

making
connections



ANNUAL PERFORMANCE REPORT

2022/2023

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In the past three years, Partick Housing Association (PHA) has focused on managing how we continue to deliver important services and assist our tenants during the Covid pandemic and cost-of-living crisis.

This latest Annual Performance Report looks back at 2022/23, how we perform against the Scottish Social Housing Charter and how we compare with other landlords in Scotland. It also looks at our performance in the two years before, so you can see how our performance is changing.

Your views helps us understand what works well, but also areas where we need to improve or adapt how we do things. We would love to hear from tenants who want to get involved, hear more about what we do and help us shape what we do in the future.

Alan Howie

PHA Chair

Stewart MacKenzie

PHA Chief Executive

Our last Tenant Satisfaction Survey in 2021 showed positive levels of customer satisfaction:

91% of tenants were satisfied with Partick as a place to live;

91% of tenants were satisfied with how we keep customers informed;

91% of tenants were satisfied with the opportunities we have for customers to participate;

85% of tenants were satisfied with our overall service to customers;

84% of tenants were satisfied with the quality of our homes;

84% of tenants were satisfied with our rent charges representing value for money; and

79% of tenants were satisfied with neighbourhood management.

OUR PERFORMANCE: HOW WE PERFORMED IN 2022/2023

HOMES AND RENTS

1,798 **£8,151,896**

At 31 March 2023 we owned 1,798 properties.

The total rent due to us for the year 2022/23 was £8,151,896.

7%

From 1 April 2023, we typically increased our weekly rent by 7% from the year before.






AVERAGE WEEKLY RENTS

Size of home	Number of PHA properties 2022/23	Average PHA weekly rent	Average Scottish weekly rent 2022/23	Difference 2022/23
1 Apartment	12	£59.77	£78.26	-23.6%
2 Apartment	950	£79.73	£83.46	-4.5%
3 Apartment	611	£89.94	£86.28	4.1%
4 Apartment	216	£108.59	£93.96	15.6%
5 Apartment	9	£120.36	£103.72	16.0%

HOW WE SHOW OUR PERFORMANCE INFORMATION

We use a 'traffic light' system so you can see how our performance compares with previous years and 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 act



01: TENANT SATISFACTION AND ENGAGEMENT

PERFORMANCE INDICATOR	Results from 2020/21	Results from 2021/22 (last year)	Results from 2022/23 (this year)	PHA Performance 2022/23	Scottish Average 2022/23 (this year)	PHA versus Scottish Average 2022/23
% of tenants satisfied with overall service provided	88.6	85.1	85.1	↔	86.7	↔
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	89.6	90.5	90.5	↑	89.7	↑
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making	88.9	90.8	90.8	↑	85.9	↑

You said...

- ▶ 85% of tenants were satisfied with overall service to customers:
 - 96% of tenants found it easy to get in touch;
 - 85% of tenants were satisfied with response received; and
 - 100% of formal complaints responded to within target timescales.
- ▶ 91% of tenants were satisfied with how we kept them informed;
- ▶ 89% of our tenants read our newsletters; and
- ▶ 91% of tenants were satisfied with opportunities to participate.

We did...

- ▶ More than 8 in 10 tenants were satisfied with the overall service that we provided. We review our Customer Service Standards, carry out regular customer service training and have updated our Customer Service Excellence accreditation.
- ▶ We get a small number of formal complaints each year. We work hard to respond quickly, take the right action and learn lessons where we need to.
- ▶ More than 9 in 10 tenants were satisfied with our communications and felt they were being kept informed. Tenants continue to read our Partick Times newsletter to keep up to date with what is happening. Tenants also visit our website, which we keep up to date and are looking for the option to access more services online.
- ▶ More than 9 in 10 tenants were satisfied with their opportunities to participate, which compares well with our peers.
- ▶ During the pandemic, in 2020/21 and 2021/22, there were fewer opportunities to interact with our tenants. This was the case for many landlords as we had to limit face-to-face contact and meetings.
- ▶ But things have improved in 2022/23, as we have contact and engage with more tenants. We have successfully relaunched our Customer Advisory Panel, as well as looking for new ways of reaching our customers and creating positive opportunities to work together.

We have...

- ▶ worked through 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 local partner organisations to assist and support local tenants and residents; and
- ▶ provided money advice for customers to help them manage their household income, access welfare benefits and pay their rent.

