

WELCOME TO THE THIRD ANNUAL TENANT REPORT ON THE SCOTTISH HOUSING CHARTER BY SOUTHSIDE HOUSING ASSOCIATION.

Southside Housing Association is regulated by the Scottish Housing Regulator (SHR). The SHR is accountable to the Scottish Parliament. The Scottish Housing Charter was introduced in April 2012 and sets out the standards and outcomes that each housing association in Scotland should achieve. Starting in 2014, the SHR required Southside Housing Association to report on its performance against the Charter each year.

The Charter submission made by each regulated housing association is extensive and the full details can be accessed on the SHR website www.scottishhousingregulator.gov.uk. This report concentrates on the 18 performance areas that were identified as being most important to tenants by the SHR. In addition the SHR website has an excellent interactive facility which allows you to compare Southside Housing Association's performance with any other housing association in Scotland. For the purposes of this report we have used the Scottish average as the key comparison against Southside's performance.

HOME AND RENTS

At 31 March 2015 Southside Housing Association owned 2,200 homes. The total rent due to Southside Housing Association for the year was £7,975,504. The Association increased its weekly rent on average by 1.50% from the previous year. This increase was lower than the Scottish average of 1.9%.

AVERAGE WEEKLY RENTS (Table 1)

Size of Home	Number Owned	Southside Housing Association	Scottish Average	Difference in 2016	Difference in 2015
1 apt	96	£63.66	£65.94	- 3.9%	0.1%
2 apt	1,011	£77.57	£70.39	10.2%	12.1%
3 apt	565	£86.23	£71.55	20.5%	20.0%
4 apt	492	£94.16	£77.60	21.3%	21.0%
5 apt	36	£99.64	£85.98	15.9%	10.5%

COMMENT

Southside Housing Association rents are on average higher than many other housing associations. Some of the disparity relates to decisions in past years by Glasgow City Council and Glasgow Housing Association (GHA) and generally properties transferred through Stock Transfer from GHA have higher than average rents. Some of the characteristics of these properties such as the Concierge or lifts are expensive and have an impact on rent levels.

ACTION

The Association attempted to address the disparity in rent levels by introducing a new rent structure in April 2015 which we are confident will ensure that we have a consistent approach to setting the rents for all our properties.

COMMENT

One of our targets in introducing a new rent structure was to tackle affordability issues in relation to our smaller properties which did not compare favourably with other landlords. Table 1 above illustrates that we are moving in the right direction in addressing affordability issues with our smaller properties. Our 1apartment properties are now 3.9% lower than the Scottish average and we have reduced the gap in our 2apartment properties compared to the national average from 12.1% to 10.2% during the last year.

ACTION

The Association has, in addition, tried to address the disparity in rents by holding annual rent increases below the Scottish average.

Table 2 below plots the Association's annual rent increases against the Scottish average over the last six years:-

ANNUAL RENT INCREASES (Table 2)

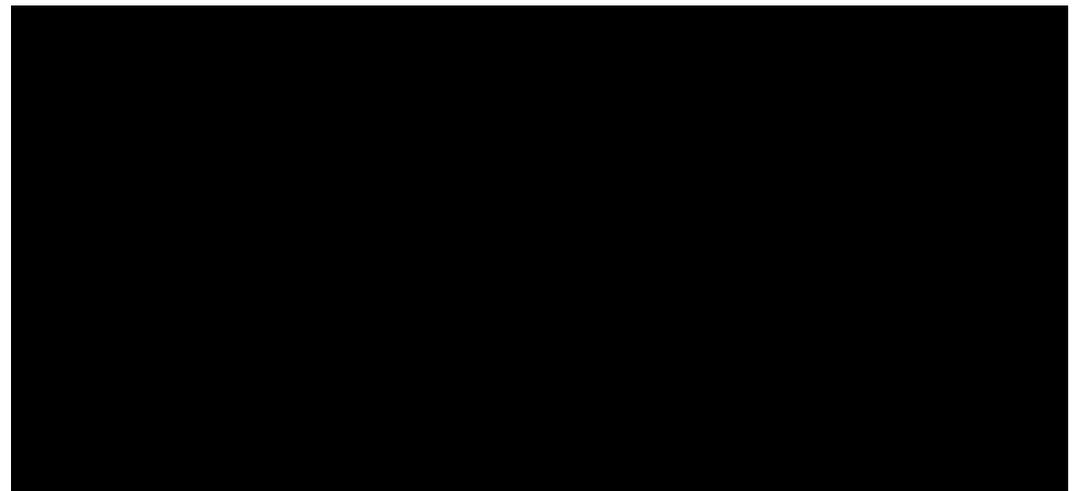
	11/12	12/13	13/14	14/15	15/16	16/17
Southside Housing Association Rent Increase	2.2%	1.7%	3.75%	3.3%	0.5%	1.5%
Scottish Average Rent Increase	4.7%	4.8%	3.7%	3.55%	2.66%	1.9%

Over the 6 year period, Southside Housing Association's tenant's rents have increased overall by **8.36% less than the Scottish average**.

As part of our consultation on the 2016/17 rent increase we posed a series of questions on whether you would be prepared to compromise standards and service delivery for a lower rent increase. Overall between 77% - 90% of respondents considered that the Association should either maintain or improve standards in the questions posed rather than compromise standards and service delivery for a lower rent increase.

The Association was very pleased with the responses on 'Value for Money' in the Tenant Satisfaction Survey, undertaken in February of this year. In the Value for Money section the question posed was as follows:-

'Taking into account the accommodation and the services Southside provides, to what extent do you think the rent is value for money?'



