



Landlord Performance Report 2021/22

published September 2022

Welcome

Tollcross Housing Association is pleased to present our Landlord Performance Report on The Scottish Social Housing Charter ("the Charter") for the year 2021/22. Within this report, as well as seeing how Tollcross Housing Association performed during the year, you'll see how we measure up against other Scottish landlords (the Scottish National Average) and our own results from last year. Where we've not performed as well as anticipated, we will outline a brief plan of action to remedy these. You can also view the Scottish Housing Regulator's Report by visiting their website www.housingregulator.gov.scot

About the Association

Tollcross Housing Association Limited was formed in 1974 and owns and manages 2,284 houses and flats in Tollcross, Carmyle and Lilybank/Newbank (at 31st March 2022). We act as factor to 592 residential and commercial property owners. We also operate a subsidiary, Auchenshuggle Develops, to manage our 12 mid-market rented properties.

The Association is managed by a voluntary Management Committee including local residents and others with specific skills helping us ensure the Committee are able to demonstrate their continued effectiveness. Our services are provided by 43 staff members within the following departments:

- Corporate Services
- Finance (including factoring)
- Housing Management
- Maintenance

Customer Feedback

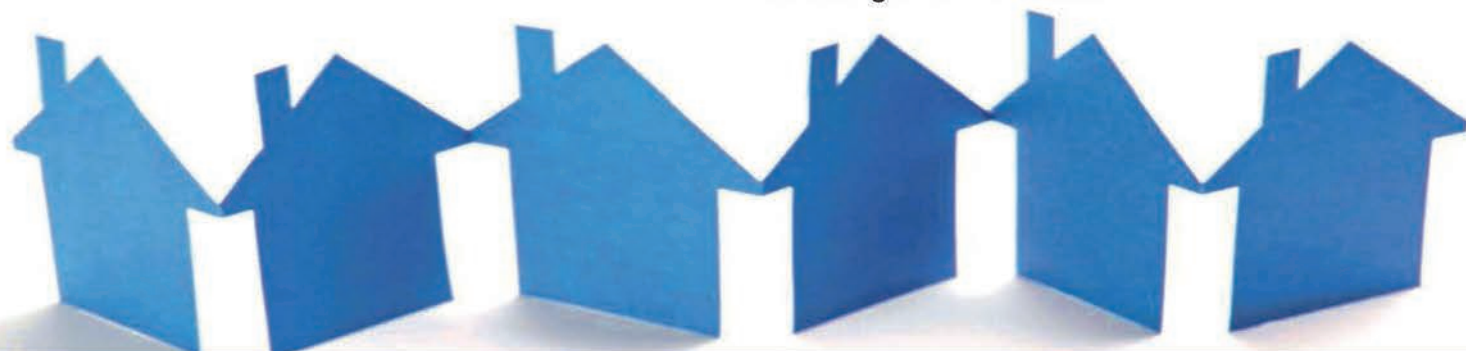
We aim to seek customer feedback throughout the year on how you like the style and format of the Landlord Performance Report. In previous years you have indicated you enjoy seeing the report contained within our Autumn newsletter so we will continue to provide this. Additionally, in line with our commitment to offering improved digital access, we will also continue to have the report available on our website, www.tollcross-ha.org.uk. If you would like to offer feedback, please let us know your views by contacting us at getinvolved@tollcross-ha.org.uk or calling us on 0141 763 1317.

About the Figures

We commission an independent survey of our customers' views at least every 3 years and the results contained within this report are a combination of the outcome from our 2019 survey and information gathered and analysed during the year. We present the findings from our surveys in our quarterly newsletter and the members of our Performance Improvement Network continue to assist us in our commitment to continual improvement.

Other Formats

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. and these can be obtained by contacting a member of staff.



868 Tollcross Road, Glasgow G32 8PF. Tel 0141 763 1317

Email info@tollcross-ha.org.uk www.tollcross-ha.org.uk

FOR OUT OF HOURS EMERGENCIES CALL 0141 763 1317 or 0345 6044 686



HAPPY TO TRANSLATE

Customer/Landlord Relationship



Tenants satisfied
with overall service

2021/22
96%

2020/21
96%

Scottish
National Average
89%

Fast Fact 100% of tenants feel we are good at keeping them informed about our services

Fast Fact 100% of tenants are satisfied with the opportunities given to them to participate in our decision making processes.

