

Glasgow West Housing Association Ltd

Annual Report on the Charter (ARC)

2017/18



This Annual Report on the Scottish Social Housing Charter (SSHC) contains important information about our performance during 2017/18. It reflects our annual return to the Scottish Housing Regulator (SHR) in May 2018 and it includes information on how our performance compares with the average performance of other social landlords across Scotland. For further general information on the SSHC or the ARC, or to read the Regulator's **2017/18 Landlord Report** for GWA, visit www.scottishhousingregulator.gov.uk. To comment on our ARC report, or for more details on how to take part in our decision-making processes, please contact Jennifer Barrow on 0141 331 6650; or email admin@glasgowwestha.co.uk.



Alternatively, complete the online contact form via our website www.gwha.org.uk.

GW Consumer Panel

GW tenants who meet a few times a year to provide valuable feedback and help shape our services

Management Committee

Shareholding Members elected at our Annual General Meeting. Responsible for governance, policies, service standards, regulatory and performance compliance

Blythwood Letting Committee

GW residents promoting to prospective tenants the benefits of city centre living, with the aim of delivering a balanced and sustainable community

STOCK PROFILE



Tenement Flats (exc main door flats) 673 / 45%



Deck Access 325 / 22%



Multi Storey 315 / 21%



Other Flats 116 / 8%



Mezzanine Townhouse

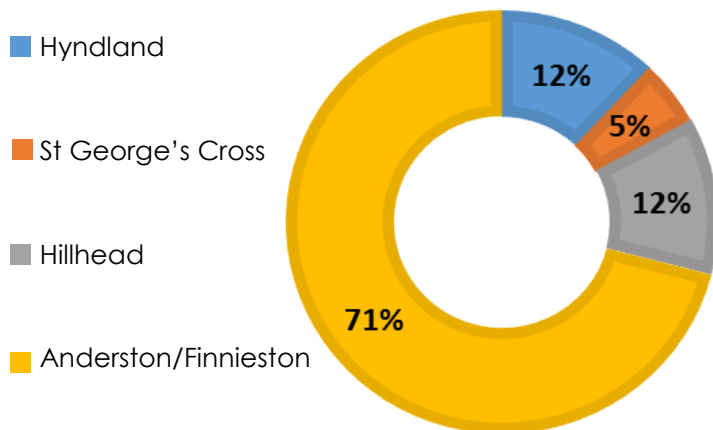


High Rise (not multi-storey) 55 / 4%



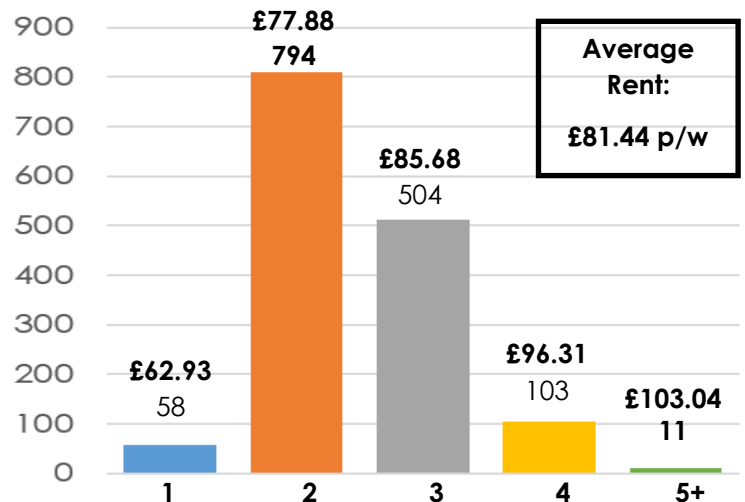
Houses 2 / <1%

STOCK BY AREA



Total Rent Due: £6,021,189

STOCK BY APARTMENT SIZE/WEEKLY RENT






Average Rent Increase: 3.5%

SCOTTISH SOCIAL HOUSING CHARTER (SSHCH)

GWHA performance is compared with the average performance of all registered social landlords (ALL RSLs) and all social landlords (ALL SLs) which includes local authorities. Performance information is also included for the QEF which is a bench-marking group of 23 housing associations (including GWHA) who share performance data and best practice. Our AGS procedures have been completely overhauled and we have set challenging Action Plans and Performance Indicators to ensure our performance continues to improve.

