



WGHC

Our tenants are paramount in everything we do



Landlord Performance Report



Scottish Social Housing Charter **2024**

WWW.WESTGRANTONHOUSING.COOP

Welcome to *your* Report on the Charter

Introduction

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.

It lets you know how we are doing in meeting the standards and outcomes within The Scottish Social Housing Charter.

The Scottish Government introduced The Scottish Social Housing Charter in 2012 and was last reviewed in 2021. All Registered Social Landlords are required to produce a report for their tenants each year highlighting how they have performed against the Charter. A copy of the Scottish Social Housing Charter can be found at <https://www.gov.scot/publications/scottish-social-housing-charter-november-2022/>

There are 16 standards and outcomes within the Charter, 14 of which are presented in this report.

Outcome 12 relates to Councils and homeless persons and Outcome 16 relates to Gypsies and Travellers, are not included as these are statutory duties of the City of Edinburgh Council.

Consultation

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.

Contact Us

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

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.

If you would like this report in **large print** please let us know.



Large Print

Comparisons

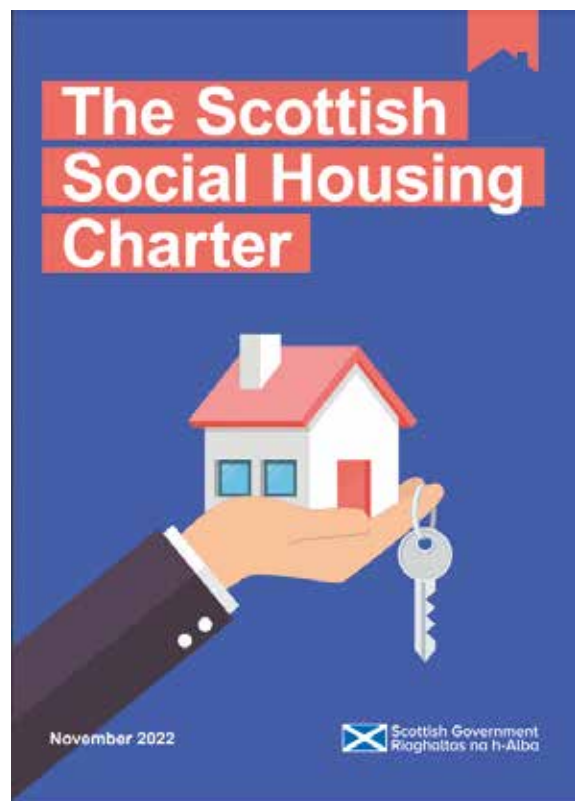
In this report, comparisons are made:

***against* our performance in 2023-24 and**

***against* the Scottish Average for all Social Landlords for the same period.**

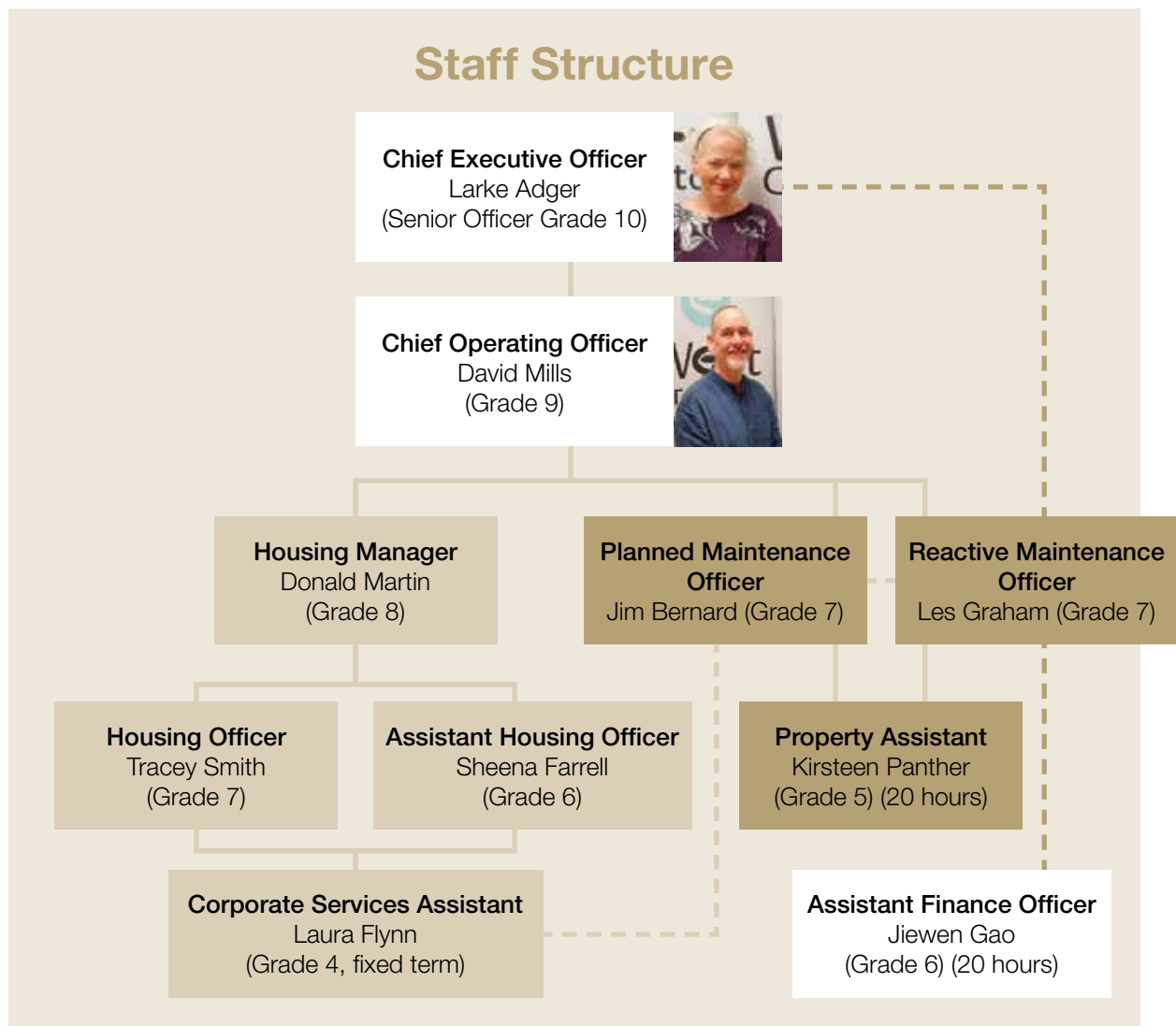
In this report WGHC's performance is measured against the following 14 Standards and Outcomes from the Scottish Social Housing Charter:

