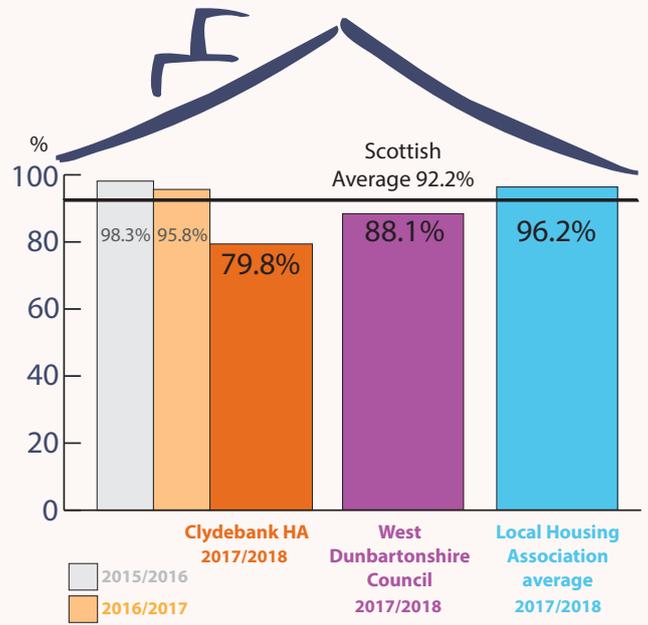
a return visit for another repair within a year or where the repair was outwith our published target timescales for completion.

Why is it important?

We want to do what it says on the “tin” – complete the repair “right first time” and ensure value for money and excellent service to our tenants.

How can we improve?

Our systems have been improved to ensure we are collecting accurate data for this statistic as obviously this is not good enough and we will endeavour to make a marked improvement next year.



[I13]



2,881 non-emergency repairs were attended to in the year by our contractors. These were completed, on average, within 3.7 days.



Donnie from Hi-Flow is pictured reinstating the floor after a leak was fixed. 419 emergency repairs were attended to in the year by our contractors



Percentage of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service

Where does this figure come from?

We asked this, in our last Tenants Satisfaction Survey, of those who had had a repair carried out in the last 12 months. 87.3% (144 of 165) who had used our repairs and maintenance service were very or fairly satisfied with our service.

Why is it important?

Keeping your home well maintained is important to you and to us so we strive to provide an excellent repairs and maintenance service.

How can we improve?

We have responded individually to each tenant who expressed dissatisfaction with the repairs and maintenance service, taken on board surveys from feedback we have received and also endeavour to improve service by introducing new systems. We are also going to collect data on this statistic on an annual basis.

[I16]
5

Neighbourhood and community



Percentage of anti-social behaviour cases resolved within local target - 96%

What does this mean?

This means that of the 50 cases of anti-social behaviour reported to us during the year, we investigated and concluded 96%

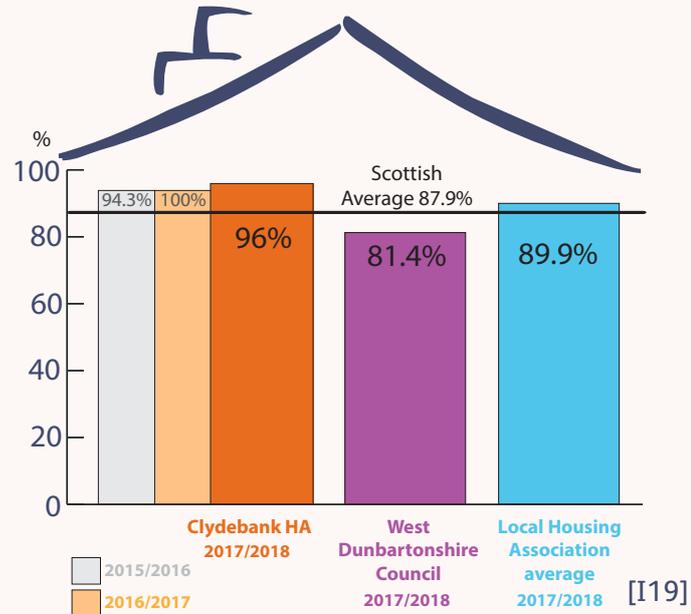
(48) within our locally agreed target of 4 weeks after investigation target.