We were delighted that the results showed a marked improvement since the previous survey in 2014.

2016 - 80% of tenants thought the rent was value for money

2014 - 69% of tenants thought the rent was value for money

An **11% improvement** in this satisfaction rating is significant and is hopefully a reflection on the quality of both the accommodation we provide and the services we deliver. We are now better than the Scottish average on this 'Value for Money' category.



TENANT SATISFACTION

Of the tenants who responded to the Association's most recent Tenant Satisfaction Survey in 2016:

satisfied with overall service SHA provide **92.9%**
(Scottish average 89.0%)

SHA good at keeping them informed **98.7%**
(Scottish average 90.6%)

satisfied with the opportunities to participate in your Association's decision making **96.3%**
(Scottish average 81.3%)



COMMENT

The housing association sector as a whole has shown improved Tenant Satisfaction levels in the last year and against that backdrop the Association is delighted with the very high satisfaction rates we have achieved in our own Tenant Satisfaction survey this year. We are pleased that we are significantly above the Scottish average on the majority of categories and in some service areas we have almost achieved 100% satisfaction.

Looking to the future, this level of satisfaction will be challenging to maintain and we need your assistance to help us try and meet this challenge. Where we do not meet your expectations on service delivery then please let us know as this will provide us with the opportunity of addressing any service deficiencies. Likewise, where we are meeting your expectations or in fact exceeding them, then again let us know as this helps us to build on our successes.

ACTION

We provide opportunities for you to inform us, via survey cards, on how we are performing throughout the year in a range of service areas such as:-

- Repairs & Maintenance
- Estate Management
- Concierge Services
- Welfare Rights
- Factoring
- Care & Repair

We welcome your feedback and comments and we would encourage you to return these survey cards as this helps us shape our services in the future.

QUALITY AND MAINTENANCE OF HOMES



The average time the Association took to complete:

emergency repairs **1.4hrs**
(Scottish average 5.1hrs)

non-emergency repairs **2.9 days**
(Scottish average 7.5 days)

Scottish Housing Quality Standard met

88.2%
(Scottish average 92.8%)

Reactive repairs 'right first time'

98.3%
(Scottish average 91.3%)

Kept repair appointment

89.3%
(Scottish average 94.4%)

Tenants satisfied with the service

91.1%
(Scottish average 89.9%)

COMMENT

Southside Housing Association generally performed well in this category against the Scottish average. The Association's average time to complete emergency and non emergency repairs improved from last year and is considerably better than the majority of other housing associations and has us sitting in the top quartile on performance.

The percentage of repairs completed 'right first time' has improved significantly in the last two years with the Association now standing at just under 100%. This outcome stood at 73.6% in the first year of the Charter return.

The percentage of the Association's stock that fails to meet the Scottish Housing Quality Standard (SHQS) is slightly higher than the Scottish average, but this includes the remaining 'deck access' properties in Pollokshields that are to be demolished (172 in total).

The percentage of tenants satisfied with the repairs carried out in their home has increased from last year and is higher than the Scottish average.

ACTION

The Association's appointment system for repairs has not performed as well as previous years and the percentage of appointments kept is below the Scottish average. New Maintenance contracts commenced in June of this year and this is a performance area that we are keen to improve on and we are monitoring this closely with the relevant contractors.



NEIGHBOURHOODS



for every 100 of SHA homes **10.7** cases of anti-social behaviour were reported in the last year.

87.2% of these cases were resolved within locally agreed targets
(Scottish average 86.6%)

There was a decrease in reported cases of anti social behaviour this year. The Association dealt effectively with anti-social behaviour during the year with only a small number of serious complaints and we have a good partnership with the Council's 'Community Safety Glasgow' team to help us tackle serious anti social behaviour.

The Association evicted two tenants for anti-social behaviour during 2015/16.

Southside Housing Association are better than the Scottish average with regards to anti social cases resolved within locally agreed targets.





The amount of money Southside Housing Association collected for current and past rent was equal to **97.3%** of the total rent it was due in the year, compared to the Scottish average of **99.5%**.

The Association did not collect **0.45%** of rent due because homes were empty
 Scottish average of 1.0%.

It took an average of **14.5 days** to re-let homes
 Scottish average of 35.4 days.

COMMENT

The Association again performed well in the Value for Money section. The speed with which we re-let our houses is considerably quicker than the Scottish average although we had a slight dip from last year's performance. The amount of rent lost through properties lying empty is also well below the Scottish average. These are important measures as they point to very little waste or lost income, which in turn means that funding is available for investment or improvements in service.

The amount of rent collected was just below the Scottish average and we will look to improve on this next year. However we can point to gross rent arrears figures which are 4.82% against the Scottish average of 5.3% as being a positive in the value for money section.



Our priorities for our social housing in 2017 include:

- We will complete the regeneration of Phase 1 of the St Andrews Drive site, with the building of 49 new homes.
- We will demolish Phase 2 of the deck access flats in Pollokshields.
- We will complete the building of 15 new homes for social renting in Penilee.
- We will further expand our in-house Mobile Concierge teams to take on additional gardens, back court maintenance and stair cleaning.
- We will further develop our new 'Housing Options' approach to allocations, homelessness and tenant sustainability.
- We will consult with tenants on the proposed rent increase.
- We will arrange a further series of tenant consultation meetings in each area.
- We will progress our compliance with Energy Efficiency Standards for Social Housing (ESSH) by 2020 by prioritising energy efficiency measures within our properties.