

The image features a dark blue background with large, abstract, overlapping shapes in light blue, yellow, and light green. The Trust logo is positioned in the top right corner.

trust

Affordable homes.
Exceptional care.

How we're performing

Performance review 2023/24





Affordable homes.
Exceptional care.

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Registered by the Scottish Housing Regulator HEP 143

Registered under the Co-operative & Community Benefit Societies Act 2014
Registered Office: 12 New Mart Road, Edinburgh, EH14 1RL



Introduction



A very warm welcome to our 2023/24 Performance Report. I am delighted to share with you our performance figures which were submitted to the Scottish Housing Regulator for the period 1st April 2023 to 31st March 2024.

2023/24 was another challenging year for all businesses, and it was no different for Trust, our customers and employees. Despite the challenging environment we have continued, in the main, to perform very well as you can read more about in this report, keeping Trust moving forward.

Our Customers

Our customers are at the heart of everything we do and a big focus in recent years has been supporting them through the *cost-of-living-crisis*. Our Trust Cost of Living task force is in its second year and again we were able to do much to support our customers through very difficult times. This work included:

- We increased our Welfare Benefits Team from two people to three, ensuring our customers continue to maximise their income and access all the advice and assistance they are entitled to. Securing over £2.7m in additional welfare benefits for our customers.
- We secured £82k grant funding to support our customers with direct cash payments. These payments were issued to customers with the least energy efficient homes to help with ongoing fuel bills and other household essentials.
- We allocated £60k from our hardship fund, helping customers who were struggling to keep up with rent payments or having trouble buying household items.
- We were also able to access funding of £120k to provide energy reducing household appliances including air fryers, slow cookers, heated blankets and high tog duvets to help just under 1300 customers keep warm and reduce their fuel bills.

Going Green

Our journey to net zero is a key part of our strategy and we have been able to take some key actions to support that aim. We have secured £245k of Scottish Government Social Housing Net Zero Funding to install Smart Meters across 345 homes with electric storage heating which will reduce consumption by up to 40% whilst continuing to keep our customer homes warm and healthy. We also secured over £1m in Eco4 funding to retrofit 59 homes on the Isle of Arran improving the energy efficiency of these homes from Band D, E & F to Band B and also securing £18k for our customer hardship fund through community benefits.

A Growing Organisation

As a social landlord, a key part of our purpose, in addition to maintaining our existing homes, is investing in much needed affordable homes. Trust is a growing organisation and we have grown from 2,500 to almost 4,000 homes over the last five years, through working with partners to deliver affordable housing in the communities we serve.

We were delighted to welcome our new customers in April to our £9 million new build development in the heart of Govan, Glasgow - providing 46 new energy efficient and affordable homes and playing our part in the regeneration of Govan. The homes were built by CCG (Scotland) Ltd and funded in partnership with Glasgow City Council. Planning permission was recently granted to build a further 48 new affordable homes in the centre of Belshill.

In addition, we were delighted to welcome 107 new customers and six new employees to Trust after acquiring later living housing developments from Methodist Homes in March. The acquisition - 50% funded by the Scottish Government, City of Edinburgh Council and Glasgow City Council - brought 101 private rented homes into the social rented sector and secured a sustainable future for the three developments. The developments are located in the central belt of Scotland and close to communities we already serve.

Digital Transformation

We have continued to invest in our digital capability in order to continually support modern service delivery and be as cost effective as possible. As part of this journey, over the past year we have implemented two new cloud-based IT systems. This included our new housing management system that provides the foundations for delivering a range of online services to our customers. The first of these - online applications - was launched in June with further online services due to be launched over the coming months.



Rhona McLeod

Chief Executive
RMcLeod@trustha.org.uk

About this report

The main purpose of this report is to provide information on how Trust has performed during 2023/24 against a selection of the Scottish Social Housing Charter performance indicators. The report allows you to compare our performance against the previous year and against the Scottish average.

What is the Scottish Social housing Charter?

The Charter was introduced by the Scottish Government in March 2012 and sets out the standards and outcomes that all social landlords in Scotland should aim to achieve when performing their everyday housing activities.

You can find out more about the Scottish Social Housing Charter and how we have performed against all the Charter indicators, and how we compare against all other Scottish social landlords at the Scottish Housing Regulator's website – www.scottishhousingregulator.gov.uk

How do we assess our performance against the Charter?

The report relates to the financial year 2023/24 (1st April 2023 to 31st March 2024). We've grouped our results into five key themes:

1. Our relationship with you
2. Your home
3. Your tenancy
4. Your community
5. Your rent.

In the report we compare our performance in two different ways:



1. Comparison against previous years





We highlight our 2023/24 performance against our 2022/23 results so that you can see if we have improved since last year.



2. External comparison

We compare our performance against the Scottish average (an average taken across the results of all the other registered social landlords including local authorities).

Performance results at a glance

	81% customers satisfied with the overall service provided by Trust	82% of tenants feel Trust is good at keeping them informed	84% of tenants are satisfied with the quality of their home
	86 days taken, on average, to re-let each property	2.2% gross rent arrears	87% of new tenancies sustained for more than 1 year
	92% of reactive repairs completed 'right first time'	2.8 hours taken, on average to complete emergency repairs	5.7 days taken, on average to complete non-emergency repairs
	3.2 days taken, on average to resolve Stage 1 complaints	16.6 days taken, on average to resolve Stage 2 complaints	98% of anti-social behaviour cases reported in the last year were resolved

Customer Satisfaction

A number of the Charter performance indicators relate to customer satisfaction. The results for these come from our Customer Satisfaction Survey, which we are required to complete at least every three years. Our last survey was undertaken in 2022/23 and the results for these indicators remain unchanged from last year's report. We will undertake a new customer satisfaction survey during 2025/26.

