



## Performance Report for Customers 2022/2023

### Background

Welcome to Clydebank Housing Association's 10th annual Performance Report for Customers, the content and style of which is chosen by tenants.

This report contains the performance information that tenants felt was the most important from all the information we are required to report to the Scottish Housing Regulator each year.

The Regulator asks for this performance information from all Registered Social Landlords (RSLs) to find out how we all performed against the standards and outcomes they have set out in their Scottish Social Housing Charter. It also allows tenants to make comparisons between each RSL. The Charter has 7 sections containing 16 outcomes and standards that apply to social landlords like ourselves. Only 14 apply to us as 2 are only applicable to Councils (regarding Gypsy/Travellers and Homeless People).

11 tenants got involved in shaping the report for 2020/21 and several changes were made to the format and performance reported on. We have followed the same format as feedback confirms it continues to be very well received by our tenants.

We have again included, for comparison, the Scottish average (from 169 housing associations/co-operatives and Councils) and the performance of West Dunbartonshire Council.

The average of the other community based housing associations also operating in Clydebank (Trafalgar, Dalmuir Park, Knowes HA) has been included. Please note this was previously 4 associations.

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

### Performance and Satisfaction

Overall, we are really pleased with our performance. We have been trying hard to overcome the challenges faced during and after Covid-19. We undertook a tenant satisfaction survey with 40% of tenants in 2022 and had been forewarned that across the housing sector there had been a dip in satisfaction since pre-Covid-19. We were therefore very grateful to receive such positive and improved results in so many areas, some of which are included in this report.

### Feedback

We hope you find this information beneficial. We welcome your views and feedback on the content, style and format of the report. Please complete and return the enclosed survey form to help us improve.



# Tenant satisfaction and communication



**Tenants satisfied with the overall service provided by the landlord - 96.3%**

## Where does this figure come from?

Our Tenants Satisfaction Survey was conducted by an independent company in 2022. 40% (456) of our tenants were

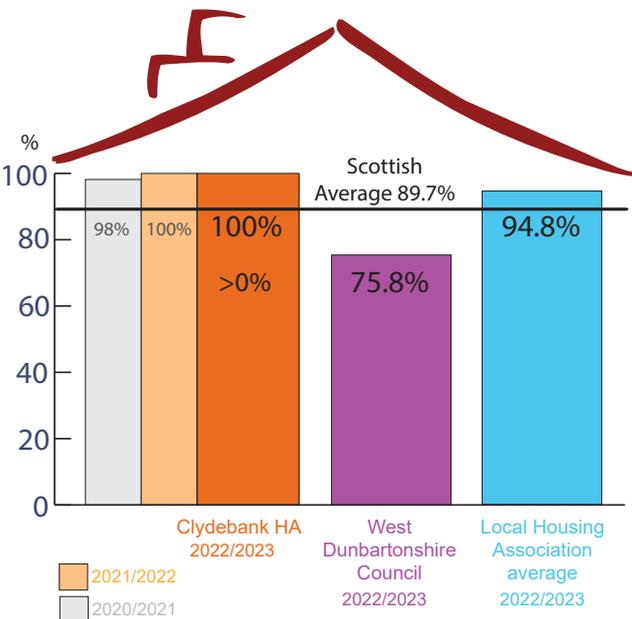
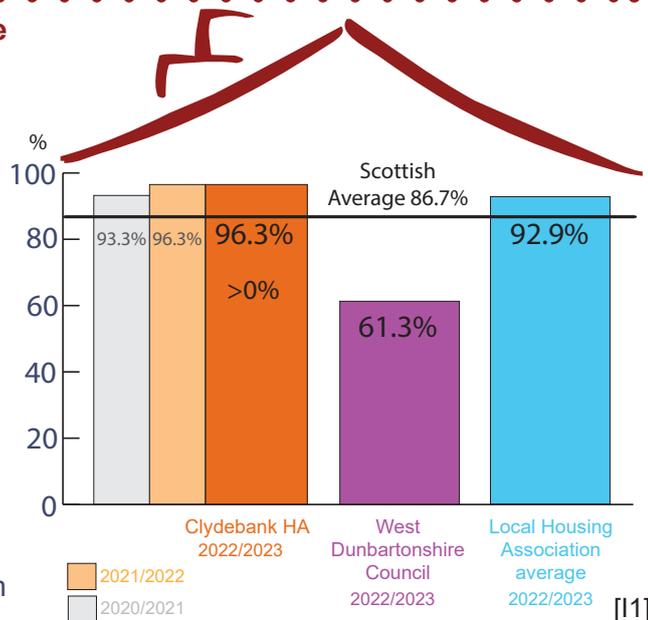
surveyed and 96.3% (439) were very or fairly satisfied with our overall service.