Why is it important?

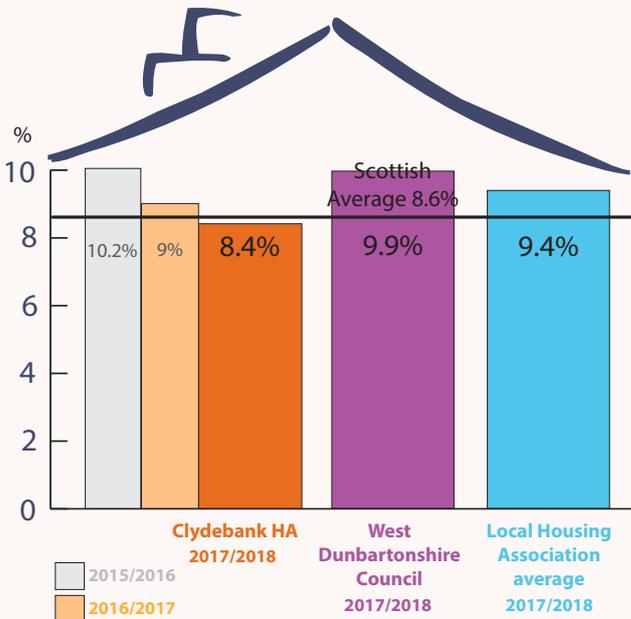
Resolving anti-social behaviour efficiently and effectively helps ensure our tenants feel safe in their homes and improves the neighbourhood.

How can we improve?

We will strive to ensure our tenants continue to have access to associated services such as the Police and mediation teams, and that we liaise effectively with them.



Housing options and access to social housing



Percentage of our houses that became vacant in the last year 8.4%

What does this mean?

There were 92 tenants who gave up their tenancy during the year, for a variety of reasons.

Why is it important?

Higher numbers of vacant properties cost more in terms of lost rent and maintenance costs. Low turnover can also increase the desirability of an estate and improve tenant satisfaction. A turnover does provide good opportunities for tenants to move within our stock.

How can we improve?

We will continue to offer a range of tenancy support measures to assist tenants in sustaining their tenancy, from the application stage and throughout their tenancy and we are always reviewing this.

[I21]

Getting good value from rents and service charges



Percentage of tenants who feel that the rent for their property represents good value for money - 90.5%

Where does this figure come from?

We asked this in our latest Tenants Satisfaction Survey in 2017. 90.5% (389) of our tenants answered that they felt their

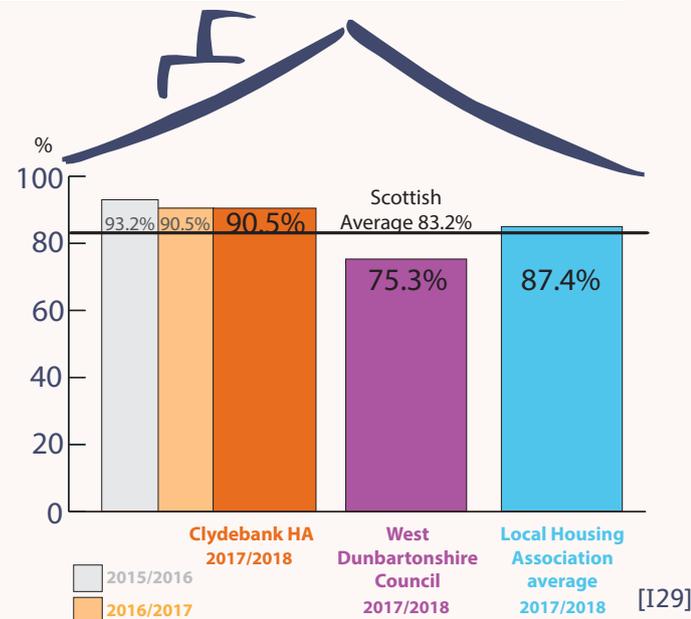
rent was very or fairly good value for money.

Why is it important?

The rent we charge should be fair, affordable and compare favourably against similar landlords. It should be no more than is required to manage and maintain our houses. Tenants who can afford to pay their rent are more likely to continue their tenancy.

How can we improve?

