



## Performance Report for Customers 2021/2022

### Background

Welcome to Clydebank Housing Association's 9th annual Performance Report for Customers, the content and style of which is chosen by tenants.

This report contains the performance information that tenants feel is 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 (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).

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 for 2021/22 as it was very well received by tenants.

We have again included, for comparison, the Scottish average (from 176 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 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 this year and had been forewarned that across the housing sector there had been a dip in satisfaction since pre-Covid-19. We were therefore blown away to receive such positive and improved results in so many areas, some of which are included in this report.

### 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.



# 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

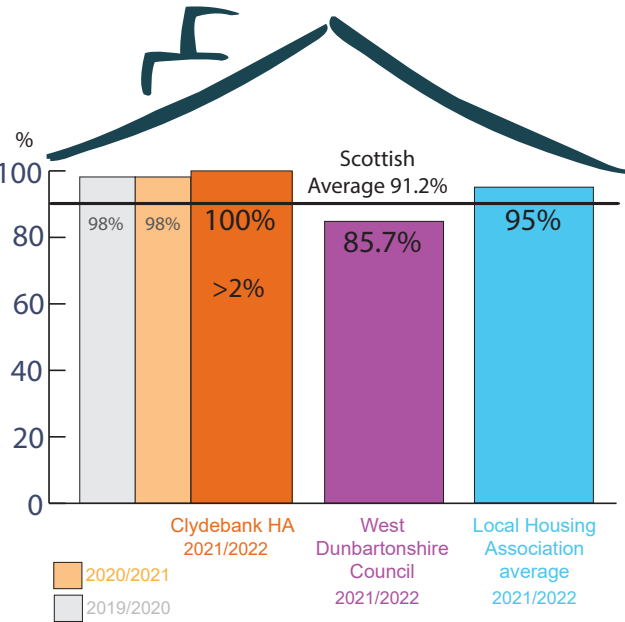
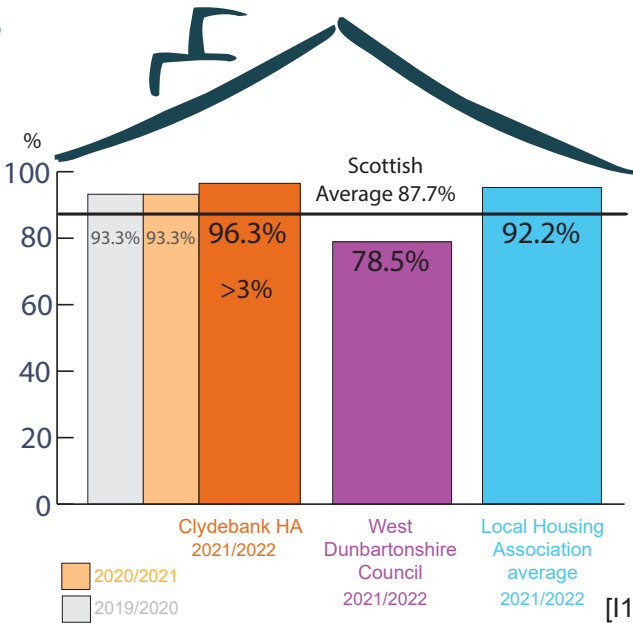
surveyed and 96.3% (439) were very or fairly satisfied with our overall service.

**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 are delighted that overall satisfaction has improved since the 2019 survey. We worked hard to address any themes of dissatisfaction which arose from the survey. We also actively encourage complaints and value feedback received from the process.



**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 this 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 to note an improvement in this area. We continue to provide a wide range of high quality publications, an up-to-date website, active social media accounts and a variety of tenant 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 (456)

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.

