



Performance Report for Customers 2024/2025

Background

Welcome to Clydebank Housing Association's 12th 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 and aims to improve the quality and value of the services that social landlords provide.

8 tenants got involved in shaping the report for 2023/24 and one topic was added and one removed. We have followed the same format as feedback confirms it continues to be consistently well received by our tenants.

We have again included, for comparison, the Scottish average (from 168 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.

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 were grateful to receive many positive results in our Tenant Satisfaction Survey 2025, 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

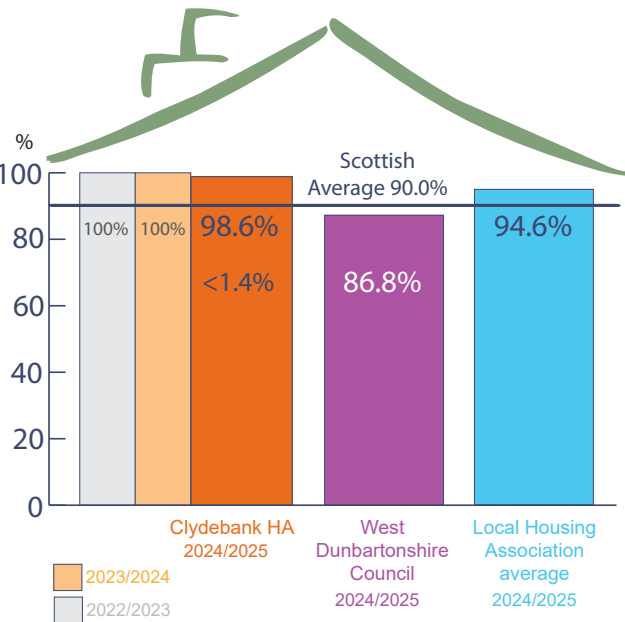
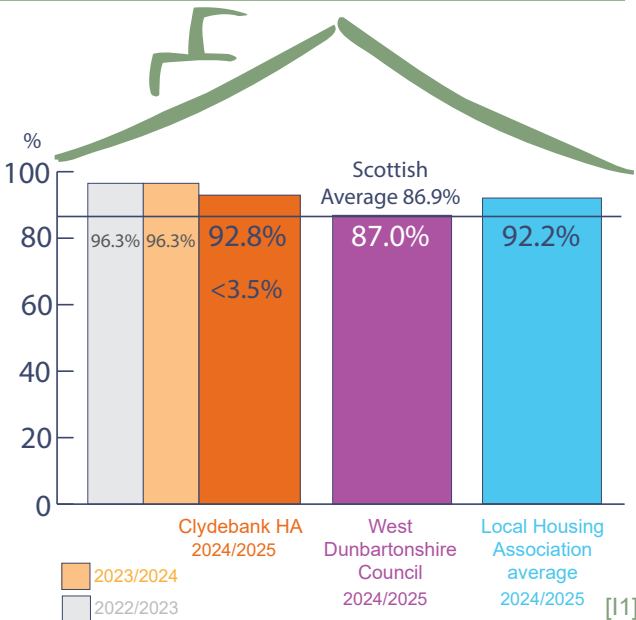


Tenants satisfied with the overall service provided by the landlord - 92.8%

Where does this figure come from? Our Tenants Satisfaction Survey was conducted by an independent company in 2025. 40% (485) of our tenants were surveyed and 92.8% (450) 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? Whilst a small dip, we are very pleased with this high performance especially working in a sector facing huge challenges. We will continue to actively encourage complaints and value feedback received. Our staff team is dedicated to providing an excellent service and a high level of support to tenants.



Tenants who feel their landlord is good at keeping them informed about their services and decisions - 98.6%

Where does this figure come from? During our Tenants Satisfaction Survey 2025, when asked this question, 98.6% (478) 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 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. Last year we introduced WhatsApp as another way for customers to communicate with us.

