

Annual Report on the Charter (ARC) 2019/20

This annual report on the Scottish Social Housing Charter (SSHC) contains information about our performance during 2019/20, including how we compare with the average performance of all registered social landlords (RSLs), all social landlords (SLs) in Scotland and a benchmarking group

known as the QEF which consists of 23 housing associations, including GWHA. For further information about the SSHC, or to read the Scottish Housing Regulator's 2019/20 Landlord Report for GWHA, visit: www.scottishhousingregulator.gov.uk.

To comment on this report, or for more details on how to take part in our decision-making processes, please contact us on 0141 331 6650 or email admin@glasgowwestha.co.uk.

GWHA Consumer Panel

GWHA 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

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

Stock Profile



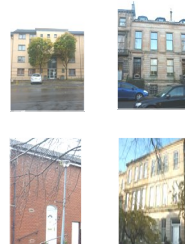
Tenement
Flats
672 (45.2%)



Deck Access
325 (21.9%)



Multi Storey
315 (21.2%)



Other Flats*
117 (2.9%)



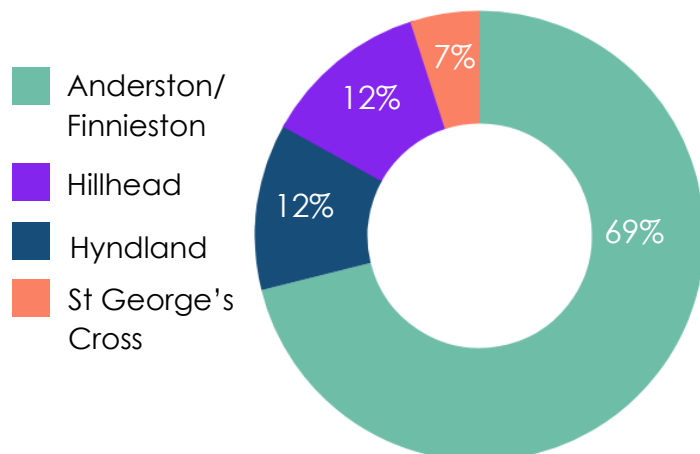
High Rise
55 (3.7%)



Houses
2 (0.1%)

*'Other Flats' includes: Mezzanine, Maisonette, Townhouse & 1 Up, 1 Down

Stock By Area



Average Weekly Rent

	No.	GWHA	QEF	All RSLs	All SLs
Bedsit	58	£67.06		£78.37	£73.47
1 Bed	808	£81.35		£84.97	£78.02
2 Bed	504	£91.68		£85.92	£80.10
3 Bed	104	£102.60		£95.01	£86.08
4+ Bed	11	£110.34		£104.38	£96.18
Average Rent	-	£85.99		£87.94	£81.40

Total Rent Due: £6,426,192

Average Rent Increase: 2.2%

Tenancy & Repairs Services

In this report we use traffic light indicators to illustrate our most recent 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	18/19 GWHA	2019/20			
		GWHA	QEF	RSLs	SLs
Repairs and Maintenance					
Average time (hours) to complete Emergency Repairs	2.9	2.9	2.4	2.7	3.6
Average time (days) to complete Non-Emergency Repairs	3.4	4.1	4.4	5.7	6.4
% of reactive repairs carried out Right First Time	97.5	98.3	91.6	92.8	92.4
No. of properties where Annual Gas Service was not completed within 12 months	2	1	-	1.4	2.8
Neighbourhood and Community					
No. of cases of anti-social behaviour (ASB) reported	111	146	102	128	248
% of ASB cases resolved in the year	82.8	87.7	96.2	94.9	94.1
% of tenancies created in 18/19 that lasted at least 12 months	93	93.7	94.5	89.1	89.1
Getting Good Value from Rents and Service Charges					
Average length of time (days) to re-let properties	22.5	10.7	14.9	25.7	31.8
% of rent lost through properties being empty	0.6	0.19	0.39	0.9	1.2
% gross rent arrears	1.87	2.19	3.86	4.4	5.8
% rent collected	99.4	99.8	99.7	99.3	99.3

Quality of Housing

Our focus on stonework repair, energy efficiency, electrical and fire safety compliance, in conjunction with windows, kitchen and bathroom replacement will ensure continuous improvement towards the Scottish Housing Quality Standard (SHQS), the minimum standard set by the Scottish Government for social housing.



Energy efficiency is one of the key priorities in our 5-year investment programme. In conjunction with enhancing our Energy Performance data, £13,368 was invested across 23 properties in 2019/20. Through 20/21 our focus is appointment of consultants to undertake key feasibility studies into alternative heating solutions, and to push forward procurement of windows to ensure we are ready for easing of covid-19 restrictions.

Indicator	18/19 GWHA	2019/20			
		GWHA	QEF	RSLs	SLs
% of properties meeting the Scottish Housing Quality Standard (SHQS)	84	90	93	94	94
% of properties meeting the Energy Efficiency Standard for Social Housing (ESSH)	58	71	93	90	87

Service Satisfaction

The monthly independent face-to-face surveys introduced from April 2019 help us to better understand your expectations. Your participation in these surveys, and in all our consultation processes, is most appreciated.



