



Welcome

Tollcross Housing Association is pleased to present our Landlord Performance Report on The Scottish Social Housing Charter (“the Charter”) for the year 2020/21. Within this report you will see how Tollcross Housing Association performed during what I’m sure we’ll all agree has been quite a challenging year all round. As usual we have compared ourselves against four of our local peer group Associations. These are Milnbank, Parkhead, Shettleston and West of Scotland. We’ve also included a summary of findings to give you an idea of how we’re performing ‘at a glance’.

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 2021). We act as factor to 514 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 45 staff members within the following departments: -

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

Assurance during the Coronavirus Pandemic

Staff and Management Committee members have worked hard to try to maintain a steady level of services during the Coronavirus Pandemic and you will see in this report that we’ve managed to achieve this in some areas of our service delivery and in others it has slipped a bit. In some cases this was unavoidable as, for example, during lockdown we weren’t able to access customers’ homes unless it was an emergency repair. We continually assess our services and Management Committee are responsible for ensuring we do this effectively. On an annual basis, and in addition to this performance report, the Association submits an Assurance Statement to the Scottish Housing Regulator. These peaks and troughs in services have been noted and where necessary, addressed.

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 or e-mail us on getinvolved@tollcross-ha.org.uk

Customer Feedback

As a consequence of the Coronavirus Pandemic, we were unable to host our usual array of events for our tenants and other customers. Although we did manage to host our Annual General Meeting, we tried to minimise the amount of disruption for attendees and therefore did not seek their views on the Landlord Performance Report. We have taken a view on the last few years’ responses and it appears that year on year, our customers are satisfied with the level of information we provide, what we provide and how we provide it in the report.. We have also asked our Performance Improvement Network members, and they agree. We will therefore, continue to include the report details within our newsletter. 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. We are all hopeful we will be in a better position for next year’s report.

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.

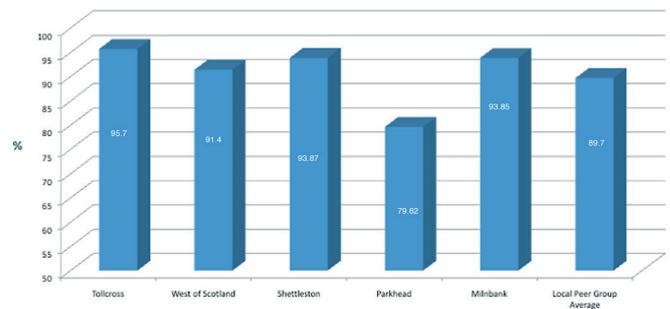
We commission an independent survey of our customer's views at least every 3 years and the results contained within this report are a combination of the outcome from our 2019 survey and information gathered and analysed during the year. We present the findings from our surveys in our quarterly newsletter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

Customer/Landlord Relationship

- **95.7%** of tenants interviewed were satisfied with the overall service we provide (this is the same as last year's result), compared to the local peer group average of **89.7%** (which is less than last year's result of **91.44%**).
- **99.56%** of tenants were satisfied with the opportunities given to them to participate in the landlord's decision making processes (this is the same figure from last year's report), compared to the local peer group average of **92.04%** (which is lower than last year's result of **94.11%**).
- **96.59%** of tenants were satisfied with the management of the neighbourhood they live in (this is higher than last year's result of **95.89%**), compared to the local peer group average of **87.42%** (which is less than last year's result of **90.16%**).

- **74.06%** of factored owners were satisfied with the factoring service they received (this is the same figure from last year's report), compared to the local peer group average of **77.4%** (which is less than last year's result of **79.48%**).