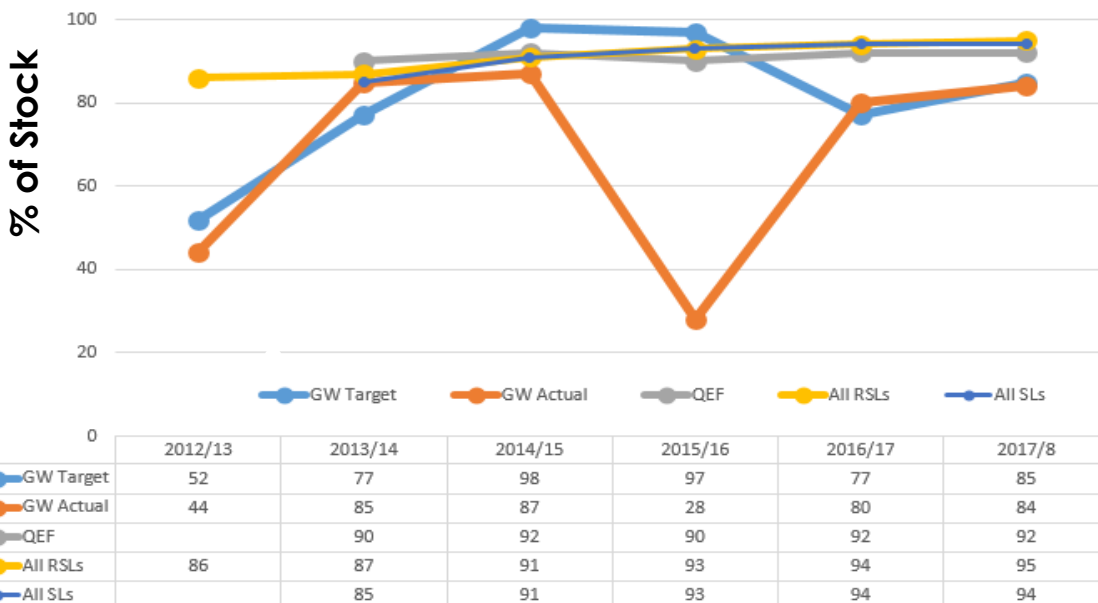
Throughout this report we use traffic light indicators to illustrate our most recent (2017/18) performance.

	Peer Group are performing better than GWHA
	GWHA's performance is within the Peer Group parameters
	GWHA's performance is better than (or equal to) Peer Group



INDICATOR	2016/17 GWHA	2017/18			
		GWHA	QEF	All RSLs	ALL SLs
Housing Quality and Maintenance					
Average time (hours) to complete Emergency Repairs	4.0	3.5	2.5	3.0	4.0
Average time (days) to complete Non-Emergency Repairs	3.9	4.2	4.4	5.3	6.4
% of reactive repairs carried out Right First Time	94	94	92	92	92
Repairs Appointment System Yes/No	No	No	-	-	-
Average Number of Repairs Per Property	3.3	3.3	3.5	3.4	3.4
% of properties where Annual Gas Service (AGS) completed within 12 months	100	95.8	99.8	99.9	99.8
Neighbourhood and Community					
Number of cases of anti-social behaviour (ASB) reported	129	116	-	-	-
Number and % of ASB cases resolved in locally agreed targets	122 (95%)	112 (96%)	(92%)	(88%)	(88%)
% of tenancies created in 2016/17 that lasted at least 12 months	97	97	89	93	93
Getting Good Value from Rents and Service Charges					
Average length of time (days) to re let properties	10	14	18	27	31
Percentage of rent lost through properties being empty	0.2	0.3	0.5	0.6	0.7
Rent collected from tenants as a percentage of total rent due	100.2	100.2	99.3	99.5	99.4

SCOTTISH HOUSING QUALITY STANDARD (SHQS)



84% of our properties meet the SHQS, with a further 7% exemptions / abeyances.

Our target for 2018/19 is 90% and our focus on energy efficiency, stonework and environmental works will ensure continuous improvement in this performance area.

Contact our Property Services Team or refer to our Newsletters and website for details of our ambitious 5-year investment programme.

SERVICE SATISFACTION

We carry out independent monthly satisfaction surveys to ensure we are alert to current issues in your area, and we continue to learn from your feedback and experience of our services. Whilst we are out-performing our peers in core services (page 2), satisfaction levels do not reflect this. Our performance has however been maintained or Improved in the majority of areas in the last year, and we are working hard to keep up this trend, with initiatives for 2018/19 to improve our repairs, maintenance and estate management services. Thanks to all who have contributed to these reviews.