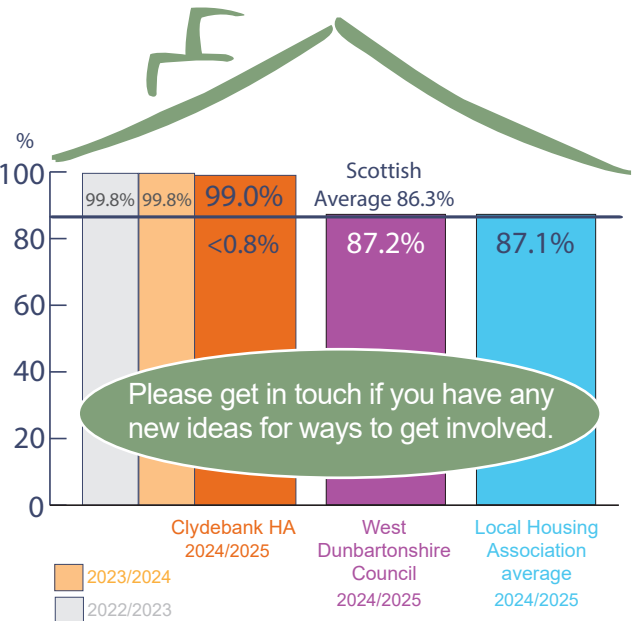


Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making - 99.0%

Where does this figure come from? 99.0% (480) of tenants surveyed in our Tenant Satisfaction Survey were satisfied with the different ways you can participate in and influence our decision making such as surveys, focus groups, residents groups, becoming a shareholder 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 continue to work hard to promote the ways you can get involved and this can be seen in the result. We have a 'Get Involved' newsletter section to encourage involvement and hold a wide range of events. We also attend various external events and, where possible, commit to staff attending tenants' group public meetings.



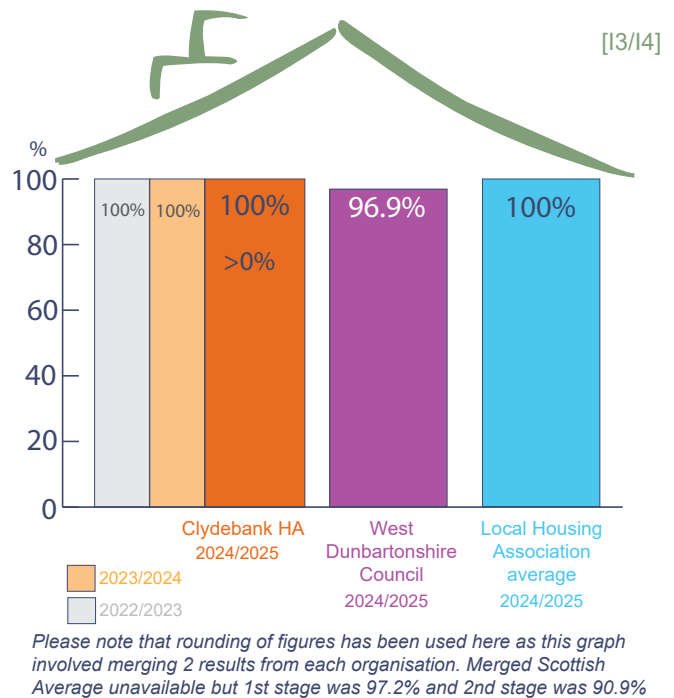


Percentage of all complaints responded to in full - 100%

What does this mean? This shows that we have responded to all 68 complaints in full in the year. The average time for Stage 1 complaints was 3.3 days and at Stage 2 was 11 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. 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 recently underwent an in-depth internal audit on complaints 2024/2025 and it was found to have a 'Strong' result.