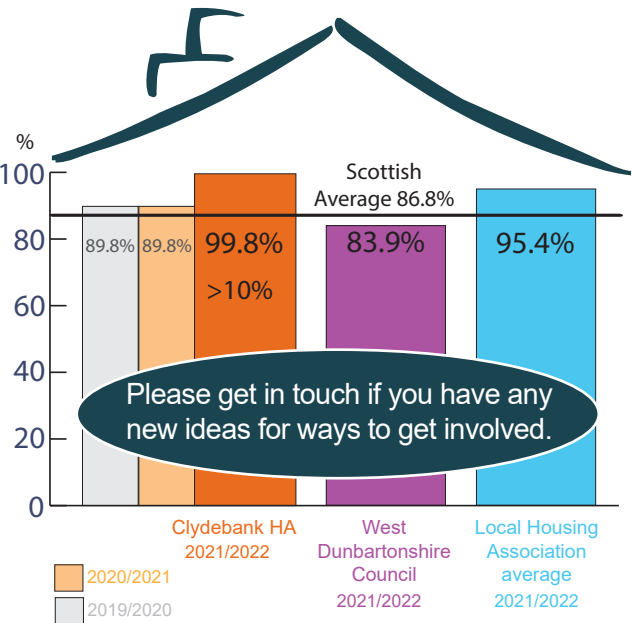
**Why is it important?**

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 the last survey. We have a packed 'Get Involved' newsletter section to help encourage involvement and are pleased it's 'back to normal' with our wide range of events.

Clydebank Housing Association



Please get in touch if you have any new ideas for ways to get involved.

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?

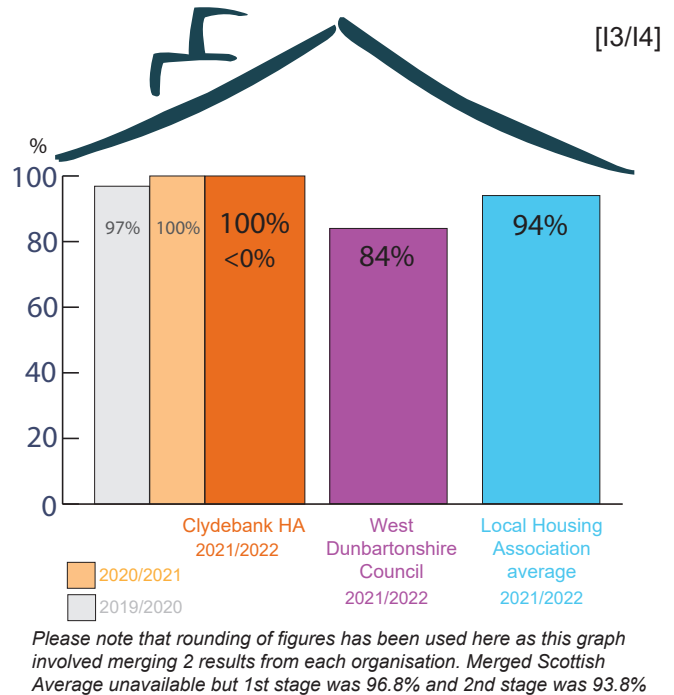
This shows that we have responded to all complaints in full in the year. All 87 complaints were responded to within our published timescales.

### 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.

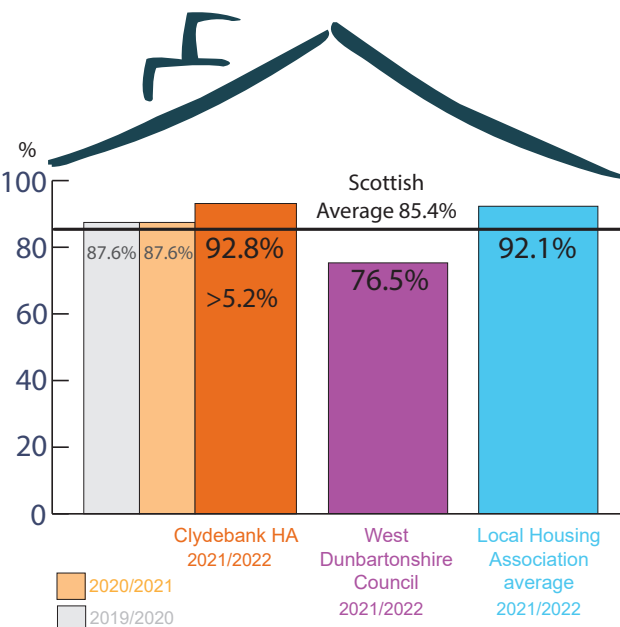


We hold a wide range of events for our tenants and other customers. We also attend others' events and all tenants group public meetings.



