



## Performance Report for Customers

### Background

Welcome to Clydebank Housing Association's 7th annual Performance Report for Customers, the content and style of which is chosen by tenants.

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 performance information from all Registered Social Landlords (RSL) 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).

### Consultation

We again consulted with tenants and 9 tenants got involved and the following changes have been made: -

*Content* - The views of tenants changed the content of this report, so you will note 3 new areas are reported on, and 4 have been removed. That said, 2 areas normally requested by the Regulator and included in this report were not requested this year and this was highlighted during the consultation.

*Style* - We only received positive comments on the style of the report and that, coupled with the positive feedback received in 2019 (68 feedback forms returned and 100%

said the information was presented clearly), has meant we have kept the same style.

*Comparisons* - Tenants were satisfied that we should continue to include, for comparison, the Scottish average (from 185 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 (Trafalgar, Dalmuir Park, Knowes and Faifley HA).

We are pleased to note we are performing above/better than the Scottish Average in all areas except for being a bit higher for court actions resulting in eviction and % of former tenant arrears written off.

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

This report has normally to be made available for tenants by the end of October but this was extended by the Regulator to the end of December for this year only due to the impact of Covid-19.

### Feedback

We hope you find the content 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.

© George Mahoney



# Tenant satisfaction and communication



**Tenants satisfied with the overall service provided by the landlord - 93.3%**

### Where does this figure come from?

Our latest Tenants Satisfaction Survey (TSS) was conducted by an independent company in 2019. 40% (450) of our

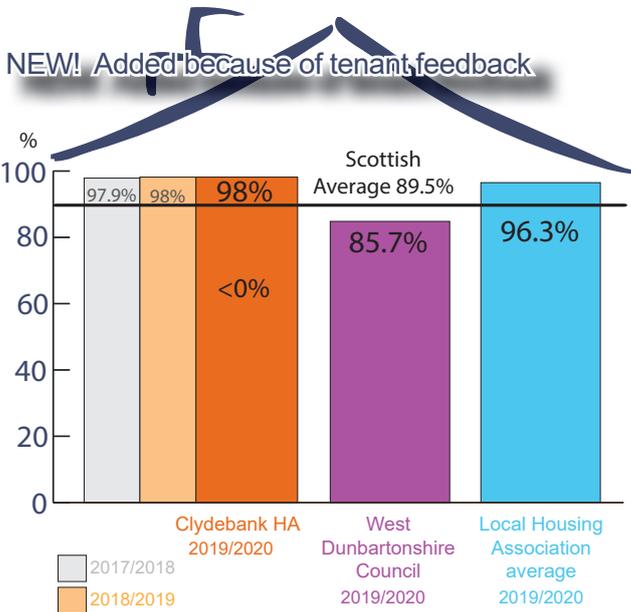
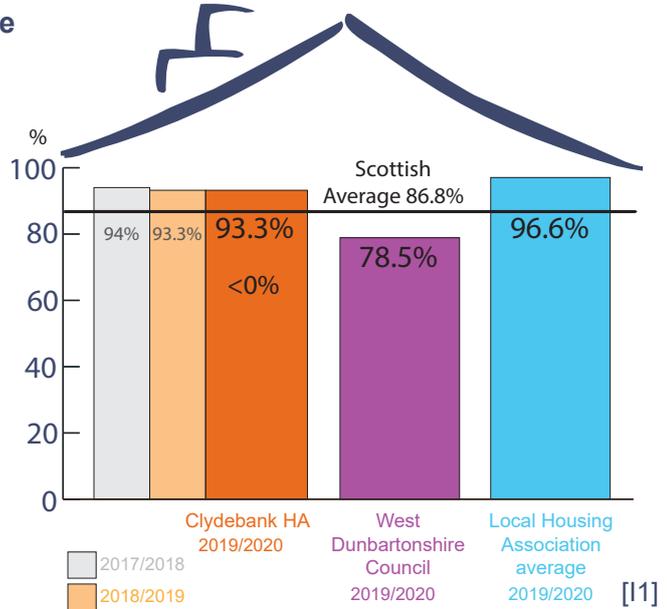
tenants were surveyed and 93.3% (420) were very or fairly satisfied with our overall service.

