



**West  
Granton**

Housing Co-op  
sustaining and championing  
the co-operative way

# PERFORMANCE REPORT on the Scottish Social Housing Charter 2019-20



# Introducing your Report on the Charter

Welcome to your Tenant Charter Report for 2019-20.

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](http://www.westgrantonhousing.coop)**

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.



## The Scottish Social Housing Charter April 2017

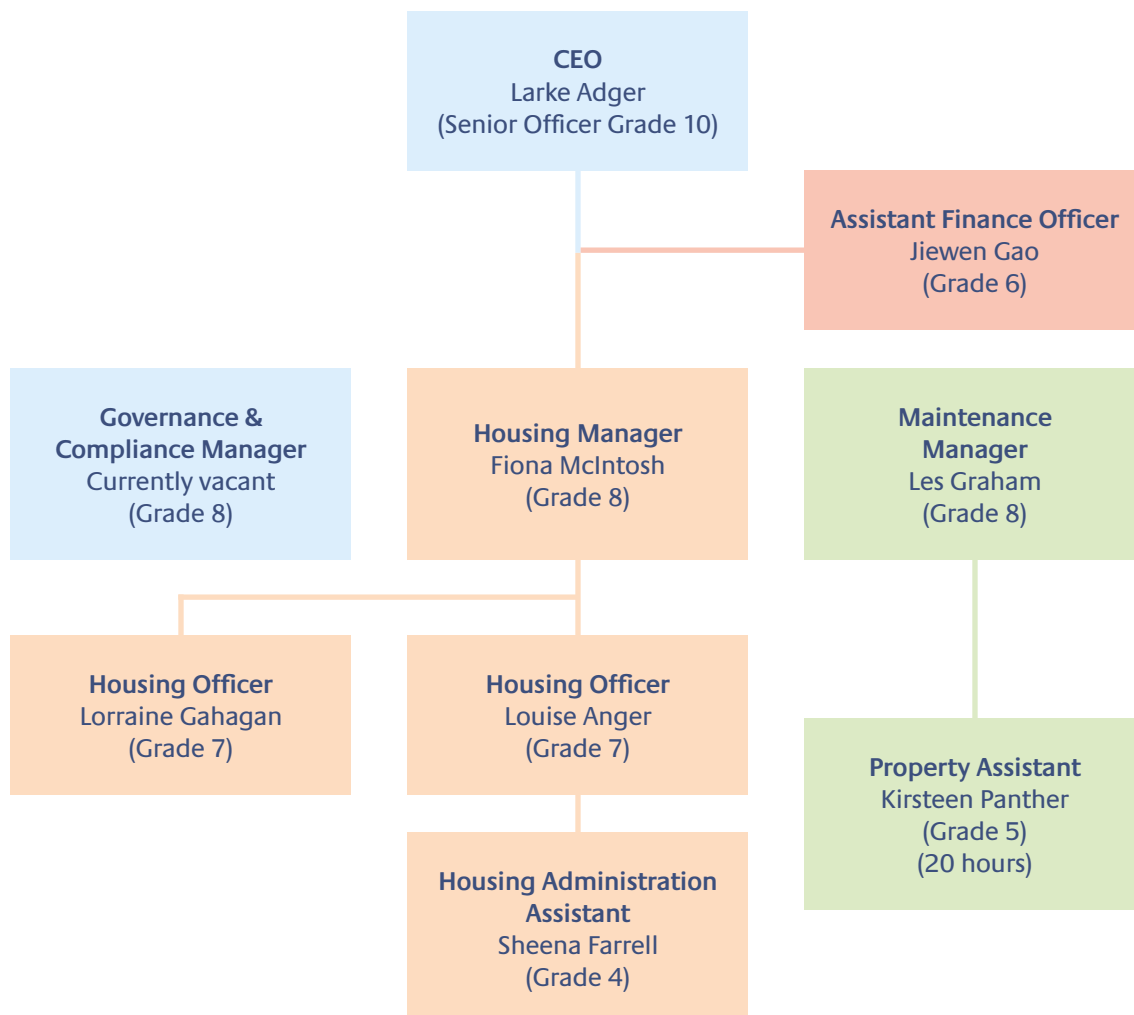
WGHC's performance against  
the 14 Standards and Outcomes

- Equalities
- Communication
- Participation
- Quality of Housing
- Repairs, Maintenance & Improvements
- Estate Management, anti social behaviour, 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.**

In this report, comparisons are made:  
against our performance last year and  
against the **Scottish Average for all Social Landlords**  
(which means both Local Authorities & RSLs)

## Organisational Structure



## Committee of Management

West Granton Housing Co-op's Board of Directors is the Committee of Management.

