

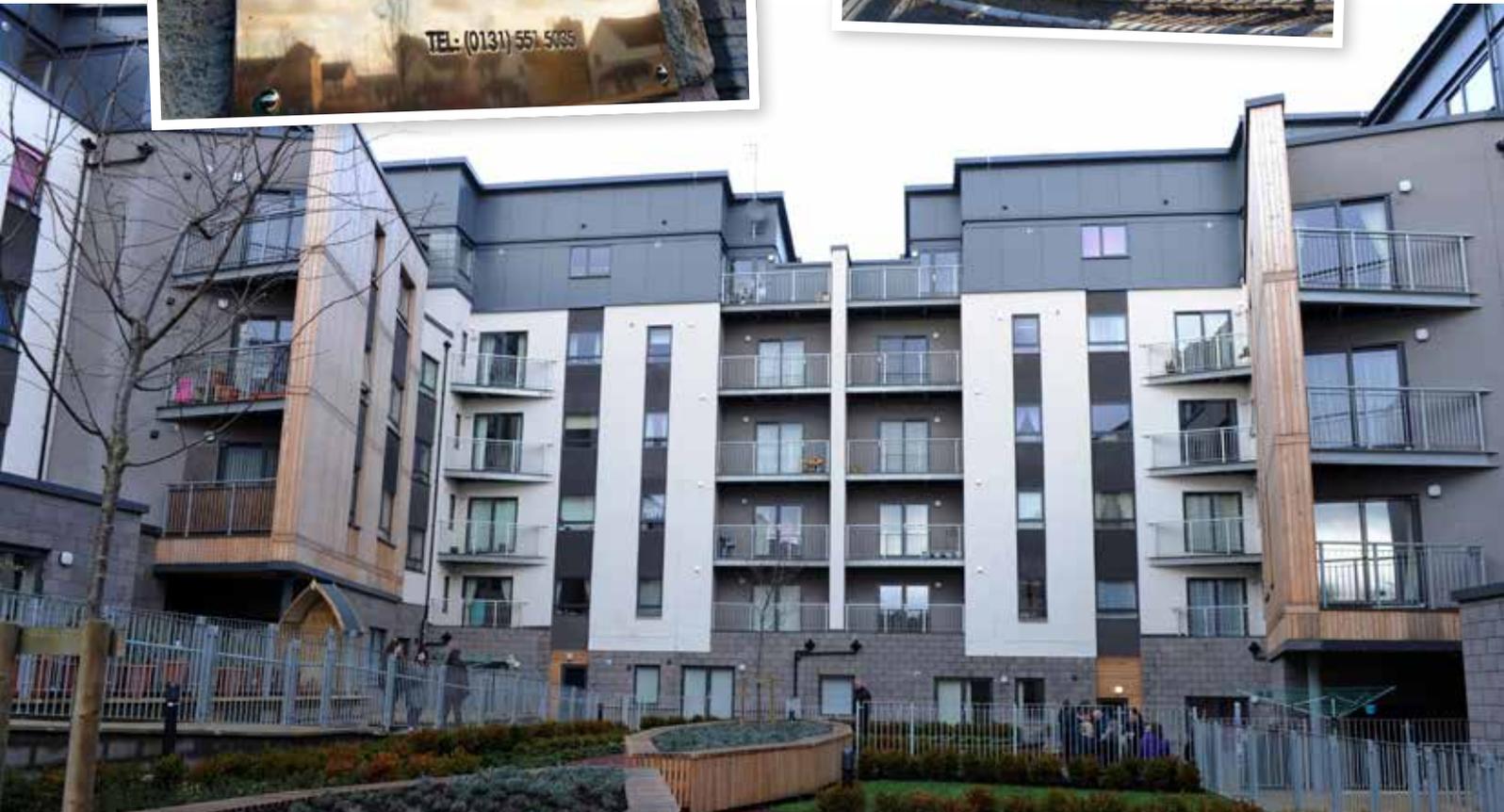


**West  
Granton**

Housing Co-op

Our tenants are paramount  
in everything we do

# PERFORMANCE REPORT on the Scottish Social Housing Charter 2022



# Welcome to *your* Report on the Charter

## Background

Our Annual Report on the Charter gives our tenants and service users information on our performance in key areas of work and lets you know what we are doing in meeting the standards of the Scottish Social Housing Charter.

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/](http://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.

This report details our performance over 12 months from April 2021 to March 2022 and how we compared to the average of all Scottish Social Landlords during the same period. We've also included some of our previous results so you can see how we are doing.

## Covid-19

Coronavirus restrictions during this period presented significant challenges and we adapted working practices to allow us to deliver core housing services whilst adhering to Government guidelines to keep tenants, service users and staff safe. Please note that performance in some areas have been affected by the pandemic and associated lockdowns. Where relevant, we will tell you about this.