### 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 have and continue to address themes of dissatisfaction which arose during the Survey. Many improvements have been put in place and were reported in the September and December 2019 ChitChat newsletters. Our next survey is due in 2021/22.



**Tenants who feel their landlord is good at keeping them informed about their services and decisions - 98%**

### Where does this figure come from?

During our Tenants Satisfaction Survey in 2019, 40% (450) of our tenants were surveyed and 98% (441) 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 we arrive at decisions.

### How can we improve?

We were very pleased with this result and continue to aim provide a wide range of good quality publications, up-to-date website and social media channels and a variety of tenant events and focus groups. We constantly welcome and 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 - 89.8%**

### Where does this figure come from?

89.8% (404) of tenants surveyed (450) in

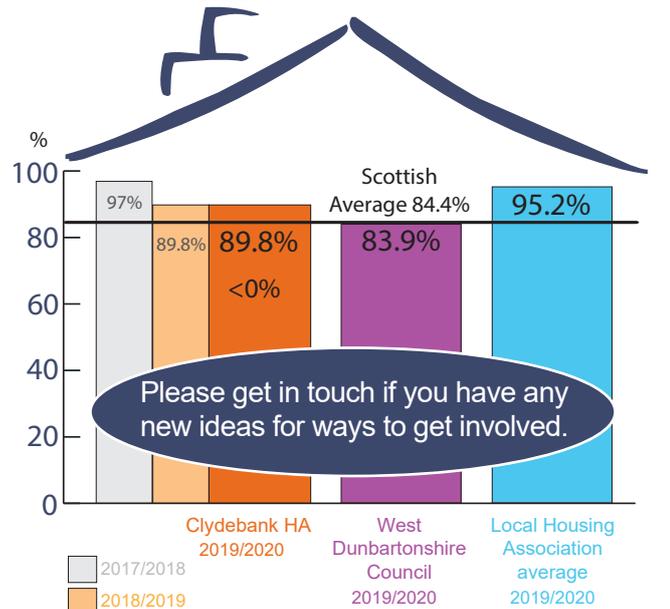
our Tenant Satisfaction Survey in 2019 were satisfied with the different ways you can currently participate in and influence our decision making such as surveys, focus groups, consultation register, residents groups, Tenant Panel etc.

### 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 were disappointed that this satisfaction had dropped. We now include a 'Get Involved' highlight on the front page of each newsletter and have expanded our 'Get Involved' newsletter section to help encourage involvement. We added ways to get involved to our Annual Calendar and when we



held our Tenant Conference in 2019 it spanned daytime/evening hours and a crèche was provided. We were delighted to welcome a new Registered Tenants Association during the year.



## Percentage of all complaints responded to in full - 97%

### What does this mean?

This shows the percentage of complaints that have been responded to in full in the year. We responded to 62 of 64 complaints within the year. All 62 complaints were

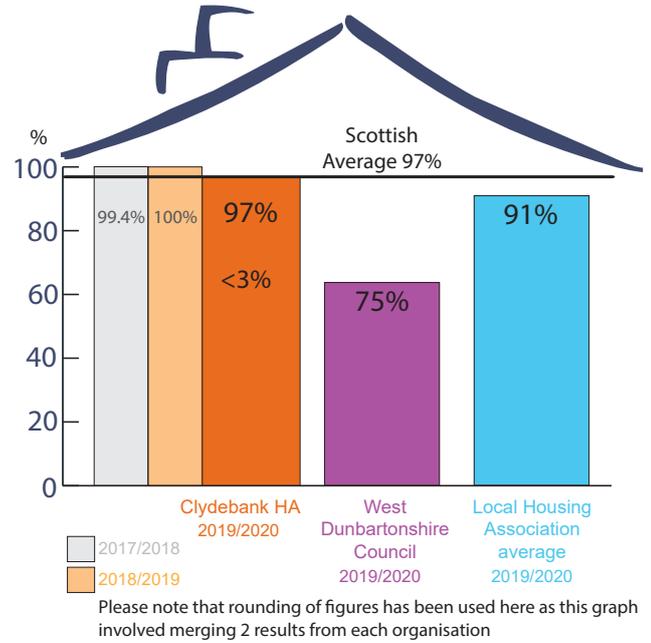
responded to within our published timescales. The remaining 2 complaints were carried over to 2020/21 as they were received too late in the year for a full response.