The Committee is made entirely up of WGHC tenants. As at December 2020, WGHC's Committee of Management had 10 fully elected members as follows:

Wendy Riordan (Chairperson)  
Lorna Brown (Vice Chair)  
Marilyn Dickson (Treasurer)  
Joe Moir  
Elizabeth Robertson

George Thomson  
Donna Anderson  
Jon Douglas  
Colin Fraser  
Amanda Aitchison



# 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 and housing services.

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

**Our average time to complete an approved medical adaptation was 13 days.**

**The Scottish Average was 41.5 days**

**In 2019-20 we carried out 8 medical adaptations in tenants' homes.**



**As at 31st March 2020**

**13.5% (50 out of 372 tenants) considered themselves to have a disability.**

In 2019-20 WGHC enlisted the services of Montgomery Housing and Equality Services (MHES) to develop WGHC's Equalities Framework.

MHES works with the Glasgow Centre for Inclusive Living Equality Academy and TPAS Scotland.

WGHC's work with MHES involves us developing policies and procedures which promote equality and social justice principles and helps ensure that we deliver services which focus on the needs and preferences of our tenants, our services users and our employees.

This work is ongoing in to 2020-21.

# 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 it's 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 such as LIFT (Low Income Families Together), the North Edinburgh Foodbank, the Pilton Youth and Children's Project and the local Prentice Centre.

## 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 87.2%**



# 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 94.4%

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

The Scottish Average was 87%

## 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 our kitchens were designed to meet tenants' needs. For example, some tenants asked for a space for 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 but tenants' preferences must be taken into consideration.

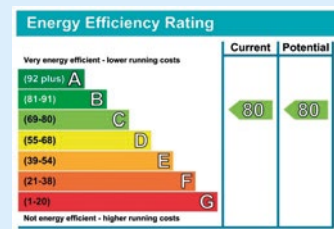


In 2019-20 WGHC had 126 properties with an Energy Performance Certificate. We now have a rolling programme to ensure all our stock will have one, and not just for those properties which become available for relet during each year.

In 2019-20:

- 20 properties were B rated
- 104 properties were C rated
- 2 properties were D rated

These 2 properties were re-tested as C rated



**100% of WGHC Stock meets the Energy Efficiency Standard.**

The Scottish Average was 87%

# 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.

In 2019-20 we carried out **1,115** non emergency repairs.

The average time to complete a non emergency repair was 4 days, which is a slight improvement from last year's 4.2 days.

The Scottish Average was 6.4 days.



The average length of time WGHC took to complete an emergency repair was 2.2 hours, (last year was 2.6 hours to again this is a slight improvement from last year).

The Scottish Average was 3.6 hours.



Our contractors completed **99%** of reactive repairs 'right first time'.

The Scottish Average was 92%

**100%** of WGHC tenants were satisfied with the repairs and maintenance service.

The Scottish Average was 91.3%



# How did we perform?

## OUTCOME 6: Neighbourhood & Community

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

Only 9 incidents of antisocial behaviour were reported to WGHC in 2019-20 and 100% were resolved.

However of the 9 incidents 4 resulted in written warnings being issued.

No legal actions were raised for antisocial behaviour.

**Only 67% (6) of the 9 incidents were resolved within our locally agreed targets of 20 working days in 2019-20 which is down from the 90% in the year before.**

**The Scottish Average was 94%**



**98.5% of WGHC tenants were satisfied with the management of the neighbourhood they live in.**

**The Scottish Average was 87.5%**

The 3 incidents which were not resolved within the 20 working days cases where we had difficulty making contact with all the involved parties within the required timescales.

