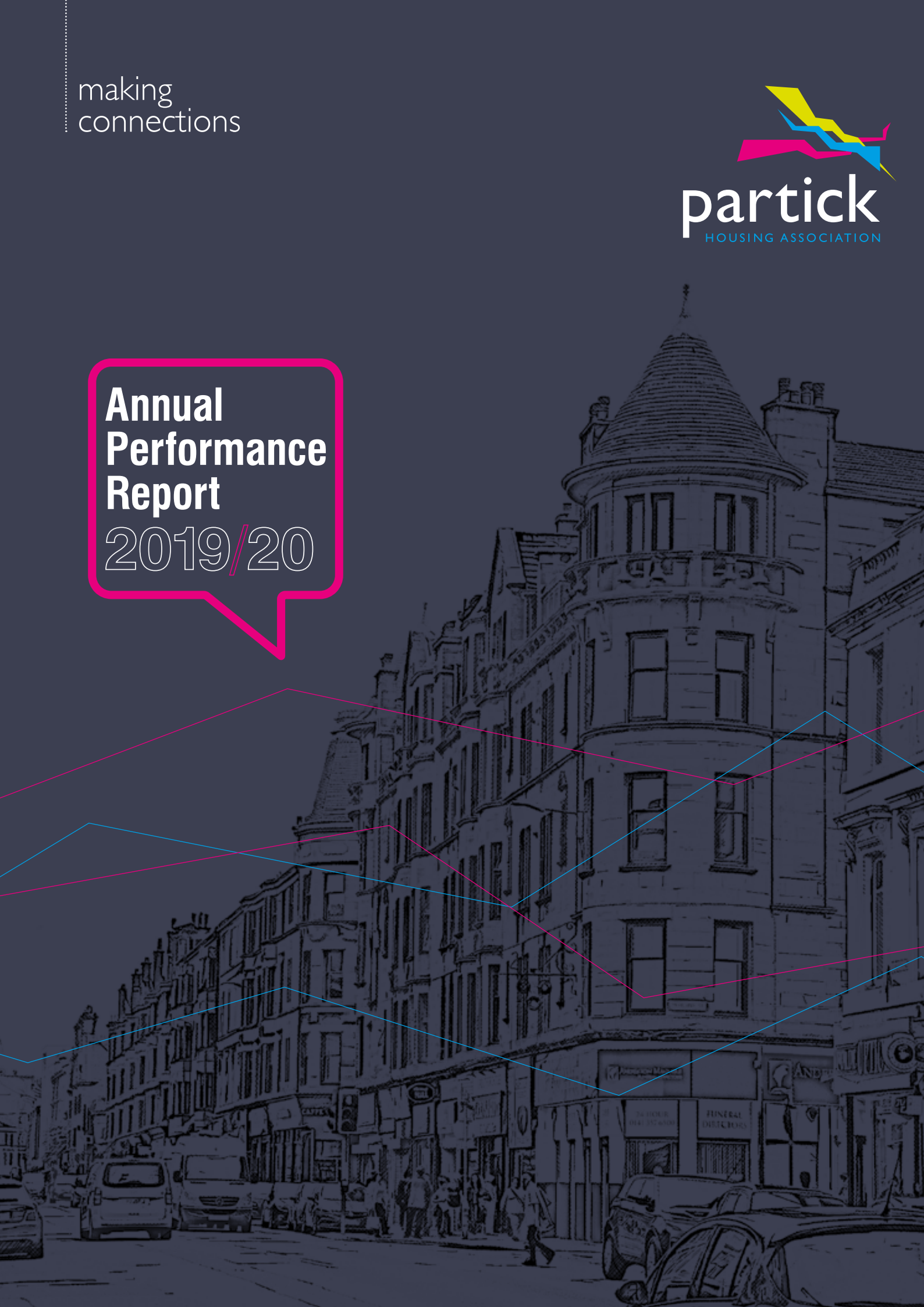


making
connections



**Annual
Performance
Report**
2019/20



Welcome to our Annual Performance Report

2019/20

We provide quality, affordable homes and services in the West End of Glasgow.

Obviously in recent months, our attention and energies have been focused on managing how we continue to deliver important services to our tenants and customers during the Coronavirus pandemic. More information on this is included in our Partick Times newsletter and also on our website.

This Annual Performance Report looks back at 2019/20 and considers our performance against the Scottish Social Housing Charter last year. It also shows you how we compare with other landlords in Scotland.

We aim to perform well and demonstrate value for money. We review customer feedback, compare how we perform with other organisations and look for service improvements and smarter ways of working.