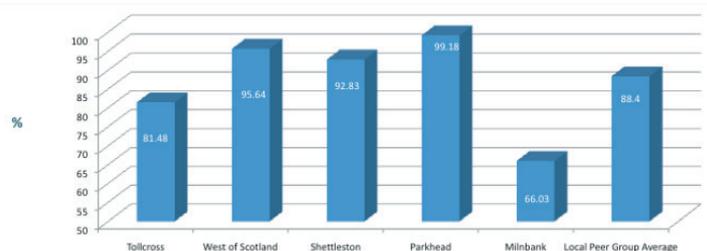
Tenant Satisfaction with Overall Service by Landlord (Indicator 1)



Housing Quality & Maintenance

- The Association's properties are currently measured against the Scottish Housing Quality Standard (SHQS). **80.4%** of our properties meet this standard (this is the same as last year's result), compared to the local peer group average of **88.4%** (which is less than last year's result of **94.4%**). We will seek an exemption from SHR for a further **19.6%** 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 **1273 emergency repairs** carried out this year, we took an average of **2.3 hours** to complete them (this is slightly shorter than last year's results of **2.35 hours**), compared to the local peer group average of **2.4 hours** (which is slightly longer than last year's result of **2.1 hours**).
 - We carried out **3890 non-emergency repairs**. We took an average of **2.94 days** to complete these repairs (this is slightly longer than last year's result of **2.41 days**), compared to the local peer group average of **4.4 days** (which is shorter than last year's results of **4.72 days**).
 - **95.14%** of reactive repairs carried out in the last year were completed right first time (this is lower than last year's result of **96.44%**), compared to the local peer group average of **93.99%**.
- In the reporting year, we did not complete a gas safety check on time for **74** properties within the anniversary date (this was during lockdown and was linked to some tenants shielding) (this is less than the 100% we achieved last year), compared to the local peer group average of **57** (the groups achieved an average of **99.71%** last year).
 - **98.6%** of the Association's properties are compliant with the EESSH energy efficiency standard (this is slightly higher than last year's result of **98.5%**), with funding is in place to carry out work to the remaining 31 properties when tenants agree to work being carried out. Our peer group achieved an average of **92.8%** (which is higher than last year's result of **90.99%**).

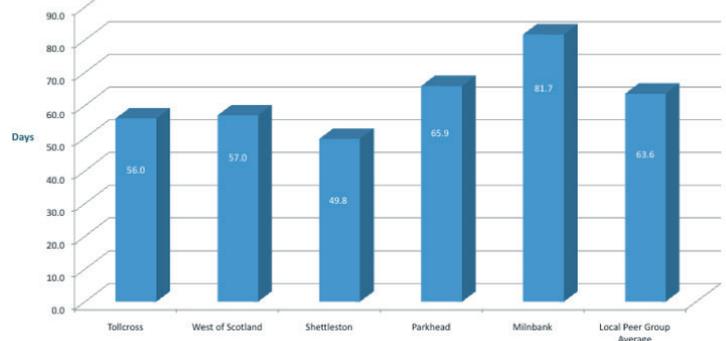
Stock Meeting Scottish Housing Quality Standards (SHQS - Indicator 6)



Access to Housing & Support

- We re-let 167 properties during the year and we took an average of **56 days** to re-let them (this is longer than the previous year where we took an average of 23.79 days to re-let 185 properties), compared to the local peer group average of **63.6 days** (last year the peer group average was 27.07 days to re-let). This figure has been significantly impacted due to the pandemic, as we were unable to carry out viewings or meet up with future tenants at the beginning of lockdown. We also had limited access to our contractors to carry out repair work in these properties.

