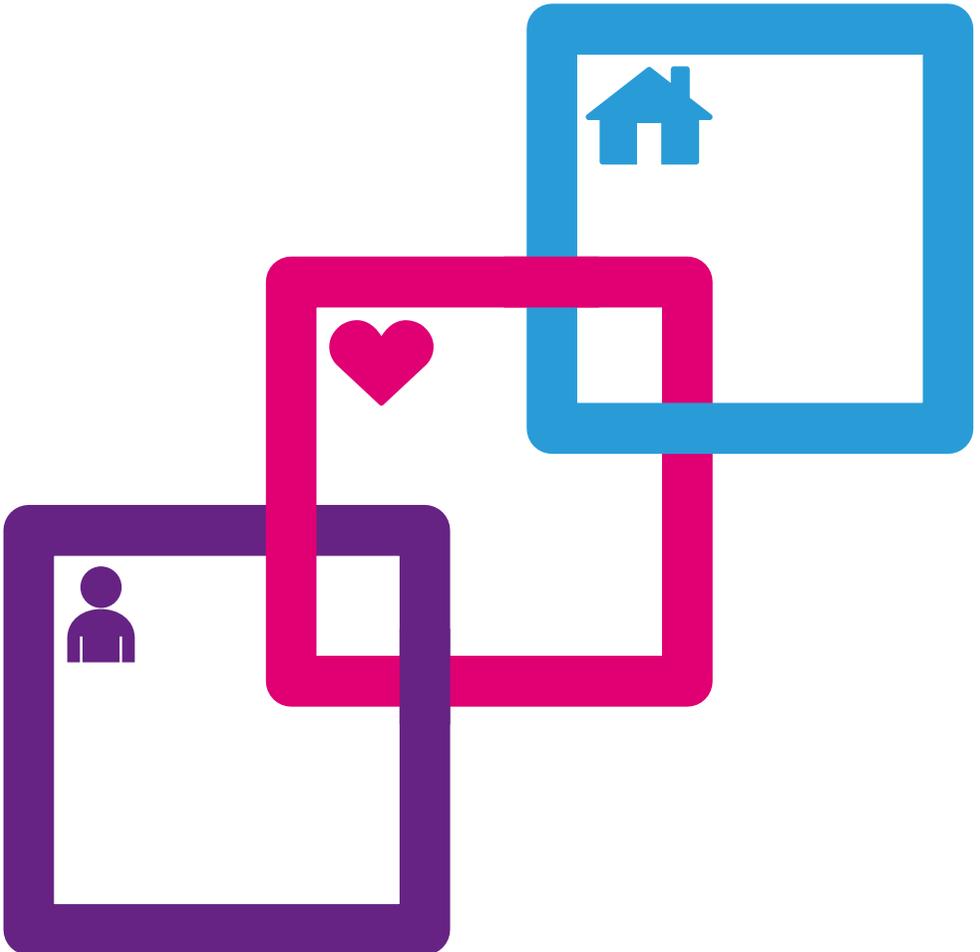


How We're Performing

Performance Review 2019/20



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Introduction

The past year has seen us take significant steps forward with our ambitious growth strategy, with the successful completion of the Wishaw & District Housing transfer, which has brought 1,000 new homes into Trust. Our new build development programme, which includes new homes in East Dunbartonshire and the Scottish Borders will have seen us provide 150 new homes overall, and taken together with the Wishaw housing means an overall growth of 40% in the business.



We've also invested heavily in our existing stock during the year, with £7.3m spent on maintenance and investment. This has delivered, amongst other things, bathroom and kitchen replacements, heating upgrades, new window installations and internal and external redecoration. We've completed medical adaptations to 252 properties, enabling existing tenants to continue to live safely and comfortably in their homes.

We are now in the process of developing our three year business strategy which will see us further progress with the modernisation and growth of the business. In the coming months we will be consulting with our customers, our colleagues in Trust, and other stakeholders to help us shape the future and define our priorities for the coming years.

I'm delighted with the success of our growth and our strong

performance – we have 92% overall satisfaction and 95% of our tenants feel safe and secure in their home. This is testament to our incredible staff teams - on the frontline and in the offices. Their care and dedication to our tenants has never been more apparent than during the Coronavirus pandemic.

I'd like to draw upon our complaints figures, we've made significant improvements to our complaints process, which is reflected in our results, with 96% of our more complex cases resolved within timescales (compared to 86% in the previous year). Complaints are an important way for us to understand what has gone wrong and to enable us to improve our services to tenants.

The quality of your home is really important to us so we're happy to report a notable improvement in our average length of time taken to complete

non-emergency repairs, this reduced from 7.3 days in 2018/19 to 5.4 days in 2019/20. This is the level of service we aspire to deliver to each and every tenant, across Trust.

However, we're always looking to improve our yearly performance figures, and with that in mind, we're continuously developing the way we deliver our core business, and exploring new digital ways of working.



