



**West
Granton**

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

PERFORMANCE REPORT on the Scottish Social Housing Charter 2020-21



Introducing your Report on the Charter

Welcome to your Tenant Charter Report for 2020-21.

Undoubtedly 2020-21 was a year like no other.

“Covid-19” and the “pandemic” hit us unexpectedly. It was a game changer for everyone. We were all thrown into the unknown: a unique and very challenging environment. WGHC, along with all other social landlords, achieved what we once thought impossible: delivering essential services to tenants from with the containment of our homes. Remote working and “virtual” meetings all of a sudden became our new “normal”. The level of resilience within the sector has been remarkable. And at West Granton Housing Co-op, it has been no different. Whilst Committee battled on through the technological challenges of virtual meetings (they attended 11 meetings within that year), staff continued to work from home *and* make themselves available on site, as and when required.



WGHC is a member of ARCHIE. ARCHIE stands for **The Alliance of Registered Co-operatives and Housing Associations Independent in Edinburgh**. There are 7 Members:

- Lister Housing Co-operative
- Manor Estates Housing Association
- Muirhouse Housing Association
- Port of Leith Housing Association
- Prospect Housing Association
- Viewpoint Housing Association
- West Granton Housing Association (Chair)

This Report on the Charter is all about performance. The ARCHIE Alliance has helped to enhance our performance during this very challenging period by enabling us to deliver benefits to our

In this report, comparisons are made:

**against our performance last year and
against the Scottish Average for all Social Landlords**
(which means RSLs only) and

against the Scottish Average for the following 8 Housing Co-operatives:

Drumchapel housing Co-operative	Hawthorn Housing Co-operative
Easthall Park Housing Co-operative	Lister Housing Co-operative
Forgewood Housing Co-operative	Rosehill Housing Co-operative
Garrion Peoples Housing Co-operative	West Whitlawburn Housing Co-operative

tenants such as a Debt Advice Project, free Energy Savings Products, free Chromebooks and free fuel payments assistance. In addition, the 7 Members shared good practice in terms of how best to deliver essential services to tenants. It is therefore only right that we give both acknowledgement and thanks to our ARCHIE partners and moving forward wish them and their tenants the very best for the future.

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. The Charter was revised by the Scottish Government in 2017. A copy of the Scottish Social Housing Charter can be found at www.gov.scot/publications/scottish-social-housing-charter-april-2017/

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



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

West Granton Housing Co-op is a member of Alpha Trans 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.

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

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 25.5 days.

The Scottish Average was 71.2 days

In 2020-21 we carried out 2 medical adaptations in tenants' homes.

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.

Due to the pandemic and first stage lockdown, this work was put temporarily on hold. Moving into 2021-22 WGHC has once again commenced works with MHES.

As at 31st March 2021

12.9% (48 out of 372 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 92.8%
The Scottish Co-op's Average was 96.71%

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

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 87.8%
The Scottish Co-op's Average was 91.3%

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 2021, WGHC's Committee of Management had 14 fully elected members as follows:

Wendy Riordan (Chairperson)

George Thomson (Vice Chair)

Colin Fraser (Treasurer)

Donna Anderson

Jon Douglas

Joe Moir

Elizabeth Robertson

Amanda Aitchison

Donna Anderson

Stacey Powch-Scott

Lorna Brown

Marilyn Dickson

Jim Hemphill

Fiona Marshall

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.

90.3% of WGHC stock meets the Scottish Housing Quality Standard.

The Scottish Average is 92%

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

The Scottish Average was 87.8%

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

The issue relates to storage space in some kitchens in Area 1 (Granton Mains). When these properties were built, the Scottish Housing Quality Standard had not been introduced and we allowed kitchens to be 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. Each year, where

and when we can, we fit cupboards into kitchens but still not every tenant wants them. We will wait until the next kitchen replacement programme in Area 1 to try and address this ongoing issue but tenants' preferences must also be taken into consideration.