OUR MOST RECENT TENANT SATISFACTION SURVEY SHOWED HIGH LEVELS OF CUSTOMER SATISFACTION, WITH 9 OUT OF 10 TENANTS SATISFIED:



92%

satisfied with Partick as a place to live

90%

satisfied with how we keep customers informed

89%

satisfied with our overall service to customers

89%

satisfied with the opportunities we have for customers to participate

86%

satisfied with our rent charges representing value for money

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Our Performance

How we performed in 2019/20



Homes & Rents

At 31 March 2020 we owned 1,725 properties. The total rent due to us for the year 2019/20 was £7,436,117. We increased our weekly rent on average by 2.2% from the year before.

Size of home	Number of PHA properties	Average PHA weekly rent	Average Scottish weekly rent	Difference
1 Apartment	12	£57.39	£73.47	-21.9%
2 Apartment	915	£76.02	£78.65	-3.3%
3 Apartment	587	£85.52	£82.26	+4.0%
4 Apartment	202	£100.87	£89.76	+12.4%
5 Apartment	9	£108.56	£98.69	+10%

WE OWNED **1,725**
PROPERTIES
AT 31 MARCH 2020



How we show our performance information



We use a 'traffic light' system so you can see how our performance compares with previous years and also with all Scottish social housing landlords.



Green Light

Shows improving performance or better than the Scottish average



Amber Light

Shows stable performance or below the Scottish average



Red Light

Shows performance where we need to take action



94% satisfied with helpfulness of staff

97% satisfied that it was easy to report a repair

79% of tenants understand how he rent they pay is decided



Tenant Satisfaction & Engagement

100% of formal complaints responded to within target timescales.

LAST YEAR

THIS YEAR

PERFORMANCE INDICATOR	Results from 2017/18	Results from 2018/19	Results from 2019/20	PHA performance compared to last year	Scottish Average	PHA versus Scottish average
OUR HOMES						
% of tenants satisfied with overall service provided	93.9	88.6	88.6	↔	89.2	↔
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	96.0	89.6	89.6	↔	92.0	↔
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making	97.2	88.9	88.9	↔	87.2	↑



You said...

- 89% tenant satisfaction with overall service to customers;
- 96% satisfied that opening times were convenient;
- 94% satisfied with length of time to answer phone;
- 94% satisfied with helpfulness of staff;
- 87% satisfied with length of time to respond to email;
- 81% satisfied with time taken to deal with an enquiry;
- 78% satisfied with final outcome of an enquiry; and
- 100% of formal complaints responded to within target timescales.



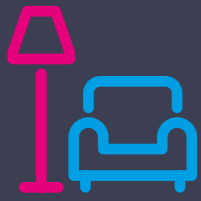
We did...

- Most tenants were satisfied with the overall service that we provide and we receive a relatively small number of formal complaints. But we work hard to minimise any complaints – where they do occur we respond quickly, take appropriate action and learn lessons where required.
- Our managers ensure that we respond to complaints on time, identify key issues to learn from and suggest service improvements. We provide information to customers through our Partick Times newsletter and website.
- We have introduced new Customer Service Standards, carried out customer service training and recently been awarded Customer Service Excellence accreditation.

We have...

- looked at the findings from our customer satisfaction surveys to focus on where we perform well, but also where we could improve;
- reviewed complaints, compliments and comments on the services that we provide, learned lessons and changed how we do things;
- worked with the Customer Advisory Panel to take on board ideas for improving services;
- provided money advice for customers to help them manage their household income, access welfare benefits and pay their rent; and
- worked in partnership with other local agencies.

Tenants can get involved, at whatever level they are comfortable with ... from completing satisfaction surveys, attending community events, taking part in the Customer Advisory Panel, through to becoming a shareholder member or even joining our Board.



Our Homes

100% of gas servicing was done on time

LAST YEAR

THIS YEAR

PERFORMANCE INDICATOR	Results from 2017/18	Results from 2018/19	Results from 2019/20	PHA performance compared to last year	Scottish Average	PHA versus Scottish average
OUR HOMES						
% of homes met the Scottish Housing Quality Standard (SHQS)	97.4	98.5	99.1	↑	94.4	↑
% of homes met the Energy Efficiency Standard for Social Housing (ESSH)	96.7	95.4	98.8	↑	Not Available	N/A
Average length of time taken to complete emergency repairs (hours)	1.5	1.4	2.1	↔	3.6	↑
Average length of time taken to complete non-emergency repairs (days)	4.2	4.7	5.3	↔	6.4	↑
% of reactive repairs completed right first time	97.0	99.5	99.4	↔	92.4	↑
% of repairs appointments kept	97.4	99.6	98.5	↔	Not Available	N/A
% of tenants satisfied with the repairs service	90.7	86.4	86.4	↔	91.3	↔



You said...

