



# WGHC

Our tenants are paramount in everything we do

## PERFORMANCE REPORT

### Information for **Q2**

Core Values



WGHC

## SERVICE

Our tenants are paramount in everything we do



**CUMULATIVE**  
**01st April 2024 to**  
**30th September 2024**

West Granton Housing Co-operative

A **GREEN** background indicates benchmark **attained or exceeded**

A **RED** background indicates benchmark **missed or not achieved**



## Gross Rent Arrears

WGHC's **benchmark for gross rent arrears is 1.30%**.

Gross rent arrears are the amount of rent owed by both former and current tenants, not including any payments we expect to receive from housing benefit or universal credit.

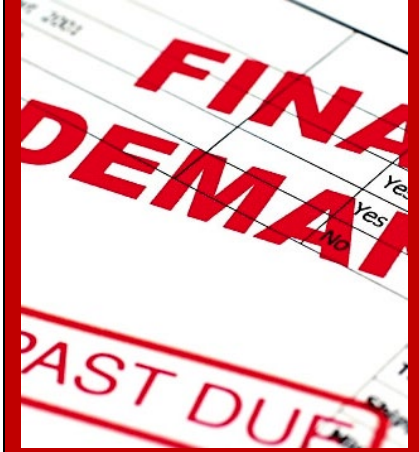
**Gross rent arrears as at 30<sup>th</sup> September 2024 were 1.31%**

Current Tenants @ 1.18%

Former Tenants @ 0.13%

The Housing Manager reports:

"There is no one factor that I can say is behind the arrears being at 1.31%. Late payments/timing at the weekend on 29<sup>th</sup> September, may well have played a part, given that the following week the arrears dropped by almost 0.4%? - Lack of staff focus on rents will also have played a part, but this has been addressed"



## Anti-Social Behaviour

Incidents of ASB should be resolved within 20 working days.

The benchmark for WGHC is that **90% of reported ASB incidents will be resolved within the 20 working days.**

On average, reported cases of ASB are resolved within 13.3 working days.

Cumulatively for the period reported, of the 25 cases, 21 were resolved within benchmark, 4 outwith.

Overall, this meant our resolution rate compared to benchmark was **87%**.



## Service Complaints

In the period 1<sup>st</sup> April to 30<sup>th</sup> September 2024 WGHC received the following complaints:

Complaint Type	Number received	Number resolved within timescale
Stage 1 Complaints	17	17
Stage 2 Complaints	2	2
<b>Total</b>	<b>19</b>	<b>19</b>

Of the **19 Complaints** logged, 10 related to contractor performance, 3 related to staff, 2 to Housing Management and 4 to maintenance. **All were resolved within SPSO target requirements.** 15 were upheld in favour of the complainant. Stage1 average = **1.8 days** / Stage2 average = **14.5 days**



## Tenant Support Visits

WGHC's benchmark is to visit **24 tenants per quarter**, in terms of offering support, or, from a tenant sustainment perspective.

Cumulatively, over the reporting period, **48 visits** should have been undertaken. **63 visits were undertaken, far exceeding the benchmark.** This is a fantastic achievement for WGHC.

This is supportive of our mission statement, confirming :-

"Our tenants are paramount in everything we do"

WGHC offered a valuable service having a Housing Officer whose speciality was tenant support and sustainment, with expert knowledge of the benefits system. This Housing Officer has now resigned their position at WGHC. It may take a while to build this area back to what was being offered.



## Average Days to Relet a Property

WGHC's benchmark is to relet a property is within **14 days (average)**.

**4 properties** were void at the start of the new operating year, i.e. carried over from the previous year. Within the first 2 quarters, **5 properties became void, equating to 9 overall.**

Cumulatively, within the reporting period 01<sup>st</sup> April 2024 to 30<sup>th</sup> September 2024, we relet the **9 properties.**

On average, it took us **21.3 days** to relet an empty property.

Of the 9 properties that were relet during the quarter, 3 were because of tenant deaths. Of the 9 relets, **6 were allocated to homeless households** in accordance with EdIndex requirements.



## Void Spend (Per Property)

WGHC's benchmark for void spend, per unit, is **£3,000 with an anticipated / budgeted stock turnover of 24 units per year.**

Cumulatively, within the reporting period, 9 properties became void and incurred void work costs.

