

# Landlord Performance Report 2023/24



TOLLCROSS  
housing association limited

## Welcome

We are pleased to present our landlord performance report on the Scottish Social Housing Charter ([housingregulator.gov.scot](http://housingregulator.gov.scot)). Looking at key areas, you can see how we have done compared to other landlords (measured against the Scottish National Average) and how we have performed compared to last year. The results are based on our independent customer survey, completed every 3-years and information gathered during the year.

## Quick guide about us

Formed in 1974, we operate in Tollcross, Lilybank, Newbank & Carmyle areas. We manage 2,287 properties, with a further 592 residential & commercial properties receiving factoring services from us. We also have 12 mid-market rented properties, run by our Auchensuggle Develops subsidiary. We are managed by a voluntary Management Committee, with a mix of local residents and co-opted members, and have 45 staff providing services in Housing, Repairs & Maintenance, Finance, Factoring and Corporate Services.

## What is the Scottish Social Housing Charter?

The Charter, introduced by the Scottish Government, is designed to help improve the quality and value of services provided by Social Housing Landlords. The Charter does this by:

- stating what tenants and other customers can expect from social landlords.
- providing a focus on achieving outcomes that matter to tenants and other customers
- providing a framework for monitoring performance and identifying improvements.

The Charter has key themes, and within these themes there are outcomes or standards that social landlords should achieve. These themes can be seen overleaf.

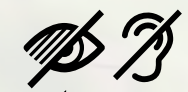
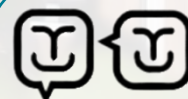
## Get involved

Interested in helping to improve our services? Want to influence the decision we make? Why not join our Performance Improvement Network! Email [getinvolved@tollcross-ha.org.uk](mailto:getinvolved@tollcross-ha.org.uk)

## Get in touch

If you have any ideas, suggestions, or comments about our landlord performance report (or any of our services), get in touch.

0141 763 1317 | [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk)  
[tollcross-ha.org.uk](http://tollcross-ha.org.uk) | [facebook.com/tollcrosshousing](https://facebook.com/tollcrosshousing)



Happy to translate  
Możemy przetłumaczyć  
Раді перекладати  
Ni Fahari kutafsiri  
نحن سعداء لتقديم الترجمة  
अनुवाद करके खुशी हुई  
ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ  
乐意翻译

Alternative formats available.

# Local people, local control.

## Customer & Landlord Relationship



Satisfaction with overall service  
96%

Our 2022/23  
96%

Other HAs  
88%

Satisfaction with being kept informed  
98%

Our 2022/23  
98%

Other HAs  
92%

### Fast fact:

Satisfaction with opportunities to participate in decision making remains high at 99%. With the national average sitting at 89%



## Housing Quality & Maintenance

### Fast fact:

We kept repairs completed right first time high at 93%, higher than the national average at 90%.

Satisfaction with repairs service  
92%

Our 2022/23  
95%

Other HAs  
87%

Satisfaction with quality of your home  
89%

Our 2022/23  
89%

Other HAs  
85%

## Access to Housing & Support



Homes that became vacant  
6.7%

Our 2022/23  
6.6%

Other HAs  
7.3%

Average time to relet a home  
28-days

Our 2022/23  
38-days

Other HAs  
32-days

### Fast fact:

Our average time to complete adaptations was 34-days, more than ten days less than the national average at 54-days.



## Neighbourhood & Community

### Fast fact:

We responded to 100% of first stage complaints in full for the second year running (national average 98%).

Satisfaction with neighbourhood management  
94%

Our 2022/23  
94%

Other HAs  
86%

Resolved anti-social behaviour cases  
96%

Our 2022/23  
95%

Other HAs  
95%

## Getting good value from rents & service charges



Tenants who think rent is value for money  
90%

Our 2022/23  
90%

Other HAs  
82%

Satisfaction with factoring service  
79%

Our 2022/23  
79%

Other HAs  
61%

### Fast fact:

Rent arrears was 3.01% (of total rent due), less than the national average of 3.97%.