

## 1. Overall Satisfaction

I1: Satisfaction with overall service			
18/19	19/20	Q3: 20/21	20/21 parameter
92.2%	94.0%	92.8%	93-99%

## 2. The Customer/Landlord Relationship

I2: Tenants who feel they are kept informed			
18/19	19/20	Q3: 20/21	20/21 parameter
96.5%	92.3%	96.4%	94-100%

I5: Tenants satisfied with opportunities to participate			
18/19	19/20	Q3: 20/21	20/21 parameter
94.8%	93.9%	96.4%	92-98%

## 3. Housing Quality & Maintenance

I7: Tenants satisfied with the quality of their home			
18/19	19/20	Q3: 20/21	20/21 parameter
86.8%	82.6%	83.1%	84-88%

I8: Average length of time taken to complete emergency repairs				
	18/19	19/20	Q3: 20/21	20/21 target
No of repairs	1042	1066	938	-
Average time	2.11 hours	2.36 hours	2.51	6 hours

I9: Average length of time to complete non-emergency repairs				
	18/19	19/20	Q3: 20/21	20/21 target
No of repairs	3295	3008	1325	-
Average time	5.01 days	5.07 days	4.78	5 days

I10: Repairs carried out "right-first-time"			
18/19	19/20	Q3: 20/21	20/21 parameter
95.4%	93%	97.05%	94-100%

I11: Gas safety checks completed in 12-month rolling period.				
	18/19	19/20	20/21	20/21 target
Properties requiring records	1012	1008	1008	1008
Reviewed by anniversary	1011	1008	990	1008
Percentage	99.9%	100%	98.21%	100%

I12: Tenants satisfied with repairs carried out (in previous twelve months)			
18/19	19/20	Q3: 20/21	20/21 parameter
89.2%	88.8%	89.4%	87-93%

<b>Repairs Inspections (non-gas)</b>				
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>	<b>20/21 target</b>
<b>Pre-inspections</b>				
<b>No of inspections</b>	960	646	66	-
<b>Repairs Reported</b>	3,726	4262	2268	-
<b>Percentage</b>	25.8%	15.16%	2.91%	10%
<b>Post-inspections</b>				
<b>No of inspections</b>	319	383	0	-
<b>Repairs Completed</b>	3,412	3299	1835	-
<b>Percentage</b>	9.3%	11.61%	0%	10%

#### **Q1, Q2 & Q3 WSHA Repairs Survey (0 returns)**

##### **Exceptions Report 1st Quarter**

Due to the Covid19 pandemic only emergency repairs were carried out and there were no repairs satisfaction survey returns logged during the period.

##### **Exceptions Report 2<sup>nd</sup> Quarter**

Inspections in limited circumstances recommenced in line with Governmental restrictions/guidance but only for health and safety, structural or complex repairs that required an assessment to identify the issue.

##### **Exceptions Report 3<sup>rd</sup> Quarter**

Due to the ongoing Covid 19 restrictions, inspections are still limited to health & safety, structural or complex repairs in line with Governmental guidance.

#### **4. Neighbourhood & Community**

<b>I3&amp;4: Complaints responded to in full at Stages 1 &amp; 2</b>		
	<b>Stage 1</b>	<b>Stage 2</b>
<b>Complaints received in reporting year*</b>	<b>3</b>	<b>1</b>
<b>Complaints carried forward from previous year</b>	<b>0</b>	<b>0</b>
<b>All complaints received and carried forward</b>	<b>3</b>	<b>1</b>
<b>Number responded to in full</b>	<b>3 (100%)</b>	<b>1 (100%)</b>
<b>Time taken in working days</b>	<b>7 (2.3 ave.)</b>	<b>16 (16 ave.)</b>

\* significantly more complaints have been received in the fourth quarter, the low numbers are perhaps an effect of the initial lockdowns while more are coming in through the enhanced website.