WGHC's average void spend, within the reporting period, per property, was **£1,555.00 which is well within the benchmark.**

(It should be noted, that although we had 9 voids, **actual turnover of tenanted properties were recorded at 16:** 6 were tenancy successions and 1 was a mutual exchange)



## Stair Inspections

WGHC's **benchmark for stair inspections is 3 per quarter.**

WGHC has 13 common stairs, so the benchmark requires that each of the 13 stairs (as a 'set') are inspected @ 3 times a quarter.

Within this cumulative reporting period, 6 x sets of stair inspections were undertaken.

**Therefore, 6 x full sets of stair inspections were completed, meeting the required benchmark.**



## Estate Management Visits

WGHC's **benchmark for estate management visits is 12 per quarter.**

This involves staff visiting each of the 17 streets within the WGHC estate and recording actions to be taken including incidents of vandalism, gardens in need of attention, damage to pavements, abandoned vehicles, collapsed drains, overgrown trees etc.

Within this cumulative reporting period, 26 x estate management visits have been undertaken.

As such, having **undertaken 26 x estate management visits**, the required benchmark has been exceeded.



## Bi-Annual Asset Management Visits

WGHC's **benchmark for bi-annual management visits is 48 per quarter.**

This benchmark is to ensure that all WGHC properties are visited at least once, every 2 years to assess their condition both internally and externally.

Due to lack of staff, Committee graciously put this benchmark on 'hold' for the remainder of the reporting year.

However, I'm pleased to announce that the Planned Maintenance Officer has (as of writing this report) undertaken 3 BAMVs with a further 4 booked. Meaning that by the date of the Committee Meeting, 7 will have been undertaken and fully recorded. The PMO is aware this is a key element of his responsibilities.



## Average DAYS to complete a non-emergency repair

WGHC's benchmark for attending a request for a non-emergency repair is an average of 5 working days.

Within the reporting period, i.e. 01<sup>st</sup> April 2024 to 30<sup>th</sup> September 2024, a total of **630 non-emergency repairs** were undertaken. These repairs collectively took 3120 days to complete. Therefore, the average response time to complete non-emergency repairs was **4.1 working days, which is within the required benchmark.**

complete non-emergency repairs.



Number of Works orders completed in scope:		630
Total Working Days:		3120
less excluded days to discount	513	2607
<b>Average Days</b>		<b>4.1</b>



## Average HOURS to attend for an emergency repair

WGHC's benchmark for attending a callout for an emergency repair is an average of 3 hours.

Within the reporting period, we had a total of **56 emergency repairs**. These repairs, collectively, took 114 hours to complete.

On average, we attended to an **emergency repair within 2 Hours 04 Minutes** which is well within the benchmark requirement.

complete emergency repairs.



Number of Completed Emergency Works orders in Period		56
Total Elapsed Hours to Complete (decimalised):		114
<b>Average Hours / Mins</b> (2Hrs 2Mins)		<b>2.04</b>



## Repairs Inspections

WGHC's benchmark for pre or post inspections of repairs is **10% of all repairs carried out per quarter.**

Cumulatively, during the reporting period, **966** work orders were raised. As a result, at least **97 pre or post-work inspections** should have been undertaken.

Cumulatively for the period a total of **109 inspections** were undertaken which equates to **11% of the total jobs undertaken**, which *just* exceeds the required benchmark.



## Contractor Management

WGHC's **benchmark for contractor management meetings is 9 per quarter**. The main purpose of these meetings is to discuss ongoing performance, assess KPIs and maintain working contractual relationships.

For the period 1<sup>st</sup> April 2024 to 30<sup>th</sup> September 2024, **18 meetings** should have been held.

**Only 2 meetings were held – meaning this benchmark has significantly not been achieved.** I will be addressing this issue with the full Maintenance Team.