**GWHA
Current
Performance**

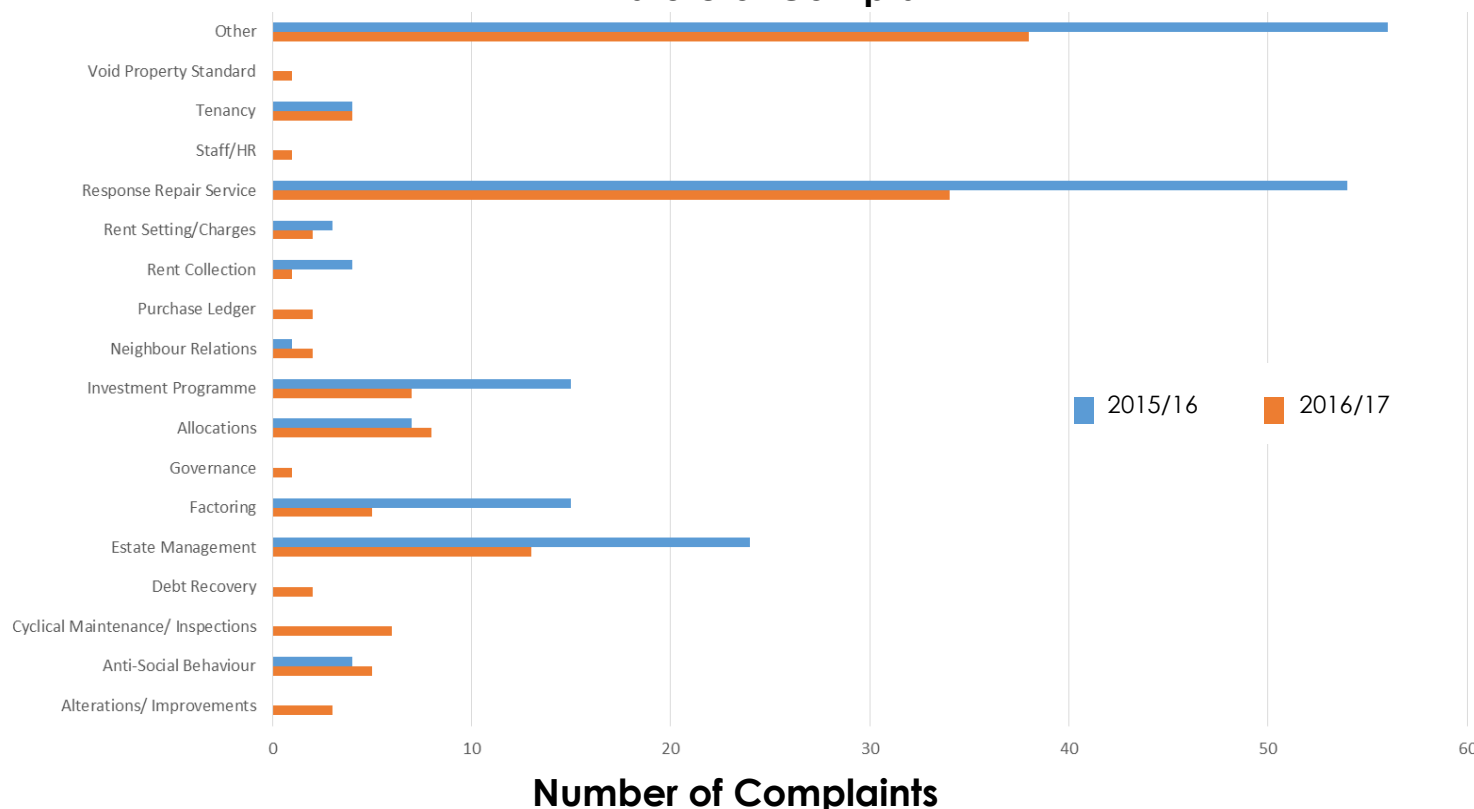
% of Tenants very or fairly satisfied with:	2016/17	2017/18			
		GWHA	QEF	All RSLs	All SLs
Overall service provision	89	93	94	92	91
Being kept Informed about services/activities	92	96	96	94	92
Overall quality of home	72	74	88	89	88
Management of neighbourhood	77	76	91	89	88
Opportunities for Decision Making	95	97	93	88	86
Repairs/Maintenance service in last year	75	80	92	92	92
Standard of Home when moving in (new tenants)	82	72	91	91	90
Rent is Value for Money	81	77	84	84	83

COMPLAINT HANDLING

We comply with the 2-stage Complaints Handling Procedure introduced by the Scottish Public Services Ombudsman in April 2013

In this procedure ALL "expressions of dissatisfaction" are recorded which means if you sound unhappy about something we have said or done, we will record a complaint

Nature of Complaint



COMPLAINTS PERFORMANCE

A total of 135 complaints were recorded during 2017/18, 28% less than in 2016/17. The majority of complaints were "low risk". We strictly apply the model Complaints Handling Procedure introduced by the Scottish Public Services Ombudsman (SPSO) and received positive feedback in the Scottish Housing Regulator's thematic inquiry report "Complaints Handling by Social Landlords in Scotland" (Feb 2017). Our challenging targets for 2018/19 focus on continuous improvement in the management of complaints.