## 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?

We were delighted that overall satisfaction had improved since the 2019 survey. We worked hard to address any themes of dissatisfaction which arose from the 2022 survey. We also actively encourage complaints and value feedback received from the process. We recently adopted a new Customer Care Policy.



**Tenants who feel their landlord is good at keeping them informed about their services and decisions - 100%**

## Where does this figure come from?

During our Tenants Satisfaction Survey last year, 40% (456) of our tenants were surveyed and 100% felt we were very or fairly good at this.

## Why is it important?

It is important to us that you find it easy to get the information you need about us including what services we provide and how and why we make decisions.

## How can we improve?

We are so pleased with this result. We continue to provide a wide range of high quality publications, an up-to-date website, active social media accounts and a variety of regular, popular events. We welcome and constantly learn from any feedback received on these methods.



**Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making - 99.8%**

## Where does this figure come from?

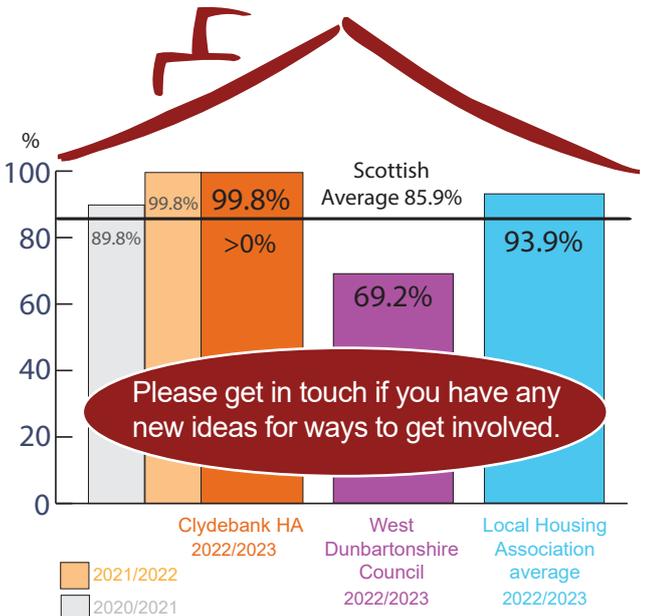
99.8% (455) of tenants surveyed in our Tenant Satisfaction Survey 2022 were satisfied with the different ways you can participate in and influence our decision making such as surveys, focus groups, consultation register, residents groups, etc.

## Why is it important?

It's important as we want you to be aware of the opportunities available for you to participate in our decision making so that you can get involved. We want to be delivering services that tenants have shaped and influenced.

## How can we improve?

We have worked hard to promote the ways you can get involved following a previous survey. We continue to have a 'Get Involved' newsletter section to encourage involvement and hold a wide range of events, including monthly 'Cuppa and a Chat' with the Clydebank Housing Association



Chief Executive. We also attend others' events and commit to Senior Staff attending all tenants group public meetings.