### Why is it important?

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

### What can we do next year?

We have just adopted the Scottish Public Services Ombudsman new model complaints handling procedures which will mean even more robust learning from complaints. We will continue to prioritise complaints to ensure that timescales are met. We have expanded our methods for complaining to include an online form and promoted this and other methods in our Autumn newsletter.



[13/14]



We hold a variety of events throughout the year for tenants and other customers to get involved in our decision making. Pictured is one of our Assurance Statement focus groups 2019



Prize draw winner Mr Brown (left) receives his £50 voucher from Taylor Kelly from our Finance & Corporate Services team after getting involved in our Rent Setting Consultation

## Housing quality and maintenance of your home



## Percentage of tenants satisfied with the quality of their home - 87.6%

### Where does this figure come from?

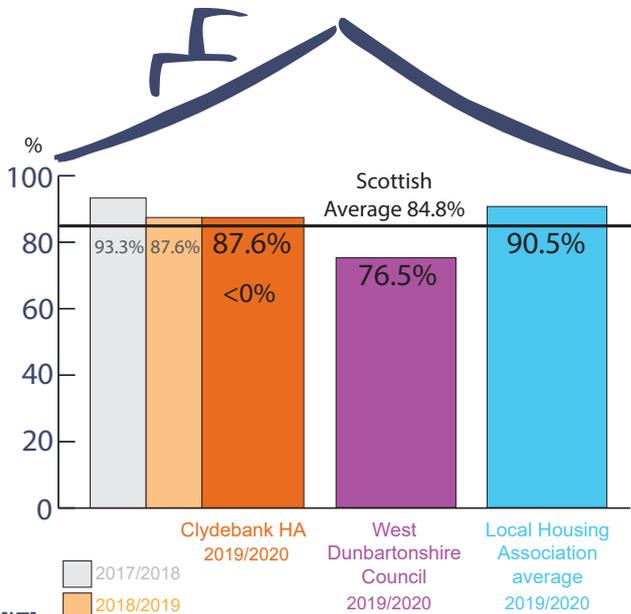
In our Tenants Satisfaction Survey 2019 87.6% (394) of our tenants were very or fairly satisfied with the quality of their home (*general state of repair and the standard of kitchen units and bathroom suites*).

### 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?

We were disappointed that this performance had dipped. After the survey we issued a 5-year major repairs plan to every tenant so that they know what repairs are due and when. We will strive to improve on this figure and will continue to involve you in all aspects of our maintenance service delivery and provide a range of ways to report repairs easily.



[17]



## Average hours to complete emergency repairs - 2 hours

### What does this mean?

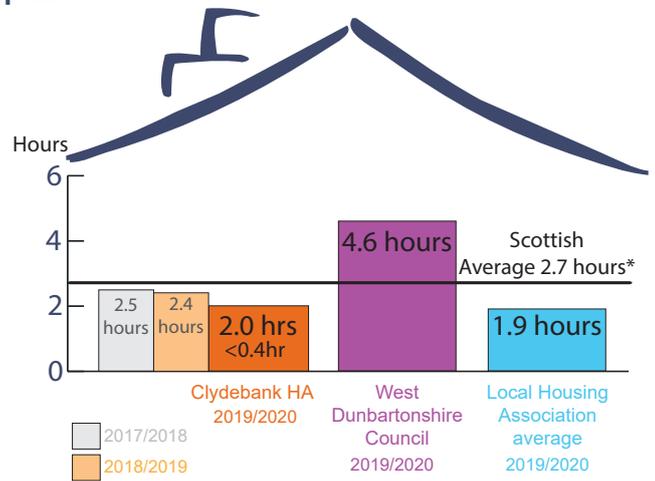
We aim to carry out/attend to emergency repairs within 4 hours. On average, for the 460 emergency repairs reported, we did this in 2.04 hours.