Housing Quality & Maintenance

Tenants satisfied
with the quality
of their home

2021/22
95%

2020/21
95%

Scottish
National Average
86%

Average length of time
to complete emergency
repairs

2021/22
2.2 hours

2020/21
2.3 hours

Scottish
National Average
3.4 hours

Average length of time
to complete non-emergency
repairs

2021/22
3.48 days

2020/21
2.94 days

Scottish
National Average
8.6 days

During COVID restrictions we logged but did not action all non-essential repair requests. The average days for non-emergency repairs were calculated from the day when first reported to the day of completion, and this resulted in the increase. We continue to monitor call logs and action requests timely.

Fast Fact:
Percentage of reactive
repairs carried out in the last
year completed first time.

2021/22 - 94.55%

Fast Fact:
99% of our homes meet
the Energy Efficiency Standard
for Scottish Social Housing
(ESSH)

Fast Fact:
96% of
tenants are satisfied
with our repairs service



Access to Housing & Support

Average length of time taken to re-let homes in the last year

2021/22
47.92 days

2020/21	Scottish National Average
56.01 days	43.9 days

Fast Fact: "We let 190 General Needs Properties during the year and 8 for supported housing"

Neighbourhood & Community

Fast Fact: we responded in full to 100% of all Stage 1 & Stage 2 complaints

Fast Fact: we took an average of 3 working days to respond to Stage 1 complaints (5 day target) and 11 working days for Stage 2 complaints (20 day target)

Percentage of tenants satisfied with how we manage their neighbourhood

2021/22
97%

2020/21	Scottish National Average
97%	86%

We anticipate the introduction of our new Customer Engagement action plan, which includes seeking more involvement and feedback on estate management matters will have a positive impact on this indicator.



No evictions were permitted during 2021 due to Covid-19 restrictions being implemented.

Percentage of court actions resulting in eviction

2021/22
7.89%

2020/21	Scottish National Average
0%	25.9%



Getting Good Value for Money from Rents & Service Charges

Percentage of rent lost through homes being empty during the last year

2021/22
1.26%

2020/21	Scottish National Average
1.33%	1.2%

Percentage of tenants who feel that the rent for their property represents good value for money

2021/22
98%

2020/21	Scottish National Average
98%	83%

Fast Fact "Our gross rent arrears as a percentage of rent due was 3.41%"

Fast Fact "1,303 of our households pay their rent direct to the Association at a total value of £4,866,002"

Fast Fact: "74% of factored owners are satisfied with the factoring service they receive"

Fast Fact: Average annual management fee per factored home.

2021/22 - £152.30

The Scottish Social Housing Charter ('The Charter')

The Scottish Social Housing Charter (The Charter) was introduced by the Scottish Government and came into effect on 1st April 2012. It was reviewed during 2016 and the revised Charter came into effect from 1st April 2017.

The Charter is designed to help improve the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland.

The Scottish Housing Regulator's role is to assess and report on how well landlords are performing. This assessment enables the Regulator, RSLs, tenants and other customers to identify areas of strong performance and areas needing improvement.

The Regulator's reports will also help the Scottish Government ensure that public investment in new social housing goes only to landlords assessed as performing well.



This report was designed by our Performance Improvement Network members who gave consideration to what they felt would be of interest to you. This report complements the Scottish Housing Regulator's (SHR) findings from the Annual Return on the Charter (ARC) provided by all Registered Social Landlords (RSLs) for the financial year 2021/22. If you wish to compare us against other landlords, or view the SHR's report on Tollcross Housing Association, please visit www.housingregulator.gov.scot.

The PIN members recognise that the Association is committed to continual improvement and where we are not measuring up well, the PIN members help us find ways to help us improve our standards. If you think this group is something you would like to become involved in, we'd be delighted to hear from you. You can call for an informal chat on 0141 763 1317 or e-mail on getinvolved@tollcross-ha.org.uk.