- 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



WGHC's Organisational Structure

WGHC currently has 10 directly employed members of staff, 8 full time and 2 part time as follows:



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 CT (formerly Chiene & Tait) and our Internal Auditors are Wylie + Bisset.

A full list of approved contractors, consultants and suppliers can be found on our website at www.westgrantonhousing.coop

Committee of Management

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

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. The Committee is made entirely up of WGHC tenants. As of October 2024, WGHC’s Committee of Management had 14 fully elected members as follows:



Over the past 12 months, the Committee of Management continued to develop their skills and knowledge as they attended training sessions in Finance, the Scottish Housing Regulatory Framework and Standards, Strategic Business Planning, Housing Law, Governance (including “constructive challenge in the boardroom” along with their fiduciary duties as Directors) and underwent a rigorous Annual Appraisal process with



external governance consultants from Co-ops UK and an assessment with Investors in Excellence.

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 2023-24 we carried out 12 medical adaptations in tenants' homes

Our average time to complete an approved medical adaptation was 7.17 days

The Scottish Average was 46.7 days

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.

We started using our new forms in April 2022.

The purpose of us collecting this data, aside from compliance with the SHR, is to have an understanding of our tenants (new and existing), governing body members and staff (including job applicants) with the aim of

WGHC of supporting these groups and ensuring that none suffer social exclusion or discrimination as a result. WGHC has chosen to collect the required equality data using the Article 6 lawful basis of 'consent' and the Article 9 derogation of 'explicit consent'.



Although we collect equality information to monitor and address if unlawful discrimination is taking place, we also use it to promote equality objectives. In particular, we collect equality data to protect and promote peoples' rights and interests. Equality data collection is, therefore, central to service delivery and the provision of quality services. We will process all personal data strictly in line with data protection law and the UK General Data Protection Regulation.

10% (38 out of 372 WGHC tenants) declared themselves to have a disability (in 2023 this figure was 14.2% (53 tenants))

Since using our new Equalities Data Collection forms, more tenants have opted to choose "the prefer not to say" option when it comes to them advising us if they considers 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.

99.5% of our tenants agreed that WGHC is good at keeping them informed about its services and decisions

The Scottish Average was 92.1%

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 89.1%

WGHC newsletter SUMMER 2024

WGHC's Energy Advice Officer - extended for 2 years

With its biggest social landlord, Harlow Homes, has...
 as truly, but they had no...
 An emergency call out...
 What this was all going on...
 With our help all debt written off...
 If you are struggling with your energy providers...
 www.westgrantonhousing.coop

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.

91.13% of WGHC stock meets the Scottish Housing Quality Standard

The Scottish Average is 91.4%

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

Reason

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.

100% of WGHC tenants were satisfied with the quality of their home

The Scottish Average was 85.1%

100% of WGHC Stock meets the Energy Efficiency Standard

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 2023-24:

- 72 properties were B rated
- 300 properties were C rated
- 0 properties were D rated

Irrespective of the cost-of-living crisis and existing plans for component replacement (bathrooms, kitchens, boilers etc.) within the WGHC housing stock, the Government still has targets to reduce carbon emissions in support of 'net zero'. WGHC will be required to comply with these targets over the coming years.