% of Tenants very or fairly satisfied with:	18/19 GWAH	2019/20			
		GWAH	QEF	All RSLs	All SLs
Overall service provision	92	89.0	92.2	90.5	89.2
Being kept Informed about services/ activities	94	94.3	96.8	93.1	92.0
Overall quality of home	75	82.5	89.8	88.4	87.2
Management of neighbourhood	73	85.0	91.8	87.8	87.5
Opportunities for Decision Making	96	94.0	94.5	88.6	87.2
Repairs/ Maintenance service in last year	82	86.0	95.5	91.7	91.3
Rent represents 'Value for Money'	93	86.8	85.6	83.5	83.6

We are focused on continually improving the services we provide and our plans for 2019/20 include:

- Sharing more of our key updates, and important community information, through our social media channels.
- Consulting with you about our complaints process, tenant handbook and social media.
- Continuing work on a new rent structure that reflects your priorities around affordability and ease of understanding.
- Carrying out an ambitious 5 year planned replacement programme.

Complaint Handling

We manage complaints in line with the Scottish Public Services Ombudsman 2-stage Complaints Handling Procedure. In 2019/20, we received a total of 185 complaints were received, 15% more than in 2018/19.

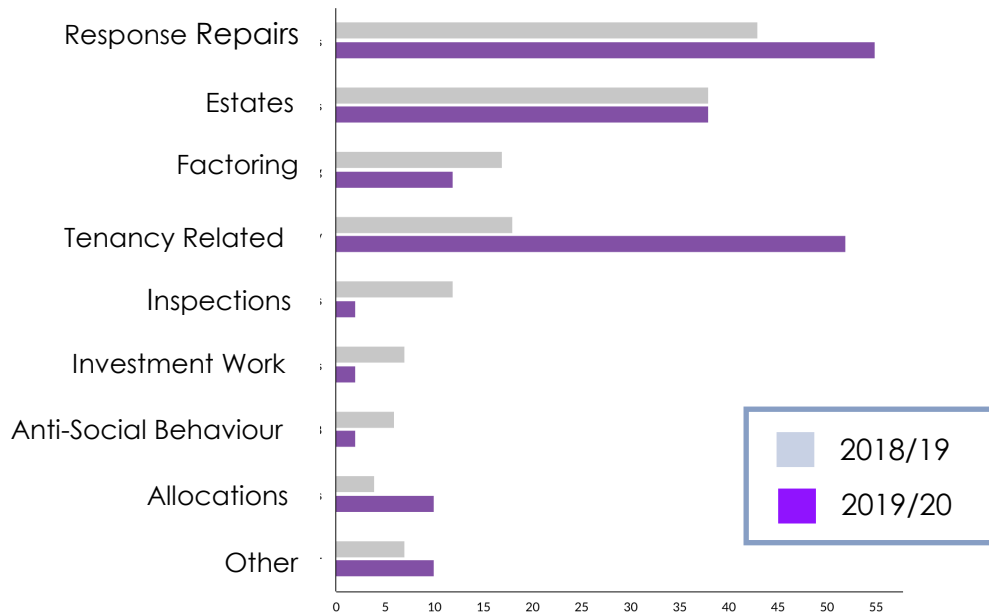
Stage 1: Front Line Response	GWAH		QEF	RSLs	SLs	Stage 2: Investigation	GWAH		QEF	RSLs	SLs
	No	%	%	%	%		No	%	%	%	%
Received	156	-	-	-	-	Received	29	-	-	-	-
C/F from 2018/19	1	-	-	-	-	C/F from 2018/19	2	-	-	-	-
Completed	156	99	99	98	97	Completed	30	96	86	94	92
Complete < 5 days	152	97	-	-	-	Complete <20 days	29	96	-	-	-
Upheld	86	55	-	-	-	Upheld	16	53	-	-	-
Av. Days to Complete	2.0		2.9	3.3	4.8	Av. Days to Complete	8.8		13.2	16	18

External Investigations	SPSO (tenants)	0	First Tier Tribunal (home owners)	0
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Nature of Complaints

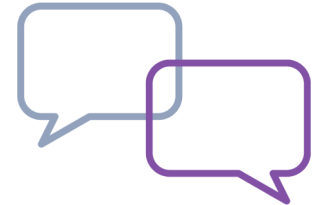
We will record all 'expressions of dissatisfaction' as a complaint, even if you do not use the word "complaint". This helps us to continuously evaluate and improve the services we provide. This graph illustrates our complaints received by the area of concern.

Implementation of new staff training has resulted in capturing more complaints which we can learn from.



You Said, We Did

We conclude complaints with an Action Plan that identifies what we need to do to avoid similar mistakes in the future. These are routinely discussed at Team Meetings and updated through our newsletter.



You Said:

Several people were unhappy with the standard of the close cleaning service provided.

One tenant was unhappy with the speed at which an arrears letter went out as their rent was up-to-date.

Our phone message stated that we record all calls for training purposes, however this is only done occasionally.

We Did:

A new contractor, Caledonian Maintenance Service, started delivering this service in August 2020. We will closely monitor this for quality.

We have reviewed our process and have added in additional checks before mailing letters to ensure this does not happen in the future.

We have amended our phone message to reflect this.

You can find out more about our Complaints process online: www.gwha.org.uk. Further information on complaints handling is available from the Scottish Public Services Ombudsman's website: spsso.org.uk.

Thank you for your many compliments over the year, which include:

The contractors were very polite, courteous and done a fantastic & quick turn around. I am very happy with the outcome.

I really appreciate your welfare checks during this time.

I feel Glasgow West have gone above and beyond, to support myself in what is a truly difficult time.