## Consultation

We consulted tenants about the content, style and format of last year's report. Each year we invite tenants to complete a short survey on our website and additionally ask for views and feedback in the report itself. All responses were positive with tenants being satisfied with the content and layout but expressed a preference for more images or photos where possible.

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
- Harbour Homes Scotland Ltd (formerly Port of Leith Housing Association)

- Prospect Housing Association
- Viewpoint Housing Association
- West Granton Housing Association (Chair)

ARCHIE is currently working collaboratively to address the challenges around decarbonisation and energy efficiency and provide advice on how tenants can live sustainable lives, from energy saving tips to financial support. Past ARCHIE successes include joint ventures such as distributing energy saving packs to tenants and energy use advice. One of the most successful projects is the provision of Tenant Advice Services, which includes money, debt, benefits and tenancy sustainment advice.

Through sharing services and collaborating on joint activities ARCHIE members provide value for money and keep rents affordable.

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 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

In this report WGHC's performance is measured against the following 14 Standards and Outcomes from the Scottish Social Housing Charter:

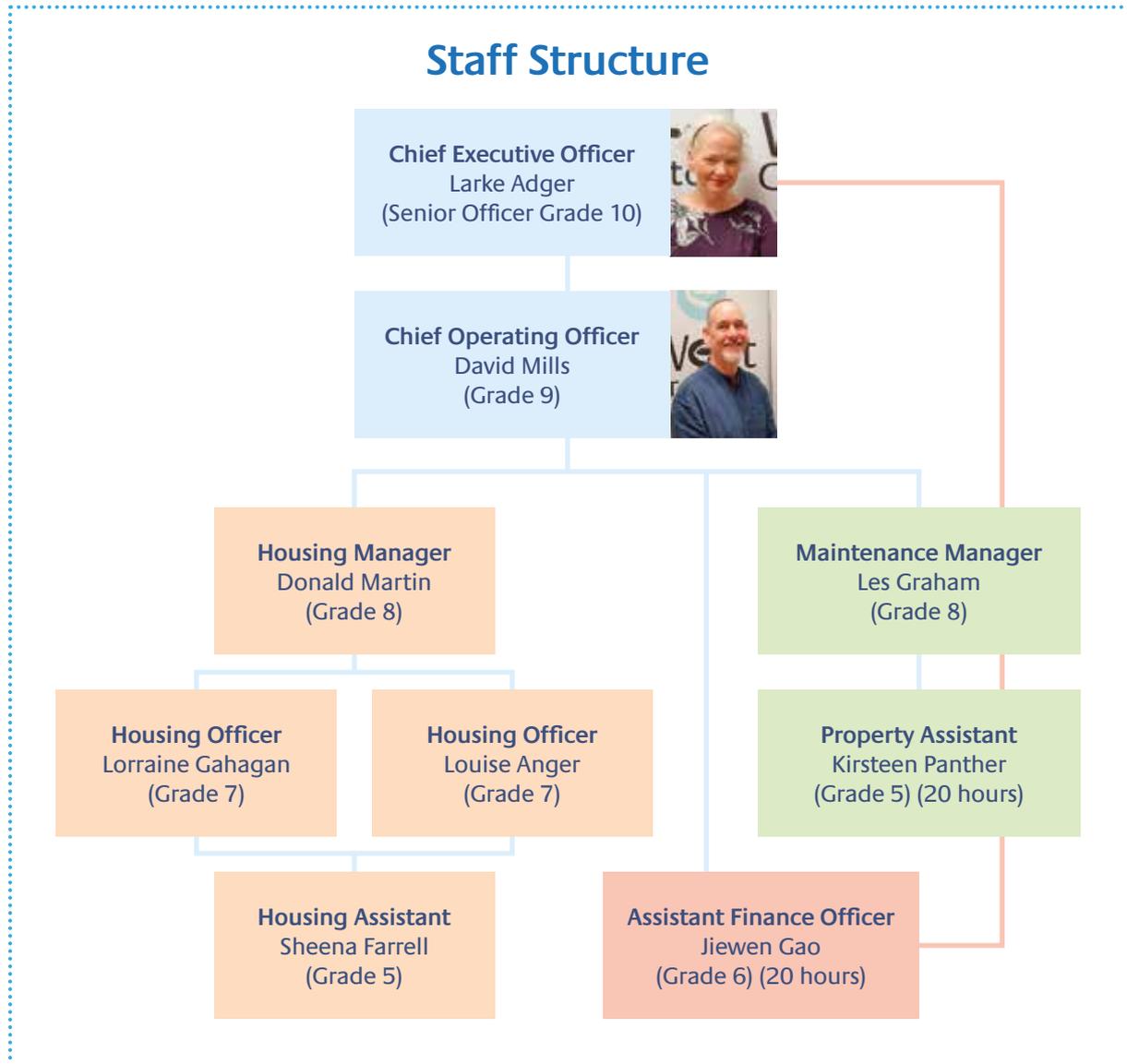
- Equalities
- Communication
- Participation
- Quality of Housing
- Repairs, Maintenance & Improvements
- Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes
- Housing Options
- Access to Social Housing
- Tenancy Sustainment
- Value for Money
- Rents and Services Charges