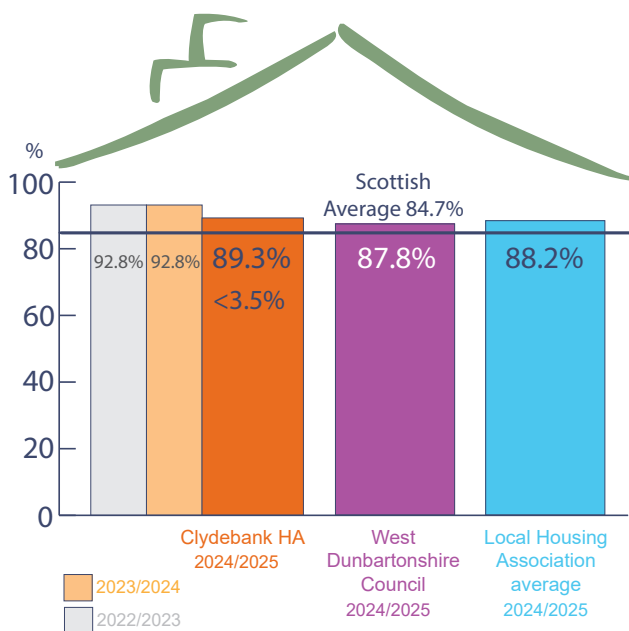


92.8% of tenants are satisfied with our overall service



We hold a wide variety of regular, popular events

Housing quality and maintenance of your home



Percentage of tenants satisfied with the quality of their home - 89.3%

Where does this figure come from? In our Tenants Satisfaction Survey 2025 89.3% (433) 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? In the year we continued with our major repair investment programme despite the sector-wide increased costs to deliver such work. Over £1.4m was spent on Major Repair contracts. Our programme of work is directly impacted by the Stock Condition Survey results from house surveys we completed between 2018-2023. They have guided us to where investment is needed most.

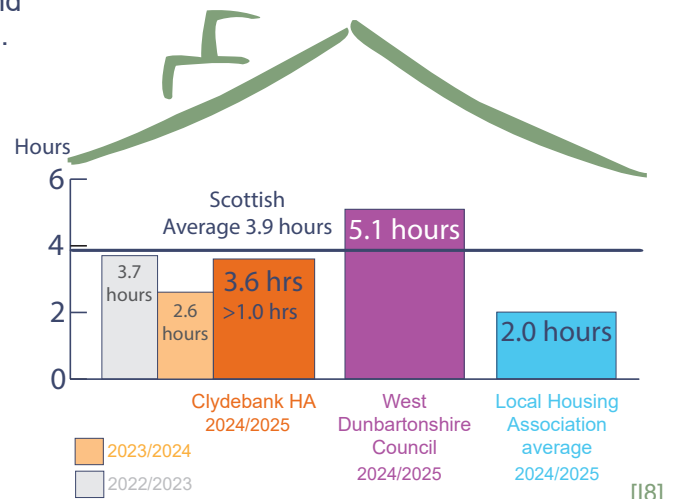


Average hours to complete emergency repairs - 3.6 hours

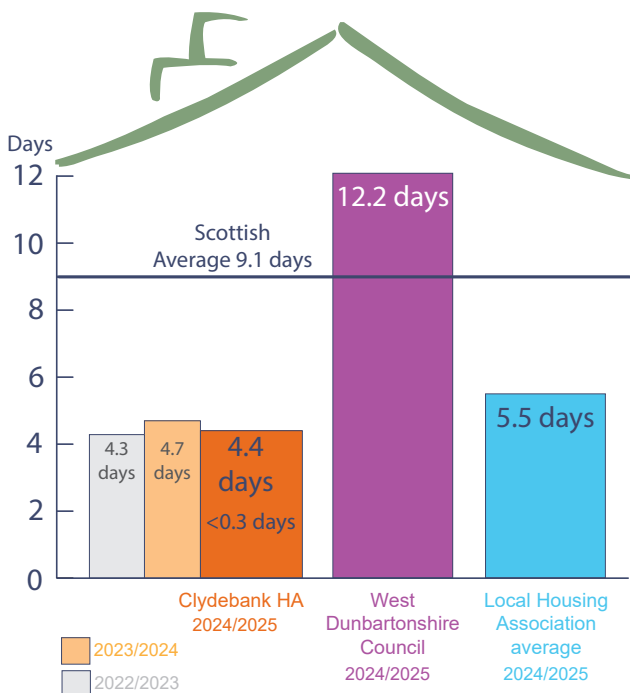
What does this mean? We aim to carry out/attend to emergency repairs within 4 hours to make safe. On average, for the 1,230 emergency repairs reported, we did this in 3.6 hours.