**£172,255.00** was spent during the reporting period across approx. 32 x contractors

### WGHC "Top 10" Contractor Spend

David Mackenzie Plastering	£26.2k
E W Joinery	£23.8k
Harbour Connections	£20.3k
Craig Brown Electrical	£19.4k
Kerax	£20.7k
Lothian Gas	£25k
J & E MacGregor	£9.8k
Menco	£5.1k
FME Flooring	£6.5k
Iain Shaw Roofing	£7.5k

## Tenant Satisfaction with Quality of new home

WGHC survey every tenant in the year, who move into a WGHC property. We ask the tenant how satisfied they are with the quality of their new home. Within the cumulative reporting period, 10 tenants changed properties. Statistics based upon PAVs undertaken. WGHC's benchmark for this KPI is **95% of tenants to report being satisfied**.

**100% of WGHC have indicated they are either Very or Fairly Satisfied** with the quality of their home, meaning this benchmark has been exceeded.

Satisfaction Level	No. of tenants	%
Very Satisfied	8	80%
Fairly Satisfied	2	20%
<b>Total</b>	<b>10</b>	<b>100%</b>



## Void Loss

WGHC's **benchmark for void loss is 0.5%**.

This is the amount of rent lost due to properties lying empty as a percentage of the total amount of rents due.

For the cumulative reporting period from 01<sup>st</sup> April through 30<sup>th</sup> September 2024, WGHC's void loss was **£1,328.00** – which is **£2,916.00 better than budget**.

Therefore, the overall void loss was **0.13% which came in under the benchmark**.



## Interest Cover

The benchmark for interest cover is **110%**

The interest cover ratio is used to determine a company's ability to pay interest on its outstanding debt. It measures how many times a business can cover the current interest payments based on the calculated surplus.

A ratio of 110% means that a company can cover its loan interest payments 1.1 times over.

Therefore, WGHC's current interest cover of **480%** means that it is making enough of a surplus to pay loan interest payable 3 times over, **which far exceeds the required benchmark**

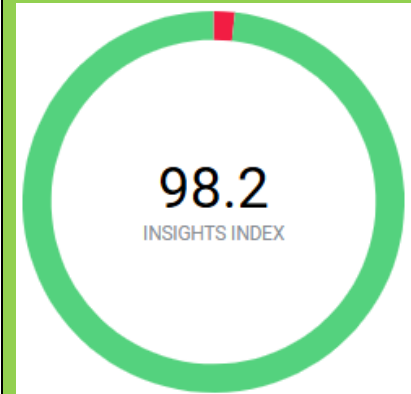
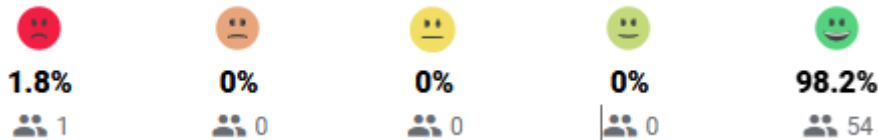


## Tenant Satisfaction Visiting the WGHC Office / Staff Interaction

This is currently **not a benchmark** for WGHC.

**55 tenants** interacted with the survey button in WGHC reception in the first quarterly period from 01<sup>st</sup> April 2024 to 30<sup>th</sup> September 2024 to indicate their happiness in the way in which they had been treated during their visit.

**1** Tenant expressed clear signs of being unhappy / dis-satisfied  
**54 Tenants** expressed clear signs of being happy / satisfied



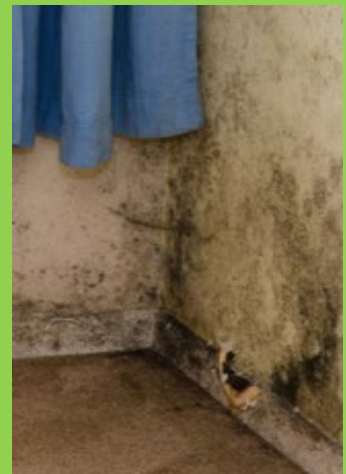
## Damp, Mould and Condensation

This is currently **not a benchmark** for WGHC.

However, given the importance of tenant health and safety, along with a requirement from the Scottish Housing Regulator, WGHC need to be recording the number of cases reported by tenants and the actions undertaken.

For the reporting period 01<sup>st</sup> April to 30<sup>th</sup> September 2024, WGHC received **11 reports** of either **damp, mould or condensation** and all have been inspected and treated by WGHC contractors using specialist mould remover, primers and paint.

