

Investing In Our Properties

Daniel Wedge – Technical Director

- **Services**
- **2023 / 24 so far.**
- **Scottish Housing Quality Standard**
- **2024 +**



Services: Repairs & Voids

August 2023
12 months
Interim Measure

Focus: Recover /
Review / Improve

2024+
Resident Involvement
Consumer Panel

Shape Priorities



Estates Services: Procurement

**Consumer Panel July 2023:
(monitoring feedback)**

**Value for Money
Attention to detail / quality focus**

Next 12 Months:

**Tree Maintenance
Environmental Services
Close Cleaning**

Service Costs:

**Up to x2 cost compared to 2019 rates
(Fuel, Wages, Materials, Vehicles, ME)**

Business Case Options:

Competitive, Cost and Quality

Other costs:

**Close Lighting +12.5%
Electricity +90%**



Environmental Challenges



Reliable GCC services:



Pilot alternatives
Focussed Communication
Improving Neighbourhoods
Reducing vermin issues



Environmental Solutions



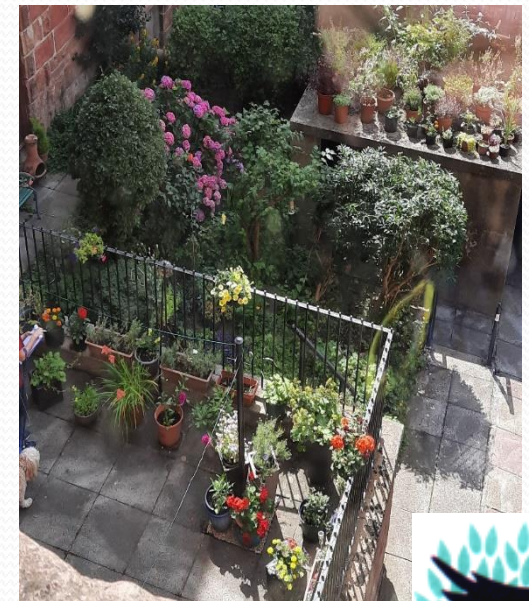
Providing a **sustainable bulk waste management service** to help improve our neighbourhoods.

- Adopting and promoting **Recover, Reduce, Repair, Reuse, and Recycling** principles,
- Items being collected and sorted rather than going direct to landfill,
- Promotion and guidance through social media, newsletters,
- Residents call **ESTATES** to make arrangements.
- Collect from your door with 2 days.

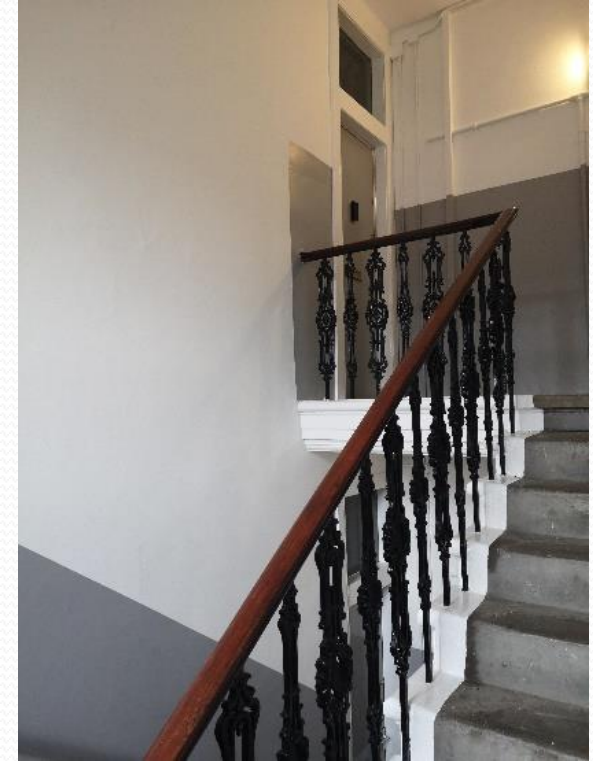


Investing In Our Neighbourhoods

- 1942 common inspections complete
April 2022 - March 2023. +828 to Sept
- June – Learn to Grow initiative
- Garden Grants.
x8 starter support (pots / plants / soil)
- July – Good Close and Garden Competition.
- August – Annual Open / fun day with G3
growers (c100 attendees).



Investing In Our Properties



Close Painting: x23 / 47 “phase 1” closes completed
Mixed tenure homeowner engagement ongoing
+£700k next 12 months.



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Kitchen / bathroom replacement:

x260 (site start 15/01/24), £2.5M.

Window replacement:

x45 / 49 complete, £700k



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Roof & Stonework: Byres Rd / Uni Place

Site Start - June 2024, £1.8M



Investing In Our Future



Investing In Our Safety



Glazed Screens (St Vincent Terrace)
£2.6M, due complete March 2024

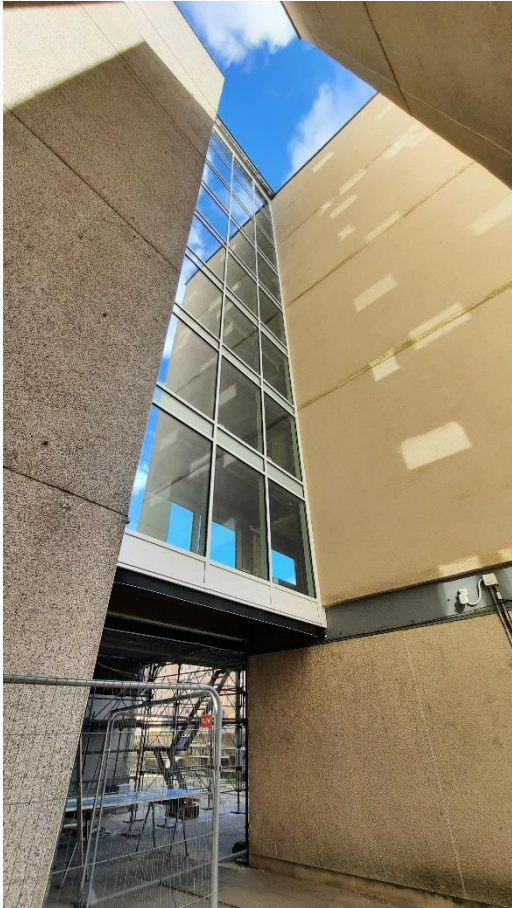
Electrical and Fire Safety
£900k, due complete March 2024