Why is it important? We want to ensure your safety and protect your homes/our properties. We class a repair as an emergency where there is an imminent risk to the health and safety of the person or property.

How can we improve? We are pleased that our performance in this area continues to be within our target. We continue to work hard to identify skilled contractors who are able to further enhance our performance in this area for our customers.



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Average working days to complete non-emergency repairs - 4.4 days

What does this mean? Non-emergency repairs are known as reactive repairs and have differing target response times dependent on the fault. We attended 2,568 non-emergency repairs in the year. On average, we completed these in 4.4 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 delighted at this consistent and high performance. The sector faces 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 also wish to encourage tenants to report repairs at an early stage to help reduce costs and timescales.

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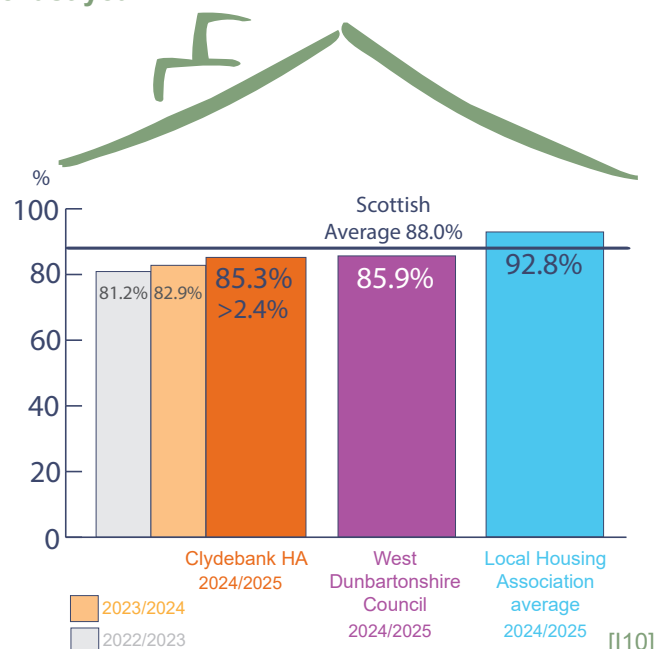


Percentage of reactive repairs carried out in the last year completed right first time - 85.3%

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 again, getting repairs 'Right First Time' continues to be a challenge. We have particular issues around the age of some buildings and their components. We will continue to regularly monitor contractor performance and review the specifications of materials/parts. A positive is this data helps highlight areas where attention is needed ie. budget allocation or major repairs. We are committed to find ways to improve this statistic and this remains a priority.



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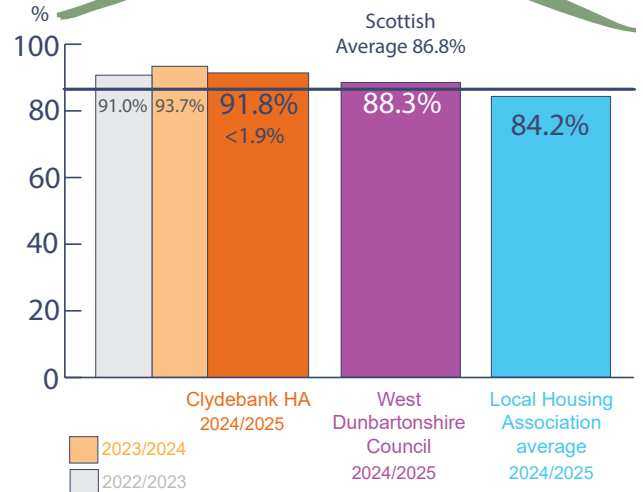


