

## Welcome

Tollcross Housing Association is pleased to present our Landlord Performance Report on The Scottish Social Housing Charter (the Charter”) for the year 2022/23. 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](http://www.housingregulator.gov.scot)

## About the Association

Tollcross Housing Association Limited was formed in 1974 and owns and manages 2,285 houses and flats in Tollcross, Carmyle and Lilybank/Newbank (at 31st March 2023). 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](http://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](mailto: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 2023 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.



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Email [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk) [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk)

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

# I. Customer/Landlord Relationship

**Fast Fact** 98% of tenants feel we are good at keeping them informed about our services

Tenants satisfied with overall service

2022/23  
96%

2021/22 Scottish National Average  
97% 87%

Tenants satisfied with opportunities to participate in decision making processes

2022/23  
99%

2021/22 Scottish National Average  
100% 86%

# 2. Housing Quality & Maintenance

Tenants satisfied with the quality of their home

2022/23  
89%

2021/22 Scottish National Average  
95% 86%

Repairs completed right first time

2022/23  
94%

2021/22 Scottish National Average  
95% 88%

**Fast Fact:** 33% percentage of court action resulted in eviction

**Fast Fact:** we exceeded our targets for complaint responses, with only 3 days for stage 1 (target 5) and 11 days for stage 2 (target 20)

Our planned maintenance programme ensures we replace major components, such as, kitchens, bathrooms and heating systems on a proactive basis to maintain and enhance the quality of our homes. However, we are aware that damp and mould issues have had an impact on some of our tenants. To help support our tenants, we have carried out an inspection on every home reported to have damp or mould and provided tailored outcomes to those impacted.

Tenants satisfied with the repairs service

2022/23  
95%

2021/22 Scottish National Average  
96% 88%

**Fast Fact:** emergency repairs were completed, on average, within 3.5 hours.

**Fast Fact:** non-emergency repairs were completed, on average, within 2.7 days.

### 3. Access to Housing & Support

Average length of time taken to re-let homes

2022/23  
38 days

| 2021/22 | Scottish National Average |
|---------|---------------------------|
| 48 days | 56 days                   |

**Fast Fact:** we let 139 general needs properties during the year and 6 for supported housing

### 4. Neighbourhood & Community

Services withdrawn from other agencies have left a gap in the services that our tenants' expect and this has impacted on their neighbourhood. We are happy to report we are 10% above the national average but we will continue to work with partner organisations to ensure effective neighbourhood management. We will also reinforce tenants' responsibilities when they are signing up for a property.

Tenants satisfied with how we manage their neighbourhood

2022/23  
94%

| 2021/22 | Scottish National Average |
|---------|---------------------------|
| 97%     | 84%                       |

First stage complaints responded to

2022/23  
100%

| 2021/22 | Scottish National Average |
|---------|---------------------------|
| 100%    | 94%                       |

### 5. Getting Good Value for Money from Rents & Service Charges

**Fast Fact:** Our percentage of rent lost through homes being empty dropped to 0.79%

Rent arrears as a percentage of rent due

2022/23  
3.4%

| 2021/22 | Scottish National Average |
|---------|---------------------------|
| 3.4%    | 6.9%                      |

Tenants who feel that the rent for their property represents good value for money

2022/23  
90%

| 2021/22 | Scottish National Average |
|---------|---------------------------|
| 98%     | 82%                       |

Factored owners satisfied with their service

2022/23  
89%

| 2021/22 | Scottish National Average |
|---------|---------------------------|
| 84%     | 62%                       |

While we kept our rent increases below inflation, we understand the current cost-of-living crisis has impacted how people think about money and what they spend it on. Our money and debt service continues to provide support to those struggling, complemented with other support services provided by the Association and the Tollcross Community Trust. We will continue to review feedback from our customers and work with partner agencies to ensure we can further shape these services going forward in the current financial climate.

**Fast Fact:** our average annual management fee is £159 per factored home.

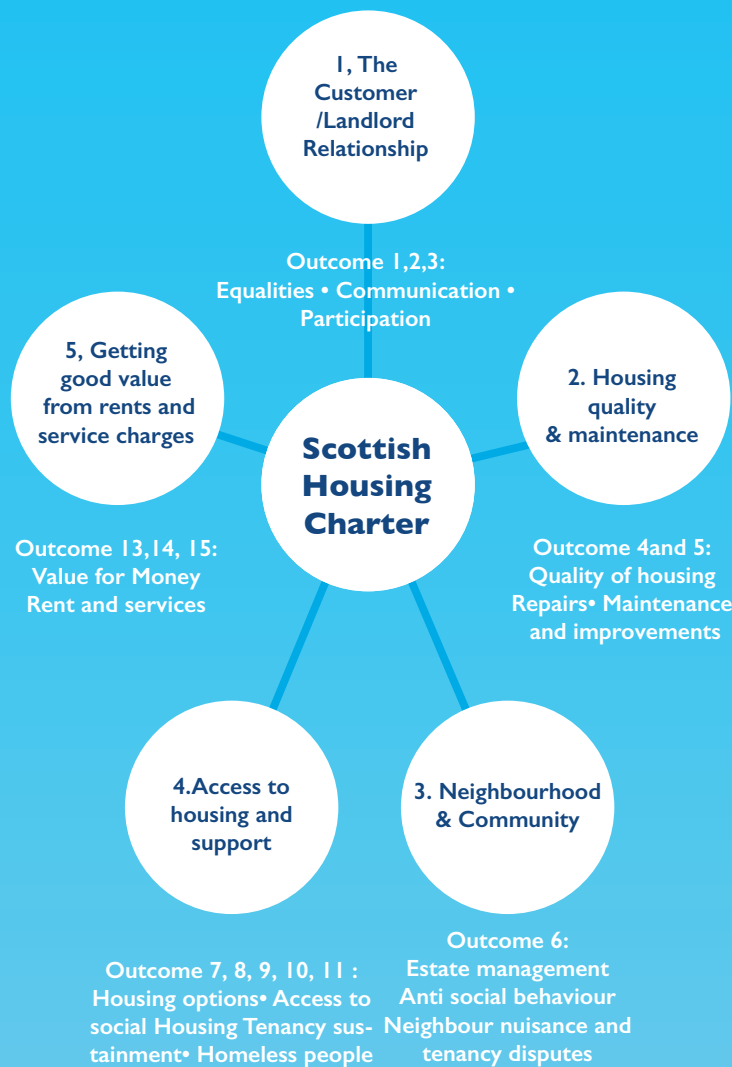
# The Scottish Social Housing Charter ('The Charter')

The Scottish Social Housing Charter (The Charter) was introduced by the Scottish Government and implemented in 2012. Since then consultation has taken place and we are now on the second revision, which was published and implemented in 2022

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 2022/23. 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](http://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](mailto:getinvolved@tollcross-ha.org.uk).

