

# Landlord Performance Report 2017/18

Published September 2018

# TOLLCROSS

housing association limited



## Welcome

Tollcross Housing Association is pleased to present our Landlord Performance Report on the Charter 2017/18. You will find within this report how Tollcross Housing Association performed during the year and we have also compared ourselves against four of our local peer group Associations. These are Milnbank, Parkhead, Shettleston and West of Scotland.

## About The Association

Tollcross Housing Association Limited was formed in 1974 and owns and manages 2,218 houses and flats in Tollcross, Carmyle and Lilybank/Newbank (at 31st March 2018). We also act as factor to 506 residential and commercial property owners.

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

## Membership

If you would like to have your say in how the Association is run you have the option to join the Association, which gives you privileges not open to non-members, such as access to our Annual General Meetings and authority to approve key documents like our Annual Accounts. In addition, you can stand for election to join the Management Committee who oversee and direct the Association's activities. We provide all necessary training, with the existing members of the Committee always willing to help guide you through those first few meetings. If you are interested in finding out more, then please contact a member of staff.

## Customer Feedback

Based on the feedback we received about last year's Report, it looks like the PIN members' efforts continue to be worthwhile. Of the 50 people who responded to our feedback questionnaire, 79% said they thought we were giving the right information and 88% said they liked the layout. Although we will continue to provide the report on its own, feedback continues to indicate our residents are more likely to remember seeing it within our newsletter. We will therefore, continue to include the report details within our Autumn newsletter each year. As we are committed to improving digital access, we shall also continue to make the Report available on our website, [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk). Please let us know your views.

## 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.

**TOLLCROSS**  
housing association  
limited

Honorary President: Bill Dougan

Property Factor Registered No PF000261

Registered with the Scottish Housing Regulator registration  
No. 197 and with the Financial Conduct Authority  
as a registered society under the  
Co-operative and Community Benefit Societies Act 2014 –  
Registration No. 1798RS

Tollcross Housing Association Limited  
is a Registered Scottish Charity, No SC040876



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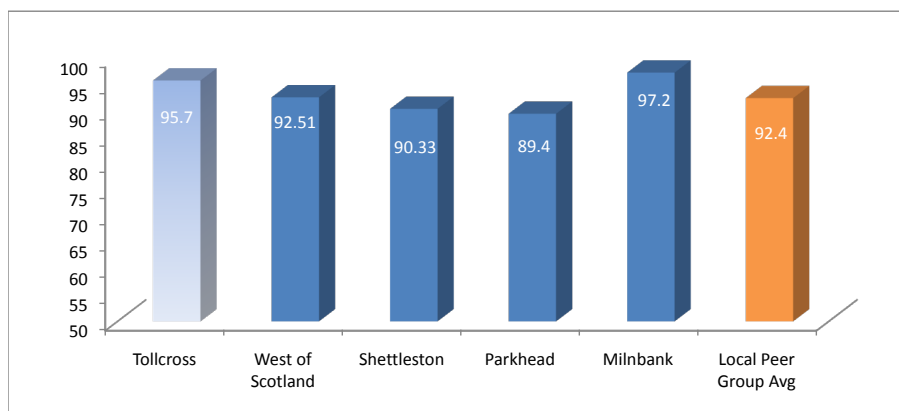
**FOR OUT OF HOURS EMERGENCIES CALL 0141 763 1317 or 0345 6044 686**

We commission an independent survey of our customer's views at least every 3 years and the results contained within this report are a combination of the outcome from our 2016 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.

## Customer/Landlord Relationship

- 95.7% of tenants interviewed were satisfied with the overall service we provide, compared with the local peer group average of 92.4%..
- 99% of tenants were satisfied with the opportunities given to them to participate in the landlord's decision making processes, compared to the local peer group average of 90.8%.
- 87.84% of tenants were satisfied with the standard of their home when moving in, compared to the local peer group average of 94.3%.
- 95.89% of tenants were satisfied with the management of the neighbourhood they live in, compared to the local peer group average of 91.1%
- 81.6% of factored owners were satisfied with the factoring service they received, compared to the local peer group average of 80.6%.