WGHC underwent a 'pilot' to install solar panel and electric vehicle charging point installation. Comparing utility costs for the 12 months prior to installation against the 12 months following installation, our tenant has saved just over £1,100 in their combined gas and electric costs.

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 2023-24 we carried out **1,328** non-emergency repairs (in 2022-23 this figure was 1,153)

The average time to complete a non-emergency repair was **4.58** days (in 2022-23 this figure was 4.44 days)

The Scottish Average was 8.1 days.



Our contractors completed **93%** of reactive repairs 'right first time' (in 2022-23 this figure was 94.28%)

The Scottish Average was 88.1%

The average length of time WGHC took to complete an emergency repair was **2.14** hours (in 2022-3 this figure was 2.14)

The Scottish Average was 3.6 hours (same as the previous year)



98.37% of WGHC tenants were satisfied with the repairs and maintenance service (in 2022-23 this figure was 96.63%)

The Scottish Average was 87.3%

How did we perform?

OUTCOME 6: Neighbourhood & Community

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

97% of WGHC tenants were satisfied with the WGHC contribution to management of the neighbourhood they live in

The Scottish Average was 85.7%

WGHC believes it has achieved one of its aims in helping to rebuild the local community and now focuses on its mission statement: **“Our tenants are paramount in everything we do”**



Below you can see the “before” & “after” photos

WGHC believes it has achieved one of its aims in helping to rebuild the local community.

From this...

West Granton 1988



To this...

West Granton 2024



How did we perform?



OUTCOME 6: continued – Complaints

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

STAGE 1 COMPLAINTS DEFINITION

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 2023-24 WGHC received 16 front line complaints (16 in 2022-23).

We responded to 100% of these complaints within timescale (100% in 2022-23)

The Scottish average was 97.7%

STAGE 2 COMPLAINTS DEFINITION

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

Stage 2 COMPLAINTS

In 2023-24 WGHC received 1 investigation complaint (6 in 2022-23).

We responded to 100% of these complaints within timescale

The Scottish average was 93.8%

OUTCOMES

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

WGHC Resolved 15/16 complaints

WGHC Upheld 1/16 complaints

WGHC Partially Upheld 0/16 complaints

WGHC Not Upheld 0/16 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 provide information and will refer enquiries onto the Council's Housing Options Team as required.

If a person tells us they are at risk of losing their home, WGHC staff will 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 made **25** offers of housing in 2023-24. No offers were refused. (In 2022-23 there were 5 offers and 0 refusals)

The Scottish Average refusal rate was 23.6%

We lost **0.44%** of rent due because properties were empty.

This compares to a Scottish Average of 1.1%

It took an average of 15.68 days to re-let our properties. (In 2020-21 the figure was 30.85 days; 2022-23 it was 19.2 days)

The Scottish Average was 39.2 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 at: www.westgrantonhousing.coop

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



How we allocated in 2023-24

We had 31 changes in tenancy over the period:

- 12 properties to EdIndex applicants, 6 of whom were statutorily homeless
- 12 to internal transfer applicants which then freed up housing for the above EdIndex applicants
- 3 Mutual Exchange
- 1 assignation of tenancy
- 2 successions of tenancy

Log onto www.westgrantonhousing.coop to find out more.



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 Fuel Support Fund and Tenancy Sustainment Fund. With every new tenancy, WGHC provides a top up of £50 to the gas and/or electricity meter. 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 2022-23 have remained in their homes for more than one year. (The figure for 2021-22 was 80%)

The Scottish Average was 91.4%

In 2023-24 WGHC initiated no court actions for rent arrears.

WGHC had 0 evictions & 0 abandonments of tenancy.

It should be noted that in that year WGHC, only had 5 relets and we had one tenant who moved out of the area within the 12 month period.



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.

98% of WGHC tenants surveyed felt the rent for their property represented good value for money (in 2022-23 the figure was 98%)

The Scottish Average was 81.9%

In 2023-24 our Gross Rent Arrears were at **1.15%** (in 2022-23 the figure was 0.76%)

The Scottish Average for Gross Rent Arrears was high at 4.4%

OUTCOME 13 & 14: Rents & Service Charges

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

In December 2023 WGHC proposed a rent increase of 6.5% or 7%.

A rent consultation form was sent out to every tenant.

Tenants could respond by text or using our website in addition to being provided with a form along with a freepost envelope to encourage feedback.

WGHC received 89 responses.

This is a response rate of 30%.

The results of the consultation were as follows:

- 33 tenants (37%) voted in favour of a 6.5% increase
- 55 tenants (62%) voted in favour of a 7% increase

Following this consultation, Committee approved the 7% rent increase.

Copies of our audited Financial Statements for 2023-24 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

We are keen to seek tenants' views about the information and layout of this report.

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 landlord's performance against others.

Log onto
[www.scottishhousingregulator.gov.uk/
find-and-compare-landlords](http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords)



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:

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

WGHC is a Living Wage Employer