WGHC has commenced a rolling programme to ensure all our stock will have an up to date Energy Performance Certificate, and not just for those properties which become available for relet during each year.

In 2020-21:

- 24 properties were B rated
- 308 properties were C rated
- 0 properties were D rated



100% of WGHC Stock meets the Energy Efficiency Standard.

The Scottish Average was 92%

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 2020-21 we carried out **997** non emergency repairs.

The average time to complete a non emergency repair was 4.7 days, which is slightly up from last year's 4 days; however, it is noted these repairs were carried out when lockdown restrictions were relaxed at different periods throughout the year, and contractor availability was limited

The Scottish Average was 6.3 days.

The average length of time WGHC took to complete an emergency repair was **2.41 hours**

The Scottish Average was 3.3 hours.



Our contractors completed **97.2%** of reactive repairs 'right first time'.

The Scottish Average was 90.5%



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

The Scottish Average was 90.3%
The Scottish Co-op's Average was 94.4%

How did we perform?

OUTCOME 6: Neighbourhood & Community

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



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.”



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

**The Scottish Average was 86.5%
The Scottish Co-op's Average was 91.56%**



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...
West Granton 2021

How did we perform?

OUTCOME 6: continued – Complaints

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

<p>STAGE 1 COMPLAINTS</p> <p>A STAGE 1 complaint is a frontline complaint which usually can be resolved immediately and an “on the spot” apology given.</p>	<p>CUSTOMER SERVICE</p>	<p>STAGE 2 COMPLAINTS</p> <p>A STAGE 2 complaint requires a more detailed investigation and tends to be of more serious or complex nature.</p>
<p>Stage 1 COMPLAINTS</p> <p>In 2020-21 WGHC received 25 front line complaints. We responded to 96% of these complaints within timescale.</p> <p>The Scottish average was 98.6%</p>		<p>Stage 2 COMPLAINTS</p> <p>In 2020-21 WGHC received 4 investigation complaint. We responded to 100% of these complaints within timescale.</p> <p>The Scottish average was 94.1%</p>

OUTCOMES

Once resolved, complaints are either considered upheld, not upheld or partially upheld.

<p>Stage 1 Complaints</p> <p>WGHC Upheld 57%</p> <p>WGHC Partially Upheld 24%</p> <p>WGHC Not Upheld 19%</p>	<p>Stage 2 Complaints</p> <p>WGHC Upheld 25%</p> <p>WGHC Not Upheld 75%</p>
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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 0.4% of rent due because properties were empty.

This compares to a Scottish Average of 1.4%

We made 17 offers of housing during the past year. No offers were refused. The previous year there was 1 refusal from a Key to Choice Applicant.

The Scottish Average refusal rate was 25.2%
The Scottish Co-op's Average was 16.6%

It took an average of 35.4 days to re-let our properties.

The Scottish Average was 53.4 days.
The Scottish Co-op's Average was 25.4 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 17 Edinburgh housing associations and co-operatives. Applicants only need to complete one form and to apply for houses provided by all **EdIndex** landlords.



Our Allocations Policy is available to everyone and can be found on our website.

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 to find out more.

How we allocated in 2020-21

- 10 properties to EdIndex applicants, 5 of whom were statutorily homeless
- 7 to internal transfer applicants which then freed up housing for the above EdIndex applicants
- 2 Mutual Exchanges
- 2 assignment of tenancy
- 1 succession 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 2020-21 have remained in their homes for more than one year.

The Scottish Average was 89.8%
The Scottish Co-op's Average was 93.97%



In 2020-21 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 82.9%

WGHC collected 99.85% of the rent due by tenants.