### Why is it important?

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

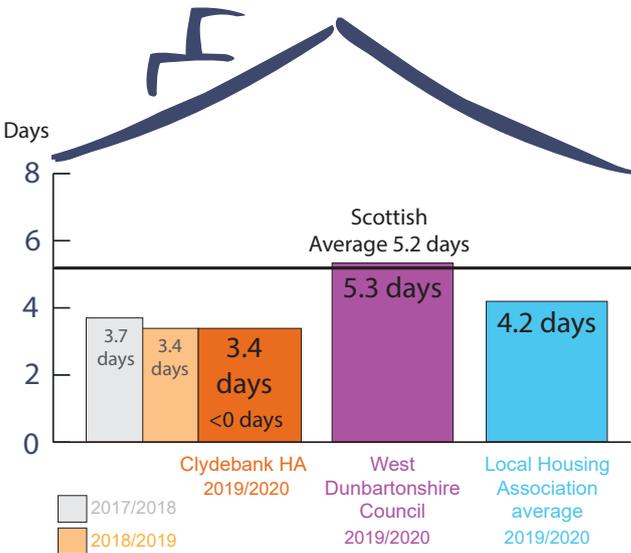
### How can we improve?

We're pleased that our performance has again improved. We review the target in conjunction with our Tenant Panel each year. We will ensure our contractors continue to respond within our agreed timescales and continue to publicise that a repair is only an emergency where it is likely to cause injury or death or substantial property damage.



\*1 of 185 associations was excluded as unclear re its validity

[18]



## Average working days to complete non-emergency repairs - 3.4 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 2,994 non-emergency repairs in 2019/20. On average, we completed these in 3.38 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?

We are pleased we have continued our good performance in this regard. We review this target in conjunction with our Tenant Panel each year. We will continue to provide an efficient, cost effective 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.

[19]



## Percentage of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service - 91.4%

### Where does this figure come from?

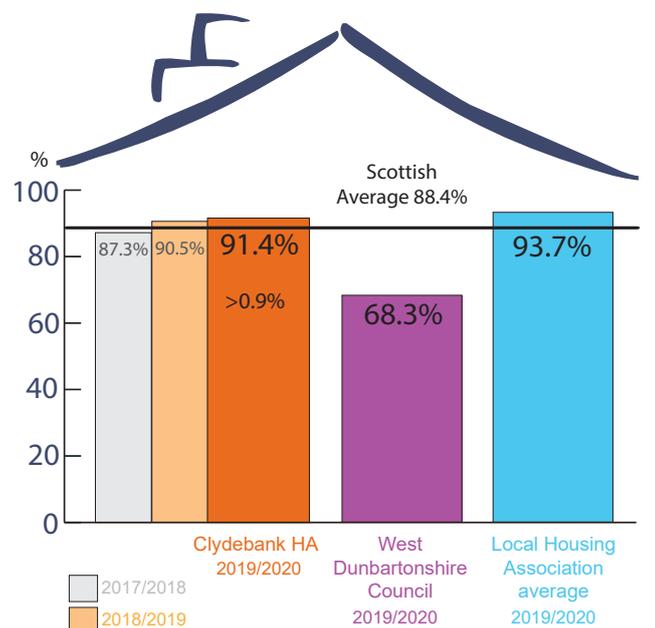
Of those surveyed who had had a repair carried out in the last 12 months, 91.4% (201 of 220) were very or fairly satisfied with our repairs service.

### 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 are again pleased with the increase in performance but will continue to look at ways of improving going forward. Please help us by letting us know as soon as possible if you are not satisfied with our service. Please also complete any surveys sent to you regarding your repairs. We value your feedback.



# Neighbourhood and community



**Percentage of anti-social behaviour cases report in the last year which were resolved - 100% (new wording - was previously "resolved within local target")**

### What does this mean?

This means that we resolved all of the 51 cases of anti-social behaviour reported to us during the year.