## Percentage of all complaints responded to in full - 100%

### What does this mean?

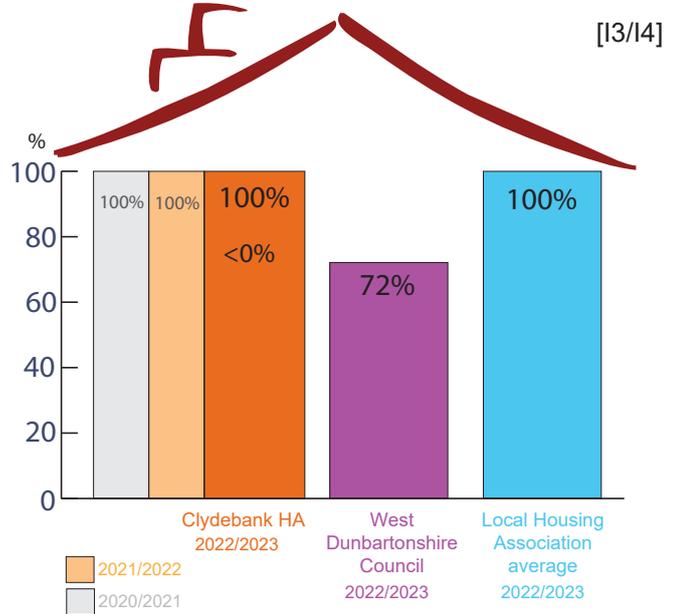
This shows that we have responded to all 64 complaints in full in the year. The average time for Stage 1 complaints was 2.63 days and at Stage 2 was 8.75 days.

### Why is it important?

It is important to us that you know when you complain we value your complaint and will respond to your complaint in full.

### How can we improve?

We will aim to maintain this high performance by continuing to prioritise complaints to ensure that timescales are met or indeed exceeded. We use the model Scottish Public Services Ombudsman complaints handling procedures and carry out regular group and 1-to-1 staff training on the procedures. We will continue to record and report complaints performance to our Management Committee, the Scottish Housing Regulator, Scotland's Housing Network and to benchmark performance against other organisations.



Please note that rounding of figures has been used here as this graph involved merging 2 results from each organisation. Merged Scottish Average unavailable but 1st stage was 95.3% and 2nd stage was 92.5%



Scottish Housing Day, Cosy Afternoons & joint TPAS event

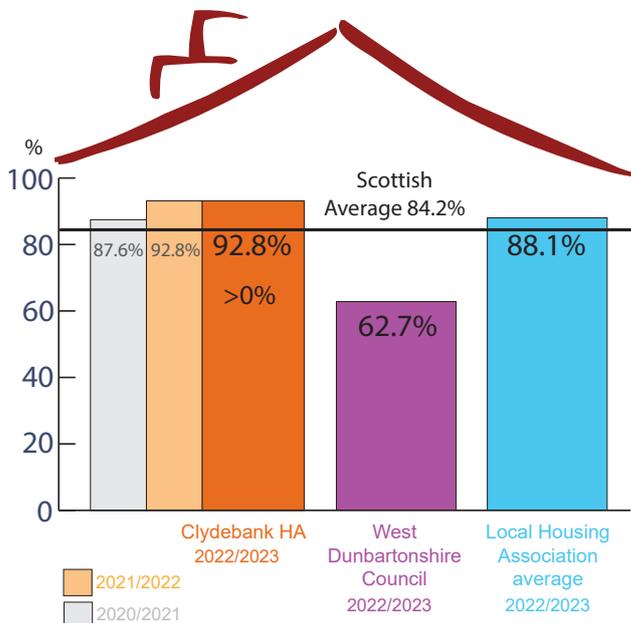
We hold a wide range of events for our tenants and other customers. We also attend others' events and all tenants group public meetings.



New packs introduced as part of our tenancy sustainment

In the year our Tenancy Sustainment Officer Fiona (pictured) supported 565 vulnerable or in need tenants. We introduced cleaning and hygiene packs to support our tenants.

## Housing quality and maintenance of your home



## Percentage of tenants satisfied with the quality of their home - 92.8%

### Where does this figure come from?

In our Tenants Satisfaction Survey 2022 92.8% (423) of our tenants were very or fairly satisfied with the quality of their home (*general state of repair and the standard of kitchen units and bathroom suites*).

fairly satisfied with the quality of their home (*general state of repair and 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?

Our major repairs programme was impacted by Covid but was able to recommence in 2021. In the year we pushed ahead with £1.66m of Major Repairs. This included window replacements and the second phase of kitchen replacements. We continue our stock condition surveys to ensure we can plan accurately for future major repairs. We will continue to involve you in all aspects of our service.