<b>I13: Tenants satisfied with neighbourhood management</b>			
<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>	<b>20/21 parameter</b>
89.1%	84.6%	90.8%	83-89%

<b>I14: Tenancy offers refused during the year</b>			
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>
<b>Offers made</b>	299	256	40
<b>Number refused</b>	154	133	15
<b>Percentage refused</b>	51.51%	51.95%	37.50%

<b>Q3: 20/21 offers refused by area</b>				
<b>Refusal Reason</b>	<b>1. Whiteinch (original stock)</b>	<b>2.Scotstoun (upper)</b>	<b>3. Scotstoun (lower)</b>	<b>4. Whiteinch (ex-GHA)</b>
<b>Area unsuitable</b>	0	0	1	0
<b>Change of circumstance</b>	0	1	0	0
<b>Did not like layout</b>	0	0	0	1
<b>Did not like street/close</b>	0	0	0	0

Furniture does not fit	0	0	0	0
Medical reasons	1	1	0	0
Other offer	0	0	0	0
Property unsuitable	0	1	0	0
Rehoused by others	0	0	0	0
Rent unaffordable	0	0	1	0
Too small	1	0	0	0
Décor	0	0	0	0
Floor level unsuitable	0	2	0	0
No longer wishes to be on WSHA list	0	1	0	0
No response to offer	0	0	0	0
Withdrawn	3	1	0	0
Still Under Offer as at 31.12.20	2	0	0	0
<b>Area 1.</b> Balshagray Crescent Dumbarton Rd (785-1198) Byron Street Edzell Ct/St/PI Glendore St Haldane St Harmsworth St Haylynn St Medwyn St 1a Northinch Ct 13 Victoria Pk Dr Sth	<b>Area 2.</b> Dumbarton Rd (1221-1427) Fore St Methil St Palladium PI Primrose Ct Primrose St Scotstoun St	<b>Area 3.</b> Dumbarton Road (1441-1513) Earl St Harland St Henrietta St	<b>Area 4.</b> 64 Curle St Dumbarton Rd (1151-1175) 154-166 Curle St 23-21 Edzell St 8-48 Ferryden Ct 2-10 Northinch Ct 80-147 Northinch St 7 Victoria Pk Dr Sth	

<b>I15: Antisocial behaviour cases</b>				
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>	<b>20/21 target</b>
<b>Reported cases</b>	81	85	89**	-
<b>Cases resolved</b>	81	85	89**	-
<b>Within timescale*</b>	78 (96.30%)	83 (97.65%)	85(95.51%)**	See note below*

\* Measurement of performance 'Within timescale' refers to % compliance in meeting target timescales within Association's ASB Policy for acknowledging complaints and referring them to Neighbourhoods and Sustainability (Formerly CSG) or rejecting them as unfounded.

\*\* These figures include all cases reported during the 12 months up to 31st December 2020. This includes those reported in Q1 - Q3, during the early months of lockdown, when although Association staff acknowledged to tenants and referred to Neighbourhoods & Sustainability (N&S) the majority of cases within target timescales, it must be recognised that due to homeworking and access to systems the ability of N&S staff to deal with referrals, both in terms of effective action and target timescales, has been curtailed over that period.

<b>I22: Court actions/evictions</b>			
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>
<b>Court actions</b>	16	13	2
<b>Recovered properties: rent</b>	8(50%)	5(38%)	0
<b>Recovered properties: ASB</b>	1(6.25%)	0	0
<b>Recovered properties: other</b>	0	0	0
<b>Court actions resulting in eviction</b>	56.25%	38%	0

## 5. Access to Housing & Support

<b>I17: Lettable houses falling vacant in the year</b>			
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>
<b>Number</b>	144	125	70
<b>Percentage (of stock)</b>	11.10%	9%	5%

<b>I30: Average time to re-let properties</b>				
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>	<b>20/21 target</b>
Re-lets	131	125	N/A	-
Days empty	3804	2460	N/A	-
Average re-let time	29 days	19.7 days	N/A	? days

<b>C8: Number of lets by source of let</b>				
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>	<b>20/21 target</b>
<b>Transfers (existing tenants)</b>	20 (14%)	29 (23%)	3 (13%)	20%
<b>Housing list</b>	75 (51%)	69(55%)	17 (74%)	40%
<b>Mutual exchanges</b>	7	0	1 (0%)	n/a
<b>Section 5 (homeless) referrals</b>	51 (35%)	27(22%)	3 (13%)	40%
<b>Other - GCC Leaving Care Services</b>	0	0	0 (0%)	n/a
<b>Totals</b>	146	125	0 (0%)	