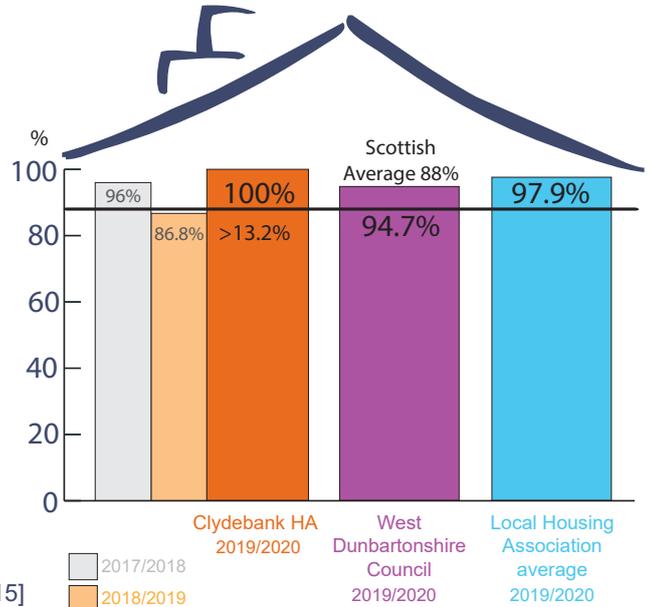
### Why is it important?

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 are really pleased with our performance this year. We worked hard on procedural issues on completing the admin side of concluding complaints. We will continue to work with our partners including Police Scotland and West Dunbartonshire Council.

[[15]]



Some members of our Repairs and Maintenance Policy Focus Group in 2019. Their comments and ideas were incorporated into the new version of the Policy



We encourage Community Benefits from our contractors. In early 2020, GOC Engineering Services supported a clear out day as a community benefit



**Percentage of the court actions initiated which resulted in eviction (27.3%) and the reasons for eviction (rent arrears - 27.3%)**

### Where does this figure come from?

This figure is reported annually to the Scottish Housing Regulator and reported regularly to our Management Committee.

### Why is it important?

If all other enforcement and support avenues have been pursued but 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?

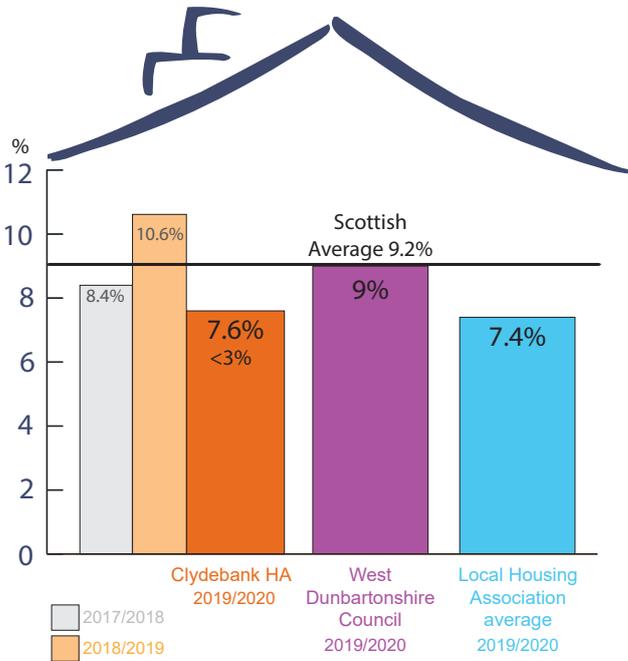
We will continue to identify and support tenants with advice during their tenancy. Where this fails, we will maintain our thorough debt recovery processes.

| Percentage of the court actions initiated which resulted in eviction because: | Clydebank Housing Association |           |           | West Dunbartonshire Council | Local Housing Association Average | Scottish Average |
|---|-------------------------------|-----------|-----------|-----------------------------|-----------------------------------|------------------|
|   | 2017/2018                     | 2018/2019 | 2019/2020 | 2019/2020                   | 2019/2020                         | 2019/2020        |
| Rent had not been paid  | 50%                           | 41.2%     | 27.3%     | 35.2%                       | 10.8%                             | 18.9%            |
| Anti-social behaviour   | 0%                            | 0%        | 0%        | 0.7%                        | 0%                                | 2.3%             |
| Other reasons   | 0%                            | 0%        | 0%        | 0%                          | 0%                                | 0.4%             |
| Percentage of the court actions initiated which resulted in eviction          | 50%                           | 41.2%     | 27.3%     | 35.9%                       | 10.8%                             | 21.5%            |

NEW!  
Added because of tenant feedback

[[22]]

# Housing options and access to social housing



**Percentage of our houses that became vacant in the last year - 7.6%**

### What does this mean?

There were 85 tenants who gave up their tenancy during the year, for a variety of reasons. The main reasons again included moving to live with/be near family, moving into residential care and to buy a home.