Percentage of tenants who had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service - 91.8%

Where does this figure come from? In a survey of those who had a repair carried out in the last 12 months, 91.8% (259 of 282) 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 very pleased with the consistent and stable performance in this area which remains favourable against our peers. We will 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 with open and honest feedback to shape our maintenance service.



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Our dedicated staff team and out of hours contractors dealt with 1,230 emergency repairs in the year



92.4% of tenants are satisfied with our contribution to the management of our neighbourhoods

Neighbourhood and community

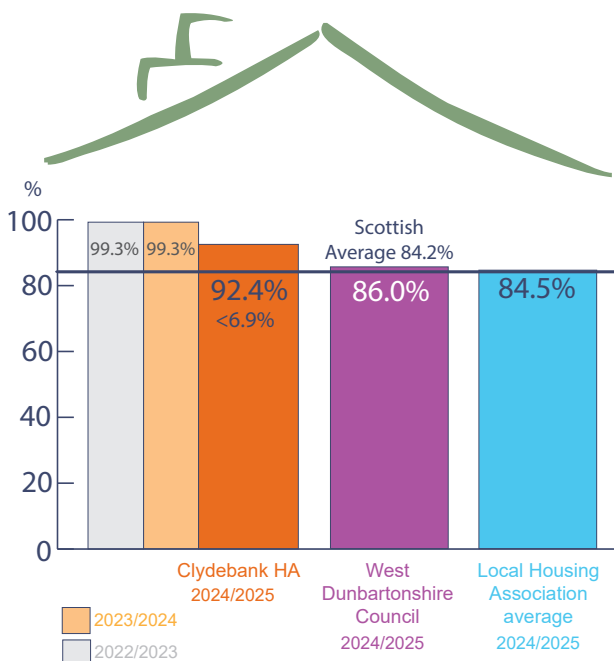


Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in - 92.4%

What does this mean? In our Tenants Satisfaction Survey, when 40% of our tenants were surveyed, 92.4% (448 of 485) were very or fairly satisfied with the role we play in looking after the street in which they lived, and the immediate surrounding area.

Why is it important? We are committed to doing everything we can to ensure that our neighbourhoods are safe, well maintained and provide access to services that tenants need, either directly or through our partnership working.

How can we improve? We have developed an Estate Caretaking team over the last few years and will continue our large number of partnerships, including those with Police Scotland and West Dunbartonshire Council, to help our residents feel safe and satisfied day-to-day in their homes. We will continue to provide advice to tenants so that they know who to report differing issues to so we can all work together for the benefit of our neighbourhoods.



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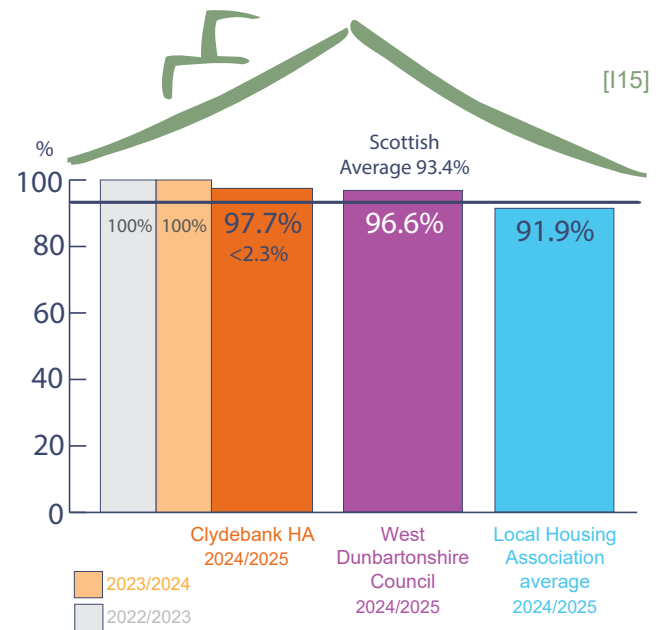


