

Performance Report on the Scottish Social Housing Charter 2018-2019



**West
Granton**

Housing Co-op

sustaining and championing the co-operative way

West Granton Housing Co-op



The Scottish Social Housing Charter
April 2017

WGHC's performance against the 14 Standards and Outcomes presented in this report are:

- ◇ Equalities
- ◇ Communication
- ◇ Participation
- ◇ Quality of Housing
- ◇ Repairs, Maintenance & Improvements
- ◇ Estate Management, anti social behavior, neighbour nuisance and tenancy disputes
- ◇ Housing Options
- ◇ Access to Social Housing
- ◇ Tenancy Sustainment
- ◇ Value for Money
- ◇ Rents and Services Charges

If you would like this report in **Large Print** please let us know.

Introducing your Report on the Charter

Welcome to your Tenant Charter Report for 2018-19.

Since the Scottish Government introduced The Scottish Social Housing Charter in 2012, all Registered Social Landlords are required to produce a report for their tenants each year highlighting how they have performed against the Charter.

There are 16 standards and outcomes within the Charter, 14 of which are presented in this report. Outcome 12 relating to homeless persons and Outcome 16 relating to Gypsies and Travellers, are not included as these relate to the statutory duties of the City of Edinburgh Council.

If you would like to talk to us about this report or any other tenancy or housing related matter please contact our office for an appointment on 0131 551 5035. This report is also available on our website at www.westgrantonhousing.coop

LanguageLine
Solutions®

West Granton Housing Co-op is a member of Language Line who offer video, face to face and telephone interpreting services. They also offer British Sign Language interpreters.

Our office is wheelchair accessible.



We have a portable induction loop which can be used in both our reception area and interview area.



In this report, comparisons are made:

- against our performance last year and
- against the Scottish average for all Social Landlords (All Local Authorities & RSLs)

So how did we perform?

Yet again it has been another busy year for us and I think the key word that comes to mind is “change.” There were many legislative and regulatory changes across the sector in 2018-19, which impacted on both us, as a registered social landlord and also our tenants; the most challenging of these has and continues to be the rollout of Universal Credit.

Your Committee have worked hard attending 14 meetings, approving over 132 decisions, received training in Governance, Finance and the Scottish Housing Regulator's new regulatory framework. They also carried out a Skills Assessment Audit with an external consultant to help identify their future training needs.

Committee also approved WGHC becoming a member of “ARCHIE”. ARCHIE is the Alliance of Registered Co-operatives and Housing Associations in Edinburgh. Our Chairperson, Lorna Brown, signed the ARCHIE constitution in Edinburgh City Chambers in March 2019. ARCHIE has 8 members (including WGHC) who are all local, Edinburgh based housing associations. The aim is to provide support for each other and share good practice, joint procurement opportunities and lobby about issues which are important to the group such as increasing the supply of affordable housing in Edinburgh.

Staff continue to work hard and put you, our tenants, first. Most important to us all at WGHC is that **99%** of our tenants expressed they were satisfied with our services overall. This compares favourably with the Scottish Average of 90%.

Across the board we have performed exceptionally well, notably in the following areas:

- 100% of tenants who feel WGHC is good at keeping them informed about its services and decisions
- 100% of tenants who feel satisfied with the level of opportunities given to them to participate in their landlord's decision making processes
- 100% of tenants satisfied that their rent represents good value for money
- 100% of stock which meets the Energy Efficiency Standard

I hope you enjoy reading this report.

I would like to thank our tenants for their ongoing support for the Co-op.

As always, one of our key aims is to continue listening to you, our tenants.

With that in mind please feel free to give us your feedback, whether it's about this report or any other service we provide. Your views are important to us and are both welcomed and valued.



Best Wishes,
Larke Adger
Chief Executive

How did we perform?

OUTCOME 1: EQUALITIES

Every tenant and other customer, has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing

We regularly collect information about tenants particular needs and preferences to provide information in ways our tenants choose.

At WGHC, we have a tenant base reflective of the local population in terms of diversity. (www.streetcheck.co.uk)

In 2018-19 we carried out 8 medical adaptations in tenants' homes.

Our average time to complete an approved medical adaptation was 26.6 days.