### 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?

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. Recently we were successful in obtaining funding for a shared Tenancy Sustainment Officer which will greatly assist in this.

[17]



**Average days to re-let empty properties - 14.6 days**

### What does this mean?

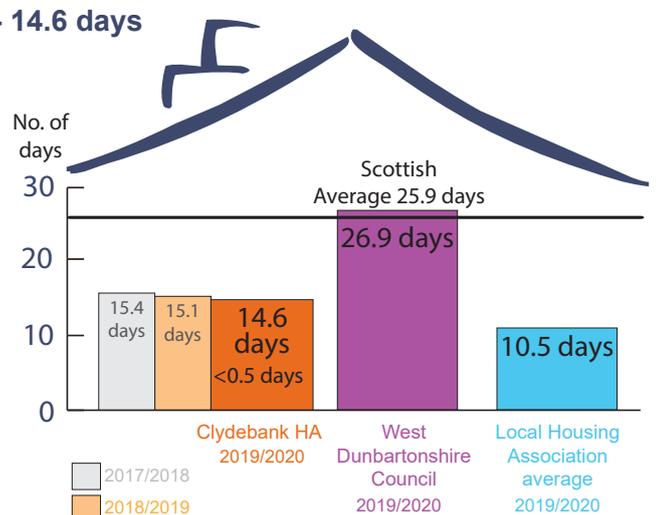
This is the average number of days (including weekends) it took to re-let our 91 houses during the year, from carrying out any necessary repairs to the new tenancy agreement being signed.

### 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.

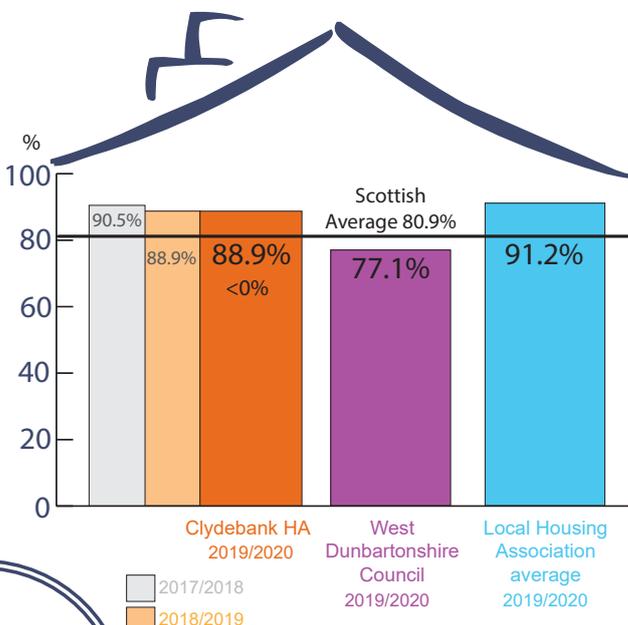
### How can we improve?

We are pleased to have again reduced this timescale. We are constantly trying to improve our letting procedures and find more efficient and effective ways of allocating our properties and carrying out void repairs. We will continue to ensure we have a pool of competent contractors who can turnaround any void repairs quickly.



[130]

# Getting good value from rents and service charges



**Percentage of tenants who feel that the rent for their property represents good value for money - 88.9%**

### Where does this figure come from?

In our Tenants Satisfaction Survey in 2019 88.9% (400 of 450) 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?

By striving to achieve value for money in everything we do so that any rent increases continue to be affordable whilst providing continual investment in your home, to offer rent options for tenants to choose from and by continuing to promote how we spend tenants' rent money.