Investing In Our Safety



Investing In Our Safety



SHQS Performance

Scottish Housing Quality Standard – Safety Priorities

	2021 EoY	2022 EoY	2023 Q3	
Fire Safety	28%	98.05%	98.58%	↑
Electrical Certificates	27%	89.18%	95.63%	↑
Overall Pass	12.5%	57.96%	62.93%	↑
Failing SHQS	74.8%	28.81%	26.06%	↓
No access	0.6%	3.36%	2.15%	↓
Exempt	11.98%	9.87%	8.87%	↓

- x70 key internal works (c4.7%) Q4 - Forcing Access (last resort)
- c12% Glazed Walkways
- Target 79% Pass EoY
- c11% - Energy Efficiency Improvements – Legislative Changes



GWHA Services

Initiatives (in development) :

Lift Modernisation (c£100k inc fees)

Renewal of windows / heating and hotwater systems (x182 homes, c£4M)

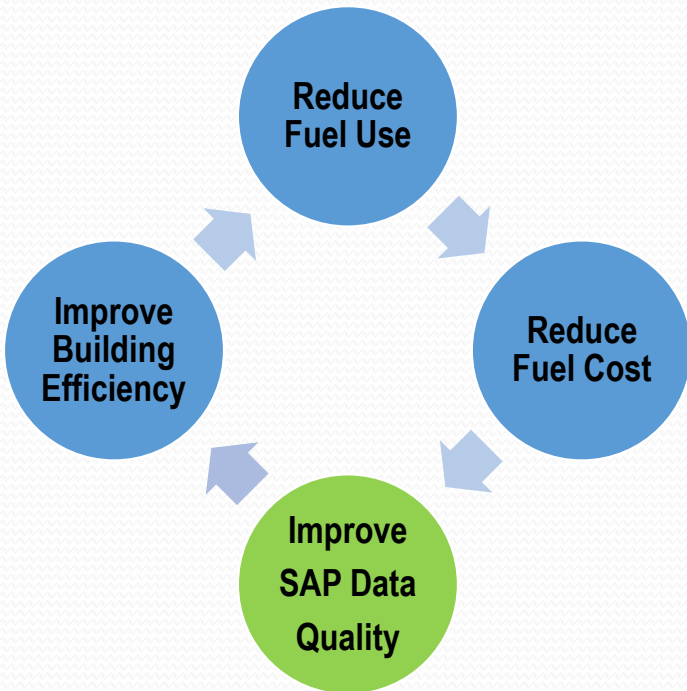
Renewal of heating and hotwater systems (x316 homes, £2.4M)

Stonework (x40 closes, £2.6M)



Energy Efficiency - Strategy

**“NET ZERO” TARGET CARBON EMISSIONS.
DECARBONISATION - MOVE FROM GAS TO RENEWABLE**



- **Appropriate Investment Strategies.**
- **More than just insulation of your home.**
- **Recognise Financial challenges.**

- **Added value within our Services
(SWITCHING / ENERGY ADVICE / GRANT)**

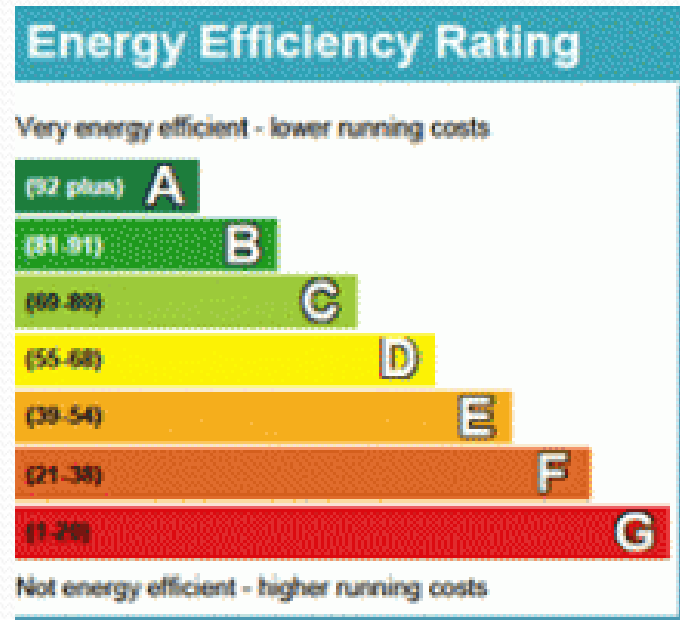
**COST OF RUNNING IMPACT?
IS IT SUITABLE?**

**BALANCE: COST / PERFORMANCE?
FUNDING OPORTUNITIES?**



Energy Efficiency - Investment

- Fuel Type / Transition
- Available Technologies
- Property Construction Type
- Planning Restrictions
- Tenure



Energy Efficiency - Pilot



Phase 1: (x9 homes, £800k)

External Insulation replacement and internal upgrades.

Phase 2: x44 homes (yellow)