## Average hours to complete emergency repairs - 3.7 hours

### What does this mean?

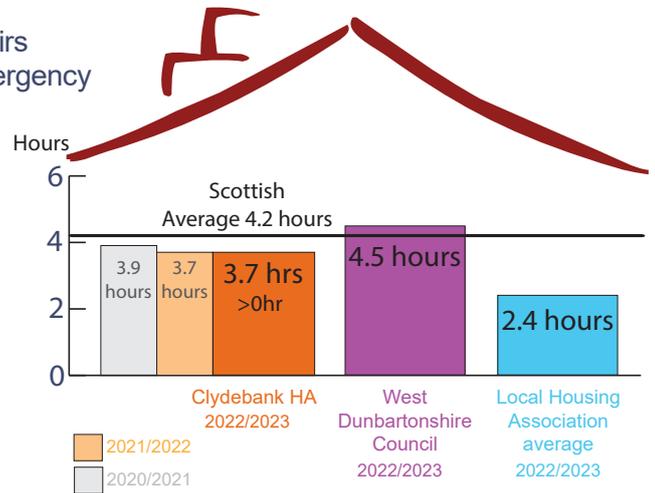
We aim to carry out/attend to emergency repairs within 4 hours. On average, for the 1,233 emergency repairs reported, we did this in 3.7 hours.

### Why is it important?

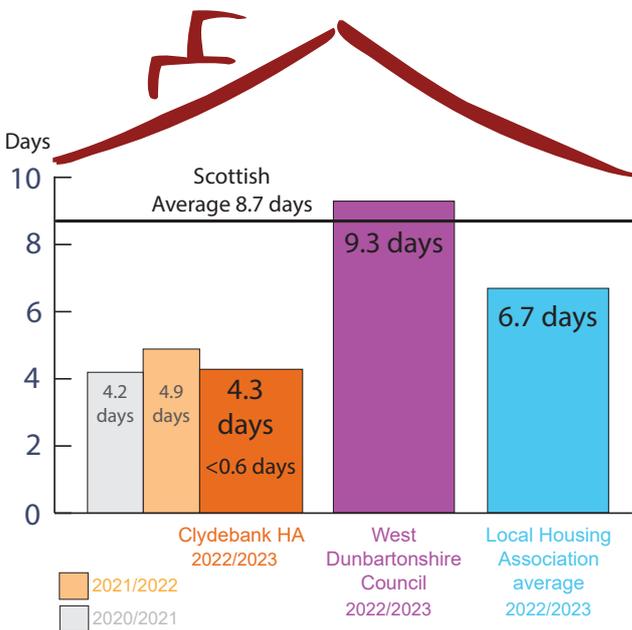
We want to ensure your safety and protect your homes/our properties.

### How can we improve?

Performance in this area remains consistent over the previous 3 years and within our target to make safe within 4 hours. We class a repair as an emergency where there is an immediate risk to health or the property. We have been working hard to identify local skilled contractors who are able to help enhance our performance in this area for the betterment of our customers.



[18]



## Average working days to complete non-emergency repairs - 4.3 days

### What does this mean?

Non-emergency repairs are known as reactive repairs and have target response times of either 3 days (urgent) or 10 days (routine) dependent on the fault. We attended 2,312 non-emergency repairs in the year. On average, we completed these in 4.3 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?

Whilst we have improved our performance and are still performing well, we are facing challenges of contractor and material availability and costs. We are in constant communication with contractors with a view to improving. We are carefully monitoring the quality of major repair contracts to try to limit some of the non-emergency repairs required going forward.

[19]



## Percentage of reactive repairs carried out in the last year completed right first time - 81.2%

### What does this mean?

To be right first time, repairs have to be completed on time and not recalled for the same purpose during the same financial year.

### Why is it important?

We want to complete all repairs right first time to ensure value for money is achieved and to provide an excellent repairs service to you.