In this report, comparisons are made:  
**against our performance in 2021-22 and against the Scottish Average for all Social Landlords for the same period**

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



# WGHC's Organisational Structure



WGHC currently has 9 directly employed members of staff: 6 full time and 3 part time. They are shown in the staff structure above.

Specialist consultants, contractors and other organisations are used as necessary to support WGHC provide some of its services, for example; building & maintenance contracts, day to day repairs and planned or reactive works. We use the specialist services of F3 Chartered Surveyors, the Scottish Procurement Alliance and the services

of a Financial Agent (Prospect Housing Association) for financial management services and reporting. Our External Auditors are Chiene & Tait and our Internal Auditors are Wylie + Bisset. In addition, WGHC is currently developing its own Equalities Framework with Dr Stewart Montgomery and the Glasgow Centre for Inclusive Living.

A full list of approved contractors, consultants and suppliers can be found on our website at [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)

# 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.

In 2021-22  
we carried out  
**12 medical  
adaptations  
in tenants'  
homes**

**Our average time to complete  
an approved medical  
adaptation was 7.08 days**

The Scottish Average  
was 55.3 days

**As at 31st March 2022**

**13.4% (50 out of 372 WGHC  
tenants) considered themselves  
to have a disability**

In 2021 this figure was 12.9%  
(48 tenants)

As a Registered Social Landlord (RSL) in Scotland, West Granton Housing Co-operative (WGHC) is regulated by the Scottish Housing Regulator (SHR). The SHR require all RSLs in Scotland to collect equality data. There are nine 'protected characteristics' defined under the Equality Act 2010. Of the nine, eight also constitute 'special category data' as defined within the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The legislation makes it clear as to how and why this data might be collected and used.

The SHR require RSLs to collect equality data for:

- New Tenants
- Existing Tenants
- People on Waiting Lists
- Governing Body Members
- Staff (including job applicants)

WGHC have been developing a comprehensive equality strategy since 2020 which we began implementing from April 2022. To assist with this, we 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. One very important procedure that we worked on was our equality data collection procedure. Our new forms were sent out to our tenants in April 2022. WGHC had a 15% return. This data will support us, not only to provide services tailored to tenants' needs, but also to promote the Public Sector Equality Duty. As well as promoting equality objectives, the Duty requires us, when providing services, to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

# 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.

**99.5% of our tenants agreed that WGHC is good at keeping them informed about it's services and decisions**

**In 2021 this figure was 100%**

**The Scottish Average was 92.3%**

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**

**In 2021 this figure was 100%**

**The Scottish Average was 88.2%**



## 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 October 2022, WGHC's Committee of Management had 10 fully elected members as follows:**

Colin Fraser (Chair)

George Thomson (Vice Chair)

Wendy Riordan (2nd Vice Chair)

Joe Moir

Elizabeth Robertson

Amanda Aitchison

Stacey Powch-Scott

George Nicol

Jim Hemphill

Morag Orr

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 FaceNORTH (a local preventative youth crime project) and various tenancy sustainment initiatives such as funding its own Tenancy Sustainment Fund, Fuel Assistance Fund and its New Tenancy Utility Support Fund.

# 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 (ESSH) by December 2020.



**76.8% of WGHC stock meets the Scottish Housing Quality Standard**

The Scottish Average is 93.4%

**92% of WGHC tenants were satisfied with the quality of their home**

In 2021 this figure was 98%

The Scottish Average was 87.8%

## Why didn't all of our stock meet the Standard?

### TWO reasons

1. 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 a 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.
2. Social landlords in Scotland must arrange for electrical safety inspections to be carried out every five years. This requirement forms part of the Scottish Quality Housing Standard. This means that every WGHC tenancy must have at any point in time, an electrical safety certificate which is dated within the last 5 years. In early 2022, WGHC commissioned a contractor to carry out electrical inspections which were due for renewal. The contractor subsequently let WGHC down which left 50 properties without a live electrical inspection certificate. WGHC immediately hired 3 Independent electricians to carry out the Inspections and all properties were brought up to standard by May 2022. To prevent this happening again, WGHC have now put in place a rolling programme for 80 inspections to be carried out annually.