Below you can see the “**before**” and “**after**” 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



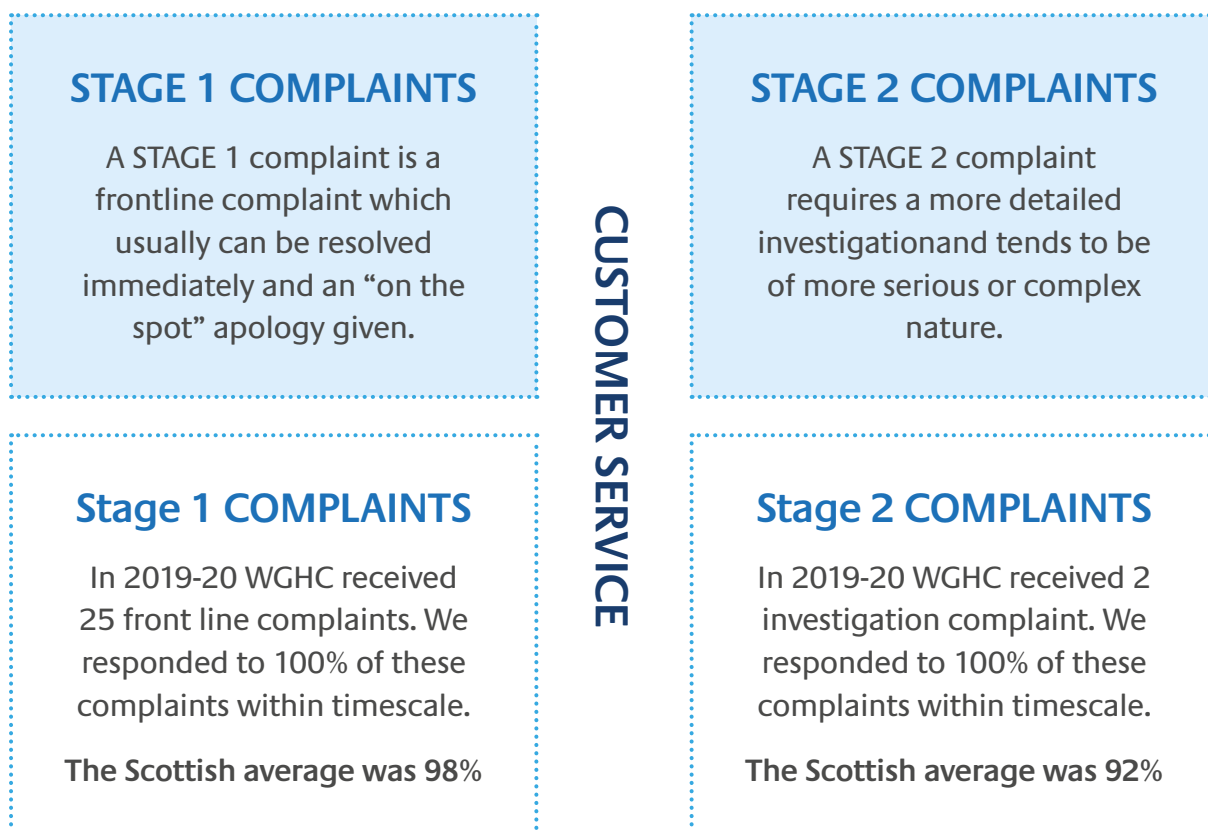
**To this...** in 2020  
West Granton 2019



# How did we perform?

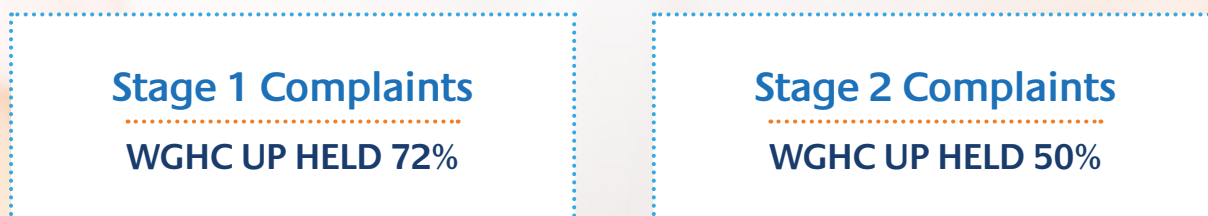
## OUTCOME 6: continued – Complaints

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



## OUTCOMES

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



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.



### Housing Lists

We allocate our housing through our own Internal Transfer List and Edinburgh's Common Housing Register, EdIndex, using their Key to Choice system.