All have had the required works undertaken to remedy or eradicate.



## Asbestos / RAAC

This is **not a benchmark** for WGHC. It is reported, however, to give assurance to the Committee of Management and Tenants.

All WGHC properties were built after 1990 and none were constructed using or containing asbestos.

Equally, none of WGHC stock has any (RAAC) – Reinforced Autoclaved Aerated Concrete.

An asbestos register is centrally held within the WGHC maintenance / compliance folders and annual assurance evidence banks.



## Gas Safety

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to Committee to give assurance and confirmation to the Committee of Management and Tenants.

As at 30.09.24 all of our stock had a valid landlord gas safety certificate. All tenants are provided with a copy of the certificate for their home. During the reporting period, **268 Gas Safety Checks** were undertaken.

In addition, WGHC commission the services of an independent Gas Safety Consultant inspect a 10% random sample of boiler installations from each boiler replacement programme.



## Electrical Installation Condition Reports (EICRs)

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

**As at 31.03.24 all our stock had a valid electrical safety certificate**, i.e. within the 5 years required.

In the reporting period, 6 x EICRs were undertaken to ensure WGHC remained compliant with the rolling EICR programme.

Between 11 January 2021 and 12 March 2024 all 372 WGHC properties have been inspected and have a current, valid, certificate. The rolling programme is due to commence in early 2025.





## Energy Efficiency Standards for Social Housing (ESSH)

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

As of 30<sup>th</sup> June 2024, **100% of WGHC's lettable stock met the ESSH standard:**

**311 properties have an Energy Efficiency Rating of C**  
**61 properties have an Energy Efficiency Rating of B**

(which means that these 61 already meet the ESSH2 required Energy Efficiency Rating of 81 (EPC Rating B). It should be noted that ESSH2 is to be replaced by SHNZS.



## Fire Safety / Smoke Alarms – Interlinked Systems

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants. Following the Grenfell Tower tragedy in 2017, the law in Scotland changed and as of 1<sup>st</sup> February 2022 all homes are required to have interlinked alarms.

**All of WGHC's stock had interlinked smoke alarms and heat alarm (in the kitchen) by October 2020.** The heads of each individual alarm unit need to be replaced every 10 years.

The alarms should be periodically checked by tenants. WGHC take note of alarms during VOID inspections.



## Legionella and Water Safety

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

Testing or sampling for legionella is not usually required for domestic hot and cold water systems. An information leaflet is provided to WGHC Tenants at their sign-up and is also available on our website, giving guidance as to the steps to take within their own home.

In the case of the WGHC office, an **annual legionella risk assessment is undertaken and recorded.** With regards to the cold water storage tank at the Forthquarter development, this is emptied, disinfected, refilled and tested on an annual basis.

**WATER  
MANAGEMENT  
LOGBOOK**

**BE PREPARED.**

Keep Your Water Systems  
& Equipment Maintained



## Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

WGHC has 3 lifts sited in its flatted developments at 6 & 10 Colonsay Close and 65 Waterfront Park. The lifts are small and designed to carry a load of 8 persons or less.

LOLER Regulations do not apply directly to passenger lifts in residential premises used by residents. However, WGHC still has responsibility to ensure the safety of this equipment.

**Zurich Insurance Engineers carry out annual LOLER Inspections** for all our 3 lifts, in addition to Saltire Lift Services Ltd undertaking annual & reactive maintenance services.



## Scottish Housing Quality Standard (SHQS)

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

As of 30<sup>th</sup> September 2024, WGHC **meets the SHQS criteria across 91.13%** of its lettable stock.

Some tenants have requested the removal of cupboards to allow space for white goods such as a tumble dryer or dishwasher.

We aim to fit cupboards into kitchens when we can (for example, when a property becomes void) but in putting our tenants first we have to respect they may not want them.



## Portable Appliance Testing (PAT Testing)

This is **not a benchmark** for WGHC. It is a statutory and regulatory requirement. As such, it is reported to the Committee of Management and Tenants.

**Annual PAT testing was undertaken across all 'in scope' appliances within the WGHC office in June 2024** by Craig Brown Electrical Contractors.

A centralised register of appliances is held and maintained by the Reactive Maintenance Officer.