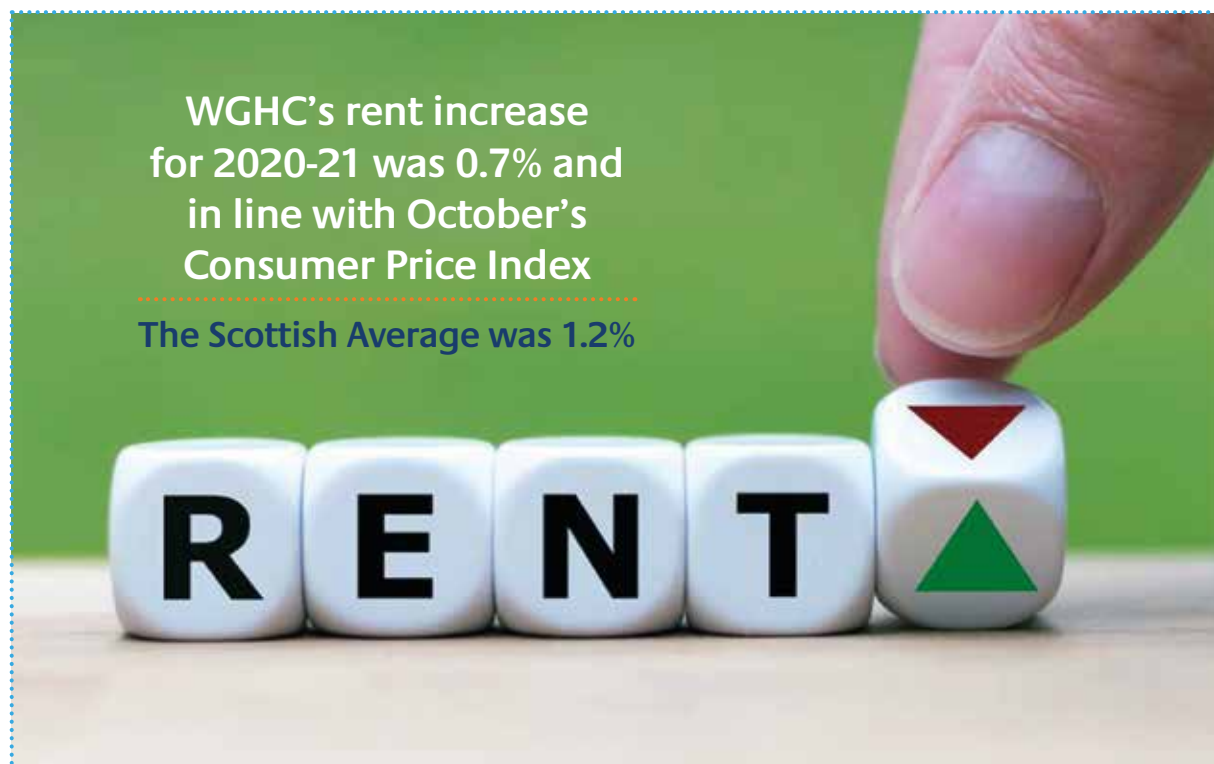
The Scottish Average was 99.5%

In 2020-21 our Gross Rent Arrears were 1.29%.

This is lower than the 1.36% in the previous year.

And significantly lower than the Scottish Average of 4.3%.

And also significantly lower than the Scottish Co-op's Average of 4.02%.



WGHC's rent increase for 2020-21 was 0.7% and in line with October's Consumer Price Index

The Scottish Average was 1.2%

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 November 2020, WGHC proposed a rent increase of 0.7%.

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.

WGHC received 40 responses. This is a response rate of 10.7%.

The results of the consultation were as follows:

- 34 tenants (85%) agreed/had no objection
- 6 tenants (15%) were against the increase

Following this consultation, Committee approved the 0.7% rent increase.

Copies of our audited Financial Statements for 2020-21 are available 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 at
 26 Granton Mill Crescent, Edinburgh EH4 4UT

or

To speak to a staff member telephone
 0131 551 5035



CONTACT US

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



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

Log onto
[https://www.housingregulator.gov.scot/
 landlord-performance/landlords](https://www.housingregulator.gov.scot/landlord-performance/landlords)



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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 a member of:

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

WGHC is a Living Wage Employer