The Scottish Average was 49.4 days.

Ethnicity of WGHC tenants as at 31.03.19	Number of tenants
Asian Scottish/British Chinese	3
Asian Scottish/British Indian	2
Asian Scottish/ British Pakistani	2
Black Scottish/British African	12
Black Scottish/British Caribbean	1
Black Scottish/British Other	1
Mixed	0
White Irish	1
White Other	11
White Other British	8
White Polish	19
White Scottish	311
Total	372



As at 31st March 2019, 15% (55) of WGHC tenants considered themselves to have a disability.

How did we perform?

OUTCOME 2: COMMUNICATION

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides



100% of our tenants agreed that WGHC is good at keeping them informed about its services and decisions.

The Scottish average was 92%.

We provide information to tenants through newsletters, website, consultation sessions and postal surveys.

WGHC's Committee of Management is its Board of Directors. As a fully mutual co-operative, the Board is made up entirely of WGHC tenants. They make all the important financial and governance decisions. They also take decisions to financially support projects in the local community such as Adult Art Classes and a Young Women and Girls Support group at the local community centre, as well as the nearby Pilton Youth & Children's Project .

OUTCOME 3: PARTICIPATION

Tenants and other customers find it easy to participate in and influence their landlords decisions at a level they feel comfortable with.

Tenant Participation is about **tenants** taking part in the decision making process and influencing decisions about housing policies, housing conditions and housing related services.

100% of WGHC tenants were satisfied with the opportunities given to them to participate in their landlord's decision making processes.

The Scottish average was 86%.



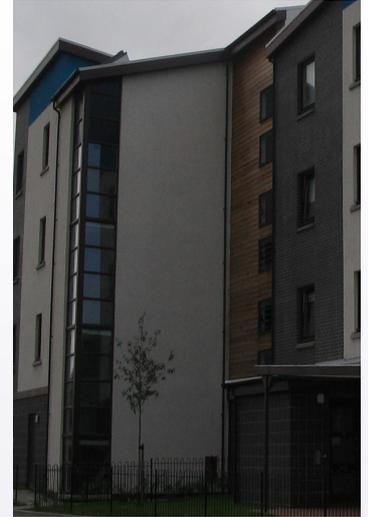
How did we perform?

OUTCOME 4: HOUSING QUALITY

Tenants' homes, as a minimum, must meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

90% of WGHC stock meets the Scottish Housing Quality Standard.

The Scottish average is 94%.



Why doesn't all of our stock meet the Standard?

The issue relates to storage space in some kitchens. When some properties were built the Scottish Housing Quality Standard had not been introduced and kitchens were designed to meet tenants' needs. For example, some tenants asked for a space for a tumble dryer or dishwasher. This was done at the cost of cupboard space. Since last year, we have managed to fit some more cupboards into kitchens but not every tenant wants them. We will wait until the next kitchen replacement programme to try and address this ongoing issue.

100% of WGHC Stock meets the Energy Efficiency Standard.

The Scottish average was 98%.

100% of WGHC tenants were satisfied with the quality of their new home when they moved in. This is an

improvement, up from 96% last year

The Scottish average was 91%.

QUALITY IMPROVEMENT

98% of WGHC tenants were satisfied with the quality of their home.

The Scottish average was 88%.



IMPORTANT INFORMATION

WGHC REPAIRS APPOINTMENT SYSTEM

Informing you about a change in our Annual Return

As a social landlord, West Granton Housing Co-op must collect and provide the Scottish Housing Regulator (SHR) with information on its performance. The SHR uses the information we provide to create their own report about us.

Their report is called “[Landlord Report. How your Landlord told us it performed](#)” which is published on their website. You can find the latest report at:

<https://www.scottishhousingregulator.gov.uk/for-tenants>

One of the questions asked is “Do you operate a repairs appointments system?”

WGHC has always declared to SHR it does **not** have an appointments system. This is because WGHC does not make appointments directly with tenants.

The SHR Landlord Report for 2018-19, therefore states that, WGHC does not have a repairs appointment system.

However, we know that sometimes our Contractors contact tenants directly to make appointments. So earlier this year, we asked the SHR if such arrangements meant that we have do an Appointments System in place. They confirmed that it did.