- 88% of tenants were satisfied with the quality of their PHA home.
- 86% were satisfied with PHA's repairs service

We have...

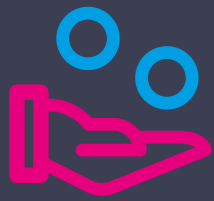
- Spent £2.1 million on maintaining our homes through routine repairs and planned cyclical maintenance;
- Carried out gas safety checks to all of our properties that have gas;
- Spent £1.1 million on major works to improve our existing homes, including improvements to energy efficiency in line with ESSH requirements; and
- Invested £6 million towards developing new homes to meet local housing needs.

We continue to invest in repairing and maintaining our properties. Repairs, maintenance and improving homes are a big part of what we do. Much of your rent goes on making sure that all of our properties are safe and secure for our tenants. Most of our homes meet the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH). We have also been investing in installing new fire safety measures, including smoke, heat and carbon monoxide detectors in all of our homes.



We did...

- We continue to invest in repairs and maintenance so that PHA's homes are of a good standard:
 - 64% of our customer contact was about repairs.
- We carried out a stock condition survey – this helps us plan to deliver our investment priorities and advise customers when we are planning to do work at their home.
- Most of our properties meet the Scottish Housing Quality Standard (99.1%) and Energy Efficiency Standard for Social Housing (98.8%).
- Most tenants were satisfied with our repairs and maintenance service:
 - average 2.1 hours to complete emergency repairs;
 - average 5.3 days to complete non-emergency repairs;
 - 100% of gas servicing done on time;
 - 97% satisfied that it was easy to report a repair;
 - 95% satisfied with attitude of workers;
 - 95% satisfied that mess kept to a minimum;
 - 88% satisfied with contractor quality of work; and
 - 84% satisfied that repair was done right first time.
- We have been working with our contractors to look at improving our repairs and maintenance service. We have introduced a number of changes, including a new Freephone repairs service, to improve our customer experience and value for money.
- We have been working with our contractors to set out clear service standards so that they can deliver services to a good standard and we can monitor their performance.
- We continue to focus on gas servicing compliance and allocating our empty houses more quickly.
- Within some of our blocks of mixed tenure flats, we can have challenges taking forward repairs and maintenance of common parts/areas. We work closely with factored homeowners to get them to play their part in property maintenance.



Value for Money

86% of tenants rated their rent as good value for money

LAST YEAR

THIS YEAR

PERFORMANCE INDICATOR	Results from 2017/18	Results from 2018/19	Results from 2019/20	PHA performance compared to last year	Scottish Average	PHA versus Scottish average
VALUE FOR MONEY						
% of money collected for current and past rent	100.2	99.8	100.1	↑	99.3	↑
Gross rent arrears as a % of rent due	2.3	2.4	2.3	↑	Not Available	N/A
Number of empty properties allocated	96	138	126	N/A	Not Available	N/A
% of rent lost through empty properties	0.3	0.3	0.2	↑	1.2	↑
Average length of time to relet properties (days)	17.3	14.8	9.0	↑	31.8	↑



You said...

- 86% of tenants rated their rent as good value for money;
- 79% of tenants understand how the rent they pay is decided; and
- 71% of tenants feel their rent is affordable.

Most tenants are satisfied with value for money

Getting value for money, while providing good quality homes and excellent services, is important to us.

86% of our tenants are satisfied that our rent charges represent value for money. But we need to keep our rents under review – every year we consult tenants so that our rents stay affordable, equitable, transparent and consistent. We strike a balance between the level of services provided, the cost of the services, and how far tenants can afford them. That is why in recent years we have updated our rent policy and rolled out a process of restructuring our rent charges.



We did...

- Most tenants are satisfied with value for money, but we want to work smarter where we can.
- We have reviewed how we set our budgets so that we are spending on the right things, as well as identifying opportunities to make savings or invest in improving our efficiency.
- We have reviewed our rent payment methods and how we can improve convenience for tenants and minimise transaction costs by promoting direct debits, telephone and online payment methods.

We are a non-profit organisation, so we rely on tenants paying their rent to keep running. We understand that some tenants can have problems with money and we can provide money advice to help them manage their income and pay their rent. But we need to collect rent – it's what pays for the services we provide.