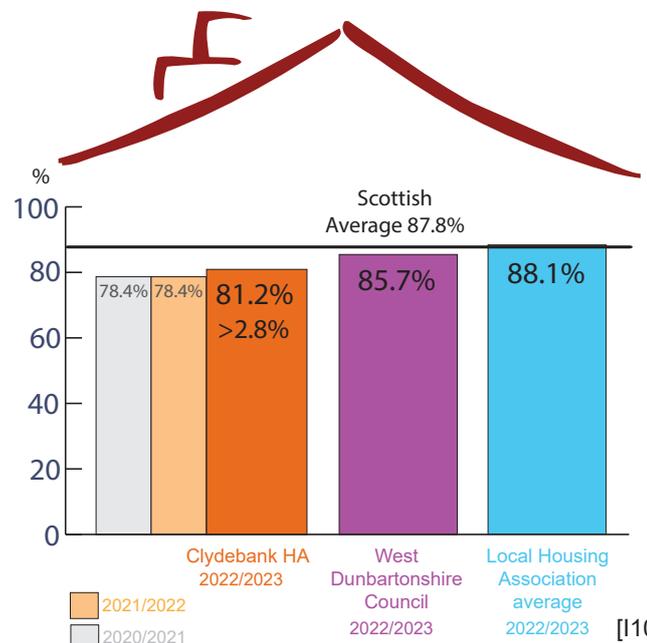
### How can we improve?

Although we have improved, getting repairs 'Right First Time' continues to be a challenge. We have issues around the age of some buildings but also recognise further staff and contractor training is required on this. We will continue to regularly monitor

contractor performance and review the specifications of materials/parts. We are committed to find ways to improve this, which impacts our customer care, and will focus on this over the next few years.

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*Clydebank Housing Association*



[110]



**Percentage of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service - 91.0%**

**Where does this figure come from?**

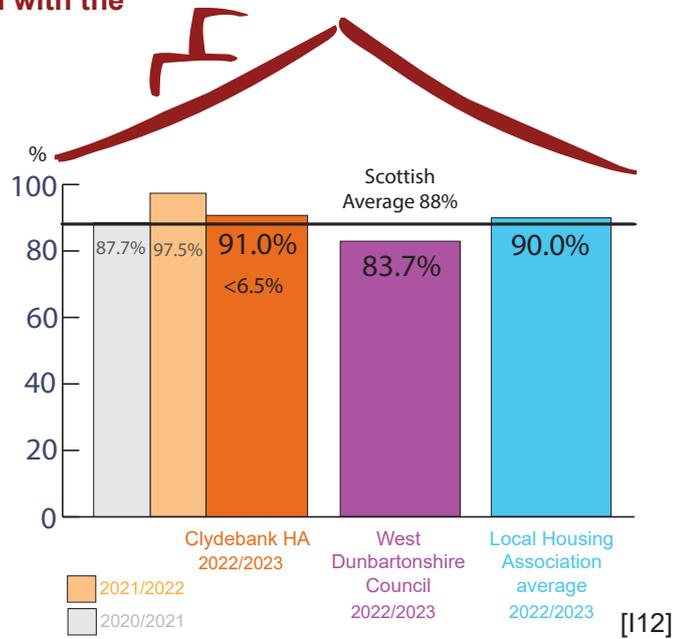
Of those surveyed who had a repair carried out in the last 12 months, 91% (201 of 221) were very or fairly satisfied with our repairs service.

**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 were pleased with our performance but it has dipped. We continue to embrace feedback on our repairs and maintenance service and put any identified improvements in place. Please let us know as soon as possible if you are not satisfied with our service and complete any surveys regarding your repairs, which will now be carried out quarterly to allow us to be more reactive to feedback.



[12]