[125]



## Level of rent arrears - 4.1%

### What does this mean?

This is the total rent owed (£174,179) to the Association by current and former tenants.

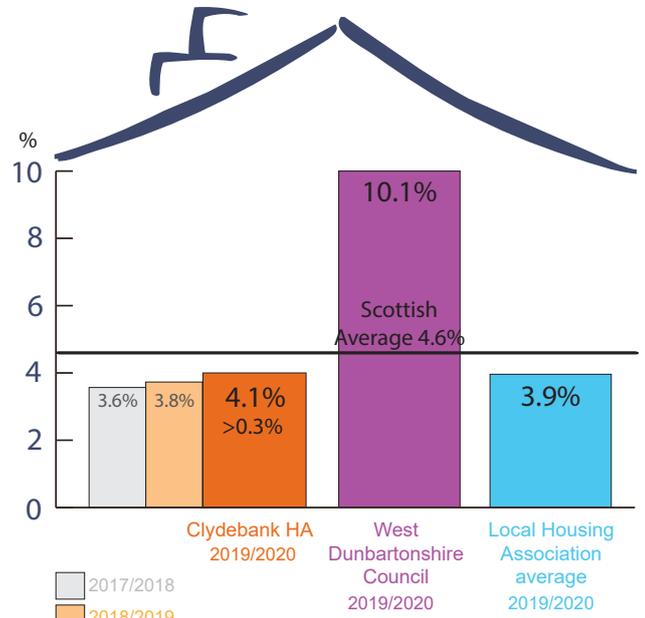
### Why is it important?

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

### How can we improve?

We are disappointed this figure has increased during the year 2019/20. This was due to a number of factors, including an increase in tenants moving to Universal Credit and associated delays in payment. Like most landlords, we also suffered as a result of the Covid-19 lockdown imposed in mid-March 2020.

We will maintain our focus on providing help and support to all tenants who need it, however, also take action where tenants fail to work with us to reduce arrears. We have recently recruited a part-time Welfare Rights Officer who will be invaluable in supporting tenants going forward.



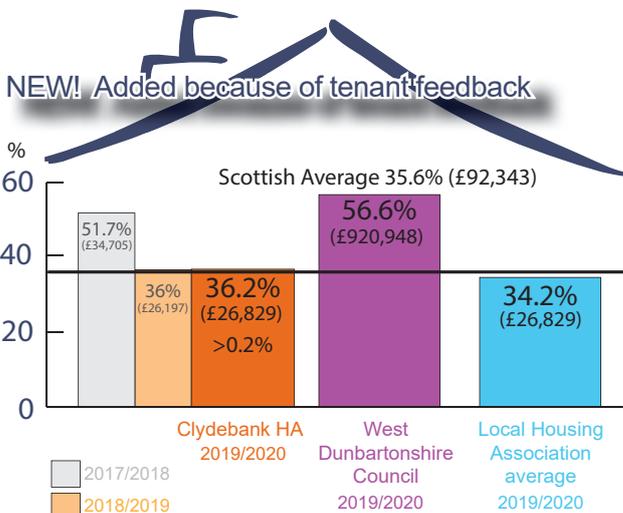
[27]



Our welfare rights service delivered by Clydebank Independent Resource Centre regenerated £608,647 for our tenants and other customers in 2019/20



One of two Rent Setting Workshops held at our Tenant Conference 2019 by our Head of Housing Services (pictured) and Head of Finance and Corporate Services



## Amount and percentage of former tenant rent arrears written off at the year end - 36.2% (£26,829)

### 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 that should be paid, will be repaid. This is essential to keep the rent we charge as low as possible. Even when debt is written off, arrears continue to be pursued if possible.

### How can we improve?

Similar to the former tenant arrears statistic on page 5, we will maintain our current debt recovery processes to ensure the minimum amount requires to be written off but also continue to identify and support tenants with welfare advice during their tenancy.

[C7]



“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://directory.scottishhousingregulator.gov.uk/>

OUR USUAL OPENING HOURS (OFFICE CURRENTLY CLOSED TO THE PUBLIC):

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. 



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