Moving forward, in light of the above, from 2020 we will declare in our Annual Return to the SHR that WGHC does have a Repairs Appointment System in place (albeit partial).

If a social landlord has an Appointments System in place it must:

- A) monitor the number of repairs appointments made and
- B) the number of appointments kept.

From 1st September 2019 WGHC introduced a system which will help us to collect this information. This in turn, will help us review the appointments service tenants receive. If you have any questions please contact a member of our Maintenance Team on **0131 551 5035**, who will be happy to discuss these with you.

How did we perform?

OUTCOME 5: REPAIRS & MAINTENANCE

Tenants homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

99.5% of WGHC tenants were satisfied with the repairs and maintenance service. This is an **improvement from 97.7% last year. The Scottish average was 92%.**



Our contractors completed 99% of reactive repairs 'right first time', an **improvement from last year. Better than the Scottish average performance of 93%.**

In 2018-19 we carried out 1,120 non emergency repairs.

The average length of time to complete a non emergency repair was 4.2 days, which was **slightly longer than last year's 4.1 days.**



The average length of time WGHC took to complete an emergency repair was 2.6 hours, **the same as last year. The Scottish average was 3.6 hours.**

How did we perform?

OUTCOME 6: NEIGHBOURHOOD & COMMUNITY

Tenants and other customers live in well maintained neighbourhoods where they feel safe

99% of WGHC tenants were satisfied with the management of the neighbourhood they live in. The Scottish average was 88%.

20 incidents of antisocial behaviour were reported to WGHC in 2018-19 and all were resolved.

Only 2 written warnings were issued in the year. No legal actions were raised.



90% of incidents were resolved within our locally agreed targets of 20 working days which is better than last year (86%) The Scottish average was 88%.

We work closely with our local Police Officers and support local agencies to help prevent and resolve anti-social behaviour.

Below you can see the “before WGHC” & “after WGHC” photos. WGHC believes it has achieved one of its aims in helping to rebuild the local community and now looks to “sustain and champion the co-operative way.”



From this ...

West Granton 1988

To this...in 2019

How did we perform?

OUTCOME 6: continued– COMPLAINTS

Tenants and other customers live in well maintained neighbourhoods where they feel safe



STAGE 1 COMPLAINTS

A stage 1 complaint is a frontline complaint which usually can be resolved immediately and an “on the spot” apology given.

Stage 1 COMPLAINTS

In 2018-19 WGHC received 20 front line complaints. We responded to **90%** of these complaints within timescale. The Scottish average was **98%**.

Customer Service

STAGE 2 COMPLAINTS

A stage 2 complaint requires a more detailed investigation and tends to be of more serious or complex nature.

Stage 2 COMPLAINTS

In 2018-19 WGHC received 1 investigation complaint. We responded to **100%** of these complaints within timescale. The Scottish average was **94%**.

OUTCOMES

Once resolved, complaints are either considered upheld (we believed there to be grounds for the complaint) or not upheld.

Stage 1 Complaints

WGHC UPHELD	65%
Scottish Average	56%

Stage 2 Complaints

WGHC UPHELD	100%
Scottish Average	51%

No complaints were referred to the Scottish Public Services Ombudsman

How did we perform?

OUTCOME 7, 8 & 9 HOUSING OPTIONS

People looking for housing get information which helps them make informed choices and decisions about the range of housing options available to them. Tenants and people on housing lists can review their housing options. People at risk of losing their homes get advice on preventing homelessness.



Staff have been trained to help ensure the information and advice given is consistent and of a high quality. Staff will also refer enquiries onto the Council's Housing Options Team when necessary.

If a person tells us they are at risk of losing their home, WGHC staff will offer appropriate advice and refer them to their nearest Local Council Office for more practical assistance and information on how to make a homeless presentation.

We made **17** offers of housing during the past year. No offers were refused by applicants (0%) which is the **same** as last year.

The Scottish average refusal rate was 32% .

Housing Lists

We allocate our housing through our own Internal Transfer List (31 applicants), and Edinburgh's Common Housing Register, Edindex, which has 21,000 applicants.

We lost 0.3% of rent due because properties were empty.

This compares to a Scottish average of 0.8%. It took an average of 29 days to re-let our property and we are working on improving this figure by looking at our internal processes.