30 medical adaptations were carried out in the year

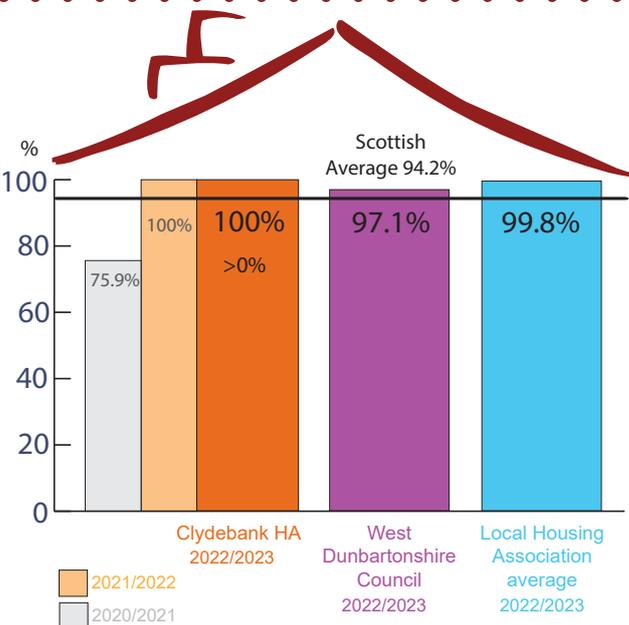


Over 390 Radnor Park flats got new windows

Adaptations allow tenants with changing physical needs to continue living in their home. We secured £25,000 grant funding from the Scottish Government to fund 30 adaptations.

Anglian Home Improvements made incredible progress in the year on this contract which will help tenants with their energy costs.

**Neighbourhood and community**



**Percentage of anti-social behaviour cases report in the last year which were resolved - 100%**

**What does this mean?**

This is the amount of anti-social behaviour cases (30) reported to us that we managed to resolve.

**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?**

All of our 30 anti-social behaviour cases were successfully resolved within the year. We will continue to do all we possibly can to maintain high performance in this area. We will continue to work closely with our partners including Police Scotland and West Dunbartonshire Council.

[15]



**Percentage of the court actions initiated which resulted in eviction (0%) and the reasons for eviction (none)**

**Where does this figure come from?**

This figure is reported annually to the Scottish

Housing Regulator and reported quarterly to our Management Committee.

**Why is it important?**

If all other enforcement and support avenues have been pursued and have failed, this is the only action available to us

in order to limit the negative impact on rental income and ensure that we can keep the rent we charge as low as possible.

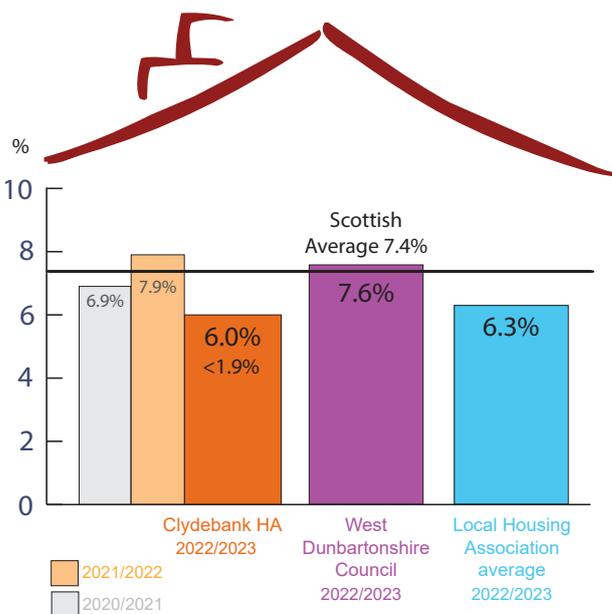
**How can we improve?**

We will continue to identify and support tenants with advice during their tenancy, including access to our Tenancy Sustainment Officer and welfare rights service. Where this fails, we will maintain our thorough debt recovery processes.

Percentage of the court actions initiated which resulted in eviction because:	Clydebank Housing Association			West Dun. Council	Local HA Average	Scottish Average
	2020/2021	2021/2022	2022/2023	2022/2023	2022/2023	2022/2023
Rent had not been paid	0%	0%	0%	12.9%	2%	13.8%
Anti-social behaviour	0%	0%	0%	1.2%	0%	2.9%
Other reasons	0%	0%	0%	0%	0%	0.4%
Percentage of the court actions initiated which resulted in eviction	0%	0%	0%	14.1%	2%	17.0%

**Housing options and access to social housing**

[I22]



**Percentage of our houses that became vacant in the last year - 6.0%**

**What does this mean?**

There were 73 tenants who gave up their tenancy during the year, for a variety of

reasons which included to live with/be near family and to buy a property.

**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.

**How can we improve?**

Through our tenancy sustainment initiatives, we have worked hard during the year to reduce the number of empty homes. 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.

