

1. Overall Satisfaction

I1: Satisfaction with overall service			
18/19	19/20	Q4: 20/21	20/21 parameter
92.2%	94.0%	93.1%	93-99%

2. The Customer/Landlord Relationship

I2: Tenants who feel they are kept informed			
18/19	19/20	Q4: 20/21	20/21 parameter
96.5%	92.3%	95.5%	94-100%

I5: Tenants satisfied with opportunities to participate			
18/19	19/20	Q4: 20/21	20/21 parameter
94.8%	93.9%	96.1%	92-98%

3. Housing Quality & Maintenance

I7: Tenants satisfied with the quality of their home			
18/19	19/20	Q4: 20/21	20/21 parameter
86.8%	82.6%	82.2%	84-88%

I8: Average length of time taken to complete emergency repairs				
	18/19	19/20	Q4: 20/21	20/21 target
No of repairs	1042	1066	1293	-
Average time	2.11 hours	2.36 hours	2.27	6 hours

I9: Average length of time to complete non-emergency repairs				
	18/19	19/20	Q4: 20/21	20/21 target
No of repairs	3295	3008	1730	-
Average time	5.01 days	5.07 days	4.88	5 days

I10: Repairs carried out "right-first-time"			
18/19	19/20	Q4: 20/21	20/21 parameter
95.4%	93%	96.80%	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	1005	1008
Reviewed by anniversary	1011	1008	986	1008
Percentage	99.9%	100%	98.11%	100%

I12: Tenants satisfied with repairs carried out (in previous twelve months)			
18/19	19/20	Q4: 20/21	20/21 parameter
89.2%	88.8%	90.2%	87-93%

Repairs Inspections (non-gas)				
	18/19	19/20	Q4: 20/21	20/21 target
Pre-inspections				
No of inspections	960	646	86	-
Repairs Reported	3,726	4262	3100	-
Percentage	25.8%	15.16%	2.77%	10%
Post-inspections				
No of inspections	319	383	0	-
Repairs Completed	3,412	3299	1835	-
Percentage	9.3%	11.61%	0%	10%

Q1, Q2, Q3 & Q4 WSHA Repairs Survey (0 returns)

Due to the Covid 19 pandemic restrictions there were no 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 2nd 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 3rd & 4th 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

I3&4: Complaints responded to in full at Stages 1 & 2		
	Stage 1	Stage 2
Complaints received in reporting year*	18	4
Complaints carried forward from previous year	0	0
All complaints received and carried forward	18	4
Number responded to in full	17 (94.4%)	4 (100%)
Time taken in working days	38 (2.2 ave)	67 (16.8 ave)

I13: Tenants satisfied with neighbourhood management			
18/19	19/20	Q4: 20/21	20/21 parameter
89.1%	84.6%	85.8%	83-89%

I14: Tenancy offers refused during the year			
	18/19	19/20	Q4: 20/21
Offers made	299	256	61
Number refused	154	133	20
Percentage refused	51.51%	51.95%	32.79%

Q4: 20/21 offers refused by area				
Refusal Reason	1. Whiteinch (original stock)	2.Scotstoun (upper)	3. Scotstoun (lower)	4. Whiteinch (ex-GHA)
Area unsuitable	1	0	1	0
Change of circumstance	0	1	0	0
Did not like layout	0	0	0	1
Did not like street/close	1	0	0	1

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	1
Rehoused by others	0	1	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
Area 1. Balshagray Crescent Dumbarton Rd (785-1198) Byron Street Edzell Ct/St/Pl Glendore St Haldane St Harmsworth St Haylynn St Medwyn St 1a Northinch Ct 13 Victoria Pk Dr Sth	Area 2. Dumbarton Rd (1221-1427) Fore St Methil St Palladium Pl Primrose Ct Primrose St Scotstoun St	Area 3. Dumbarton Road (1441-1513) Earl St Harland St Henrietta St	Area 4. 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	

I15: Antisocial behaviour cases				
	18/19	19/20	Q4: 20/21	20/21 target
Reported cases	81	85	76**	-
Cases resolved	81	85	76**	-
Within timescale*	78 (96.30%)	83 (97.65%)	70(92.11%)**	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 March 2021. 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, was been curtailed over that period.