Rhona McLeod
Chief Executive

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About this report

The main purpose of this report is to provide information on how Trust has performed during 2019/20 against the Scottish Social Housing Charter. 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 our performance compares 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 2019/20 (April 2019 to March 2020). We've grouped our results into 5 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 2019/20 performance against our 2018/19 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

Over
9/10
customers satisfied
with the overall service
provided by Trust

 **95%**
of tenants feel
safe and secure
in their home

 **93%**
of tenants are
satisfied with the
quality of their home

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

 **94%**
of complaints
resolved within
timescales

 **81 days**
taken, on average, to
complete applications for
medical adaptations

 **94%**
of reactive repairs
completed 'right
first time'

 **92%**
of tenants feel they
are treated fairly, with
dignity and respect

 **2.4%**
gross rent
arrears

9/10
tenants feel that
Trust has improved
their quality of life

8/10
tenants feel Trust
is good at keeping
them informed

Over
9/10
Anti-social behaviour
cases resolved within
15 working days

1. Our relationship with you



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

92%
of tenants are
satisfied with the
overall service
provided by Trust

(92% 18/19)
(91% Scot. Avg)

92%
of tenants think
Trust treats them
fairly, with dignity
and respect

(92% 18/19)
(N/A Scot. Avg)

75%
of tenants satisfied
with the opportunities
given to participate
in Trust's decision
making process

(77% 18/19)
(89% Scot. Avg)

Charter Performance %

% of tenants who feel that their
landlord is good at keeping them
informed about services and
decisions

2019/20

2018/19

Scottish
Average

87%

88%

93%

Average days to resolve Stage 1
complaints

3.3

3.3

3.3

Average days to resolve Stage 2
complaints

14.6

16.7

16.0

* We follow a two stage complaints process, Stage 1 covers more straight forward complaints and Stage 2 are generally more complex. 'Average days' is a new measure introduced by the Scottish Housing Regulator for 2019/20. The 2018/19 figure has been calculated here for comparison.

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).

97%
of repair appointments kept

(98% 18/19)
(N/A Scot. Avg)

93%
of tenants satisfied with the quality of their home

(94% 18/19)
(88% Scot. Avg)

93%
of new tenants satisfied with standard of their home when moving in

(94% 18/19)
(N/A Scot. Avg)

Charter Performance %

% repairs complete right first time

2019/20	2018/19	Scottish Average
94%	91%	93%

Average length of time taken to complete emergency repairs (hours)

2019/20	2018/19	Scottish Average
3.4	4.8	2.7

Average length of time taken to complete non-emergency repairs (days)

2019/20	2018/19	Scottish Average
5.4	7.3	5.7

% of tenants satisfied with the repairs services

2019/20	2018/19	Scottish Average
91%	89%	92%

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.

488
lets made during the reporting year

(437 18/19)
(N/A Scot. Avg)

14%
of stock that became vacant in the last year

(16% 18/19)
(9% Scot. Avg)

Charter Performance

Average time to re-let properties (days)

2019/20	2018/19	Scottish Average
47	56	26

% of new tenancies sustained for more than 1 year

2019/20	2018/19	Scottish Average
82%	81%	89%

% tenancy offers refused

2019/20	2018/19	Scottish Average
19%	20%	30%

4. Your community



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

95%

of tenants who feel safe and secure in their own home

(93% 18/19)
(N/A Scot. Avg)

97%

of anti-social behaviour cases reported in the last year which were resolved within locally agreed timescales

(95% 18/19)
(NA Scot.Avg)

Charter Performance

% of tenants satisfied with the management of the neighbourhood they live in



5. Your rent



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

2.4%

gross rent arrears

(2.8% 18/19)
(4.4% Scot. Avg)

1.6%

of rent lost due to empty properties

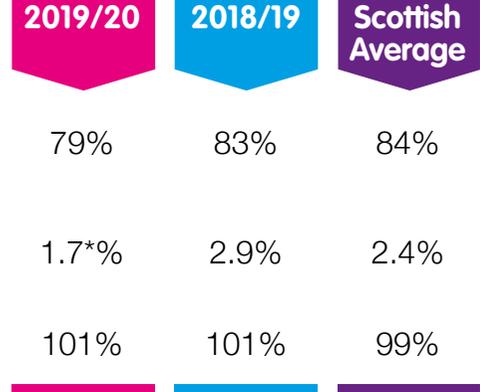
(2.3% 18/19)
(0.9% Scot. Avg)

Charter Performance

% of customers who feel that the rent they pay is value for money

Rent increase

% collected of rent due



* A 1.7% increase was applied to Trust tenants. As part of our Transfer of Engagement promises, Wishaw District & Housing tenants' rent was frozen.

Contact us:

- By email info@trustha.org.uk
- By phone 0131 444 1200
- Speak to your local staff
- Write to us, 12 New Mart Road, Edinburgh, EH14 1RL
- Via Twitter or Facebook

If you would like a paper copy of the report or in a different language or format, please contact our Corporate Services Team on the details above.



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