Average Days taken to Re-let Properties - (Indicator 30)



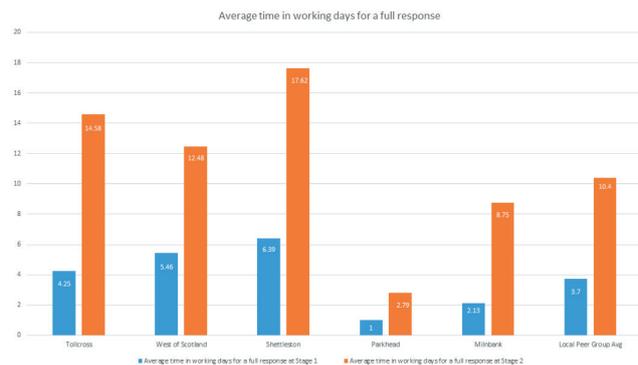
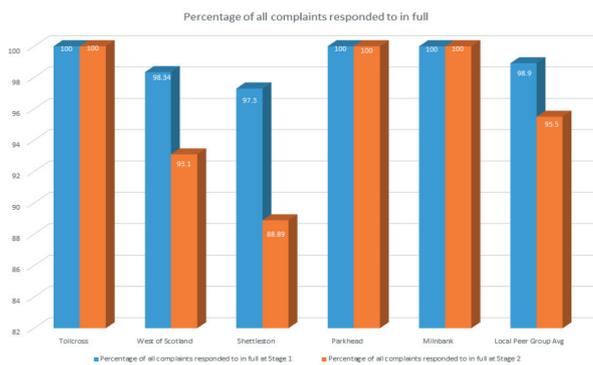
Neighbourhood & Community

- **100%** of stage 1 and **100%** of stage 2 complaints were responded to in full during the year (this is an improvement on stage 1 responses last year where we achieved 99.11% and stage 2 remains the same at 100%), compared to the local peer group average of **98.9%** and **95.5%** respectively (last year the average was 99.23% and 86.42% respectively).
- The average time in working days to provide a full response for stage 1 complaints was **4.25 days** (which is longer than last year's result of 3.46 days). Stage 2 complaints were responded to within 14.58 days (which is shorter than last year's result of 19.94 days). This compares to the local peer group average of **3.7 days** for Stage 1 and **10.4 days** for Stage 2 (which compares to last year's results of an average of 3.36 days for Stage 1 and 10.56 days for Stage 2 complaints).
- **274** cases of anti-social behaviour were reported to us during the year (which is less than last year where we received 304), compared to the local peer group average of **224** cases reported (which is the same as last year).

Of the cases we received in the last year, we resolved **82.85%** (which is less than the average of 93.42% of cases we resolved last year), compared to the local peer group average of **93.18%** (which is less than the average of 95.92% of cases).

We are pleased that customers were able to contact us to make complaints, however, it was difficult for us to investigate during the pandemic and in particular during lockdown and this has negatively impacted on our resolution timescales. The majority of complaints that were difficult to resolve were complaints in relation to grass cutting, bulk uplift and general estate management issues. This was a result of restrictions being placed on our contractors and the local authority in relation to the COVID 19 pandemic.

- Whilst we initiated 21 court actions, **0%** of these cases resulted in eviction (during the previous year 21.95% of court actions initiated resulted in eviction), compared to the local peer group average of **0%** (which is less than the previous year's result of 21.76%). This is another area of service that has been significantly impacted by the pandemic. During the pandemic the Scottish Government introduced temporary revised laws that superseded our current legal framework to protect tenants from being evicted throughout any lockdown periods and beyond. These temporary laws have now ended and the Association has resumed our normal processes for managing rent arrears.