**We lost 0.45% of rent due because properties were empty.**

**This compares to a Scottish Average of 1.2%**

**We made 24 offers of housing during the past year. Only 1 offer was refused by a Key to Choice applicant (4%). The previous year there were 0 refusals.**

**The Scottish Average refusal rate was 34%**

**It took an average of 28 days to re-let our properties.**

**The Scottish Average was 32 days.**

# 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.



**West Granton Housing Co-op is a partner landlord of EdIndex.** EdIndex is a partnership between the City of Edinburgh Council and 18 Edinburgh housing associations and co-operatives. 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 to everyone as is our Allocations Policy.

Our website fully explains how to apply for housing including direct links to the EdIndex application form and the Key to Choice website.

Log onto  
[www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)  
to find out more.

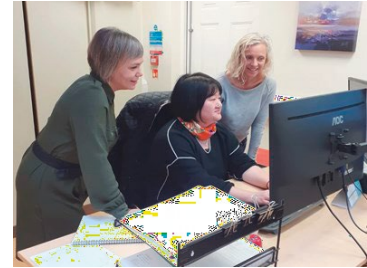
### How we allocated in 2019-20

- 12 properties to EdIndex applicants, 8 of whom were statutorily homeless
- 11 to internal transfer applicants which then freed up housing for the above EdIndex applicants
- 2 Mutual Exchanges
- 1 assignation of tenancy

# 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.

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

**100% of WGHC tenants who began their tenancy in 2019-20 have remained in their homes for more than one year.**

**The Scottish Average was 89%**

*We are here to help*

**In 2019-20 WGHC initiated 1 court action for rent arrears.**

**WGHC had 0 evictions & 1 abandonment.**



# How did we perform?

## OUTCOME 12: Value for Money

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

**We surveyed 200 tenants face to face.**



**100% of WGHC tenants surveyed felt the rent for their property represented good value for money.**

The Scottish Average was 83%

**In 2019-20 Gross rent arrears were 1.36%.**

**This is slightly higher than the 1.3% in the previous year.**

**WGHC collected 99% of the rent due by tenants.**

The Scottish Average was 99%

**But significantly lower than the Scottish average of 5.8%.**

**WGHC's rent increase for 2019-20 was 2.5% and in line with inflation.**

The Scottish Average was 2.5%



# How did we perform?

## OUTCOME 13 & 14: Rents & Service Charges

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

In 2019-20 WGHC proposed a rent increase of 2%.

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 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.

WGHC received 26 responses.  
This is a response rate of 7%.

25 tenants responded using the postal forms and 1 tenant responded by email.

No responses were sent via our website.

The results of the consultation were as follows:

- 23 tenants (88%) agreed/had no objection
- 1 tenant (4%) was against the increase
- 2 forms (8%) were returned with comments not related to the rent increase

Following this consultation, Committee approved the 2% rent increase.

**Copies of our audited Financial Statements for 2019-20 are available online at [www.westgrantonhousing.coop](http://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](mailto:mail@westgrantonhc.co.uk)

*or*

Use our online contact form available on our website at  
[www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)

*or*

Write to us at  
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](http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords)

## Sustaining and Championing the Co-operative Way



## Your WGHC

The Committee of Management's role is to set the strategic direction and guide the activities of the Co-op.

Its Board of Directors is the Committee of Management which is made up entirely of WGHC tenants. For specialist business and governance advice, the Committee use external Consultants.

# West Granton Housing Co-op

- Is a fully mutual co-operative housing association and a Registered Social Landlord (RSL) registered with The Scottish Housing Regulator. The registration number is HAC225.
- Is registered as a Society under the Co-operative and Community Benefit Societies Act 2014. As such we must make an annual return to the Financial Conduct Authority. Our registration number is 2357 RS.
- Has been designated as a Scottish Public Authority by an order made under section 5 of the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2013.

### Is affiliated to:

- the Scottish Federation of Housing Associations (SFHA)
- the West Granton Community Trust (Prentice Centre)

### Is a member of:

- Employers in Voluntary Housing (EVH)
- Scotland's Housing Network
- ARCHIE (Alliance of Registered Co-operatives and Housing Associations In Edinburgh)
- Co-operatives UK
- Scottish Procurement Alliance
- Northern Housing Consortium Procurement Group

## WGHC is a Living Wage Employer