In the year we launched our new tenancy sustainment project, including giving each tenant a starter pack of essentials, a decoration voucher and Café81 and Gym81 vouchers.

## 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*).

### 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. We have tried hard to push ahead with our kitchen refurbishments and 62 were completed in the year. We have also been able to restart 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?

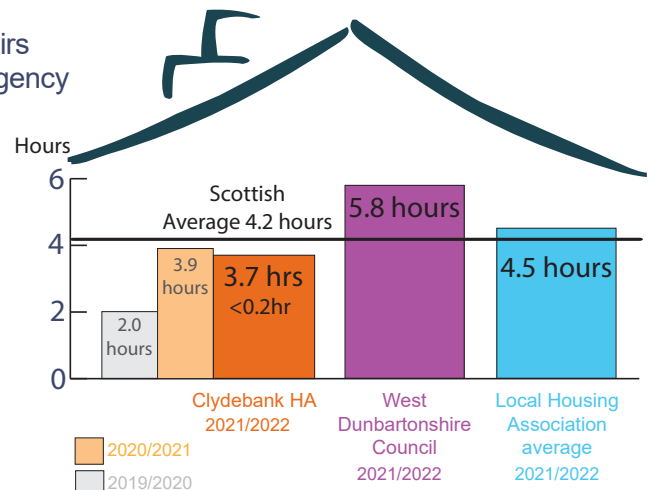
We aim to carry out/attend to emergency repairs within 4 hours. On average, for the 955 emergency repairs reported, we did this in 3.7 hours.

### Why is it important?

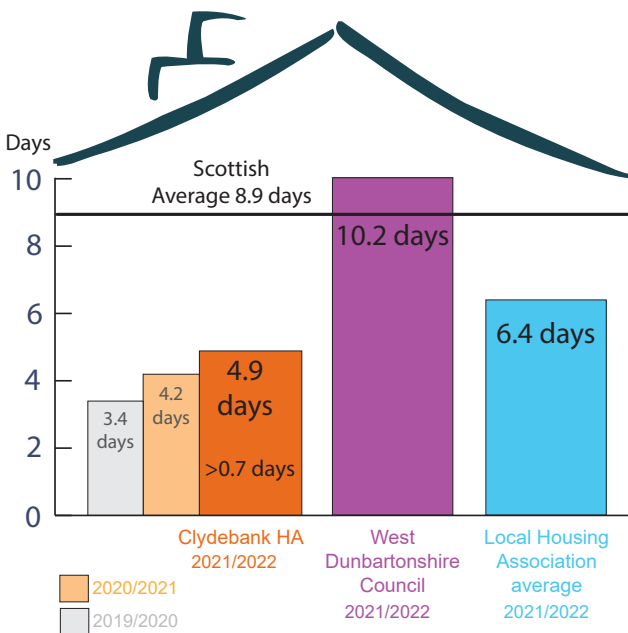
We want to ensure your safety and protect your homes/our properties.

### How can we improve?

Although this figure is still within our target, we hoped it would be even better. The housing sector and ourselves are facing challenges with contractor availability and we will strive to address this as best we can and maximise the range of contractors we have available. We will continue to advise that a repair is only an emergency where it is likely to cause injury or death or substantial property damage.



[18]



## Average working days to complete non-emergency repairs - 4.9 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 2,670 non-emergency repairs in the year. On average, we completed these in 4.9 days.

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### 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 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. We will be reflecting on our staffing and structure to support our repairs & maintenance service.

[19]