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. During the pandemic, opportunities for face-to-face involvement and engagement were limited. But as restrictions have now gone, we have been able to engage more with tenants and been promoting new opportunities for tenants to get involved - we have successfully relaunched our Customer Advisory Panel and are interested to hear from tenants who want to find out more.



02: OUR HOMES

PERFORMANCE INDICATOR	Results from 2020/21	Results from 2021/22 (last year)	Results from 2022/23 (this year)	PHA Performance 2022/23	Scottish Average 2022/23 (this year)	PHA versus Scottish Average 2022/23
% of homes met the Scottish Housing Quality Standard (SHQS)	99.3	99.8	97.1	↔	79.0	↑
Average length of time taken to complete emergency repairs (hours)	2.3	2.4	2.2	↑	4.2	↑
Average length of time taken to complete non-emergency repairs (days)	9.7	12.3	5.1	↑	8.7	↑
% of reactive repairs completed right first time	100.0	99.7	97.1	↔	87.8	↑
% of tenants satisfied with the repairs service	86.4	85.2	85.2	↔	88.0	↔

You said...

- 84% of tenants were satisfied with the quality of their PHA home.
- 85% were satisfied with PHA's repairs service.

We did...

Most of our properties meet the Scottish Housing Quality Standard (97.1%) and each year we have a programme for investing to improve our homes.

We carry out regular stock condition surveys. This helps us prioritise and plan how we invest in our homes, such as new kitchens, bathrooms and windows.

We have been working to improve how we communicate with tenants about planned works to their home, and have been discussing our investment plans with our Customer Advisory Panel.

We continue to invest in regular repairs and maintenance so that PHA's homes are of a good and modern standard:

- 61% of our customer contact was about repairs.
- Most tenants were satisfied with our repairs and maintenance service:
- average 2.2 hours to complete emergency repairs;
- average 5.1 days to complete non-emergency repairs;
- all gas servicing and electrical inspections were done on time;
- 94% satisfied that it was easy to report a repair;

- 95% satisfied with attitude of workers;
- 95% satisfied that mess was kept to a minimum;
- 88% satisfied with contractor quality of work; and
- 97% of our repairs were done right first time.

During the pandemic, in 2020/21 and 2021/22, our repairs performance dipped. This was the case for many landlords and disappointing as we had to limit some of our repairs and maintenance services. But things improved in 2022/23, as we worked hard with our new contractors to get things back on track. We have clear service standards and continue to monitor and improve our performance and customer experience.

Routine gas servicing and electrical testing is an important part of ensuring tenant health and safety, which is a priority for us. We completed all gas servicing and electrical testing on time.

Within some of our blocks of mixed tenure flats, it can sometimes be challenging for us to take forward repairs and maintenance of common parts/ areas. We work closely with factored homeowners to get them to play their part in property maintenance and pay their share.

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 our properties are safe and secure for our tenants. Nearly all our homes meet the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH), this has included us installing fire safety measures, gas maintenance and regular electrical testing.

During the pandemic restrictions in 2020/21 and 2021/22, we had to limit some of our repairs and maintenance services. But things improved in 2022/23 as we worked hard and have got back to normal.

During 2022/23 we successfully completed our project of 60 new affordable rented flats at St Peters /Mansfield Gate. Our tenants are delighted with their wonderful new homes. We have started work on our next project to provide another 46 affordable new homes at Bearsden Road in Anniesland, which should be ready late in 2024. And we are looking at other opportunities to deliver more affordable homes in the West End.

We have...

- spent £2.45 million on maintaining our homes through routine repairs and planned cyclical maintenance;
- carried out gas safety checks to all our properties that have gas as well as a programme of electrical safety checks;
- spent £0.56 million on major works to improve our existing homes, including improvements to energy efficiency in line with ESSH requirements; and
- invested £2.78 million towards developing new homes to meet local housing needs.



03: VALUE FOR MONEY

PERFORMANCE INDICATOR	Results from 2020/21	Results from 2021/22 (last year)	Results from 2022/23 (this year)	PHA Performance 2022/23	Scottish Average 2022/23 (this year)	PHA versus Scottish Average 2022/23
% of money collected for current and past rent	100.1	100.1	100.0	↑	99.0	↑
Gross rent arrears as a % of rent due	1.9	1.6	1.5	↑	NOT AVAILABLE	—
Number of properties allocated	124	115	150	—	NOT AVAILABLE	—
% of rent lost through empty properties	1.0	0.3	0.4	↑	1.4	↑
Average length of time to relet properties (days)	61.8	23.0	18.6	↑	55.6	↑

Getting value for money, while providing quality homes and excellent services is important for us. More than 8 in 10 of our tenants were satisfied that our rent charges represented value for money.