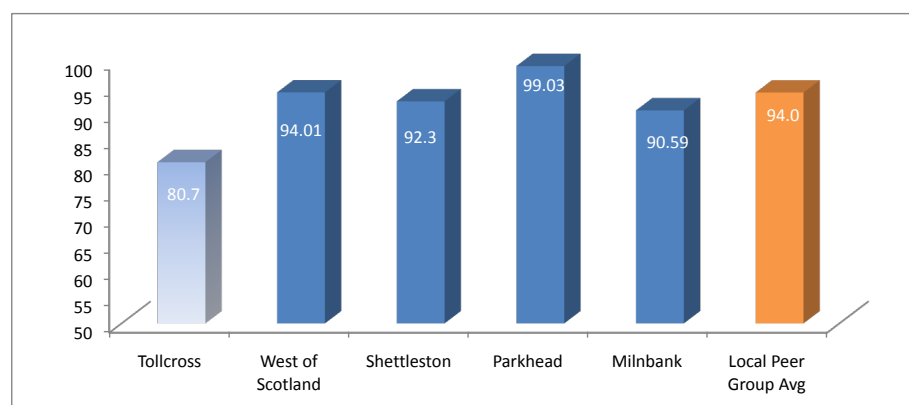
Tenant Satisfaction with Overall Service by Landlord (Indicator 1)



## Housing Quality & Maintenance

- The Association's properties are currently measured against the Scottish Housing Quality Standard (SHQS). 80.7% of our properties meet this standard, compared to the local peer group average of 94%.
- We will seek an exemption from SHR for a further 18.5% of our stock, as although we have carried out extensive major works in many of these tenemental properties, they will always fail to meet the standard, due to the restricted size and layout of the kitchens.
- Of the 1187 **emergency** repairs carried out this year, we took an average of 2.25 hours to complete them, compared to the local peer group average of 2.6 hours.
- We carried out 4994 **non emergency** repairs. We took an average of 2.3 days to complete these repairs, compared to the local peer group average of 4.5 days.
- 95.37% of reactive repairs carried out in the last year were completed **right first time**, compared to the local peer group average of 93.1%.
- 100% of properties had a gas safety check and record completed by the anniversary date, and the local peer groups all achieved 100%.

Stock Meeting Scottish Housing Quality Standards (SHQS - Indicator 7)



## Access to Housing & Support

➤ We re-let 192 properties last year and we took an average of 13.9 days to re-let them, compared to the local peer group average of 26.2 days. This is an increase from 10.3 days in 16/17.

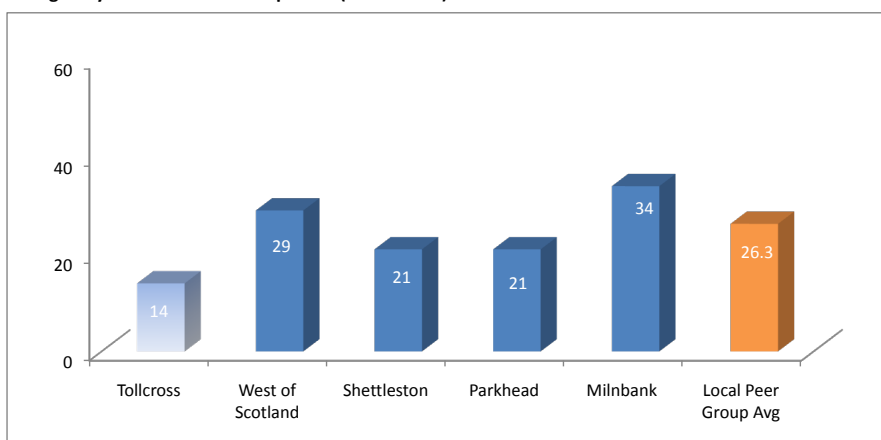
## Neighbourhood & Community

➤ 99% of 1st and 2nd stage complaints, including those related to equalities issues were responded to in full in the last year, compared to the local peer group average of 98%. This is a reduction of 1% from 16/17.

➤ Of these complaints responded to, 49% were upheld, compared to the peer group average of 64%.

➤ 90% of Stage 1 & Stage 2 complaints were responded to within timescale (5 & 20 working days respectively), compared to the local peer group average of 89.5%. This is a reduction of 5% from 16/17.