## Percentage of reactive repairs carried out in the last year completed right first time - 78.4%

### What does this mean?

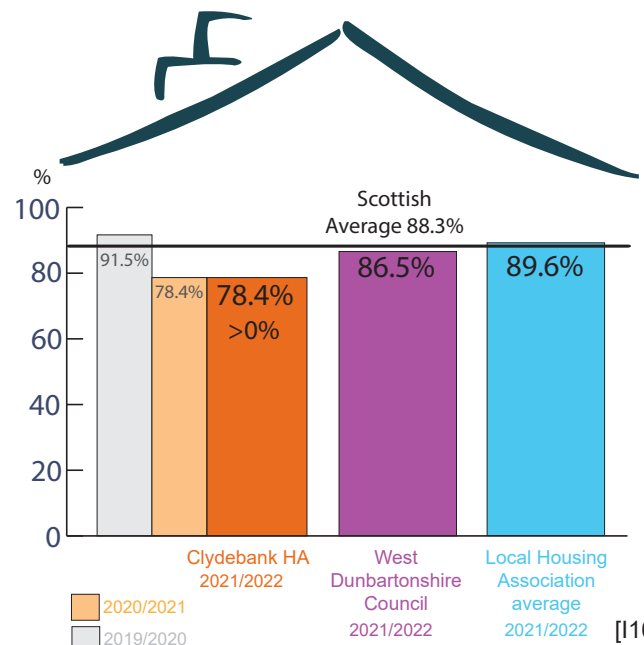
To be right first time, repairs have to be completed on time and not recalled for the same purpose during the same financial year.

### 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?

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.



[110]





**Percentage of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service - 97.5%**

#### Where does this figure come from?

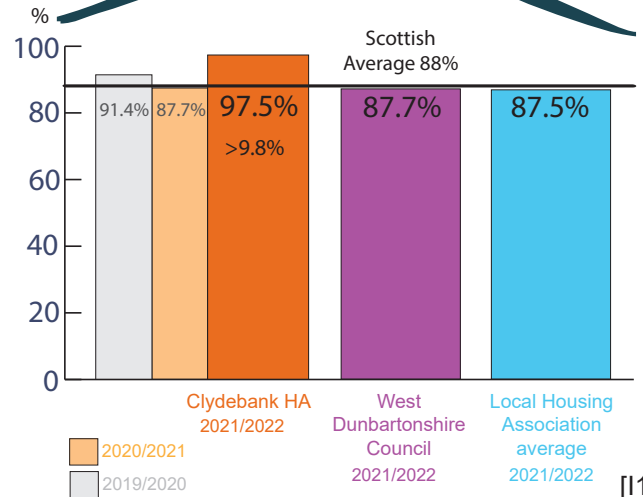
Of those surveyed who had a repair carried out in the last 12 months, 97.5% (198 of 203) were very or fairly satisfied with our repairs service.

#### Why is it important?

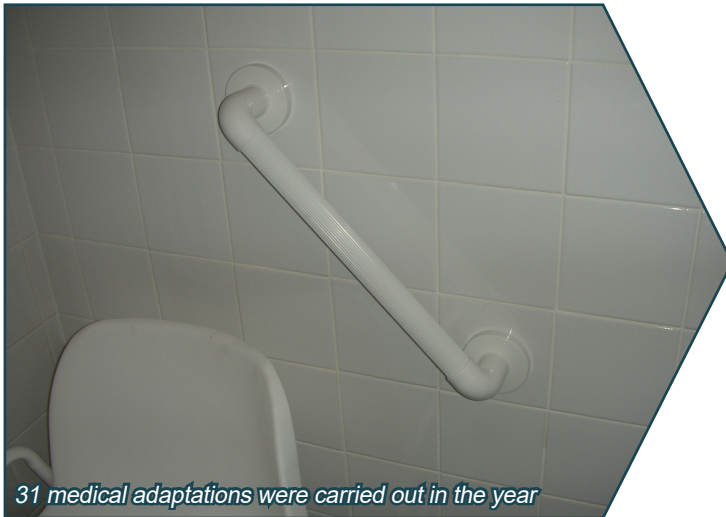
Keeping your home well maintained is important to you and to us so we strive to provide an excellent repairs and maintenance service.

#### How can we improve?

We were delighted with this significant improvement in performance. 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 be issued via our 'Tenant Portal' during 2022/23.