[I17]



**Average days to re-let empty properties - 12.7 days**

**What does this mean?**

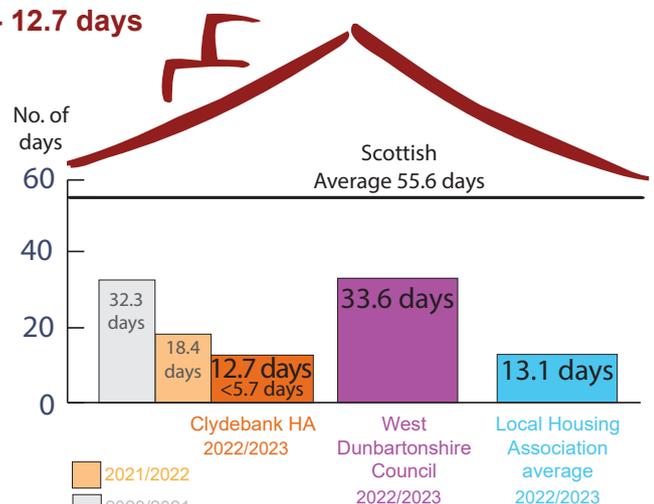
This is the average number of days (including weekends) it took to re-let 70 houses during the year, from carrying out any necessary repairs to the new tenancy agreement being signed.

**Why is it important?**

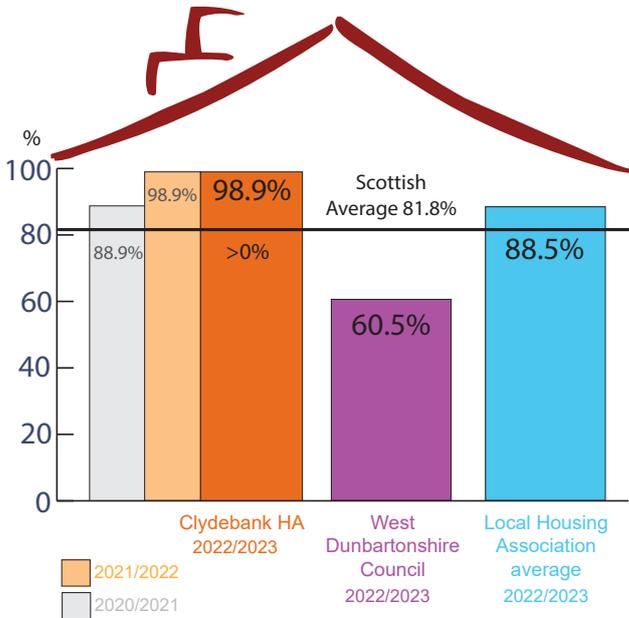
Quickly letting houses ensures we can minimise the amount of rent we lose and also saves properties lying empty so as not to attract anti-social behaviour.

**How can we improve?**

We have reviewed a number of our void and letting procedures, as well as improving how our contractors carry out void work. As a result, performance has greatly improved in this area. We will continue to work to maintain this performance.



# Getting good value from rents and service charges



**Percentage of tenants who feel that the rent for their property represents good value for money - 98.9%**

## Where does this figure come from?

In our Tenants Satisfaction Survey in 2022

98.9% (451 of 456) of our tenants surveyed said they felt their rent was very or fairly good value for money.

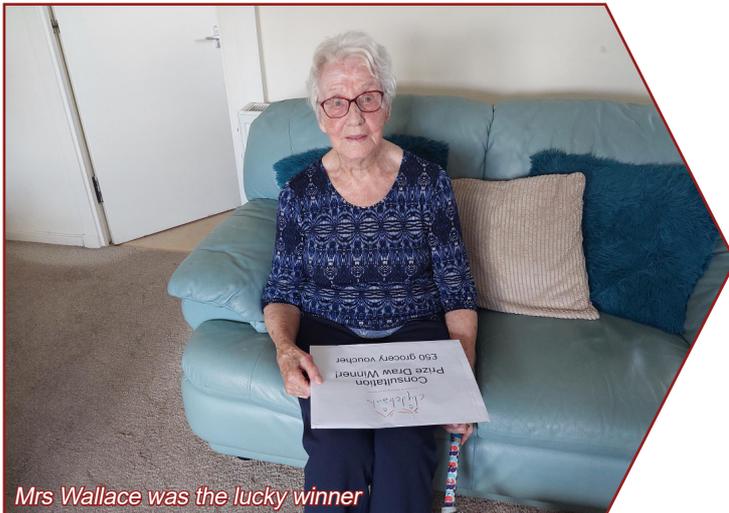
## Why is it important?