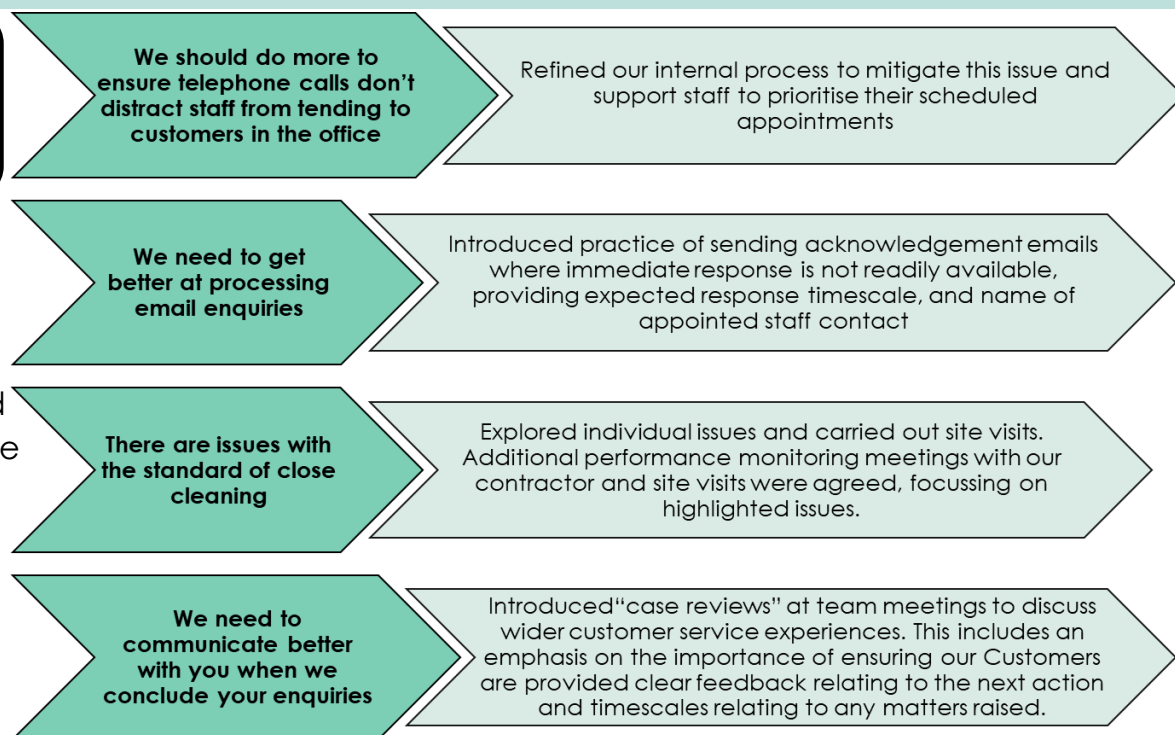
STAGE 1: FRONT LINE RESPONSE	GWAH		QEF	ALL RSLs	ALL SLs	STAGE 2: INVESTIGATION	GWAH		QEF	ALL RSLs	ALL SLs
	No	%	%	%	%		No	%	%	%	%
Received	114					Received	21				
C/F from previous year	3					C/F from previous year	3				
Completed	111	95	100	98	98	Completed	21	87	100	94	94
Completed < 5 days	102	92	95	89	86	Completed < 20 days	15	71	93	88	83
Upheld	61	55	58	59	53	Upheld	13	62	54	52	46
Ave Time to Complete	2 w. days		-	-	-	Ave Time to Complete	22 w. days		-	-	-

External	SPSO (tenants)	0
	First Tier Tribunal (home owners)	1 (repairs)

LEARNING FROM COMPLAINTS



We conclude complaints with an Action Plan that identifies what we need to do to avoid similar mistakes in the future. These Action Plans, which are routinely discussed at Team Meetings, ensure we share learning.



Our Complaints Guidance Leaflet is available from our offices and to download from the publications section of our website. Further information on complaints handling is available from the Scottish Public Services Ombudsman's website at spsso.org.uk

Thank you for your COMPLIMENTS over the year, which included:

I'm very pleased with the repairs service. Each time I call the staff are pleasant, communicate well and advise me of the timescales.

I'm delighted with the work carried out by the contractor in the back court.

I like that, when I call, staff know who I am. It feels like I'm part of a community.

Very happy with the rapid response when I reported vegetation growing from the downpipe.

Everyone throughout the allocations process was helpful, professional and very supportive. It made such a difference to me.