[112]



31 medical adaptations were carried out in the year

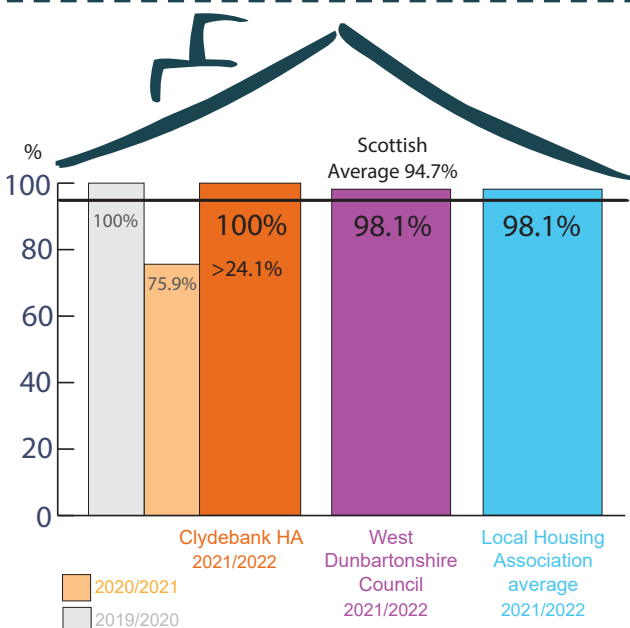
Adaptations allow tenants with changing physical needs to continue living in their home. We secured £34,000 grant funding from the Scottish Government to fund 31 adaptations.



62 new kitchens were installed in the year

62 kitchen refurbishments were carried out at Crown Avenue and Glasgow Road/Hume Street developments.

## Neighbourhood and community



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

#### What does this mean?

This is how many of the 45 anti-social behaviour cases 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 45 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.

[115]



## 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. Please note due to the Pandemic restrictions, no evictions were carried out during the year.

### 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.

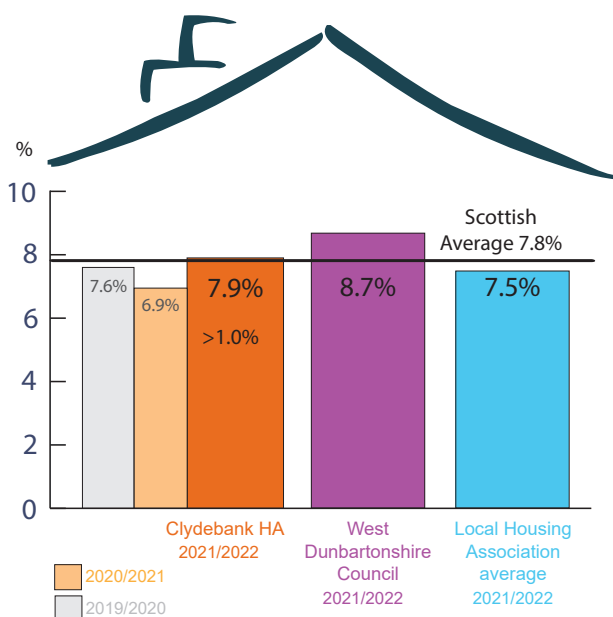
### How can we improve?

We will continue to identify and support tenants with advice during their tenancy, including access to our Tenancy Sustainment Officer and Welfare Rights Officer. 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
	2019/2020	2020/2021	2021/2022	2021/2022	2021/2022	2021/2022
Rent had not been paid	27.3%	0%	0%	7.8%	10%	15%
Anti-social behaviour	0%	0%	0%	3.9%	0%	5.6%
Other reasons	0%	0%	0%	0%	0%	1.3%
Percentage of the court actions initiated which resulted in eviction	27.3%	0%	0%	11.8%	10%	21.9%

## Housing options and access to social housing

[I22]



## Percentage of our houses that became vacant in the last year - 7.9%

### What does this mean?

There were 89 tenants who gave up their tenancy during the year, for a variety of reasons. The main reason was to live with/be near family.

### 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. Our shared Tenancy Sustainment Officer and our part-time Welfare Rights Officer continue to greatly assist tenants in both financial terms and tenancy support matters.

[I17]



## Average days to re-let empty properties - 18.4 days

### What does this mean?

This is the average number of days (including weekends) it took to re-let 98 houses during the year, from carrying out any necessary repairs to the new tenancy agreement being signed.