In keeping rents affordable we want to assist our tenants in affording all aspects of their home and daily life whilst receiving excellent services.

## How can we improve?

We are pleased at this high level of satisfaction. We will continue to promote how we spend rent money, take account of tenants' views and external and internal factors and strive for value for money. This will ensure any rent increases continue to be as affordable as possible whilst providing continual investment in your home.

[125]



Mrs Wallace was the lucky winner

We drew the lucky winner of our consultation prize draw at our Annual General Meeting in June 2022. We appreciate all feedback we receive and thank customers for participating.



Queens Quay (L), Dalton Avenue (T), Pavillion Court (B)

During the year we added 79 new homes to our portfolio through 3 developments; Queens Quay (Waterfront), Dalton Avenue (Linnvale) and Pavillion Court (Whitcrook).



**Amount and percentage of former tenant rent arrears written off at the year end - 29.5% (£14,430)**

## What does this mean?

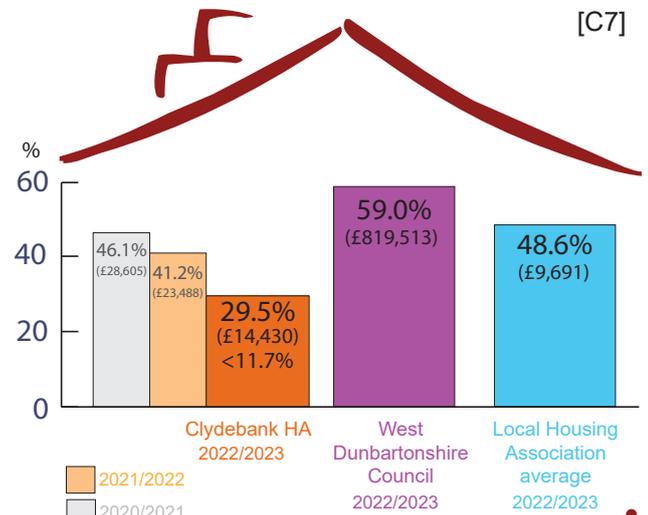
This is money owed to us that, in banking terms, we have written off, after all possible avenues for debt recovery have been exhausted.

## Why is it important?

It is imperative that we have strict debt management procedures that are followed so that money owed to us will be repaid. This is essential to keep the rent charge as low as possible. Even when debt is written off, arrears continue to be pursued if possible.

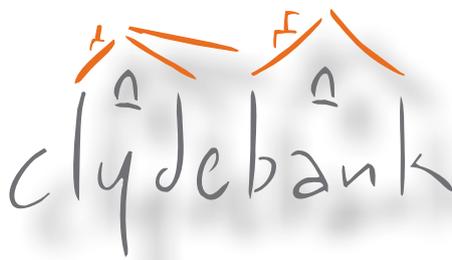
## How can we improve?

We will maintain our current debt recovery processes to ensure that only the minimum amount requires to be written off but also continue to identify and support tenants with welfare advice and tenancy sustainment support during their tenancy.



The Scottish average is not available for 2022/2023

[C7]



clydebank housing association

*“Offering our community more than a home”*

You can access view our full Annual Return on the Charter and compare our performance with other Registered Social Landlords on the Scottish Housing Regulator’s website

<https://www.housingregulator.gov.scot/landlord-performance>

OUR USUAL OPENING HOURS:

Monday to Thursday - 9.00am to 5.00pm

Friday - 9.00am to 4.00pm

We close on the first Wednesday of each month until 2pm for staff training.



Please recycle this report if you have received it in paper format.

Please contact us to get involved in setting and monitoring our performance standards!



@clydebankha

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HAPPY TO TRANSLATE