We keep our costs and 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.

We are a non-profit organisation, so we rely on tenants paying their rent to keep running – it’s what pays for the services and quality of the homes we provide.

We understand that especially during the recent cost-of-living crisis, some tenants have found it difficult to manage their household bills. We continue to provide a free money advice service to help tenants manage their income and pay their rent. And this year we have also been able to support tenants through our ‘food and fuel’ project so tenants can access affordable food and fuel vouchers that can help with energy bills.

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 and the West End is a popular area to live in, so we don’t have many empty houses – we offer about half of our available properties to people that the Council has assessed as homeless.

Because of pandemic restrictions in 2020/21 and 2021/22, our performance and that of other landlords repairing and allocating empty properties dipped. But things improved in 2022/23 as we have allocated empty properties quickly, with the relet and turnaround time now improved. We continue to monitor and review performance closely.

You said...

- ↘ 84% of tenants rated their rent as good value for money:
 - 76% of tenants understood how the rent they pay was decided;
 - 85% of tenants felt the information provided when reviewing rents was useful; and
 - 60% of tenants felt their rent was affordable, and 36% just about affordable.

We did...

Our Rent Setting & Service Charges Policy aims to ensure that our rents are affordable, equitable, transparent, consistent and reasonable.

More than 8 in 10 tenants were satisfied with the value for money that we provide. But we are always looking to work smarter and improve value for money where we can.

We continue to consult tenants every year when we are reviewing our service priorities, investment plans and rent charges. We set our budgets so that we have enough to cover increases in our costs while trying to keep rents affordable for tenants. We look to spend on the right things and find opportunities to make savings or improve our efficiency.

We continue to provide a free money advice service for tenants, and during the cost-of-living crisis we have supported tenants through our food and fuel project. We offer a range of easy and convenient methods for tenants to pay their rent.

We focus on managing our contractors to get best value and look to allocate our empty houses quickly to those in greatest housing need.

We continue to provide information to customers through our Partick Times newsletter, website and annual performance report, setting out our performance and how we deliver value for money.



04: NEIGHBOURHOOD MANAGEMENT

PERFORMANCE INDICATOR	Results from 2020/21	Results from 2021/22 (last year)	Results from 2022/23 (this year)	PHA Performance 2022/23	Scottish Average 2022/23 (this year)	PHA versus Scottish Average 2022/23
Number of anti-social behaviour cases for every 100 landlord homes	6.2	6.7	7.8	—	NOT AVAILABLE	—
% of anti-social behaviour cases resolved within target	94.5	98.3	97.9	↑	89.7	↑

You said...

- ↘ 91% of tenants were satisfied with Partick and the surrounding areas as a place to live.
- ↘ 79% of tenants were satisfied with neighbourhood management:
- ↘ Some tenants had general concerns about bins; street cleaning; back courts, etc.
 - vandalism / graffiti: 8% felt it was a serious problem; 15% a minor problem; 77% not a problem;
 - litter/ rubbish: 27% felt it was a serious problem; 26% a minor problem; 47% not a problem; and
 - dog fouling: 22% felt it was a serious problem; 23% a minor problem; 55% not a problem.

We did...

Most tenants were satisfied with the quality of Partick and the surrounding areas as a place to live. We want to maintain the neighbourhood, work with partner organisations and continue to empower tenants to get involved with local initiatives.

8 out of 10 tenants were satisfied with our management of the neighbourhood, but satisfaction has dipped in recent years when compared to our earlier surveys so we have been working on how we can do better.

We continue to invest in managing our neighbourhoods. But in the past few years the Council has changed the way it manages its services. This has seen a reduction in services offered and, coupled with residents spending more time at home and in the neighbourhood following the pandemic, has created issues in some parts of our area.

We continue to work closely with the Council who are responsible for bins, refuse collection, special uplifts and pest control. We refer queries to the Council about special uplifts, fly tipping, street sweeping, dog fouling and pest/vermin control – tenants and residents can also contact the Council directly.