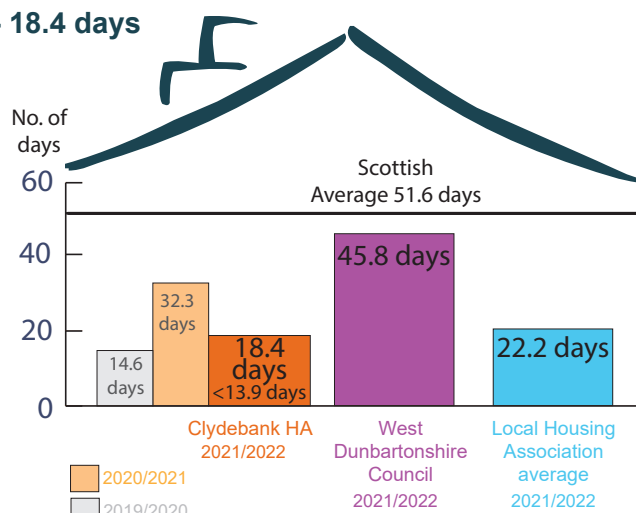
### Why is it important?

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.

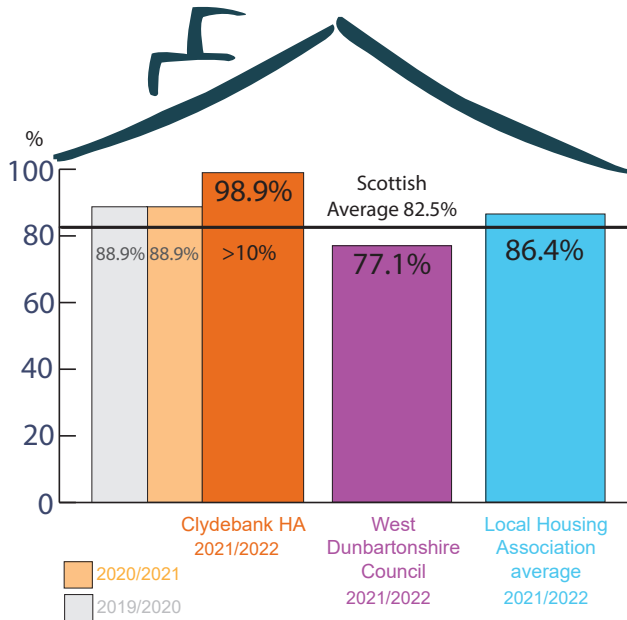
### How can we improve?

This is a big improvement primarily due to Covid-19 restrictions being lifted. It's still above our 15 day target so we will continue to seek improvement in terms of efficiencies and value for money and explore potential enhancements to processes with contractors.

Clydebank Housing Association



# 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 significant improvement. We will continue to promote how we spend rent money, take account of tenants' views and external and internal factors and seek value for money. This will ensure any rent increases can continue to be as affordable as possible whilst providing continual investment in your home.

[I25]



109 tenants and sharing owners got involved in our rent setting consultation. Lucky Mr Ferguson won the £50 prize draw. We thank all those who got involved.

We held our 10th successful community clear-out day in Radnor Park. Our contractors contribute to a wide range of projects such as this as a 'community benefit'.



**Amount and percentage of former tenant rent arrears written off at the year end - 41.2% (£23,488)**

## What does this mean?

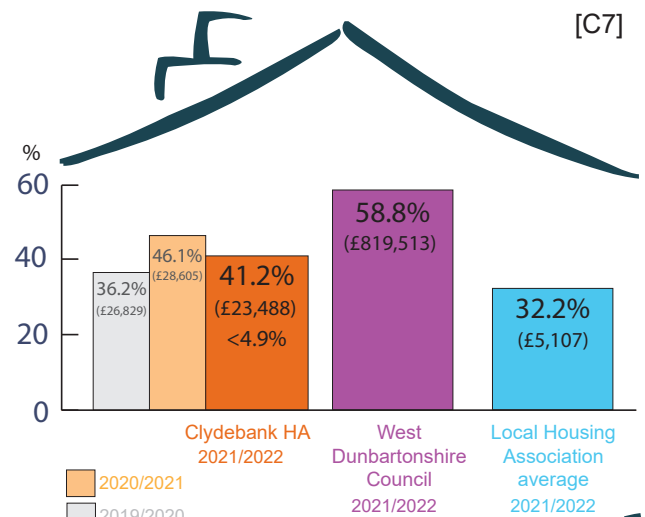
This is money owed to us that, in banking terms, we have written off, after all possible avenues for debt recovery have been exhausted.

## 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 we 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 2021/2022



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