Percentage of anti-social behaviour cases report in the last year which were resolved - 97.7%

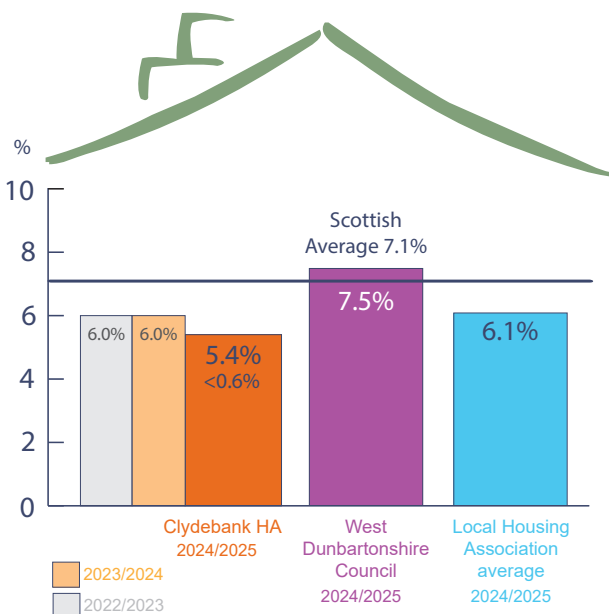
What does this mean? This is the amount of anti-social behaviour cases reported to us that we managed to resolve (43 of 44).

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 but one of our 44 anti-social behaviour cases were successfully resolved within the year, as one remained open at the year end. 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.



Housing options and access to social housing



Percentage of our houses that became vacant in the last year - 5.4%

What does this mean? There were 66 tenants who gave up their tenancy during the year, for a variety of reasons which included to buy a property and 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? Through our tenancy sustainment initiatives, we have again worked hard to reduce the number of empty homes. We will continue to offer a wide range of tenancy support measures to assist tenants in sustaining their tenancy, from the application stage and throughout their tenancy. We are introducing annual tenant visits so we can further promote these measures to help tenants succeed in their tenancy.