We also work closely with our contractors who manage our close cleaning, open space and back-court maintenance. Tenants tell us that the quality of work is of a good standard, but we regularly review customer feedback and performance with our contractors to check and improve services where we can. We appreciate the hard work of local community volunteers in some areas who carry out regular litter picks to help keep the neighbourhood tidy.

We carry out regular estate and close inspections and step in where action is required. Tenants can take part in these estate inspections and walkabouts, and give first-hand views on our neighbourhood management.

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

During the pandemic, in 2020/21 and 2021/22, we received more complaints about anti-social behaviour cases and this was the case for many landlords. This was partly due to people having to stay at home for prolonged periods, as well as changes in behaviour and limitations in being able to take effective action. But following the pandemic, we are back doing our best to prevent and manage anti-social behaviour – we advise, refer to other agencies for support and take legal action as a last resort.



05: OUR FUTURE PLANS

Partick Housing Association (PHA) was established in 1975. We are the biggest community-based property owner and manager in our area and the largest provider of affordable housing. We have played a historic role in making Partick and the West End the vibrant place that it is today.

01 OUR PURPOSE:

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

02 OUR VISION IS:

Making homes and building communities.

03 OUR VALUES ARE:

Customer focus; Inclusion; Trust; and Innovation.

04 OUR AIMS ARE TO:

- provide quality, affordable homes and excellent services to our customers;
- support our communities and improve our environment; and
- be a respected and proactive organisation, with effective governance and staff.

We are recognised for providing quality homes, delivering excellent services and supporting our local communities, and are committed to continuous improvement. We are growing through providing more affordable homes to meet local housing needs.

We are proud of our local roots and historic achievements, but we are committed to addressing the opportunities and challenges ahead. These include the changing needs and expectations of our customers; improving our homes and energy efficiency; and addressing the shortage of affordable homes locally.

In recent years, the Covid pandemic followed by the cost-of-living crisis has been a challenging time for everyone. But through working together we remain positive about the future and are determined to keep serving our customers and continuing to make an impact in Partick and the surrounding areas.

PHA owns and manages 1,798 social rented homes. In addition, we provide management services to 1,550 factored homeowners through our subsidiary company Partick Works Limited (PWL), which also manages 61 Mid Market Rent tenancies and 33 commercial properties across the West End.

What we do is about more than bricks and mortar. We retain a clear customer and community focus, as well as a commitment to collaboration and involvement in wider activities beyond our core landlord role.



STRATEGIC OBJECTIVES & OUTCOMES

OUR GROUP CORPORATE PLAN SETS OUT OUR STRATEGIC OBJECTIVES AND OUTCOMES

	STRATEGIC OBJECTIVES	OUTCOMES
1	Deliver the right homes, services and environment for our customers	<p>We will:</p> <ul style="list-style-type: none"> provide quality homes and services that meet the changing needs of our customers; and make Partick and the surrounding area a good place to live by working with others to improve our backcourts, common areas and environment.
2	Work in partnership with others to achieve the best outcomes, grow and diversify	<p>We will:</p> <ul style="list-style-type: none"> 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.
3	Engage with customers and partners to tailor our services, and deliver on our promises	<p>We will:</p> <ul style="list-style-type: none"> 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.
4	Deliver innovative ways of working, new opportunities, positive outcomes and value for money	<p>We will:</p> <ul style="list-style-type: none"> provide customers with easy and convenient access to services; and improve how we work, and explore opportunities to grow and diversify our business.

This means that 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 our 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 continue to work in partnership with like-minded organisations.





PARTNERSHIP WORKING

We would like to thank all our customers, partners, contractors and others for your 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 positive year at Partick Housing Association.

YOUR FEEDBACK AND OTHER FORMATS

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



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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.

SCOTTISH HOUSING REGULATOR



THE SCOTTISH HOUSING REGULATOR'S WEBSITE HAS LOTS OF FURTHER INFORMATION.

YOU CAN:

- compare our performance with other landlords;
- see all the information that Partick Housing Association 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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Registered society under the Co-operative and Community Benefit Societies Act 2014. Recognised Scottish Charity No. SC033751.

Registered with the Scottish Housing Regulator under the Housing (Scotland) Act 2010 No.168. Property Factor Registered No. PF000165