From the most recent survey completed in 2022/23, all customers were given the opportunity to participate with 1,421 completing the survey (40% of all customers).



1. Our relationship with you

We are a very people-focussed business and the relationship we have with our customers is our number one priority.

81% of customers are satisfied with the **overall service provided by Trust.**

(81% 22/23)
(86% Scot. Avg)

3.2 days taken, on average, to **resolve a Stage 1 complaint***1.

(3.6 22/23)
(5 Scot. Avg)

16.6 days taken, on average, to **resolve a Stage 2 complaint***1.

(15.6 22/23)
(17.5 Scot. Avg)

	2023/24	2022/23	Scottish Average
% of customers who are satisfied with the opportunities given to participate in Trust's decision making process	63%	63%	88%
% of customers who feel that their landlord is good at keeping them informed about services and decisions	82%	82%	90%
% of customers who feel they receive support that promotes identity, independence, dignity and choice	79%	79%	N/A

*1 We follow a two-stage complaints process. Stage 1 covers more straightforward complaints and Stage 2 is generally more complex. We follow SPSO guidance and aim to resolve Stage 1 complaints within 5 working days and Stage 2 complaints within 20 working days.

Our Care Inspectorate Grading

During 2023/24 four of our five Care and Support service branches were inspected- our first Inspections for three years due to COVID-19.

Here is a breakdown of how we did:

Key Question 1 - How well do we support people's wellbeing?

1.1: People experience compassion, dignity and respect.

Graded as 6 - Excellent

1.2: People get the most out of life.

Graded as 5 -Very Good

1.3: People's health and wellbeing benefits from their care and support.

Graded as 5 -Very Good

Key Question 2 - How good is our leadership?

2.2: Quality assurance and improvement is led well.

Graded as 5 -Very Good

The inspector also commented: "Values were evident and there was a compassionate and supportive culture. People experienced warmth, kindness, and compassion in how they were supported and cared for".



2. Your home



We care about the quality of your home and we invest in all our homes every year through our annual investment programme to make sure, as a minimum, they meet the Scottish Housing Quality Standard (SHQS).

<p>2.8 hours taken, on average, to complete emergency repairs.</p>	<p>5.7 days taken, on average, to complete non-emergency repairs.</p>	<p>92% of reactive repairs completed right first time.</p>
<p>(3.7 hours 22/23) (4 hours Scot. Avg)</p>	<p>(5.6 days 22/23) (9 days Scot. Avg)</p>	<p>(91% 22/23) (88% Scot. Avg)</p>

	2023/24	2022/23	Scottish Average
% of customers satisfied with the quality of their home	84%	84%	84%
Average number of days taken to complete approved medical adaptations	106	65	45
% of customers satisfied with the repairs & maintenance service	86%	86%	87%

3. Your tenancy



We aim to let our vacant homes to the right applicant, at the right time, in the right condition, as quickly as possible.

86 days taken, on average, **to re-let each property.**

(70 days 22/23)
(57 days Scot. Avg)

87% of tenancies sustained for more than **1 year.**

(82% 22/23)
(91% Scot. Avg)



	2023/24	2022/23	Scottish Average
Rent collected as percentage of total rent due in the reporting year	101%	102%	99%
% of lettable stock that became vacant in the last year	13%	13%	7%
Number of lets made during the reporting year	490	512	N/A

4. Your community



We know from your feedback that feeling safe and secure in your home and community is vitally important to you.

98% of anti social behaviour cases reported in the last year were resolved.

(99% 22/23)
(94% Scot. Avg)



	2023/24	2022/23	Scottish Average
% of customers satisfied with the management of the neighbourhood ^{*2} they live in	77%	77%	85%
Anti social behaviour cases per 100 homes	6	5	8
% of customers who feel safe and secure in their own home	92%	92%	N/A

^{*2}Your neighbourhood is the buildings, grounds and other areas Trust has responsibility for.

5. Your rent



We aim to provide the best possible value for money to all our tenants and keep your rents affordable.

2.2% gross rent arrears

(1.7% 22/23)
(6.7% Scot. Avg)

4% of rent lost due to empty properties

(3.1% 22/23)
(1.4% Scot. Avg)

	2023/24	2022/23	Scottish Average
% of customers who feel that the rent they pay is value for money	75%	75%	82%
Rent increase	7.4%* ³	7%	6%

*³ This is the average rent increase across all homes - the rent increase for the majority was 7.7%.

The report is digital by standard in order to provide value for money for tenants and reduce our impact on the environment. However, if you would like a paper copy of the report or in a different language or format, please contact our Business Support Team on the details below.

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Exceptional care.

Contact Us

- By email: info@trusha.org.uk
- By phone: 0131 444 1200
- Speak to your local staff
- Write to us:
Trust Housing Association Ltd
12 New Mart Road
Edinburgh
EH14 1RL
- [Via X \(Twitter\)](#), [Instagram](#) or [Facebook](#)

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