I22: Court actions/evictions			
	18/19	19/20	Q4: 20/21
Court actions	16	13	5
Recovered properties: rent	8(50%)	5(38%)	0
Recovered properties: ASB	1(6.25%)	0	0
Recovered properties: other	0	0	0
Court actions resulting in eviction	56.25%	38%	0.00%

5. Access to Housing & Support

I17: Lettable houses falling vacant in the year

	18/19	19/20	Q4: 20/21
Number	144	125	89
Percentage (of stock)	11.10%	9%	6.87%

I30: Average time to re-let properties

	18/19	19/20	Q4: 20/21	20/21 target
Re-lets	131	125	42	-
Days empty	3804	2460	6246	-
Average re-let time	29 days	19.7 days	148.71	N/A

C8: Number of lets by source of let

	18/19	19/20	Q4: 20/21	20/21 target
Transfers (existing tenants)	20 (14%)	29 (23%)	3 (7.1%)	N/A
Housing list	75 (51%)	69(55%)	17 (40.5%)	N/A
Mutual exchanges	7	0	1 (0%)	N/A
Section 5 (homeless) referrals	51 (35%)	27(22%)	22 (52.4%)	N/A
Other - GCC Leaving Care Services	0	0	0 (0%)	N/A
Totals	146	125	42	

New tenants: ethnic origins	18/19	19/20	Q4: 20/21
White Scottish	93 (63.70%)	89 (71.20%)	28 (66.67%)
White Other British	5 (3.42%)	10 (8.00%)	1 (2.38%)
White Irish	1 (0.68%)	0	0 (0%)
White Gypsy/traveller		0	0 (0%)
White Polish	1 (0.68%)	5 (4.00%)	0 (0%)
White other background	4 (2.74%)	0	3 (7.14%)
Mixed or Multi-ethnic background	11(7.53%)	2 (1.60%)	4 (9.52%)
Indian		1 (0.80%)	0 (0%)
Pakistani	3 (2.05%)	2 (1.60%)	1 (2.38%)
Bangladeshi	1 (0.68%)	0	0 (0%)
Chinese	2 (1.37%)	3 (2.40%)	0 (0%)
Other Asian background	4 (2.74%)	1 (0.80%)	2 (4.76%)
Black Caribbean	1 (0.68%)	1 (0.80%)	0 (0%)
Black African	9 (6.16%)	4 (3.20%)	0 (0%)
Black other background	1 (0.68%)	1 (0.80%)	0 (0%)
Arab, Arab Scottish, Arab British	3 (2.05%)	3 (3.13%)	1 (2.38%)
Any other group	0	0	0 (0%)
Unknown	7 (4.79%)	3 (2.40%)	2 (4.76%)
Totals	146	125	42

New tenants:	18/19	19/20	Q4: 20/21
Male	85 (58%)	64 (51%)	24 (57.1%)
Female	61 (42%)	61 (49%)	18 (42.91%)
Disability	27 (18%)	29 (23%)	6 (14.3%)

I6: new tenancies sustained for more than a year			
	18/19	19/20	Q4: 20/21
Existing tenants	21/21(100.00%)	20/20 (100.00%)	26/27(96.30%)
Statutory homeless	32/33(96.97%)	49/51 (96.08%)	25/26(96.15%)
Housing List	72/74(97.30%)	70/75(93.33%)	64/67(95.52%)
Others	1/1(100.00%)	0/0(N/A)	0/0(N/A)
Total	126/129(97.67%)	139/146 (95.21%)	115/120(95.83%)

I19 & I20: approved medical adaptations (Stage 3's)/average completion time			
	18/19	19/20	Q4: 20/21
Applications	23	24	11 (2 carried over from 19/20)
Approved	23	24	11
Completion time	1350	954	585
Number completed	23 (100.00%)	22 (92%)	11
Average time	59 Days	40 working days	53 working days

6. Getting Good Value from Rents and Service Charges

I25: Tenants who feel rent represents good value for money			
18/19	19/20	Q4: 20/21	20/21 parameter
85.6%	83.9%	84.9%	77-83%

I27: Gross rent arrears				
	18/19	19/20	Q4: 20/21	20/21 target
Value	£474,208	£401,065	£336,009	-
Percentage	7.92%	6.51%	5.43 %	8.5%

I18: Rent lost through empty properties*				
	18/19	19/20	Q4: 20/21*	20/21 target
Value	£46,401	34,533	214,531	
Percentage	0.77%	0.56%	3.47%	0.73%

C7: Former tenant rent arrears written off			
	18/19	19/20	Q4: 20/21
Former tenant arrears	£182,496	£161,578	£123,000
Written-off	£86,178	£84,412	£68,995
Percentage	47.22%	52.24%	56.09%