Average Days taken to Re-let Properties (Indicator 35)



➤ Per 100 houses 6.6 cases of anti-social behaviour were reported to us in the last year, compared to the local peer group average of 13.8 cases.

➤ Of the cases we received in the last year, we resolved 93.88% within locally agreed targets, compared to the local peer group average of 86.3%.

➤ Where we initiated court action, 42.11% resulted in eviction, compared to the local peer group average of 19.9%. The reasons for eviction are outlined in the table below.

Reason	Tollcross		West of Scotland		Shettleston		Parkhead		Milnbank		Total Avg	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Rent	14	36.84	7	39.17	3	14.29	2	4.44	7	21.21	4.75	17.28
ASB	1	2.63	2	8.33	--	--	1	2.22	--	--	0.75	2.6
Other	1	2.63	--	--	--	--	--	--	--	--	0	0
Total	16	42.11	9	37.10	3	14.29	3	6.67	7	21.21	5.5	19.9

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

➤ We collected 101.55% of the rent due, compared to the local peer group average of 99.6%.

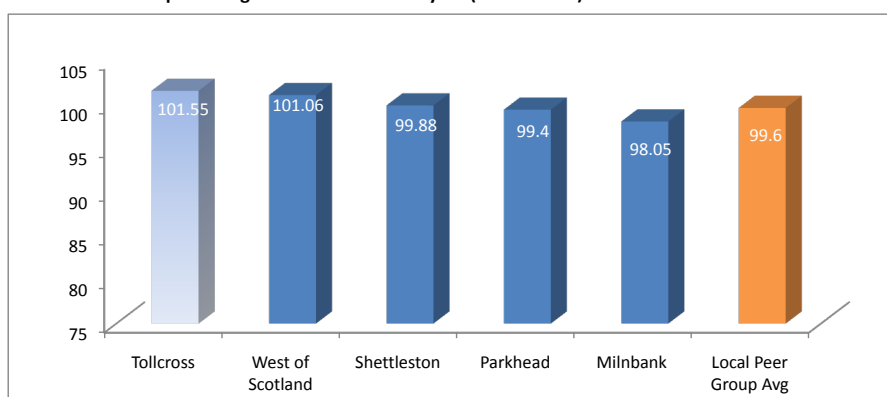
➤ Our gross rent arrears at the end of the reporting year were £151,966, which represents 1.87% of total rent due in the year. This compares to the local peer group average of £453,279, which is an average of 5.6%.

➤ Due to voids (empty properties), we lost 0.34% of the rent due, compared to the local peer group average of 0.7%

➤ 95.11% of tenants feel that the rent for their property represents good value for money, compared to the local peer group average of 86%.

➤ Our average annual management fee is £128.56 per factored property, compared to the local peer group average of £132.20.

Rent collected as a percentage of total rent due in year (Indicator 30)



## 'THE CHARTER'

The first 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 check that the Association is meeting the Charter outcomes.

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.

## 'THE STANDARDS'

The Regulator will assess us against the following standards and the Management Committee have responsibility for monitoring our performance. In addition we have the Performance Improvement Network (PIN) that is made up of local residents whose purpose is to represent our customers' views and help us enhance our monitoring process and ultimately, our performance. Our aim is to meet, and where possible, exceed 'the standards' outlined below.

- **Customer/Landlord Relationship**
  - Equalities
  - Communication
  - Participation
- **Housing Quality & Maintenance**
  - Quality of Housing
  - Repairs, Maintenance & Improvements
- **Neighbourhood & Community**
  - Estate Management, Anti-social Behaviour, Neighbour Nuisance & Tenancy Disputes
- **Access to Housing & Support**
  - Housing Options
  - Access to Social Housing
  - Tenancy Sustainment
- **Getting Good Value for Money from Rents & Service Charges**
  - Value for Money
  - Rents & Service Charges

## Performance Improvement Network

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 findings from the Annual Return on the Charter (ARC) provided by all Registered Social Landlords (RSLs) for the financial year 2017/18. If you wish to compare us against other landlords, please visit [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

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 [info@tollcross-ha.org.uk](mailto:info@tollcross-ha.org.uk).



"thanks for allocating me my new home"