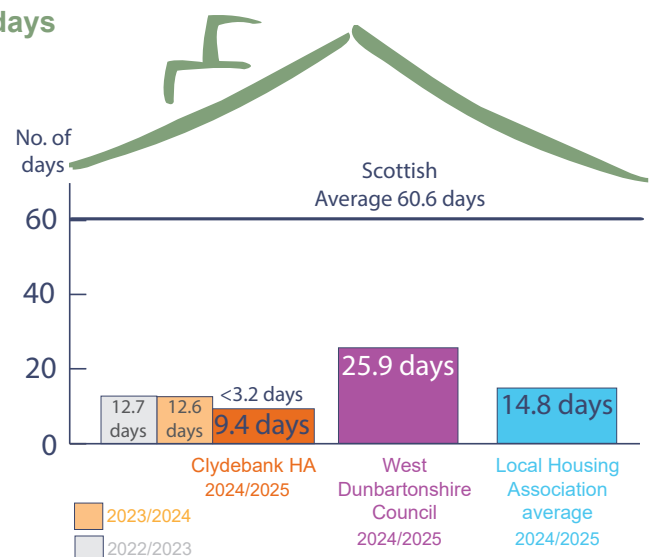


Average days to re-let empty properties - 9.4 days

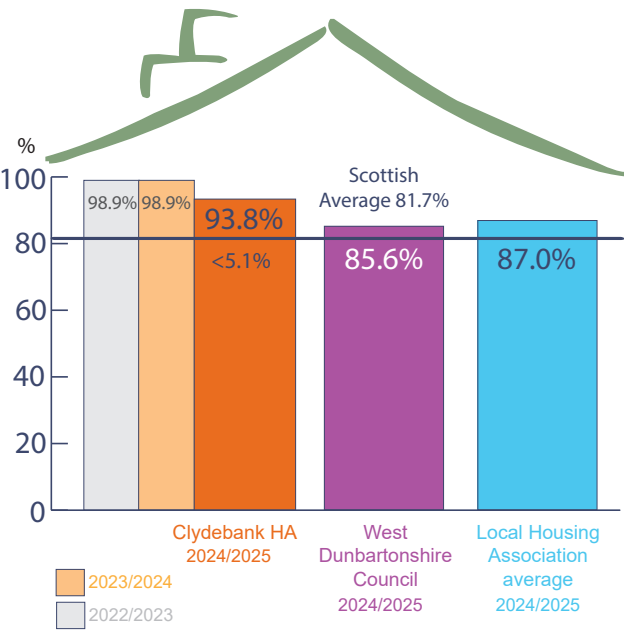
What does this mean? This is the average number of days (including weekends) it took to re-let 66 houses during the year, from carrying out any necessary repairs to the new tenancy agreement being signed.

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 delighted with our performance in this area and to be able to get people who need homes into them quickly. Continuous investment in our stock and good communication with outgoing tenants does assist with the quality of the void property and we will continue this and the positive working relationship between staff and contractors.



Getting good value from rents and service charges



Percentage of tenants who feel that the rent for their property represents good value for money - 93.8%

Where does this figure come from? In our last Tenant Satisfaction Survey 93.8% (455 of 485) 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? Whilst a small dip, we are pleased at this high level of satisfaction which continues to be well above our peer group and the Scottish average. We will continue to promote how we spend rent money, take account of tenants' views, external and internal factors and pressures 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.

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93.8% of tenants feel their rent is good value for money



We work with a wide range of partners, including Your Community, for the benefit of our customers

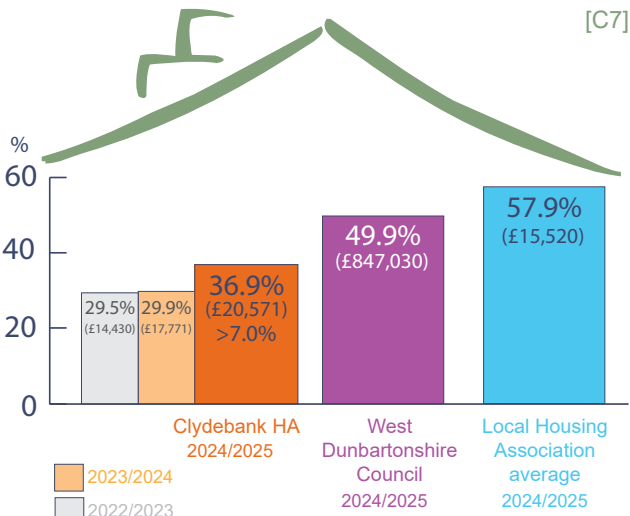


Amount and percentage of former tenant rent arrears written off at the year end - 36.9% (£20,571)

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 follow 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 2024/2025

[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://www.housingregulator.gov.scot/landlord-performance/landlords>

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!



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Scottish Charity No. SC 033962. Registered Social Landlord with the Scottish Housing Regulator, Registration No 86. A Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). Registered Property Factor No. PF000231. Information Commissioner’s Office Registration No Z6043444. Member of the Scottish Federation of Housing Associations. Registered in Scotland at the above address. Some percentages have been rounded to the nearest 0.1%. To the best of our knowledge the information contained within this report is correct at the time of going to print 10.25.