# How did we perform?

## OUTCOME 4: Housing Quality continued

WGHC has 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 2021-22

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

WGHC have commissioned Changeworks to carry out some data analysis work on our stock to find out how we might be able to increase the 308 properties, currently C rated, to B rated.

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

**The Scottish Average was 93.4%**

## 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 2021-22 we carried out 1,279 non-emergency repairs**

**In 2021 this figure was 997**

**The average time to complete a non-emergency repair was 4.19 days**

**In 2021 this figure was 4.7 days**

**The Scottish Average was 8.6 days**

**Our contractors completed 95.7% of reactive repairs 'right first time'**

**In 2021 this figure was 97.2%**

**The Scottish Average was 87.9%**



**The average length of time WGHC took to complete an emergency repair was 2.11 hours**

**In 2021 this figure was 2.41%**

**The Scottish Average was 3.3 hours**

**99% of WGHC tenants were satisfied with the repairs and maintenance service**

**In 2021 this figure was 100%**

**The Scottish Average was 88.3%**

# 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 focuses on its new mission statement: "Our tenants are paramount In everything we do"



**96.5% of WGHC tenants were satisfied with the WGHC contribution to management of the neighbourhood they live in**

In 2021 this figure was 98.5%

The Scottish Average was 85.8%



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 2022

# How did we perform?

## OUTCOME 6: continued – Complaints

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

<p><b>STAGE 1 COMPLAINTS</b></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><b>CUSTOMER SERVICE</b></p>	<p><b>STAGE 2 COMPLAINTS</b></p> <p>A STAGE 2 complaint requires a more detailed investigation and tends to be of more serious or complex nature.</p>
<p><b>Stage 1 COMPLAINTS</b></p> <p>In 2021-22 WGHC received 21 front line complaints (25 in 2020-21). We responded to 100% of these complaints within timescale (96% in 2020-21).</p> <p>The Scottish average was 98%</p>		<p><b>Stage 2 COMPLAINTS</b></p> <p>In 2021-22 WGHC received 2 investigation complaints (4 in 2020-21). We responded to 100% of these complaints within timescale.</p> <p>The Scottish average was 95.2%</p>

### OUTCOMES

Complaints are either considered resolved, upheld, not upheld or partially upheld.

WGHC Resolved 14/21 complaints

WGHC Upheld 2/21 complaints

WGHC Partially 2/21 complaints

WGHC Not Upheld 3/21 complaints

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 0.61% of rent due because properties were empty**

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

**We made 27 offers of housing in 2021-22. No offers were refused**

**In 2020-21 there 17 offers and 0 refusals**

**The Scottish Average refusal rate was 25.3%**

**It took an average of 30.85 days to re-let our properties**

**In 2020-21 the figure was 35.4 days**

**The Scottish Average was 43.9 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](http://www.westgrantonhousing.coop) to find out more.**

### How we allocated in 2021-22

We had 28 changes in tenancy over the period:

- 17 properties to EdIndex applicants, 6 of whom were statutorily homeless
- 8 to internal transfer applicants which then freed up housing for the above EdIndex applicants
- 1 Mutual Exchanges
- 1 assignation 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.

**83.3% of WGHC tenants who began their tenancy in 2021-22 have remained in their homes for more than one year**

In 2020-21 the figure was 100%

The Scottish Average was 90.6%



**In 2021-22 WGHC initiated no court actions for rent arrears  
WGHC had 0 evictions & 1 abandonment of tenancy**

# 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.**

**97.5% of WGHC tenants surveyed felt the rent for their property represented good value for money**

**In 2020-21 the figure was 100%**

**The Scottish Average was 82.8%**

**In 2021-22 our Gross Rent Arrears were 1.27%**

**In 2020-21 the figure was 1.39%**

**The Scottish Average for Gross Rent Arrears was 4.2%**

## OUTCOME 13 & 14: Rents & Service Charges

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



In December 2021 WGHC proposed a rent increase of 3.5% or 4%.

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.

WGHC received 62 responses. This is a response rate of 16.6%.

The results of the consultation were as follows:

- 24 tenants agreed to 3.5%
- 38 tenants agreed to 4%

Following this consultation, Committee approved the 4% rent increase.

**Copies of our audited Financial Statements for 2021-22 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?



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>



# West Granton

Housing Co-op

Our tenants are paramount in everything we do

West Granton Housing Co-op | 26 Granton Mill Crescent | Edinburgh EH4 4UT

t 0131 551 5035

e mail@westgrantonhc.co.uk

w www.westgrantonhousing.coop

**Out-of-office emergencies: 0800 917 8039**

## Our Tenants are paramount in everything we do



## 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