



Housing, Care & Support Provider

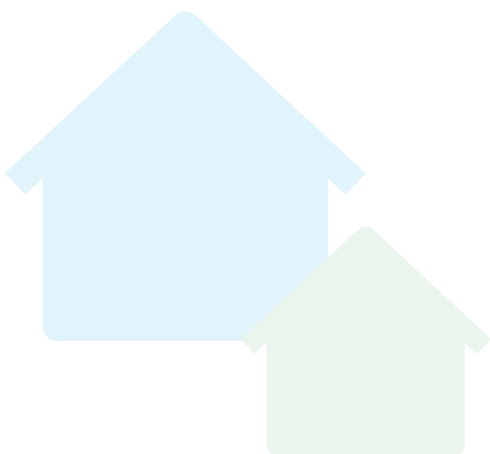
How We're Performing

Performance Review 2018/19



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Introduction

The services we deliver and the homes we provide to our tenants are the most important things we do on a day-to-day basis, and always our number one priority. Our annual performance report gives tenants the opportunity to check how the quality of the services and homes we provide compares with other social landlords against the Scottish Social Housing Charter.

Whilst it is always our number one priority, we do much more in addition to delivering excellent services and providing quality homes. It has been a very busy year since the last performance report in October 2018 and one area of activity that I want to highlight this year is our growth strategy.

We were delighted that Wishaw & District Housing Association's (WDHA) tenants resoundingly voted in favour of the proposed transfer to Trust. The transfer is expected to complete in



the coming months and will see WDHA become part of Trust, bringing almost 1,000 homes, over 1,100 tenants and a great staff team into Trust.

In addition, our ambitious new build program aims to deliver 150 new homes by March 2021, with 35 new homes expected to be completed this year in East Dunbartonshire and 49 new homes in the Scottish Borders by 2020.

The partnership with WDHA and our new build programme will help us to deliver positive outcomes for tenants and staff. It will allow Trust to become financially stronger and even better able to meet future challenges and customer expectations by investing in services, homes and technology, and keeping rent and service charges affordable.

I am delighted that, even with the fantastic effort from the staff team to deliver these growth projects, we have

continued to provide great services to our tenants, and I think this is reflected in a good set of performance results. As always, there are areas we want to improve on but, overall, I believe it has been another very good year for Trust.



Rhona McLeod

Chief Executive

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About this report

The main purpose of this report is to provide information on how Trust has performed during 2018/19 against the Scottish Social Housing Charter. The report allows you to compare our performance against the previous year and against the Scottish average.

What is the Scottish Social Housing Charter?

The Charter was introduced by the Scottish Government in March 2012. It sets out the standards and outcomes that all social landlords in Scotland should aim to achieve when performing their everyday housing activities.

You can find out more about the Scottish Social Housing Charter and how our performance compares against all other Scottish social landlords at the Scottish Housing Regulator's website – www.scottishhousingregulator.gov.uk

How do we assess our performance against the Charter?

The report relates to the financial year 2018/19 (April 2018 to March 2019). In it we consider our performance against 5 key areas:

1. Our relationship with you
2. Your home
3. Your tenancy
4. Your community
5. Your rent.

In the report we compare our performance in two different ways:

1. Comparison against previous years

We highlight our 2018/19 performance against our 2017/18 results so that you can see if we have improved since last year.

2. External comparison

We compare our performance against the Scottish average (an average taken across the results of all the other social landlords including local authorities).

Performance results at a glance

Over

9/10

of customers satisfied with the overall service provided by Trust



93%

of tenants feel safe and secure in their home



94%

tenants are satisfied with the quality of their home



56 days

taken, on average, to re-let each property



88%

of tenants feel Trust is good at keeping them informed



105 days

taken, on average, to complete applications for medical adaptations



91%

of reactive repairs completed 'right first time'



92%

of tenants feel they are treated fairly, with dignity and respect



2.8%

gross rent arrears

8/10

of tenants satisfied with the opportunities given to them to participate in Trust's decision making process

8/10

of tenants believe that the rent for their property represents good value for money

Over

9/10

ASB cases resolved within 15 working days

1. Our relationship with you



We are a very people focussed business and the relationship we have with our customers is our number one priority.

92%

of tenants are satisfied with the overall service provided by Trust

(91% 17/18)
(90% Scot. Avg)

92%

of tenants think Trust treats them fairly, with dignity and respect

(92% 17/18)
(N/A Scot. Avg)

77%

of tenants satisfied with the opportunities given to participate in Trust's decision making process

(74% 17/18)
(86% Scot. Avg)

Charter Performance %

	2018/19	2017/18	Scottish Average
% of tenants who feel that their landlord is good at keeping them informed about services and decisions	88%	88%	92%
% Stage 1 complaints* resolved within timescale	95%	95%	87%
% Stage 2 complaints* resolved within timescale	86%	89%	84%

*We follow a two stage complaints process, stage 1 covers more straight forward complaints and stage 2 are generally more complex.

2. Your home



We care about the quality of your home and we invest in all our homes every year through our annual investment programme to make sure, as a minimum, they meet the Scottish Housing Quality Standard (SHQS).

98%

of repair appointments kept

(98% 17/18)
(96% Scot. Avg)

94%

of tenants satisfied with the quality of their home

(92% 17/18)
(88% Scot. Avg)

4.8 hrs

is the average length of time taken to complete emergency repairs

(4.3 17/18)
(3.7 hrs Scot. Avg)

Charter Performance %

	2018/19	2017/18	Scottish Average
% Repairs complete right first time	91%	94%	93%
% of new tenants satisfied with the standard of their home when moving in	94%	94%	91%
Average length of time taken to complete non-emergency repairs (days)	7.3	6.3	6.6
% of tenants satisfied with the repairs services	89%	88%	92%

3. Your tenancy



We aim to let our vacant homes to the right applicant, at the right time, in the right condition as quickly as possible.

437

lets made during the reporting year

(426 17/18)
(N/A Scot. Avg)

16%

of stock that became vacant in the last year

(18% 17/18)
(9% Scot. Avg)

Charter Performance

Average time to re-let properties (days)

2018/19

56

2017/18

56

Scottish Average

32

% of new tenancies sustained for more than 1 year

81%

78%

89%

% collected of rent due

101%

100%

99%

4. Your community



We know from your feedback that feeling safe and secure in your home and community is vitally important to you.

93%

of tenants who feel safe and secure in their own home

(93% 17/18)
(N/A Scot. Avg)

Charter Performance

% of anti-social behaviour cases reported in the last year which were resolved within locally agreed timescales

2018/19

95%

2017/18

97%

Scottish Average

88%

% of tenants satisfied with the management of the neighbourhood they live in

83%

88%

88%

5. Your rent



We aim to provide the best possible value for money to all our tenants and keep your rents affordable.

2.8%

gross rent arrears

(3.4% 17/18)
(5.7% Scot. Avg)

2.3%

of rent lost due to empty properties

(2.7% 17/18)
(0.9% Scot. Avg)

Charter Performance

% of customers who feel that the rent they pay is value for money

Rent increase

2018/19

2017/18

Scottish Average

83%

84%

83%

2.9%

3.5%

3.0%

Contact us:

- By email info@trustha.org.uk
- By phone 0131 444 1200
- Speak to your local staff
- Write to us, 12 New Mart Road, Edinburgh, EH14 1RL
- Via Twitter or Facebook  [trust_housing](#)  [trust housing](#)

The report is digital by standard in order to provide value for money for tenants and reduce our impact on the environment. However if you would like a paper copy of the report or in a different language or format, please contact our Corporate Services Team on the details above.



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