We don't receive any rent when a property is empty, so we make sure that properties don't stay empty for too long. Partick is a popular area to live in, so we don't have many empty houses – we offer half of our available properties to people that the Council has assessed as homeless.



Neighbourhood Management

92% satisfied with Partick as a place to live

LAST YEAR

THIS YEAR

PERFORMANCE INDICATOR	Results from 2017/18	Results from 2018/19	Results from 2019/20	PHA performance compared to last year	Scottish Average	PHA versus Scottish average
NEIGHBOURHOOD MANAGEMENT						
Number of anti-social behaviour cases for every 100 landlord homes	3.0	4.3	4.8	N/A	Not Available	N/A
% of anti-social behaviour cases resolved within target	90.4	91.9	97.6	↑	94.1	↑



You said...

- 92% of tenants were satisfied with Partick as a place to live.
- 84% of tenants were satisfied with neighbourhood management:
 - 77% satisfied with cleaning of close;
 - 76% satisfied with cleaning of close windows;
 - 66% satisfied with bin cleaning service; and
 - 68% satisfied with backcourt maintenance.
- Some tenants have general concerns about bins; street cleaning; improving back courts, etc.

We get a small number of complaints each year about anti-social behaviour and nuisance neighbours, although fortunately very serious anti-social behaviour is rare in this area.

But where we get complaints, we take them seriously, try to respond and resolve cases as quickly as possible and if there is criminal activity we pass details to the Police.



We did...

- Most tenants were satisfied with the quality of Partick as a place to live. We want to maintain the neighbourhood, make connections with partner organisations and continue to empower tenants to get involved with local initiatives.
- We regularly review customer feedback and performance with our contractors to improve services.
- We carry out a rolling programme of estate and close inspections and take action where improvements are required. Tenants can take part in these inspections and estate walkabouts, and make suggestions.
- In recent years we have changed our close cleaning and open space maintenance contracts and work in partnership with our contractors so that the quality of work is of a good standard.
- We work closely with the Council who are responsible for bins, refuse collection and special uplifts. The Council has changed the way that it manages these services, which has included the introduction of new bins and how they manage bulk uplifts.
- We refer queries to the Council about special uplifts, fly tipping, street sweeping, dog fouling and pest/vermin control – tenants should contact the Council directly (www.glasgow.gov.uk or phone 0141 287 2000).
- We continue to work with community groups in Partick and Thornwood who get actively involved in keeping the neighbourhood tidy.



Our Future Plans

Our Group Corporate Plan sets out our strategic objectives and outcomes.

We are...

FOCUSING on improving energy efficiency and prioritising our investment plans so that our homes continue to be of a modern standard;

ENSURING that we have the resources to invest in homes, targeting value for money and keeping our rents affordable;

PROVIDING more new homes to meet local housing needs; and

CONTINUING our popular Partick Times tenant newsletters, updating our website, promoting online services and looking at how we can work in partnership with like-minded organisations.

Strategic Objective

Delivering the right homes, services and environment for our customers.

Outcome

We will:

- provide quality homes and services that meet the changing needs of our customers; and
- make Partick a better place by working with others to improve our back-courts, common areas and environment.

Strategic Objective

Engaging with customers and partners to tailor our services and deliver on our promises

Outcome

We will:

- target how we communicate and deliver services effectively to meet the needs of our customers; and
- empower people to take responsibility for delivering local initiatives.

Strategic Objective

Working in partnership with others to achieve the best outcomes, grow and diversify.

Outcome

We will:

- promote tenancy sustainment and the range of housing options available to people in the area; and
- help our customers to access a range of services, including training/employment opportunities.

Strategic Objective

Delivering innovative ways of working, new opportunities, positive outcomes and value for money

Outcome

We will:

- provide customers with easy and convenient access to our services; and
- improve how we work and explore opportunities to grow and diversify our business.



Partnership Working

We would like to thank all of our customers, the Customer Advisory Panel, partners, contractors and others for their continued support over the past year.

We also appreciate the ongoing commitment and dedication of our Board members and the professionalism of our staff in helping to achieve another successful year at Partick Housing Association.



Your Feedback & Other Formats

For further information on this year's report or to provide feedback please contact us.



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partickha.org.uk

Please contact us if you would like to receive any of our information by e-mail or in another format such as a different language, large print, Braille or audio.



The Scottish Housing Regulator's website has lots of further information.

You can:

- Compare PHA's performance with other landlords;
- See all of the information that PHA reported on the Scottish Social Housing Charter; and
- Find out more about the Regulator's role and how they work.

www.scottishhousingregulator.gov.uk





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