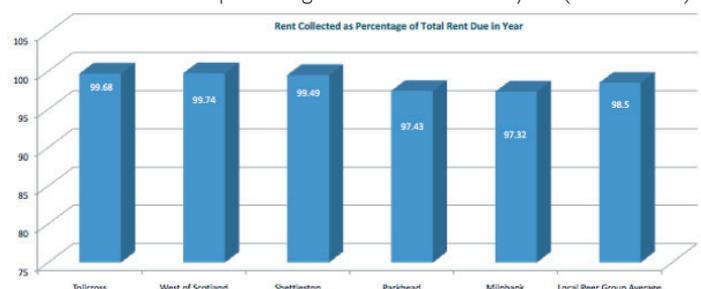


Getting Good Value for Money from Rents & Service Charges

- We collected **99.68%** of the rent due (this is less than the 99.88% we collected in the previous year), compared to the local peer group average of **98.5%** (which is higher than last year's result of 97.75%).
- Our gross rent arrears at the end of the reporting year were **£352,250** which represents **3.84%** of total rent due in the year (this is higher than last year with arrears figure being £257,975, representing 2.89% of the total rent due). This compares to the local peer group average of **5.79%** (which is slightly more than last year's result of 5.59%). We believe the pandemic has had a huge effect on many of our tenants' economic situation and this, combined with a large number of our tenants moving onto Universal Credit, has contributed to this increase in rent arrears.
- Due to voids (empty properties), we lost **1.33%** of the rent due (this is an increase on the previous year's result of 0.52%), compared to the local peer group average of **1.09%** (which is also an increase on the previous year's result of 0.59%). This is another service area impacted by the pandemic, due to properties lying empty for longer period of time due to contractors being unable to work in them during the height of the pandemic.

- **97.8%** of tenants feel that the rent for their property represents good value for money (this figure remains the same as the previous year's report), compared to the local peer group average of **82.74%**, (which is less than the previous year's result of 85.13%).
- Our average annual management fee is **£146.75** per factored property (which is an increase from the £141.99 reported in the previous year), compared to the local peer group average of **£125.78**, (which is a reduction from the £128.51 reported in the previous year).

Rent collected as a percentage of total rent due in year (Indicator 26)



Summary of findings

Below is a quick reference to how we've performed against each of the outcomes during the year and in particular how we've fared during the coronavirus pandemic. The emojis below mean:



Remained the same



Positive Outcome



Negative Outcome

Performance Indicator	19/20 performance	20/21 performance	Impact on performance	Performance Indicator	19/20 performance	20/21 performance	Impact on performance
Overall customer satisfaction	95.7%	95.7%	😊	percentage of all complaints responded to in full	Stage 2 100%	Stage 2 100%	😊
Customer satisfaction with opportunities to participate in decision making.	99.56%	99.56%	😊	Average time in working days to provide a full response to complaints	Stage 1 3.46 days	Stage 1 4.25 days	😊
Customer satisfaction with management of the neighbourhood	95.89%	96.59%	😊	Number of anti-social (ASB) cases reported	304	274	😊
Percentage of factored owners satisfied with the factoring service they received	74.06%	74.06%	😊	Percentage of ASB cases resolved	93.42%	82.85%	😊
Percentage of stock meeting SHQS	80.4%	80.4%	😊	Percentage of court actions initiated resulting in eviction	21.95%	0%	😊
Average length of time to complete emergency repairs	2.35 hours	2.3 hours	😊	Rent collected as a percentage of total rent due in the year	99.88%	99.68%	😊
Average length of time to complete non-emergency repairs	2.41 days	2.94 days	😊	Gross rent arrears as percentage of rent due for the year	2.89%	3.84%	😊
Percentage of repairs completed 'right first time'	93.99%	95.14%	😊	Percentage of rent due lost through void properties	0.52%	1.33%	😊
Number of gas safety checks not carried out within the anniversary	100%	74 cases	😊	Percentage of tenants who feel the rent is good value for money	97.8%	97.8%	😊
Percentage of properties compliant with EESSH	98.5%	98.6%	😊	Average annual management fee per factored property	£141.99	£146.75	😊
Average days taken to re-let properties	23.79 days	56 days	😊				
Percentage of all complaints responded to in full	Stage 1 99.11	Stage 1 100%	😊				

'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 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.

THE STANDARDS

The Regulator will assess us against the following standards and the Management Committee have responsibility for monitoring our performance and being assured that we comply with Chapter 3 of the Regulatory Framework. In addition we work with 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

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 2020/21. If you wish to compare us against other landlords, please visit 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 getinvolved@tollcross-ha.org.uk.