<b>New tenants: ethnic origins</b>	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>
<b>White Scottish</b>	93 (63.70%)	89 (71.20%)	15 (65.22%)
<b>White Other British</b>	5 (3.42%)	10 (8.00%)	0 (0%)
<b>White Irish</b>	1 (0.68%)	0	0 (0%)
<b>White Gypsy/traveller</b>		0	0 (0%)
<b>White Polish</b>	1 (0.68%)	5 (4.00%)	0 (0%)
<b>White other background</b>	4 (2.74%)	0	1 (4.35%)
<b>Mixed or Multi-ethnic background</b>	11(7.53%)	2 (1.60%)	2 (8.70%)
<b>Indian</b>		1 (0.80%)	0 (0%)
<b>Pakistani</b>	3 (2.05%)	2 (1.60%)	1 (4.35%)
<b>Bangladeshi</b>	1 (0.68%)	0	0 (0%)
<b>Chinese</b>	2 (1.37%)	3 (2.40%)	0 (0%)
<b>Other Asian background</b>	4 (2.74%)	1 (0.80%)	1 (4.35%)
<b>Black Caribbean</b>	1 (0.68%)	1 (0.80%)	0 (0%)
<b>Black African</b>	9 (6.16%)	4 (3.20%)	0 (0%)
<b>Black other background</b>	1 (0.68%)	1 (0.80%)	0 (0%)
<b>Arab, Arab Scottish, Arab British</b>	3 (2.05%)	3 (3.13%)	0 (0%)
<b>Any other group</b>	0	0	0 (0%)
<b>Unknown</b>	7 (4.79%)	3 (2.40%)	2 (8.70%)
<b>Totals</b>	146	125	0

<b>New tenants: disability</b>	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>
<b>Male</b>	85 (58%)	64 (51%)	14 (61%)
<b>Female</b>	61 (42%)	61 (49%)	9 (39%)
<b>Disability</b>	27 (18%)	29 (23%)	5 (22%)

<b>I6: new tenancies sustained for more than a year</b>			
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>
<b>Existing tenants</b>	21/21(100.00%)	20/20 (100.00%)	25/25(100.00%)
<b>Statutory homeless</b>	32/33(96.97%)	49/51 (96.08%)	29/32(90.63%)
<b>Housin1g List</b>	72/74(97.30%)	70/75(93.33%)	61/66(92.42%)
<b>Others</b>	1/1(100.00%)	0/0(N/A)	0/0(N/A)
<b>Total</b>	126/129(97.67%)	139/146 (95.21%)	115/123(93.50%)

<b>I19 &amp; I20: approved medical adaptations (Stage 3's)/average completion time</b>			
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>
<b>Applications</b>	23	24	8 (2 carried over from 19/20)
<b>Approved</b>	23	24	10
<b>Completion time</b>	1350	954	520
<b>Number completed</b>	23 (100.00%)	22 (92%)	8
<b>Average time</b>	59 Days	40 working days	65 working days

## 6. Getting Good Value from Rents and Service Charges

<b>I25: Tenants who feel rent represents good value for money</b>			
<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>	<b>20/21 parameter</b>
85.6%	83.9%	86.3%	77-83%

<b>I27: Gross rent arrears</b>				
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>	<b>20/21 target</b>
<b>Value</b>	£474,208	£401,065	£307,899	-
<b>Percentage</b>	7.92%	6.51%	4.95 %*	8.5%

\*This refers to Gross Arrears as a percentage of estimated annual rent debit not taking account of rent loss due to COVID-19.

<b>I18: Rent lost through empty properties*</b>				
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21*</b>	<b>20/21 target</b>
<b>Value</b>	£46,401	34,533	0	
<b>Percentage</b>	0.77%	0.56%	0%	0.73%

\*Technically none, as properties are not available for let due to COVID-19 (to be discussed with SHR).

<b>C7: Former tenant rent arrears written off</b>			
	<b>18/19</b>	<b>19/20</b>	<b>Q3: 20/21</b>
<b>Former tenant arrears</b>	£182,496	£161,578	£113,109
<b>Written-off</b>	£86,178	£84,412	£68,995
<b>Percentage</b>	47.22%	52.24%	61.00%