How did we perform?

OUTCOME 10—ACCESS TO SOCIAL HOUSING

People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being re-housed.

www.keytochoice.co.uk



West Granton Housing Co-op is a partner landlord of Edindex. EdIndex is a partnership between the Council and 20 housing associations in Edinburgh. Applicants only need to complete one form and to apply for houses provided by all Edindex landlords.

WGHC has produced its own booklet “Applying for Housing”.

Copies are available from our Reception and are available to everyone.

Our website fully explains how to apply for housing including direct links to the Edindex form and website.

Allocation Policy Review

We reviewed our Allocation Policy this year to take into account legal changes brought about by the Housing (Scotland) Act 2014. This review involved a consultation with our tenants and an Equalities Impact Assessment. A copy of the policy is available on request and on our website. We carry out a review of our Internal Transfer List annually.

WGHC relet

17 properties in 2018-19

- 5 of these properties were relet to existing WGHC tenants;
- 9 were relet to homeless applicants.
- 2 families moved as part of the Mutual Exchange Scheme

How did we perform?

OUTCOME 11—Tenancy Sustainment

Social landlords ensure that tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services directly provided by the landlord and by other organisations.

People at risk of losing their homes

WGHC works very closely with tenants to prevent, where at all possible, loss of home due to arrears or other breaches of tenancy.

For tenants who may have more complex support needs, staff provide both emotional and practical support with a focus on helping the tenant maintain their tenancy. This includes making referrals to relevant external agencies.

WGHC will only ever consider legal action if all other avenues have been exhausted and the tenant has continued to fail to engage.

93% of WGHC tenants who began their tenancy in 2018-19 have remained in their homes for more than one year. The Scottish Average was 89%.



WGHC has its own Tenancy Sustainment Fund. When welfare funding schemes are unable to assist, WGHC can help in certain circumstances, tenants to buy much-needed essential items helping them to sustain their home. We also help tenants apply for Community Care and Crisis Grants. We also have a joint working partnership with local charity, Fresh Start, who have helped some of our tenants set up their new homes.

**In 2018-19 WGHC issued 3 Notice of Proceedings.
The Scottish Average was 40.
WGHC had zero evictions & one abandonment.**

How did we perform?



OUTCOME 13: VALUE FOR MONEY

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay

In 2018-19, **100 %** of WGHC tenants felt the rent for their property represented good value for money; this is an **increase** from **97%** in the previous year.

The Scottish average was **83%**.

WGHC collected over **100%** of the rent due.

The Scottish average was **99%**

In 2018-19 Gross rent arrears were **1.3%**.

This is higher than the 1.1% in the previous year.

But significantly lower than the Scottish average of **5.7%**

WGHC's rent increase for 2019-20 was 2.5%, down from 2.6% the previous year and in line with inflation.

The Scottish Average was 3%.



So how did we perform?

OUTCOME 14 & 15: Rents & Service Charges

Social landlords set rents and service charges in consultation with their tenants and other customers....



In 2018-19 WGHC proposed a rent increase of 2.5% for the year 2019-20.

A rent consultation form was sent out to every tenant. A freepost envelope was provided to encourage feedback. Tenants could also respond using a form on our website. The return was 11%.



The rent increase was based on the inflation measure, the Consumer Price Index.

Unlike some other landlords we do not add on a further percentage increase to this figure. The overall majority of tenant responses thought 2.5% was fair in return for the services they received from WGHC.

Copies of our audited Financial Statements for 2018-19 are available from our Reception or online at www.westgrantonhousing.coop

Alternatively please contact our office and we will be happy to post out a hard copy.



Contact Us

You can email us at mail@westgrantonhc.co.uk

or

use our online contact form available on our website at
www.westgrantonhousing.coop

or

Write to us a 26 Granton Mill Crescent,
Edinburgh EH4 4UT

or

To speak to a staff member telephone 0131 551 5035

Would you like to compare WGHC's performance against another social landlord?



**Scottish Housing
Regulator**

The Scottish Housing Regulator has a comparison tool on its website which allows tenants to compare their landlords performance against others.

Log onto

www.scottishhousingregulator.gov.uk/find-and-compare-landlords