By continuing to ensure our costs to deliver our services remain as low as possible so our rents are more affordable for our tenants.





Average weekly rent charge per apartment/bedroom size

	Clydebank Housing Association	West Dunbartonshire Council	Local Housing Association Average	Scottish Average
2 apt/1 bedroom	£62.56	£73.64	£69.17	£73.33
3 apt/2 bedroom	£65.70	£75.85	£73.35	£74.94
4 apt/3 bedroom	£81.23	£80.59	£80.88	£81.37
5+ apt/4+ bed	£97.69	£86.39	£90.80	£90.39

[C17]



Level of rent arrears - 3.6%

What does this mean?

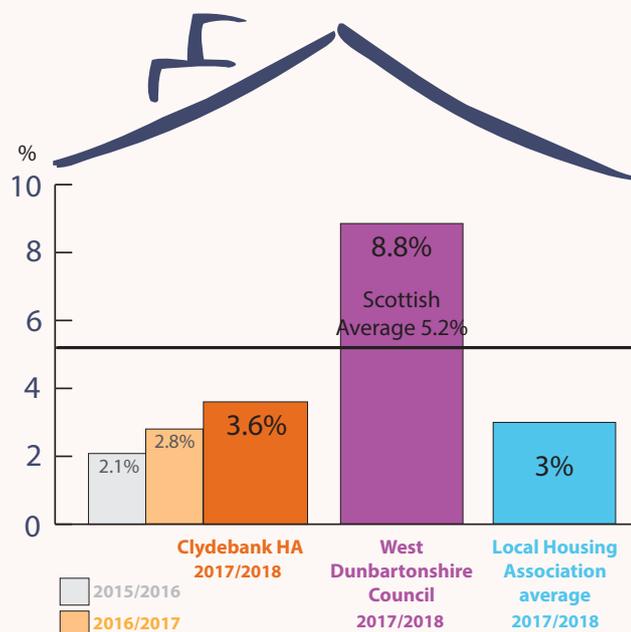
This is the total rent owed to the Association by current and former tenants, £134,900 of all money due to us.

Why is it important?

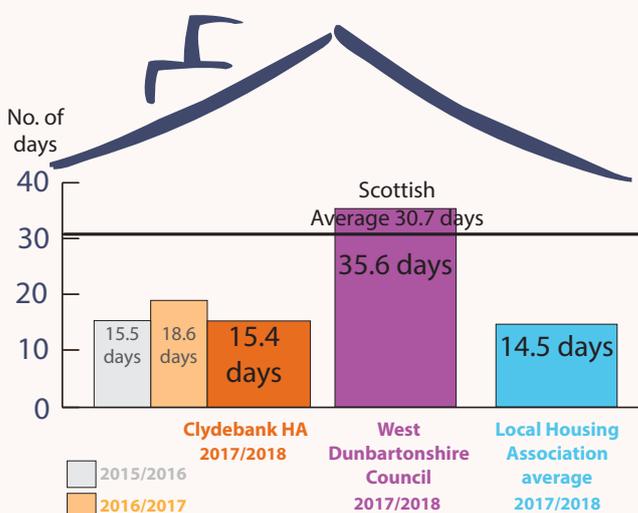
Keeping arrears low means we can continue to provide good quality services without raising rents more than we need to.

How can we improve?

Although our arrears have increased, we are constantly monitoring the resources available to us in difficult financial times of welfare reform. We can continue to maximise the number of ways you can pay your rent and offer support through our twice weekly benefits/income maximisation surgeries provided by Clydebank Independent Resource Centre.



[I31]



Average days to re-let empty properties - 15.4 days

What does this mean?

This is the number of days (including weekends) it takes to re-let a house, from carrying out any necessary repairs to the

new tenancy agreement being signed.

Why is it important?

Quickly letting houses ensures we can minimise the amount of rent we lose and also saves properties lying empty so as not to attract anti social behaviour.

How can we improve?

We are constantly trying to improve our letting procedures and our Tenant Panel are currently reviewing our Void and Allocations processes. We will take on board feedback and put in place any improvements possible.

[I35]



Scottish Housing
Regulator

Full details of our performance and a tool to help you compare our performance with others can be found on the Regulator's website: <https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/clydebank-housing-association-ltd>

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